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Bridging The Gap: A Comprehensive Discharge Guide

Ashley Marie Mutziger

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BRIDGING THE GAP: A COMPREHENSIVE DISCHARGE GUIDE

by

Ashley Marie Mutziger, OTDS

Advisor: Dr. Mandy Meyer

A Scholarly Project

Submitted to the Occupational Therapy Department

of the

University of North Dakota

In partial fulfillment of the requirements

for the degree of

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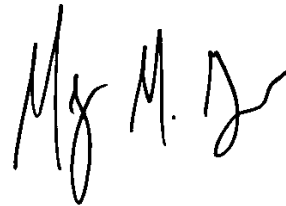


Ashley Mutziger, 2022

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APPROVAL

This scholarly project, submitted by Ashley Mutziger, OTDS in partial fulfillment of the requirements for the Degree of Occupational Therapy Doctorate from the University of North Dakota, has been read by the Faculty Advisory Committee under whom the work has been done and is hereby approved.



Dr. Mandy Meyer

April 13, 2022

Date

PERMISSION

Title: Bridging the Gap: A Comprehensive Discharge Guide

Department: Occupational Therapy

Degree: Doctor of Occupational Therapy

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Ashley Mutziger 4/13/2022

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ABSTRACT

Much attention is paid to clients while they receive services, but after they have met their goals and are ready for their next steps, they can perceive a lack of support and feelings of uncertainty. Returning home from any healthcare setting can be a time of uncertainty for clients. There are many questions to be answered and potential unknowns surrounding the discharge processes. Literature shows there is a need for improving discharge practices to promote client understanding and follow-through to end the treatment experience with the confidence that the client has the tools and resources necessary to be successful in their next environment (Naylor, Shaid, Carpenter, Gass, Levine, Li, Malley, McCauley, Nguyen, Watson, Brock, Mittman, Jack, Mitchell, Callicoatte, Schall & Williams, 2017).

An extensive literature reviews was conducted along with a needs assessment to gather background data for the development of this product. The results of the literature review and needs assessment revealed the need for areas of improvement within the discharge process across many healthcare settings. These areas included follow-through on treatment, follow-up communication between patient and provider, lack of completed discharge paperwork, and lack of adequate resources given upon discharge based on client needs (Balaban, Weissman, Samuel & Woolhandler, 2008; Kripalani, LeFevre, Phillips, Williams, Basayiah & Baker, 2007).

The results of these findings propelled the production of a comprehensive resource guide and supplemental documents to mitigate these adverse outcomes related to

current discharge practices. This guide gives clients and healthcare staff a tool to locate resources and enhance the quality of care beyond the treatment process. It is a universal tool with consistent language that is accessible to all healthcare workers within the Monument Healthcare System. Resources found in this guide include transportation services, mental health supports, caregiver services, specialized clinics, and more for clients and supporting healthcare team members to utilize as they navigate the transition from treatment to independence. A Discharge Questionnaire was created to promote collaboration between client and provider on clarifying expectations. Case study activities are also included to foster the implementation of these documents to ensure providers can effectively use the tools included in the product.

CHAPTER I: INTRODUCTION

Healthcare literature states that some necessary areas of improvement in the discharge process include follow-through on treatment, follow-up communication between patient and provider, lack of completed discharge paperwork, and lack of adequate resources given upon discharge based on client needs (Balaban et al., 2008; Kripalani et al., 2007). There is often a disconnect about which person within a client's healthcare team is to be providing education to the client. Client education is typically inconsistent or inadequate as to what symptoms to watch for, who to contact if the client's condition changes, when appointments are scheduled, and how to safely complete their medication routine.

There are several strategies found to be effective in bridging the gap in the discharge process including appropriate client education, continued provider-patient communication after discharge, and follow-up with clients to determine their health outcomes after discharge (Balaban et al., 2008; Koelling, Johnson, Cody & Aaronson, 2005; Oh, Lee, Yang, Lee & Kim, 2021). Utilizing the needs assessment results utilized in this program's preparation, specific discharge outcomes in need of support or revision can be identified.

This project will be a product resulting from an expansive literature search surrounding discharge processes and outcomes in several healthcare settings. This knowledge gleaned from the literature search will be used to inform the product

content and format to best serve its target audience. The product's effectiveness and satisfaction will be determined after implementation using a survey tool.

The Person Environment Occupation (PEO) model was used to define the transactive relationships surrounding this product and its target audience. This model is made up of main components including the person, environment, occupation, and their transactive relationships. The person in this project is the client. The clients will be using the novel product as they complete the discharge process as it is created with their resource needs in mind. The individual persons in this population will contain a wide array of ages, ethnicity, diagnoses, health literacy levels, and other demographic factors. The product is being created with the needs of the clients which will affect the overall format, health literacy level, and content of the product. The occupation is focused on clients returning home which can be a large task to breakdown. There is a lot of change to be expected including the client's level of function, their home environment compared to their treatment environment, their daily routines, and habits. This guide is created to give tools to support clients as they navigate their return to home and the recovery process. The environment will change for each client based on their treatment and home settings. The contexts will also be specific to each client. However, each client will be going through a drastic change to their lives which could impact their contexts and environments. Such as a client returning home with a different social context and environment than what they had in their treatment setting.

This product has been created for this site as it has been created to serve a wide target audience. It has been observed that discharge processes are often lacking consistency, clarity, and support for the client's future recovery process. All other aspects of the treatment process were consistent and streamlined such as admission, treatment timelines, appointment scheduling. Then the transition out of care gave clients peaks of anxiety about being on their own without the same supports they had access to during their treatment setting. Literature and my personal experiences have shown that clients often lack accurate knowledge about their treatment plan after being discharged which leads to complications and sometimes readmission.

Through the development and implementation of this project, clients will be better equipped as they are discharged and return to their home environments. This project is geared toward giving healthcare practitioners a comprehensive tool to utilize with their clients and gives clients the instruments needed to seek out additional resources as needed. Evidence shows the benefit of having consistent discharge processes that include supportive resources as clients transition back to their home environment (Balaban et al., 2008; Soong, Daub, Lee, Majewski, Musing, Nord, Wyman, Baker, Zacharopoulos & Bell, 2013).

CHAPTER II: LITERATURE REVIEW

This project aims to streamline the discharge processes in a variety of settings using a comprehensive resource guide that provides the tools necessary to mitigate the adverse outcomes upon discharge such as readmission, medication errors, and lack of follow-through with treatment. The aim of this guide is to provide clients with information to improve their discharge experience and discharge outcomes to alleviate healthcare costs and have a single product for healthcare professionals to implement in their everyday practice that promotes consistent discharge protocols.

Within this literature review, these adverse outcomes will be reviewed from numerous studies as well as trialed discharge processes and products. To find the most relevant and rigorous evidence related to my thesis, I utilized a variety of tools such as CINAHL, PubMed, OTSearch, Centers for Disease Control, and American Occupational Therapy Association sites. The search process included using search terms such as “guide”, “caregiver”, “disease”, “discharge process” to filter through each site’s sources. Once I found a source that fit my needs, I would refer to its reference list for further related articles. This process helped me to keep my searches on task and find reputable sources in an efficient manner.

Treatment services coming to an end often signify client improvement and success in meeting their goals. It is typically a time for celebration and congratulations on the next chapter of their life as they live with more independence and improved

occupational performance. However, this time of transition can also result in confusion, questions, and feelings of uncertainty as clients' support network, routine, and environment change.

Adverse events

Areas of concern within the discharge process include lack of engagement, inadequate preparation, and inadequate communication of client and provider (Naylor et al., 2017). These issues resulted in increased readmission rates, medication errors, client absence at follow-up appointments, and overall increase in healthcare-related costs due to the lack of clarification provided prior to discharge (Asay, Roy, Lang, Payne, & Howard, 2016; Greenwald, Denham, & Jack, 2007; Leland, Roberts, De Souza, Hwa Chang, Shah & Robinson, 2019; Peter, Robinson, Jordan, Lawrence, Casey, & Salas-Lopez, 2015). Major breakdowns in the discharge process pertained to communication; specifically, “timeliness, accuracy, completeness, and overall quality of information transfer” to be the largest issues that impact quality of care after discharging a patient (Kripalani et al., 2007, p. 2). A study by Makaryus & Friedman (2005) found alarmingly low rates of clients able to accurately recount basic information regarding their health and plan of care such as diagnosis, their medication purposes, and medication side effects (Makaryus & Friedman, 2005). This study found that out of the 43 clients interviewed at the time of discharge, only 37.2% could recount the purpose of their medications, 14% were able to state common side effects, and 41.9% were able to state their diagnoses (Makaryus &

Friedman, 2005). These deficits in communication and clarification have detrimental effects on clients as they are discharged from treatment services and often move into settings with less supports in place.

Strategies and Tools to Improve Discharge Processes & Outcomes

To address these weaker areas of the discharge process, there are several strategies that can be implemented to enhance current discharge practices. One strategy includes utilizing consistent and appropriate language for medical terms to promote understanding between clients and providers (Morris, Ruddock, Gallagher, Rolfe, Giles, & Campbell, 2021; Ulrich, 2020). Terminology utilized in many medical documents and materials is often above the typical clients' reading ability which poses a barrier in communication. Clients and their caregivers need "information, tools and support" that meets their ability and skill level so that they can participate equally in their care team (Morris et al., 2021, p. 48). It is imperative for client success that education be provided at a literacy level that is appropriate as much of the healthcare education provided is often at too high of a level for adequate comprehension and retention for most client populations (Peter et al., 2015). Clients are often an expert in their own care, but sometimes there can be miscommunication about new medications, diet restrictions, appointments, and other aspects of care that can be missed. After analyzing data in a 2013 study, it was found that only 59.6% of clients in the sample fully understood their diagnosis, with the remainder of the sample having an incomplete or no understanding of

their diagnosis with similar results related to client knowledge related to follow-up appointments (Horwitz, Moriarty, Chen, Fogerty, Brewster, Kanade, Ziaean, Jeng, & Krumholz, 2013).

Another strategy to be utilized is supplemental documents to foster the discharge process including an exit interview, checklists, and more. Several supplemental documents were piloted and found to improve discharge outcomes (Soong et al., 2013). One supplemental document included a discharge checklist that reviewed medications, follow-up appointments, referrals to other services, client education provided, and communication expectations between clients and outpatient providers (Soong et al., 2013).

A final strategy is providing the entire healthcare team with materials to foster comprehensive, consistent discharge practices and ensuring these materials are effectively utilized by each team member. The healthcare team in this scholarly project includes client, caregivers, care providers, case managers, social workers. It was determined that each person on the healthcare team can contribute to both the problems and solutions related to discharge outcomes (Kripalani et al., 2007). Each member of the healthcare team offers expertise that serves the client and or caregiver. Improved discharge outcomes were found to occur once the healthcare team was introduced to tools to strengthen the discharge processes and given the opportunity to return-demonstrate how to use those tools with clients (Hesselink et al., 2014; Oh, Lee, Yang, Lee, & Kim, 2021).

OT's Vital Role

Occupational therapy (OT) plays a vital role in the treatment and subsequent discharge process of clients. A large part of the OT profession is to evaluate clients to determine areas of dysfunction, ways to remedy those areas, and determine which solution fits the clients needs and ability (Waite, 2016). This meticulous evaluation of clients makes OT practitioners well-equipped to identify barriers in discharge planning and assist the interdisciplinary team” in facilitating the client education to enhance the support and information given to the client (Roberts & Robinson, 2014, p. 217). The OT profession emphasizes the use of theory and models to ensure care is kept client-centered and has strong rationale behind each clinical decision. The Person Environment Occupation (PEO) model is utilized to evaluate the transactive relationships between the client (person), environment, and occupations (Baptiste, 2017). Using this model, an OT can determine where dysfunction is occurring and provide targeted interventions to improve those areas. For some clients, they may show improved physical performance, and this may qualify them for discharge from skilled treatment services. However, through evaluation of the other transactive relationships, they may need further support not addressed by goals set in their treatment setting. OT practitioners are well equipped with the skills to assess these relationships and determine client success in activities of daily living (ADL) such as dressing, eating, and bathing and instrumental activities of daily living (IADL) such as medication management, driving, and child rearing (AOTA, 2020). These activities are crucial to clients being successful in their occupations and

environments but are not always addressed by other members of a healthcare team. If a client is unable to complete their ADL and IADL items, it can lead to a downfall of their overall well-being and independence and could result in a readmission to treatment services (Roberts & Robinson, 2014). Capitalizing on the expertise and knowledge OT practitioners have to offer would be beneficial to ensure all "medical, functional, and psychosocial needs during the care transition" are addressed from an OT perspective (Leland et al., 2019, p. 6). For my scholarly project, I chose to address several of the areas of concern as well as implement a few of the strategies shown to improve discharge processes and client outcomes.

CHAPTER III: METHODOLOGY

This scholarly project was designed to amplify the current resources available to clients and healthcare professionals in the Black Hills region of South Dakota. The idea of this product was sparked by the personal and professional experiences shared with the author that occurred due to changes in support after treatment services were discontinued. This product targets discharge processes to enhance the support system clients receive when they exit their treatment setting and reduce the number of adverse events that can occur after discharge.

Initially, an in-depth literature review was conducted to gather information on current discharge practices. Several databases and search engines were used such as CINAHL, PubMed, OTSearch, Centers for Disease Control (CDC), and American Occupational Therapy Association (AOTA) site. Search terms of “discharge guide”, “caregiver guide”, “discharge process” were utilized to include in the literature review. After the article search was completed, the most relevant and rigorous studies were chosen to guide the development of this product including format, content, and target audience. The author’s literature review focused on gathering information about effective discharge practices, sources of adverse outcomes, and occupational therapy’s role in the discharge process. Through this literature review, it was evident that current discharge practices are in need of improvement to ensure clients receive optimal support as they transition out of treatment services.

After all the information was analyzed and reviewed by the author, the scholarly project creation began while utilizing the information gleaned from the literature review. The creation process began by networking efforts made by the author to connect with healthcare professionals within the Rapid City, South Dakota area. The author met with many members of the healthcare teams within an acute hospital setting, an inpatient rehab setting, and an outpatient clinic setting. This staff included occupational therapists, physical therapists, speech language therapists, case managers, and social workers. An informational survey was sent out to each of these departments and allowed the author to set up meeting times to gather more in-depth knowledge about available resources within the region to include in the product. The author then integrated the survey, interview, and networking efforts into the final product which can be found in Chapter IV of this project.

Prior to the development of this product, the author analyzed the discharge process through the Person Environment Occupation (PEO) Model (Baptiste, 2017). The author was drawn to the PEO model as it includes three domains of person, environment, occupation. The person domain includes factors such as roles, personal identity, physical ability, personal attributes, life experiences (Baptiste, 2017). The environmental domain includes living things, natural forces, social constructs, institutional forces, and cultural expectations (Baptiste, 2017). Finally, the occupational domain includes all things that the person performs such as self-care, leisure, work, play, education, and rest (Baptiste, 2017). These three domains are dependent on each other and dynamic, placing emphasis on what is called the transactive relationships between each domain. The level of

occupational performance is dictated by the transactive relationships between each domain. The higher the congruence of each transactive relationship, the better the overall occupational performance. The PEO model is highlighted in the Case Study Activity and gives examples and rationale to how the PEO model applies to each case study.

It was known that there was an issue surrounding the discharge process, but the source of these issues was unknown. Using the PEO model, the author found that several of the transactive relationships played a role in adverse outcomes as clients exited treatment services. Through the creation of this product, the author aims to mitigate these issues by providing a universal document that can be accessed by the public, using language in the document that meets the health literacy level of the public, and providing the created tools in accessible formats to edit and reproduce as needed by all healthcare team members.

The author chose specific information and tools to include in the Comprehensive Resource Guide for the Black Hills Region based off the areas of concern outlined in the literature review as well as qualitative information gleaned from collaborative experiences within each treatment setting and several community resources included in the guide. This guide was created to serve the Black Hills region of South Dakota as Monument Health serves clients within the same area through various facilities. The majority of clients reside in the area services are offered which guided the author to include the entire South Dakota Black Hills region. The Comprehensive Resource Guide

for the Black Hills region was organized by resource categories to enhance the efficiency of finding a desired type of resource.

One area of concern outlined in the literature review is the importance of clarifying subsequent steps for both client and provider to take once discharge is completed (Hesselink et al., 2021). Another area of concern highlighted by both the literature review and qualitative experiences was lack of information given to clients and their families surrounding follow-up care planning and medication regimen details (Kripalani et al., 2007; Mafra, Cardozo, Moraes, Moreira, Teixeira, Reis, Fanton, Salarolli, Kalantar-Zadeh, & Burrowe, 2021). These two major concerns were addressed by the author through the development of the Discharge Questionnaire located in Appendix A. The Discharge Questionnaire was informed by previously piloted materials that included similar details within discharge tools that had shown to be successful in providing adequate education to clients (Balaban et al., 2008; Gao, Martin, Motal, Gingras, Chai, Maikoff, Sarkisian, Rosenthal, & Eiss, 2018; Koelling, Johnson, Cody & Aaronson, 2005; Leland et al., 2019). The Discharge Questionnaire equips healthcare providers of all disciplines to carry out an exit interview that informs the client of what to expect after exiting the treatment facility including upcoming scheduled appointments, who to contact if clients have a concern or question, how to contact specific care providers, and how to manage their home exercise programs if applicable. The Discharge Questionnaire aims to reduce confusion surrounding client and provider expectations during this time of transition by giving both parties the opportunity to clarify the

discharge plan before physically separating from one another. Spending ten more minutes educating a client decreases the number of errors made in discharge plans and improves that client's chances of avoiding readmission (Gao et al., 2018).

