



Grantee Convening

Spotlight on Statewide Support

Pierre
April 21, 2026



**SOUTH DAKOTA
COMMUNITY FOUNDATION**

Grantee Convening, April 21, 2026

Helpline Center



Janet Kittams,
CEO



The mission of the Helpline Center is making lives better by giving support, offering hope and creating connections all day, every day.

There is help. There is hope.

988 is a direct connection to compassionate and professional support for anyone who might be struggling with emotional distress, experiencing suicidal thoughts, or those with concern about a family member or friend with mental health or substance use issue. Through a call, text or chat, individuals can connect with an experienced mental health professional. helplinecenter.org/988



Suicide Prevention Training

The Helpline Center is South Dakota's leader in suicide prevention. We offer suicide prevention and crisis response trainings as an important resource to empower individuals to support others experiencing a mental health crisis. By understanding mental health and suicide, we can take the first step in reducing suicide risk and help heal our families, friends and loved-ones heal and grow forward as a community. helplinecenter.org/preventiontraining

Get connected. Get help.

211 is an important connecting point between individuals and families in need, and the appropriate community-based organization or government agency. You are not alone. Every day people turn to 211 for information and support – whether financial, family, health, or disaster-related. 211 makes it quick and easy to connect individuals to the resources they need, when help is needed the most. helplinecenter.org/211



Suicide Survivor Support

We provide a safe and supportive environment for survivors of suicide loss. Each year more than 48,000 people die by suicide in the United States, leaving thousands of parents, siblings, wives, husbands, sons, daughters and friends to survive the tragic loss. Through our support groups, classes, and events we walk alongside people through their journey of grief. helplinecenter.org/survivorsupport

Connecting Volunteers. Supporting Non-Profits.

The Helpline Center Volunteer Connections program is one of the largest and most active volunteer centers in the region. Our staff works tirelessly to connect volunteers with the nonprofits who need them. We work collaboratively with nonprofits who need volunteers and assist in connecting them with individuals and groups who want to help. helplinecenter.org/volunteer



Support Programs

The Helpline Center partners with social service and government organizations to provide support and staffing for a variety of programs, such as the Helpline Center Network of Care, Community Information Exchange, and the Child Care Helpline. Our support programs fit seamlessly into our mission of connecting individuals to the support and resources they might need. helplinecenter.org/supportprograms



Help is 3 Numbers Away



211 maintains a comprehensive database of community resources and provides information and referrals for essential needs like:



211 also can connect people with information and referrals for:

988 provides crisis support for:



911 provides first responder dispatch for:

