South Dakota
Department of
Social Services

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October 26, 2020

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 DSS for the Statewide Resource Information System, 211 Helpline.

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 identified metrics; (2) operating budget versus actual expenditures; (3) number of calls/emails/texts received; (4) purpose or type of calls/emails/texts received; (5) referrals made by type of referral such as mental health, substance abuse, food, shelter, healthcare, legal, employment, and housing; and (6) counties/localities participating.

Sincerely,

Laurie R. Gill
Cabinet Secretary
Department of Social Services

cc: Russell A Olson, Auditor General
Liza Clark, Commissioner, Bureau of Finance and Management

Enc: Statewide Resource Information System (211 Helpline)

**Statewide Resource Information System (211 Helpline)**

The 211 Helpline is an information, referral, and crises helpline that provides resource information on non-profit, social service and government programs.

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. This funding supported counties by matching fifty percent of the cost of enrollment in the 211 service. During the 2020 Legislative Session, the FY21 base budget appropriation increased by $436,662 in order to fund all South Dakota counties, with no county match required. In addition, the 2% legislative approved provider inflation was applied to the original appropriation of $375,000 resulting in a total budget of $819,162.00.

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). For additional information, please visit the 211 website at: https://www.helplinecenter.org/2-1-1-community-resources/.

**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.
- At the end of State Fiscal Year 20, 35 counties were participating.
- Beginning with State Fiscal Year 21, all 66 counties are supported.

**Budget**

| State Fiscal Year | Operating Budget | Expenditures |
|---|---|---|
| 2019 | $ - | $ - |
| 2020 | $375,000.00 | $297,481.32 |
| 2021 | $819,162.00 | $273,054.00 **as of 10/8/2020* |

*It is anticipated that the budget will be fully expended.*

The following pages contain data metrics for FY2020 and FY2021 through September on the:

- Number of calls/emails/texts received;
- Purpose or type of calls/emails/texts received;
- Referrals made by type of referral such as mental health, substance abuse, food, shelter, healthcare, legal, employment, housing; and
- Counties/localities participating.

# Helpline Center - Statewide 211

## FY 2020

Includes phone calls, texts and emails to 211. The month of September had a high call volume due to flooding events and a tornado in southeast South Dakota. The months of March, April and May saw an increase due to the COVID-19 pandemic.

**2019**

| July | August | September | October | November | December |
|---|---|---|---|---|---|
| 3,235 | 3,288 | 6,595 | 4,528 | 3,278 | 2,826 |

**2020**

| January | February | March | April | May | Monthly Average |
|---|---|---|---|---|---|
| 3,622 | 3,883 | 6,549 | 8,595 | 5,930 | 4,757 |

**Total Contacts 52,329**

### Contact Method

| | |
|---|---|
| 211 HL | 50,405 |
| 211 Texting | 1,355 |
| Email | 552 |
| Walk in | 17 |

### Contact Type

| | |
|---|---|
| Information - An individual is seeking information on specific resources | 26,476 |
| Referral - An individual has a need(s), but does not know the available resources | 15,173 |
| Advocacy - 211 assists the individual by starting the intake process and/or ensuring connection is made to the resource | 6,184 |
| Listening & Support - Individuals not in crisis needing mental health support and resources | 3,525 |
| Administrative - Contacts related to the operations of 211 | 500 |
| Crisis - Suicide related, domestic violence, and child/elder abuse reporting | 471 |

### Contact Needs

| | |
|---|---|
| Housing - Temporary Shelters, Rent Assistance, Housing Search, Landlord Tenant Concerns | 12,304 |
| Food/Meals - Food Pantries, Food Distributions, Meals, SNAP, WIC | 11,458 |
| Mental Health/Addictions - Inpatient/Outpatient Counseling or Treatment, Support Groups | 7,595 |
| Clothing/Personal/Household Needs - Personal Neccesities, Shampoo, Soap, Work Clothing | 5,643 |
| Individual, Family and Community Support - Grief Support, Child Care Referrals, Animal Control, Child Abuse Support | 5,454 |
| Information Services - Info Lines, Public Awareness Campaigns, Library Services | 5,184 |
| Income Support/Assistance - Financial Assistance Programs, Tax Preparation Assistance, Unemployment Benefits | 4,829 |
| Health Care - Prevention, Treatment for Physical Well-Being | 4,632 |
| Utility Assistance - Utility Assistance for Heat, Electricity, Natural Gas | 4,454 |
| Disaster Services - Volunteering, Clean-up, Damage Assistance, Damage Assessment | 4,082 |
| Legal, Consumer and Public Safety Services - Police, Sheriff, Legal Aid, Drivers License, Car Seats, 911 | 2,869 |
| Other Government/Economic Services - Government Offices, Chamber of Commerce, Post Office | 2,769 |
| Transportation - Gas Vouchers, Bus Vouchers, Bus Service | 1,841 |
| Volunteers/Donations - Volunteer Opportunities, Donations to Non-Profits | 1,293 |
| Education - All Schools, GED | 547 |
| Arts, Culture and Recreation - Recreational, Artistic, Cultral Programs | 405 |
| Employment - Job Search, Resume Preparation | 314 |
| **Total Needs** | **75,673** |

* Contacts may have more than one need identified during a contact.

