



2019 ANNUAL REPORT



Letter from the CEO

Dear friends,

What a privilege it is to reflect upon the past year and share our Annual Report. While 2020 has certainly begun with its share of challenges, 2019 taught us some valuable lessons about rising to the occasion when our state needed us most. Thanks to the dedication of our compassionate staff and the generous support we receive, we're able to live out our mission of, "making lives better by giving support, offering hope and creating connections all day, every day."

With spring and fall flooding across the state and tornados in the Sioux Empire in September, our 211 Helpline staff quickly came together and helped callers when they needed it most. In 2019 our staff responded to more than 48,920 calls, emails, and texts. Our disaster response included answering questions about sheltering, damage assessments, debris management and community recovery resources. In 2019, more than 10% of our calls in South Dakota were related to disaster. The 211 services are now available to our state's population through the passing of Senate Bill 2.

Our Suicide and Crisis Support programs continue to provide hope and healing to those impacted by suicide. The Helpline Center hosted several events during National Suicide Prevention week which included an evening at Falls Park featuring a candlelight walk and purple lighting of the Falls. Additionally, we were honored to host our featured speaker, Kevin Briggs. Kevin spent most of his 23-year career patrolling the Golden Gate Bridge and responded to hundreds of suicide calls. We continue to engage with additional high school students through our Text4Hope (crisis texting) program. We're able to provide this invaluable resource to all South Dakota high school students thanks to the generosity of Sanford Health, the SD Department of Social Services and the SD Department of Health.

Along with an increase in 211 calls during the disaster, our Volunteer Connections program provided critical support when it was needed most. When the flooding and tornadoes hit there was an immediate need for volunteers. Whether it was removing debris from property, filling and placing sandbags, or delivering necessities to homeowners, the Helpline Center volunteer coordinators brought enthusiastic volunteers to the aid of their fellow neighbors.

It's an honor to share the highlights of this past year in our 2019 Annual Report. To each of you, I extend my deepest thanks.

A handwritten signature in blue ink that reads "Janet Kittams". The signature is fluid and cursive.

Janet Kittams, Chief Executive Officer
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Our Mission

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

We fulfill our mission through the following core service areas:

211 Helpline

Volunteer Connections

Suicide and Crisis Support

The Helpline Center began serving the Sioux Empire community in 1974 and now serves communities across South Dakota.

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

HELPLINE CENTER BOARD OF DIRECTORS:

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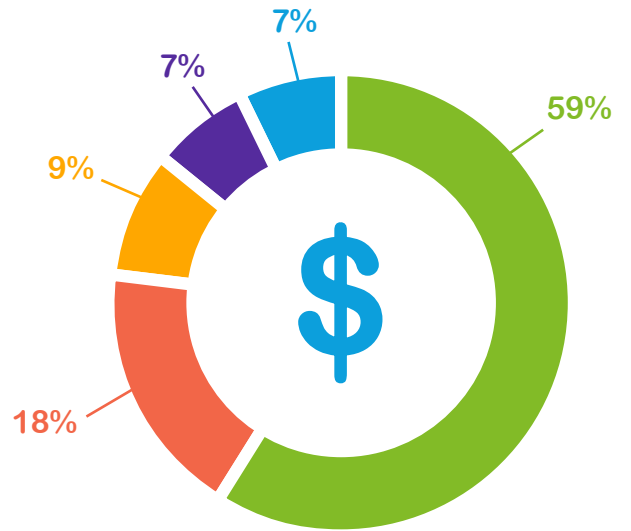
Helpline Center Financials

The Helpline Center incurred \$2,266,300 in expenses in 2019. Expenses include salaries, employee benefits and taxes, occupancy, professional fees, supplies, and miscellaneous expenses.

The Helpline Center received revenue in the amount of \$2,670,709 during 2019 to support its programs and services. The revenue resources included Contract Services/Grants (59%), United Ways (18%), Contributions (9%), Special Events (7%), and Government Entities (7%).

