

# 211 Data Snapshot 2020

## Black Hills



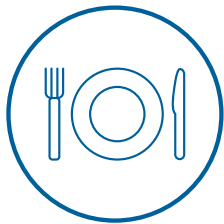
This document provides an overview of the trends and needs identified by the Helpline Center based on the contact data from 2020 with comparison data from previous years.

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, disaster needs, mental health and other areas.

211 was launched statewide in July and is available through a phone call, text message, email, our website or our recently launched 211 App.



Black Hills Contacts : 18,809



**+236%**

Increase in food and meals from previous year



**+97%**

Increase in housing from previous year

### Top 10 Need Categories From 2020

	2018	2019	2020
Food / Meals	1,281	1,467	4,931
Mental Health/ Addictions	2,908	3,138	4,819
Income Support/ Assistance	4,263	4,160	4,032
Housing	1,994	1,954	3,855
Utility Assistance	2,415	2,079	3,399
Information Services	1,411	1,386	2,865
Health Care	1,081	859	1,633
Clothing/ Personal/ Household Needs	734	626	1,010
Individual, Family and Community Support	786	840	706
Disaster Services	10	91	589

Black Hills Total Needs: 37,973

*Some individuals may have more than one need during a contact.*



211 Online Database Searches 2020: 13,336  
+167.15% increase from 2019



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



# Crisis Outcome Data 2020

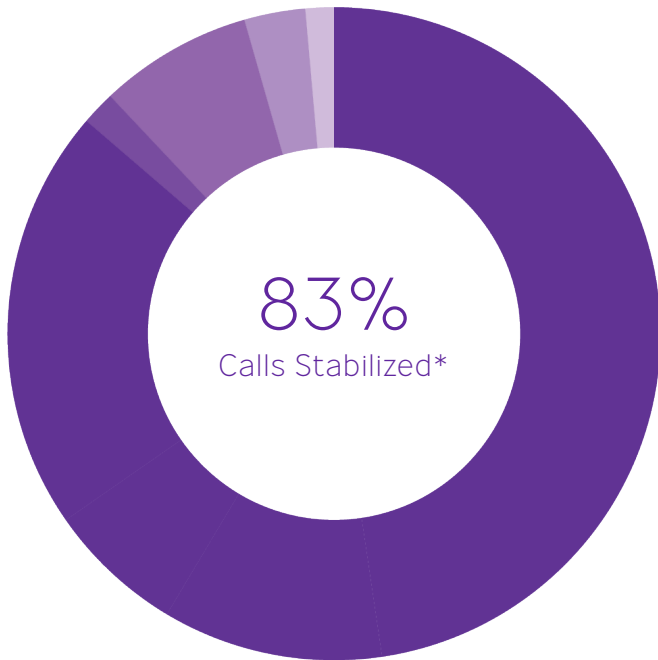
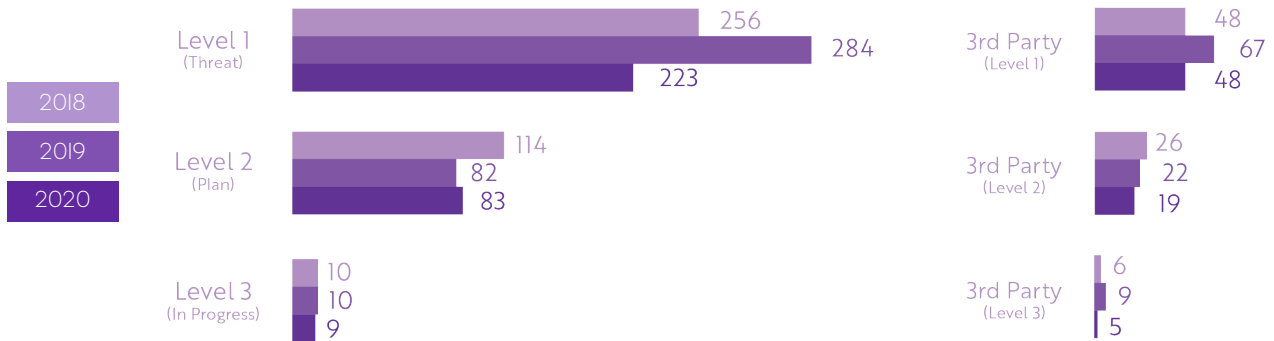
## Black Hills



### Suicide Related Contacts

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

#### Total Contacts (Black Hills): 387



- 348 Did Not Intervene
- 9 Collaborative Rescue - Transport
- 51 Involuntary Dispatch
- 18 Voluntary Dispatch
- 5 Police Report (Non-Suicide Related)

\*83% of the crisis calls were stabilized by the end of the call and didn't require further action, thus requiring less intervention by law enforcement.

### Black Hills Volunteer Connections

Volunteer Connections serves as the Black Hills volunteer center by providing the critical link between those who want to volunteer and agencies that need volunteers. The Helpline Center partners with nonprofit organizations to provide hundreds of opportunities that are accessible to potential volunteers in the Black Hills area who are looking for ongoing commitments or one-time events. The public can search, access and track their volunteering through the online database, [volunteer.helplinecenter.org](http://volunteer.helplinecenter.org), or by contacting the Black Hills Program Coordinator by calling 211.



1,741

Contacts receive weekly emails and text messages regarding volunteer opportunities.

207

Nonprofit agencies supported.

4,985

Referrals to volunteers seeking opportunities.

# COVID-19 Response

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:	April:	May:	June:	July:	August:	September:	October:	November:	December:
9,185	11,442	8,061	7,217	7,199	8,524	9,367	11,601	13,331	9,958

## 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

## Additional Pandemic Responses

Throughout the pandemic, the Helpline Center stepped up to support organizations to assure that resources were delivered to those in need. In addition, 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. We 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 Chairman's Health Board, and Feeding Brookings.



Deliveries Completed: 3,254

Households Served: 1,919



The Helpline Center was a partner with the SD Cares Housing Assistance fund and the One Sioux Falls Fund which helped keep thousands of South Dakota residents housed during the pandemic.