211 South Dakota Data

2025 Data for South Dakota (Jan 1 – Dec 31)

211 Data dashboard <https://www.helplinecenter.org/2-1-1/data/>

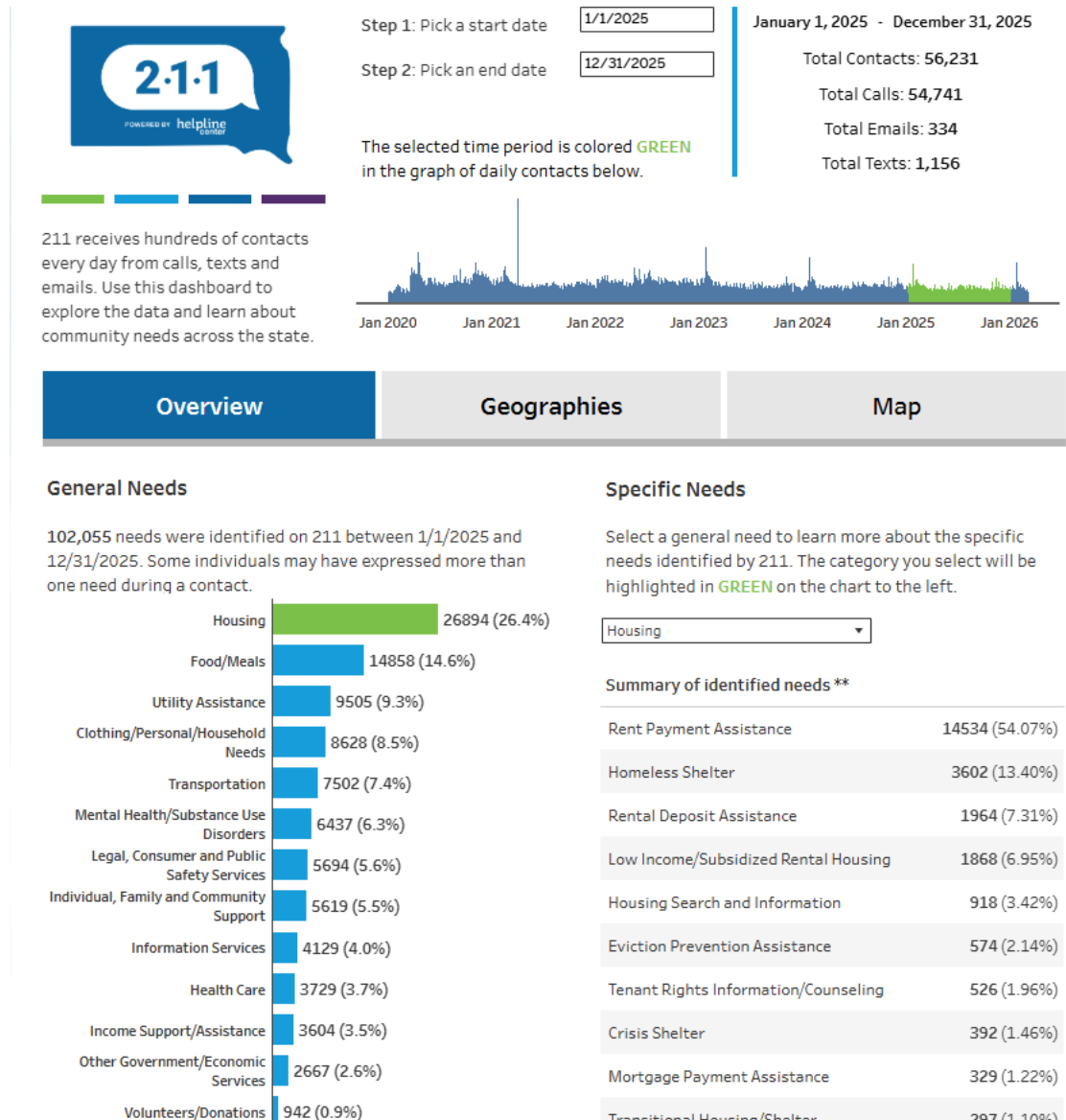
56,231 contacts

54,741 calls

334 emails

1,156 texts

- Majority of the calls are classified as information or referral
- 102,055 needs identified. The most common needs include housing, food, utility assistance and household needs.



988 South Dakota Data

2025 Data for South Dakota 988 (January 1 – December 31)

988 Data dashboard helplinecenter.org/9-8-8/data/

2,339 contacts

19,776 calls

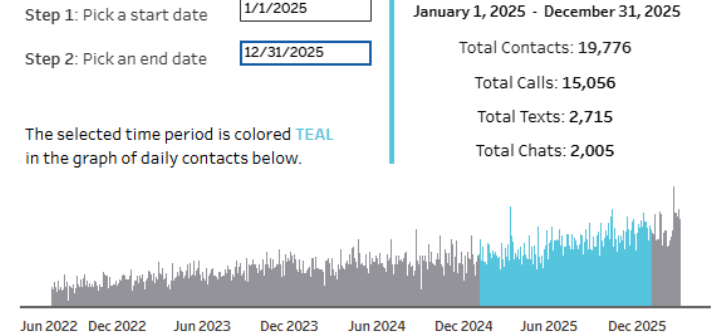
2,005 chats

2,715 texts

- Over 97% of contacts were de-escalated and stabilized, reducing the need to dispatch law enforcement in situations that do not have safety concerns.
- About 29% of contacts were crisis related
- Most common presenting concerns include anxiety, suicide, relationship/family issues and depression



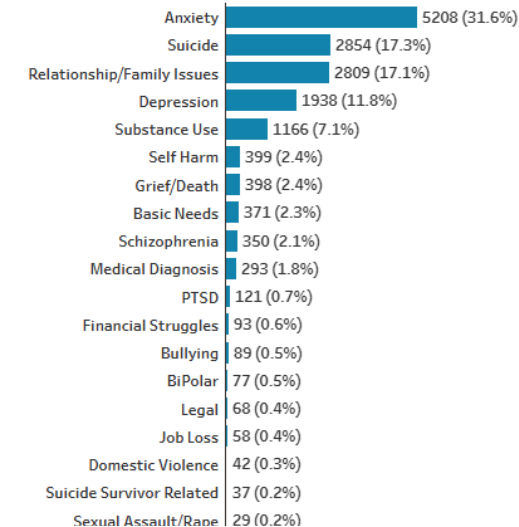
The 988 line launched on July 16th, 2022 nationwide. When South Dakotans call, text or chat 988, they are connected to 988 counselors at the Helpline Center. They listen, assess, provide support and connect to additional resources as needed. The Helpline Center also answers crisis calls that are transferred from local 911 centers in SD.