If you would like to make a special gift or corporate contribution, or if you have questions, please contact **Janet Kittams, CEO at 605.274.1408** or janet@helplinecenter.org.

2019 REVENUE RESOURCES



Contract Services/Grants

United Ways

Contributions

Special Events

Government Entities





Helpline

2.1.1

Each and every day, the compassionate and committed 211 Helpline Center staff provides help and support to people in our communities. Sometimes, the support is an answer to a simple question like, “how can I get registered to vote?”, or “where can I volunteer?”.

Other times our calls are more complex, “I just lost my job and can’t afford my rent, is there anywhere I can get help?” or “I have a friend who is depressed, how can I help him?”.

No matter how simple or complex, the 211 Helpline Center staff is here for our community, 24 hours a day, seven days a week. With more than 4,000 programs and agencies in its database, 211 makes it quick and easy to connect individuals to the resources they need, when they need them the most.

In 2019, the 211 Helpline staff responded to 48,920 calls/emails/texts, connecting people with important resources at critical times in their lives.



2.1.1

HOW WE HELPED

A young woman called because her car had broken down and she was trying to find help for her son to get to school. After assisting her with some **resources for car maintenance** expense assistance and transportation, staff **referred her to our Health Navigator for information on free cancer screenings**. When the Health Navigator made contact with the caller a few days later, she disclosed her history of mental illness and expressed her current feelings of depression and hopelessness. The Health Navigator assessed the caller for suicide and identified that she was having thoughts of suicide. Staff also assisted the caller in **exploring coping skills, developing a safety plan**, limiting any access she had to items she could use to hurt herself and scheduled a follow up call to check in with her the next day.

.....

We received a call from someone asking for bus fare. As staff talked with her, they learned that she had just been evicted from her home along with her infant son. She literally had nothing; **no transportation, no job, no supports**. She even had to walk in the middle of the night to the shelter with her infant. The initial request for bus fare ended up with our staff providing her with **referrals for job search assistance, low income housing, diapers, baby clothing and formula, parenting mentoring, and childcare**.

.....

One day our staff took a call from someone inquiring about **road conditions**. Our staff advised the caller that the number for that information is actually 511. She then asked about what service we provide and our staff explained that we provide information and referrals, support and crisis intervention. Caller wanted to know if she could talk for a little bit. She **started to describe some troubles with her marriage** and her husband, being isolated and feeling like she is being controlled and became emotional and tearful. Staff assessed for her immediate safety, expressed concern and provided counseling resources as well as resources for domestic violence. The caller was **grateful to have received more support than simply knowing the road conditions**.



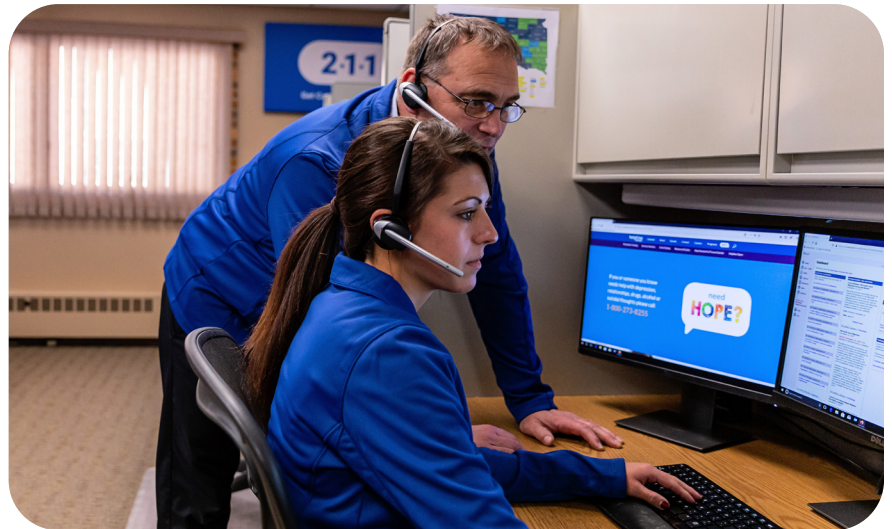
The resources and assistance available through the 211 program is critical to the people in the communities we serve. In 2019, we were able to expand 211 services to serve 80% of our state's population. In 2019, 211 services were available in the following counties: Aurora, Beadle, Brookings, Brown, Brule, Butte, Campbell, Clay, Codington, Custer, Davison, Douglas, Fall River, Hand, Hanson, Hughes, Hutchinson, Kingsbury, Lake, Lawrence, Marshall, McCook, Meade, Mellette, Miner, Minnehaha, Moody, Oglala Lakota, Pennington, Sanborn, Stanley, Turner, Union and Yankton.

