



we rise.

HELP!Line
center
community
'08 trends
Sioux Falls, SD

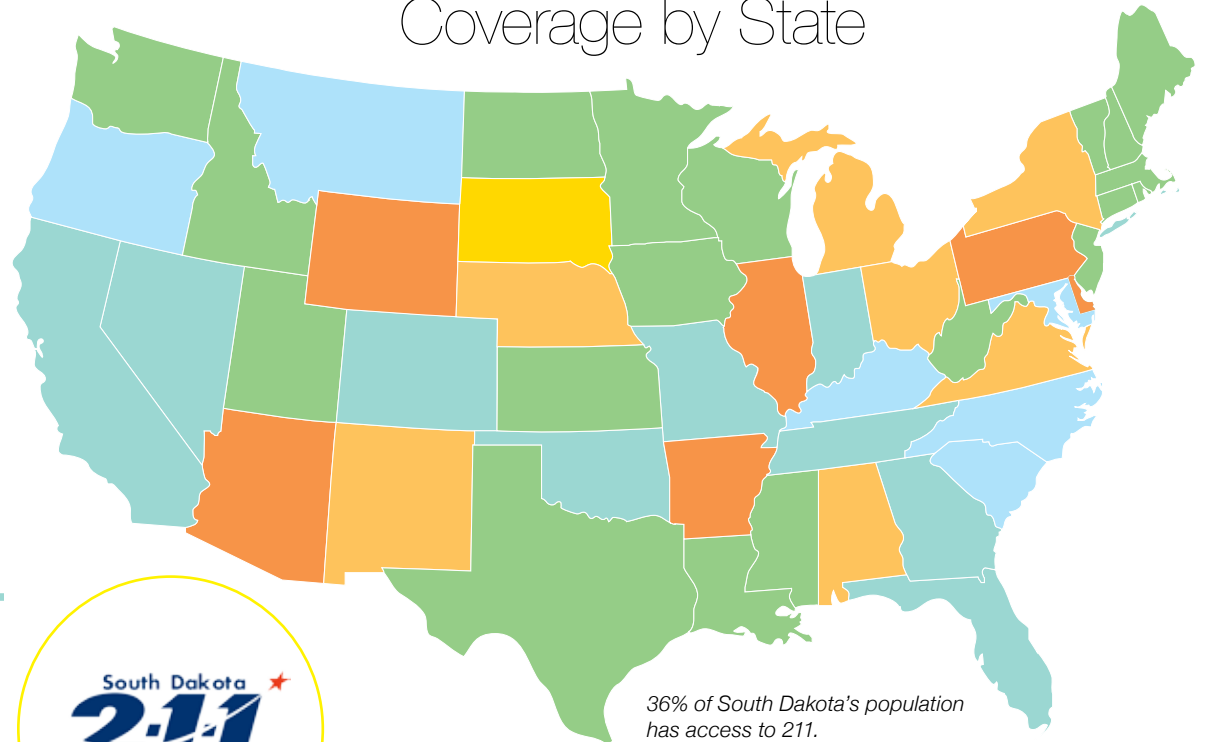
2-1-1 HELP!Line

The 2-1-1 HELP!Line is an information, referral and crisis helpline that provides resources and information on non-profit, social service, and government programs, along with providing crisis intervention services.

To reach the 2-1-1 HELP!Line, the Child Care HELP!Line or the Volunteer HELP!Line dial 211.

To reach the Suicide Prevention HELP!Line dial 1-800-273-TALK

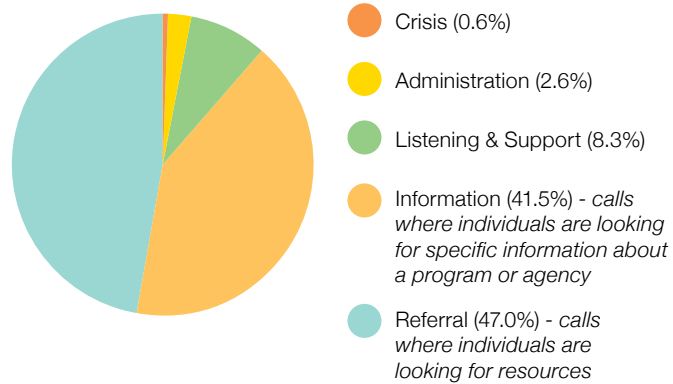
Percent of 2-1-1 Population Coverage by State



