

helpline
center



community

TRENDS

GOAL OF COMMUNITY TRENDS

This document provides an overview of the trends and needs identified by the Helpline Center based on 2-1-1 contact data from 2019, and previous years, from the Black Hills area.

2-1-1 is an information, referral and crisis helpline that provides resource information on non-profit, social service and government programs. 2-1-1 responds to a wide variety of requests from people seeking information or assistance with crisis intervention, financial assistance, donation information, volunteer opportunities, child care, disaster needs, mental health and other areas.

2-1-1 service is available through a phone call, text message, email, or visit to helplinecenter.org. In South Dakota, the 2-1-1 service is available to approximately 80% of the state's population!

2-1-1 COMPARISON OF NEEDS

In 2019, Totals Needs identified was 14,539 - some individuals may have more than one need during a contact.



Category	Black Hills 2018	Black Hills 2019	Statewide 2019
Arts, Culture and Recreation	0.69%	0.67%	0.80%
Clothing, Personal and Household	2.82%	2.58%	5.92%
Disaster Services	0.64%	0.59%	10.02%
Education	0.69%	0.55%	0.76%
Employment	0.53%	0.65%	0.53%
Food and Meals	4.04%	5.19%	4.56%
Health Care	5.79%	4.34%	4.59%
Housing	8.89%	10.04%	8.80%
Income Support and Assistance	26.23%	26.43%	7.61%
Individual, Family and Community Support	3.85%	4.30%	9.18%
Information Services	8.79%	8.78%	8.76%
Legal, Consumer and Public Safety	7.59%	7.05%	6.14%
Mental Health and Addictions	13.81%	11.52%	19.54%
Other Government/Economic Services	4.35%	5.50%	4.25%
Transportation	3.79%	4.31%	3.22%
Utilities/Assistance	5.95%	6.07%	3.35%
Volunteer/Donations	1.57%	1.45%	1.99%



Black Hills 2019

TOTAL CONTACTS

Category	2017	2018	2019
Total Black Hills 2•1•1 Contacts	12,681	14,091	14,396

*Contacts include calls, texts, and emails received from 211 and 1.800.273.8255.

2019 BLACK HILLS CONTACT METHODS

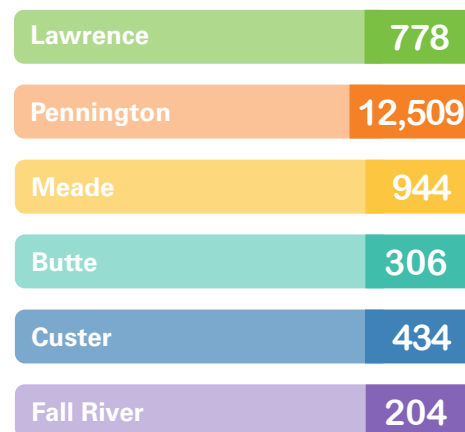
Category	2019
Calls	14,073
Texts	269
Emails	54
211 Online Database Searches	4,892

CATEGORY OF CONTACT *From Black Hills Area*

Contact Type	Percentage
Information	43.70%
Referral	34.55%
Advocacy	.36%
Listening and Support	8.05%
Crisis	3.43%
Admin/Other	9.91%



ALL BLACK HILLS CONTACTS



BEHAVIORAL HEALTH GUIDE

In 2019, 972 unique visitors searched for mental health resources through the Black Hills Behavioral Health Guide. Understanding the importance of connecting individuals to mental health resources, the Helpline Center launched a new Black Hills Behavioral Health Guided Search to streamline the search for resources. The new search allows an individual to select resources based on need. Visit the guided search or find a printable guide at www.helplinecenter.org/bhbhg. The Black Hills Behavioral Health Guide is provided through the generous financial support from the John T. Vucurevich Foundation.

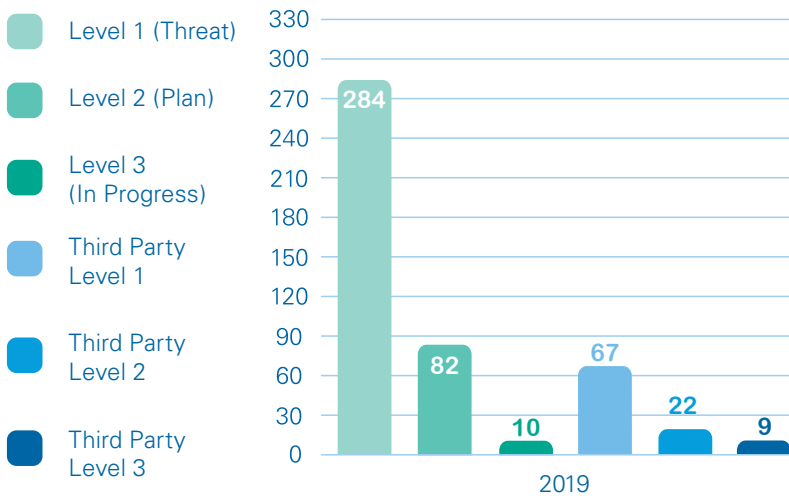
IDENTIFIED UNMET NEEDS

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 2•1•1 does not know the final outcome for each caller.

- 1 Housing:** Individuals looking for rent payment assistance, rent deposit assistance, shelter or moving assistance.
- 2 Transportation:** Individuals looking for help with gas money, bus tickets/fares and car repair.
- 3 Residential Snow Shoveling** No program available.

