



2021 Annual Report

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2021 Helpline Center
Donors

Our Mission

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

The Helpline Center began serving South Dakota in 1974 and serves thousands of people each year by connecting individuals to resources and support, providing referrals, building local agency's volunteers, offering hope to individuals with thoughts of suicide, and supporting families bereaved by a suicide loss.

The Helpline Center is generously supported by United Way, government funding, grants, corporate support, and private donations.

211 Helpline

Volunteer Connections

Suicide and Crisis Support

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If you have questions, please contact
Janet Kittams, CEO at 605.274.1408
or janet@helplinecenter.org.

Letter from the CEO

Dear friends,

It is a privilege to reflect upon the previous year and share our 2021 Annual Report. Thanks to the dedication of our compassionate staff and the generous support we receive, we are able to live out our mission of, "making lives better by giving support, offering hope and creating connections all day, every day."

The Helpline Center staff continue to provide support to South Dakotans when it's needed most. Our staff responded to 68,753 calls, emails, and texts in 2021, connecting people with important resources at critical times in their lives.

Our Suicide and Crisis Support programs continue to provide hope and healing to those impacted by suicide. During Suicide Prevention week in September, we hosted a group of volunteers on the football field at Augustana University and filmed a message of hope. If you have not had the opportunity to see it, I would encourage you to check it out. You can view it by visiting our website at helplinecenter.org/hope.

With the need for volunteer service in our communities continuing to increase, the Volunteer Connections program continues to look for new and unique ways to engage and recruit volunteers. Each of our offices in Sioux Falls, Brookings, and Rapid City, are making a significant impact by assisting more than 500 agencies in their volunteer recruitment efforts.

It's an honor to share the highlights of this past year in our 2021 Annual Report. To each of you, I extend my deepest thanks.

Janet Kittams, Chief Executive Officer
Helpline Center



Helpline Center Financials

The Helpline Center incurred \$3,362,561 in expenses in 2021. Expenses include salaries, employee benefits and taxes, occupancy, professional fees, supplies, and miscellaneous expenses.

The Helpline Center received revenue in the amount of \$4,451,362 during 2021 to support its programs and services. The revenue resources included Contract Services/Grants (73%), United Ways (6.5%), Contributions (10%), Special Events (5%), and Government Entities (3%).

Each day, the compassionate and committed Helpline Center staff provide help and support to people from across the state. Sometimes, the support is a simple question like, “where do I renew my driver’s license?”, or “where can I volunteer?” Other times our calls are more complex, “I recently lost my job and I’m struggling to pay rent, is there anywhere I can get help?” or “My family needs groceries, where is the nearest food pantry?”

24/7 Care

No matter how simple or complex, the Helpline Center staff is here for South Dakota, 24 hours a day, seven days a week. With more than 5,000 programs and agencies in our database, 211 makes it quick and easy to connect individuals to the resources they need, when they are needed the most.

In 2021, Helpline staff responded to 68,753 calls/emails/texts through connecting people with important resources at critical times in their lives.



How We Helped

Our staff answered a call from someone who needed furniture. As our staff continued the conversation, the individual identified that she was also struggling with access to household items and food. We provided referrals to local food distribution programs and texted her with that information for ease in accessing after the call.

.....

We received a call from someone who said they grew up struggling with their mental health. When she was having a particularly rough day, she called 211 to see if she should find a counselor with a sliding fee scale. Through one of the programs in the Helpline Center database, our staff was able to refer the individual to a counselor. Our staff also provided the caller with information on coping skills and let them know we are available to talk anytime when needed.

.....

A caller contacted 211 for support for difficulties she was experiencing with challenges at work. Those challenges were causing her additional stress because she was worried she was going to lose her job, which would cause her to become late on her rent. Our staff offered listening and support and provided referrals to her in case she needed them. After a few weeks, she called us to let us know how grateful she is for the work we do and tearfully thanked us for our support.

Get Connected.
Get Help.



Volunteer Connections

For more than four decades, the Helpline Center Volunteer Connections program has continued to be one of the largest and most active volunteer centers in the region. Over the last several years, our staff has worked tirelessly to connect an incredible number of volunteers with people across the state who needed help.

With programs in Sioux Falls, Rapid City and Brookings, we work collaboratively with nonprofits who need volunteers and assist in connecting them with individuals and groups who want to help. The Helpline Center organizes an annual recognition event in Sioux Falls and Rapid City called the Spirit of Volunteerism awards. In 2021, 201 very deserving individual and group volunteers were nominated for their extraordinary volunteer efforts. Each honoree received a recognition package and we recognized all of the nominations by delivering each person or group a yard sign.

The Volunteer Connections program communicates throughout each year in a variety of ways. Each week an email is sent to nearly 6,000 contacts in the Brookings, Rapid City, and Sioux Falls communities. There are 543 nonprofits registered in our volunteer database and over 1,100 volunteer opportunities available through the Volunteer Connections website, volunteer.helplinecenter.org.



Connecting Volunteers. Supporting Non-Profits.