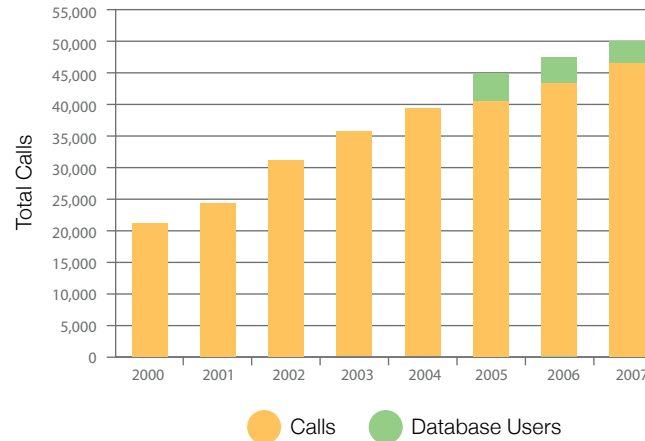
- 2-1-1 in development
- More than 20% coverage
- More than 40% coverage
- More than 60% coverage
- More than 80% coverage
- 100% coverage

Map by United Way of America: February 2008

Types of Calls in 2007

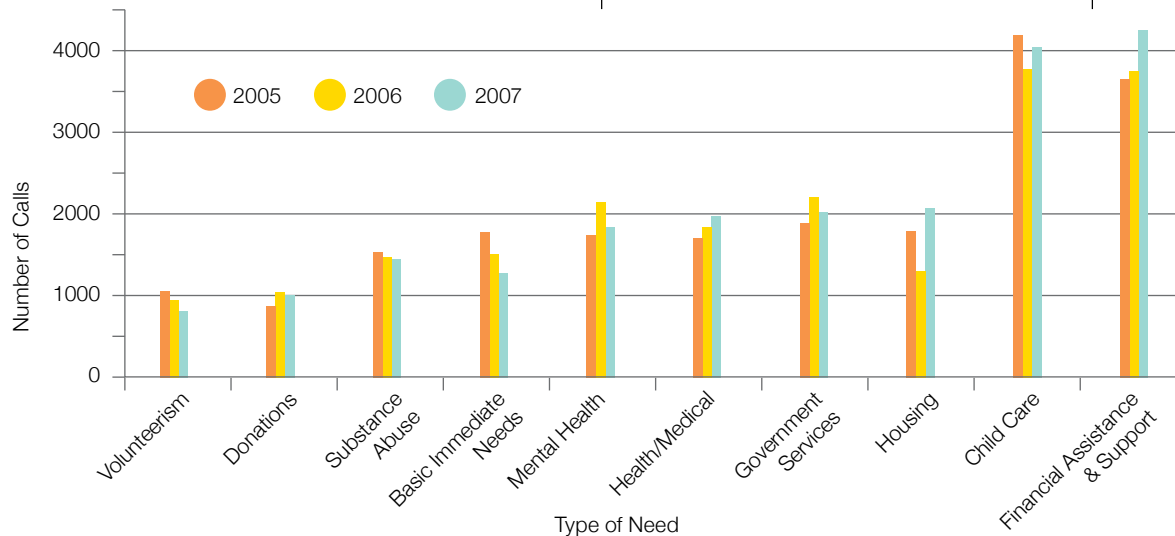


Total HELP!Line Contacts



Year	Calls	Database Users
2000	21,035	-
2001	24,077	-
2002	31,435	-
2003	35,519	-
2004	38,837	-
2005	40,224	4,460
2006	43,088	4,548
2007	46,722	3,423

Top Ten Services Requested by Callers



	2005	2006	2007
Financial Assistance & Support	3,616	3,712	4,206
Child Care	4,272	3,833	4,131
Housing	1,856	1,367	2,155
Government Services	1,878	2,200	2,020
Health/Medical	1,705	1,839	1,982
Mental Health	1,729	2,140	1,846
Basic Immediate Needs	1,302	1,533	1,795
Substance Abuse	1,589	1,525	1,492
Donations	871	1,024	992
Volunteerism	1,050	932	794

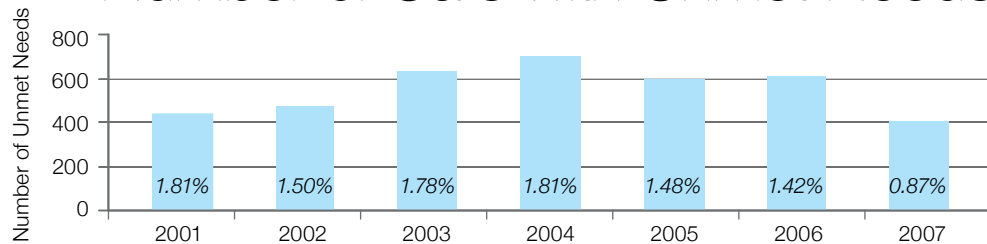
The top 10 needs of callers have remained consistent over the last three years.

