Regional Housing Crisis Hotline Operating Report
CY 2019

Who are our callers?

- **Households with Children**: 4592 (17%)
- **Adults only Households**: 12135 (44%)
- **Unspecified Household Type**: 10895 (39%)

Total Calls: 53,671
Unique Callers: 27,156
Youth Callers*: 2,218
* Of these, 1,179 are parenting youth

What are our callers facing?

- Homeless (street/shelter): 3479
- Fleeing domestic violence: 432
- Imminent risk of homelessness within 2 weeks: 8615
- At-risk of homelessness: 2864
- Housed but requesting services: 13375
- Unknown housing status: 3160

Where are our homeless callers?

- **GVPHC - Peninsula**: 676
- **Other**: 249
- **Out of State**: 16
- **Portsmouth**: 185
- **Western Tidewater**: 61
- **Chesapeake**: 16
- **Norfolk**: 500
- **Virginia Beach**: 624

Where are the system gaps for the most vulnerable callers?

1,057 households with children were turned away from overnight shelter due to lack of shelter capacity

- **GVPHC - Peninsula**: 93
- **Other**: 0
- **Out of State**: 0
- **Portsmouth**: 103
- **Norfolk**: 406
- **Virginia Beach**: 229
- **Chesapeake**: 145
- **Western Tidewater**: 81