

Community Trends of 2007

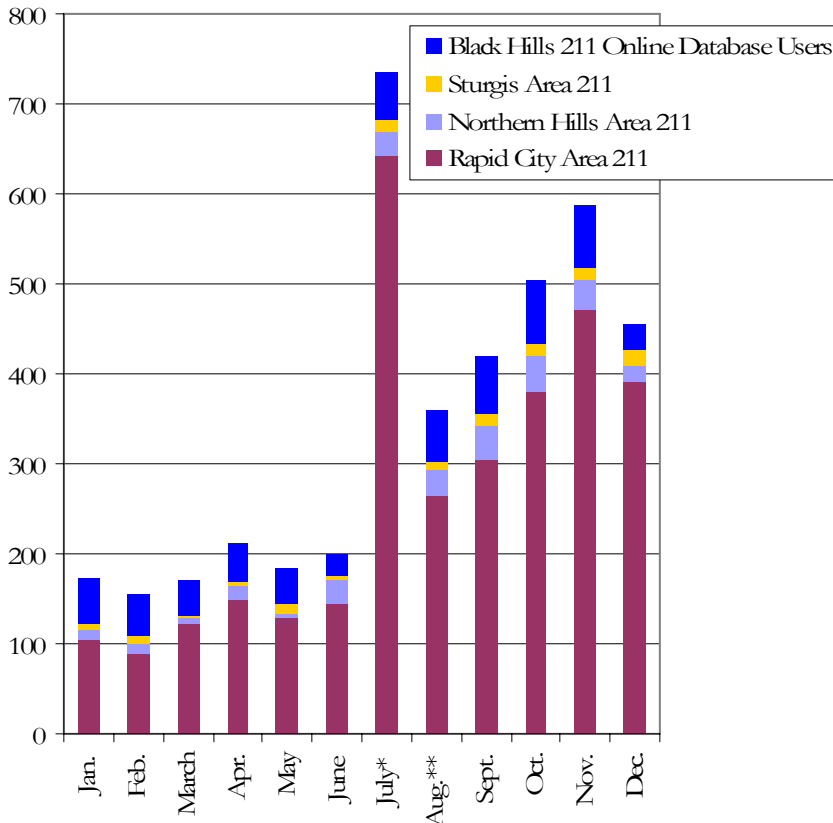
Rapid City, Sturgis & the Northern Hills Areas

*Strengthening individuals, families and community
by bridging people with resources and support.*



Get Connected. Get Answers.

4,156 Total Contacts from the Black Hills Area



*Increase of calls in July due to 475 fire information calls.
**An active campaign to promote 211 in the Rapid City & Northern Hills areas began in August.

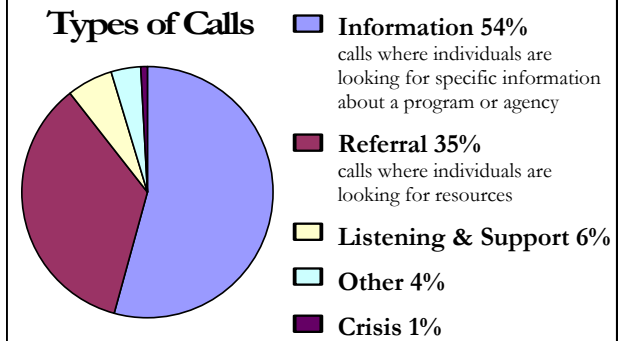
What is 211?

211 is a free information, referral and crisis helpline that provides resource information on non-profit, social service, and government programs, along with providing crisis intervention services.

Where is 211 available?

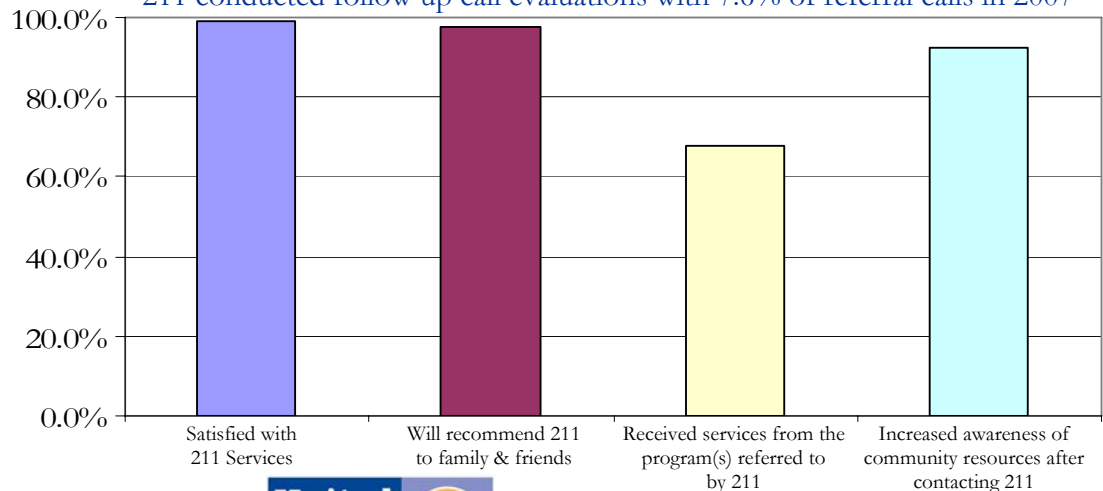
Residents of Belle Fourche, Black Hawk, Box Elder, Deadwood, Ellsworth AFB, Ft. Meade, Hermosa, Hill City, Keystone, Lead, Newell, Piedmont, Rapid City, Spearfish, Sturgis, Summerset, & Whitewood may dial **211** from their home phones or cell phones.

Types of Calls



Follow Up Calls

211 conducted follow up call evaluations with 7.6% of referral calls in 2007



If you would like additional information on any of the statistics provided in this document or on **211**, please contact the **211 HELP!Line**.

Dial **211**
www.211sd.org
help@helplinecenter.org

211 South Dakota
PO Box 1215
Rapid City, SD 57709





Unmet Needs

An **unmet need** is tracked when the caller has already **exhausted all of the options** of the **211 HELP!Line** database or if there are **no resources available** to meet the specific needs of callers.

3.36% of all calls had unmet needs.

Top Three Unmet Needs of Callers

- Transportation Financial Aid (17 callers)
- Shelter/Emergency Housing (11 callers)
- Rent/Mortgage Financial Aid (11 callers)

The following unmet needs have been identified by callers:

(For a full report of all unmet needs in 2007, please dial 211.)

- Weekend resources for emergency food
- Shelters are full or clients are not allowed to stay due to past behaviors
- No shelters available in Spearfish or Sturgis
- Callers have exhausted all resources for financial aid assistance with rent and mortgage, utilities, and transportation
- Financial assistance for car repairs
- Financial assistance for traveling outside the Black Hills Area
- Gambling addiction support in Deadwood & Spearfish
- Programs to assist elderly with grocery shopping

Suicide Prevention HELP!Line 1-800-273-TALK

The **211 HELP!Line** call center answers the **Suicide Prevention HELP!Line** for the entire state of South Dakota.

The **HELP!Line Center** is accredited by the Alliance of Information and Referral Systems and the American Association of Suicidology.



AMERICAN ASSOCIATION OF SUICIDOLOGY
 Dedicated to the Understanding and Prevention of Suicide

Suicide Related Calls in South Dakota