The teach-back method was highlighted as a successful way to teach individuals new skills. This technique allows participants to be shown a skill or set of information and then asked to replicate the skill or apply the information. The author acknowledged the importance of the entirety of the product and wanted to enhance the usability of it which led to the creation of the Case Study Activity. The Case Study Activity, located in Appendix A, includes two case studies, thought provoking questions, answer keys, PEO model application, and tutorial video link.

A satisfaction survey was created to gather feedback from therapy staff members, case managers, and social workers about the Comprehensive Resource Guide for the Black Hills Region, Discharge Questionnaire, and Case Study Activity. The survey began by asking the respondents for demographic information about their discipline and setting. Subsequent questions pertained to the navigability of the Comprehensive Resource Guide for the Black Hills Region and Discharge Questionnaire. Feedback was also gathered about the respondents' likelihood of using each product with future clients and gauged their confidence in using each product. This survey was created to give healthcare team members an opportunity to make suggestions of edits to the products to enhance the user-friendliness of each product before the products were handed off to Monument Health.

CHAPTER IV: PRODUCT

Product Overview

This project includes several documents to enhance the current discharge practices based on the current areas of concern and successful tools or strategies as outlined in the literature. Each of these documents will be listed at the end of this Scholarly Project and are encouraged to be updated and edited by healthcare professionals utilizing them with a client.

The first product, Comprehensive Resource Guide for the Black Hills Region, offers an extensive list of facilities, resources, and supports available to clients living within the Black Hills region of South Dakota. This document includes contact information, a description of services offered, hours of operation, as well as dictates if the services have associated fees. The intent of this document is to provide all healthcare staff members with a universal document that can be referred to when a client is in need of additional services. This document can be found in Appendix A.

The second product created to enhance the discharge process is the Discharge Questionnaire, located in Appendix A. This document was created to provide a structured interview that clients can collaborate with their healthcare provider on. The Discharge Questionnaire aims to serve as a time to clarify details of the client's treatment plan such

as appointments, exercise programs, equipment usage protocols, and provider contact information.

The third product created is a case study activity to give healthcare professionals an opportunity to practice utilizing each product in a clinical scenario. This document found in Appendix A and contains two brief case studies with corresponding thought-provoking questions and answers to facilitate the learning process of how each product is to be implemented with future clients.

The final product, located in Appendix B, is a survey tool utilized by the author to gather feedback of the three previous documents. The survey was distributed to healthcare team members of Monument Health and respondents were asked to rank their responses on the product's navigability and relevance. Other questions in the survey asked respondents how likely they were to utilize the products with future clients and if they felt confident in utilizing each product.

CHAPTER V: SUMMARY

The purpose of this scholarly project is to develop a product to improve the transition during discharge processes. The author created this scholarly project for various healthcare professionals to utilize as a reference tool when assisting clients in finding supports and resources in the Black Hills region of South Dakota. This product includes an extensive resource guide that lists out facilities, organizations, and programs that offer services including free educational material, emotional support groups, veteran-specific programs, housing assistance and more. The author of this scholarly project aims to address each component of the Person-Environment-Occupation (PEO) Model with the inclusion of resources that address each domain of this model (Strong & Rebeiro Gruhl, 2011). The scholarly project also includes an exit interview template to be implemented by staff members who are leading the discharge of a client. This document aims to reduce the adverse events such as lack of follow-up, misunderstanding of medication regimen, and miscommunication between client and the healthcare team by providing a one-on-one conversation to clarify what is expected of the client after they leave the facility (Roberts & Robinson, 2014). An educational video was created by the author to provide Monument Health staff to showcase how the product could be utilized using case studies, demonstration, and teach back methods to enhance the learning experience.

This product can be utilized with any client in any setting with the healthcare clinician's discretion and clinical judgement based on client needs post-discharge.

Several strengths of this product were identified in the development of this product. One strength being the author engaged in immersive experiences within each intended treatment setting for this product to gain an understanding of client needs, resources available in the Black Hills region, as well as current discharge practices in each respective setting. Another strength is the author was able to gather feedback on this product using a satisfaction survey after participants engaged in the training activity of a demonstrative video and case studies. A limitation of this product includes the author having limited access to observing healthcare discharge practices outside of Monument Health facilities. A second limitation is the author was unable to pilot these products and evaluate the outcomes related to product use. Another limitation is the author used a small sample size for the satisfaction survey which may have skewed results. In order for this limitation to be addressed, it is recommended that this product be trialed with more healthcare clinicians leading discharge processes to determine further areas of improvement, strengths, and overall satisfaction of the product. It is recommended to keep all items of the product open to editing to encourage updating of resource information within the guide. A final recommendation includes implementation of the product into each documentation system within Monument Health to promote the product sustainability and utilization by healthcare professionals.

It is anticipated that through the use and implementation of this product, there is a reduction in adverse events, an improvement in client-provider communication, and

increase in support as clients leave their treatment facility. This product encourages clinicians to view clients as holistic beings that require not just physical supports, but emotional and social supports as well. If this product continues to be implemented, the benefits have the potential to improve discharge outcomes for both the client, clinician, and healthcare facility (Naylor et al., 1999; Roberts & Robinson, 2014).

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APPENDIX A

COMPREHENSIVE RESOURCE GUIDE FOR THE BLACK HILLS REGION

Comprehensive Resource Guide for the Black Hills Region Purpose

The purpose of this guide is to provide all members of the healthcare team with a comprehensive and universal list of resources available for clients within the Black Hills region of South Dakota. The resources included in this product were chosen to support clients in all their occupations. Each client possesses unique physical, cognitive, affective, and spiritual components (AOTA, 2020). These components were considered in the development of this product and the resources included address each component to support the whole person.

All treatment settings differ in the roles each healthcare team member fulfills. This product was created to support all team members and provides a singular tool that each member can refer to. This singular tool aims to provide all healthcare team members with equal access and amount of information to resources in the Black Hills region to better serve clients within each treatment setting and location.

A tutorial on how to utilize this guide is available on the shared drive within the Monument Health System. If you do not have access to the Monument Health System shared drive, please use this link to access the video https://www.canva.com/design/DAE8kKgIdCg/8nP0TZM-mKi_lc30ZmrlyA/watch?utm_content=DAE8kKgIdCg&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton. Additional products to enhance the discharge process are also available on the Monument Health System shared drive. If this is not accessible to you, please contact the author, Ashley Mutziger, at ashleymutziger1@gmail.com to gain access to these materials.

It is encouraged for the users of this product to edit as needed as all resources are accurate and up to date as of March 21st of 2022.

Please refer to the General Information page for more information on how to utilize this guide.

General Information

Here are some helpful tips to review before utilizing this guide.

- The phrase “N/A” means “not available”. Wherever “N/A” is found within the guide, this means the information was not found for that specific resource.
- All the times listed in the “Hours” section of each resource description are written in accordance with Mountain Standard Time (MST).
- Every resource listed in the guide below has been reviewed for accuracy as of March 21st, 2022. All information including address, website, phone number, fax number, hours of operation, fees, contact name(s), and services offered are subject to change after this date.
- This resource guide is not an exhaustive list. Please consult with your case manager or social worker to determine if there are other resources in your area.
- To use the search function of this resource,
 - For Windows
 - hold the “Control” or “Ctrl” key down and press the “F” letter key. This will open a search box in the document. To search for specific words, resources, facilities, or locations, type them in the search box.
 - For Mac iOS
 - hold the “Command” key down and press the “F” letter key. This will open a search box in the document. To search for specific words, resources, facilities, or locations, type them in the search box.

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MENTAL HEALTH SERVICES

HOTLINES

Love is Respect

Address: N/A

Phone:

Website: <https://www.loveisrespect.org/>

Call: 1-866-331-9474

Text: LOVIES to 22522

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: Love is Respect is a 24/7 service that provides information, support, and advocacy to clients between the ages of 13 and 26 years of age with questions and/or concerns about their romantic relationships. This service is available to provide guidance to adolescents and young adults who need a free and confidential source to counsel them.

National Domestic Violence Hotline

Address: N/A

Phone- Call: 1-800-799-7233 or **Text:** START to 88788

Website: https://www.thehotline.org/?utm_source=google&utm_medium=organic&utm_campaign=domestic_violence

Fax: N/A

E-mail: N/A

Hours: 24/7

Fees: None

Services offered: This hotline serves as a 24/7/365 support that provides free, confidential, and compassionate support to individuals experiencing domestic violence. Callers can call, chat, or text with a hotline representative and receive crisis intervention information, education, and referral services specific to their region.

National Sexual Assault Hotline

Address: N/A

Phone: 1-800-656-4673

Website: <https://www.rainn.org/>

Fax: N/A

E-mail: N/A

Hours: 24/7

Fees: None

Services offered: Individuals can call the number above or visit the website listed to chat with trained staff member from a sexual assault service provider in their area. These trained staff members will provide confidential support and information on local resources to help the individual take the next steps in healing and recovery.

National Suicide Prevention Hotline

Address: N/A

Phone: 1-800-273-8255

Fax: N/A

Hours: 24/7

Fees: None

Chat: <https://suicidepreventionlifeline.org/chat/>

Services offered: Individuals can dial either number listed above to connect with a trained crisis counselor that will provide them with support and collaboration with the caller/texter to associate them with other necessary resources. Individuals can also use the chat link to chat online with a trained crisis counselor who will provide support and further information on necessary resources.

Website: <https://suicidepreventionlifeline.org/>

E-mail: N/A

National Alliance of Mental Illness (NAMI)

217 Kansas City Street Rapid City, SD 57701

Phone: (605) 271-1871 or 1-800-551-2531

Fax: N/A

Hours: N/A

Fees: None

Services offered: NAMI South Dakota provides education, advocacy, and support to its clients and their loved ones. NAMI South Dakota offers free educational classes on topics surrounding mental health conditions to promote the understanding of what mental health is, how to improve it, and how to support others struggling with their mental health. This facility also provides access to local resources and support groups for further provisions. NAMI is now located on the OneHeart campus.

Website: <https://namisouthdakota.org/>

E-mail: rapidcitynami@gmail.com

South Dakota Domestic Violence Hotline

Address: N/A

Phone: 1-800-430-7233

Fax: N/A

Hours: 24/7

Fees: None

Services offered: This hotline serves as a 24/7/365 support that provides free, confidential, and compassionate support to individuals experiencing domestic violence in South Dakota. Callers can call, chat, or text with a hotline representative and receive crisis intervention information, education, and referral services specific to their region.

Website: N/A

E-mail: N/A

StrongHearts Native Helpline

Address: N/A

Phone: 1-844-762-8483

Fax: N/A

Hours: 24/7

Fees: None

Services offered: This hotline serves as a support that Native American individuals can use if they feel they are experiencing domestic violence and need support or help. Individuals can call the number above or visit the website above to connect one-on-one with an advocate. All services are confidential and free.

Website: <http://strongheartshelpline.org/>

E-mail: N/A

MENTAL HEALTH SERVICES

SUPPORT GROUPS

Alzheimer's Association – Rapid City Support Group

610 Quincy St, Rapid City, SD 57701

Phone: N/A

Website: https://www.alz.org/sd/helping_you

Fax: N/A

E-mail: N/A

Hours: 12:00pm-1:00pm, 4th Friday of the month

Facilitator(s): Jan Bartscher, Leacey Brown

Fees: None

Services offered: This support group is offered to caregivers of people with Alzheimer's disease. To attend this group, please meet at the time and location listed above.

Alzheimer's Association – Spearfish Support Group

430 Oriole Dr, Spearfish, SD 57783

Phone: N/A

Website: https://www.alz.org/sd/helping_you

Fax: N/A

E-mail: N/A

Hours: 4:00pm-5:00pm, last Tuesday of the month

Facilitator(s): Kathy Talsma

Fees: None

Services offered: This support group is offered to caregivers of people with Alzheimer's disease. To attend this group, please meet at the time and location listed above.

Aphasia Support Group – Virtual Connections

Address: N/A

Phone: (866) 570-8775

Website: <https://learn.aphasia.com/topclass/searchCatalog.do?catId=1059>

Fax: N/A

E-mail: N/A

Hours: 10:30am-10:00pm, Monday-Friday; check website for session schedule

Fees: N/A

Services offered: Virtual sessions held to provide information, support, and social activities to clients with aphasia. Sessions are led by speech-language pathologists, music therapists, and other aphasia experts. New sessions are posted at 3:00pm every Thursday and clients must enroll to attend sessions.

Black Hills Area Survivor of Suicide Support Group

1200 Clark Street Rapid City, SD 57701

Phone: (605) 721-7720

Website: N/A

Fax: N/A

E-mail: edlaura@rushmore.com

Hours: 10:00am-12:00pm, 4th Saturday of the month

Fees: None

Services offered: This is a support group for those individuals who have survived suicide to share in their experiences in a safe and supportive environment.

Front Porch Coalition- Suicide Grief Education/Support Class

Address: N/A

Phone: (605) 348-6692

Fax: N/A

Hours: Call to inquire

Fees: None

Website: N/A

E-mail: office@frontporchcoalition.org

Contact name: Stephanie Schweitzer-Dixon

Services offered: This class is offered to those who have lost a family member, friend, or colleague to suicide. The class is an eight-week support group that provides education, support, and other resources specific to suicide grief and loss. To attend this group, you must call or e-mail to inquire about class availability.

Lead/Deadwood Regional Hospital Diabetes Support Group

61 Charles Street Deadwood, SD 57732

Phone: (605) 722-6000

Fax: N/A

Hours: Meets 4th Thursday of the month at 6:00pm in basement conference room

Fees: None

Website: N/A

E-mail: N/A

Contact name: Rita Stacey

Services offered: This support group is open to individuals with diabetes as well as their family members, caregivers, and professionals to share and process their experiences with diabetes and its impact on their lives.

Low Vision Support Group

West Hills Village 255 Texas Street Rapid City, SD 57701

Phone: N/A

Website: N/A

Fax: N/A

E-mail: N/A

Hours: 10:00am, 1st Thursday of the month

Fees: None

Services offered: This support group is open to the public but was created to serve the client population experiencing low vision. Education is provided on eye diseases, tools, and techniques related to vision problems.

National Alliance on Mental Illness (NAMI) Connection

Address: N/A

Phone: N/A

Website: <https://namisouthdakota.org/support-and-education/support-groups/nami-connection/>

Fax: N/A

E-mail: N/A

Hours: 4:30pm every Wednesday, 11:00am every Thursday

Fees: None

Services offered: NAMI Connection is a free, virtual support group for individuals with mental health conditions. To attend, you must register each week.

National Alliance on Mental Illness (NAMI) Family Support Group

Address: N/A

Phone: N/A

Website: <https://namisouthdakota.org/support-and-education/support-groups/nami-family-support-group/>

Fax: N/A

E-mail: N/A

Hours: 5:00pm every Sunday

Fees: None

Services offered: NAMI Family Support Group is a free, virtual support group for individuals who have loved ones with mental health conditions. To attend, you must register each week.

Rapid City Brain Injury Support Group of the Black Hills

803 Sioux San Drive Rapid City, SD 57702

Phone: (605) 343-7297

Website: N/A

Fax: N/A

E-mail: jashokar@bhws.com

Hours: Meets 2nd Tuesday of the month at 6:00pm

Fees: None

Contact name: Dr. Justine Ashokar

Services offered: This support group is open to individuals with a brain injury as well as their family members, caregivers, and professionals to share and process their experiences with brain injury.

Rapid City Diabetes Support Group

353 Fairmont Street Rapid City, SD 57701

Phone: (605) 755-3300

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meets 1st Thursday of the month at 5:30pm (March-November) in Room 341 of Rapid City Hospital

Fees: None

Contact name: Donna Riley

Services offered: This support group is open to individuals with diabetes as well as their family members, caregivers, and professionals to share and process their experiences with diabetes and its impact on their lives.

Spearfish Diabetes Group

1420 N Main Street Spearfish, SD 57783

Phone: (605) 644-4251

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meets last Wednesday of the month at 2:00pm (January-October)

Fees: None

Contact name: Deb Winter

Services offered: This support group is open to individuals with diabetes as well as their family members, caregivers, and professionals to share and process their experiences with diabetes and its impact on their lives. Call Deb Winter at (605) 644-4251 for meeting room location.