Top Five Unmet Needs of Callers*

2005		2006		2007	
Financial assistance with transportation	68	Financial assistance with transportation	63	Financial assistance with transportation	59
Low fee legal advice or assistance	29	Transportation services	67	Rental assistance	22
Rental assistance	25	Rental assistance	36	Transportation services	20
Utility assistance	24	Utility assistance	19	Home repair/maintenance services	14
Moving assistance	19	Low fee legal advice or assistance	17	Utility assistance	6

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

Number of Calls with Unmet Needs*



Follow Up Evaluations



Significant at the .05 level, +/- 5

- Satisfied with HELP!Line Services
- Recommended 2-1-1 to family & friends
- Received services from the program(s) referred to by 2-1-1
- On a waiting list or are waiting for a call back from the program(s) referred to by 2-1-1
- Increased awareness of community resources after contacting 2-1-1

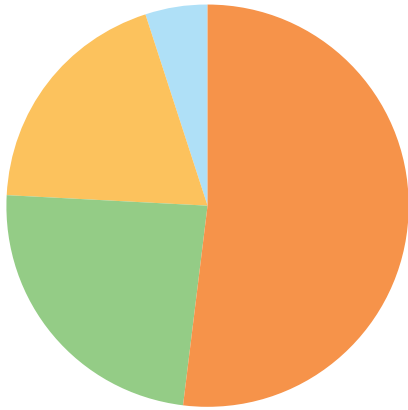
Service quality evaluations are required by the Alliance of Information & Referral Systems Accreditation. In 2005, 2006, & 2007, HELP!Line Center Call Specialists made follow up calls to 9.1%, 7.5%, & 7.5% of callers, respectively.



2-1-1 On-Line

www.211southdakota.org

A database of over 6,000 agencies and programs was launched in 2005 and contains detailed listings of social service resources.



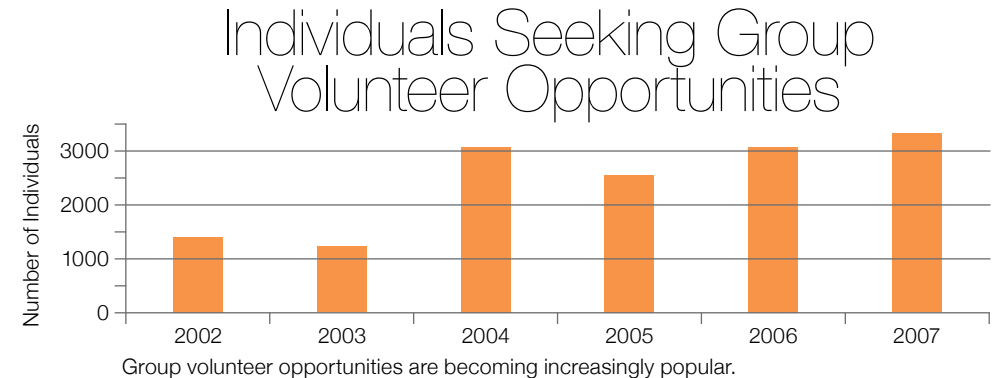
- Looking for resources to help clients (52%)
- Looking for resources to help themselves (19%)
- Looking for resources to help a friend (24%)
- No response (5%)

Volunteer HELP!Line

The Volunteer HELP!Line serves as a community advocate for volunteerism and a connecting point between volunteers and non-profit agencies.

- **Over 27,000 contacts** were made concerning volunteerism through the Volunteer HELP!Line in 2007. Volunteers may either dial **2-1-1** or search an online database, **Volunteer Solutions**, at www.helplinecenter.org to learn about volunteer opportunities in the Sioux Empire.

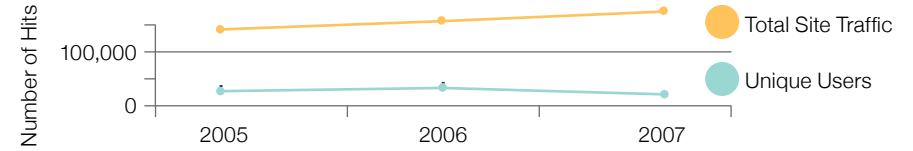
The Volunteer HELP!Line supports managers of volunteers at over **150 Sioux Empire non-profit organizations** by offering a variety of services, resources and training. Over 160 individuals attended **volunteer management classes** offered by the HELP!Line Center in 2007.