Overview	Demographics	Crisis	Geographies	Map
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Presenting Concerns

The primary issue that the contact is identified as having by our 988 counselors.



Contact Method

988 Calls	14720
988 Text	2715
988 Chat	2005
Transferred from 911	336
Transferred from 211	153

Contact Type

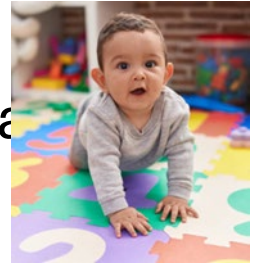
The categorization of the contact by our trained crisis workers. One contact type is identified per contact.

Listening and Support	7902
Crisis	5659
Information	5343
Referral	548
...	...

Other Services/Resources

Child Care Helpline

A resource and referral program that connects parents with available childcare providers statewide. Available by dialing 211 or online.



Substance Use Care Coordination

Substance Use Care Coordination connects those that are seeking resources to help

and assists in mapping a clear pathway to recovery. The program provides medication lockboxes and Rx Dispose packets at no charge.



Online Resources

Search 211 Database, Search 988 Database, Resource [Basic Needs Resource Guide](#)

211 Community Directory

The screenshot displays the 211 Helpline Center website. At the top left is the logo for the helpline center. To the right of the logo are navigation links: "About", "Calendar", "Donate", and a search icon. Below these are links for "211", "988", "Find Help", "Suicide Grief", "Support Programs", and "Volunteer". A language dropdown menu is set to "English". On the left side, there is a "Search by Category" sidebar with a "Reset Search" button and a list of categories: Financial Assistance, Food, Clothing / Hygiene, Housing / Shelter, Health Care, Government, Mental Health, Substance Use (or Addictions), Support Groups, Crisis, and Suicide Prevention And Support. The main content area features a large "211 Find Help" graphic. Below this, "Step 1:" is followed by a search bar containing the zip code "57078" and location icons. "Step 2:" is followed by the instruction "Choose a category on the left." with a blue arrow pointing to the sidebar.

Enter zip code
and select
category from
the side

211 maintains a resource database of almost 6,000 local, state, and national non-profit, community, and government resources.



Resource Guides

[Home](#) > [Find Help](#) > [Resource Guides](#)

Resource Guides

The Helpline Center produces resource guides in cooperation with local funding partners. The guides do not contain all of the programs found in the 211 Resource Database but do provide a starting point for resource information in certain communities.

Create Your Own Guide

Anyone in South Dakota is able to create their own guide based on zip code for identified categories.

- [Create Your Own Guide](#)

The categories will continue to be updated as we are notified of additional resources and opportunities, so please check back often.

[Sioux Empire Area](#) +

[Black Hills Area](#) +

[Brookings Area](#) +

[Aberdeen Area](#) +

Basic Needs Resource Guide

*Feel free to share all or a portion of this information, we just ask that you credit the Helpline Center as your source.
To see more guides, go to www.helplinecenter.org/create-guide*

Financial

Financial and Homebuying Counseling offered at Lutheran Social Services - Northeast Region

33 3rd Street S.E., Suite 202, Huron, SD 57350

Website: <https://lsssd.org/what-we-do/center-for-financial-resources/>

Email: cccs@lsssd.org

Hours: Services available by appointment.

Phone: 888-258-2227

Eligibility: Open to anyone seeking help with personal finance issues.

Coverage Area: Counties of Beadle, Brookings, Brown, and Codington.

Provides financial counseling and education, homeownership counseling and education, debt management plans, bankruptcy counseling, and the Sharpen Your Financial Focus program.

Center for Financial Resources offered at Lutheran Social Services - Southeast Region

33 Third Street S.E., Suite 202, Cornerstones Career Learning Center, Huron, SD 57350

Website: <https://lsssd.org/what-we-do/center-for-financial-resources/>

Email: cccs@lsssd.org

Hours: Office hours: 8:00am - 5:00pm (CT), Monday - Friday

Phone: 888-258-2227

Eligibility: Open to anyone seeking help with personal finance issues

Coverage Area: Counties of Beadle, Brookings, Brown, Codington, Davison, Lincoln, McCook, Minnehaha, Turner, and Yankton.