Spina Bifida Support Group of South Dakota

Address: N/A

Phone: (605) 644-4251

Website: <https://www.facebook.com/SBSGofSD/>

Fax: N/A

E-mail: alynn505@gmail.com

Hours: N/A

Fees: None

Contact name: Andrea Ebsen

Services offered: This group is for individuals, family members, and friends of those who have Spina Bifida to connect with and support one another.

Stroke Support Group

Address: N/A

Phone: **Website:** N/A

Judy Donahue: (605) 484-2260

Rod Brandhagen: (605) 719-4527

Fax: N/A **E-mail:** N/A

Hours: 10:00am-12:00pm, 1st Saturday of the month

Fees: None

Services offered: Stroke Support Group offers a safe space to share struggles, stories, and triumphs with other stroke survivors and individuals affected by stroke.

The Compassionate Friends

Address: N/A

Phone: N/A

Website: <https://www.compassionatefriends.org/find-support/online-communities/private-facebook-groups/>

Fax: N/A **E-mail:** N/A

Hours: N/A

Fees: None

Services offered: This site houses an extensive list of support groups available on Facebook for all life situations.

Widowed Persons Service (WPS) of Rapid City

Address: N/A

Phone: (605) 838-0419

Website: <http://www.widowedpersonsservice.com/home.html>

Fax: N/A

E-mail: wps@widowedpersonsservice.com

Hours: N/A

Fees: None

Services offered: This support group is specifically designed for widows and widowers to navigate the grieving process with people who have been or currently are going through similar life situations. Meetings are held monthly; times and locations are TBD.

MENTAL HEALTH SERVICES

COUNSELING SERVICES

211 – Helpline Center

402 St. Joseph Street Suite 10 Rapid City, SD 57701

Phone

Call: 2-1-1

Text: your zip code to 898211

Fax: N/A

Hours: 24/7

Fees: None

Services offered: The Helpline Center serves as a blended call center staffed with individuals trained to connect individuals looking for support, advice, and counsel on a variety of topics. The Helpline Center can refer its users to caregiver supports, childcare facilities, preventative health screenings, transportation services, as well as food and basic needs item banks. The Helpline Center also offers suicide prevention trainings, survivor services, and grief support for those who have lost a loved one to suicide.

Website: www.helplinescenter.org

E-mail: help@helplinecenter.org

Awareness Counseling, LLC

890 South Street Suite 201 Rapid City, SD 57701

Phone: (605) 391-3482

Fax: (605) 342-8144

Hours: Call to schedule an appointment

Fees: Yes, call to inquire

Services offered: Awareness Counseling offers counseling services to address a variety of mental health issues and illnesses such as anxiety, depression, post-traumatic stress disorder (PTSD) and more. Call number listed to schedule an appointment.

Website: N/A

E-mail: N/A

BetterHelp

Address: N/A

Phone: N/A

Fax: N/A

Hours: N/A

Fees: Yes, insurance not accepted

Services offered: BetterHelp is a virtual-based counseling service. After completing the intake questionnaire, you will be matched with a licensed therapist that can best meet your needs. Once you are matched, you can send chats to your therapist within the BetterHelp site or app, and schedule phone or video calls.

Website: betterhelp.com

E-mail: N/A

Black Hills Recreational Therapy

Address: N/A

Phone: (605) 393-5370

Fax: N/A

Hours: Call to inquire

Fees: Yes

Services offered: Black Hills Recreational Therapy offers a unique experience of pairing time in nature with a counseling session. Clients can choose to engage in therapy simultaneously with the outdoor activity of their choice or split the therapy session from the outdoor activity. The founder of Black Hills Recreational Therapy believes that time spent in nature helps people open emotionally to engage in the therapy process. Clients have a wide array of outdoor activities to choose from including tubing, kayaking, canoeing, hiking, biking, paddle boarding, 4-wheeling, rock climbing, slacklining, and yoga. All these services can be done individually or with a group and have the option of an accompanying guide to assist with navigation and equipment use. Call or text the phone number listed to schedule your adventure!

Website: <https://www.blackhillsrectherapy.com/>

E-mail: Play@BlackHillsRecTherapy.com

Calmerry

Address: N/A

Phone: 1-844-958-3158

Fax: N/A

Hours: N/A

Fees: Yes, insurance not accepted

Services offered: Calmerry is an online counseling service that allows clients to text and engage in video call sessions with a licensed therapist. Visit the website provided for more information and begin the process to be matched with a therapist in your state.

Website: <https://calmerry.com/>

E-mail: team@calmerry.com

Cerebral

Address: N/A

Phone: (415) 403-2156

Fax: N/A

Hours: N/A

Fees: Yes, some insurances accepted

Services offered: Cerebral is a mental health subscription that provides clients with ongoing, comprehensive access to online care and medication management for a monthly rate. Visit the website listed above to gather more information about these services and rates.

Website: <https://cerebral.com/>

E-mail: support@getcerebral.com

Crisis Care Center

321 Kansas City Street Rapid City, SD 57701

Phone: (605) 391-4863

Website: <http://www.crisiscarecenter.org/contact-us.html> or <https://www.bmscares.org/employee-assistance-eap>

Fax: N/A

E-mail: information@BMSCares.org

Hours: N/A

Fees: None

Services offered: The Crisis Care Center provides immediate access to persons of 18 years of age or older who are experiencing a critical mental health episode. Individuals may walk in to the CARE Campus office at the address listed above and will receive intake screenings upon arrival to determine their care needs and then be seen by a qualified mental health professional (QMHP) to develop a stabilization plan. Individuals may stay at the Crisis Care Center for up to 24 hours and then are referred to other service providers in the community for continued care.

Full Circle Behavior Management Systems – Hot Springs

3 Canyon View Circle Hot Springs, SD 57747

Phone: (605) 745-6222

Website: <http://www.behaviormanagement.org>

Fax: (605) 745-4930

E-mail: information@BMSCares.org

Hours: N/A

Fees: Yes, assistance is available

Services offered: Full Circle Behavior Management Services offers counseling services, intensive family outreach programming, medication management support, mental health screenings, and more to provide behavioral and emotional well-being in the Black Hills region.

Full Circle Behavior Management Systems – Rapid City

350 Elk Street Rapid City, SD 57701

Phone: (605) 343-7262

Website: <http://www.behaviormanagement.org>

Fax: (605) 343-7293

E-mail: information@BMSCares.org

Hours: N/A

Fees: Yes, assistance is available

Services offered: Full Circle Behavior Management Services offers counseling services, intensive family outreach programming, medication management support, mental health screenings, and more to provide behavioral and emotional well-being in the Black Hills region. This location also offers individual sessions on a walk-in basis to those experiencing acute emotional distress.

Full Circle Behavior Management Systems – Spearfish

623 Dahl Road Spearfish, SD 57783

Phone: (605) 642-2777

Website: <http://www.behaviormanagement.org>

Fax: (605) 642-9356

E-mail: information@BMSCares.org

Hours: N/A

Fees: Yes, assistance is available

Services offered: Full Circle Behavior Management Services offers counseling services, intensive family outreach programming, medication management support, mental health screenings, and more to provide behavioral and emotional well-being in the Black Hills region.

Hope Counseling Center Inc.

1245 Sherman Street Hot Springs, SD 57747

Phone: (605) 745-5334

Fax: N/A

Hours: 9:00am-5:00pm, Monday-Friday

Fees: Yes, insurance will be billed

Services offered: Hope Counseling Center offers a variety of mental health services including telehealth sessions, lifespan integration therapy, play therapy, and more. Call the number listed to make an appointment.

Website: N/A

E-mail: N/A

Rapid City Counselors

528 Kansas City Street Suite #5 Rapid City, SD 57701

Phone: (605) 299-9100

Fax: N/A

Hours: 8:00am-8:00pm, Monday-Friday; 10:00am-3:00pm, Saturday

Fees: Yes, insurance will be billed

Services offered: Rapid City Counselors offers a variety of services and licensed counselors and therapists to best match your mental health needs. Services are offered in-person and telehealth. Most health insurances are accepted, but call the number listed above for more information and to schedule an appointment.

Website: <https://www.rapidcitycounselor.com/>

E-mail: info@rapidcitycounselors.com

Thriveworks Counseling

Address: N/A

Phone: 1-800-309-1159

Fax: N/A

Hours: N/A

Fees: Yes, does accept most insurances

Services offered: Thriveworks Counseling is an online counseling service that offers telehealth sessions to clients in the Rapid City region. Visit the website or call the number above to learn more.

Website: <https://thriveworks.com/>

E-mail: N/A

Youth and Family Services Counseling Center

202 East Adams Street Rapid City, SD 57701

Phone: (605) 342-4789

Fax: 605-399-0833

Hours: Call to inquire

Fees: Yes, insurance will be billed

Services offered: Youth and Family Services Counseling Center offers counseling services including, but not limited to, group & family therapy, individual therapy, equine therapy, relationship counseling, chemical dependency treatment and prevention, and Level 1 alcohol and drug treatment. Call the number above to make an appointment.

Website: <https://www.youthandfamilyservices.org/counseling-center/>

E-mail: N/A

MENTAL HEALTH SERVICES

SUBSTANCE ABUSE PROGRAMS & SERVICES

Action for the Betterment of Our Community (ABC)

1428 Short Track Road Sturgis, SD 57785

Phone: (605) 269-4733 or (605) 347-2991

Fax: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: None

Services offered: ABC provides programming to reduce substance abuse and high-risk behaviors among youth. ABC offices can be found in Lead, Deadwood, Spearfish, Belle Fourche, and Sturgis middle and high schools.

Website: <https://sturgisabc.wixsite.com/sturgisabc>

E-mail: N/A

Addiction Recovery Centers of the Black Hills – Custer

14 Mount Rushmore Road Suite Custer, SD

Phone: (605) 673-2844

Fax: N/A

Hours: 11:30am-7:30pm, Monday-Friday

Fees: Yes, sliding scale

Services offered: Addiction Recovery Centers of the Black Hills offers behavioral health services that are regionally significant and client-centered, focusing on addiction and co-occurring disorders. Youth and adult services are provided at this location. Call the number above to make an appointment or gain more information about services provided at this location.

Website: <https://www.arcbh.org/>

E-mail: N/A

Addiction Recovery Centers of the Black Hills – Hot Springs

646 Jennings Avenue Suite 2 Hot Springs, SD 57747

Phone: (605) 745-6300

Fax: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Yes, sliding scale

Services offered: Addiction Recovery Centers of the Black Hills offers behavioral health services that are regionally significant and client-centered, focusing on addiction and co-occurring disorders. Youth and adult services are provided at this location. Call the number above to make an appointment or gain more information about services provided at this location.

Website: <https://www.arcbh.org/>

E-mail: N/A

Addiction Recovery Centers of the Black Hills – Rapid City

1520 Haines Avenue Suite 6 Rapid City, SD 57701

Phone: (605) 716-7841

Fax: N/A

Hours: 8:00am-7:00pm, Monday-Friday

Fees: Yes, sliding scale

Services offered: Addiction Recovery Centers of the Black Hills offers behavioral health services that are regionally significant and client-centered, focusing on addiction and co-occurring disorders. This location offers group sessions for those seeking support in recovering from addiction from 5:00-8:00pm during the week. Call the number above to make an appointment or gain more information about services provided at this location.

Website: <https://www.arcbh.org/>

E-mail: N/A

Capital Area Counseling

2001 Eastgate Avenue Pierre, SD 57501

Phone: (605) 224-5811

Fax: N/A

Hours: 8:00am-5:00pm, Monday-Thursday; 8:00am-4:00pm, Friday

Fees: Yes, assistance is available based on income and family size

Services offered: Capital Area Counseling offers counseling services to all ages and has staff specially trained to treat clients seeking help with addiction, depression, anxiety, conflict management & resolution and much more. Call the number listed above to make an appointment.

Website: <https://www.cacsnet.org/>

E-mail: N/A

Care Campus Addiction Treatment

321 Kansas City Street Rapid City, SD 57701

Phone: (605) 394-6128

Fax: N/A

Hours: Office: 8:00am-5:00pm, Monday-Friday; Safe Solutions & Detox Center: 24/7

Fees: Varies

Services offered: Care Campus Addiction Treatment provides several treatment options to help individuals struggling with addiction and substance abuse. This facility provides outpatient/residential services, inpatient services, detox services, driving under the influence (DUI) classes, and other programming based on clients' needs.

Website: <https://www.pennco.org/ccadp/>

E-mail: N/A

Cheyenne River Sioux Tribe (CRST) Four Bands Healing Center

24276 166th Street Eagle Butte, SD 57625

Phone: (605) 964-0722

Fax: 605-964-1110

E-mail: N/A

Website: <https://yourfirststep.org/treatment-center/crst-behavioral-health-department-crst-four-bands-healing-center-eagle-butte-sd/>

Hours: N/A

Fees: Varies

Services offered: CRST Four Bands Healing Center is a dual diagnosis drug and alcohol addiction treatment center that offers outpatient substance abuse services.

Compass Point - Spearfish

710 E Colorado Boulevard Spearfish, SD 57783

Phone: (605) 642-7093

Fax: (605) 722-3931

Hours: Call to inquire

Fees: Yes, sliding scale

Services offered: Compass Point offers screenings, needs assessments, crisis intervention, individual and group therapy, inpatient, outpatient, drug testing, and more at its Spearfish location.

Website: <http://www.thecompasspoint.org/>

E-mail: bonnie@thecompasspoint.org

Contact person: Bonnie Sorzano

Compass Point – Sturgis Inpatient

1809 Williams Street Sturgis, SD 57785

Phone: (605) 787-9200

Fax: (605) 347-4944

Hours: Call to inquire

Fees: Yes, sliding scale

Services offered: This Compass Point location offers specialized inpatient services for individuals requiring more support in their addiction recovery.

Website: <http://www.thecompasspoint.org/>

E-mail: michellet@thecompasspoint.org

Contact person: Michelle Teeslink

Compass Point – Sturgis Outpatient

1807 Williams Street Sturgis, SD 57785

Phone: (605) 347-3003

Fax: (605) 347-4944

Hours: Call to inquire

Fees: Yes, sliding scale

Services offered: This Compass Point location offers specialized outpatient services that allows individuals support in their addiction recovery while they participate in other daily activities such as work and school.

Website: <http://www.thecompasspoint.org/>

E-mail: hillarys@thecompasspoint.org

Contact person: Hillary Schwab, Executive Director

Lifeways

1010 9th Street Suite #2 Rapid City, SD 57701

Phone: (605) 716-6555

Fax: N/A

Hours: N/A

Fees: None

Services offered: Lifeways offers prevention, intervention, and treatment of substance abuse in youth ages 18 and under. Lifeways staff are immersed within the Rapid City school system to reduce substance abuse amongst school-age youth and adolescents by providing education and support to make healthy choices that help them to succeed as a student.

Website: <https://www.lifeways.us/>

E-mail: office@lifeways.us

New Dawn Center

19271 SD-79 Vale, SD 57788

Phone:

Main office: (605) 309-5105

Client line: (605) 309-5311

Fax: (605) 456-9892

Hours: N/A

Fees: Call to inquire

Services offered: The New Dawn Center is an inpatient substance abuse program that provides counseling services and substance abuse treatment to males ages 18 years and older in a residential environment. This facility provides safe and supportive congregate housing to promote healing and recovery. Prior to admission, clients must have a Drug and Alcohol Evaluation and physical performed within the last 90 days, a Tuberculosis (TB) test within the past year, and the pre-intake form provided by New Dawn Center all completed and faxed to 605-456-9892.

Website: <https://newdawncentervales.wixsite.com/newdawncenter>

E-mail: kgnhad@gmail.com

Contact name: Kara Graveman, Director

ROADS Outpatient Treatment Program (Sweitzer Counseling)

103 Omaha Street Rapid City, SD 57701

Phone: (605) 348-8026

Fax: N/A

Hours: 9:00am-5:00pm, Monday-Thursday; 9:00am-12:00pm, Friday

Fees: Yes, state funding available based on income

Services offered: ROADS OTP offers intensive outpatient services, counseling, aftercare groups, and other supports to help those struggling with addiction and substance abuse to lead a healthier lifestyle.

Website: N/A

E-mail: N/A

FINANCIAL ASSISTANCE/GRANTS

Health KiCC

600 E. Capitol Pierre, SD 57501

Phone: 1-800-305-3064

Fax: N/A

Hours: N/A

Fees: None

Website: www.children.sd.gov

E-mail: barb.hemmelman@state.sd.us

Services offered: Health KiCC is a federally and state-funded program that provides financial assistance for medical procedures, appointments, medications, treatments, and travel reimbursement to appointments. To utilize this service, clients must be a resident under 21 years of age, have a chronic condition that is covered under the Children's Special Health Services (CSHS) and meet financial guidelines.

Link-Up America (Century Link)

Address: N/A

Phone: 1-800-244-1111

Website: <https://www.centurylink.com/aboutus/community/community-development/lifeline/acp.html>

Fax: N/A

E-mail: N/A

Hours: 8:00am-6:00pm, Monday-Friday

Fees: N/A

Services offered: Link-Up America teamed up with Century Link to assist low-income families with phone deposits and decreased phone bill rates based on size of household and tribal affiliation.

