



2020 Annual Report



## Letter from the CEO

Dear friends,

Each spring it is my pleasure to share our annual report with you. 2020 was a difficult year that brought an abundance of uncertainty with a global pandemic that impacted everyone in some way. With a grateful heart, I'd like to personally thank the Helpline Center staff for their dedication and compassion working long hours as we answered a record number of calls from people looking for answers and support.

Our first COVID-19 call came in mid-March and thus was the beginning of a year filled with serving the highest number of individuals in our organization's history. Our Helpline Center staff responded to 80,309 calls, emails, and texts through 211 in 2020 (compared to 48,920 in 2019).

Our Suicide and Crisis Support programs continue to provide hope and healing to those impacted by suicide. As you'll read later in the report, we knew that our survivor support programs and prevention trainings were necessary so our staff worked to develop virtual options. They have been well received not only for the convenience but also for the ability for us to reach people across South Dakota.

Our Volunteer Connections also continued to evolve as we support of the need for volunteers. While most volunteer programs were abruptly paused due to the pandemic, the need for volunteers at some organizations dramatically increased. Our role in the communities we serve quickly shifted to adapt to the ongoing evolution of how to safely and efficiently engage volunteers.

It's an honor to share the highlights of this past year in our 2020 Annual Report. To each of you, I extend my deepest thanks.

A handwritten signature in blue ink that reads "Janet Kittams". The signature is written in a cursive, flowing style.

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 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.

## Helpline Center Board Of Directors:

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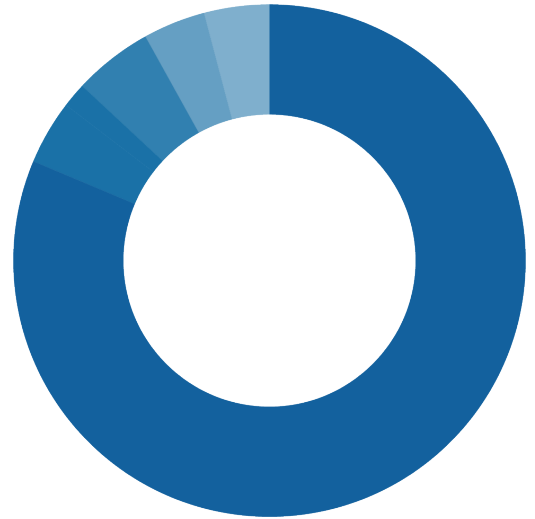
# Helpline Center Financials

The Helpline Center incurred \$3,012,732 in expenses in 2020. Expenses include salaries, employee benefits and taxes, occupancy, professional fees, supplies, equipment and miscellaneous expenses.

The Helpline Center received revenue in the amount of \$3,819,075 during 2020 to support its programs and services. The revenue resources included Contract Services/Grants (74%), United Ways (10%), Contributions (7%), Government Entities (5%) and Special Events (4%).

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](mailto:janet@helplinecenter.org).

## 2020 Revenue Resources



Contract Services/Grants 74%

United Ways 10%

Contributions 7%

Government Entities 5%

Special Events 4%



Each day, the compassionate and committed 211 Helpline Center staff provide help and support to people in South Dakota. Sometimes, the support is a simple question like, “where 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 “My family needs groceries, where is the nearest food pantry?”.

## 24/7 Care

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 nearly 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 2020, Helpline staff responded to 80,309 calls/emails/texts through connecting people with important resources at critical times in their lives. The number of people we helped in 2020 significantly increased due to the COVID-19 pandemic.**



## How We Helped

A woman called 211 and was very emotional. She said she is behind on her rent and utilities because she was laid off in April and hasn’t been able to work since that time. She shared that it’s been a really hard year with the pandemic and her son that lived in California passed away and she wasn’t able to grieve his loss in the traditional ways that she wanted. And more recently she had fallen and broke her leg. In addition to providing her with a listening and supportive ear, our specialist was able to refer her to options for financial assistance to help with her rent and utilities.

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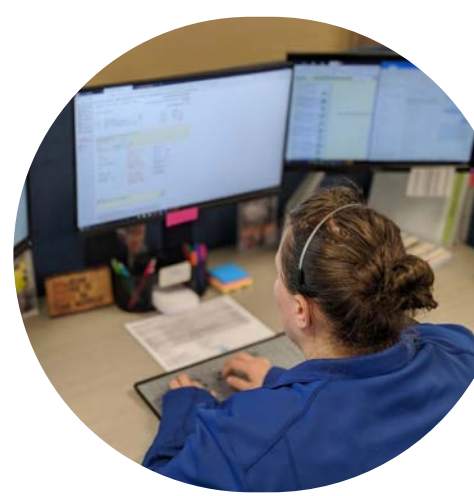
We received a call from someone that stated her boss referred her to call 211 for support. She shared with our staff that she lost her friend of 45 years to COVID-19 a couple of weeks ago. She is struggling because she wasn’t able to be there with her in the hospital. They were each other’s strongest supporters through life and considered themselves sisters. Our staff was able to let her know about the 605 Strong program and asked if we could refer her to the program for additional support and she was very appreciative. Before the call was finished, our staff discussed self-care strategies and encouraged her to reach out to us when she needs to talk.