Center for Financial Resources provides financial counseling and education; homeownership counseling and education; debt management plans; bankruptcy counseling; and Sharpen Your Financial Focus.

Emergency Assistance offered at Huron Ministerial Association

Huron, SD 57350

Hours: 9:00am - 4:00pm (CT), Monday - Friday *After hours: Contact the Huron Police Department



Helpline Center University Online



[About](#) [Calendar](#) [Donate](#)

[211](#) [988](#)

Find Help

[Suicide Grief](#)

[Support Programs](#)

[Volunteer](#)

English

[211 Search – Community Resources](#)

[988 Search – Mental Health and Crisis Resources](#)

[Search Family Resources](#)

[Resource Guides](#)

[Helpsheets](#)

[List or Update Your Program](#)

[Trainings](#)

[Online HLC University Course](#)



HELPLINE CENTER UNIVERSITY 101

helpline.center

Free

9 Lessons 24 Students



HELPLINE CENTER UNIVERSITY 201

helpline.center

Free

4 Lessons 9 Students



Other Programs/Services

Mental Health and Suicide Prevention Trainings

QPR, ASIST, Mental Health First Aid, Means Safety



Suicide Loss Survivor Support

Provides grief support services for those that have lost a family member

or friend to suicide. Virtual support group/classes, caring cards and individual support.



Hope Squads at Middle and High Schools

A school-based peer support team. Members are trained by advisors to watch for at-risk students, provide friendship, identify suicide

warning signs and seek help from adults.



Helpline Center Network of Care

HCNC is a cloud-based data-sharing system that serves as a collaborative



Promotional Materials

The screenshot shows the Helpline Center website homepage. At the top left is the Helpline Center logo. To its right is a navigation menu with links for 211, 988, Find Help, Suicide Grief, Support Programs, and Volunteer. A search bar is located in the top right corner. Below the navigation is a large banner with the text "There is Hope. There is Help." and a sub-headline: "You are not alone. No matter what you are experiencing, whether or not you're thinking about suicide, or if you need someone to talk to for emotional support, call or text 988. The Helpline Center is the only accredited suicide crisis center in South Dakota." A "Learn more" button is positioned at the bottom left of the banner. On the right side of the banner, a circular image shows a person in profile. A dropdown menu is open on the right side of the page, listing: About, Calendar, Donate, Helpline Center Events, Careers & Internships, Volunteer Opportunities, Board of Directors, Our Team, Free Materials, Annual Report, and Contact.

211
Resources
[Learn More](#)


Volunteer
[Learn More](#)

988
SUICIDE & CRISIS
LIFELINE
Crisis Prevention
[Learn More](#)

Call 211 or email help@helplinecenter.org



Questions?

- Thank you for the opportunity
- Janet Kittams, CEO 605-274-1408 janet@helplinecenter.org





**SOUTH DAKOTA
COMMUNITY FOUNDATION**

Grantee Convening, April 21, 2026

South Dakota
Community Foundation



Mary Stadick Smith,
SDCF Operations Manager



SOUTH DAKOTA
COMMUNITY FOUNDATION

Connecting through
Communications



Tell Your Story

- Raise awareness
- Create emotional ties
- Build trust, credibility



Standards for Storytelling

- Know your audience
- Create compelling content
- Consider delivery channels





Who are we talking to?

- One size does **not** fit all
- Consistent but tailored messaging

Know your audience

What are we saying?

- Create compelling content
- Be authentic
- Be consistent
- Use organization's "voice"

Focus on *the-why*



How are we delivering messages?

- Assess channels
- Pick several, do them well
- Consider cadence

Know where audience “lives”

Amplify the Message

- Consider partners and cross promotion





“Everything feels like a priority, so nothing really is.

We end up spreading our efforts across too many channels and strategies instead of doing a few things well.”

Planning Tools

- Communications plan
- Personas
- Message maps
- Elevator speeches and one-pagers
- Social media scheduling
- Directories for newspaper, radio, TV

Planning Tools

GOAL #2 – (INSERT 2ND goal here.)

- Primary target audience:
- Secondary target audience(s):

OPTIONAL: Provide an impact statement for each goal to clarify desired outcome.

IF, THEN

Action Steps	Party Responsible	Start Date	Due Date	Resources Required	Notes

GOAL #3 – (INSERT 3RD goal here.)

- Primary target audience:
- Secondary target audience(s):

OPTIONAL: Provide an impact statement for each goal to clarify desired outcome.