Midland Group

Address: N/A

Phone: 1-800-595-7868

Website: <https://www.midlandgroup.com/>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: N/A

Services offered: The Midland Group offers guidance to patients as they explore payment options, Medicaid eligibility, and financial assistance options.

Monument Health Patient Financial Services

Address: N/A

Phone: 1-888-271-1086 or (605) 755-7500

Website: <https://monument.health/covid-19-south-dakota/financial-wellness-counseling-services/>

Fax: N/A

E-mail: MHPatientFinancialAdvocatesCentralized@monument.health

Hours: N/A

Fees: N/A

Services offered: These services provide connection to patient financial advocates and financial wellness counseling services to promote client success in repaying their healthcare-related expenses.

Neighborworks

330 East Anamosa Street #0717 Rapid City, SD 57701

Phone: (605) 923-6007

Website: www.neighborworksdhr.org

Fax: N/A

E-mail: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: N/A

Services offered: Neighborworks aids clients who own their own homes with services such as ramp installments, home-buying financial counseling, and home repair and renovation resources.

Pennington County Health and Human Services

321 Kansas City Street Rapid City, SD 57701

Phone: (605) 394-2156

Website: https://www.pennco.org/index.asp?SEC=C9B27D6F-468E-4E85-8993-AEC13F8809AD&Type=B_BASIC

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: Pennington County Health and Human Services operates as an emergency assistance organization for economic, medical, and funeral-related expenses. Economic assistance that can be provided includes rent, transportation, utility expenses and is based on county guidelines. Medical assistance that can be received includes dental, primary care, hospital care, medication, and transportation to and from medical appointments and services. Funeral assistance can be provided to cover cost of the service and burial. To determine access to any of these resources, clients must call the number listed above to make an appointment.

PERSONAL NECESSITIES (FOOD, CLOTHING, UTILITY ASSIST, CARE ITEMS)

Boy's Club Thrift Store

960 Campbell Street Rapid City, SD 57701

Phone: (605) 341-8878

Fax: N/A

Hours: 9:00am-6:00pm, Monday-Friday; 9:00am-5:00pm, Saturday

Fees: Pay for items bought at store

Services offered: The Boy's Club Thrift Store is a thrift store that puts a portion of its proceeds to the Club for Boys program. For additional sales and promotions, visit the savings calendar on the website listed above.

Website: <https://theclubforboys.org/thrift-store/>

E-mail: dough@theclubforboys.org

Church Response

30 Main Street Rapid City, SD 57701

Phone: (605) 342-5360

Fax: N/A

Hours: 9:00am-12:00pm and 1:00pm-4:00pm

Fees: N/A

Services offered: Church Response provides temporary aid to families and individuals in times of crisis. Services offered include food pantry access on a weekly basis as well as personal care item provisions such as dental hygiene items, toiletries, and infant care items. Utility assistance is offered to cover overdue bills each month to avoid utility shut-off. Legal document assistance such as covering cost of renewing photo ID is provided for the purpose of securing employment or other welfare benefits.

Website: https://churchresponse.nationbuilder.com/church_response_history

E-mail: N/A

Cornerstone Rescue Mission – Administrative Office

401 11th Street Rapid City, SD

Phone: (605) 718-8712

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: Cornerstone Rescue Mission offers clothing, shelter, food, personal necessities, and coordination services to help those in need. For men's specific resources, please refer to the Cornerstone Rescue Mission - Men's Mission entry in this guide. For women and children-specific resources, please refer to Cornerstone Rescue Mission – Women & Children's Home. For veteran-specific resources, please refer to Cornerstone Rescue Mission - Veteran's Mission.

Website: <http://www.cornerstonemission.org/home.html>

E-mail: KPanton@cornerstonemission.org

Contact name: Kim Panton

Cornerstone Rescue Mission - Men's Mission

30 Main Street Rapid City, SD 57701

Phone: (605) 341-2844

Fax: N/A

Hours: N/A

Fees: Varies, call to inquire

Services offered: The Men's Mission offers limited housing and medical services to non-veteran men who are experiencing homelessness. Residents within the Men's Mission are encouraged to work with case managers to develop a plan to live independently. For resources that serve veterans, please refer to the Cornerstone Rescue Mission – Veteran's Mission in the Veteran's Programs & Services category.

Website: <http://www.cornerstonemission.org/mens.html>

E-mail: lallison@cornerstonemission.org

Contact name: Lysa Allison

Cornerstone Rescue Mission - Thrift store

401 11th Street Rapid City, SD 57701

Phone: (605) 716-2768

Website: <http://www.cornerstonemission.org/thriftstore.html>

Fax: N/A

E-mail: tsadmin@cornerstonemission.org

Hours: 11:00am-4:00pm, Tuesday-Friday, 9:00am-4:00pm, Saturday

Fees: Varies, based on items purchased

Services offered: This facility offers donated clothing and housing items at reduced prices. This facility also offers employment opportunities to adults receiving services from other Cornerstone Rescue Mission ministries.

Dress for Success – Black Hills South Dakota

217 Kansas City Street Suite 300 Rapid City, SD 57701

Phone: (605) 718-9149

Website: <https://blackhills.dressforsuccess.org/>

Fax: N/A

E-mail: blackhills@dressforsuccess.org

Hours: By appointment only

Fees: None

Services offered: Dress for Success allows female clients to choose an interview outfit from their wardrobe of donated clothing. This program also provides guidance on upcoming interviews and employment retention counseling. A referral is needed to visit the Dress for Success wardrobe and boutique and the client must have proof of an upcoming interview.

Feeding South Dakota

1111 N Creek Dr, Rapid City, SD 57703

Phone: (605) 348-2689

Website: <https://www.feedingsouthdakota.org/>

Fax: N/A

E-mail: N/A

Hours: 8:00am-4:30pm, Monday-Friday

Fees: None

Services offered: This website allows clients to search for available food banks in the area and filter by zip code.

Fork Real Café

324 St Joseph Street Rapid City, SD 57701

Phone: (605) 718-5020

Website: <https://www.forkrealcafe.org/>

Fax: N/A

E-mail: rhonda@forkrealcafe.org

Hours: 11:00am-1:30pm, Tuesday-Friday

Fees: Yes, prices vary

Services offered: The Fork Real Café is a restaurant that allows clients to either pay the value of the meal, pay it forward by paying a little more, buy meal tokens for others to use, or volunteer in exchange for meals.

Goodwill

611 Lindbergh Ave Rapid City, SD 57701

Phone: (605) 737-3955

Website: <https://www.goodwillgreatplains.org/>

Fax: N/A

E-mail: N/A

Hours: 9:00am-9:00pm, Monday-Saturday; 10:00am-6:00pm, Sunday

Fees: Yes, prices vary

Services offered: Goodwill is a chain thrift store that provides clothing and household items at a discounted price and is open to the public.

Love Inc. Office– Rapid City

414 East Omaha Street Rapid City, SD 57701

Phone:

Website: <https://loveinonline.com>

Rapid City office: (605) 718-5683

Connection Center: (605) 206-3515

Fax: (605) 716-4963

E-mail: N/A

Hours: 8:30am-4:30pm, Monday-Thursday; 8:30am-12:00pm, Friday

Fees: None

Services offered: Love Inc. has three main programs within its organization including The Connection Center, Life Inc., and Clothe-a-Kid. The Connection Center provides furniture items, clothing, diapers, and more personal necessity items to clients in need. Life Inc. offers incentivized classes on subjects such as finances, nutrition, marriage, and parenting. Clients participating in Life Inc. classes are provided a complimentary meal and childcare during the class. Clothe-a-Kid is a program that gives families a chance to fulfill community service hours in exchange for clothing items.

Low Income Energy Assistance Program (LIEAP)

Address: N/A

Phone: 1-800-233-8503

Website: <https://dss.sd.gov/economicassistance/energyassistance/lowincome.aspx>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: N/A

Services offered: LIEAP offers utility assistance for low-income families. To qualify for assistance, clients must meet income guidelines, be responsible for paying their home heating costs, and complete the application provided on the website.

Meals on Wheels Western South Dakota

1621 Sheridan Lake Road, Suite C Rapid City, SD 57701

Phone: (605) 394-6002

Website: <https://www.mealsprogram.com/>

Fax: N/A

E-mail: george.larson@mealsprogram.com

Hours: N/A

Fees: N/A

Services offered: This website gives clients access to search where Meals on Wheels services and congregate meal locations are available.

Rural Office of Community Services (ROCS)

106 West Ave SW Wagner, SD 57380

Phone: (605) 384-3883

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: ROCS offers transportation services, food pantry locations, and housing assistance to clients in rural communities of South Dakota.

Website: <https://www.rocsinc.org/>

E-mail: rocs@rocsinc.org

Salvation Army Corps Community Center

405 N Cherry Ave Rapid City, SD 57701

Phone: (605) 342-8849

Fax: N/A

Hours: 8:30am-12:00pm, 1:00pm-4:00pm, Monday-Friday

Fees: N/A

Services offered: The Salvation Army Corps Community Center is a hub of resources including a food pantry, youth programs, utility assistance, school supplies, mental health services, and housing assistance.

Website: www.usc.salvationarmy.org/rapidcity

E-mail: ronda.kreber@usc.salvationarmy.org

Contact name: Ronda Kreber

Salvation Army Family Store & Donation Center

621 E St Patrick Street Rapid City, SD 57701

Phone: (605) 342-8849

Fax: N/A

Hours: 9:00am-5:00pm

Fees: Varies based on goods purchased

Services offered: This site is a thrift store that sells furniture items, housewares, and clothing.

Website: www.usc.salvationarmy.org/rapidcity

E-mail: N/A

Western SD Community Action Agency

1844 Lombardy Drive Rapid City, SD 57703

Phone: (605) 348-1460 or 1-800-327-1703

Fax: N/A

Hours: 9:00am-4:30pm, Monday-Friday

Fees: N/A

Services offered: The WSDCA partners with low-income communities to meet the needs of clients in Western South Dakota. They help meet needs by providing free clothing items, household items, personal care items, medical equipment, employment assistance, and weatherization assistance to their clients.

Website: www.wsdca.org

E-mail: laurie@wsdca.org

DURABLE MEDICAL EQUIPMENT (DME)

180 Medical

Address: N/A

Phone: 1-877-688-2729

Fax: 1-888-718-0633

Hours: 8:00am-7:00pm, Monday-Thursday

Fees: Yes, insurance will be billed

Services offered: 180 Medical specializes in catheter, ostomy, and incontinence supplies. This site has customer service representatives that assist clients with choosing the products that best meet their needs. The website listed above also provides information on how to use, clean, and maintain all supplies purchased through 180 Medical.

Website: <https://www.180medical.com/>

E-mail: andrewmiller@180medical.com

Apria Healthcare

890 South Street Suite 201 Rapid City, SD 57701

Phone: (605) 341-2273

Fax: (605) 341-0167

Hours: 8:00am-11:00am, 1:00pm-4:00pm, Monday-Friday

Fees: Accepts most insurances, call to confirm.

Services Offered: Apria Healthcare specializes in sleep apnea, chronic obstructive pulmonary disorder (COPD), diabetic, pharmaceutical, and wound care supplies. The Apria Healthcare site gives clients access to educational videos and documents and product manuals related to the resources supplied through Apria Healthcare. A referral is needed for insurance billing purposes.

Website: www.apria.com

Email: N/A

Black Hawk Vans Inc.

3156 Haines Ave, Rapid City, SD 57701

Phone: (605) 342-2104

Fax: N/A

Hours: 8:00am-5:00pm, Monday-Friday; 24-hour on-call service

Fees: Prices vary based on product(s) purchased.

Services offered: Black Hawk Vans offers a variety of power mobility items such as wheelchair lifts, wheelchair vans, stairway lifts, mobility scooters, handicap ramps, driving aids, personal elevators, porch lifts, and handicapped van rentals. Call to inquire about availability and pricing of items.

Website: <https://blackhawkvans.com/>

E-mail: paul@blackhawkvans.com

Black Hills Orthotics & Prosthetics Inc.

1802 Elm Avenue Rapid City, SD 57701

Phone: 605-341-8577

Fax: (605) 341-7656

Hours: N/A

Fees: Prices vary based on product(s) purchased.

Services offered: Black Hills Orthotics & Prosthetics assists clients with getting fitted for orthotic and prosthetic devices. This equipment is available for purchase once client is fitted.

Website: N/A

E-mail: N/A

Concordance Healthcare Solutions (previously known as Kriesers)

403 West Boulevard Rapid City, SD 57701

Phone: (605) 342-1713 or 1-800-342-2773

Fax: N/A

Hours: 8:00am-4:30pm, Monday-Friday

Fees: Prices vary based on product(s) purchased.

Services Offered: Concordance Healthcare Solutions assists clients in accessing healthcare equipment and supplies needed to be as independent as possible. Concordance provides assistance in setting up and maintaining the equipment issued to clients. A referral is needed for billing purposes.

Website: <https://www.concordancehealthcare.com/>

E-mail: N/A

Lincare – Rapid City

518 5th Street Rapid City, SD 57701

Phone: (605) 342-3890

Fax: (605) 342-0360

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid

Services Offered: Lincare offers durable medical equipment including wheelchairs, nebulizers, ventilators, continuous positive airway pressure (CPAP) machines, oxygen equipment, and more. Lincare also offers in-home or in-facility training to ensure clients can operate and maintain each piece of equipment to promote safety and success with the equipment in the home environment. A referral is needed for billing purposes.

Website: www.lincare.com

E-mail: N/A

Lincare - Spearfish

428 Colorado Boulevard Spearfish, SD 57783

Phone: (605) 642-8213

Fax: (605) 717-4271

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid

Services Offered: Lincare offers durable medical equipment including wheelchairs, nebulizers, ventilators, continuous positive airway pressure (CPAP) machines, oxygen equipment, and more. Lincare also offers in-home or in-facility training to ensure their clients can operate and maintain each piece of equipment to promote safety and success with the equipment in the home environment. A referral is needed for billing purposes.

Website: www.lincare.com

E-mail: N/A

Meet the Need

293 Country Road Rapid City, SD 57701

Phone: (605) 391-7299

Fax: N/A

Hours: Available by appointment only

Fees: Call for more details

Services Offered: Small, independently owned durable medical equipment resource to fulfill community needs. Call the number listed to get in touch with Robert and determine equipment items that are available.

Website: N/A

E-mail: N/A

Monument Health Home + Home Medical Equipment – Rapid City

1800 N. Haines Avenue, Rapid City, SD 57701

Phone: (605)-755-9000

Fax: (605) 755-9010

E-mail: N/A

Website: <https://directory.monument.health/facility/sd/rapid-city/1800-n-haines-avenue>

Hours: 8:00am-5:30pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid.

Services Offered: Monument Health Home + Home Medical Equipment offers a full range of medical equipment and supplies to make care in the home easier for clients and their respective caregivers. Equipment available includes mobility devices, transfer aids, bathroom equipment, respiratory products, braces, wound care products, and more. Free home modification estimates available; call (605) 720-2676 to schedule. A referral is needed for billing purposes.

Monument Health Home + Home Medical Equipment – Rapid City

1635 Caregiver Circle, Rapid City, SD 57702

Phone: (605) 755-6150

Fax: N/A

E-mail: N/A

Website: <https://directory.monument.health/facility/sd/rapid-city/1635-caregiver-circle-26098533>

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid.

Services Offered: Monument Health Home + Home Medical Equipment offers a full range of medical equipment and supplies to make care in the home easier for clients and their respective caregivers. Equipment available includes mobility devices, transfer aids, bathroom equipment, respiratory products, braces, wound care products, and more. Free home modification estimates available; call (605) 720-2676 to schedule. A referral is needed for billing purposes.

Monument Health Home + Home Medical Equipment - Spearfish

911 East Colorado Boulevard Spearfish, SD 57783

Phone: (605) 717-8930

Fax: N/A

E-mail: N/A

Website: <https://directory.monument.health/facility/sd/spearfish/911-east-colorado-boulevard>

Hours: 8:00am-5:30pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid.

Services Offered: Monument Health Home + Home Medical Equipment offers a full range of medical equipment and supplies to make care in the home easier for clients and their respective caregivers. Equipment available includes mobility devices, transfer aids, bathroom equipment, respiratory products, braces, wound care products, and more. Free home modification estimates available; call (605) 720-2676 to schedule. A referral is needed for billing purposes.

Monument Health Home + Home Medical Equipment - Sturgis

2707 Lazelle Street Sturgis, SD 57785

Phone: (605) 720-2676

Fax: N/A

E-mail: N/A

Website: <https://directory.monument.health/facility/sd/sturgis/2707-lazelle-street>

Hours: 8:00am-5:30pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid.

