



South Dakota 211 Services



Fiscal Year 2022





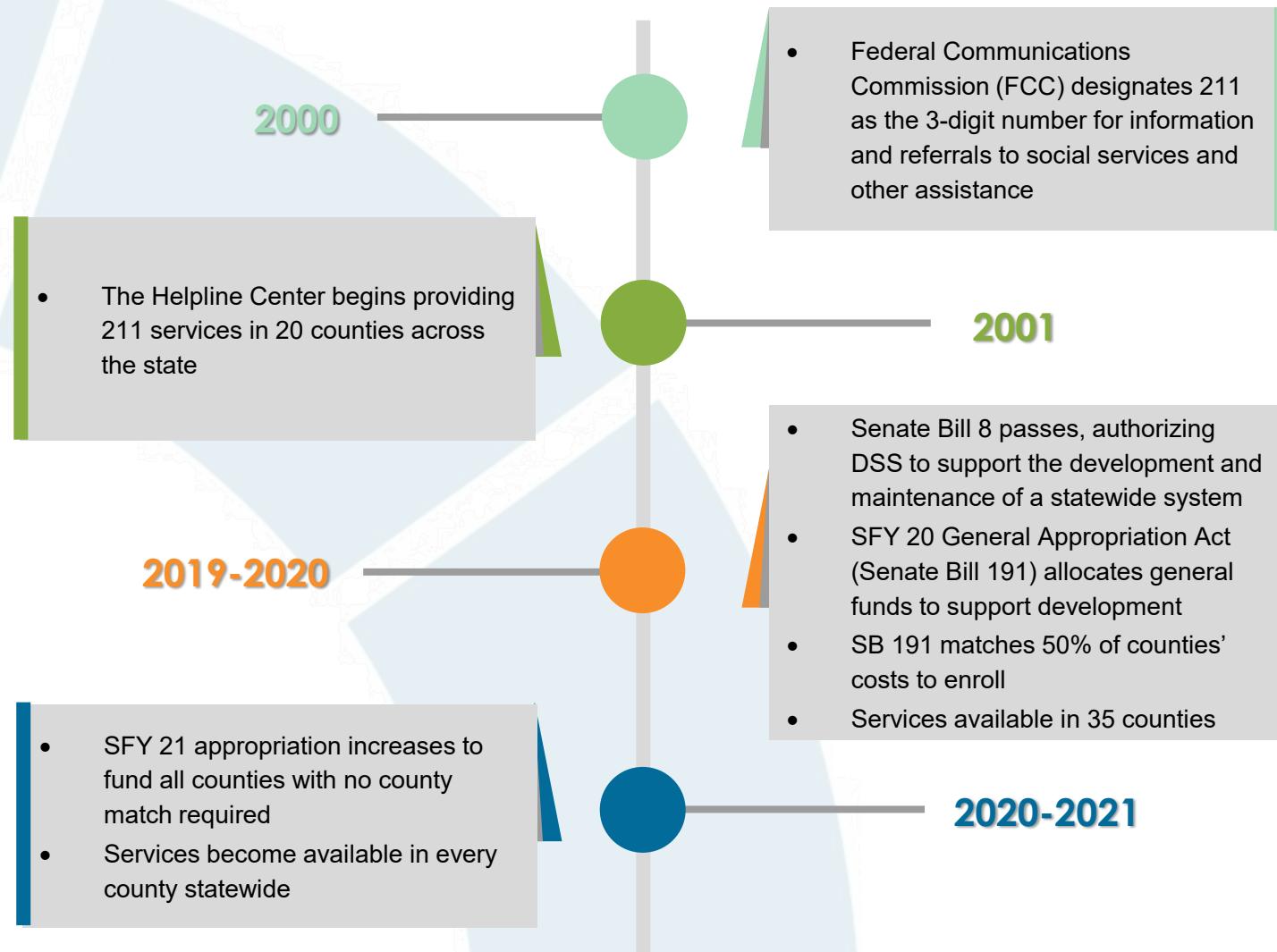
Our Vision and Mission

Strong families – South Dakota's foundation and our future

The South Dakota Department of Social Services

is dedicated to strengthening and supporting individuals and families by promoting cost effective and comprehensive services in connection with our partners that foster independent and healthy families.

