

Details

Thursday, January 23, 2020
11:00—12:00 pm CT

[Register Online](#)

SDAHO Member: Free
Non-member: Free

Questions?

[Michella Sybesma](#)
605-789-7528

Registration information

Registration to this webinar includes an electronic handout and one connection line to the live webinar. Connection instructions and handout materials will be emailed to the contact person listed on the registration 1-2 days prior to the program.

Overview:

Want to learn more about how to utilize the 211 Helpline, and the type of needs/questions we answer daily? The [Helpline Center](#) is offering 211 University!

Staff will share information about the expansion of 211, the role of 211 in a community including the types of calls we answer, our role in a disaster, how we respond to crisis calls and more.

Database staff will share tips and tricks including how to search and find resources through our 211 online database, various resources guides, translating resources, HelpSheets, and Community Calendars.

Learning Objectives:

The goal of this presentation is to provide a 'how to' on incorporating the vast amount of resources available through the Helpline Center website:

- How to effectively search for resources
- How to translate resources
- How to use other tools available to assist individuals

Faculty:

Betsy Schuster, MSAS, Vice-President of Program Development, Helpline Center

Betsy Schuster has been involved with the Helpline Center in some capacity since 2009. She has a Government/International Affairs/Business degree from Augustana University and a Masters in Organizational Leadership from the University of South Dakota.

Betsy loves connecting big ideas to practical solutions to create a system that is more efficient and helpful to find and connect with community programs.

Jen Ables, Database Manager, Helpline Center

Jen Ables, has been with the Helpline Center for 11 years, first as the youth volunteer coordinator and now as the database manager. She received her bachelor's degree from Marquette University in Marquette, WI in 1999 and her Masters in Community Counseling from Adams State College in Alamosa, Colorado in 2003..

As the Database Manager, Jen loves process and details is to ensure that the 211 Database is as comprehensive and accurate as possible. She is also the only Certified Database Curator in South Dakota.

Our speaker does not have any real or perceived conflicts of interest related to this presentation.