Services Offered: Monument Health Home + Home Medical Equipment offers a full range of medical equipment and supplies to make care in the home easier for clients and their respective caregivers. Equipment available includes mobility devices, transfer aids, bathroom equipment, respiratory products, braces, wound care products, and more. Free home modification estimates available; call (605) 720-2676 to schedule. A referral is needed for billing purposes.

Monument Home Infusion

224 Elk Street Suite 100 Rapid City, SD 57701

Phone: (605) 755-1150

Fax: N/A

E-mail: N/A

Website: <https://directory.monument.health/facility/sd/rapid-city/224-elk-street-8657241>

Hours: 8:00am-4:30pm, Monday-Friday

Fees: Most insurances accepted, including Medicare and Medicaid.

Services Offered: Monument Home Infusion provides medication, supplies, and education needed for clients and their respective caregiver(s) to administer needed medication, nutrition, and hydration in the comfort of their own home. Clients can administer infusion therapy independently or opt to have a home health provider assist them. Phone support for any concerns or questions is available 24/7. Infusion supplies can be picked up at the address above or can be delivered free of charge. A referral is needed for billing purposes.

Performance Respiratory Inc.

2255 Haines Avenue #204 Rapid City, SD 57701

Phone: (605) 342-7004

Website: <https://www.performancerespiratory.com/>

Fax: N/A

E-mail: N/A

Hours: 8:00am-5:30pm, Monday-Friday; 9:00am-3:00pm Saturday

Fees: Most insurances accepted, call for more information.

Services Offered: Performance Respiratory Inc. offers the ability to purchase and rent a variety of medical equipment including lifts, ramps, mobility devices and respiratory equipment to help their clients engage in life to their fullest abilities. A referral is needed for billing purposes.

Rise Custom Solutions & Lifescapes

7110 Jordan Drive Rapid City, SD 57701

Phone: (605) 791-7400 or 1-800-584-9298

Website: <https://www.lifescapesd.org/locations/lifescape-rapid-city>

Fax: (605) 791-7401

E-mail: N/A

Hours: 7:30am-5:30pm

Fees: N/A

Services offered: Rise Custom Solutions & Lifescapes offers mobility devices to clients including powerchairs, specialty wheelchairs, custom diabetic shoes, and more to meet clients' needs.

Rosebud Community Service

Address: N/A

Phone: (605) 741-2401

Fax: (605) 747-5784

Hours: N/A

Fees: N/A

Services offered: Rosebud Community Service offers services to supplement private insurance to assist clients in getting needed bathroom equipment to keep them as safe and independent as possible in their home environment.

Website: N/A

E-mail: N/A

South Dakota AT4ALL

3411 S Center Ave in Sioux Falls, SD

Phone: (605) 271-5074 or 866-274-2594

Hours: 7:00am-3:30pm, Monday-Friday

Fees: Dependent on item(s) requested.

Services offered: This program serves individuals who qualify for Medicaid and in need of durable medical equipment. This program allows for rental or buy-out of items depending on availability. A referral will be required to access any of the items from this program.

Website: <https://www.sd.at4all.com/>

E-mail: Merrinfo@dakotalink.net

HOME/HOUSE GRANTS & INFORMATION

Dakota at Home

3800 East Highway 34 Hillsvieview Plaza Pierre, SD 57501

Phone: 1-833-663-9673

Website: <https://dakotaathome.org/>

Fax: N/A

E-mail: infolts@state.sd.us

Hours: N/A

Fees: None

Services offered: Dakota at Home is a free service that provides information and referrals to help clients access public and private services and supports in their community. Dakota at Home aims to keep clients in their own homes by providing homemaking, food preparation, grocery shopping, nursing, and aide assistance for clients.

Dakota Link Assistive Technology Loan Fund

1161 Deadwood Ave, Suite 5 Rapid City, South Dakota 57702

Phone: (605) 394-6742 or 1-800-645-0673

Website: <https://www.dakotalink.net/at-funding>

Fax: (605) 394-6744

E-mail: atinfo@dakotalink.net

Hours: N/A

Fees: N/A

Services offered: Dakota Link Assistive Technology Loan Fund offers low interest extended term loans to enable individuals with disabilities in South Dakota. This gives clients a financing option designed to purchase assistive technology devices and equipment, home access improvements, or vehicle access modifications depending on the needs of the client.

GrowSD

104 Ash Street East Sisseton, SD 57262

Phone: (605) 698-7654

Website: <https://www.growsd.org/>

Fax: N/A

E-mail: info@growsd.org

Hours: 8:00am-4:30pm. Monday-Friday

Fees: N/A

Services offered: GrowSD gives clients access to programs and loan products to advance housing, community, and economic development.

Habitat for Humanity

610 East Omaha Street Rapid City, SD 57701

Phone: (605) 348-9196

Website: <https://www.blackhillshabitat.org/>

Fax: N/A

E-mail: N/A

Hours: 9:00am-5:00pm, Monday-Friday

Fees: None

Services offered: Habitat for Humanity gives assistance to clients who own their home to assist with home modifications.

Hogan's House Group Home

Address: N/A

Phone: (605) 545-1238

Fax: N/A

Hours: N/A

Fees: Yes, private pay only

Services offered: Hogan's House is a group home with 24-hour, seven day a week supervision. This group home is not equipped to provide skilled services; please call the number listed to inquire about availability.

Website: N/A

E-mail: N/A

Contact name: Mary Schnortz

Pennington County Housing and Redevelopment Commission

1805 W Fulton Street Suite 101 Rapid City, SD 57702

Phone: (605) 394-5350

Fax: (605) 394-5354

Hours: Check website for walk-in hours or call to make an appointment

Fees: None

Services offered: This facility provides low-income housing assistance to clients in the Rapid City area. To qualify, clients submit a completed application between 8:00am-10:00am, Monday-Thursday.

Website: www.pchrc.com

E-mail: N/A

Western Resources for Independent Living (WRIL)– Rapid City

529 Kansas City Street Suite 203 Rapid City, SD 57701

Phone: (605) 718-1930 or 1-888-434-4943

Fax: (605) 718-1933

Hours: N/A

Fees: N/A

Services offered: Western Resources for Independent Living assists clients who own their own homes by offering information about disability products and services, support groups run for and by clients with disabilities, the Transitions program, independent living skills classes, and home modifications. Through these supports, WRIL helps clients remain safely in their own home for a longer period.

Website: www.wrill.org

E-mail: N/A

Western Resources for Independent Living – Spearfish

430 Oriole Drive Suite C Spearfish, SD 57783

Phone: (605) 644-7271

Fax: (605) 559-0455

Hours: N/A

Fees: N/A

Services offered: Western Resources for Independent Living assists clients who own their own homes by offering information about disability products and services, support groups run for and by clients with disabilities, the Transitions program, independent living skills classes, and home modifications. The Transitions program connects clients who are at risk of entering a long-term care facility with community supports that could enable them to remain in their own home. Independent living skills classes include information on cooking, cleaning, bill pay, and other household management tasks. Through these supports, WRIL helps clients remain safely in their own home for a longer period.

Website: www.wrill.org

E-mail: N/A

Working Against Violence Inc. (WAVI)

527 Quincy Street Rapid City, SD 57701

Phone:

Hotline: (605) 341-4808 or 1-888-716-9284

Office: (605) 341-3292

Fax: (605) 718-7582

Hours: 9:00am-4:00pm, Monday-Friday

Fees: None

Services offered: WAVI offers support services for women and families experiencing unsafe relationships or living environments. WAVI connects their clients with shelter, legal assistance, and other necessities to get them in a safe living environment.

Website: <https://www.wavi.org/>

E-mail: N/A

ADVOCACY & LEGAL RESOURCES

Access To Justice

Address: N/A

Phone: (605) 791-4147

Fax: N/A

Hours: N/A

Fees: Varied

Services Offered: Access To Justice has created a “modest means” program that offers discounted legal services to individuals who do not qualify for pro bono (free) legal services. Access To Justice reviews cases brought in by clients and helps match those cases to attorneys based on attorney preference and client qualifying factors such as income.

Website: <https://www.statebarofsouthdakota.com/access-to-justice/>

E-mail: N/A

Black Hills Advocate

318 Mt Rushmore Road Suite C Rapid City, SD 57701

Phone: (605) 519-5051

Fax: N/A

Hours: 9:00am-5:00pm, Monday-Thursday; 9:00am-3:00pm Friday

Fees: Call to inquire

Services offered: Black Hills Advocate offers a range of services that include attending doctor visits, performing wellness checks, completing insurance/benefit paperwork, developing financial plans, and much more to ensure clients are being protected and supported through life’s challenges.

Website: <https://www.blackhillsadvocate.com/>

E-mail: info@blackhillsadvocate.com

Black Hills Center For Equality Inc.

Address: N/A

Phone: N/A

Fax: N/A

Hours: N/A

Fees: No fees to be a part of this organization. Events may have an associated fee for attendance.

Services offered: The Black Hills Center For Equality Inc. aims to create an inclusive, understanding, and safe space for all those individuals who identify with the LGBTQ+ community in the Black Hills region. This facility offers support groups, sponsors events and advocates in support of the LGBTQ+ community. Please visit the website for more information on events for this organization.

Website: <http://www.bhcfef.org/>

E-mail: info@bhcfef.org

Child Advocacy Center

1330 Jolly Lane Rapid City, SD 57703

Phone: (605) 716-1628

Fax: N/A

Hours: 8:00am-4:00pm, Monday-Friday

Fees: Forensic interviews are free; other services may elicit a fee

Services offered: The Child Advocacy Center strives to provide a safe space for children and families to disclose and process instances of child abuse. Coordinated forensic interviews are performed in a private space to best accommodate the child and reduce the amount of trauma they experience in disclosing their experiences. The Child Advocacy Center is also a resource for parents or guardians to turn to if their child is involved in an abuse case and is available to answer questions parents or guardians may have about the process. Individuals can refer themselves or be referred by a professional.

Website: <https://chssd.org/cac>

E-mail: ch.cac@chssd.org

Dakota Plains Legal Services

528 Kansas City Street Suite #2 Rapid City, SD 57709

Phone: (605) 342-7171

Fax: (605) 348-5874

Hours: 8:30am-4:00pm, Monday-Thursday; 8:30am-12:00pm, Friday

Fees: Call to inquire

Services offered: Dakota Plains Legal Services (DPLS) provides legal assistance in both state and tribal courts for numerous legal issues including, but not limited to: Indian Child Welfare Act, unemployment insurance, disability benefits, welfare benefits, and housing assistance. DPLS also provides advocacy, conflict resolution, and community education services to meet the needs of local Native American and non-Native community members.

Website: <https://www.dpls.org/>

E-mail: mlovejoy@dpls.org

Disability Rights – South Dakota

2520 E. Franklin Street Suite Rapid City, SD

Phone: (605) 224-8294 or 1-800-658-4782

Fax: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Varied

Services offered: Disability Rights-South Dakota acts as an advocate for persons with disabilities through legal, administrative, or referral means. Clients must fill out an intake form found on their website to access services.

Website: <https://drsdlaw.org/>

E-mail: drsd@drsdlaw.org

Great Plains Tribal Chairmen's Health Board

2611 Elderberry Boulevard Rapid City, SD 57703

Phone: (605) 721-1922

Fax: (605) 721-1932

Hours: 8:00am-5:00pm, Monday-Friday

Fees: N/A

Services offered: The Great Plains Tribal Chairmen's Health Board (GPTCHB) represents the 18 tribal communities in the Dakotas, Nebraska, and Iowa. GPTCHB advocates for healthcare funding at all levels, conducts health research, and contributes to community outreach and disease prevention programs within those communities.

Website: gptchb.org

E-mail: info@gptchb.org

SD Free Legal Answers

Address: N/A

Phone: N/A

Fax: N/A

Hours: N/A

Fees: None

Services offered: SD Free Legal Answers is a web-based resource that allows individuals to make legal inquiries to attorneys via email. This service has qualifying factors that need to be met for services to be exchanged.

Website: <https://sd.freelegalanswers.org/>

E-mail: N/A

TRANSPORTATION SERVICES

A1 Taxi Cab

129 East Philadelphia Street Rapid City, SD 57701

Phone: (605) 389-3608

Website: N/A

Fax: N/A

E-mail: N/A

Hours: By appointment only

Fees: Varies based on length of ride

Services offered: A1 Taxi Cab provides transportation services to clients within the Rapid City region. These services are not to serve clients with handicapped needs.

Airport Express Shuttle – Rapid Shuttle

1720 Centre Street Rapid City, SD 57703

Phone: (605) 399-9999

Website: <http://www.rapidshuttle.com/>

Fax: N/A

E-mail: mail@rapidshuttle.com

Fees: Varies based on destination

Hours: Call to inquire about hours of operation

Services offered: Airport Express Shuttle offers transportation services to and from the Rapid City Regional Airport within the Rapid City region starting at \$25 per ride per person. Sightseeing tours are also available; more information listed on website.

Chair Lift Transportation

Address: N/A

Phone: (605) 299-5438

Website: <https://aduldaycenterbh.com/chair-lift/>

Fax: N/A

E-mail: N/A

Hours: Call to inquire about hours of operation

Fees: \$15 per half hour, \$0.54 per mile after that

Services offered: Chair Lift Transportation offers wheelchair accessible transportation services to clients within the Rapid City area. Assistance can be provided from inside the pick-up location to inside the destination based on client needs and preferences.

Dial-A-Ride

333 6th Street Rapid City, SD 57701

Phone: (605) 394-6631

Website: <http://www.rapidride.org/dial-a-ride/>

Fax: N/A

E-mail: kendra.magelky@rcgov.org

Hours: Call to inquire about hours of operation

Fees: \$3.50 per way per person

Services offered: Dial-A-Ride is a ride share service for individuals whose disabilities prevent them from using regular lift-equipped fixed-route bus service. Trips must be scheduled at least 24 hours in advance and can be made up to two weeks in advance. Clients do have the option of setting up “subscription rides” that occurs on a regularly scheduled basis such as once a week.

National Aging and Disability Transportation Center (NADTC)

Address: N/A

Phone: 1-866-983-3222

Fax: N/A

Hours: 11:00am-7:00pm, Monday-Friday

Fees: None

Services offered: The NADTC is a technical assistance center that assists professionals and organizations that inquire about more information related to transportation services. NADTC provides information on funding, public transportation, ADA, paratransit, and more

Website: <https://www.nadtc.org/>

E-mail: contact@nadtc.org

Prairie Hills Transit

Address: N/A

Phone: (605) 642-6668 or 1-877-673-3687

Fax: (605) 642-6434

Hours: 7:00am-5:00pm, Monday-Friday

Fees: \$2.00-\$2.50 per ride per person; Financial assistance may be available, call to inquire.

Services offered: Prairie Hills Transit is a public transportation service that offers rides to people of all ages in the Rapid City region. To utilize these services, riders must call 24 hours in advance to schedule a ride.

Website: <http://www.prairiehillstransit.com/>

E-mail: johnson@prairiehillstransit.com

Rapid Ride Fixed Bus Route

333 6th Street Rapid City, SD 57701

Phone: (605) 394-6631

Fax: N/A

Hours: 6:20am-5:50pm, Monday-Friday; 9:50am-4:40pm, Saturday

Fees: 18 and under: free; 19-59, \$1.50 per ride; 60+, \$0.75 per ride

Services offered: Rapid Ride Fixed Bus Route offers transportation to riders along a pre-determined route within Rapid City. This service is open to the public and riders must have exact fare amounts as drivers do not carry change. Bus routes and schedules can be found on the website listed above.

Website: <http://www.rapidride.org/rapid-ride/>

E-mail: N/A

Rapid Runners

Address: N/A

Phone: (605) 787-3633

Fax: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Yes, based on services used. Call or e-mail for more information

Services offered: Rapid Runners is an organization that serves as a one-stop shop for personal service needs. Services offered include personal assistant tasks, errand running, senior check-ins, personal shopping, event planning & coordination, pet care, and more. Rapid Runners is available to help you or a loved one with daily tasks or items related to special occasions.

Website: <http://www.rapidrunnersconciierge.com/home.html>

E-mail: diane.rensch@gmail.com

Rapid Taxi

Address: N/A

Phone: (605) 348-8080

Fax: N/A

Hours: 24/7

Fees: Varies based on length of ride

Website: <https://www.rapidtaxirc.com/>

E-mail: N/A

Services offered: Rapid Taxi is a cab service available to the public within the Black Hills region. To use this service, clients must call the number listed to set up a pick-up time and location.

PARENT/FAMILY RESOURCES

GENERAL INFORMATION FOR PARENTS/FAMILIES

Baby Center

Address: N/A

Phone: N/A

Fax: N/A

Hours: N/A

Fees: None

Website: www.babycenter.com

E-mail: customerservice@babycenter.com

Services offered: Baby Center is a digital parenting resource that offers a wealth of information and resources to support individuals who hope to be, will be, or are parents. The resources available through Baby Center are not just for use in the pregnancy and infancy stages of a child's life as they offer content related to toddlers, school-age children, and parent-specific resources.

