

## ForKids Regional Call Center Summary

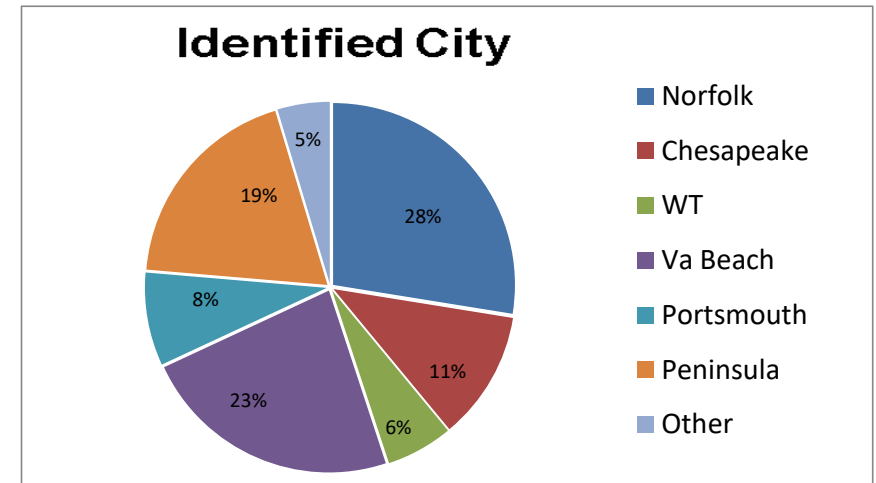
All callers/interactions made with Regional Call Center staff, including incomplete/disconnected calls.

**July 2020 - June 2021**

CALLS	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	April	May	June	Total	May 20
Norfolk	1684	1603	1787	1557	1431	1424	1130	1069	1091	986	1000	1314	16,076	1418
Chesapeake	699	618	841	757	614	548	426	447	444	352	466	477	6,689	593
WT	287	293	346	310	352	364	314	256	208	237	222	272	3,461	217
Va Beach	1250	1446	1669	1548	1078	1133	960	834	903	763	908	1015	13,507	1124
Portsmouth	409	341	369	329	310	391	391	468	436	350	439	599	4,832	435
Peninsula	1,043	1,244	1,076	863	831	970	834	775	715	652	774	1315	11,092	1,061
Other	243	287	230	179	161	307	231	213	196	200	223	242	2,712	223
	<b>5,615</b>	<b>5,832</b>	<b>6,318</b>	<b>5,543</b>	<b>4,777</b>	<b>5,137</b>	<b>4,286</b>	<b>4,062</b>	<b>3,993</b>	<b>3,540</b>	<b>4,032</b>	<b>5,234</b>	<b>58,369</b>	<b>5,071</b>

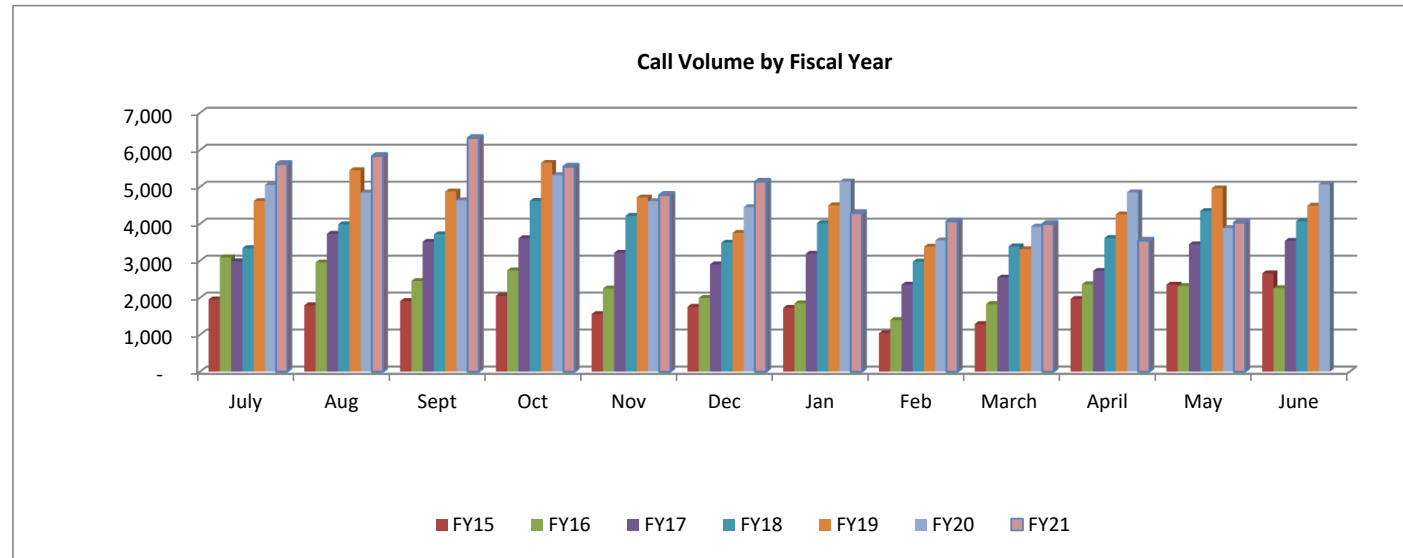
	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	16,076	7,265	28%	309	140
Chesapeake	6,689	3,303	11%	129	64
WT	3,461	1,582	6%	67	30
Va Beach	13,507	6,714	23%	260	129
Portsmouth	4,832	2,511	8%	93	48
Peninsula	11,092	6,570	19%	213	126
Other	2,712	1,808	5%	52	35
	<b>58,369</b>	<b>29,753</b>	<b>100%</b>	<b>1,122</b>	<b>572</b>

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



REGIONAL POPULATION BY CITY			
	Total Pop.	% Reg Pop	% of Call Vol.
Norfolk	244,076	14%	28%
Chesapeake	242,634	14%	11%
WT	201,919	12%	6%
Va Beach	450,189	26%	23%
Portsmouth	94,632	6%	8%
Peninsula	484,268	28%	19%
Other			5%
<b>TOTAL</b>	<b>1,717,718</b>	<b>100%</b>	<b>100%</b>

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



- 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