



## **Coordinated Entry Call Center and Access Sites**

**Updated April 13, 2026**

**Connect To Home: Coordinated Entry System of Eastern PA (CES)** coordinates and manages access, assessment, prioritization, and referral to housing and services for any person(s) experiencing or at imminent risk of homelessness in the following counties: Adams, Bedford, Blair, Bradford, Cambria, Carbon, Centre, Clinton, Columbia, Cumberland, Franklin, Fulton, Huntingdon, Juniata, Lebanon, Lehigh, Lycoming, Mifflin, Monroe, Montour, Northampton, Northumberland, Perry, Pike, Schuylkill, Somerset, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne and Wyoming.

If you live in the Eastern PA Connect To Home service area and are **experiencing homelessness**, call 211 or 855-567-5341 toll-free for information, screening, and referral. You can also text your zip code to 898-211.

**Call Center Coordinated Entry Specialists are available from 9:00 AM to 7:45 PM Monday through Friday and on Saturdays between 11:00 AM and 6:45 PM.** If you call after hours, on weekends, or on federal holidays, you will still receive emergency referrals and the opportunity to leave your information for a callback during regular business hours.

In addition, Connect To Home offers the following Coordinated Entry Access Sites that provide phone and/or in-person intake and referral.

### **Central Valley Region**

#### **Community CARES**

206 E. Burd Street, Shippensburg, PA 17257

Hours of Operation: Monday - Friday 9:00 AM - 4:00 PM

Walk-Ins? By appointment

Phone Intake? Yes

Phone Number: 717-249-1009 (or call Cumberland Street Outreach at 717-448-8850)

## **Connect To Home: Coordinated Entry System Call Center and Access Sites**

### **Community CARES**

50 W. Penn Street, Carlisle, PA 17013

Hours of Operation: Monday - Friday 9:00 AM - 4:00 PM

Walk-Ins? Yes, but appointments are preferred

Phone Intake? Yes

Phone Number: 717-249-1009 (or call Cumberland Street Outreach at 717-448-8850)

### **Central Susquehanna Opportunities, Inc.**

2 East Arch St, Shamokin, PA 17872

Hours of Operation: Monday - Friday 8:00 AM - 4:00 PM

Walk-Ins? Yes (limited availability)

Phone Intake? Yes

Phone Number: 570-644-6575 ext. 0

### **Central Susquehanna Opportunities, Inc.**

160 West Sixth Street, Bloomsburg, PA 17815

Hours of Operation: Monday - Friday 8:00 AM - 4:00 PM

Walk-Ins? Yes (limited availability)

Phone Intake? Yes

Phone Number: 570-644-6575 ext. 0

### **Central Susquehanna Opportunities, Inc.**

217 North Center Street, Sunbury, PA 17801

Hours of Operation: Monday - Friday 8:00 AM - 4:00 PM

Walk-Ins? Yes (limited availability)

Phone Intake? Yes

Phone Number: 570-644-6575 ext. 0

### **Lebanon VA Medical Center (Veterans Only)**

Hours: Tuesday - Thursday 10:00 AM - 3:00 PM

Walk-Ins? By appointment only

Phone Intake? Yes

CE Specialist: Airika Pollard

Phone: 717-222-0164

## **Connect To Home: Coordinated Entry System Call Center and Access Sites**

### **Mifflin Juniata Human Services**

Mifflin County Courthouse, Mifflin Juniata Human Services Department

20 N Wayne Street, Lewistown, PA 17044

Hours of Operation: Monday - Friday 9:00 AM - 3:00 PM

Walk-Ins? Yes

Phone Intake? Yes

Phone Number: 717-447-5121

### **Servants to All**

4 South Centre Street, Pottsville, PA 17901

Hours of Operation: Monday – Friday 8:00 AM – 1:00 PM (or by appointment 1:00 – 4:00 PM)

Walk-Ins? Yes

Phone Intake? No

### **Union-Snyder Community Action**

713 Bridge Street, Suite 10, Selinsgrove, PA 17870

Hours of Operation: Monday - Friday 8:30 AM - 4:00 PM

Walk-Ins? Yes

Phone Intake? Yes

Phone Number: 570-374-0181

## **Lehigh Valley Region**

### **Allentown Health Bureau, City of Allentown**

245 N. 6th St. Allentown, PA 18102

Hours: Monday and Wednesday 10:00 AM - 12:00 PM, Tuesday and Thursday 1:00 - 4:00 PM

Walk-Ins? Yes

Phone Intake? Yes

CE Specialist: Danielle Mineo

Phone: (610) 437-7760 x2880 or (610) 202-1934

### **Bethlehem Emergency Sheltering, Inc.,** located in the Bethlehem Area Public Library

11 W Church Street, Bethlehem, PA 18018

Hours of Operation: Monday - Wednesday and Friday 9:30 AM - 2:30 PM

Walk-Ins? – Yes, or by appointment (schedule via email)

Phone Intake? No

Contact: Maria Shior [MShior@bes-inc.org](mailto:MShior@bes-inc.org)