Car Seat Inspection

Address: N/A

Phone:

Sue Jarvis: (605) 430-2704

Erin Jarvis: (605) 430-2703

Lynn Big Eagle: (605) 721-7280

Fax: N/A

Hours: By appointment only, call to inquire

Fees: None

Services offered: Car Seat Inspection is a free service that helps parents or caregivers with children in a car seat with fitting it to each child correctly to promote safety in car seats within the Black Hills region. Call to inquire about care seat inspection events.

Website: N/A

E-mail: N/A

Catholic Social Services

529 Kansas City Street Suite 100 Rapid City, SD 57001

Phone: (605) 348-6086

Fax: N/A

Hours: 8:00am-7:00pm, Monday; 8:00am-5:00pm Tuesday-Friday

Fees: None

Services offered: Catholic Social Services offers educational classes to the public on parenting, health & wellness, marriage, substance abuse, and more. This site also offers the Uplifting Parents program that supplies funding to single parents working towards a college degree.

Website: <https://www.cssrapidcity.com/>

E-mail: css@cssrapidcity.com

Family Support 360 Program

Address: N/A

Phone:

Pennington County Family Support- Phone: (605) 720-4841; Contact: Amanda Robertson

Southern Hills Family Support- Phone: (605) 720-4848; Contact: Brittany Elrod

Black Hills Family Support Program- Phone: 605-720-4853; Contact: Kari Eszlinger

Western Area PLANS (1)- Phone: 605-347-4467 ext. 1725; Contact: Kristi Heumiller

Western Area PLANS (2)- Phone: 605-394-5120; Contact: Tiffani Patton

Benchmark Family Support West- Phone: 605-890-2005; Contact: Tara Kaiser

Website: <https://dhs.sd.gov/developmentaldisabilities/familysupport360.aspx>

Fax: N/A

Hours: N/A

Fees: None

Services offered: Family Support 360 is a constellation of services that assists individuals and their families in self-directing the services they need to live as independently as possible. This program helps its clients access state funded services and community resources to meet the unique needs of the client. The Family Support 360 coordinators will advocate for clients and their family and manage the budget for needed services for the client.

Safe Families for Children

508 Columbus Street Rapid City, SD 57701

Phone: (605) 343-7196

Website: <https://rapidcity.safe-families.org/>

Fax: N/A

E-mail: kcaldwell@bethany.org

Hours: N/A

Fees: None

Services offered: Safe Families for Children provides a loving host family with whom children may stay with until the crisis the family is experiencing has passed.

SD Step Ahead

Address: N/A

Phone: (605) 773-4640

Website: <https://sdstepahead.com/>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: SD Step Ahead is a website dedicated to kids by providing education on childhood development to family members, educators, parents, and more. This site includes information on developmentally appropriate goals for children's physical, emotional, and social development at each age level. There are also ideas for how to promote growth in each area of development.

South Dakota Parent Connection

2310 N Maple Avenue Rapid City, SD 57701

Phone: (605) 348-0305

Website: www.sdparent.org

Fax: N/A

E-mail: lmerchen@sdparent.org

Hours: 8:30am-5:00pm

Fees: None

Services offered: This organization connects families caring for children or youth with a full range of disabilities to the necessary healthcare, supports, and activities to meet those families' needs.

Youth and Family Services

1920 North Plaza Boulevard Rapid City, SD 57709

Phone: (605) 342-4195

Website: <https://www.youthandfamilyservices.org/counseling-center/>

Fax: (605) 342-0693

E-mail: wehelpkids@youthandfamilyservices.org

Hours: N/A

Fees: Varies based on services utilized

Services offered: Youth and Family Services offers nine cohesive programs that work alongside one another to support the children and families in the Rapid City region. These programs include the Child Development Center, Counseling Center, Family Support and Advocacy Services, Girls Inc. of Rapid City, Home-Based Headstart, Middle School Program, Nutrition Services, Rapid City Headstart, Western Prevention Resource Center, and other special projects.

Strong South Dakota Families

600 East Capitol Avenue Pierre, SD 57501

Phone: (605) 773-3361 or 1-800-738-2301

Website: <https://strongfamilies.sd.gov/>

Fax: N/A

E-mail: DOH.info@state.sd.us

Hours: N/A

Fees: None

Services offered: This website gives parents a starting point for locating resources on caring for their baby and ways to be a successful parent. The resources for baby care include nutrition, development, medical care, and childcare options. The parenting resources include parenting classes, financial assistance programs, job training, mental health support, substance abuse cessation programs, and medical care.

PARENT/FAMILY RESOURCES

PREGNANCY, MATERNITY & WOMEN'S HEALTH RESOURCES

Bella Pregnancy Care Center

119 E. Grant Street Spearfish, SD 57783

Phone: (605) 642-4140

Fax: N/A

Hours: 12:00pm-5:00pm, Monday & Wednesday; 10:00am-3:00pm, Tuesday & Thursday

Fees: None

Services offered: Bella Pregnancy Care Center offers free pregnancy testing, limited obstetrical ultrasounds, education and guidance for individuals who may be or are pregnant. This center also offers the Earn While You Learn program that allows parents to earn “bucks” towards baby items such as diapers, maternity clothing, baby clothes, and nursery furniture after taking educational parenting classes; call for more details.

Website: <https://bellapregnancy.com/>

E-mail: N/A

Birth Right

2002 5th Street Rapid City, SD 57701

Phone: (605) 343-1732

Fax: N/A

Hours: 12:00pm-4:00pm, Monday-Friday

Fees: None

Services offered: Birth Right offers free pregnancy tests, maternity and baby items. The staff at Birth Right can also provide referrals to additional supports clients may need. A 24/7 Helpline is available as well to receive information about pregnancy, childbirth, and other resources at 1-800-550-4900.

Website: <https://birthright.org/rapidcity/>

E-mail: N/A

Black Hills Pregnancy Center (CareNet)

1774 Centre Street Suite 1 Rapid City, SD 57703

Phone- Call: (605-341-4477; **Text:** (605) 415-6217

Fax: N/A

Hours: 9:00am-5:00pm, Monday-Friday

Fees: None

Services offered: This facility offers free services to clients who are or think they might be pregnant. These services include pregnancy tests, pregnancy counseling, limited ultrasounds, educational classes related to pregnancy, referrals to other resources, and post-abortion support.

Website: <https://blackhillspregnancycenter.com/>

E-mail: blackhillspregnancycenter@gmail.com

Cornerstone Rescue Mission - Women & Children's Home

301 Fox Run Drive Rapid City, SD 57701

Phone: (605) 721-7860

Fax: N/A

Hours: N/A

Fees: None

Services offered: The Women & Children's Home offers safe temporary housing and other assistance for women and children.

Website: <http://www.cornerstonemission.org/womens.html>

E-mail: apioche@cornerstonemission.org

Contact name: Amanda Pioche

Mommy's Closet

111 New York Street Rapid City, SD 57701

Phone: (605) 341-8336

Website: <https://www.voanr.org/mommy-closet>

Fax: N/A

E-mail: N/A

Hours: 12:00pm-3:00pm, Monday-Friday, closed Wednesdays

Fees: None

Services offered: Mommy's Closet is a resource provider for families who need baby items, infant and child clothing, personal hygiene products for children, car seats and food items. This facility can also provide housing assistance and case management services to further support those families.

National Breast and Cervical Cancer Early Detection Program

Address: N/A

Phone: 1-800-738-2301

Website: <https://www.cdc.gov/cancer/nbccedp/>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: Fees may apply, call to inquire

Services offered: This program offers breast and cervical cancer screenings and diagnostic services to women who have low-income and cannot afford to access preventative care in a traditional medical setting. Call the number listed to determine qualification for a free or low-cost mammogram or Papanicolaou (PAP) smear.

Nurse Family Partnership (NFP)

909 East Patrick Street Rapid City, SD 57701

Phone: (605) 355-3538 or (737) 210-1053

Contact name: Brittany McAllister

Website: <https://www.nursefamilypartnership.org/locations/south-dakota/>

Fax: N/A

E-mail: brittany.mcallister@nursefamilypartnership.org

Hours: N/A

Fees: N/A

Services offered: Nurse Family Partnership connects specially educated nurses with first-time moms-to-be. These nurses provide education, regular check-ins, and care to both mom and baby from the confirmed pregnancy to the child's second birthday.

Rapid City Regional Hospital Breastfeeding Mothers Group

353 Fairmont Street Rapid City, SD 57701

Phone: (605) 755-8494

Website: <https://monument.health/services/breastfeeding-services/#:~:text=Lactation%20Services%20in%20the%20Rapid,questions%20or%20need%20further%20information>

Fax: N/A

E-mail: N/A

Hours: 1:00pm-2:00pm, Tuesday in the Sylvan room

Fees: None

Services offered: This group is for mothers who are actively breastfeeding to provide lactation education services. Clients must call the number listed to make an appointment.

Spearfish Hospital Breastfeeding Mothers Group

1440 N Main Street Spearfish, SD 57783

Phone: (605) 644-4319

Website: <https://monument.health/services/breastfeeding-services/#:~:text=Lactation%20Services%20in%20the%20Rapid,questions%20or%20need%20further%20information>

Fax: N/A

E-mail: N/A

Hours: By appointment only

Fees: None

Services offered: This group is for mothers who are actively breastfeeding to provide lactation education services. Clients must call the number listed to make an appointment.

text4baby

Address: N/A

Phone: Text BABY to 511411

Website: www.text4baby.org

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: Text4baby is a free service that sends personalized messages to mothers who text the number listed above and follow the prompts to enroll in the services. These texts give mothers information on nutrition for them and their baby, safe sleep tips, baby milestones, signs and symptoms of labor, appointment reminders, information on health insurance, resource hotlines, and other websites to gain further information related to pregnancy and childcare. Text4baby also has an app that mothers can install on their mobile devices to access additional information about their baby's development, what to expect during pregnancy, childcare tips, and more to support them.

WIC Supplemental Food Program

909 E. St. Patrick St. Suite 7 Rapid City, SD 57701

Phone: (605) 394-5155 or (605) 394-2516

Website: <https://sdwic.org/>

Fax: N/A

E-mail: sdwic@state.sd.us

Hours: 8:00am-6:00pm

Fees: N/A

Services: WIC is a public health nutrition program that provides information on healthy eating, breastfeeding, referrals to other services, and nutritious services to supplement diets for income-eligible women who are pregnant or post-partum, infants, and children up to age five.

Volunteer Mentor Mom

402 Saint Joseph Street Suite 10 Rapid City, SD 57701

Phone: (605) 334-163

Website: <https://volunteer.helplinecenter.org/opportunity/a0C1600000cY119EAC>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: This service matches first-time moms with experienced moms to promote a supportive environment for the new mom-to-be. This mentorship can be conducted through phone calls, text messages, video messaging calls, and in-person meetings based on each mom's preference and location.

PARENT/FAMILY RESOURCES

EARLY INTERVENTION SERVICES

Birth to 3 Connections

800 Governors Drive Pierre, SD 57501

Phone: (605) 773-3678

Fax: (605) 721-7504

Hours: N/A

Fees: None

Services offered: Birth to 3 Connections offers early intervention services for free to children from birth to three years of age with a disability to developmental delay. To apply for these services, you must call 1-800-305-3064 to get in touch with a service coordinator who will assist you in determining the child's eligibility for services. A list of service coordinators in South Dakota is available at this link <https://doe.sd.gov/Birthto3/documents/B3-map.pdf>.

Website: <https://doe.sd.gov/Birthto3/>

E-mail: bhbirthtothree@bhssc.org

Bright Start Program

4402 E 3rd Street Sioux Falls, SD 57103

Phone:

Pine Ridge: (605) 867-2328

Rapid City: (605) 355-3538

Spearfish & Belle Fourche: (605) 642-1361

Fax: N/A

Hours: N/A, depends on location

Fees: None

Services offered: Bright Start offers free prenatal, maternal, and postnatal care to women who meet income requirements and live in one of the areas served including Spearfish, Belle Fourche, Rapid City, Pine Ridge, and other locations within South Dakota.

Website: <https://chssd.org/brightstart/contact-us>

E-mail: brightstart@chssd.org

Dakota Transitional Head Start

612 Crazy Horse Street Rapid City, SD 57701

Phone: (605) 341-3163

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: This program provides a preschool program to children who have moved from a Native American reservation to Rapid City, SD.

Website: <https://www.headstartprogram.us/>

E-mail: N/A

YMCA – Jumpstart

601 Columbus Street Rapid City, SD 57701

Phone: (605) 718-9622 or (605) 381-2368

Fax: N/A

Hours: 7:30am-3:30pm, Monday-Friday

Fees: None

Services offered: YMCA Jumpstart provides childcare to parents of children ages six weeks to four years. These services are free of charge and promote parents' success in completing high school.

Website: <https://rcymca.org/>

E-mail: N/A

PARENT/FAMILY RESOURCES

YOUTH SERVICES/PROGRAMS

Big Brothers Big Sisters

425 Kansas City Street Rapid City, SD 57701

Phone: (605) 343-1488

Fax: (605) 343-5679

Hours: N/A

Fees: N/A

Services offered: Big Brothers Big Sisters is a mentorship organization that matches children in the Rapid City area to vetted volunteers, otherwise known as “bigs”. These pairings are made to foster a positive relationship between the child and volunteer, giving the child a safe adult to connect with within the community.

Website: <https://www.bigmentors.com/>

E-mail: OFFICEAD@BIGMENTORS.COM

Big Brothers Big Sisters

1140 N Main Street Suite 12 Spearfish, SD 57783

Phone: (605) 559-0283

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: Big Brothers Big Sisters is a mentorship organization that matches children in the Spearfish area to vetted volunteers, otherwise known as “bigs”. These pairings are made to foster a positive relationship between the child and volunteer, giving the child a safe adult to connect with within the community.

Website: <https://www.bigmentors.com/>

E-mail: OFFICEAD@BIGMENTORS.COM

Club for Boys

320 North 4th Street Rapid City, SD 57701

Phone: (605) 343-3500

Fax: N/A

Hours:

Office: 8:00am-7:00pm, Monday-Friday

Programs: 1:30pm-7:00pm, Monday-Friday

Fees: N/A

Services offered: Club for Boys is a facility that provides a safe space for boys to play, share meals, and build friendships with their peers and volunteer community members. This facility provides a monthly schedule of activities that is listed on their website.

Website: <https://theclubforboys.org/>

E-mail: N/A

Early Childhood Connections

3645 Sturgis Road Suite 110 Rapid City, SD 57702

Phone: (605) 342-6464

Website: <http://www.earlychildhoodconnections.com/Index.htm>

Fax: N/A

E-mail: ecconn@rushmore.com

Hours: N/A

Fees: None

Services offered: Early Childhood Connections is a center that provides an extensive list of resources that parents and caregivers can utilize to locate lists of childcare providers, parenting classes, donated car seats, and overall education on how to best support their children.

McKinney-Vento Program

10 Van Buren Street Rapid City, SD 57701

Phone:

Website: <https://rcas.org/mckinney-vento-services-for-students/>

Office: (605) 394-1841

Cell: (605) 431-8414

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: McKinney-Vento started as a legislative act to ensure all children can receive the supports they need in order to be successful in school and included adequate meals, housing, clothing, and transportation. The McKinney-Vento Program continues these services within the Rapid City School District and clients may apply for this assistance program at any time by asking the school's office staff to supply the application form.

TeamMates Mentoring

Address: N/A

Phone: (402) 323-6252

Website: <https://teammates.org/>

Fax: N/A

E-mail: karim.jesslynn@gmail.com

Hours: N/A

Fees: None

Services offered: TeamMates Mentoring partners with some Rapid City high schools to provide adolescent students with a safe adult who can provide them with emotional support.

YMCA – Custer

815 Kansas City Street Rapid City, SD 57701

Phone:

Website: <https://rcymca.org/>

Main office: (605) 673-5134

Child Development Center: (605) 673-2222

Fax: N/A

E-mail: N/A

Hours: 7:00am-5:30pm, Monday-Friday

Fees: Varies, call to inquire

Services offered: The YMCA center gives clients access to fitness classes, gym space, childcare services, and youth programs to promote health and well-being.

YMCA – Rapid City

815 Kansas City Street Rapid City, SD 57701

Phone:

Main office: (605) 718-9622

Childcare Desk: (605) 718-5437

Fax: N/A

Website: <https://rcymca.org/>

E-mail: N/A

Hours: 5:00am-9:00pm, Monday-Friday; 7:00am-5:00pm, Saturday; Call to inquire for childcare hours

Fees: Varies, call to inquire

Services offered: The YMCA center gives clients access to fitness classes, gym space, childcare services, and youth programs to promote health and well-being.

ADULT CARE PROGRAMS/HIRED CAREGIVERS

Adult Day Center of the Black Hills

4110 Winfield Court Rapid City, SD 57701

Phone: (605) 791-0436

Fax: (605) 791-1106

Hours: 6:30am-6:00pm, Monday-Friday

Fees: Varies, call to inquire

Services offered: This facility provides individuals with expert care such as personal hygiene care, cognitive activities, socialization, meal assistance, exercise, and recreation. The staff at Adult Day Center of the Black Hills allows individuals to be supervised in a safe environment during the day and then return to their permanent living quarters in the evening.

