

ForKids Regional Call Center Summary

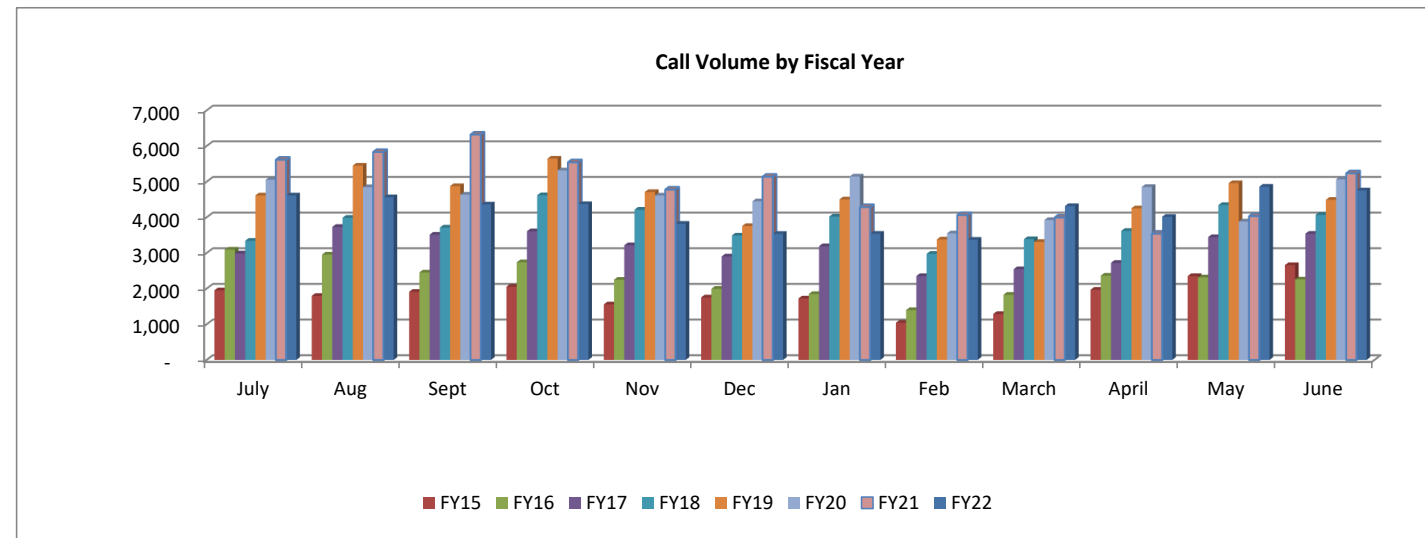
All callers/interactions made with Regional Call Center staff, including incomplete/disconnected calls.

July 2021 - June 2022

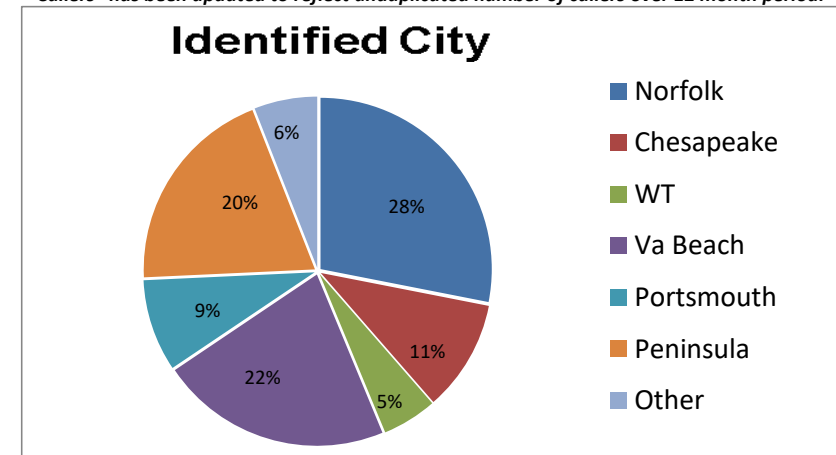
CALLS	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total	July 2021
Norfolk	1175	1199	1138	1304	1016	1022	922	929	1244	1253	1542	1447	14191	1175
Chesapeake	459	529	504	505	414	372	380	364	423	442	447	467	5306	459
WT	268	256	343	244	256	188	179	130	193	165	204	182	2608	268
Va Beach	970	868	965	956	789	701	810	821	1026	891	1080	1152	11029	970
Portsmouth	399	462	423	434	349	368	351	256	349	304	330	365	4390	399
Peninsula	1129	976	778	847	689	640	722	661	847	762	996	950	9997	1129
Other	213	272	306	354	306	244	227	209	231	196	259	192	3009	213
	4,613	4,562	4,457	4,644	3,819	3,535	3,591	3,370	4,313	4,013	4,858	4,755	50,530	4,613

	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	14,191	7,118	28%	273	137
Chesapeake	5,306	2,923	11%	102	56
WT	2,608	1,427	5%	50	27
Va Beach	11,029	6,164	22%	212	119
Portsmouth	4,390	2,437	9%	84	47
Peninsula	9,997	6,099	20%	192	117
Other	3,009	2,115	6%	58	41
	50,530	28,283	100%	972	544

"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



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%	5%
Va Beach	450,189	26%	22%
Portsmouth	94,632	6%	9%
Peninsula	484,268	28%	20%
Other			6%
TOTAL	1,717,718	100%	100%

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