



Community **TRENDS**

Greater Sioux Falls Area • 2016



GOAL OF COMMUNITY TRENDS

This document provides an overview of the trends and needs identified by the Helpline Center based on 2-1-1 contact data from 2016, and previous years, from the Sioux Falls area.

2-1-1 is an information, referral and crisis helpline that provides resource information on non-profit, social service and government programs. 2-1-1 responds to a wide variety of requests from people seeking information or assistance with crisis intervention, financial assistance, donation information, volunteer opportunities, child care, disaster needs, mental health and other areas.

2-1-1 service is available through a phone call, text message, email, or visit to helplinecenter.org. In South Dakota, the 2-1-1 service is available in the Sioux Falls area, the Black Hills, Yankton, Bon Homme, Brookings, Huron, Beadle, Lake, and Clay County areas.



Text your zip code to 898211 

Email help@helplinecenter.org 

Visit helplinecenter.org 

2-1-1 COMPARISON OF NEEDS

In 2016, Totals Needs identified was 30,182 - some individuals may have more than one need during a contact. In 2015, 27,402 needs were identified.

Category	South Dakota 2015	South Dakota 2016	National 2016
Arts, Culture and Recreation	2.14%	1.91%	.28%
Clothing, Personal and Household	4.26%	3.95%	2.87%
Disaster Services	0.33%	0.09%	1.09%
Education	1.68%	1.24%	1.7%
Employment	0.74%	0.67%	1.05%
Food and Meals	6.92%	5.90%	9.27%
Health Care	6.30%	5.33%	7.54%
Housing	11.33%	9.54%	19.30%
Income Support and Assistance	2.11%	1.84%	7.04%
Individual, Family and Community Support	19.17%	17.06%	6.64%
Information Services	12.35%	10.24%	8.31%
Legal, Consumer and Public Safety	6.32%	8.83%	12.68%
Mental Health and Addictions	13.40%	12.52%	6.47%
Other Government/Economic Services	4.62%	11.87%	1.95%
Transportation	3.24%	3.14%	1.67%
Utilities/Assistance	2.38%	3.48%	11.63%
Volunteer/Donations	2.70%	2.39%	.52%



South Dakota 2016

TOTAL CONTACTS



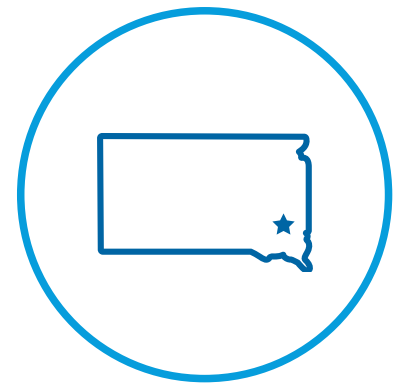
Category	2014	2015	2016
Total Sioux Empire 2-1-1 Contacts	31,912	31,029	29,203
All South Dakota 2-1-1 Contacts	44,183	43,686	46,013

Age Range of Contacts: 4 to 98 years



CATEGORY OF CONTACT *From Greater Sioux Falls Area*

Contact Type	Percentage
Information	55.92%
Referral	25.07%
Listening and Support	8.34%
Admin/Other	7.74%
Crisis	2.84%
Advocacy	0.10%



2016 SIOUX EMPIRE CONTACT METHODS

Category	2016
Calls	27,979
Outreach Calls	627
Texts	340
Emails	229
Walk Ins	28



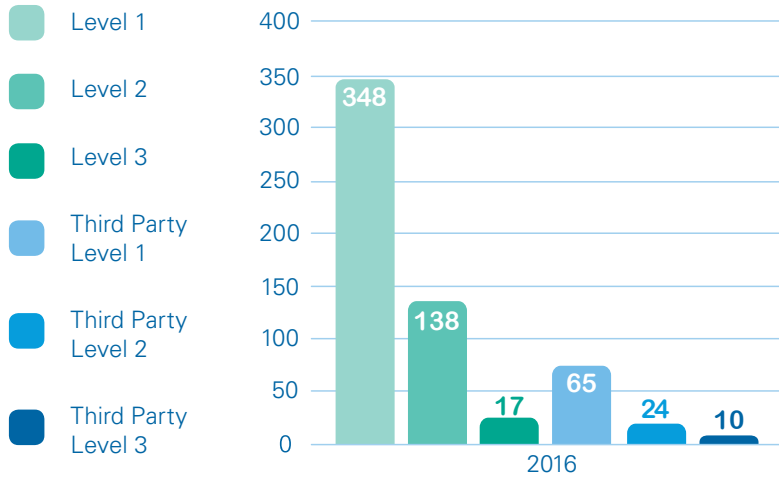
TOP UNMET NEEDS

An unmet need is when a caller has exhausted known resources, caller is ineligible or there are no programs to meet the caller's need. The unmet needs identified are a snapshot as 2-1-1 does not know the final outcome for each caller.

- 1 Holiday** Individuals looking for holiday assistance such as Thanksgiving and Christmas food baskets and holiday gifts. 90% of the unmet needs were based on individuals asking for holiday assistance after program deadlines.
- 2 Transportation** Individuals looking for help with bus tickets/fares, gas money, car repairs, rides to appointments, and cars.
- 3 Housing** Individuals looking for rent payment assistance, shelter, moving assistance and subsidized housing.