Website: <https://adultdaycenterbh.com/adult-day-center/>

E-mail: adcbhmanagement1@gmail.com

Comfort Keepers – Rapid City

1301 West Omaha Street Suite 219 Rapid City, SD 57701

Phone: (605) 277-1870

Website: <https://www.comfortkeepers.com/offices/south-dakota/rapid-city>

Fax: N/A

E-mail: N/A

Hours: By appointment, call to schedule

Fees: Varies, call to inquire

Services offered: Comfort Keepers provides clients assistance with daily household tasks such as light housekeeping, laundry, and meal preparation. Clients can also receive assistance with personal care tasks such as personal hygiene, bathing, grooming, and more. This facility can also aid with activities outside of the household including grocery shopping, running errands, and driving clients to medical appointments. Call to inquire about Comfort Keepers specialized services as listed above as well as respite care, dementia care, and end of life care.

Comfort Keepers – Spearfish

204 North Main Street Spearfish, SD 57783

Phone: (605) 277-1915

Website: <https://www.comfortkeepers.com/offices/south-dakota/spearfish>

Fax: N/A

E-mail: N/A

Hours: By appointment, call to schedule

Fees: Varies, call to inquire

Services offered: Comfort Keepers provides clients assistance with daily household tasks such as light housekeeping, laundry, and meal preparation. Clients can also receive assistance with personal care tasks such as personal hygiene, bathing, grooming, and more. This facility can also aid with activities outside of the household including grocery shopping, running errands, and driving clients to medical appointments. Call to inquire about Comfort Keepers specialized services as listed above as well as respite care, dementia care, and end of life care.

Home Instead Senior Care

710 Mount Rushmore Road Rapid City, SD 57701

Phone: (605) 716-9300 or (605) 223-4692

Website: https://www.homeinstead.com/location/790?utm_source=google&utm_medium=organic&utm_campaign=gmb

Fax: N/A

E-mail: laura.dyer@homeinstead.com

Hours: N/A

Fees: Varies, call to inquire about financial assistance options

Services offered: Home Instead Senior Care helps clients engage in their daily activities such as bathing, attending appointments, and preparing meals safely and with as much independence as possible. Home Instead Senior Care offers specialized services to clients needing chronic illness care, dementia care, and hospice care.

Interim Health Care – Rapid City

725 Indiana Street Rapid City, SD 57701

Phone: (605) 348-5885

Website:

https://www.interimhealthcare.com/blackhills/home/?utm_source=GMB&utm_medium=Local&utm_content=DirectoryLink&utm_campaign=RapidCitySD

Fax: N/A

E-mail: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Yes, will bill insurance

Services offered: Interim Healthcare provides home care services to enable their clients to safely remain in their homes as long as possible. Services include personal care tasks, Transition to Home care, wound care, orthopedic post-surgery care, podiatry care, IV therapy, and telehealth monitoring services.

Interim Health Care – Spearfish

125 East Colorado Boulevard Suite 1F Spearfish, SD 57783

Phone: (605) 642-2806

Website: <https://www.interimhealthcare.com/blackhills/home/>

Fax: N/A

E-mail: N/A

Hours: 8:00am-5:00pm, Monday-Friday

Fees: Yes, will bill insurance

Services offered: Interim Healthcare provides home care services to enable their clients to safely remain in their homes as long as possible. Services include personal care tasks, Transition to Home care, wound care, orthopedic post-surgery care, podiatry care, IV therapy, and telehealth monitoring services.

South Dakota Long Term Care Partnership Program

Address: N/A

Website: <https://ltcpartnership.sd.gov/>

SD Department of Social Services

Phone: (605) 367-5444 ext. 1000266

E-mail: Lori.Clark@state.sd.us

SD Division of Insurance

Phone: (605) 773-3563

E-mail: insurance@state.sd.us

Fax: N/A

Hours: N/A

Fees: None

Services offered: This site gives clients and their caregivers access to long term care information including estimated costs, types of long-term care facilities, and ways to cover these costs to determine the best fit of facility to client's needs.

SENIOR RESOURCES

Canyon Lake Senior Citizen's Center

2900 Canyon Lake Drive Rapid City, SD 57702

Phone: (605) 721-8710

Website: www.canyonlakecenter.com

Fax: N/A

E-mail: Assitant2@CanyonLakeCenter.com

Hours: 6:00am-8:00pm, Monday-Saturday; 8:00am-2:00pm, Sunday

Fees: \$75 per year or pay for individual events.

Services offered: Canyon Lake Senior Citizen's Center provides various activities to its members that promote active lifestyles. These activities include pickleball, fitness classes, arts and crafts, pool and snooker games, hiking, open gym with equipment, gardening space, ping pong, line dancing classes, card games, tai chi and more.

Custer Senior Citizen's Center

538 Mount Rushmore Road Custer, SD

Phone: (605) 673-2708

Website: <https://www.custersd.com/Custer-Senior-Center>

Fax: N/A

E-mail: cscdirector@gwtc.net

Hours: N/A

Fees: Yes, for some activities and meals

Services offered: Custer Senior Citizen's Center offers activities to its members such as cooking classes, educational events, social gatherings, and congregate meals. Clients are encouraged to check the facility's Facebook page or call the number listed for updated event schedules.

Edgemont Senior Center

601 5th Street Edgemont, SD 57735

Phone: (605) 662-7193

Website: N/A

Fax: N/A

E-mail: N/A

Hours: 7:30am-2:00pm, Monday-Friday

Fees: None

Services offered: The Edgemont Senior Center offers congregate meals five days a week to its members. Call the number listed to inquire about additional activities.

Hot Springs Senior Center

206 S Chicago Street Hot Springs, SD 57747

Phone: (605) 745-6123

Website: N/A

Fax: N/A

E-mail: srcenter57747@goldenwest.net

Hours: 8:00am-5:00pm, Monday-Friday

Fees: None

Services offered: The Hot Springs Senior Center provides its members opportunities for entertainment as well as education. Call or email to inquire about activity schedules.

Meade County Senior Center

919 Harley Davidson Way Sturgis, SD 57785

Phone: (605) 347-5877

Website: <https://www.mcseniorcenter.org/>

Fax: N/A

E-mail: N/A

Hours: Hours vary based on activity. Check website for more information.

Fees: Varies, based on activities

Services offered: The Meade County Senior Center offers a wide variety of activities to its members. These activities include but are not limited to bingo, board games, painting classes, congregate meals, and more. Visit the website listed to view schedules for activities.

Minneluzahan Senior Citizen's Center

315 North 4th Street Rapid City, SD 57701

Phone: (605) 394-1887

Website: <https://minneluzahan.org/index.html>

Fax: N/A

E-mail: msscrcadm@gmail.com

Hours: 8:00am-3:00pm, Monday-Friday

Fees: Varies, based on activities

Services offered: The Minneluzahan Senior Citizen's Center provides its members opportunities for entertainment as well as educational programming. Call or email to inquire about activity schedules.

Retired Senior Volunteer Program+ (RSVP+)

333 Sixth Street Rapid City, SD 57701

Phone-

Rapid City: (605) 394-2507

Spearfish: (605) 642-5198

Website: <https://www.rcgov.org/departments/finance/r-svp-retired-senior-volunteer-program.html>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: The RSVP+ program helps connect individuals seeking a volunteer opportunity with other community members. These volunteer members can spend time reading to, mentoring, delivering meals to, and providing emotional support to community members they are matched with.

Senior Check-On

Address: N/A

Phone: (605) 717-3000

Website: <https://seniorcheck-on.com/>

Fax: N/A

E-mail: seniorcheck-on@gmail.com

Hours: N/A

Fees: Monthly fee based on plan chosen. Call for pricing.

Services offered: Senior Check-On offers daily check-in service phone calls to clients in need of companionship, reminders to take their medications, or to encourage their clients to maintain a healthy lifestyle of nourishing their bodies, staying active, and getting adequate sleep. Senior Check-On offers report-back service to debrief clients' loved ones on the client's wellbeing and status.

Senior Community Service Employment

Address: N/A

Phone: 1-877-872-5627

Website: <https://www.dol.gov/agencies/eta/seniors>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: N/A

Services offered: This program assists low-income individuals, ages 55 years and older, with gaining employment. The staff with Senior Community Service Employment curate employment plans based off client's interests, skills, and goals. Participants work an average of 20 hours a week and are given the highest minimum wage based on their region.

Senior Companion Program

Address: N/A

Phone: (605) 721-8884

Website: <https://www.good-sam.com/senior-companions>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: The Senior Companion Program provides companionship, transportation services, light housekeeping, meal preparation, and other social activities. This service is used to provide in-home assistance to older individuals while forming a professional bond between clients and staff.

Senior Health Information and Insurance Education (SHIINE)

2200 N Maple Suite 104 Rapid City, SD 57701

Phone: (605) 342-8635 or 1-877-286-9072

Website: <http://www.shiine.net/>

Fax: N/A

E-mail: westernoffice@shiine.net

Hours: N/A

Fees: None

Services offered: SHIINE offers counseling and assistance on a variety of topics including: Medicare, Medicaid, Medicare Supplemental Insurance, long term care financing options and other health insurance options.

Spearfish Nutrition Site

430 Oriole Drive Spearfish, SD 57783

Phone: (605) 642-1277

Website: N/A

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: N/A

Services offered: Spearfish Nutrition Site provides meals to individuals with disabilities and senior citizens at the address listed above. Call to inquire about more details.

Spearfish Senior Citizen's Center

1306 N 10th Street Spearfish, SD 57783

Phone: (605) 643-2827

Website: N/A

Fax: N/A

E-mail: N/A

Hours: 8:00am-4:30pm, Monday-Friday

Fees: N/A

Services offered: The Spearfish Senior Citizen's Center is a recreational facility that offers a variety of activities and services to individuals 50 years of age and older.

NATIVE AMERICAN/TRIBAL RESOURCES & PROGRAMS

Indian Health Services (IHS)

Address: N/A

Phone: (605) 343-7832

Website: <https://www.ihs.gov/aboutihs/>

Fax: N/A

E-mail: N/A

Hours: Call to inquire

Fees: N/A

Services offered: IHS provides federal healthcare and advocacy services to American Indians and Alaska Natives.

Indian Health Services (IHS) Community Health Representative (CHR)

Address: N/A

Phone:

Website: <https://www.ihs.gov/chr/aboutus/>

Cell: (301) 332-0733

Office: (301) 443-1870

Fax: (301) 594-6213

E-mail: N/A

Hours: N/A

Fees: N/A

Services offered: The CHR's within IHS act as a link between clinical settings and the community to provide access to services in order to improve the quality and cultural competence of service delivery in clinical settings. This sector of IHS provides transportation to and from health visits, facilitates outreach and community education programs, as well as funding community-oriented health services to tribal communities.

National Indian Council on Aging (NICOA)

Address: N/A

Phone: (505) 292-2001

Website: <https://www.nicoa.org/programs/scsep/>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: N/A

Services offered: The NICOA assists elders in tribal communities locate work, develop new skills, and build their financial security using the Senior Community Service Employment Program (SCSEP). The SCSEP offers on-the-job training opportunities to individuals ages 55 and older.

Native Women's Healing Center

3200 Canyon Lake Drive Rapid City, SD 57702

Phone: (605) 342-7400

Website: N/A

Fax: N/A

E-mail: rtwobulls@nativewomens.org

Hours: 8:00am-4:00pm, Monday-Thursday; 9:00am-4:00pm, Friday

Fees: None

Services offered: The Native Women's Healing Center offers obstetrics and gynecology (OB/GYN) services to Native American women including consultation and health education services to promote prenatal and postnatal health of its clients. To access services, clients must register with the Indian Health Services Department at (605) 719-4000 before making an appointment.

Native Healing Program

1205 East Saint James Street Rapid City, SD 57701

Phone: (605) 342-7400

Website: <https://tribalresourcetool.org/vsp/native-womens-health-center/>

Fax: N/A

E-mail: rtwobulls@nativewomens.org

Hours: 9:00am-4:15pm, Monday-Friday

Fees: None

Services offered: The Native Healing Program is an alcohol and drug treatment center that serves Native American individuals in the Rapid City area. This facility aims to provide the support and resources necessary to reduce substance dependencies amongst the Native American population in the Rapid City community through screenings, support groups, Inipi ceremonies, and more.

Oglala Sioux Tribe (OST) Community Health Representative (CHR)

106 W Main Street Pine Ridge, SD 57770

Phone: (605) 867-5801

Website: N/A

Fax: N/A

E-mail: ostchr@gwtc.net

Contact name: Lisa DeLeon, Director

Hours: 8:00am-4:30pm, Monday-Friday

Fees: None

Services offered: Oglala Sioux Tribe CHR serves Native American families by providing education of overall health, transportation services to medical appointments, and wellness awareness workshops within the community.

Oglala Sioux Tribe Vocational Rehabilitation Project

P.O. Box 1985 Pine Ridge, SD 57770

Phone: (605) 867-2798

Website: <https://dhs.sd.gov/rehabservices/navr.aspx>

Fax: (605) 867-1943

E-mail: robertaecoffey@yahoo.com

Hours: N/A

Contact name: Roberta Ecoffey

Fees: N/A

Services offered: This site offers vocational rehabilitation programming to Native American individuals. Vocational rehabilitation programming assists people with significant disabilities get and keep jobs that match their skillset. A rehabilitation counselor works with clients to match their interests, skills, and abilities to available jobs in their area.

Oyate Health Center

3200 Canyon Lake Drive Suite 1 Rapid City, SD 57702

Phone:

Website: <https://www.oyatehealth.com/>

Main office: (605) 355-2500

Transport to appointments: (605) 355-2453

Fax: N/A

E-mail: info@gpthcb.org

Hours:

Urgent Care: 7:00am-7:00pm, 7 days a week

Optometry: 8:00am-4:45pm, Monday-Friday

Dental: 6:45am-9:00am, walk-ins, after 9:00am is appointment only, Monday-Friday

Physical Therapy: 8:00am-4:30pm, Monday-Friday

Pharmacy: 8:00am-7:00pm, Monday-Friday; 9:00am-4:00pm, Saturday & Sunday

Fees: Varies, insurance will be billed for services

Services offered: The Oyate Health Center is a walk-in clinic that provides primary and urgent care services. This center is now independent from Indian Health Services.

Pine Ridge Elderly Nutrition

Old Bingo Road Pine Ridge, SD 57770

Phone: (605) 867-5913

Website: N/A

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: Varies based on age

Services offered: The Pine Ridge Elderly Nutrition site offers meals to clients of all ages. If clients are 60 years of age or older, they can pay by donation for their meal if able. If clients are under 60 years of age, they must pay the full price of the meal provided. This site serves White Clay district, Wakpamni Lake district, Porcupine, Pass Creek district, Pine Ridge Valley, Wounded Knee district, Cogen Home, and Eagle Nest areas.

Rural American Initiatives

2112 South Valley Drive Rapid City, SD 57703

Phone: (605) 341-3339

Website: <https://www.ruralamericainitiatives.org/>

Fax: (605) 341-2314

E-mail: RuralAm.info@gmail.com

Hours: N/A

Fees: N/A

Services offered: Rural American Initiatives provides programming to low-income Native American families. This programming includes Head Start, Early Head Start, and Ateyapi youth mentoring program. The Head Start programs promote the cognitive, social, and emotional development of kids age birth to five years of age in hopes to better their readiness to enter school.

United Sioux Tribes Development Corporation

105A New York Street P.O. Box 2187 Rapid City, SD 57709

Phone: (605) 343-1100 or 1-800-332-5516

Website: <https://www.unitedsiouxtribes.org/>

Fax: (605) 343-4474

E-mail: info@unitedsiouxtribes.org

Hours: N/A

Fees: N/A

Services offered: This facility provides assistance with locating employment, on-the-job-training programs, job training assistance, community service employment, and supportive services to Native Americans. The on-the-job-training programs reimburse 50% of base wage and the adult-work-experience programs pay 100% of base wage while clients are in the respective programs.

VETERAN PROGRAMS & SUPPORTS

American Legion Post #22

818 E Saint Patrick Street Rapid City, SD 57701

Phone: (605) 342-4930

Website: <https://www.alpost22rcsd.com/>

Fax: N/A

E-mail: post22rc@gmail.com

Hours: Meetings held the 4th Wednesday of the month at 6:00pm

Fees: Annual membership fees are \$40

Services offered: The American Legion provides support to its members in several ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life. The address listed is also a gathering place to socialize with fellow members.