We are pleased to announce that 211 is accessible statewide. In early 2020, South Dakota's State Legislature passed Senate Bill 2, which provided funding to launch 211 statewide beginning July 1, 2020.

For more information on the 211 program, please call 211 and ask for the Connections Center Director or **Betsy Schuster, Vice President of Program Development** (betsy@helplinecenter.org).

211 HELPLINE STEPS UP DURING DISASTER

Throughout 2019, the Helpline Center responded to multiple disasters across the state. In March 2019, southeastern South Dakota experienced fast rising flood waters brought on by severe weather conditions. The 211 Helpline answered more than 1,500 calls for several counties regarding sandbags, cleaning out flooded basements and accessing local resources that could provide volunteer assistance. In September, three F-2 tornados touched down in Sioux Falls and a large portion of southeastern South Dakota was faced with unprecedented flooding. The 211 Helpline answered thousands of calls and worked with 10 counties to provide immediate response. Our staff worked diligently to collect damage assessments, managed requests for assistance for tree removal and connected callers with available resources for financial assistance and recovery.





Helpline Center Network of Care

The Helpline Center Network of Care continues to transform the social service system. Network of Care connects nonprofits electronically through a customized, shared software. Once a community member seeks help from a participating nonprofit, the services he or she received can be viewed by other partner agencies in real time. Network of Care's mission is to provide data and analysis designed to help the community more efficiently serve those in need, and to help make smarter referrals to serve the whole person.

Total Unique Individuals in the Network: **22,027** | New Intakes in 2019: **6,519**

Total Number of Unique Individuals Served in 2019: **15,690**

Services Provided: **71,888**



NETWORK OF CARE

TOP 12 SERVICES

- Food Pantries
- Case Care Management
- Local Bike Transportation
- Furniture
- Bicycle Repair
- Rent Payment Assistance
- Faith Based Counseling
- Parish Nursing
- Homeless Shelter
- Local Transit Passes
- Specialized Information and Referral
- Literacy Programs

For more information about the Helpline Center Network of Care, please call 211 and ask for **Justine Schoolmeester** or email hcnc@helplinecenter.org





Volunteer Connections

With more than four decades of service in our state, the Helpline Center Volunteer Connections program continues to be one of the largest and most active volunteer centers in the region. This was especially apparent in this past year when our staff worked tirelessly to connect an amazing number of volunteers who answered the call to help during unprecedented times.

The Helpline Center organizes an annual recognition event in Sioux Falls and Rapid City called the Spirit of Volunteerism awards. In 2019, more than 120 individual and group volunteers were nominated for these awards and more than 900 people participated in the event. Each week an email goes out to the Brookings, Rapid City, and Sioux Falls communities highlighting upcoming volunteer opportunities to nearly 3,000 people in the communities we serve. At any given time, there are over 1,000 volunteer opportunities available through the Volunteer Connections website.