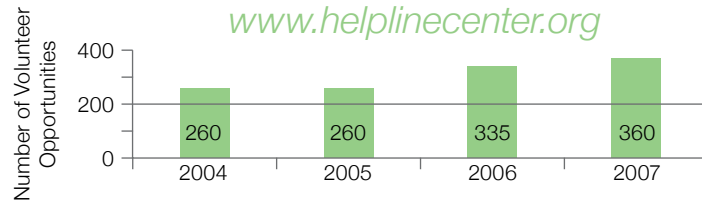
we connect.



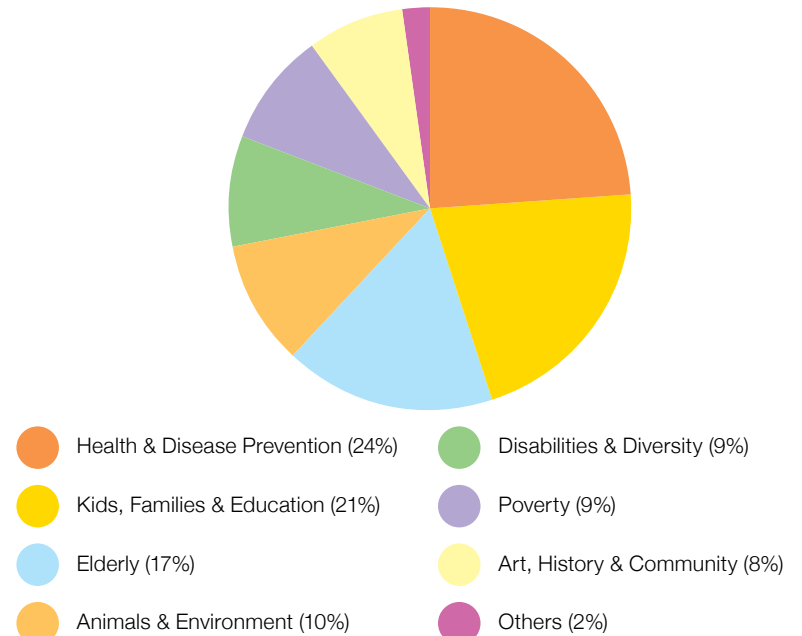
Volunteer Solutions Database Users



Opportunities Listed on Volunteer Solutions

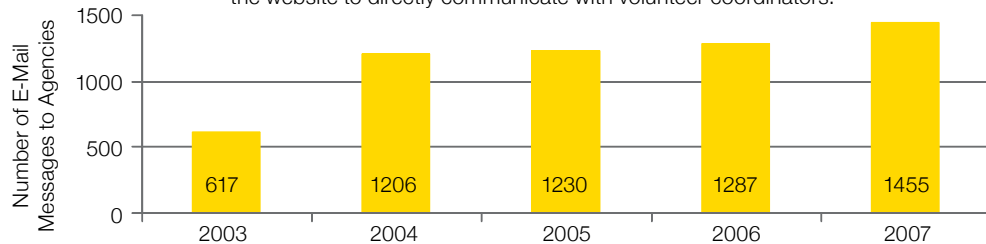


Viewing Frequency of Types of Volunteer Opportunities



Volunteers Who E-Mail Agencies Through Volunteer Solutions

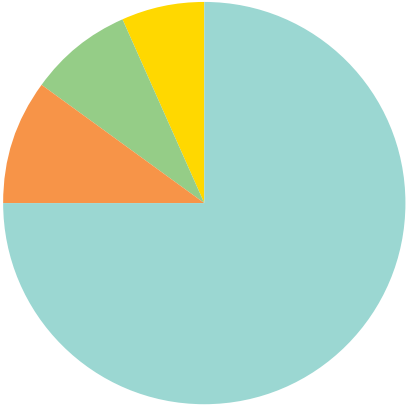
As Volunteer Solutions becomes more familiar to users, volunteers are using the website to directly communicate with volunteer coordinators.



