

Funding 2-1-1

211 Funding for Rural South Dakota

The cost of extending 211 services to the rural areas of the state to make the system statewide will require sustainable funding of \$298,000 each year with a 1% increase in each subsequent year. A list of expenses for the 211 system is included below.

Rural Statewide 211 Expenses

Staffing (\$258,000)

Includes staffing a 24/7 call/connections center and resource database staff.

Equipment and Software (\$15,000)

Includes computer and phone equipment plus specialized software utilized in the 211 call center and texting software.

Training (\$1,000)

Maintaining the national accreditation requires staff to attend periodic trainings and updates.

Educational Materials (\$10,000)

Educational materials about 211 will be distributed to the rural areas of the state.

Travel (\$3,000)

Travel to rural areas of the state to collect resource information and to educate residents about the service.

Telephone Charges and Supplies (\$5,000)

Occupancy (\$5,000)

Insurance/Professional Fees (\$1,000)

Funding 2-1-1 Statewide

Total cost of a statewide 211 system = \$800,000

\$502,000 from current private/public donors

\$298,000 from State of South Dakota

There is a high probability that the current private and public donors would discontinue funding for their local areas if the State of South Dakota funded the remaining non 211 counties. The Helpline Center would not be able to cover this deficit leading to 211 coverage in only limited areas of the state.

