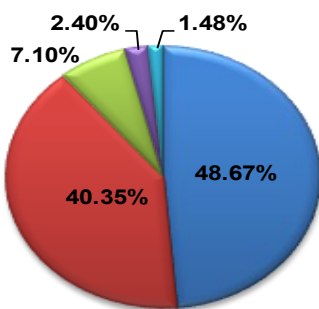


Black Hills 2010 Community Trends

This document provides an overview of the trends and needs identified by the HELP!Line Center based on 2-1-1 call data from 2010, and previous years, from the Black Hills area communities. This document is to educate the public about the trends observed through 2-1-1.



Types of Calls in 2010



- Information - 48.67%**
calls where individuals are looking for specific information about a program or agency
- Referral - 40.35%**
calls where individuals are looking for resources to meet a need
- Listening & Support - 7.10%**
- Other - 2.40%**
- Crisis - 1.48%**

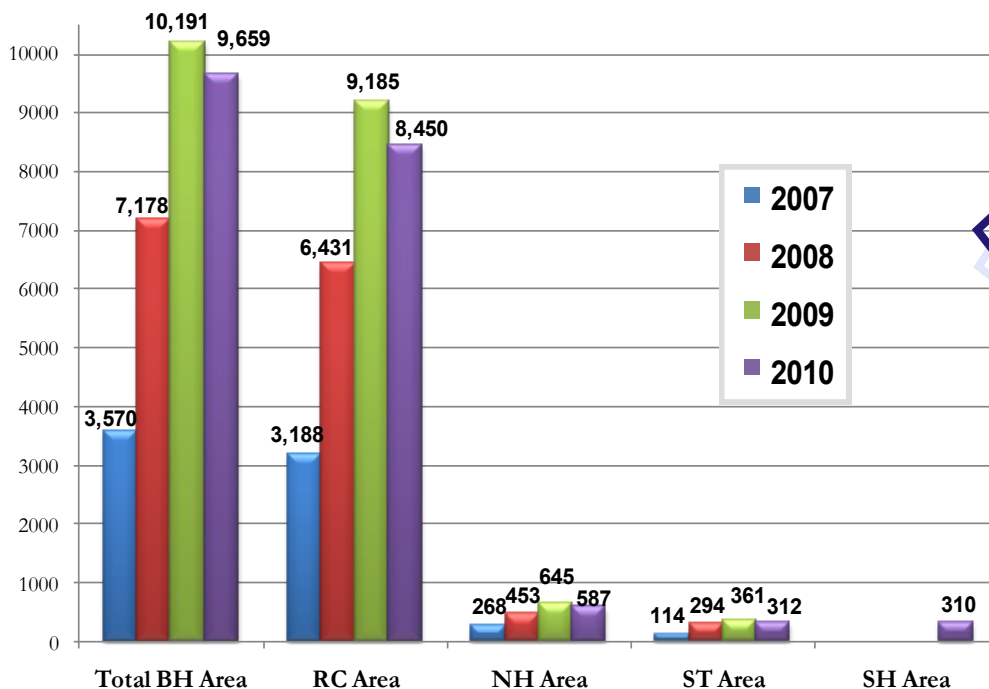
The 2-1-1 HELP!Line is an information, referral and crisis helpline that provides resource information on non-profit, social service, and government programs.

Call specialists access more than 3,000 programs with over 800 community resources located in the Black Hills area.

The 2-1-1 HELP!Line services the communities of the Northern Hills, Rapid City, Southern Hills and Sturgis, as well as the greater Sioux Falls area.

2010 Total Call Volume

- In 2010, 2-1-1 answered **9,659** calls in the Black Hills.
- 2-1-1 was introduced in the Black Hills in 2006. Southern Hills was added in January 2010.
- 2-1-1 has answered over **30,500** calls since beginning service in the Black Hills.



In 2010, 2-1-1 answered **53,593** calls in the greater Sioux Falls and Black Hills areas.

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Top Ten Requested Resources by Black Hills Callers

