



## 211 Answers Thousands of Calls for Help from Sioux Empire Residents: January-June 2009

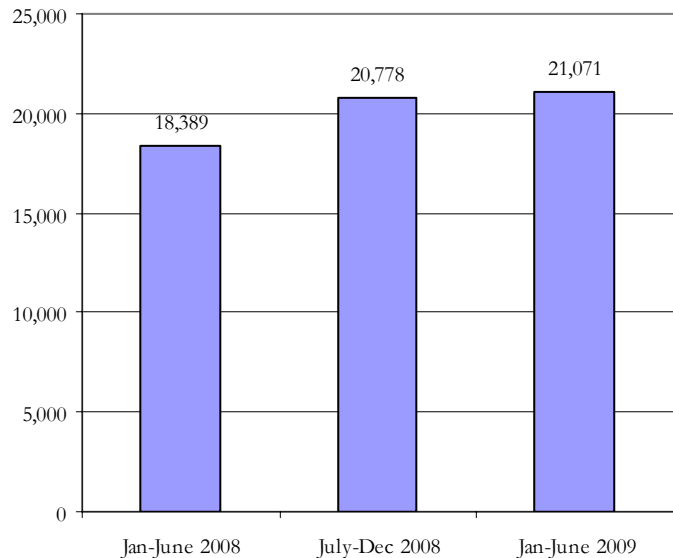
During the first six months of 2009, the 211 HELP!Line has seen significant growth as more and more families reach out for help.

211 has answered more than 21,000 calls from Sioux Empire residents in 2009. Child care, financial assistance, health and medical resources, government information, basic immediate needs (food, shelter, and clothing), mental health and housing are among the top needs of callers.

211 is a number Sioux Empire residents may dial for free, 24 hours a day, to learn about community resources. 211 is supported by the Sioux Empire United Way.

The 211 HELP!Line tracks the needs of all callers so they can bring this data back to the community. During the first six months of 2009, 211 saw a 15% growth in call volume. Some of the specific needs that saw growth during the first half of 2009 include:

HELP!Line Center Call Volume



Category	Jan-June 2008	Jan-June 2009	Percent Change
<b>Total Calls</b>	<b>18,389</b>	<b>21,071</b>	<b>15%</b>
<b>Suicide</b>	<b>160</b>	<b>230</b>	<b>44%</b>
<b>Elderly</b>	<b>59</b>	<b>80</b>	<b>36%</b>
<b>Employment</b>	<b>129</b>	<b>160</b>	<b>24%</b>
<b>Child Care</b>	<b>2,197</b>	<b>2,687</b>	<b>22%</b>
<b>Abuse/Neglect</b>	<b>60</b>	<b>69</b>	<b>15%</b>
<b>Disabilities</b>	<b>116</b>	<b>131</b>	<b>13%</b>
<b>Food</b>	<b>367</b>	<b>413</b>	<b>13%</b>
<b>Education</b>	<b>315</b>	<b>352</b>	<b>12%</b>
<b>Financial Assistance</b>	<b>1,708</b>	<b>1,888</b>	<b>11%</b>
<b>Health/Medical</b>	<b>1,176</b>	<b>1,271</b>	<b>8%</b>
<b>Basic Immediate Needs</b>	<b>933</b>	<b>996</b>	<b>7%</b>
<b>Substance Abuse</b>	<b>726</b>	<b>765</b>	<b>5%</b>

For a full report on data from 2008, please visit [www.helplinecenter.org](http://www.helplinecenter.org) and search for "Community Trends". If you would like more information or if you are in need of community resources, please dial 211.