

# 2013 ANNUAL REPORT

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



Almost 40 years ago, a small group of dedicated volunteers saw a need to better connect their Sioux Falls neighbors with community resources and information. Today, the seed they planted has blossomed into the Helpline Center, an organization that serves thousands of South Dakotans, with plans on the horizon to grow even more.

As executive director of the Helpline Center, I believe all people across the state deserve access to help and hope, 24 hours a day, 35 days a year. As a supporter of our agency, you make it possible to connect people with community resources, volunteer information, quality child care and suicide crisis services.

This past year, Helpline Center staff and board members worked together to expand 211 services to Yankton and Bon Homme counties, reaching 30,000 more South Dakotans with information, referrals and crisis support than ever before.

Already, we are making lives better by offering hope and creating connections for the people in these new service areas.

*One of the callers that was helped by our call center this past year was Glen, an older gentleman who called us on Christmas Day. Glen had recently lost his wife of many years and was let go from his job. He was feeling very alone and struggling with suicidal thoughts. Our staff assessed his current situation and developed a safety plan that included follow up calls from the Helpline Center. Over the course of the next several weeks, our staff spoke with Glen many times connecting him with local resources for employment, a mental health counselor and support groups. At the end of the next month, Glen reported feeling much better with a positive outlook for the future.*

With program growth came a demand for more office space. We recently began a remodel on the office suite next to our current location. When combined into a single work area, the changes will allow us to hold in-office meetings, classes and support groups. We invite you to see the renovations at our upcoming open house on July 9th.

We also recently brought a bill before the South Dakota Legislature to make 211 statewide. While we were not successful, we will continue to work with the state's leaders to give each person in South Dakota 211 access. We will connect with you during the next legislative session about ways you can help offer hope across South Dakota by advocating for statewide 211.

None of this growth, past or in the future, would be possible without our donors, volunteers and agency friends. It is with genuine appreciation that we offer you our thanks.



Janet Kittams-Lalley, Executive Director

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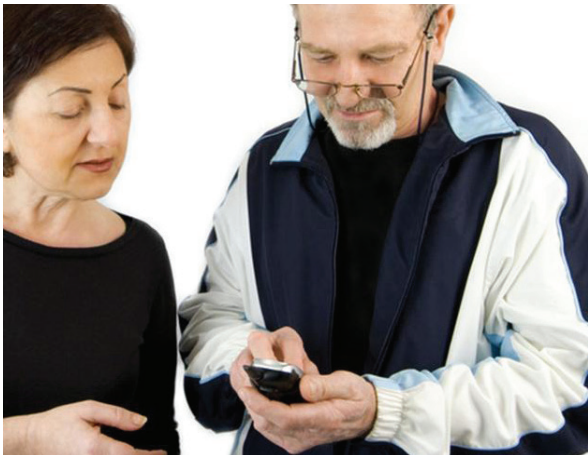
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The Helpline Center incurred \$1,019,999 in expenses in 2013. Expenses included salaries, employee benefits and taxes, occupancy, equipment, professional fees, supplies and miscellaneous expenses.

The Helpline Center received revenue in the amount of \$1,040,839 during 2013 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%).

## 211 COMMUNITY RESOURCES



The Helpline Center answered 49,278 phone calls in 2013 on its 211 line. Callers asked for assistance with basic needs, mental health, financial issues, and more. There were also 11,123 searches on the 211 website database.

## SUICIDE AND CRISIS SUPPORT



Last year, 1,320 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 35,000 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 3,200 parents with child care referrals and information on selecting quality care. Parents can call 211 or search online for child care options.

# 2013 Helpline Center

## Public Funds- Grants-United Ways

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40th anniversary  
1974 2014



helpline  
center

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**You're Invited to  
Our Open House and Ribbon Cutting!**

We've expanded our space and we'd like you to see it!  
Please join us for a ribbon cutting and light refreshments.

**July 9 from 3:30-5:30 pm**  
**The Helpline Center | 1000 N. West Ave. Suite 310**

For more information dial 2•1•1 or visit [helplinecenter.org](http://helplinecenter.org) today!

