

ForKids Regional Call Center Summary

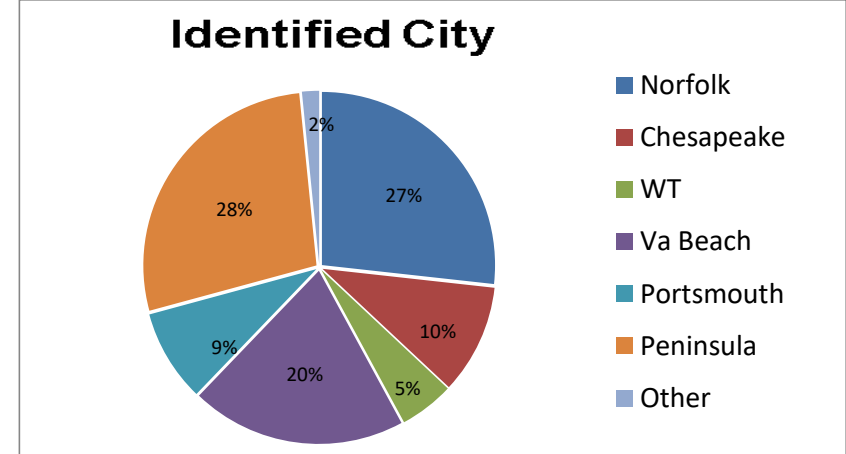
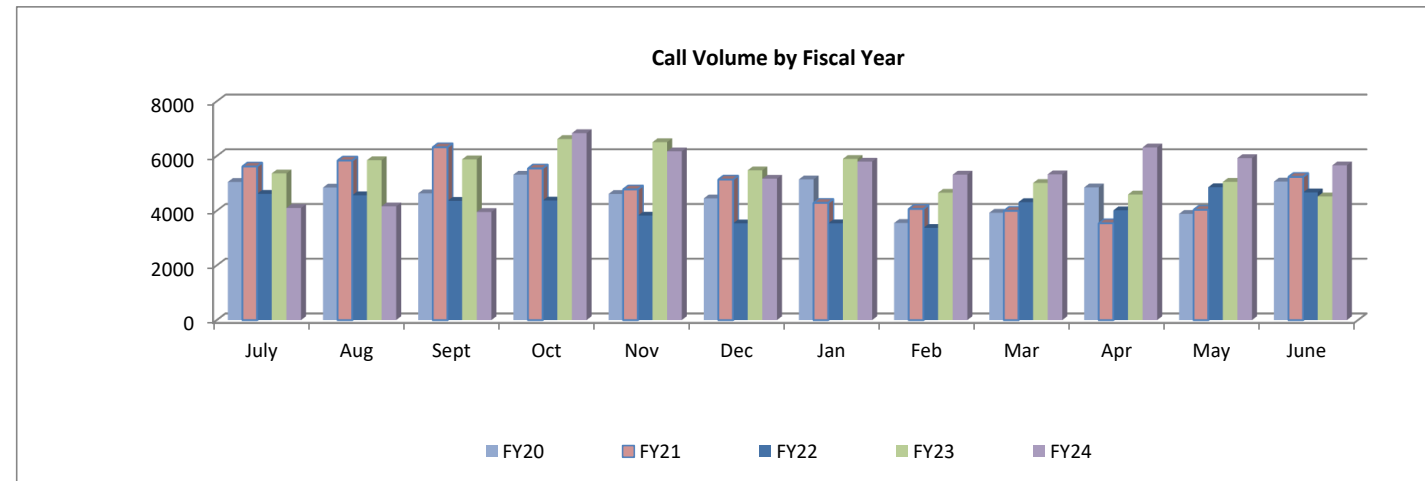
All callers/interactions made with Regional Call Center staff, including incomplete/disconnected calls.

July 2023 - June 2024

CALLS ANSWERED														
	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Jun 2023
Norfolk	1082	1154	959	1952	1712	1408	1619	1478	1347	1574	1589	1433	17307	1173
Chesapeake	443	417	385	727	618	541	592	500	547	609	632	608	6619	419
WT	197	175	181	255	281	326	342	280	274	337	313	341	3302	241
Va Beach	821	875	752	1307	1306	1108	1152	1061	1045	1285	1178	1113	13003	943
Portsmouth	366	351	306	511	522	452	475	459	481	526	509	609	5567	406
Peninsula	1093	1098	1283	1990	1665	1277	1527	1482	1581	1883	1581	1412	17872	1224
Other	94	87	85	92	65	56	86	57	52	98	120	140	1032	113
	4,096	4,157	3,951	6,834	6,169	5,168	5,793	5,317	5,327	6,312	5,922	5,656	64,702	4,519

	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	17,307	8,740	27%	333	168
Chesapeake	6,619	3,528	10%	127	68
WT	3,302	1,816	5%	64	35
Va Beach	13,003	7,337	20%	250	141
Portsmouth	5,567	3,167	9%	107	61
Peninsula	17,872	11,207	28%	344	216
Other	1,032	972	2%	20	19
	64,702	35,795	100%	1,244	707

"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
- October 2022 - Hotline has reached historically high call volume due to affordable housing crisis, end of RRP/eviction moratorium, and lack of community resources

REGIONAL POPULATION BY CITY			
	Total Pop.	% Reg Pop	% of Call Vol.
Norfolk	236,565	13%	27%
Chesapeake	257,585	15%	10%
WT	208,652	12%	5%
Va Beach	465,914	26%	20%
Portsmouth	98,629	6%	9%
Peninsula	506,398	29%	28%
Other			2%
TOTAL	1,773,743	100%	100%

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