Demographic Information of Registered Volunteers Online

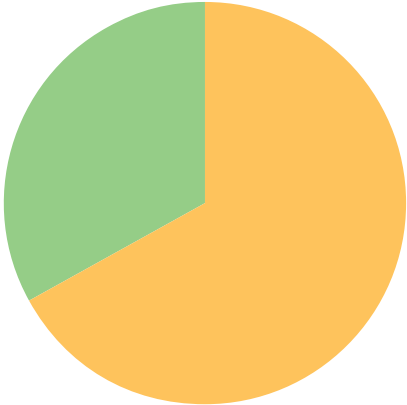
The following information is gathered from 2,360 individuals over the last five years who filled out an online survey when registering with Volunteer Solutions. There were over 108,636 unique users of Volunteer Solutions in the last five years.

Looking online for opportunities for:



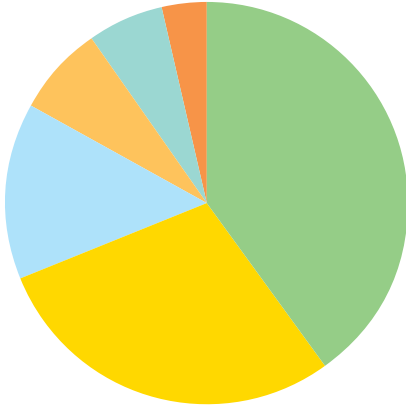
- Individuals (75.2%)
- Group of Friends (10%)
- Family (8.3%)
- Group of Colleagues (6.5%)

Volunteer Experience:



- Previous Volunteer (67%)
- First Time Volunteer (33%)

Primary Employment Status:



- Employed Full Time or Self Employed (40.2%)
- Student (28.7%)
- Not Employed or On Disability/Other (14.2%)
- Retired (6.1%)
- Employed Part Time (7.4%)
- Homemaker (3.4%)

Board Connections

Board Connections was added to Volunteer Solutions in 2007, helping non-profit agencies connect with potential board of director members.

In the first five months of operation:

- 15 agencies posted 61 open board positions on the site
- 374 website hits

SALSA

The Serve & Learn Student Association (SALSA) is a service learning program for high school students which integrates volunteer projects with learning objectives through monthly projects and meetings. SALSA members have reported volunteering more than 30,000 hours in the Sioux Empire. SALSA currently has over 500 members.

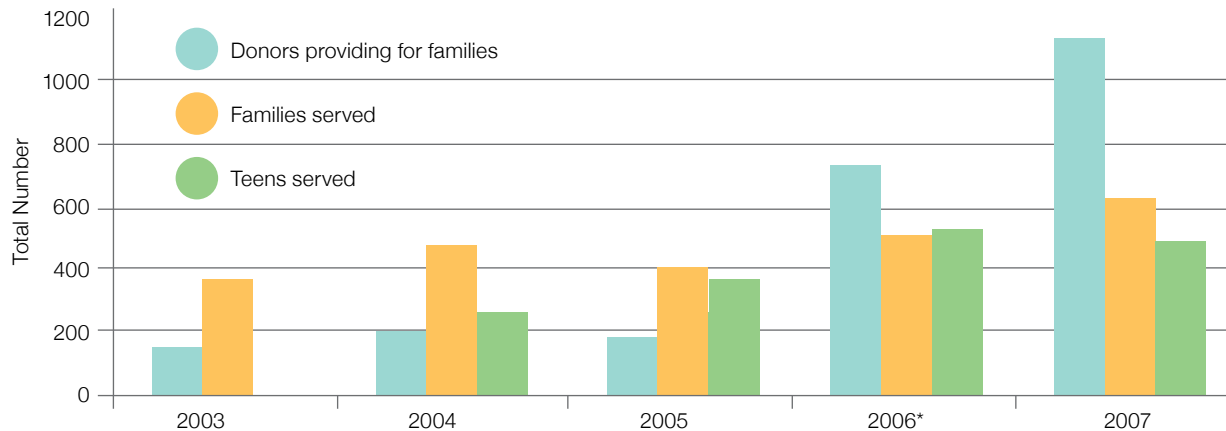
In 2007, SALSA members helped

- feed low-income families
- rake leaves for elderly wishing to remain living independently
- promote environmental conservation
- raise awareness for people with disabilities
- support a local abuse shelter for children
- and more