Timeline of 211 Services Implementation and Expansion



DSS's Partnership with the Helpline Center

Beginning in SFY 20, the Department of Social Services, Division of Behavioral Health began contracting with the Helpline Center to provide 211 services.



211 Contact Locations

- In SFY 2022 FY and SFY 2023 calls were answered from all 66 counties in the state
- Top County Contacts for SFY 2022
 - Minnehaha – 40,991
 - Pennington – 14,203
 - Lincoln – 2,473
 - Brown – 1,565
 - Brookings – 1,268



211 Contact Data

State Fiscal Year 2021 and SFY 2022

State Fiscal Year 2021

- Total Contacts: 76,688
 - 74,386 Calls
 - 1,551 Texts
 - 747 Emails
 - 4 In Person
- Monthly Average: 6,391

State Fiscal Year 2022

- Total Contacts: 69,551
 - 68,135 Calls
 - 1,043 Texts
 - 364 Emails
 - 9 In Person
- Monthly Average: 5,796

211 Contact Data

State Fiscal Year 2023 (June - August)

State Fiscal Year 2023 (June-August)

- Total Contacts: 20,433
 - 20,168 Calls
 - 223 Texts
 - 42 Emails
 - 0 In Person
- Monthly Average: 6,811

State Fiscal Year Contact Volume Over Time



211 Contact Trends

- Increase in contacts from SFY 2020 to SFY 2021
 - 57,214 to 76,688 (34% increase) – result of responding to the pandemic
- Decrease in contacts from SFY 2021 to SFY 2022
 - 76,688 to 69,551 (9% decrease) – pandemic winding down
- Through August 2022, contacts have increased by 28% (20,433), as compared to the same time period in SFY 22 (15,935).
 - Overall contact volume for SFY 2023 is projected to show a 7% increase



Identified Needs of 211 Contacts

State Fiscal Year 2021 and SFY 2022

State Fiscal Year 2021

- **Top Five Needs**

- 1) **Housing** – 25,460 (Includes rent payment assistance, homeless shelter, low-income rental housing, housing search, tenant rights etc.)
- 2) **Food/Meals** – 21,951 (Includes food pantries, grocery delivery, soup kitchens, food stamps (SNAP), meals, WIC)
- 3) **Mental Health/Substance Use** – 13,282 (Includes individual counseling, mental health expense assistance, substance use support groups etc.)
- 4) **Utility Assistance** – 11,612 (Includes utility service payment, water service connection, electric service connection, utility deposit assistance)
- 5) **Information Services** – 11,236 (Includes referrals to medical information services, legal information services, other specialized information services, directory assistance to reach for profit businesses and community calendars)

State Fiscal Year 2022

- **Top Five Needs**

- 1) **Housing** – 26,805
- 2) **Food/Meals** – 18,100
- 3) **Mental Health/Substance Use** – 11,432
- 4) **Clothing/Personal/Household** – 10,140 (Includes personal/grooming, clothing, furniture, automotive repair, cell phones etc.)
- 5) **Utility Assistance** – 9,458

