South Dakota
Department of
Social Services

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October 5, 2021

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

Dear Senator Hunhoff 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 FY2021 base budget appropriation increased by $436,662 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 FY2022 budget is $838,822 and includes the 2021 Legislature-approved 2.4% provider inflation.

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/.

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 FY2020, 35 counties were participating.
- Beginning with FY2021, all 66 counties are supported.
- In FY2021, all 66 counties had contact with 211, ranging from 11 contacts in Hyde County to 43,019 in Minnehaha.
- In FY2021, the overall number of 211 contacts grew by 47%, increasing from 52,329 in FY2020 to 76,688 in FY2021.
- In both FY2020 and FY2021, Housing was the top contact need and continues to be the top need through August of FY2022. Food/Meals is second, and Mental Health/Addictions is third.

Budget

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	$209,705.49 **as of 9/15/2021*

It is anticipated that the budget will be fully expended.

The following pages contain data metrics for FY2020, FY2021, and FY2022 through August on the following:

- 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.

2020

June	July	August	September	October	November	December
5,664	5,424	6,134	6,342	6,986	8,079	7,092

2021

January	February	March	April	May	Monthly Average	Total Contacts
6,118	7,082	7,802	5,155	4,810	6,972	76,688

Contact Method

211 HL	74,386
211 Texting	1,551
Email	747
Walk in	4

Contact Type

Information - An individual is seeking information on specific resources	39,261
Referral - An individual has a need(s), but does not know the available resources	23,656
Advocacy - 211 assists the individual by starting the intake process and/or ensuring connection is made to the resource	6,875
Listening & Support - Individuals not in crisis needing mental health support and resources	5,924
Crisis - Suicide related, domestic violence, and child/elder abuse reporting	658
Administrative - Contacts related to the operations of 211	314

Contact Needs

Housing	25,460
Food/Meals	21,951
Mental Health/Addictions	13,282
Utility Assistance	11,612
Information Services	11,236
Clothing/Personal/Household Needs	9,540
Health Care	8,786
Individual, Family and Community Support	6,040
Legal, Consumer and Public Safety Services	4,133
Income Support/Assistance	3,801
Disaster Services	3,677
Other Government/Economic Services	3,550
Transportation	2,577
Volunteers/Donations	1,450
Education	774
Arts, Culture and Recreation	586
Employment	407
Total Needs	**128,862**

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

Helpline Center - Statewide 211

FY 2021

Contacts by County

Aurora	21
Beadle	631
Bennett	41
Bon Homme	79
Brookings	1,159
Brown	1,222
Brule	103
Buffalo	22
Butte	377
Campbell	19
Charles Mix	249
Clark	85
Clay	572
Codington	1,713
Corson	28
Custer	276
Davison	559
Day	72
Deuel	63
Dewey	47
Douglas	47
Edmunds	38
Fall River	230
Faulk	24
Grant	76
Gregory	63
Haakon	21
Hamlin	69
Hand	28
Hanson	25
Harding	22
Hughes	517
Hutchinson	95
Hyde	11
Jackson	42
Jerauld	18
Jones	12
Kingsbury	66
Lake	392
Lawrence	829
Lincoln	2,670
Lyman	38
Marshall	44
Mccook	156
Mcpherson	18
Meade	1,228
Mellette	12
Miner	23
Minnehaha	43,019
Moody	132
Oglala Lakota	142
Pennington	16,724
Perkins	21
Potter	28
Roberts	118
Sanborn	30
Spink	865
Stanley	34
Sully	12
Todd	75
Tripp	51
Turner	186
Union	284
Walworth	63
Yankton	734
Ziebach	18

Mental Health Needs Breakdown

Counseling	7,632
Mental Health Assessment and Treatment	2,105
Mental Health Information	1,876
Substance Use Disorder Services	1,133
Support Groups	412
Mental Health Care Facilities	124