# Helpline Center - Statewide 211

## FY 2020

### Contacts by County

| | |
|---|---|
| Aurora | 19 |
| Beadle | 361 |
| Brookings | 821 |
| Brown | 753 |
| Brule | 46 |
| Butte | 233 |
| Campbell | 6 |
| Clay | 260 |
| Codington | 493 |
| Custer | 371 |
| Davison | 199 |
| Douglas | 23 |
| Fall River | 165 |
| Hand | 19 |
| Hanson | 11 |
| Hughes | 296 |
| Hutchinson | 51 |
| Kingsbury | 37 |
| Lake | 730 |
| Lawrence | 607 |
| Lincoln | 2,078 |
| Marshall | 28 |
| Mccook | 217 |
| Meade | 872 |
| Mellette | 13 |
| Miner | 20 |
| Minnehaha | 31,476 |
| Moody | 133 |
| Oglala Lakota | 71 |
| Pennington | 11,046 |
| Sanborn | 16 |
| Stanley | 18 |
| Turner | 215 |
| Union | 151 |
| Yankton | 474 |

*Includes only the counties that participated in the 50% match for FY2020.

### Mental Health Needs Breakdown

| | |
|---|---|
| Counseling | 7,445 |
| Mental Health Assessment and Treatment | 1,592 |
| Substance Use Disorder Services | 1,220 |
| Support Groups | 520 |
| Mental Health Information | 497 |
| Mental Health Care Facilities | 130 |

* Contacts may have more than one need identified during a contact.

### Contacts by City

| | |
|---|---|
| Sioux Falls | 30,559 |
| Rapid City | 10,379 |
| Aberdeen | 736 |
| Brookings | 630 |
| Madison | 628 |
| Watertown | 513 |
| Yankton | 487 |
| Box Elder | 412 |
| Black Hawk | 405 |
| Huron | 360 |

* Top 10 Cities Displaying

### Zip Code Details

| | |
|---|---|
| 57104 | 10,659 |
| 57701 | 7,623 |
| 57103 | 6,500 |
| 57106 | 5,262 |
| 57105 | 4,470 |
| 57702 | 2,001 |
| 57108 | 1,689 |
| 57110 | 1,556 |
| 57107 | 1,047 |
| 57703 | 826 |
| 57401 | 702 |
| 57042 | 599 |
| 57006 | 572 |
| 57201 | 486 |
| 57719 | 435 |
| 57078 | 421 |
| 57101 | 406 |
| 57783 | 355 |
| 57350 | 350 |
| 57785 | 338 |

* Top 20 Zip Codes Displaying

# Helpline Center - Statewide 211

## FY 2021

Includes phone calls, texts and emails to 211. The call volume for these months continues to be elevated due to the COVID-19 pandemic.

| June | July | August | September | Monthly Average: |
|---|---|---|---|---|
| 5,663 | 5,417 | 6,112 | 6,333 | 5,881 |

**Total Contacts 23,527**

### Contact Method

| | |
|---|---|
| 211 HL | 22,818 |
| 211 Texting | 495 |
| Email | 211 |
| Walk in | 1 |

### Contact Type

| | |
|---|---|
| Information - An individual is seeking information on specific resources | 11,289 |
| Referral - An individual has a need(s), but does not know the available resources | 7,518 |
| Advocacy - 211 assists the individual by starting the intake process and/or ensuring connection is made to the resource | 2,643 |
| Listening & Support - Individuals not in crisis needing mental health support and resources | 1,784 |
| Crisis - Suicide related, domestic violence, and child/elder abuse reporting | 201 |
| Administrative - Contacts related to the operations of 211 | 108 |