The phenomenal impact of volunteers during this past year can't be overstated. Throughout the year and during the disasters, volunteers answered the call for help in a big way. In late March and again in September, many homes in southeast South Dakota were flooded as a result of severe weather conditions. Area residents were encouraged to call 211 as the centralized number for anyone who needed help, and for individuals and groups that wanted to volunteer in their community. More than 4,000 volunteers were dispatched through the Helpline Center providing help with sandbagging, cleanup efforts, and removal of debris and other storm related cleanup.



“ 211 Helpline volunteers are miracle workers! They are like the army national guard. My neighbors and I were overwhelmed after 2 days of cleanup and very little sleep. These people were angels for sure. So much help at a time when it was very much needed and appreciated. It was much needed emotional support as well as knowing we were not alone in this disaster. Thank you 211!”

For additional information on Volunteer Connections Programs near you, please call 211. **Sioux Empire contact: Susie Ryks, vol@helplinecenter.org. Black Hills contact: Audrey Nordine, bhvol@helplinecenter.org. Brookings contact: Allie Schmitt, bkvol@helplinecenter.org**



2019 VOLUNTEER CONNECTIONS IMPACT

Sioux Empire

240

Agency Partners

68,531

Connections

Black Hills

200

Agency Partners

43,634

Connections

Brookings

55

Agency Partners

17,863

Connections

AGENCY PARTNERS: Local non-profit organizations that the Helpline Center provides volunteer recruitment assistance and support for volunteer managers at no cost.

CONNECTIONS: Total volunteer-related contacts including connections made with both potential volunteers and volunteer managers.



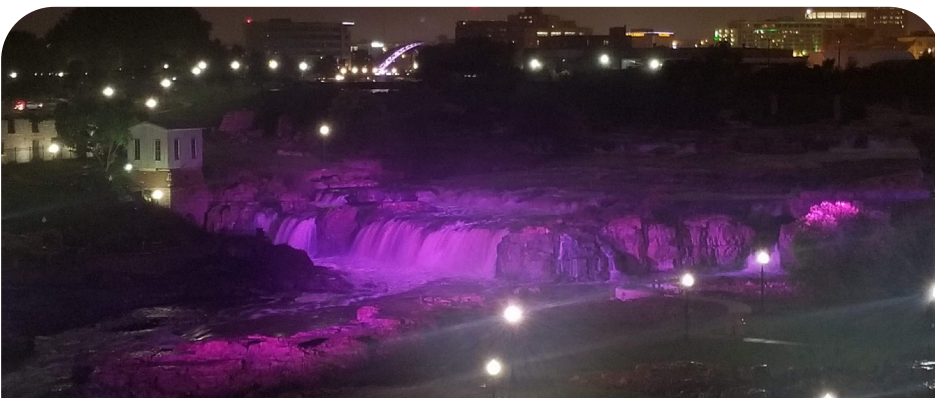
Suicide Crisis Support and Prevention Services

The Helpline Center is South Dakota's leader in suicide prevention and response. All South Dakotans have access to the crisis line, 24 hours a day, 7 days a week. We're the only accredited suicide prevention, intervention, and after-care organization in South Dakota.

Suicide is the 10th leading cause of death in South Dakota, but it is the 2nd leading cause among individuals ages 15 to 34. Our caring and professionally trained staff answer the National Suicide Prevention Lifeline (1-800-273-8255), and last year we answered 2,343 suicide related calls. The calls sometimes come from individuals thinking about suicide and we also hear from family or friends when they are concerned about their loved one.

Each September the Helpline Center hosts events and recognizes National Suicide Prevention month. This year we were honored to host Kevin Briggs. Kevin is a retired Sergeant with the California Highway Patrol and spent most of his 23-year career patrolling the Golden Gate Bridge in San Francisco. He responded to hundreds of suicide calls and has had many interactions with the families of the people who have been on the bridge in their darkest moments. Kevin met with local law enforcement for an afternoon workshop and then an evening event for the public while he was here. We also hosted a candle light event at Falls Park which provided a safe and sacred time for survivors and supporters to come together. At the close of the event, Falls Park with lit purple in recognition of Suicide Prevention awareness.