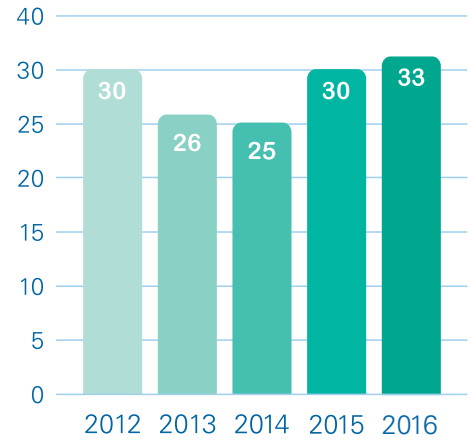
SIoux EMPIRE TRENDS *Suicide and Crisis Support*

SUICIDE RELATED CALLS *Sioux Empire*



COMPLETED SUICIDES *Minnehaha County*

Minnehaha County



Source: Minnehaha County Coroner's Office

TOTAL SUICIDE-RELATED CALLS: 602 | STATEWIDE: 1,538

need

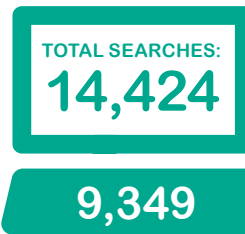
HOPE?

If you or someone you know needs help with...
depression, relationships, drugs, alcohol, or suicidal thoughts

call 1-800-273-8255

ONLINE DATABASE

2-I-1 ONLINE DATABASE



Specified Sioux Falls area

MENTAL HEALTH ONLINE DATABASE



TEEN CRISIS TEXTING INFORMATION *Statewide*

TOP ISSUES

identified in text messages:

- 1 Suicide
- 2 Loneliness/Support
- 3 Family Problems
- 4 Mental Health



Over 11,395 STUDENTS

educated about Crisis Texting Program

40 High Schools on board in South Dakota

AVERAGE TEXT TIME **57** MINUTES

501 TEXT CONVERSATIONS ▲ 25%

80% Female ✕✕✕✕✕✕✕✕

18% Male ✕✕

2% Transgender ✕



SIGN UP FOR FREE

Join by texting the keyword 211SiouxFalls to 898211

"Do you need a place to share a Christmas Meal?"

"Sioux Falls Smiles is holding their 1 day dental clinic for children up to age 18 on Oct. 1st at 3813 South Kiwanis Circle. Doors open at 9 am, expect lines!"

TEXT2KNOW

In August 2016, the Helpline Center launched the text2know program to provide weekly community information through text message. Each week the Helpline Center sends a different text to more than 2,000 individuals who have signed up for the free services. Individuals may join the group by texting 211SiouxFalls to 898211.



SIOUX EMPIRE NETWORK OF CARE

Launched in the Fall of 2016, the Sioux Empire Network of Care is a partnership lead by the Helpline Center between multiple agencies working together to build a systematic infrastructure to coordinate basic need services for individuals and families in a more efficient, effective and caring manner. The vision of this project is help individuals get the help they need through the coordination of services. In 2016, the Sioux Empire Network of Care onboarded 5 partner agencies - St. Francis House, The Community Outreach, Helpline Center - 211, Feeding South Dakota - Food Pantry, and Center of Hope.



It was nice to have her checking on me. She said if there would be something that I needed help with, just call 2-1-1."

OUTREACH SUPPORT PROGRAM

The Outreach Support Program provides weekly supportive phone calls to isolated and/or home bound older adults in our community. The goal is to not only provide emotional support, but also provide education on additional community services that they may be able to access.



child care



1,245 PARENTS ASSISTED

CHILD CARE HELPLINE

The Child Care Helpline provides resource and child care referrals to the parents in Sioux Falls. In 2016, the Child Care Helpline assisted 1,245 parents in their child care search.

MISSION STATEMENT

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

THANK YOU

to our Community Trends sponsors



ADDITIONAL HELPLINE CENTER SERVICES

2•1•1 Helpline

When you dial, 2•1•1 you talk to real people trained to help and connect you to community and social service organizations. Our database contains thousands of resources that our staff updates on a regular basis. We answer calls 24/7. We also provide an online resource database at helplinecenter.org to help you find the resources you need. We are here to listen, support and connect you to resources, whether you need something as simple as the phone number for the library or as serious as grief support.

Volunteer Connections

Volunteers are a tremendous resource in a community. The Helpline Center provides services to engage volunteers by linking them with on-going and one-time volunteer opportunities. Special attention to engaging youth volunteers is provided through a high school student service program, SALSA. Other services include developing volunteer experiences for groups and companies, coordinating a large-scale community volunteer event, volunteer recognition and providing training and consulting for volunteer managers.

Suicide And Crisis Support

The Helpline Center answers a 24-hour suicide crisis line through the National Suicide Prevention Lifeline, 1•800•273•8255. Specialized suicide prevention trainings are also offered along with grief support services for individuals who have lost a loved one to suicide.



Text your zip code to 898211 

Email help@helplinecenter.org 

Visit helplinecenter.org 



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

website
helplinecenter.org