

# GRCoC Homeless Connection Line: February 2025

Hours of Operation: Monday - Friday 8:00am - 12:00 pm and 1:00 pm - 9:00pm; Saturday - Sunday 1:00 pm - 9:00 pm

804-972-0813

4,357  
incoming calls

1,565 hang up  
immediately  
665 call when line  
is closed

## Greetings:

- Community resources
- Spanish language option
- Taken to a Diversion Specialist
- Information on inclement weather shelter (as needed)

2,127  
Calls  
connect

64.6% of calls are  
answered "live"  
(1,373 calls)

35.4% of calls are  
not answered  
"live" (754 calls)

9.2% of returned  
calls were not able  
to connect to the  
caller (28 calls)

32.9% hang up  
& do not leave  
any information  
(248 calls)

37.3% leave a  
voicemail (281  
calls)

90.8% of  
voicemails were  
returned and  
connected (275  
voicemails)



HCL Diversion Specialists are trained to compassionately listen and problem-solve. They can share community resources and connect callers to homeless assistance if needed.



We focus our resources and assistance on those who are currently experiencing homelessness or within three days of losing their housing in the greater Richmond region.



Report a technical issue or outage:  
[hclva.org/report-an-outage](http://hclva.org/report-an-outage)



Typically, all  
voicemails are  
returned within 30  
minutes



Hello!

★ If all Specialists are  
busy when you call,  
please leave a  
voicemail.