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For Simple Answers
or Serious Help

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helplinecenter.org

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

2014 ANNUAL REPORT

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



I am so pleased to announce that the Helpline Center continues to grow to meet the needs of the communities we serve. 2014 was a tremendous year for growth, bringing new developments in several areas.

In July we held a ribbon cutting to introduce our expanded office space in Sioux Falls. We were thrilled to introduce a new training center fully equipped with the latest technology. We have already hosted countless trainings, support groups and meetings. Our new space also included a brand new front entry way with beautiful photographs of our events throughout the new office space. New carpet and paint tied everything together.

Our expansion of the 211 phone number continued in 2014 with the launch of the 211 service in Yankton and Bon Homme counties on February 11th. Residents from both of these counties have embraced 211, calling when they need help or when they want to help. Plans were also laid at the end of 2014 to launch the 211 service in Brookings County in early 2015.

Expansion in 2014 also brought a significant grant award from the John T. Vucurevich Foundation to launch a Volunteer Connections program in Rapid City. The Helpline Center has long served the community of Sioux Falls as the local volunteer center and couldn't be more pleased to also bring this programming to the Black Hills. A full-time coordinator was hired in the fall of 2014 and we opened an office in downtown Rapid City.

The year 2014 also brought a partnership with the Department of Social Services to implement a Youth Suicide Prevention grant awarded to the state from the SAMHSA (Substance Abuse and Mental Health Agency) in October. The grant project will span five years and will include making follow up calls to patients recently discharged from psychiatric hospital stays, starting the crisis texting program at three colleges and providing critical training to behavioral health professionals across the state.

None of this would be possible without dedicated staff, board members and donors to the Helpline Center. Thank you for being a part of this exciting time for the Helpline Center!

Janet Kittams-Lalley, Executive Director
Helpline Center



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of ways to
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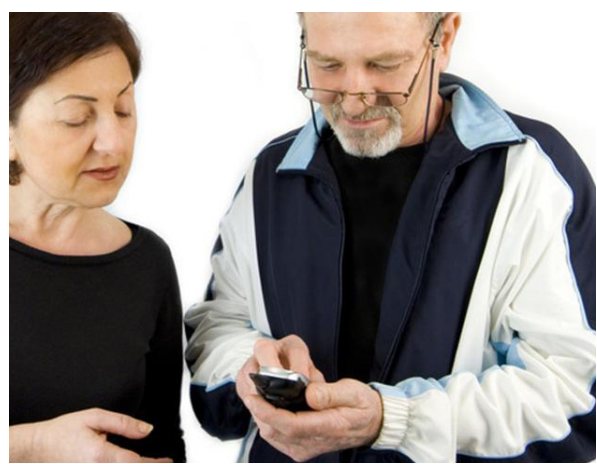




The Helpline Center incurred \$1,169,286 in expense in 2014. Expenses included salaries, employee benefits and taxes, occupancy, equipment, professional fees, supplies and miscellaneous expenses.

The Helpline Center received revenue in the amount of \$1,332,660 during 2014 to support its programs and services. The revenue resources included United Ways (35%), Grants (20%), Special Events/Contract Services (30%), Government Entities (10%) and Contributions (4%).

2-1-1 COMMUNITY RESOURCES



The Helpline Center answered 44,183 phone calls in 2014 on its 211 line. Callers asked for assistance with basic needs, mental health, financial issues, and more. There were also 14,198 searches on the 211 website database.



Last year, 1,599 people called the Helpline Center's crisis number looking for support and hope. An additional 9,331 area students learned about crisis texting services for teens at the Helpline Center.



In just one year, the Helpline Center made over 29,000 volunteer-related contacts, encouraging individuals, kids, seniors, older adults, church groups and companies to volunteer at 219 Sioux Empire non-profit agencies.



The Child Care Resources program provided over 2,900 parents with child care referrals and information on selecting quality care. Parents can call 211 or search online for child care options.

2014 Helpline Center

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South Dakota Community Foundation
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Yankton County

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