### Contact Needs

| | |
|---|---|
| Food/Meals - Food Pantries, Food Distributions, Meals, SNAP, WIC | 8,258 |
| Housing - Temporary Shelters, Rent Assistance, Housing Search, Landlord Tenant Concerns | 6,948 |
| Mental Health/Addictions - Inpatient/Outpatient Counseling or Treatment, Support Groups | 4,070 |
| Utility Assistance - Utility Assistance for Heat, Electricity, Natural Gas | 3,856 |
| Clothing/Personal/Household Needs - Personal Neccesities, Shampoo, Soap, Work Clothing | 3,479 |
| Information Services - Info Lines, Public Awareness Campaigns, Library Services | 3,430 |
| Health Care - Prevention, Treatment for Physical Well-Being | 2,730 |
| Other Government/Economic Services - Government Offices, Chamber of Commerce, Post Office | 1,399 |
| Legal, Consumer and Public Safety Services - Police, Sheriff, Legal Aid, Drivers License, Car Seats, 911 | 1,339 |
| Individual, Family and Community Support - Grief Support, Child Care Referrals, Animal Control, Child Abuse Support | 1,333 |
| Transportation - Gas Vouchers, Bus Vouchers, Bus Service | 765 |
| Education - All Schools, GED | 616 |
| Income Support/Assistance - Financial Assistance Programs, Tax Preparation Assistance, Unemployment Benefits | 463 |
| Volunteers/Donations - Volunteer Opportunities, Donations to Non-Profits | 432 |
| Arts, Culture and Recreation - Recreational, Artistic, Cultral Programs | 234 |
| Employment - Job Search, Resume Preparation | 129 |
| Disaster Services - Volunteering, Clean-up, Damage Assistance, Damage Assessment | 99 |
| **Total Needs** | **39,580** |

* Contacts may have more than one need identified during a contact.

# Helpline Center - Statewide 211

## FY 2021

### Contacts by County

| | |
|---|---|
| Aurora | 5 |
| Beadle | 246 |
| Bennett | 9 |
| Bon Homme | 19 |
| Brookings | 308 |
| Brown | 360 |
| Brule | 45 |
| Buffalo | 4 |
| Butte | 108 |
| Campbell | 2 |
| Charles Mix | 62 |
| Clark | 27 |
| Clay | 234 |
| Codington | 490 |
| Corson | 8 |
| Custer | 61 |
| Davison | 130 |
| Day | 33 |
| Deuel | 30 |
| Dewey | 7 |
| Douglas | 19 |
| Edmunds | 8 |
| Fall River | 53 |
| Faulk | 8 |
| Grant | 15 |
| Gregory | 38 |
| Haakon | 5 |
| Hamlin | 15 |
| Hand | 5 |
| Hanson | 4 |
| Harding | 11 |
| Hughes | 133 |
| Hutchinson | 29 |
| Hyde | 3 |
| Jackson | 8 |
| Jerauld | 5 |
| Jones | 2 |
| Kingsbury | 17 |
| Lake | 106 |
| Lawrence | 231 |
| Lincoln | 732 |
| Lyman | 10 |
| Marshall | 8 |
| Mccook | 58 |
| Mcpherson | 4 |
| Meade | 401 |
| Mellette | 2 |
| Miner | 8 |
| Minnehaha | 14,717 |
| Moody | 43 |
| Oglala Lakota | 48 |
| Pennington | 4,206 |
| Perkins | 7 |
| Potter | 6 |
| Roberts | 17 |
| Sanborn | 8 |
| Spink | 47 |
| Stanley | 11 |
| Sully | 5 |
| Todd | 23 |
| Tripp | 15 |
| Turner | 84 |
| Union | 62 |
| Walworth | 15 |
| Yankton | 261 |
| Ziebach | 9 |

### Mental Health Needs Breakdown

| | |
|---|---|
| Counseling | 3,247 |
| Mental Health Information | 1,832 |
| Mental Health Assessment and Treatment | 711 |
| Substance Use Disorder Services | 402 |
| Support Groups | 176 |
| Mental Health Care Facilities | 54 |

* Contacts may have more than one need identified during a contact.

### Contacts by City

| | |
|---|---|
| Sioux Falls | 13,967 |
| Rapid City | 3,938 |
| Watertown | 479 |
| Aberdeen | 337 |
| Yankton | 275 |
| Brookings | 268 |
| Sturgis | 244 |
| Huron | 239 |
| Vermillion | 162 |
| Pierre | 160 |

* Top 10 Cities Displaying

### Zip Code Details

| | |
|---|---|
| 57104 | 5,265 |
| 57103 | 3,050 |
| 57701 | 2,847 |
| 57106 | 2,320 |
| 57105 | 1,896 |
| 57702 | 794 |
| 57110 | 668 |
| 57107 | 601 |
| 57108 | 541 |
| 57201 | 471 |
| 57703 | 337 |
| 57401 | 320 |
| 57006 | 266 |
| 57078 | 244 |
| 57785 | 235 |
| 57350 | 230 |
| 57719 | 165 |
| 57101 | 149 |
| 57069 | 149 |
| 57033 | 145 |

* Top 20 Zip Codes Displaying