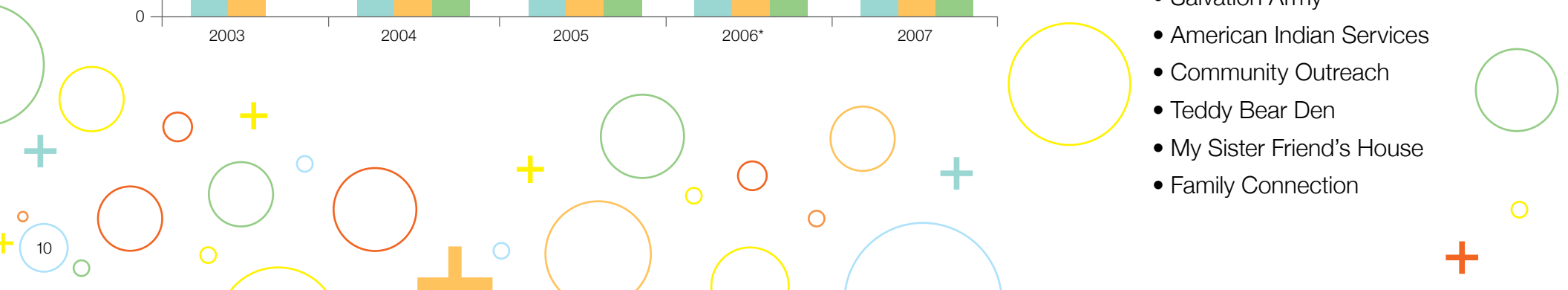
Holiday Clearing House

The Holiday Clearing House began in 2003 as a coordinated community effort to serve families in need of holiday assistance in a more efficient manner, utilizing a centralized database of giving programs in our area including Sioux Falls Cares, Salvation Army, ICAP, and Children's Inn. The Holiday Clearing House matches donors with families and teens in need who are not served through other programs.



The Holiday Clearing House coordinates referrals for families in need from:

- Minnehaha County Dept. of Human Services
- St. Francis House
- Interlakes Community Action
- Children's Inn
- Volunteers of America
- Sioux Falls Housing
- Southeastern Behavioral Healthcare
- MultiCultural Center
- Big Brothers Big Sisters
- The Banquet
- Brightstart
- Food Pantry
- Salvation Army
- American Indian Services
- Community Outreach
- Teddy Bear Den
- My Sister Friend's House
- Family Connection

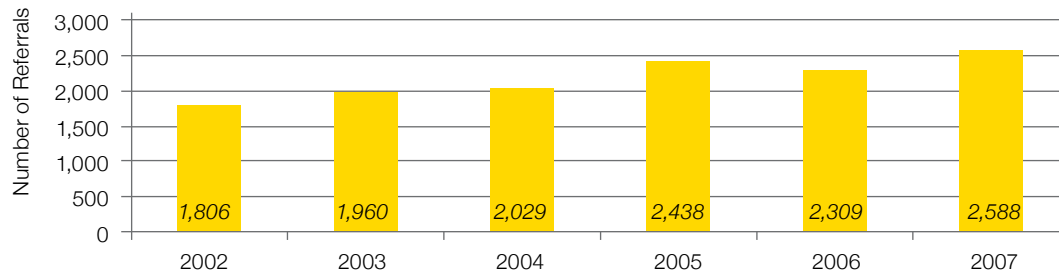


Child Care HELP!Line

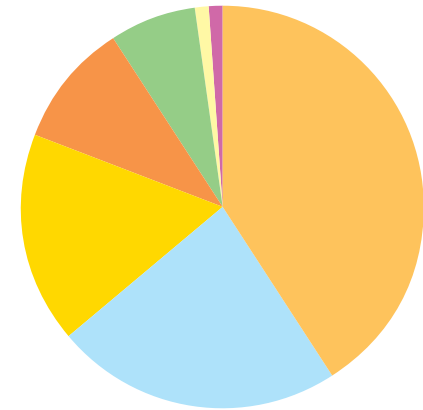
The Child Care HELP!Line provides child care information, referrals, and many resources for parents, child care providers and employers.

- Every year for the last 10 years, at least 50% of callers looking for child care referrals are low-income (fall under 80% of the median family income in the Sioux Falls Area).
- 377 child care providers (family, group, & center) are listed with the Child Care HELP!Line.