We recognize that communicating with individuals in crisis in a way that is comfortable to them provides critical support when it's needed most. One way we've accomplished that is through our crisis texting program. Thanks to Sanford Health, SD Department of Social Services, and the SD Department of Health, we're able to provide all South Dakota high school students access to the Text4Hope program. The most common issue that students will text about is suicidal thoughts, as well as concerns with relationship conflicts, depression, and family problems.



need

HOPE?

If you or someone you know needs help with...

depression • relationships • drugs
alcohol • suicidal thoughts

1-800-273-8255

NEED TO TALK?
I FEEL STRESSED OUT ALL THE TIME

Text4care to 898211

MY FRIEND IS THINKING ABOUT SUICIDE

TEXT4HOPE
helpline center

Text4care to 898211
Available 24/7

For more information on crisis texting or suicide prevention programs, please call 211 and ask for **Sheri Nelson** or email sheri@helplinecenter.org.



Suicide Survivor Support Program

The grief experienced by suicide loss survivors 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 often can lead to depression and suicidal thoughts.

The Helpline Center provides a point of connection for survivors, creating a safe place to share their pain through a support group or class, or as a Survivor Voices volunteer. We provide encouragement to support survivors through phone calls, visits, and resource materials.

We host several opportunities throughout the year to bring survivors together and to allow shared experience and their grief in a safe environment. Our support groups and classes are one way we connect, as well as special events throughout the year to bridge community.

You are not alone. There is help and support.



For more information on Survivor Support Services please call 211 and ask for **Jennie Marks, Grief Support Coordinator** or email her at griefsupport@helplinecenter.org.

“ Helpline Center offered much needed support after the most difficult time of my life, the suicide death of my son, Christian. By offering compassionate classes on navigating through grief and a safe place for a monthly support group, the Helpline gave me tools to survive, and continue to heal.”

Barbara Dorrel-Christian

2019 Helpline Center Donors

Public Funds • Grants • United Ways

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City of Deadwood
City of Huron
City of Rapid City
City of Sioux Falls
City of Spearfish
Brookings County
Fall River County
Hand County
Lake County
Lawrence County
Lincoln County
Mellette County
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Moody County
Minnehaha County
Pennington County
Yankton County
SD Department of Health
SD Department of Social Services
Brookings Area United Way
Capital Area United Way
Mitchell Area United Way
Northeast South Dakota United Way
Sioux Empire United Way
United Way of the Black Hills
United Way Heartland Region
Amazon Smile
Giving Hope Inc
Gwendolyn Stearns Foundation
John T Vucurevich Foundation
Sercl Family Fund
Sioux Falls Area Community Foundation
South Dakota Community Foundation
Wells Fargo Foundation

\$5,000 and Above

Avera
Black Hills Energy
Citi
Downtown Lions Club
First Premier Bank/Premier Bankcard
Midco Communications, Inc.
Olson Oil Co
Sanford Health Systems
Walmart Foundation

\$2,500 to \$4,999

American Family Insurance
Miles & Lisa Beacom
Black Hills Community Bank
Bridging Yankton
Capital Card Services
Childrens Dental Center
Clarity Telecom-DBA Vast Broadband
First National Bank in Sioux Falls
Fishback Financial Corp
High Point Networks
Independent Insurance Agents
Jill Johnson
MetaBank
Scull Construction
SD Assc of Healthcare Organizations
United Way Worldwide
Vibrant Health

\$1,000 to \$2,499

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Sioux Nation Pet Clinic
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Tenfold Foundation
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Valero
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Wells Fargo Community Support
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WR Hospitality LLC

\$500 to \$999

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Dennis & Julie Wiecezorek

\$100 to \$499

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