

2012 ANNUAL REPORT

"Making lives better by giving support, offering hope and creating connections all day, every day."



The caller stated she wanted to end her life. She had cut her wrists. She was bleeding and in pain. And then she hung up.

It's hard to imagine people in our community living in such distress. But each day, the Helpline Center takes hundreds of calls from South Dakota residents who need all kinds of assistance.

Sometimes that need is serious, like the caller above, whose life was saved when Helpline Center staff intervened. Sometimes the caller asks an easier question, like where to donate an old bed.

It doesn't matter what kind of question we get asked. We are here to help 24 hours a day, 365 days a year. Each time a caller dials 2-1-1 or calls our crisis line, caring staff answer the phone, providing support, guidance and hope.

Your financial contributions allow the Helpline Center to serve thousands of people each year who have serious questions or who need simple answers.

We were here last month when a veteran called because he needed to get to the VA. He hadn't been able to use the bathroom in three days and didn't know what to do. Your help allowed us to answer his call.

We were there two weeks ago when a woman filing a protection order at the courthouse needed someone to calm her anxiety. Your dollars made it possible for her to receive support.

We were there just a few days ago to help a woman who witnessed a child being abused, because donors like you believe in our mission.

I am proud of the work we do at the Helpline Center, making lives better by giving support, offering hope and creating connections all day, every day. In the last year alone, we answered over 45,000 calls to 2-1-1. We provided over 1,000 people with suicide prevention and aftercare services. We made over 2,000 child care referrals to families. And we exceeded 36,000 volunteer-related contacts, promoting service and recruiting volunteers.

You make it possible to save lives, improve lives and make our community a stronger place to live for the thousands served by the Helpline Center each year. On behalf of those who dial 211 looking for help, thank you for giving the gift of hope by donating to the Helpline Center.



Janet Kittams-Lalley, Executive Director
Helpline Center



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address
1000 N. West Ave. Suite 310
Sioux Falls, SD 57104-1314



Mark your calendars for the 6th annual
Swen Open
Thursday, July 18, 2013 ~ 1pm
Minnehaha Country Club



Last year, over \$30,000 was raised to support the
Suicide Prevention Services through the Helpline Center.
Registration is available online at helplinecenter.org
For questions please contact Alissa Lennon at (605) 274-1418.

For more information dial 2-1-1 or visit helplinecenter.org today!



HELPLINE FINANCIALS

The Helpline Center incurred \$1,132,161 in expense in 2012. Expenses included salaries, employee benefits and taxes, occupancy, equipment, professional fees, supplies and miscellaneous expenses.

The Helpline Center received revenue in the amount of \$1,173,062 during 2012 to support its programs and services. The revenue resources included United Ways (30%), Grants (30%), Special Events/Contract Services (27%), Government Entities (9%) and Contributions (4%).

211 COMMUNITY RESOURCES



The Helpline Center answered 46,804 phone calls in 2012 on its 211 line. Callers asked for assistance with basic needs, mental health, financial issues, and more. There were also 92,539 searches on the 211 website database.

SUICIDE AND CRISIS SUPPORT



Last year, 1,107 people called the Helpline Center's crisis number looking for support and hope. An additional 9,740 area students learned about the new crisis texting services for teens at the Helpline Center.

VOLUNTEER OPPORTUNITIES



In just one year, the Helpline Center made over 36,000 volunteer-related contacts, encouraging individuals, kids, seniors, older adults, church groups and companies to volunteer at 150 Sioux Empire non-profit agencies.

CHILD CARE RESOURCES



The Child Care Resources program provided over 2,700 parents with child care referrals and information on selecting quality care. Parents can call 211 or search online for child care options.

2012 Helpline Center

Tributes Continued

In memory of Michael Ray Olson

Donna Olson
In honor of Mike McKee
Lynne McKee
In memory of Mike S Lorna Goodroad
In memory of Milton Ganger
Ginger Jepson

In honor of Mindy Rima

Mandy Schneider
In honor of Mindy's Family
Lisa Brunick
In memory of Monty Schaefer

In honor of My Dad

Jan Chambers
Jennifer Merkwon
Kim Schaefer
In honor of Nancy Pavelko
Michelle Mason

In memory of Nathon Baus

Amy Stephens
Barb Baus
Becky Fischer
Karla Baus
Kathi Stahl
Kenny Swanson
Nicki Abels
Perry & Kristi Long Brake
Richard & Eileen Hoffart
Sherry Martin

In memory of Nick Dawn Grad

In memory of Nikki Vallie Harris

In memory of Page Family

In memory of Papa Mason & Charleigh Nesbitt

In memory of Patrick Henry Lalley

In memory of Paul Rayman

In memory of Robert L. Dirksen

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In memory of Rochelle Francis

In honor of Rosalynn Carter

In honor of Sally Woods

In honor of Sally Woods and Mel Johnson

In honor of Sara Tim & Lynette Rabb

In memory of Sara Havlovic

In honor of Sarah Louise Bartels

In memory of Sarah Hindt

In honor of Sarah's Team

In honor of Scott Sandra McCarthy

In memory of Scott Swenson

In memory of Shane Jessica Paxton

In memory of Shane Gregg

In honor of Team Aaron

In honor of Team Brian

In honor of Team Hope

In honor of Team Krietlow

In honor of Team Michael

In honor of Team Michael

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In honor of Team Michael

In honor of Team Sunshine

In memory of Teddy Cain

In honor of Thomas Pochop

In memory of Timothy Waterman

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In memory of Tyler Kandle

In honor of Wade Sherry Nester

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Paul & Barb Weidenbach
Rick Hazen
Riley & Kelcy Schoenfelder
Ron & Judy Vandenberg
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Sercl Family Fund
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Sheldon Reese Foundation
Sioux Falls Area Community Foundation
South Dakota Community Foundation
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\$5,000 & Above

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First Premier Bank
Premier Bankcard
Home Federal Bank

\$2,500 to \$4,999

Childrens Dental Center Component
Manufacturing Co
Midcontinent Communications, Inc.
Mitel
SD Independent Insurance Agents
Sioux Falls Ford

\$1,000 to \$2,499

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Downtown Lions Club
First Dakota National Bank
Greg Steil
IT Outlet, Inc
Janet Kittams-Lalley & Patrick Lalley
Johnson, Heidepriem & Abdallah
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Northwestern Energy Poet
RMB Associates, LLC
Sanford Health
SF Local WCG Church
Sherman Self Storage
Sioux Falls Scheels
Sioux Nation Holdings

Sioux Nation Pet Clinic

Thurman, Comes, Foley & Co
West River Electric Assn, Inc
Xcel Energy

\$500 to \$999

Ace Neon Signs & Service, Inc
Anonymous
AXA Foundation
Billion Automotive
Good Samaritan Society
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Jerry & Patricia Walton
Joseph & Sheree Hayes
Junior League of SF
Kory & Jocelyn Davis
McDowell Financial
McKinney Olson Group
Ryan & Stacey Donovan
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Target National Bank
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\$101 to \$499

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Amanda Masterson
Architectural Roofing & Sheetmetal
Avera Medical Group
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\$0 to \$100

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