

STRENGTHENING INDIVIDUALS, FAMILIES AND COMMUNITIES  
BY BRIDGING PEOPLE WITH RESOURCES AND SUPPORT

GOAL OF COMMUNITY TRENDS

This document provides an overview of the trends and needs identified by the HELP!Line Center based on 211 call data from 2010, and previous years, from the greater Sioux Falls area communities.

The 211 HELP!Line is an information, referral, and crisis helpline that provides resource information on non-profit, social service, and government programs. 211 answers a wide variety of calls requesting information or assistance with community resources, crisis intervention, financial assistance, donation information, volunteer opportunities, child care, disaster needs, mental health and other areas.

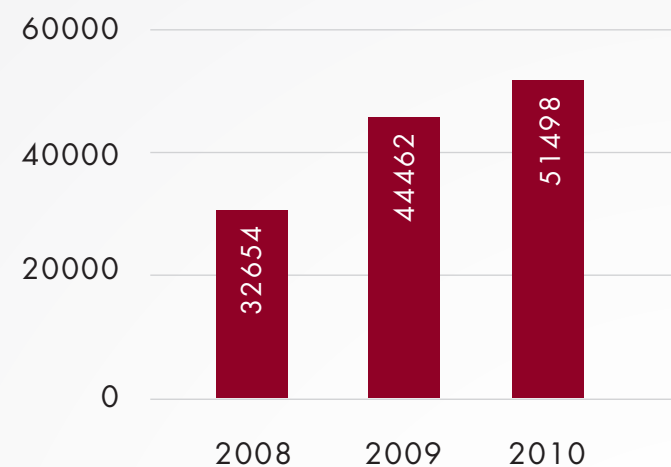


211 is an easy to remember three-digit telephone number that connects callers to information about and makes referrals to appropriate health and human service organizations available in the community. 211 can be dialed 24/7 from any telephone. 211 service is available in the greater Sioux Falls area and the Black Hills area.

TOP TEN REQUESTED RESOURCES  
FROM GREATER SIOUX FALLS AREA

CATEGORY	NUMBER OF REQUESTS IN 2010	DEFINITION
FINANCIAL ASSISTANCE	5364	Callers are looking for financial resources.
MENTAL HEALTH	3360	Callers are looking for resources for mental health assessment, diagnosis, treatment options, or support.
GOVERNMENT	2694	Callers are looking for information on Federal, State, County, or City government services.
BASIC IMMEDIATE NEEDS	2486	Callers are looking for resources to meet basic human needs such as food, emergency shelter, clothing, personal care items, and infant items.
HEALTH/MEDICAL	2169	Callers are looking for resources for medical care, medical information, medical treatment, and other health-related issues.
FOOD	1374	Callers are looking for non-emergency food resources such as food pantries, food banks, food stamps, or other food-related assistance.
SUBSTANCE ABUSE	1276	Callers are looking for resources on substance abuse information, assessment, treatment options, and addiction-related support groups.
CHILD CARE/DAY CARE	1103	Callers are looking for resources to assist in finding high-quality child care.
HOUSING	1028	Callers are looking for resources such as subsidized housing, housing search, tenant/landlord issues, specialized/transitional housing, and home repair/maintenance.
EDUCATION	735	Callers are looking for resources on literacy, parenting education, and education for children.