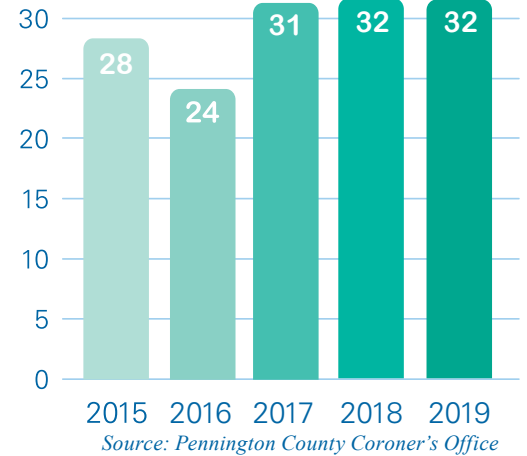
TYPES OF SUICIDE-RELATED CONTACTS From Black Hills Area

*Contacts include calls, texts, and emails received from 211 and 1.800.273.8255.



COMPLETED SUICIDES

Pennington County



TOTAL SUICIDE-RELATED CONTACTS IN 2019

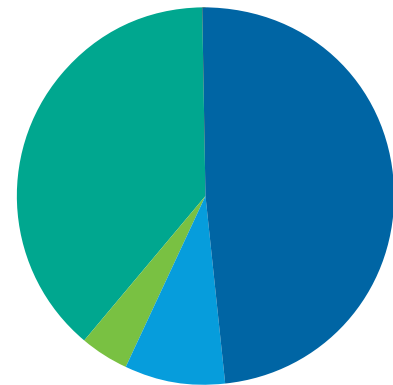
BLACK HILLS: 474 ▲ 3% INCREASE FROM 2018

STATEWIDE: 2,343 ▲ .4% INCREASE FROM 2018

CRISIS OUTCOME DATA 2019

When individuals reach out during a crisis, the goal is to collaborate with the individual to develop a safety plan for his/her safety. When the individual is unable to develop a safety plan, staff may need to make the call to intervene with appropriate local officials to ensure the individual's safety.

Did Not Intervene	392
Collaborative Rescue	23
Police Report (non-suicide related)	9
Police Wellness Check	97



The Helpline staff partners with individuals to de-escalate their crisis and develop safety plans. **75%** of the crisis calls were stabilized by the end of the call and did not require further action, thus requiring less interventions by law enforcement.



The HelpList tool is a new feature on the Helpline Center's website allowing an individual to create a customized list of resources based on the needs and location selected. To build your own HelpList, visit www.helplinecenter.org/helplist.

2·1·1 University

211 University is an opportunity for community members to be trained how to best utilize the Helpline Center website and online resource database. The Helpline Center's website hosts a multitude of information that is available for free. 211 University focuses on teaching best practices on how best to find the information on our website. Over 150 individuals in South Dakota were trained in 2018. Watch www.helpline-center.org/events for upcoming 211 University sessions.

VOLUNTEER CONNECTIONS

In 2019 the Helpline Center Volunteer Connections program continued connecting volunteers and the agencies that need them.

- **196** Black Hills nonprofits participate in Helpline Center Volunteer Connections
- Volunteers were able to search **435** volunteer opportunities on our online database.
- **43,364** contacts in 2019 regarding volunteerism in the Black Hills
- A total of **854** individual volunteers in the Black Hills had volunteer profiles in the Volunteer Connections Database in 2019.
- The 5th annual Spirit of Volunteerism Awards included **50** nominees with **325** in attendance.
- The Volunteer of the Month program recognized **12** outstanding volunteers during the year from area nonprofits.
- Through Volunteer Rapid City, **130** future volunteers were connected with **31** organizations face to face at events like the Volunteer Expo and Volunteers On Tap.
- Volunteer Manager support in the Black Hills:
 - **6** Volunteer Manager Brown Bag Lunches were held focusing on a variety of topics from retention to best practices with volunteers.
 - **Two**, two-day Volunteer Management Trainings were held with **17** Volunteer Managers & Coordinators in attendance

"I am excited to implement new policy and procedures for our volunteer program. The Volunteer Management Training was just the push and education we needed to get started! Networking with other volunteer managers was the highlight of my experience. Everyone was a wealth of ideas and suggestions. The 2-day training was well worth my time."

– **Stacey Rosdahl-Volunteers of America Northern Rockies**

"It is so wonderful to have a central location for many opportunities, so that my family can choose what makes sense for us to participate in."

"It makes it easier to find a good fit for your skills and abilities."

"If you do not know what needs are out there it is all listed in one place."

"Everything is there and there are multiple ways of finding the information that is needed."



MISSION STATEMENT

“Making lives better by giving support, offering hope and creating connections all day, every day.”

THANK YOU TO OUR COMMUNITY TRENDS SPONSORS



United Way of the Black Hills



**JOHN T. VUCUREVICH
FOUNDATION**

...to make a piece of the world a brighter place.

2•1•1 Helpline

When you dial, 2•1•1 you talk to real people trained to help and connect you to community and social service organizations. Our database contains thousands of resources that our staff updates on a regular basis. We answer calls 24/7. We also provide an online resource database at helplinecenter.org to help you find the resources you need. We are here to listen, support and connect you to resources, whether you need something as simple as the phone number for the library or as serious as grief support.

Suicide And Crisis Support

The Helpline Center is an accredited suicide prevention, intervention and aftercare organization delivering hope and the understanding you need. The Helpline Center also answers the statewide crisis line at 1•800•273•8255 all day, every day.

Disaster Response

2•1•1 plays a critical role in keeping people connected and informed before, during and after a disaster. The Helpline Center provides critical information and referrals to disaster-specific services and donation opportunities.

Volunteer Connections

Volunteers are a tremendous resource in a community. The Helpline Center provides services to engage volunteers by linking them with on-going and one-time volunteer opportunities. 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.

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2•1•1

CALL 211

TEXT your zip code to 898211

EMAIL help@helplinecenter.org

address

529 Kansas City St., Suite 201
Rapid City, SD 57701

website

helplinecenter.org