

Brookings County

2017 Community Trends

"Making lives better by giving support, offering hope and creating connections all day every day."



Goal of Community Trends

This document provides an overview of the trends and needs identified in 2017 by the Helpline Center based on 211 contact data from Brookings County. The 211 Helpline is an information, referral and crisis helpline that provides resource information on non-profit, social service and government programs.

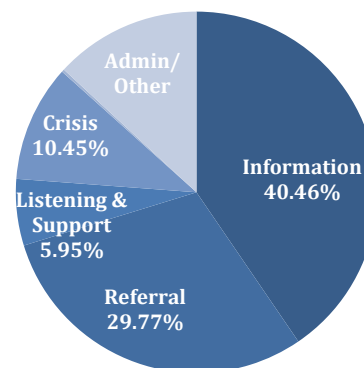
The 211 Helpline service is available through a phone call, text message, email or a visit to helplinecenter.org. In South Dakota, 211 is available in 17 counties including Beadle, Bon Homme, Brookings, Brown, Butte, Clay, Custer, Fall River, Lake, Lawrence, Lincoln, McCook, Meade, Minnehaha, Pennington, Turner, and Yankton.

Total Contacts	2015	2016	2017
Phone Calls	308	545	788
Outreach Calls for Suicide Contacts	n/a	n/a	55
Text Messages	n/a	12	22
Emails	2	7	13
Online 211 Database Searches	754	743	877
Basic Resource Guide Downloads	n/a	n/a	163
Holiday Resource Guides Downloads	n/a	n/a	69



Contact Type	2017
Information	40.46%
Referral	29.77%
Listening & Support	5.95%
Crisis	10.45%
Advocacy	0.24%
Admin/Other	13.12%

**Contact Type percentage is based on calls and texts.*



Helpline Center Partnership in Brookings County



The Helpline Center through 211 partnered with the Brookings Area United Way to assist in scheduling the Dakota Dental SmileMobile visits for Brookings. The mobile unit visits Brookings four times per year. Individuals needing to schedule a dental appointment for a child dialed 211 to schedule the appointment. The Helpline Center answered **120 calls** in 2017 for the program.

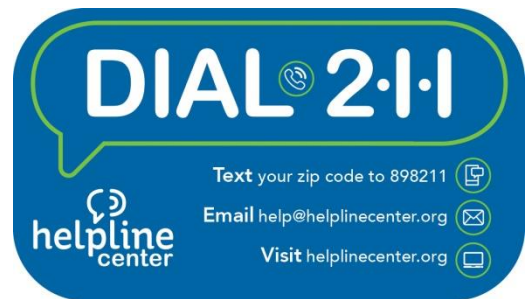
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211 Comparison of Needs

In 2017, total needs identified was **914** – some individuals may have more than one need during a contact. In 2016, 644 needs were identified.



Top Unmet Needs

An unmet need is when an individual has exhausted known resources, is ineligible or there are no programs to meet the individual’s needs. The unmet needs identified are a snapshot as 211 does not know the outcome of each contact. These unmet needs were identified at the time of the initial contact.

No programs found for: mortgage payment assistance, free cell phones, utility service payment assistance, driver license fee payment assistance, prescription expense assistance, and anger management class

Individual ineligible for: automotive repair and maintenance and public transportation



