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ONLY A PHONE CALL AWAY: THE HELPLINE CENTER'S OUTREACH SUPPORT PROGRAM

Across the country, people turn to 211 every day for information and support – whether it is financial, family, health, or disaster related.

In 16 South Dakota counties, the mission of the Helpline Center is making lives better by giving support, offering hope, and creating connections all day, every day. Every call or text is free and confidential.

In the Sioux Empire, the Helpline Center now offers an additional type of help to isolated or homebound older people. Launched in the fall of 2015, the Outreach Support Program provides reliable, friendly support and assistance through a weekly scheduled phone call.

A trained Outreach Support Specialist places regular calls to people enrolled in the program, who are also encouraged to dial 211 for additional support if needed.

The Outreach Support Program adds a vital age-friendly function by making it a little easier for older people to continue to live independently, knowing they have a simple way to reach someone 24/7.



Joan (left) lived alone for 28 years. Her children are in Florida, and she had no family nearby. She joined the program because she wanted “somebody to talk to, somebody to check on me.” She said she could “tell [Helen, the Outreach Coordinator (inset)] anything” and felt that it is safe to talk to her.

“Helen [the Outreach Support Specialist] made me feel comfortable and would always ask if I was OK and would just visit and call me. She opened my eyes to so many resources. Your program is just such a blessing.”

– Outreach Support Program participant

The Helpline Center's Outreach Support Program is supported by the **South Dakota Community Foundation** and **Grantmakers In Aging (GIA)**.

Contact information

For more information, please contact Janet Kittams-Lalley, President of the Helpline Center at janet@helplinecenter.org or (605) 274-1408, or visit www.Helplinecenter.org.