Child Care HELP!Line Referrals



Types of Child Care Calls



- Infant Calls (41%)
- Toddler Calls (23%)
- Preschool Calls (17%)
- School Age Calls (10%)
- Technical Assistance (7%)
- Listening & Support (1%)
- Licensing (1%)

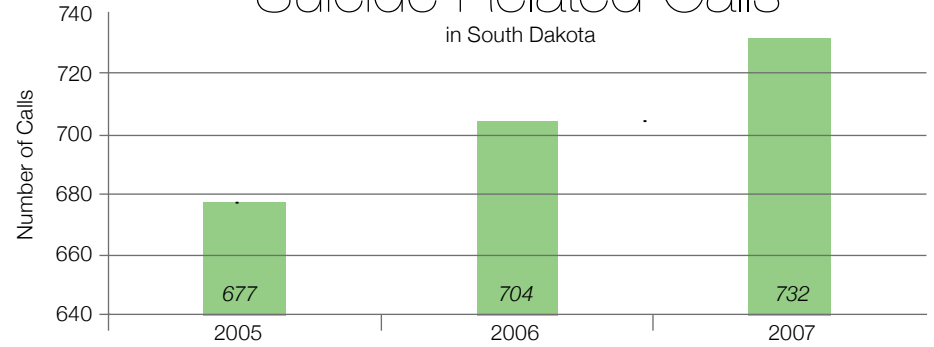


Suicide Prevention HELP!Line

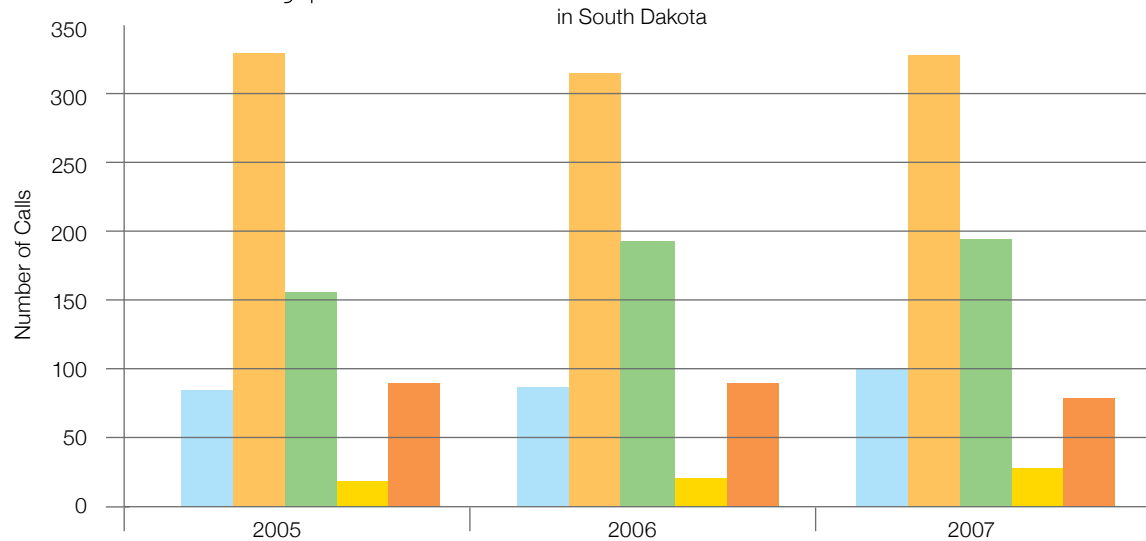
1-800-273-TALK

The Suicide Prevention HELP!Line provides suicide prevention, suicide intervention and support for grieving family and friends.

Suicide Related Calls



Types of Suicide Related Calls

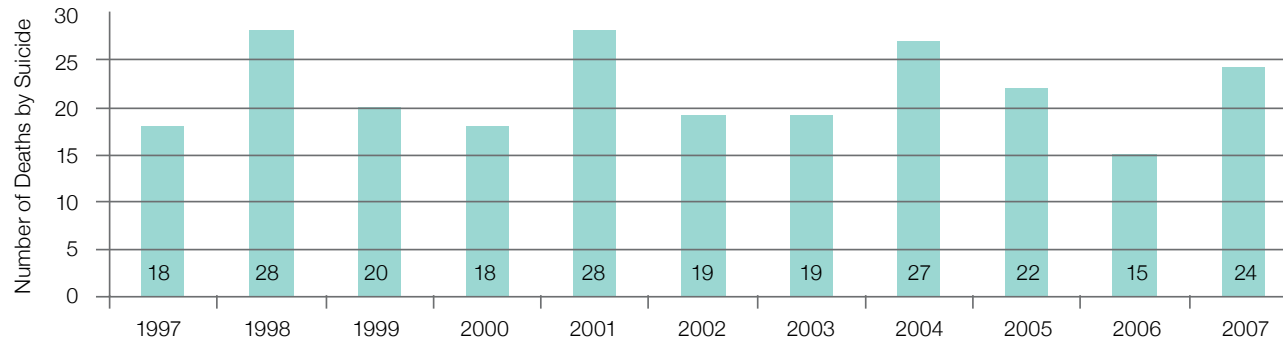


- Information
- Level 1 (suicide is being threatened)
- Level 2 (there is a specific suicidal plan)
- Level 3 (the suicidal plan is in progress)
- Friends and family of individuals completing suicide