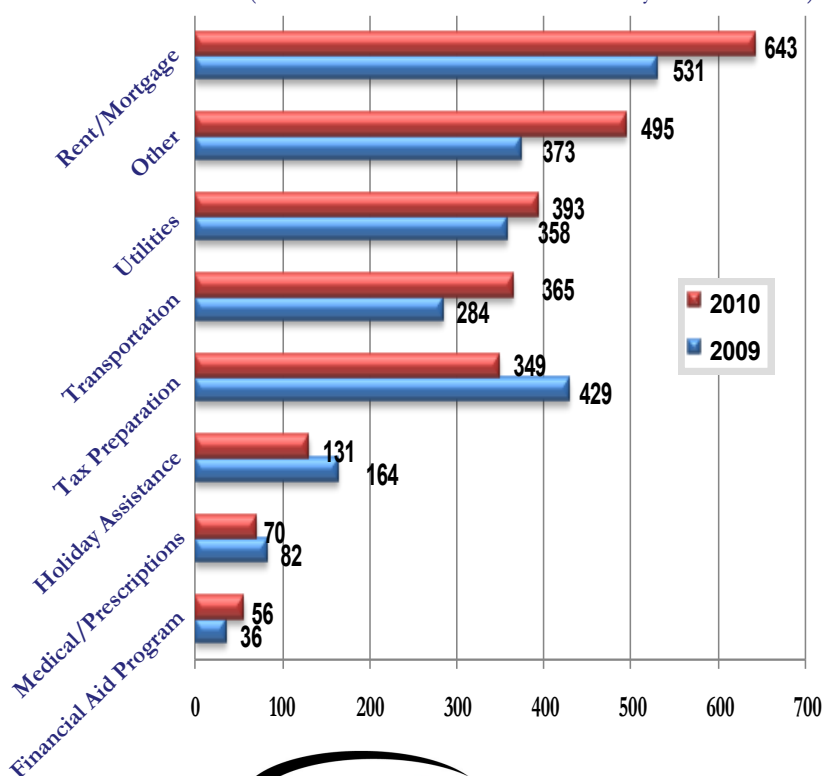
Each 2-1-1 call is confidential; however, data is collected on every call to identify each caller's needs, and there may be more than one need per call. The data assists in understanding the changing needs of the community.

There were 9,827 documented needs in 2010.

1. **Financial Assistance (2,533 needs)** - Callers are looking for financial resources.
2. **Government (1,107 needs)** - Callers receive information on Federal, State, County, or City government services.
3. **Mental Health (927 needs)** - Callers are looking for resources for mental health assessment, diagnosis, treatment options, or support.
4. **Basic Immediate Needs (637 needs)** - Callers are looking for resources to meet basic human needs such as food, emergency shelter, clothing, personal care items, and infant items.
5. **Health/Medical (483 needs)** - Callers are looking for resources for medical care, medical information, medical treatment, and other health-related issues.
6. **Housing (309 needs)** - Callers are looking for resources such as subsidized housing, housing search, tenant/landlord issues, specialized/transitional housing, and home repair/maintenance.
7. **Food (273 needs)** - Callers are looking for non-emergency food resources such as food pantries, food banks, food stamps, or other food-related assistance.
8. **Legal Assistance (224 needs)** - Callers are looking for resources to assist with general legal aid, representation, and discrimination.
9. **Substance Abuse (199 needs)** - Callers are looking for resources on substance abuse information, assessment, treatment options, and addiction-related support groups.
10. **Education (195 needs)** - Callers are looking for resources on literacy, parenting education, and education for children.

Financial Assistance Requests - Category Breakout

(Financial Assistance Calls increased by 9.75% in 2010)



Facing reduced hours at work, a caller discovered resources to help him provide for his family.

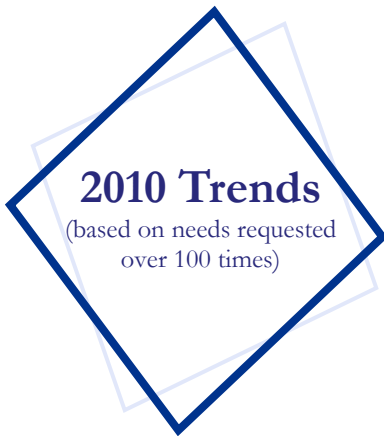
An elderly gentleman, caring for his wife with Alzheimer's, was relieved to be connected with a local support group to help deal with caregiver stress and grieving.

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Need Categories	# of needs in 2010	# of needs in 2009	% Increase from 2009 to 2010
Suicide-Related	160	107	49.53%
Mental Health	927	725	27.86%
Subsidized Housing	146	122	19.67%
Shelter/Emergency Housing	216	190	13.68%
Advocacy Groups	100	90	11.11%
Financial Assistance	2,533	2,308	9.75%
Medical Care/Treatment	161	151	6.62%
City Government	304	289	5.19%
Education	195	188	3.72%
Emergency Personnel	183	180	1.67%

Referrals to Local Programs

In 2010, 2-1-1 made **10,987 referrals** in the Black Hills. There are over 800 programs in the 2-1-1 database. Programs receiving the most referrals from 2-1-1 callers include:

1. Pennington County Health and Human Services
2. Salvation Army: Emergency Services
3. Unemployment Insurance*
4. Volunteer Income Tax Assistance
5. Church Response
6. Consumer Credit Counseling: Family Financial Independence Loan Program
7. Dakota Plains Legal Services
8. Mommy's Closet, Volunteers of America, Dakotas
9. National Suicide Prevention Lifeline*
10. Pennington County Housing Development Authority
11. Rapid City Police Department
12. Toys for Tots - Rapid City
13. Working Against Violence, Inc.
14. Corner Stone Rescue Mission
15. Rapid City Landfill
16. Community Health Center: Primary Medical Care Clinic*
17. Feeding South Dakota: Food Pantry
18. Western SD Community Action
19. Economic Assistance, Dept. of Social Services
20. Low Income Energy Assistance Program

* New to the top 20 in 2010

Dial 2-1-1

*When you need to help
When you want to help*

Top Five Unmet Needs

An unmet need is defined 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 2-1-1 does not know the final outcome for each caller. The top five unmet needs are listed with the highest reoccurring requests.

