

Brookings County 2016 Community Trends

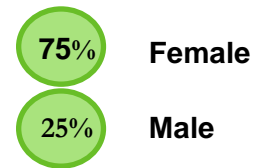
Goal of Community Trends

This document provides an overview of the trends and needs identified by the Helpline Center based on 211 contact data from 2016 from Brookings County. The 211 Helpline is an information, referral and crisis helpline that provides resource information on non-profit, social service and government programs.

211 service is available through a phone call, text message, email or visit to helplinecenter.org. In South Dakota, 211 is available in 16 counties including Beadle, Bon Homme, Brookings, Butte, Clay, Custer, Fall River, Lake, Lawrence, Lincoln, McCook, Meade, Minnehaha, Pennington, Turner, and Yankton.

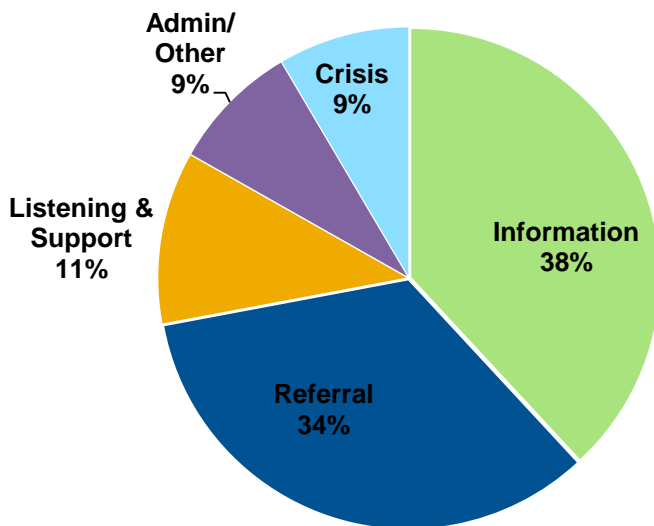


	2015	2016
Total Contacts <i>(calls, texts, emails)</i>	562	602
Website Searches	754	743

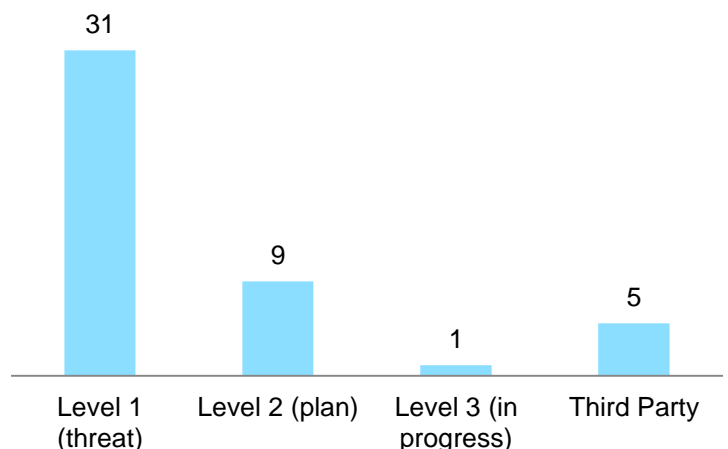


Age Range: 12 to 88

Types of contacts



Level of Suicide-Related Calls



	2015	2016
Suicide-Related Calls	42	46



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Category of Identified Needs <i>(An individual may have more than one need per contact)</i>	# of Request	Brookings County
Arts, Culture and Recreation	9	1.40%
Clothing/Personal/Household Needs	28	4.35%
Disaster Services	3	0.47%
Education	10	1.55%
Employment	4	0.62%
Food/Meals	19	2.95%
Health Care	60	9.32%
Housing	69	10.71%
Income Support/Assistance	9	1.40%
Individual, Family and Community Support	42	6.52%
Information Services	66	10.25%
Legal, Consumer and Public Safety Services	49	7.61%
Mental Health/Addictions	132	20.50%
Other Government/Economic Services	34	5.28%
Transportation	22	3.42%
Utility Assistance	25	3.88%
Volunteers/Donations	63	9.78%

Top Unmet Need

An unmet need is when an individual has exhausted known resources, is ineligible or there are no programs to meet the individual's needs. The unmet needs identified are a snapshot as 211 does not know the outcome of each individual.

Transportation – Including Automobiles, Auto repair, Bus Fare, and Gas Money

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Launched **July 14, 2016**, Helpline Center Volunteer Connections helps volunteers and agencies connect.

- **43** Brookings area nonprofits participate in Volunteer Connections
- Volunteers can search over **200** volunteer opportunities
- **8,069** contacts in 2016 regarding volunteerism
- Started partnership with South Dakota State University's Office of Continuing & Distance Education and Office of Marketing and Communications to bring volunteering and volunteer opportunities through Volunteer Connections to a broader student base as SDSU works towards its Carnegie Classification
- **Support for Volunteer Managers:**
 - HandsOn Connect online database training for agencies
 - Two-day Volunteer Manager Training class
 - Worked with SDSU Modern Languages Department and Brookings Area United Way to provide translators for volunteer opportunities

Success Story:

Hillcrest Elementary PTA was in need of an individual with technical abilities to create, edit, and maintain a website in an effort to better communicate with parents and community members. The volunteer opportunity was posted on the Volunteer Connections website and also sent out via the weekly e-mail that reaches approximately **335** individuals and **35** media outlets, churches, or local businesses. Within four hours of the e-mail being sent out, the Hillcrest Elementary PTA President shared this statement via social media, "Wow! Ask and you shall receive! We have already found help with our website!"