IF, THEN

Action Steps	Party Responsible	Start Date	Due Date	Resources Required	Notes

Planning Tools

OPTIONAL ADDITIONAL SECTIONS:

Core Messaging: (IDENTIFY our consistent, core messaging.)

- Core message 1
- Core message 2
- Core message 3

Distribution Channels: (LIST our distribution channels.)

- Website
- Email
- Mail
- Social media
- Events
-
-

Delivery Schedule: (CREATE a schedule of delivery for **major, recurring activities**; schedule social media posts separately.)

ACTIVITY	DELIVERY	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4
Activity 1	List channel/s	List est. date			
Activity 2		List est. date			
Activity 3			List est. date		
Activity 4				List est. date	
Activity 5					List est. date

Planning Tools

Message Map

Topic: South Dakota Fund Grants
Format: Television Morning Show

Message #1 SD Fund grants change the lives of South Dakotans for the better.	Message #2 SD Fund grants strengthen local communities across the state.	Message #3 A gift to SD Fund improves SD for generations to come.
Support Point #1 Grants to local nonprofits that serve individuals and families in need	Support Point #1 Grants address specific needs in communities across the state	Support Point #1 SD Fund has broad reach – grants in all 66 counties
Support Point #2 Grants range from \$2,000 to \$20,000 and impact lives in nine critical areas	Support Point #2 Grants invest in local projects – enhancing quality of life**	Support Point #2 SD Fund pooled with SDCF's assets – expanding impact
Support Point #3 Grants create opportunities for individuals and families to thrive*	Support Point #3 CSA program sets communities up with permanent funding source – legacy of giving	Support Point #3 SDCF helps donors achieve philanthropic goals while doing the <u>most good</u> for SD

*Examples: Expanded access to mental health services in rural town X; emergency housing for families in crisis across the region

**Examples: Equipment for youth recreation center in small town Y; supporting micro-housing for individuals with disabilities in city Z

Summary

- Know your audience
- Create compelling content
- Consider channels and cadence
- Using planning tools



SOUTH DAKOTA
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1 2 3 4 5 6 7 8 9 10 11 12



**SOUTH DAKOTA
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GROW SD



Megan Fischer,
Grants & Data Specialist



Business Lending

NEW AND EXISTING
BUSINESSES

INVENTORY, EQUIPMENT,
OR REAL ESTATE

PAIRED WITH NO-COST
BUSINESS CONSULTING



**BUSINESS
LENDING**

*GROW SOUTH DAKOTA IS A STATEWIDE LENDER
FINANCING NEW AND EXISTING BUSINESSES.*

WWW.GROWSD.ORG 605-698-7654 INFO@GROWSD.ORG



Direct mortgage and down payment assistance



Direct Mortgage Loans

Down Payment and Closing Cost Assistance

New or existing home
Primary residence
30-year amortization with 10-year balloon

\$5,000-\$7,500
0% deferred
Rural borrowers at or below 80% AMI



Additional housing resources

- Apartments for rent
 - Sisseton and Milbank
- Governor's Homes
- Homebuyer Education

Home improvement



Home improvements



Weatherization*



Furnace Repair &
Replacement*



**May be referred to another agency for services.*

Community programs



Digital Literacy

- Individual and Group Trainings
- Learn to Earn a Device

Financial Coaching

- HUD-certified counseling
- Budgeting, reducing debt, increasing credit score

Emergency Services*

- Rental and utility assistance

**May be referred to another agency for services.*

Community development

Individual and community trainings

Administrative support for revolving loan funds

Facilitation of meetings

Housing development financing

Quarterly economic development roundtables

Community support initiatives





Contact us to
learn more!

www.growsd.org

605-698-7654

info@growsd.org

104 Ash Street
East, Sisseton,

SD 57262
GROW
SOUTH DAKOTA



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Dakota Resources



Paula Jensen,
Sr. Vice President & Community Coach



Economic development organizations (EDOs) need deeper connection to each other, more flexible capital, and stronger leadership. We believe a thriving future for rural people depends on a support ecosystem of high-capacity economic development nonprofits acting as the key local catalysts for community change.

How can Dakota Resources help rural communities thrive?