Suicide Prevention HELP!Line Facts

- 326 people were trained in suicide intervention.
- 114 people were educated about suicide awareness.
- 933 South Dakota high school students received Lifeline suicide prevention curriculum.
- 29,364 site visits to the statewide suicide prevention website www.sdsuicideprevention.org in its first year.
- 219 individuals who lost a loved one to suicide were served through support groups, outreach visits and informational material.

Minnehaha County Suicide Statistics

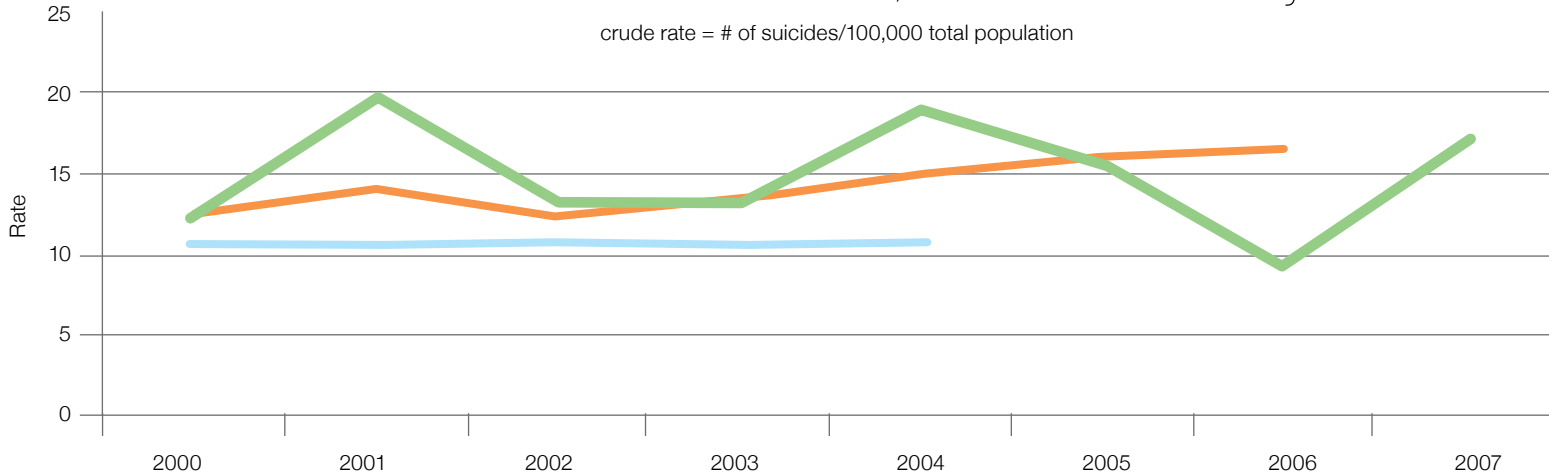


From the Minnehaha County Coroner's Office



Suicide Rates at the National, State & County Levels

crude rate = # of suicides/100,000 total population



	2000	2001	2002	2003	2004	2005	2006	2007
● U.S. Rate	10.7	10.8	11	10.8	11	11	-	-
● South Dakota Rate	12.6	14.3	12.5	13.6	15.1	16.3*	16.6	-
● Minnehaha County Rate	12.8	20	13.6	13.6	19.3	15.7	9.4	17.1

*South Dakota is among the top 10 for the highest rates of suicide in the nation.

From the Minnehaha County Coroner's Office, the South Dakota Department of Health, and the American Association of Suicidology.



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we care.



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

This document provides an overview of the trends and needs identified by the HELP!Line Center based on data from 2007 and previous years from Sioux Falls, SD, and surrounding communities. For more information or to support the work of the HELP!Line Center, please contact us.

Community Trends is sponsored by:



HELP!Line Center + 1000 N. West Ave. + Suite 310

Sioux Falls, SD 57104 + 605-334-6646 (administration) + 605-332-1333 (fax)

www.helplinecenter.org



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