

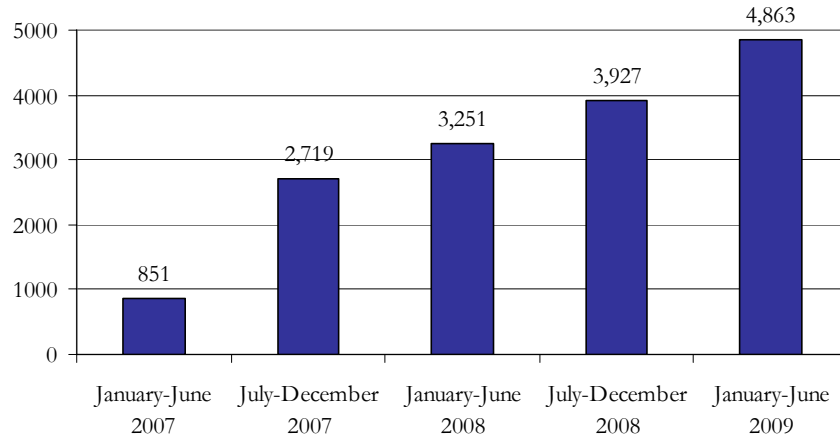


211 Answers Thousands of Calls for Help from Black Hills Residents: January-June 2009

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 4,800 calls from Black Hills residents in 2009. Financial assistance, government information, health and medical resources, mental health resources and basic immediate needs (food, shelter, and clothing) are among the top needs of callers.

211 Call Volume



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

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 24% growth in call volume. Some of the specific needs that saw growth during the first half of 2009 include:

	Jan-June 2008	July-Dec 2008	Jan-June 2009	Growth compared to previous six months
TOTAL CALLS	3,251	3,927	4863	24%
Employment	48	37	87	135%
Legal	104	81	165	104%
Housing	90	110	179	63%
Financial Assistance	635	775	1,146	48%
Substance Abuse	143	94	128	36%
Basic Immediate Needs	153	189	249	32%
Education	69	83	106	28%
Government	363	390	477	22%
Transportation	149	133	144	8%
Domestic Violence	63	60	62	3%

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

HELP!Line Center • P.O. Box 1215 • Rapid City, South Dakota • 57709-1215 • Telephone: Dial 211 • www.211sd.org



"Strengthening individuals, families and community by bridging people with resources and support."

