DEPARTMENT OF SOCIAL SERVICES
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DSS
Strong Families - South Dakota's Foundation and Our Future

October 30, 2019

Senator John Wiik, Co-Chair, and Representative Chris Karr, Co-Chair
Joint Committee on Appropriations
500 East Capitol Avenue
Pierre, SD 57501

Dear Senator Wiik and Representative Karr,

The Department of Social Services (DSS) appreciates the opportunity to provide information to the Legislature's Joint Committee on Appropriations regarding general funds appropriated to the DSS for the Statewide Resource Information System, or 211.

The DSS is pleased to provide the attached report in response to the letter of intent from the Joint Committee on Appropriations. The report details: (1) outcomes, goals, and/or identified metrics; (2) number of calls/emails/texts received; (3) purpose or type of calls/emails/texts received; and (4) counties/localities supported.

Regards,

Secretary Laurie R. Gill
Department of Social Services

cc: Marty Guindon, Auditor General
Liza Clark, Commissioner, Bureau of Finance and Management

STATEWIDE RESOURCE INFORMATION SYSTEM ANNUAL REPORT

Statewide Resource Information System (211 Helpline)

During the 2019 Legislative Session, Senate Bill 8 passed authorizing the Department of Social Services to support the development and maintenance of a statewide centralized resource information system. Through the FY2020 General Appropriation Act (Senate Bill 191), a base budget of $375,000 in general funds was allocated to support the development of the information system known as the 211 Helpline. The Helpline Center has provided 211 services in South Dakota since 2001 and maintains accreditation from the Alliance of Information and Referral Systems, the national professional membership association for community Information and Referral (I&R). The 211 Helpline is an information, referral and crises helpline that provides resource information on non-profit, social service and government programs.

Outcomes, goals and identified metrics

The goal of the statewide resource information system is to expand access to resource information on non-profit, social service and government programs.

- Prior to July 2019, there were 20 counties participating in the 211 Helpline.
- Since July 2019, all 20 counties that were participating prior are currently participating in the 211 Helpline.
- An additional 8 counties new to the 211 Helpline have been onboarded.

Number and purpose of calls, e-mails and texts received

Category Summary/Total:	State Totals Calls 12,144	Texts 351	E-mails 102	Walk-In 7
ADMIN	183	11	4	2
ADVOCACY	2,617	13	4	0
CRISIS	113	35	0	1
HANG UP	665	62	1	0
INFORMATION	4,230	62	48	1
LISTENING AND SUPPORT	711	33	3	1
REFERRAL	3,625	135	42	2

*Data is July 1, 2019 through September 30, 2019.
Expenditures July 1, 2019 through September 30, 2019: $74,422.27

- ADMIN: These are administrative calls that generally focus an issue that is administrative in nature. An example would be a caller that would like to request 211 marketing materials.
- ADVOCACY: These are calls in which the caller requires the 211 staff to advocate on their behalf while we are on the phone with them. This generally means that the 211 staff will do a 3-way call to the social service agency to explain the needs of the caller on their behalf. This might also involve completing an online form on behalf of the client as they are not able to do this on their own.
- CRISIS: These calls are all crisis in nature and may involve suicide, child abuse, domestic violence, sexual assault or some other type of crisis.
- HANG UP: These are calls that ring into the system, but when answered them the caller has already disconnected or they may hang up before a need was identified.
- INFORMATION: These are calls in which the caller requests information on a specific agency or program. They may request a phone number, address, hours, eligibility guidelines or other pertinent information.
- LISTENING AND SUPPORT: These are calls in which the caller is struggling emotionally and needs our staff to provide listening and support as they talk through what is upsetting them.
- REFERRAL: These are calls in which the caller identifies a need(s) but doesn't know what programs or services could meet that need. 211 staff identify resources that will meet the need(s) and provide referrals.

Counties supported

The following counties were supported prior to the funding and are continuing participation:

- Beadle
- Brookings
- Brown
- Butte
- Clay
- Custer
- Fall River
- Hughes
- Lake
- Lawrence
- Lincoln
- McCook
- Meade
- Mellette
- Minnehaha
- Moody
- Pennington
- Stanley
- Turner
- Yankton

The following counties are new to joining the 211 Helpline since July 1, 2019:

- Hand
- Hutchinson
- Marshall
- Miner
- Union

The following counties fiscal years are based on a calendar year and have committed to participating in the 211 Helpline starting in January of 2020:

- Brule
- Campbell
- Kingsbury