••••••••

Our staff spoke with someone seeking rent payment assistance. As the conversation began, the caller became tearful talking about a recent divorce and sharing that her hours at work decreased significantly due to the pandemic, and shared a great deal of worry about her 4 children. At one point in the call, she talked about feeling shame for having to ask for help. Our staff reminded her that most everyone needs help sometimes and with the world the way it is, she is certainly not alone needing additional support and resources. After we discussed options for rent assistance our specialist asked about food. We reminded her of our conversation about how most people need help at some point in their life and she accepted referrals for food as well.



2.1.1



Helpline Center Supports South Dakota through the Pandemic

March 1 - December 31, 2020

# 95,885 Contacts\*

\*Contacts include calls, texts and emails received from 211 and the South Dakota Department of Health COVID-19 information line.

## Monthly Call Volume

March: 9,185	April: 11,442	May: 8,061	June: 7,217	July: 7,199	August: 8,524	September: 9,367	October: 11,601	November: 13,331	December: 9,958
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## Total Needs Identified: 151,327



Food Pantries | Meals

23,777



Utility Service Payment Assistance

10,249



Disease Information

18,983



Basic Needs | Diapers

8,736



Mental Health | Addictions

17,932



Isolation | Quarantine Information

8,539



Rent Payment Assistance

16,167



COVID-19 Diagnostic Tests

8,423

2.1.1

South Dakota

The 211 Helpline App is now available in the App Store or on Google Play. Get Connected Today!





# Partnerships and success stories

Throughout the pandemic, the Helpline Center has partnered with multiple organizations to assure that resources were available to those in need.

## Centralized Food Distribution

The Helpline Center partnered with Feeding South Dakota, Faith Temple Food Giveaway, Corona Help Sioux Falls, and the Salvation Army to distribute supplemental food to the community during the pandemic. Distributions took place each week at centralized locations to accommodate the increased need for food resources.

33,827

Household/Boxes

8,735

Unique Households

106,741

Individuals

## SD Cares Housing program

The South Dakota Housing Development Authority, Helpline Center, along with several partner agencies, assisted South Dakotans who were impacted by COVID-19 and the related economic crisis by offering financial assistance to help stabilize their housing situation.



3,054

Households

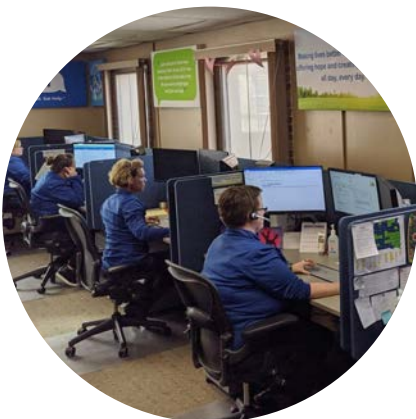


\$6,092,429.56

Funds Provided



I would like to sincerely thank those responsible in helping with my rent during these unpredictable times! My stomach has been churning, dealing with the unpredictability of the unknown and when I can return to work or when money will come in. I never thought I would be in a situation like this, and it is nice to know there is support to help. Thank you with all my heart."



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](mailto:betsy@helplinecenter.org)).

## DoorDash Partnership

The Helpline Center received a grant to partner with DoorDash through The United Way Ride United Last-Mile home delivery program that was launched in response to the COVID-19 crisis to deliver food and supplies to vulnerable populations in communities across the U.S. The Helpline Center partnered with: The Banquet, King of Glory Church (CoronaHelpSF), The Community Outreach (Sharing Christmas), Sioux Falls Jaycees (Holiday Gifts), Western South Dakota Community Action, Volunteers of America - Northern Rockies, Great Plains Tribal Leaders Health Board, and Feeding Brookings.

3,254

Deliveries Completed

1,919

Households Served



# 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's Volunteer Connection Program was able to adapt to the changing environment and moved our Volunteer Management Training Series online, began virtual lab hours and brown bag sessions that provided support and education to our community volunteer managers. During this time, volunteers felt alone and unsure of what to do. These Volunteer programs provided assistance and direction when they needed it most. We also created over 40 different do-it-yourself volunteer projects. These projects not only gave community members a way to stay engaged from the safety of their home, they also filled a gap for nonprofits and their clients.

COVID-19 significantly altered organizational needs. Some organizations saw a dramatic rise in the number of volunteers they needed. Other organizations had to cancel or completely alter the ways in which they utilized volunteers. With all of these changes, the Volunteer Connections program was able to provide assistance by supporting volunteer managers that were feeling overwhelmed.

“ Thank you for your encouragement and support. The Helpline is so very critical to all of us nonprofits. I need to continue to think differently from a Volunteer Coordinator perspective, as volunteers can't come into LifeScope, probably for a long time. Thanks for sharing your experiences and thoughts with me. I'm always open to suggestions. I love my job and love the impact I can help facilitate in all lives. Thank you for all YOU do!”