Dakota Resources empowers rural EDOs through



Connection and
Collaboration



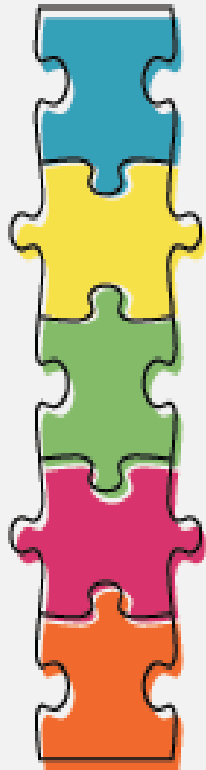
Financial
Capacity
Building



Leadership
Capacity
Building

leading to
*thriving rural
communities*

Our Theory of Change for Rural Communities



Providing local EDOs with a combination of flexible financing, leadership coaching, and collaborative networks leads to...

An ecosystem of high-capacity rural EDOs, which leads to...

Empowered leaders and organizations taking action and completing projects in their local communities, which results in...

Thriving local communities, and leads to...

A thriving rural.

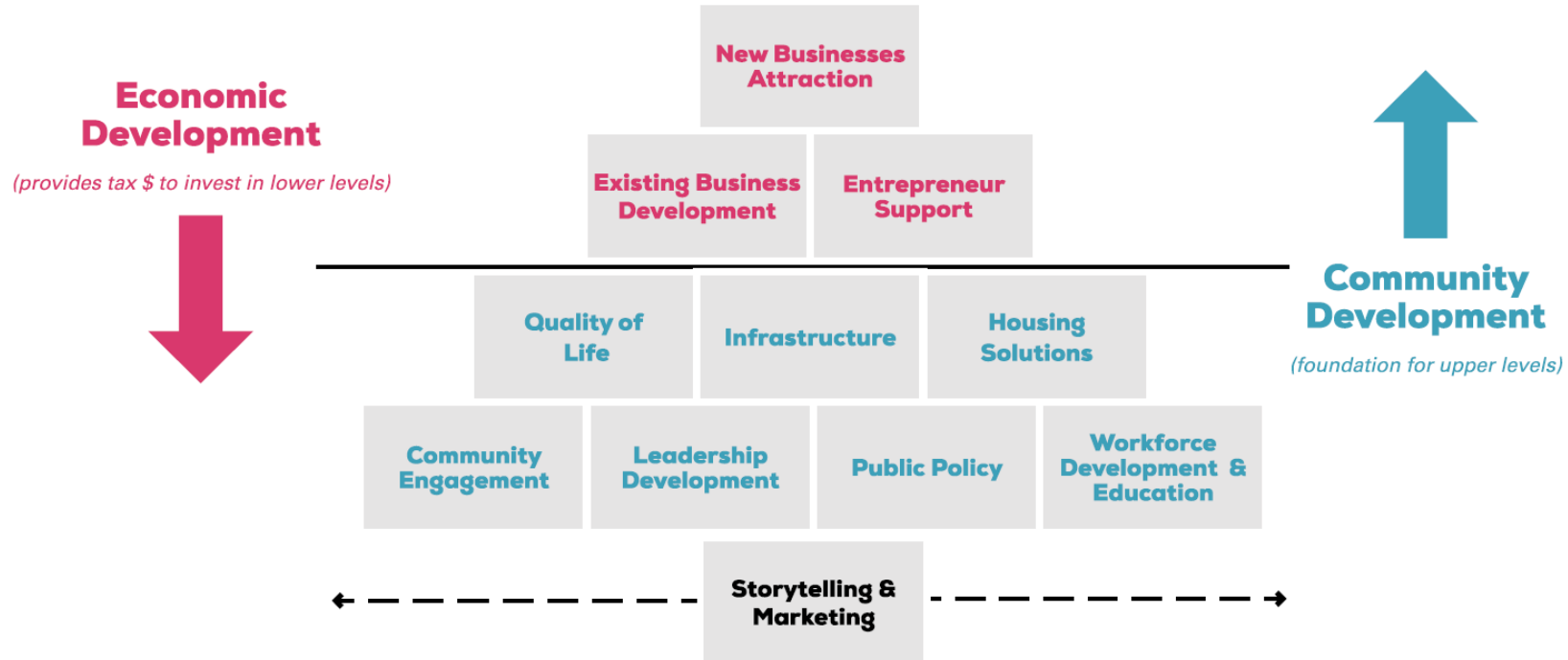


Two things set us apart in our approach to empowering rural communities:

1. Our focus on building the capacity of local nonprofits that are tasked with economic development.
2. Our commitment to strengthen their capacity in three essential areas at the same time: **connection, capital, and leadership.**



Thriving Community Blueprint





DAKOTA RESOURCES

Connecting capital and capacity to empower rural communities.

(605) 978-2804 • info@dakotaresources.org

www.dakotaresources.org