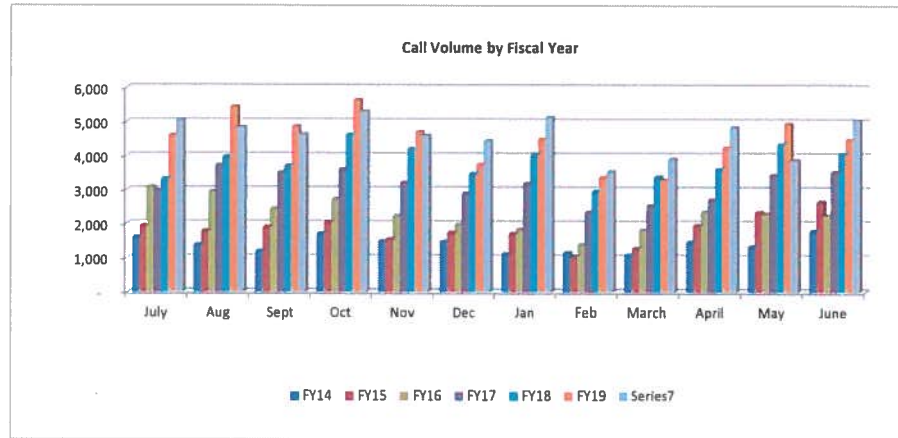


ForKids Regional Call Center  
July 2019 - June 2020

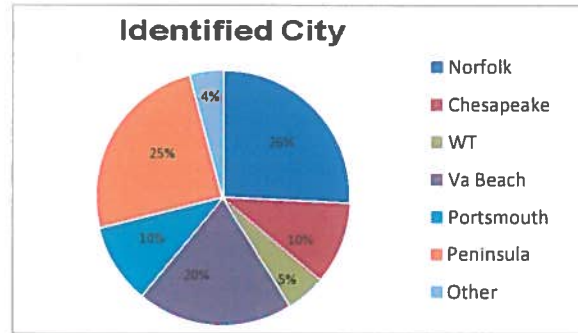
CALLS	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Jun-19
Norfolk	1,141	1,112	1,082	1,247	1,225	1,211	1,435	944	1,012	1,298	1,112	1,417	14,236	1,084
Chesapeake	543	452	408	567	582	518	559	326	385	432	379	591	5,742	439
WT	301	242	243	284	190	212	269	195	205	206	201	216	2,764	234
Va Beach	1001	935	832	990	819	819	970	649	805	1191	877	1124	11,012	863
Portsmouth	491	588	564	475	469	433	561	389	377	411	354	435	5,547	486
Peninsula	1,358	1,300	1,385	1,591	1,231	1,126	1,155	872	906	989	739	1,058	13,710	1,218
Other	215	216	119	161	95	129	194	175	233	323	220	223	2,303	165
	5,050	4,845	4,633	5,315	4,611	4,448	5,143	3,550	3,923	4,850	3,882	5,064	55,314	4,489

	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	14,236	6,661	26%	274	180
Chesapeake	5,742	2,684	10%	110	71
WT	2,764	1,403	5%	53	36
Va Beach	11,012	5,842	20%	212	147
Portsmouth	5,547	2,842	10%	107	75
Peninsula	13,710	7,629	25%	264	192
Other	2,303	1,676	4%	44	33
	55,314	27,061	100%	1,064	735

\*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%	26%
Chesapeake	235,429	14%	10%
WT	151,074	9%	5%
Va Beach	452,745	27%	20%
Portsmouth	96,201	6%	10%
Peninsula	486,934	29%	25%
Other			4%
<b>TOTAL</b>	<b>1,668,776</b>	<b>100%</b>	<b>100%</b>