-Becky Sluiter, Volunteer Coordinator at LifeScope



For additional information on Volunteer Connections please call 211 and ask for **Susie Ryks, Volunteer Services Director** or email her at [susie@helplinecenter.org](mailto:susie@helplinecenter.org).

## 2020 Volunteer Connections Impact

### Sioux Empire

3,479

Contacts receive weekly emails and text messages regarding volunteer opportunities.

708

Nonprofit agencies supported.

16,006

Referrals to volunteers seeking opportunities.

### Black Hills

1,741

Contacts receive weekly emails and text messages regarding volunteer opportunities.

207

Nonprofit agencies supported.

4,985

Referrals to volunteers seeking opportunities.

### Brookings

579

Contacts receive weekly emails and text messages regarding volunteer opportunities.

67

Nonprofit agencies supported.

3,771

Referrals to volunteers seeking opportunities.





# Suicide Crisis Support & 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 9th 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 2,045 suicide related calls. The calls sometimes come from individuals contemplating suicide and we also hear from family or friends when they are concerned about their loved one.

Like many things this past year, our prevention work and training has evolved to virtual opportunities. We’ve continued to offer mental health trainings and have redesigned how we deliver the content to provide a quality online learning environment. Our virtual trainings and support groups will be offered virtually going forward as we’ve found great benefit to expanding the reach of these valuable resources across South Dakota.

## Survivors of Suicide Attempt Virtual Support Group

The Helpline Center is offering a support group for suicide attempt survivors. The support group focuses on a chance to meet others who have survived a suicide attempt and an opportunity to learn skills that may help them to cope with suicidal thoughts and feelings in order to stay safe in the future.

For more information, please contact Sheri Nelson at (605)-274-1406.

**MONDAY, JULY 19, 2021**

**HELPLINE OPEN**

SIOUX FALLS, SD

Willow Run Golf Course • 11:30am • [helplinecenter.org/helplineopen](https://helplinecenter.org/helplineopen)

# HOPE?

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

depression • relationships • drugs  
alcohol • suicidal thoughts

## 1-800-273-8255

For more information on crisis texting or suicide prevention programs, please call 211 and ask for Sheri Nelson or email [sheri@helplinecenter.org](mailto:sheri@helplinecenter.org).



# Suicide Survivor Support Programs

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.

Our survivors of suicide support group and class is now being offered in a virtual format which has provided an opportunity for everyone in South Dakota to participate. We heard this from a recent participant of survivor support class,

“ Jennie is a fantastic facilitator who is obviously dedicated to her job and loves what she’s doing despite the sad, tragic, and difficult circumstances of our meetings. She has a deep knowledge and understanding of grief and mourning and a very effective manner of conveying her wisdom. The class far exceeded my expectations. I am thankful to have made new, good friends over the course of the class, a rare upside to a tragic event. Sharing our experiences is a very therapeutic, beneficial process. The differing viewpoints and perspectives gained from each other, as well the guided journaling, are very thought-provoking and helpful in moving toward a reconciliation with tragedy.” - Tom H.

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](mailto:griefsupport@helplinecenter.org).



# 2020 Helpline Center Donors

## Public Funds

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 City of Custer  
 City of Huron  
 City of Sioux Falls  
 City of Spearfish  
 City of Sturgis  
 Brookings County  
 Brule County  
 Campbell County  
 Fall River County  
 Hand County  
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 Minnehaha County  
 Union County  
 Yankton County  
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 SD Department of Social Services  
 SD Housing Development Authority  
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 Capital Area United Way  
 Northeast South Dakota United Way  
 Sioux Empire United Way  
 United Way of the Black Hills  
 United Way Worldwide  
 Vermillion United Way  
 Watertown United Way  
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 Illinois Public Health Institute  
 John T Vucurevich Foundation  
 Midco Media Foundation  
 Sercl Family Fund  
 Sheldon Reese Foundation  
 Sioux Falls Area Community Foundation  
 South Dakota Community Foundation  
 Wells Fargo Foundation

## \$5,000 and Above

Avera Health System  
 Cigna Health and Life  
 Citi  
 First Bank & Trust  
 First Premier Bank/Premier Bankcard  
 High Point Network  
 Midco Communications  
 Northwestern Energy  
 Sammons Financial  
 Sanford Health Systems  
 George Sercl III  
 Union Gospel Mission  
 Jeffrey Weiss

## \$2,500 to \$4,999

Black Hills Community Bank  
 Black Hills Energy  
 Capital Services  
 Steve & Linda Chambers  
 Childrens Dental Center & Parkway  
 Orthodontics  
 Downtown Lions Club  
 First National Bank in Sioux Falls  
 Furniture Mart USA  
 Independent Insurance Agents  
 MetaBank  
 Scull Construction  
 Thrivent Choice

## \$1,000 to \$2,499

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 Benevity Community Impact Fund  
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