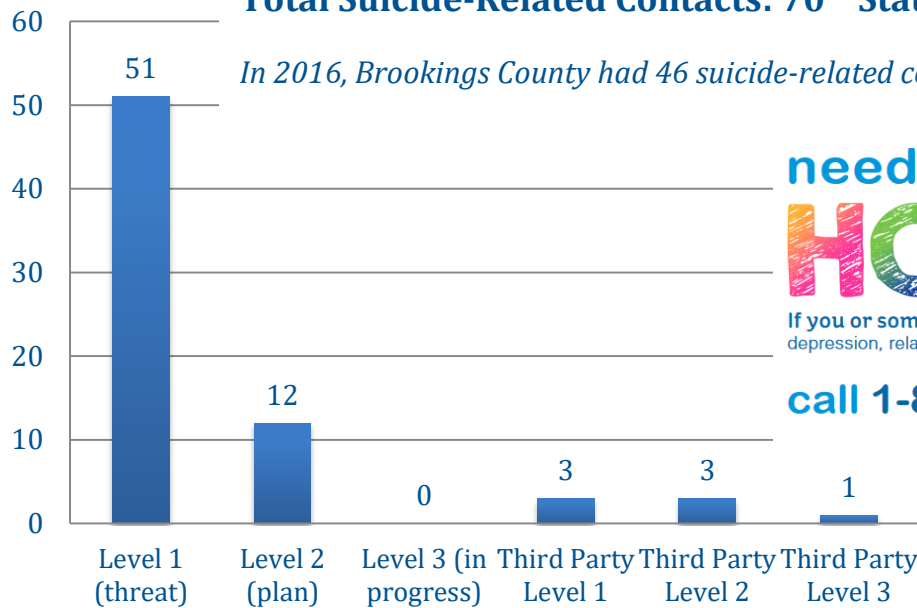
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Brookings County Suicide and Crisis Support

Total Suicide-Related Contacts: 70 Statewide: 1,832



need
HOPE?

If you or someone you know needs help with...
depression, relationships, drugs, alcohol, or suicidal thoughts

call 1-800-273-8255



**AMERICAN ASSOCIATION
OF SUICIDOLOGY**
Dedicated to the Understanding and Prevention of Suicide

Brookings Area Mental Health Guide



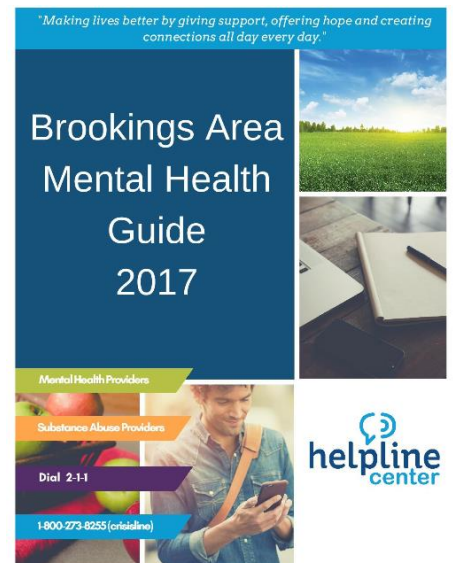
In December 2017, the Helpline Center partnered with the Brookings Area Mental Health Taskforce to help people more readily identify and select licensed/credentialed practitioners and agencies. The guide is available in PDF format or online searchable database.

This guide is produced as an initiative of the Mental Health Taskforce and is funded by the City of Brookings and Brookings County.

December 2017 Usage Statistics

218 online mental health database searches

40 PDF downloads



To view the guide, visit:

www.helplinecenter.org/brookings

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Brookings Volunteer Connections

Helpline Center Volunteer Connections helps volunteers and agencies connect

- **48** Brookings area nonprofits participate in Volunteer Connections
- Volunteers can search over **226** volunteer opportunities
- **16,166** contacts in 2016 regarding volunteerism
- Volunteer Texting Program launched in Brookings making it easier than ever to stay connected to various Volunteer Opportunities
- Launched the Volunteer of the Month Program where we recognize one volunteer from the community each month.

Support for Volunteer Managers

- Online Volunteer Database training for agencies
- Two-Day Volunteer Manager Training
- Volunteer Manager Brown Bag Luncheons

Success Story

The Helpline Center's 2-day Volunteer Management Training opened my eyes to the complexity of managing groups and individuals who want to make a positive contribution to our organization. I also gained a greater understanding of the needs of volunteers and the variety of ways people can help us. We have since created an internship that focuses on volunteer management and are in the process of developing a volunteer handbook. The course was both inspiring and practical. I highly recommend it.

-Darla Biel, Executive Director of Brookings County Youth Mentoring Program