1. Financial Assistance

- Transportation needs - gas vouchers, medical appointments, out-of-town travel
- Rent/Mortgage
- Other - moving assistance, smoke detectors, medical bills, school supplies
- Utilities

2. **Shelter/Emergency Housing** - lack of availability in smaller towns, shelters at capacity

3. **Medical/Health Information** - no "Ask-a-Nurse" in Western SD

4. **Dental Care Treatment** - lack of availability for low-income/sliding fee scale in smaller communities

5. **Hygiene/Personal Items** - waiting periods for how often an individual may receive them

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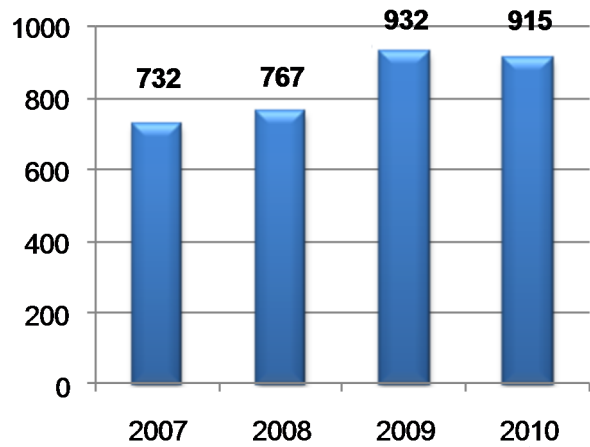
Suicide Prevention

1-800-273-TALK (8255)

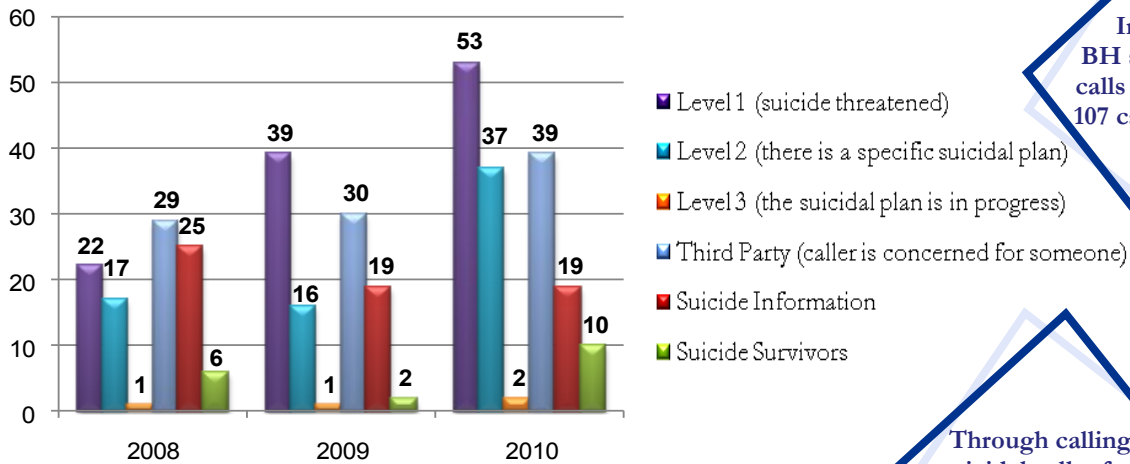
The **HELP!Line Center** answers the 24 hour National Suicide Prevention Lifeline (1-800-273-TALK) for South Dakota.

If you are having thoughts of suicide or concerned about someone, please call 1-800-273-TALK (8255).

Total Suicide-Related Calls Statewide

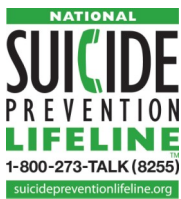


Types of Suicide-Related Calls Black Hills area



In 2010, total BH suicide-related calls increased from 107 calls to 160 calls, or 49.53%.

Through calling, a suicidal caller found hope and strength to reach out for help.



The **HELP!Line Center** is accredited by:



“Strengthening individuals, families and community by bridging people with resources and support”

2-1-1 is funded through private and public sponsorships. Thank you to our 2010 Sponsors!

If you are interested in supporting 2-1-1, scheduling a presentation or receiving free promotional materials, please dial 2-1-1.

www.211sd.org
help@helplinecenter.org

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