For additional information on Volunteer Connections please call 211 and ask for **Jennie Marks, Volunteer Connections Manager** or email her at jennie.marks@helplinecenter.org.

2021 Volunteer Connections Impact

Sioux Empire

3,616

Contacts receive weekly emails and text messages regarding volunteer opportunities.

668

Nonprofit agencies supported.

14,104

Referrals to volunteers seeking opportunities.

Black Hills

1,699

Contacts receive weekly emails and text messages regarding volunteer opportunities.

214

Nonprofit agencies supported.

3,355

Referrals to volunteers seeking opportunities.

Brookings

583

Contacts receive weekly emails and text messages regarding volunteer opportunities.

64

Nonprofit agencies supported.

3,795

Referrals to volunteers seeking opportunities.



Suicide Prevention Services & Survivor Support Programs

The Helpline Center is South Dakota's leader in suicide prevention and response. We are the only accredited suicide prevention, intervention, and after-care organization in South Dakota.

Suicide is the 10th leading cause of death in South Dakota and it is the 2nd leading cause among ages 10 to 19. Our caring and professionally trained staff answer the National Suicide Prevention Lifeline and last year we answered 3,509 suicide related calls. The calls sometimes come from individuals contemplating suicide and we hear from family or friends when they are concerned about their loved one.

The grief experienced by survivors of suicide loss is unique and those left behind often struggle with guilt, shame and confusion. Losing a loved one to suicide can create a sense of isolation, which can often lead to depression and suicidal thoughts. The Helpline Center provides a point of connection for survivors, creating a safe space to share their pain through a support group or class, or as a Survivor Voices volunteer.



Survivors of Suicide Loss Support Services

The Helpline Center offers two different support services for survivors of suicide loss: a support group that meets monthly and a 10-week class that runs three times a year. Each of these services provides necessary comfort and conversation for individuals working through the complex grief of losing a loved one to suicide. Both the group and the class allow survivors to share their stories, creating a sense of community among individuals who share a heartbreaking loss— during which can otherwise be a lonely time.

In 2021, preliminary data shows that South Dakota hit a record high of deaths by suicides. With this comes an increase in survivors of suicide loss, heightening the importance of the postvention work that the Helpline Center provides with the support group and class.

For more information please contact [Wendy Mamer](#), Suicide Loss & Support Coordinator at (605) 274-1416 or wendy.mamer@helplinecenter.org.

You are
not alone.
There is
help and
support.

Newsworthy



The Helpline Center has been a partner in the Sioux 52 Initiative since its inception. The initiative seeks to unify Sioux Falls area nonprofit, business and faith communities in order to create a universal, significant and long-lasting commitment to mentoring in our city. The goal is to recruit 5,200 mentors by 2026.

Sioux 52 was chosen as the 2021 YPN Crossroads Summit social impact project as a mission for Young Professionals to give back to the community. The goal during this event was to have 50 new individuals sign up. Out of the 450 attendees, the goal was reached with 52 attendees joining the initiative!

To learn more about Sioux 52, visit the website at helplinecenter.org/sioux52

We Moved!

With our expansion of programming to meet the needs throughout our state, it became clear that we needed additional office to better accommodate our growing staff. During the last week of 2021, we made the move to our new location at 3817 S. Elmwood Avenue in Sioux Falls. The space has proven to be a welcomed change for our staff and there is a true sense of pride in where we are privileged to work.



Step Forward 2021

600	49	\$57,400
Participants	Teams	Raised

2023 Date: Saturday, June 10, 2023



Helpline Open 2021

100	25	\$37,000
Golfers	Teams	Raised

2023 Date: Monday, July 17, 2023

All funds raised through these events support the Helpline Center's suicide prevention and crisis support programs.

2021 Helpline Center Donors

Public Funds

City of Brookings
City of Sioux Falls
Fall River County
Lincoln County
Minnehaha County
South Dakota Department of Health
South Dakota Department of Social Services
South Dakota Housing
Brookings Area United Way
Northeast South Dakota United Way
Sioux Empire United Way
United Way of the Black Hills
United Way Worldwide
AARP, Inc
United Way Worldwide
Black Hills Area Community Foundation
Black Hills Disaster Recovery Fund
Bush Foundation
Corp for National & Community Service
Illinois Public Health Institute
SercI Family Fund
Sioux Falls Area Community Foundation
South Dakota Community Foundation
South Dakota Afterschool Network
John T Vucurevich Foundation

\$5,000 and Above

Avera
Miles & Lisa Beacom
Citi
Downtown Lions Club
First Bank & Trust
First Premier Bank/Premier Bankcard
Micah & Lindsay Mauney
Olson Oil Co
Sammons Financial
Sanford Health Systems
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Thrivent
Wells Fargo Foundation

\$2,500 to \$4,999

Black Hills Community Bank
Capital Services
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First National Bank in Sioux Falls
Mary Ann Giebink
High Point Network
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\$1,000 to \$2,499

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In Memory

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2021 Helpline Center Donors

In Memory Continued

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