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

Contacts by City

Sioux Falls	41,615
Rapid City	15,652
Watertown	1,712
Aberdeen	1,186
Brookings	1,001
Redfield	801
Yankton	755
Box Elder	632
Mitchell	604
Huron	601

* Top 10 Cities Displaying

Zip Code Details

57104	15,204
57701	10,567
57103	8,960
57106	7,127
57105	5,510
57702	4,029
57110	1,990
57108	1,921
57107	1,751
57201	1,674
57703	1,295
57401	1,137
57006	988
57469	789
57078	688
57719	683
57350	578
57785	543
57301	528
57005	522

* Top 20 Zip Codes Displaying

Helpline Center - Statewide 211

June - August 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	Monthly Average:	Total Contacts
5,159	5,344	5,393	5,299	15,896

Contact Method

Calls	15,433
Texting	325
Email	133
Walk in	5

Contact Type

Information - An individual is seeking information on specific resources	7,171
Referral - An individual has a need(s), but does not know the available resources	5,700
Listening & Support - Individuals not in crisis needing mental health support and resources	1,445
Advocacy - 211 assists the individual by starting the intake process and/or ensuring connection is made to the resource	1,238
Administrative - Contacts related to the operations of 211	176
Crisis - Suicide related, domestic violence, and child/elder abuse reporting	166

Contact Needs

Housing	6,824
Food/Meals	3,877
Mental Health/Addictions	3,093
Utility Assistance	2,623
Clothing/Personal/Household Needs	2,491
Information Services	2,398
Health Care	1,397
Individual Family and Community Support	1,207
Legal Consumer and Public Safety Services	1,196
Transportation	903
Other Government/Economic Services	646
Education	525
Volunteers/Donations	360
Income Support/Assistance	235
Arts Culture and Recreation	231
Employment	105
Disaster Services	56
Total Needs	**28,167**

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

Helpline Center - Statewide 211

June - August 2021

Contacts by County

Aurora	7
Beadle	119
Bennett	26
Bon Homme	13
Brookings	207
Brown	440
Brule	17
Buffalo	5
Butte	90
Campbell	
Charles Mix	45
Clark	6
Clay	111
Codington	286
Corson	5
Custer	40
Davison	117
Day	18
Deuel	9
Dewey	9
Douglas	10
Edmunds	12
Fall River	56
Faulk	6
Grant	9
Gregory	5
Haakon	6
Hamlin	6
Hand	27
Hanson	7
Harding	2
Hughes	116
Hutchinson	18
Hyde	1
Jackson	13
Jerauld	1
Jones	5
Kingsbury	11
Lake	61
Lawrence	160
Lincoln	731
Lyman	12
Marshall	1
Mccook	27
Mcpherson	4
Meade	153
Mellette	2
Miner	17
Minnehaha	9,694
Moody	21
Oglala Lakota	44
Pennington	2,866
Perkins	5
Potter	4
Roberts	21
Sanborn	3
Spink	96
Stanley	7
Sully	2
Todd	10
Tripp	7
Turner	44
Union	30
Walworth	9
Yankton	132
Ziebach	

Mental Health Needs Breakdown

Counseling	1,853
Mental Health Assessment and Treatment	391
Substance Use Disorder Services	361
Mental Health Information	327
Support Groups	121
Mental Health Care Facilities	40

* Contacts may have more than one need identified during a contact.
* Only Shows Contacts from 211, NSPL Contacts not included.

Contacts by City

Sioux Falls	9,643
Rapid City	2,676
Aberdeen	400
Watertown	280
Brookings	168
Box Elder	139
Brandon	136
Yankton	122
Pierre	119
Spearfish	117

* Top 10 Cities Displaying

Zip Code Details

57104	3,231
57103	2,208
57701	2,047
57106	1,799
57105	1,163
57110	493
57108	483
57702	442
57107	420
57401	406
57201	285
57703	216
57006	166
57719	143
57005	137
57078	128
57350	118
57783	117
57501	117
57301	112

* Top 20 Zip Codes Displaying