ONLINE 211 DATABASE STATISTICS



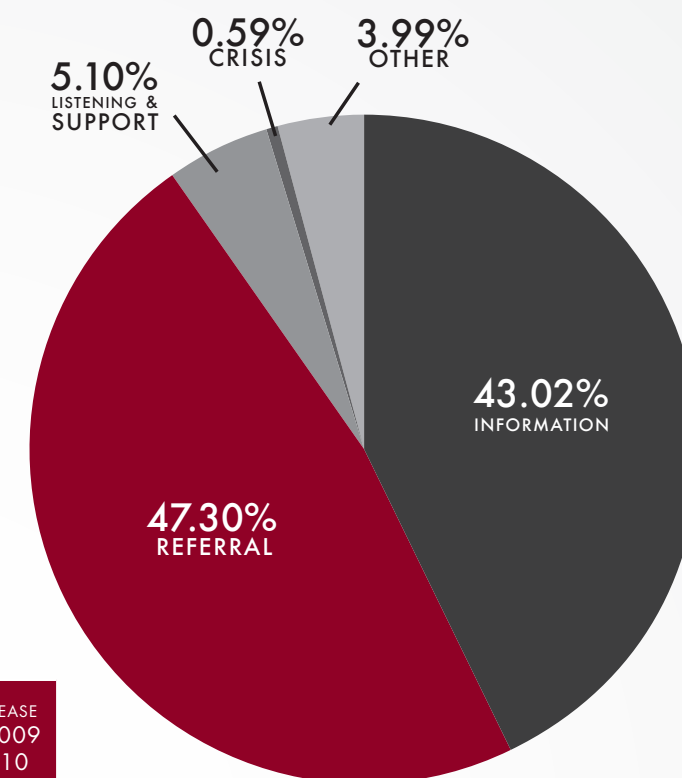
TOTAL CALLS

CATEGORY	2008	2009	2010	% INCREASE FROM 2009 TO 2010
ALL SOUTH DAKOTA 211 CALLS	42493	52658	53593	1.78%
TOTAL SIOUX FALLS 211 CALLS	35315	42467	43934	3.45%

NEEDS WITH SIGNIFICANT INCREASES  
FROM GREATER SIOUX FALLS AREA

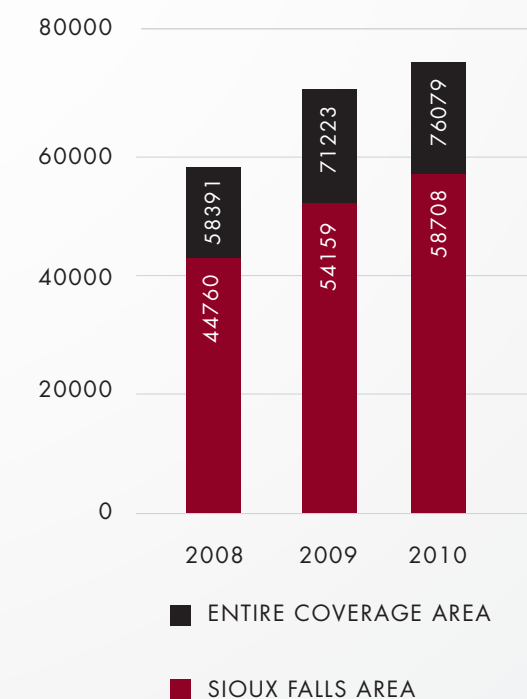
CATEGORY	% OF INCREASE IN NEEDS FROM 2009 TO 2010	# OF NEEDS IN 2010	# OF NEEDS IN 2009	# OF NEEDS IN 2008
BASIC IMMEDIATE NEEDS	11.73%	2486	2225	2119
CLOTHING/FURNITURE	27.03%	672	529	522
HYGIENE/PERSONAL ITEMS	122.22%	100	45	18
EMERGENCY FOOD	15.79%	110	95	97
SHELTER/EMERGENCY HOUSING	4.85%	1038	990	1030
DISASTER GENERAL	333.33%	182	42	15
FOOD	22.90%	1374	1118	953
FOOD PANTRY	12.70%	550	488	356
NON-EMERGENCY FOOD	473.91%	132	23	29
MEAL SITES	22.26%	335	274	244
GOVERNMENT	18.99%	2694	2264	2209
LEGAL ASSISTANCE	6.13%	433	408	427
LICENSING	45.31%	186	128	125
MENTAL HEALTH	2.72%	3360	3271	2866
RENT/MORTGAGE	15.81%	784	677	691
TRANSPORTATION ASSISTANCE	12.55%	816	725	711

