

ForKids Regional Call Center Summary

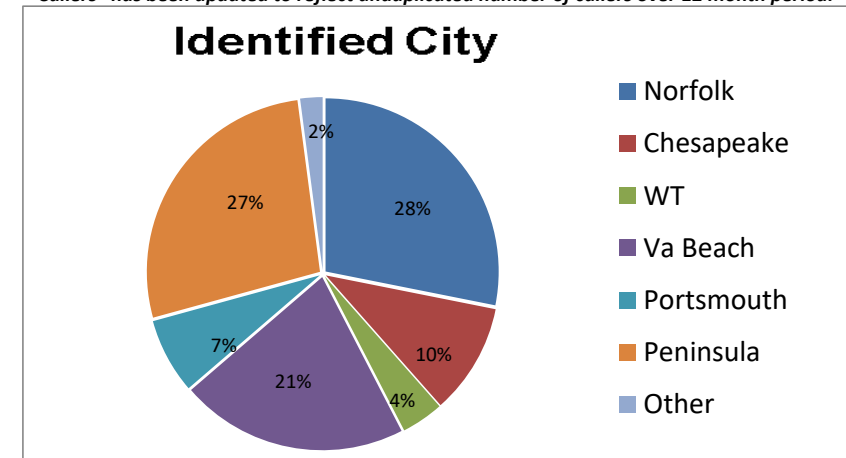
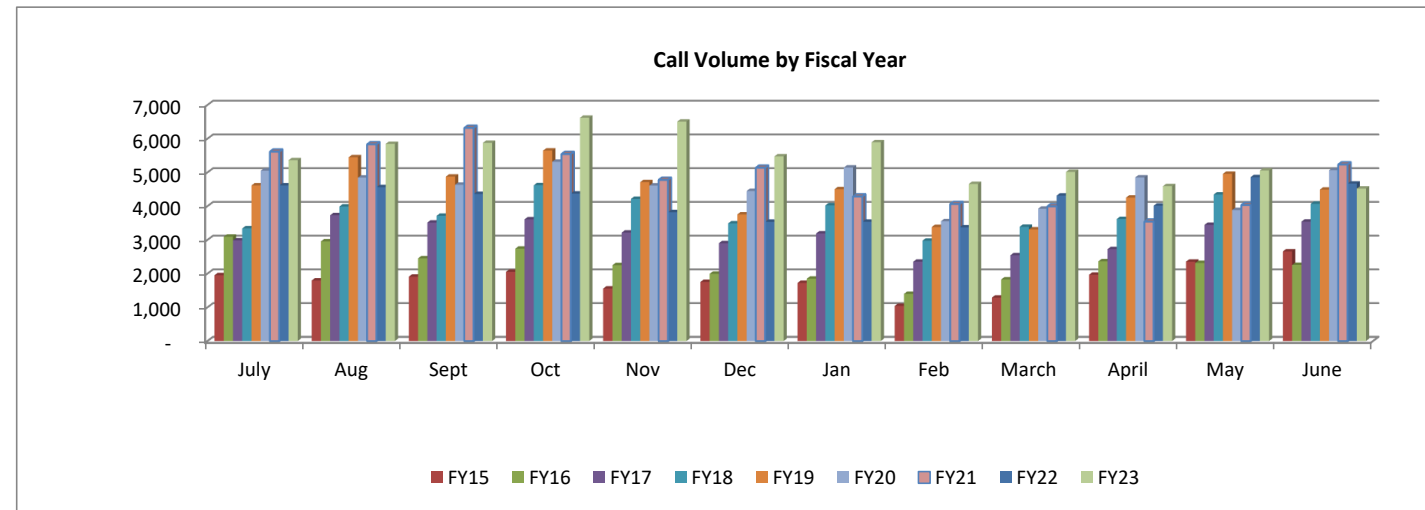
All callers/interactions made with Regional Call Center staff, including incomplete/disconnected calls.

July 2022 - June 2023

CALLS														June 2022
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total	
Norfolk	1829	1995	1619	1774	1722	1437	1612	1270	1362	1258	1347	1173	18398	1447
Chesapeake	641	689	604	653	653	522	614	410	530	505	527	419	6767	467
WT	169	176	190	244	239	214	248	209	207	193	248	241	2578	181
Va Beach	1294	1378	1215	1368	1334	1152	1221	996	1057	935	1018	943	13911	1152
Portsmouth	341	415	459	360	341	358	397	384	374	377	393	406	4605	365
Peninsula	951	1059	1656	2112	2090	1699	1688	1285	1379	1231	1405	1225	17780	950
Other	136	132	132	109	126	91	112	101	104	91	116	113	1363	106
	5,361	5,844	5,875	6,620	6,505	5,473	5,892	4,655	5,013	4,590	5,054	4,520	65,402	4,668

	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	18,398	8,923	28%	354	172
Chesapeake	6,767	3,649	10%	130	70
WT	2,578	1,522	4%	50	29
Va Beach	13,911	7,619	21%	268	147
Portsmouth	4,605	2,693	7%	89	52
Peninsula	17,780	10,967	27%	342	211
Other	1,363	1,215	2%	26	23
	65,402	35,373	100%	1,258	704

"Callers" has been updated to reflect unduplicated number of callers over 12 month period.



- Sept, 2011 - ForKids contracted as Housing Crisis Hotline for Norfolk
- Feb, 2012 - Hotline began using Call Point within HMIS
- July, 2014 - Our House Families merged with ForKids & Hotline began direct placement to shelters for Chesapeake Callers
- Sept, 2014 - Housing Crisis Hotline began pilot placement for Peninsula Callers
- July, 2015 - Housing Crisis Hotline began full placement for Peninsula Callers
- July, 2016 - Housing Crisis Hotline began Central Intake Services for Virginia Beach Callers
- November, 2017 - Housing Crisis Hotline began Central Intake Services for Portsmouth Callers
- March 13, 2020 - Began receiving COVID-19 Community Calls
- March - April 2021 - Tax refunds, stimulus checks, and pandemic unemployment assistance result in fewer callers
- June - December 2020 - Hotline managed the state RMRP program for SVHC and VB, resulting in a spike in callers
- October 2022 - Hotline has reached historically high call volume due to affordable housing crisis, end of RRP/eviction moratorium, and lack of community resources

REGIONAL POPULATION BY CITY			
	Total Pop.	% Reg Pop	% of Call Vol.
Norfolk	236,565	13%	28%
Chesapeake	257,585	15%	10%
WT	208,652	12%	4%
Va Beach	465,914	26%	21%
Portsmouth	98,629	6%	7%
Peninsula	506,398	29%	27%
Other			2%
TOTAL	1,773,743	100%	100%

<https://worldpopulationreview.com/us-counties/states/va>