

Housing Resources Quick Reference



A SPECIAL ACKNOWLEDGEMENT

CBSD thanks the Bucks County Intermediate Unit for
compling important resources for our community.



The Bucks County Housing Link is the centralized point of information, assessment, and referral services for all Bucks County residents experiencing a housing-related crisis.

**Are you homeless or experiencing a housing crisis?
Call the Bucks County Housing Link at**

1-800-810-4434

How does the Bucks County Housing Link work?

- Residents experiencing a housing crisis will call the Bucks County Housing Link at 1-800- 810-4434.
- The Housing Link Call Center staff will screen all callers with a brief interview to determine the household's basic eligibility for housing assistance.
- The Housing Link Coordinated Assessment Center staff will then contact the caller to schedule an in-person appointment at the nearest regional coordinated assessment center.
- At this appointment, the coordinated assessment center will determine the level of housing assistance needed to resolve the crisis and the available assistance options.
- Persons in crisis will then be referred to the most appropriate housing assistance resource to resolve their crisis.

Which providers are participating in the Bucks County Housing Link?

The providers are: Family Service Association, Bucks County Housing Group, Bucks County Opportunity Council, and Keystone Opportunity Center. All participating providers have agreed to accept clients that are referred by the Housing Link, and to "close the side door" for all other requests for assistance.

What should residents expect when they call the Bucks County Housing Link?

Callers will be interviewed with a 20-question screening tool that will take approximately 15 minutes to complete over the phone. Callers will then be called back by one of the coordinated assessment center agencies to schedule an in-person appointment at the location nearest to them.

At this appointment, which will last approximately 1 hour, the caller will be asked to bring documentation for program eligibility verification and will complete a program eligibility assessment as well as a nationally recognized housing assessment to determine the most appropriate type of assistance for them.

What are the hours of operation for the Bucks County Housing Link?

Housing Link Centralized Intake at the Call Center is staffed Monday, Wednesday, Thursday, and Friday from 8:30am-7:30pm. Tuesday until 4:30pm. Voicemail is available 24/7 and calls will be returned promptly.