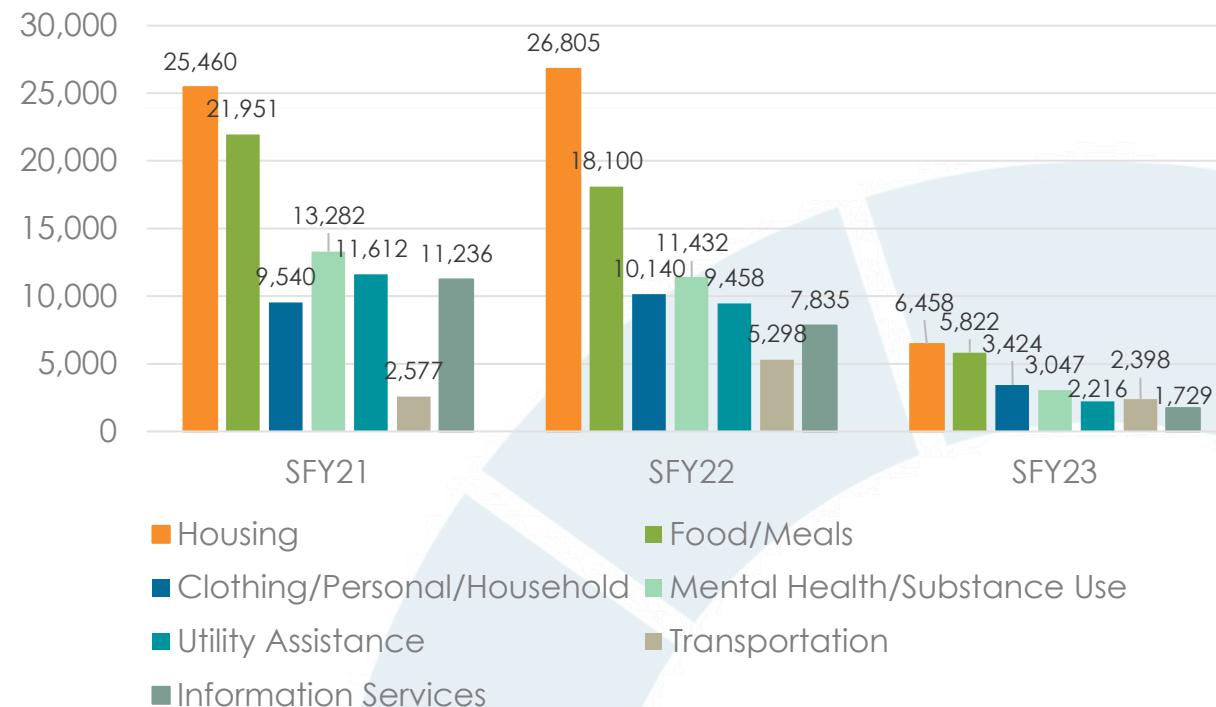
Identified Needs of 211 Contacts

State Fiscal Year 2023 (June - August)

State Fiscal Year 2023 (June-August)

- Top Five Needs
 - 1) **Housing** – 6,442
 - 2) **Food/Meals** – 5,818
 - 3) **Clothing/Personal/Household** – 3,421
 - 4) **Mental Health/Substance Use** – 2,819
 - 5) **Transportation** – 2,392 (Includes requests for financial assistance for transportation which might include bus fare, gas money, ride share [Lyft] and access to bicycles and general information on transportation programs such as paratransit or other programs)

Top Identified Needs by State Fiscal Year



Trends in Identified Needs of 211 Contacts

- Needs have changed slightly over the past three years
 - Housing needs continue to be the highest need category, and the past year has seen that need become greater
 - Food/Meal needs have remained the second highest level of need but overall have decreased
 - Disaster needs have also decreased, possibly a reflection of responding to more disasters in SFY 2021, such as devastating windstorms
 - Transportation needs have seen a significant increase
 - Health care needs have decreased, possibly related to decreased needs related to the pandemic



Operating Budget and Expenditures for 211 Services

State Fiscal Year 2019 through SFY 2023

| State Fiscal Year | Operating Budget | Expenditures |
|--------------------------|-------------------------|--------------------------------|
| 2019 | \$ - | \$ - |
| 2020 | \$375,000.00 | \$297,481.32 |
| 2021 | \$819,162.00 | \$819,162.00 |
| 2022 | \$838,822.00 | \$838,822.00 |
| 2023 | \$889,151.00 | \$296,383.64 *as of 10/14/2022 |

Impact of 988 on 211 Services

- 988 launched nationwide on July 16, 2022
- 988 receives calls/texts/chats regarding emotional distress, mental health crisis, substance use crisis and suicide crisis
- The number of mental health/substance use needs, and crisis calls that came to 211 during the month of August were similar to last year
- An elevated need for mental health services may explain the steady numbers for 211, even as 988 has been activated
- Many of the mental health related 211 phone calls will gradually transition to 988 as the general public becomes more aware





Thank You

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