## **Connect To Home: Coordinated Entry System Call Center and Access Sites**

### **Lehigh Conference of Churches**

457 W. Allen St., Allentown, PA 18102

Hours of Operation: Monday - Thursday 9:00 - 11:00 AM and 1:00 - 3:00 PM

Walk-Ins? Yes

Phone Intake? No

### **New Bethany**

333 Wyandotte Street, Bethlehem, PA 18015

Hours of Operation: Tuesday, Wednesday, and Thursday 10:00 AM - 3:00 PM

Walk-Ins? Yes, or call to schedule an appointment

Phone Intake? No

Coordinator: Joseph Orth

Phone Number: 610-691-5602 ext. 260

### **River Crossing YMCA**

425 South 15th Street, Allentown, PA 18102

Hours: Monday – Friday, 9:00 AM – 10:00 PM

Walk-Ins? Yes

Phone Intake? Yes

CE Specialist: Jesenii Benson

Phone: 610-910-4388 ext. 807

### **Third Street Alliance**

41 North Third Street, Easton, PA 18042

Hours of Operation: Monday - Friday, 9:00 AM - 5:00 PM

Walk-Ins? Yes

Phone Intake? No

Phone Number: 610-258-6272

### **Valley Youth House (18 - 24 Year-Olds in Lehigh and Northampton Counties only)**

Hours of Operation: Monday - Friday, 9:00 AM - 5:00 PM

Walk-Ins? No

Phone Intake? Yes, call to schedule an appointment.

Coordinator: Christina DiPierro

Phone Number: 484-866-5556

## **Northern Tier Region**

### **Bradford County Human Services**

220 Main St., Unit 1, Towanda, PA 18848

Hours of Operation: Monday - Friday 8:00 AM - 4:30 PM (Closed major holidays.)

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Walk-Ins? Yes (appointments are encouraged but not required)

Phone Intake? Yes

Point of Contact: Mary Sturdevant

Phone Number: 570-265-1760

### **STEP, Inc.**

124 East Walnut Street, Lock Haven, PA 17745

Hours of Operation: Monday - Friday 8:00 AM - 4:00 PM

Walk-Ins? By appointment only

Phone Intake? Yes

Point of Contact: Nichole Miller

Phone Number: 570-858-5800

### **STEP, Inc.**

2138 Lincoln Street, Williamsport, PA 17701

Hours of Operation: Monday - Friday 8:00 AM - 4:00 PM

Walk-Ins? By appointment only

Phone Intake? Yes

Point of Contact: Lynn Landon

Phone Number: 570-326-0587

### **Veterans Multi-Service Center**

8 N. Grove St., Suite 2, Lock Haven, PA 17745

Hours of Operation: Monday - Friday 8:30 AM - 4:30 PM

Walk-Ins? Yes (appointments are encouraged but not required)

Phone Intake? Yes

Point of Contact: Sara Small

Phone Number: 844-226-0368

## **Pocono Region**

### **Street2Feet Homeless Outreach Center (Resources for Human Development)**

130 N. First St, Suite 102

Stroudsburg, PA 18360

Hours of Operation: Monday - Friday 9:00 AM - 2:00 PM

Walk-Ins? Yes

Phone Intake? No

Point of Contact: Melody Rodriguez

Phone Number: 570-369-1299

## **Connect To Home: Coordinated Entry System Call Center and Access Sites**

### **South Central Region**

#### **Center for Community Action**

2301 Beale Ave, Altoona, PA 16601

Hours of Operation: Monday - Friday 8:00 AM – 4:00 PM (except 12:00 - 1:00 PM)

Walk-Ins? Yes

Phone Intake? Yes

Point of Contact: Victoria Bowser

Phone Number: 814-946-3651

#### **Center for Community Action**

300 North Spring Street, Everett, PA 15537

Hours of Operation: Monday - Friday 8:00 AM - 3:30 PM

Walk-Ins? By appointment only

Phone Intake? Yes

Point of Contact: Michelle Mellott

Phone Number: 814-623-2002

#### **Center for Community Action**

510 Washington Street, Huntingdon, PA 16652

Hours of Operation: Monday - Friday 8:00 AM - 3:30 PM

Walk-Ins? By appointment only

Phone Intake? Yes

Point of Contact: Michelle Mellott

Phone Number: 814-643-4202

#### **Center for Community Action**

216 North Second Street, Suite D, McConnellsburg, PA 17233

Hours of Operation- Monday - Friday 8:00 AM to 3:30 PM (Except 12:00-12:30 PM)

Phone Intake? Yes

Walk-In? By Appointment

Point of Contact: Kaeleigh Clark

Phone Number 717-325-4380

## **Connect To Home: Coordinated Entry System Call Center and Access Sites**

### **Franklin County Community Connection Access Center**

39 North Second Street, Chambersburg, PA, 17201

Hours of Operation: Monday - Friday 8:30 AM – 4:30 PM

Walk-Ins? Yes

Phone Intake? Yes

Point of Contact: Misty Conner [mconner@franklincountypa.gov](mailto:mconner@franklincountypa.gov)

Phone Number: 717-261-3893

### **Housing Transitions**

217 E Nittany Ave, State College, PA 16801

Hours: Monday - Friday 8:30 AM - 4:00 PM and by appointment; Saturdays and Sundays by appointment only

Walk-Ins? Yes

Phone Intake? Yes

Supervisor: Cara Spaid

Phone Number: 814-237-4865

### **The Next Step Center Inc.**

406 Stoystown Road, Somerset, PA 15501

Hours: Monday - Friday 8:00 AM - 6:00 PM

Walk-Ins? No

Phone Intake? Yes

Supervisor: Karen Shaw

Phone Number: 814-444-8588

### **Tableland Services, Inc.**

535 East Main St., Somerset, PA 15501

Hours of Operation: Monday - Friday 8:00 AM - 4:00 PM

Walk-Ins? Yes

Phone Intake? Yes

Point of Contact: Jacqueline Hersh

Phone Number: 814-445-9628