TYPE OF CALL  
FROM GREATER SIOUX FALLS AREA

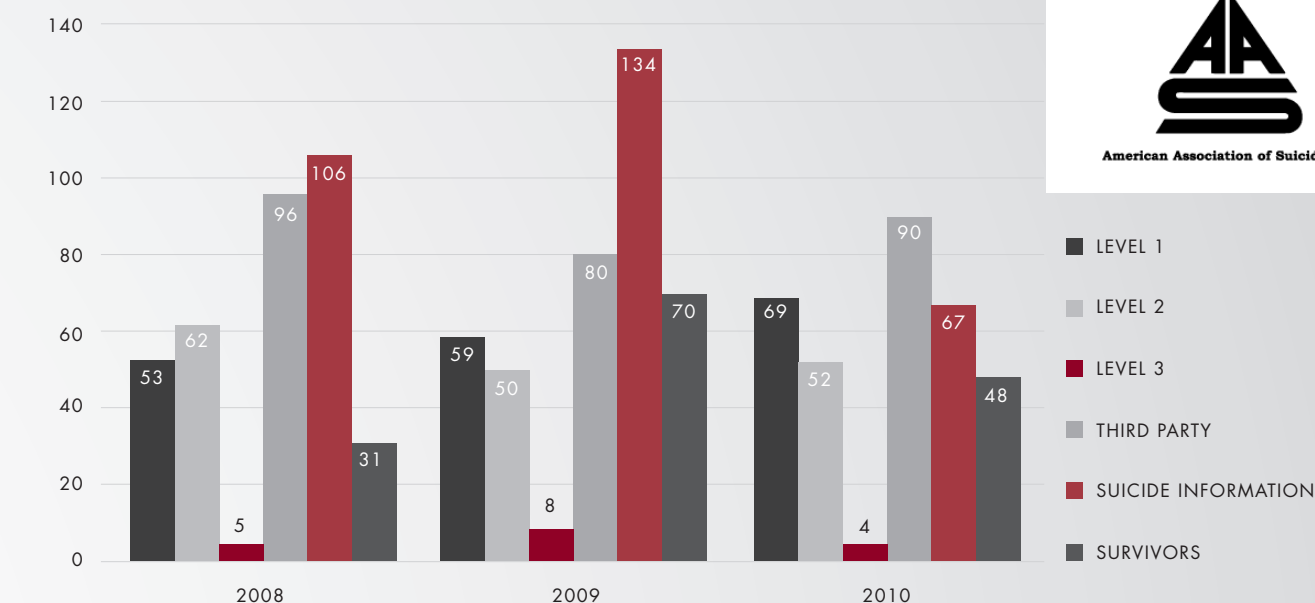


REFERRALS

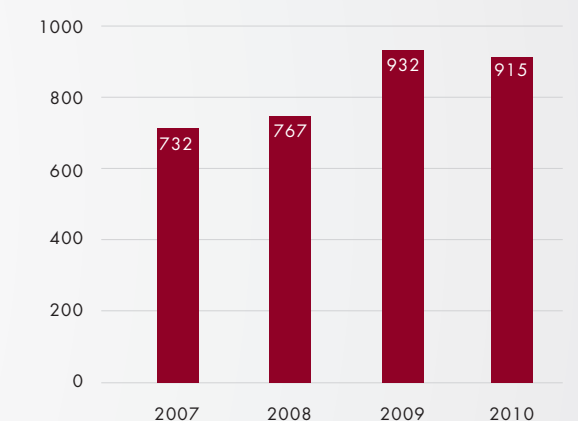
TO PROGRAMS AND SERVICES IN THE 211 DATABASE.



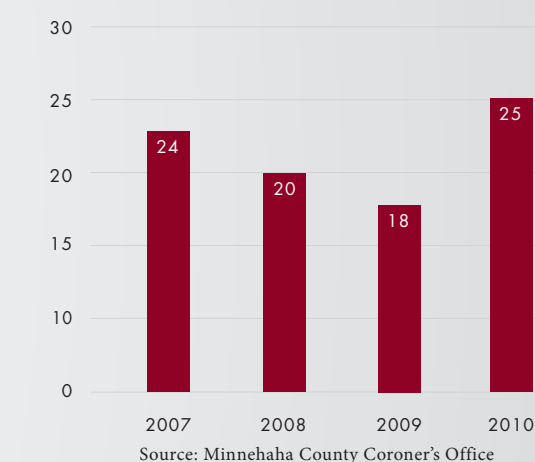
TYPES OF SUICIDE RELATED CALLS  
FROM GREATER SIOUX FALLS AREA



SUICIDE RELATED CALLS STATEWIDE



COMPLETED SUICIDES MINNEHAHA COUNTY



TOP UNMET NEEDS

An unmet need is when a caller has exhausted known resources, caller is ineligible, or there are no programs to meet the caller's need. The unmet needs identified are a snapshot as 211 does not know the final outcome for each caller.

