**Centralized Intake/ Coordinated Assessment Committee of the CoC**

**Snapshot of Bucks County Homeless Service Information and Referral System Usage**

**March 25- April 5, 2013**

**Project Results**

**1. Participating Agencies (22)**

A Woman’s Place

Area Agency on Aging

Advocates for the Homeless and Those in Need

Bucks County Children and Youth Social Service Agency

Bucks County Department of Community and Business Development

Bucks County Department of Health and Human Services

Bucks County Housing Group

Bucks County Opportunity Center

Bucks County Intermediate Unit #22

Bethany Christian Services

CareerLink

Catholic Social Services

Family Service Association (Bucks County Emergency Homeless Shelter, Homeless Hotline, and Outpatient Behavioral Health)

Habitat for Humanity

Keystone Opportunity Center

Legal Aid of Southeastern PA

Lenape Valley Foundation

Penn Foundation

Penndel Mental Health Center

Sunday Rescue Breakfast Mission

Valley Youth House

YWCA of Bucks County

**2. Unduplicated call information:**

1. 476 households called for assistance,
2. 150 were single adults or adult-only households, and 326 were families with children
3. Unduplicated total of 599 adults and 328 children (927 total people) requesting assistance

**3. Duplicate call information:**

1. A total of 592 calls were made:

* 52 callers called the same organization more than once,
* 17 callers called 2 organizations,
* 3 callers called more than 2 organizations (averaging 4 distinct organizations).

**4. Call volume**

* System-wide, about 50 unduplicated calls were received per day
* Call volume was highest at the beginning of the week