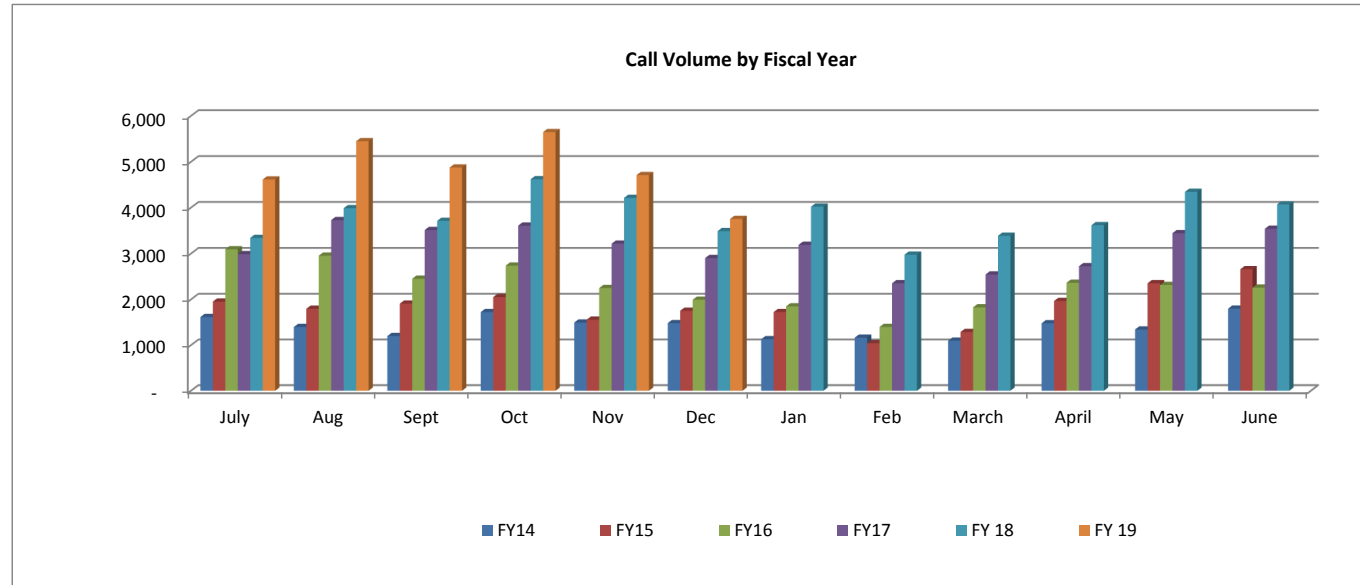


**ForKids Regional Call Center  
January 2018 - December 2018**

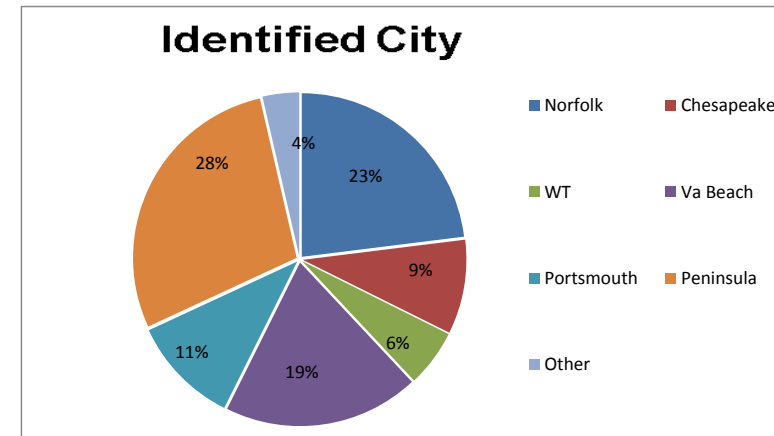
CALLS	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec	Total	Dec-17
Norfolk	860	649	788	809	993	1026	1185	1252	1001	1262	1068	872	11,765	767
Chesapeake	367	294	274	360	438	423	407	534	426	456	427	352	4,758	340
WT	264	135	187	247	295	205	237	303	273	305	268	177	2,896	224
Va Beach	723	517	640	631	820	752	859	1037	952	1140	1006	808	9,885	661
Portsmouth	385	272	297	337	421	364	468	643	571	755	526	444	5,483	361
Peninsula	1,294	974	1,055	1,018	1,194	1,118	1,194	1,500	1,328	1,563	1,243	970	14,451	1,015
Other	128	60	83	133	183	181	264	179	151	182	171	130	1,845	120
	4,021	2,901	3,324	3,535	4,344	4,069	4,614	5,448	4,702	5,663	4,709	3,753	51,083	3,488

	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	11,765	5,904	23%	226	152
Chesapeake	4,758	2,332	9%	92	61
WT	2,896	1,476	6%	56	38
Va Beach	9,885	5,383	19%	190	129
Portsmouth	5,483	2,626	11%	105	67
Peninsula	14,451	8,059	28%	278	206
Other	1,845	1,227	4%	35	26
	<b>51,083</b>	<b>25,780</b>	<b>100%</b>	<b>982</b>	<b>679</b>

"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



TOTAL HOUSING CRISIS HOTLINE			
	Total Pop.	% Reg Pop	% of Call Vol.
Norfolk	246,393	15%	23%
Chesapeake	235,429	14%	9%
WT	151,074	9%	6%
Va Beach	452,745	27%	19%
Portsmouth	96,201	6%	11%
Peninsula	486,934	29%	28%
Other			5%
<b>TOTAL</b>	<b>1,668,776</b>	<b>100%</b>	<b>101%</b>