

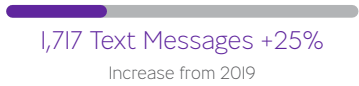
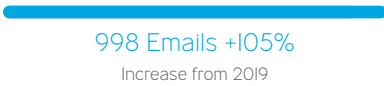
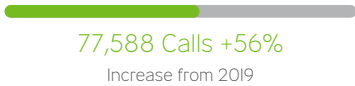
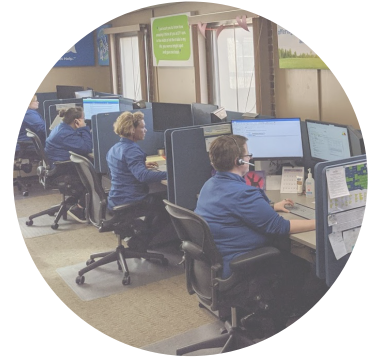
211 Data Snapshot 2020



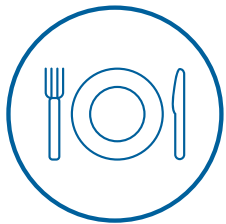
This document provides an overview of the trends and needs identified by the Helpline Center based on the contact data from 2020 with comparison data from previous years.

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.



Contacts : 80,309



+500%

Increase in food and meals from previous year



+250%

Increase in housing from previous year

Top 10 Need Categories From 2020

	2018	2019	2020
Food / Meals	3,701	4,762	24,117
Housing	6,659	8,240	23,235
Mental Health / Addictions	13,537	13,937	13,099
Information Services	4,503	4,874	11,048
Utility Assistance	5,721	5,479	10,059
Clothing / Personal / Household Needs	3,230	4,541	9,337
Health Care	3,943	3,553	8,884
Individual, Family and Community Support	6,252	6,732	5,632
Income Support / Assistance	4,808	4,703	5,288
Disaster Services	155	5,771	1,873

Total Needs: 125,556

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



211 Online Database Searches 2020: 56,882
+83% increase from 2019



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



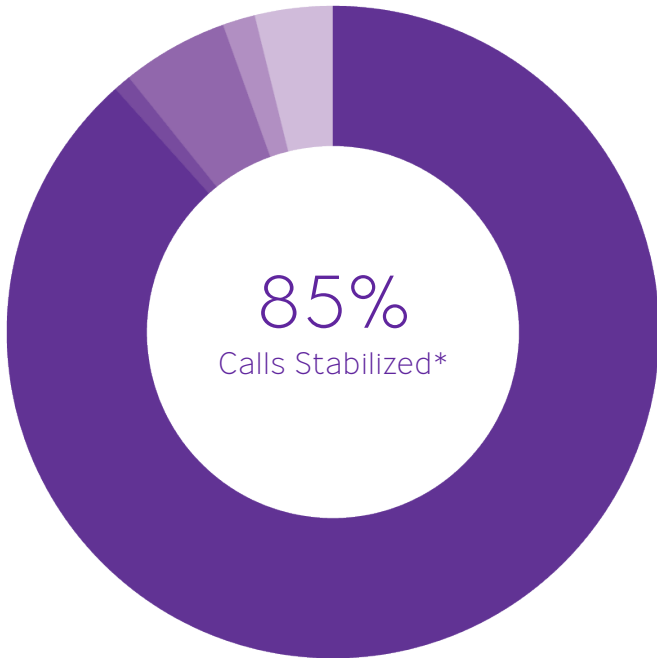
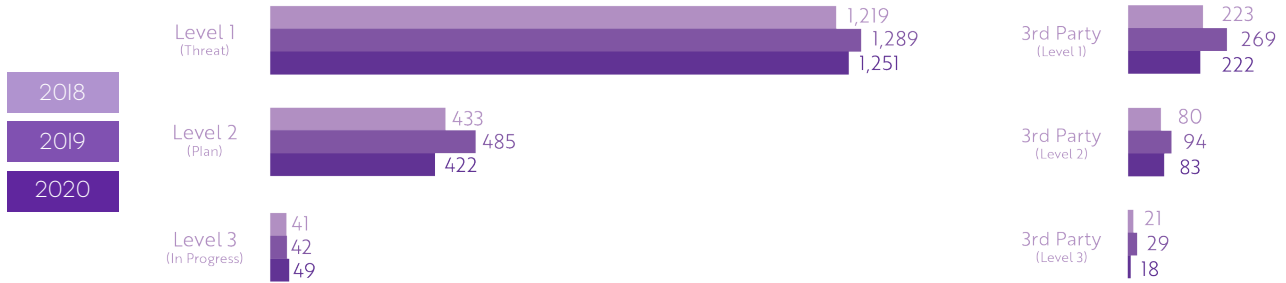
Crisis Outcome Data 2020



Suicide Related Contacts

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

Total Contacts: 2,045



- 1,742 Did Not Intervene
- 54 Collaborative Rescue - Transport
- 267 Involuntary Dispatch
- 136 Voluntary Dispatch
- 20 Police Report (Non-Suicide Related)

*85% 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.

Aftercare Support Programs

The Helpline Center provides multiple services for survivors of suicide. We offer a support class and group that are held in an atmosphere that is warm and friendly and nonjudgmental and confidential. Anyone who has lost a family member or friend is invited to attend, whether it's a recent loss or many years ago. We now offer the support group and class in a virtual format which helps us provide these valuable resources to anyone regardless of location. If you're interested in learning more, please call 211 or email griefsupport@helplinecenter.org.



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.