MISSION STATEMENT

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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.

THANK YOU TO OUR COMMUNITY TRENDS SPONSORS

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.”

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

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

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

2•1•1

CALL 2•1•1
TEXT your zip code to 898211
EMAIL help@helplinecenter.org
GOAL OF COMMUNITY TRENDS
This document provides an overview of the trends and needs identified by the Helpline Center based on 211 contact data from 2019, and previous years, from the Black Hills area.

211 is an information, referral and crisis helpline that provides resource information on non-profit, social service and government programs. 211 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.

211 service is available through a phone call, text message, email, or visit to helplinecenter.org. In South Dakota, the 211 service is available to approximately 80% of the state’s population!

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

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

<table>
<thead>
<tr>
<th>Category</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Black Hills</td>
<td>12,681</td>
<td>14,091</td>
<td>14,396</td>
</tr>
</tbody>
</table>

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

2019 BLACK HILLS CONTACT METHODS

<table>
<thead>
<tr>
<th>Category</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>14,073</td>
</tr>
<tr>
<td>Texts</td>
<td>269</td>
</tr>
<tr>
<td>Emails</td>
<td>54</td>
</tr>
<tr>
<td>211 Online Database Searches</td>
<td>4,892</td>
</tr>
</tbody>
</table>

CATEGORY OF CONTACT  

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>43.70%</td>
</tr>
<tr>
<td>Referral</td>
<td>34.55%</td>
</tr>
<tr>
<td>Advocacy</td>
<td>.36%</td>
</tr>
<tr>
<td>Listening and Support</td>
<td>8.05%</td>
</tr>
<tr>
<td>Crisis</td>
<td>3.43%</td>
</tr>
<tr>
<td>Admin/Other</td>
<td>9.91%</td>
</tr>
</tbody>
</table>

61% Female Callers
37% Male Callers
.09% Transgender Callers

ALL BLACK HILLS CONTACTS

<table>
<thead>
<tr>
<th>Location</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lawrence</td>
<td>778</td>
</tr>
<tr>
<td>Pennington</td>
<td>12,509</td>
</tr>
<tr>
<td>Meade</td>
<td>944</td>
</tr>
<tr>
<td>Butte</td>
<td>306</td>
</tr>
<tr>
<td>Custer</td>
<td>434</td>
</tr>
<tr>
<td>Fall River</td>
<td>204</td>
</tr>
</tbody>
</table>

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/bbhbg. 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.

<table>
<thead>
<tr>
<th>Level 1 (Threat)</th>
<th>Level 2 (Plan)</th>
<th>Level 3 (In Progress)</th>
<th>Third Party Level 1</th>
<th>Third Party Level 2</th>
<th>Third Party Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>284</td>
<td>82</td>
<td>10</td>
<td>22</td>
<td>9</td>
<td></td>
</tr>
</tbody>
</table>

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.

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

website
helplinecenter.org

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