

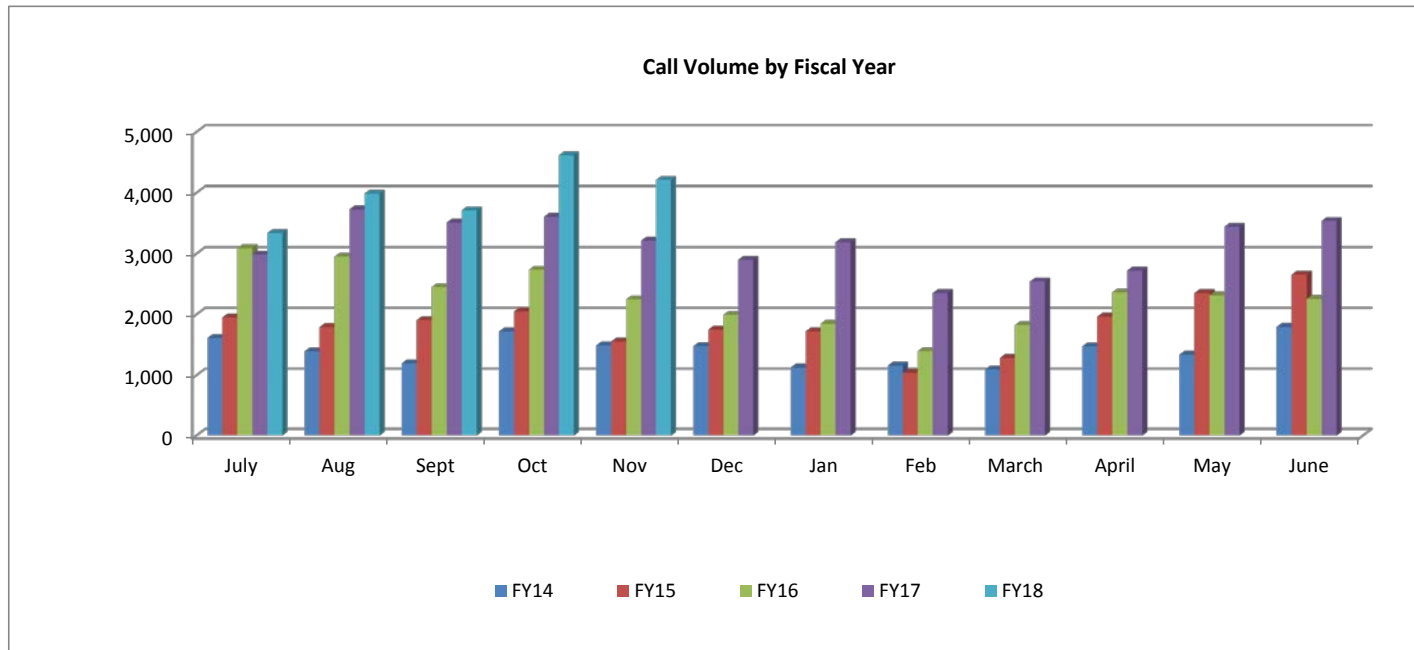
**ForKids Regional Call Center  
December 2016 - November 2017**

CALLS	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Total	Nov-16
Norfolk	771	796	576	604	661	797	806	767	1,017	896	1072	990	9,753	785
Chesapeake	216	250	172	195	207	279	250	249	286	296	420	469	3,289	261
WT	88	96	79	92	167	205	206	185	259	232	370	249	2,228	94
Va Beach	618	673	528	577	558	629	715	652	730	664	887	677	7,908	704
Portsmouth	100	93	76	75	79	156	148	113	175	146	163	342	1,666	110
Peninsula	901	1,096	806	845	909	1,146	1,107	1,161	1,278	1,293	1,531	1,313	13,386	999
Other	207	185	115	155	142	231	306	213	242	185	175	173	2,329	262
	2,901	3,189	2,352	2,543	2,723	3,443	3,538	3,340	3,987	3,712	4,618	4,213	40,559	3,215

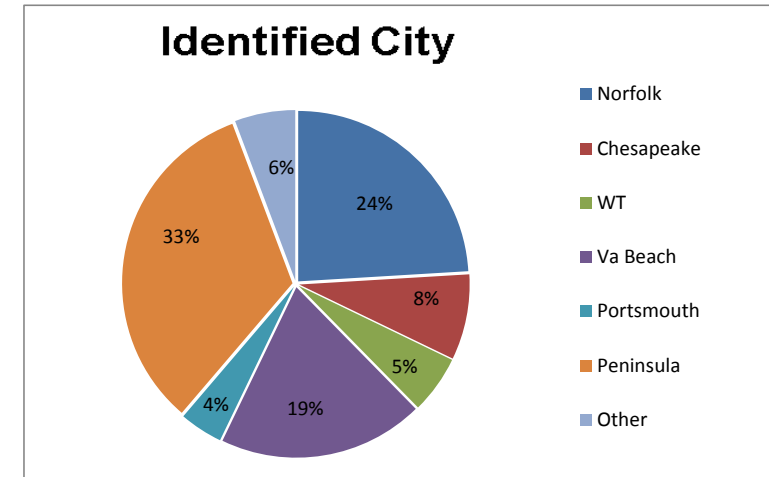
	Calls	Callers	% of Calls	Calls Avg/week	Callers Avg/wk
Norfolk	9,753	5,077	24%	188	130
Chesapeake	3,289	1,744	8%	63	44
WT	2,228	1,099	5%	43	28
Va Beach	7,908	4,168	19%	152	105
Portsmouth	1,666	936	4%	32	22
Peninsula	13,386	7,273	33%	257	187
Other	2,329	1,803	6%	45	37
	<b>40,559</b>	<b>20,297</b>	<b>100%</b>	<b>780</b>	<b>553</b>

"Callers" has been updated to reflect unduplicated number of callers over 12 month period.

Total "Callers" has been updated to reflect unduplicated number of callers across all known cities 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



TOTAL HOUSING CRISIS HOTLINE CONTACTS		
Contact Type	Oct, 2017	12 Months
Total City Specified Calls	4,213	40,559
Disconnected Calls	288	2,482
Information Calls	239	5,329
Voice Messages	86	1,494
Emails	0	3
Outreach Contacts	126	872
<b>TOTAL</b>	<b>4,952</b>	<b>50,739</b>