1. TRANSPORTATION (last 4 years in top 5) – gas vouchers, rides to appointments, out-of-town travel.
2. FINANCIAL ASSISTANCE OTHER – lack of moving assistance outside of Sioux Falls city limits, no programs to help for licenses or identifications.
3. RENT/MORTGAGE ASSISTANCE
4. UTILITY ASSISTANCE (last 3 out of 4 years in top 5)
5. SHELTER/EMERGENCY HOUSING (new to top 5)

AVERAGE LENGTH OF SUICIDE-CRISIS CALL:  
16 MIN 39 SEC

AVERAGE 211 CALL LENGTH:  
3 MIN 04 SEC

## SUCCESS STORIES...

"Recently, a father called 211 looking for assistance to help him provide for his family. He had his hours reduced at work, and the bills were adding up for the month. I connected him with resources to help bridge the financial gap. He mentioned that this was one of the hardest calls he ever had to make. He never had to ask for help before. By making the call, I could hear the relief in his voice that he was confident he would be able to get his family on solid ground."

-211 Call Specialist

"New to the community, a woman called looking for a local AA meeting. She had been making great strides and didn't want to regress during her transition. I was able to connect with her an AA meeting that was convenient and near her new home. She had a sense of immediate comfort knowing she could move forward in her recovery."

-211 Call Specialist

"Stressed with a new baby on the way, a mother called looking for child care options. The child care search was heavy on her mind as well as dealing with some family issues. She was stressed finding a safe place to take her baby. I was able to find her care options that would meet her needs. With all of the transition in her life, the mother told me that this call helped make things a little easier for her."

-211 Child Care Specialist

"Desperately struggling with loneliness a woman new to the community called 211 to find volunteer opportunities. I was able to find an abundance of options available that would let her do what she loved to do and meet new people. The change in her life was so profound that she now refers to 211 staff as 'angels'."

-211 Call Specialist

"I answered a recent call from an elderly gentleman struggling to care for his wife with Alzheimer's. The disease was taking its toll, and the husband was experiencing not only grief, but also caregiver stress. After hearing his story and talking with him, I was able to connect him with a local caregiver support group. Answering a 211 call is not only about the information we are able to provide, but the opportunity to have a conversation and the comfort we give by listening."

-211 Call Center Director

2010 COMMUNITY TRENDS FILE

CALL 211 WHEN YOU NEED HELP OR WANT TO HELP

### HOW PEOPLE CAN HELP

"Everyone in our community deserves to be able to speak with someone who can give them the answers they need and help guide them toward hope during difficult times."

- Janet Kittams-Lalley, Executive Director

The HELP!Line Center is funded through private and public sponsorships. If you are interested in donating, scheduling a presentation or receiving free promotional materials, please dial 211.

1000 N WEST AVE. - STE. 310  
SIOUX FALLS, SD 57104

[www.helplinecenter.org](http://www.helplinecenter.org)



1000 N WEST AVE. - STE. 310  
SIOUX FALLS, SD 57104  
[www.helplinecenter.org](http://www.helplinecenter.org)

THANK YOU TO OUR COMMUNITY TRENDS SPONSORS



ADDITIONAL HELP!LINE CENTER SERVICES:

#### VOLUNTEER ENGAGEMENT



Volunteers are a tremendous resource in a community. The HELP!Line Center provides services to engage volunteers through linking them with on-going and one-time volunteer opportunities. Special attention to engaging youth volunteers is provided through a high school student service program, SALSA. Other services include developing volunteer experiences for groups and companies, coordinating a large-scale community volunteer event, volunteer recognition and providing training and consulting for volunteer managers.

#### DISASTER RESPONSE



211 plays a critical role in keeping people connected and informed before, during and after a disaster. The HELP!Line Center provides critical information, referrals to disaster-specific services, and donation opportunities. In a disaster, the agency also serves as the point of contact and coordinating body for unaffiliated volunteers.

#### SUICIDE AND CRISIS HELP



The HELP!Line Center answers a 24-hour suicide crisis line through the National Suicide Prevention Lifeline, 1-800-273-TALK(8255). Specialized suicide prevention trainings are offered along with grief support services for individuals who have lost a loved one to suicide.

#### CHILD CARE REFERRALS

The HELP!Line Center helps families find child care and understand their care options.



2010 COMMUNITY TRENDS

GREATER SIOUX FALLS AREA

[www.helplinecenter.org](http://www.helplinecenter.org)