American Legion Post #31

PO Box 31 Deadwood, SD 57732

Phone: (605) 717-6900

Website: <https://centennial.legion.org/south-dakota/post31>

Fax: N/A

E-mail: glorid@rushmore.com

Hours: Meetings held the 3rd Wednesday of the month at 6:00pm (September-May)

Fees: Annual membership fees are \$35

Services offered: The American Legion provides support to its members in several ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

American Legion Post #32

PO Box 51 Belle Fourche, SD 57717

Phone: (605) 892-5599

Website: <https://centennial.legion.org/south-dakota/post32>

Fax: N/A

E-mail: mikereade79@gmail.com

Hours: Meetings held the 1st Tuesday of the month at 6:00pm, call or e-mail for details

Fees: Annual membership fees are \$45

Services offered: The American Legion provides support to its members in several ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

American Legion Post #33

868 Main Street Sturgis, SD 57785

Phone: (605) 347-4682

Website: N/A

Fax: N/A

E-mail: sdalp33@gmail.com

Hours: Meetings held the 2nd Tuesday of the month at 7:00pm

Fees: Annual membership fees are \$40

Services offered: The American Legion provides support to its members in several ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

American Legion Post #46

527 Montgomery Street Custer, SD 57730

Phone: (605) 673-3930

Website: <http://www.custerlegion46.org/>

Fax: N/A

E-mail: adjutant@custerlegion46.org

Hours: Meetings held the 2nd Tuesday of the month at 6:30pm

Fees: Annual membership fees are \$37

Services offered: The American Legion provides support to its members in several ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

American Legion Post #71

1045 Jennings Ave Hot Springs, SD 57747

Phone: 1-800-433-3318

Website: N/A

Fax: N/A

E-mail: ackerman@gwtc.net

Hours: Meetings held the 2nd Monday of the month at 6:30pm

Fees: Annual membership fees are \$40

Services offered: The American Legion provides support to its members in a number of ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

American Legion Post #164

3102 East Fairgrounds Loop Spearfish, SD 57783

Phone: N/A

Website: <http://www.spearfishamericanlegion.org/index.html>

Fax: N/A

E-mail: information@SpearfishAmericanLegion.org

Hours: Meetings held the 1st Wednesday of the month at 7:00pm

Fees: Annual membership fee, e-mail for price

Services offered: The American Legion provides support to its members in a number of ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

American Legion Post #303

14386 SD-40 Hermosa, SD 57744

Phone: (605) 255-4679

E-mail: [rickymac1955@gmail.com](mailto:rckymac1955@gmail.com)

Website:

https://www.battlecreekpost303.com/?fbclid=IwAR2vaeAMlnVJCKRR7HEpg2hbcQ0j4Hxw_7rKbkH5B6QIT2wSH9HNY0Y1D0

Fax: N/A

Hours: Meetings held the 1st Thursday of the month at 7:00pm

Fees: Annual membership fees are \$35

Services offered: The American Legion provides support to its members in a number of ways. Members can seek advice and assistance with completing benefits assistance paperwork. Workshops and expositions are held to assist veterans with finding employment and educational opportunities in their area. American Legion members and their families can also expect to feel support from their local chapter as they recover from their times of duty and transition into civilian life.

Cornerstone Rescue Mission - Veteran's Ministry

30 Main Street Rapid City, SD 57701

Phone: (605) 341-2844

Website: <http://www.cornerstonemission.org/veterans.html>

Fax: N/A

E-mail: tconrad@cornerstonemission.org

Hours: N/A

Contact name: Teena Conrad

Fees: None

Services offered: The Veteran's Ministry aids veterans in replacing or renewing official documents required to access medical services. Case managers within this ministry also connect veterans to other resources in the community to meet further needs for clothing, personal necessities, and shelter.

Disabled American Veterans (DAV) Chapter 3

101 East Madison Street Rapid City, SD 57701

Phone: (605) 348-5898

Website: <http://www.davmembersportal.org/chapters/SD/03/default.aspx>

Fax: N/A

E-mail: N/A

Hours: Meetings held 2nd Wednesday of the month at 7:30pm

Fees: Yes, if under 80 years of age

Services offered: DAV provides assistance with filling out medical forms and paperwork, transportation to and from medical appointments, and employment opportunities for its members.

Fort Meade VA Medical Center

113 Comanche Road Fort Meade, SD 57741

Phone: (605) 347-2511

Website: <https://www.va.gov/black-hills-health-care/locations/fort-meade-va-medical-center/>

Fax: N/A

E-mail: N/A

Hours: By appointment only

Fees: Yes, insurance is billed

Services offered: The Fort Meade VA Medical Center provides a wide variety of medical services; mental health services, nutrition education, spinal cord injury care, transition coordination for those returning to civilian life and more are available to veterans and their families.

Hot Springs VA Medical Center

500 North Fifth Street Hot Springs, SD 57747

Phone:

Main office: (605) 745-2000

Mental health clinic: (605) 347-2511

Intake: 1-877-339-6837

Website: <https://www.va.gov/black-hills-health-care/locations/hot-springs-va-medical-center/>

Fax: N/A

E-mail: N/A

Hours: By appointment only

Fees: Yes, insurance is billed

Services offered: The Hot Springs VA Medical Center provides a wide variety of medical services; mental health services, nutrition education, transition coordination for those returning to civilian life, nephrology care, substance abuse care and more are available to veterans and their families.

Pennington County Veteran's Services

321 Kansas City Street Suite 100 Rapid City, SD 57701

Phone: (605) 394-2266

Website: https://www.pennco.org/index.asp?SEC=8731D5F1-1662-4AD2-A34F-65C0C5E7203A&Type=B_BASIC

Fax: N/A

E-mail: N/A

Hours: 8:00am-5:00pm, Monday-Friday; prior to 8:00am, by appointment only

Fees: Yes, insurance is billed

Services offered: This facility assists veterans and their dependents in applying for benefits from the Department of Veterans Affairs and the State of SD. Referrals can also be made by this office to other resources as needed.

Pine Ridge VA Medical Center

Hospital Road-Pine Ridge Reservation Pine Ridge, SD 57770

Phone: (605) 867-2393

Website: <https://www.va.gov/black-hills-health-care/locations/pine-ridge-va-clinic/>

Fax: N/A

E-mail: N/A

Hours: By appointment only

Fees: Yes, insurance is billed

Services offered: The Pine Ridge VA Medical Center provides a wide variety of medical services such as mental health services, post-traumatic stress disorder (PTSD) specific care, and primary care for veterans and their families.

Rapid City VA Medical Center

3625 5th Street Suite 100 Rapid City, SD 57701

Phone:

Main office: (605) 718-1095

Mental health clinic: (605) 347-2511

Website: <https://www.va.gov/black-hills-health-care/locations/rapid-city-va-clinic/>

Fax: N/A

E-mail: N/A

Hours: 7:00am-4:30pm, Monday-Friday

Fees: Yes, insurance is billed

Services offered: The Rapid City VA Medical Center provides a wide variety of medical services such as mental health services, hearing and balance treatments, clinical testing, and primary care services for veterans and their families.

Rapid City Vet Center

21 E Omaha Street Rapid City, SD 57701

Phone:

Website: <https://www.vetcenter.va.gov/>

Rapid City Center: (605) 348-0077

National Call Center: 1-877-927-8387

Fax: N/A

E-mail: N/A

Hours: 8:00am-4:30pm, Monday, Tuesday, Thursday, Friday; 8:00am-7:00pm, Wednesday

Fees: Call to inquire

Services offered: The Rapid City Vet Center provides community-based counseling to help those who have or are currently serving or transitioning from military to civilian life. Counseling may include individual, group, marital, or family sessions to best meet the needs of the person seeking services.

The Retired Enlisted Association (TREA)

Address: N/A

Phone: 303-752-0660 or 1-800-338-9337

Website: <https://www.trea.org/>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: Yes, annual membership is \$30

Services offered: TREA serves as an advocacy entity that aims to enhance the quality of life for all enlisted, family members, and survivors of the Reserves, National Guard, and all retirees. Members of TREA have access to exclusive discounts on home expenses, shopping, insurance, and more.

U.S. Department of Veteran’s Affairs – Disability Housing Grants

Address: N/A

Phone: 1-800-827-1000

Website: <https://www.va.gov/housing-assistance/disability-housing-grants/>

Fax: N/A

E-mail: N/A

Hours: N/A

Fees: None

Services offered: This program offers housing grants for Veterans and service members to assist in buying or changing a home to meet their needs and live with more independence. Changes to a home may include installing a ramp or widening doorways for ease of maneuvering mobility devices within the home. To qualify, you must own a home and have a qualifying service-connected disability as outlined on the website listed above.

Related services include: Special Home Adaptation (SHA) grant, Temporary Residence Adaptation (TRA) grant.

Veterans of Foreign Wars (VFW) Post #1273 Rushmore Post

420 Main Street Rapid City, SD 57701

Phone: (605) 342-9804

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 2nd Tuesday of the month at 7:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #2516 Carl Kuemmerle Post

2990 W Main Street Newcastle, WY 82710

Phone: (307) 746-9533

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 1st Thursday of the month at 6:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #2730 Paha Sapa Post

868 Main Street Sturgis, SD 57785

Phone: (605) 347-4682

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 1st Tuesday of the month at 6:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #3312 Center of the Nation Post

828 Kingsbury Street Belle Fourche, SD 57717

Phone: (605) 210-0172

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 2nd Tuesday of the month at 7:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #3442 Kenneth Kuper Post

721 Mt. Rushmore Road, Custer, SD 57730

Phone: N/A

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 3rd Thursday of the month at 7:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #5751 Faith Post

224 Main Street Faith, SD 57626

Phone: (605) 967-2704

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 2nd Tuesday of the month at 7:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #5807 Newell Post

122 3rd Street Newell, SD 57760

Phone: (605) 717-2938

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 3rd Wednesday of the month at 7:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #5860 Queen City Post

3102 East Fairgrounds Loop, Spearfish, SD 57783

Phone: N/A

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 2nd Tuesday of the month at 7:30pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #5969 Black Hills Post

10 Pine Street Deadwood, SD 57732

Phone: (605) 722-9914

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 1st Tuesday of the month at 6:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

Veterans of Foreign Wars (VFW) Post #9120 F.J. Wiluweit Post

501 Main Street Wall, SD 57790

Phone: (605) 279-2470

Website: N/A

Fax: N/A

E-mail: N/A

Hours: Meetings are held 2nd Tuesday of the month at 5:00pm

Fees: Yes, annual membership is \$45

Services offered: The VFW is an organization that serves as a legislative spokesperson on behalf of all enlisted and retired military service members. This individual post serves as a meeting spot for official business as well as comradery and connection with fellow members from near or far.

BRAIN INJURY RESOURCES

Brain Injury Association of America

Address: N/A

Phone: 1-800-444-6443 or 703-761-0750 for local

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: The Brain Injury Association of America offers educational, community, and professional resources to individuals who personally have or have a loved one with a brain injury.

Website: <https://braininjurysd.org/>

E-mail: braininjurysd@gmail.com

Brain Injury Alliance of South Dakota

4304 S Glenview Road Sioux Falls, SD 57103

Phone: (605) 697-6678

Website: <https://www.spinalcord.com/blog/brain-injury-alliance-of-south-dakota>

Fax: N/A

E-mail: braininjurysd@gmail.com

Hours: N/A

Fees: N/A

Services offered: The Brain Injury Alliance of South Dakota is an organization that connects individuals who have experienced brain injuries with the necessary resources to engage in their lives as independently and safely as possible. This organization also advocates for the expansion and protection of brain injury services available in South Dakota.

Brainline.org

Address: N/A

Phone: (703) 998-2020

Website: <https://www.brainline.org/>

Fax: N/A

E-mail: info@brainline.org

Hours: N/A

Fees: None

Services offered: Brainline offers supports and services to individuals who have experienced a traumatic brain injury and/or post-traumatic stress disorder (PTSD) as well as to friends, family, and professionals who care for these individuals. Brainline offers veteran-specific resources as well.

The Brain Injury Rehabilitation Center

803 Soo San Drive Rapid City, SD 57702

Phone:

Website: www.brainrehab.org

Main: (605) 343-7297

Director of Clinical Services: (605) 718-8446

Fax: N/A

E-mail: jashokar@bhws.com

Hours: N/A

Fees: N/A

Services offered: The Brain Injury Rehabilitation Center offers unique programming to provide their “persons supported” with the services needed to return to community living. This facility offers speech therapy, occupational therapy, vocational exploration, and counseling services to promote cognitive and physical rehabilitation.

MISCELLANEOUS

Alzheimer's Association

Address: N/A

Phone: (605) 339-4543 or 1-800-272-3900

Fax: N/A

Hours: 24/7

Fees: N/A

Services offered: The Alzheimer's Association site gives caregivers and family of individuals with Alzheimer's disease access to a 24-hour helpline, support groups, and consultative services for coordinating care.

Website: www.alz.org/sd

E-mail: N/A

Community Health Center of the Black Hills

350 Pine Street and 10 Van Buren Street Rapid City, SD 57701

Phone:

Medical: (605) 721-8939

Dental: (605) 721-8919

Fax: N/A

Hours: N/A

Fees: Yes, sliding scale and accepts Medicaid

Services offered: The Community Health Center of the Black Hills offers medical, dental, and mental health care to the community of Rapid City, SD. This includes community and individual programming to improve prevention and treatment services.

Website: <https://www.chcbh.com/>

E-mail: N/A

South Dakota Department of Human Services (DHS)

2330 N. Maple Avenue Suite 2 Rapid City, SD 577

Phone: (605) 394-2261

Fax: (605) 394-1659

Hours: N/A

Fees: N/A

Services offered: South Dakota DHS connects clients to needed resources related to developmental disabilities, rehabilitative services, guardianship, long-term care services, and the blind and visually impaired.

Website: dhs.sd.gov

E-mail: N/A

South Dakota Department of Social Services (DSS)

Address: N/A

Phone: (605) 394-2525

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: South Dakota DSS promotes the well-being and safety of South Dakota by providing child and family services.

Website: dss.sd.gov

E-mail: N/A

Hope Center

615 Kansas City Street Rapid City, SD 57701

Phone: (605) 716-4673

Fax: N/A

Hours: 8:00am-4:00pm, Monday-Thursday; 8:00am-2:30pm, Friday

Fees: None

Services offered: The HOPE Center is a drop-in day center that provides a variety of services to the homeless community as well as to individuals living in poverty who need support to avoid financial crisis. The HOPE Center helps with mail, laundry, personal care needs as well as offering a phone center where individuals can receive messages and make phone calls.

Website: <https://www.hopecenterrapidcity.org/>

E-mail: N/A

Medicare Services

Address: N/A

Phone: 1-800-437-4762

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: This site gives access to information related to Medicare services including applications, cost estimates, and finding local healthcare that accepts Medicare.

Website: www.medicare.gov

E-mail: N/A

OneHeart

217 Kansas City Street Rapid City, SD 57701

Phone: (605) 791-3034

Fax: N/A

Hours: Varies based on services utilized

Fees: None

Services offered: OneHeart is a recovery-oriented environment for people in need of supports to promote upward mobility in life. OneHeart offers variety of supports including transitional housing, transportation services, childcare, and community providers that offer support and contacts to connect OneHeart participants with necessary resources for them to achieve their goals set in their option-based plan to gain more independence. To be admitted to OneHeart, clients must be referred from a Behavioral Management System representative and be deemed motivated to take actionable steps to improve their life.

Website: <https://oneheartrc.org/>

E-mail: info@oneheartrc.org

Ryan White Part B Care Program (VOA)

615 E. 4th Street Pierre, SD 57501

Phone: 1-800-592-1861 or (605) 773-3737

Fax: N/A

Hours: N/A

Fees: None

Services offered: This program assists individuals who have been diagnosed with human immunodeficiency virus (HIV) with the cost of their specific healthcare needs.

Website: <https://doh.sd.gov/diseases/infectious/ryanwhite/>

E-mail: doh.info@state.sd.us

SD Health Home

Address: N/A

Phone: (605) 773-3495

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: SD Health Home offers healthcare services to individuals who qualify for Medicaid and have chronic health conditions that include but are not limited to chronic obstructive pulmonary disorder (COPD), diabetes, heart disease, tobacco use, cancer, depression, hypertension, asthma, and musculoskeletal and neck/back disorders.

Website: <https://dss.sd.gov/healthhome/>

E-mail: Medical@state.sd.us

South Dakota AgrAbility Project

711 N. Creek Drive Rapid City, SD 57703

Phone: (605) 394-1722

Fax: N/A

Hours: N/A

Fees: None

Services offered: AgrAbility works to enhance its client's ability to succeed in rural America. This program seeks to assist individuals who work in rural America who have difficulty with or cannot engage in their jobs because of a disabling condition such as arthritis, spinal cord injuries, amputations, brain injuries, visual impairments, hearing impairments, cerebral palsy, and respiratory impairments. AgrAbility works to provide assistive technology, evidence-based information related to condition treatment and rehabilitation, and overall support to individuals and their family members to help them engage in their daily activities.

Website: <http://www.agrability.org/>

E-mail: Jason.schoch@sdstate.edu

South Dakota Department of Health (DOH)

Address: N/A

Phone: (605) 773-3361 or 1-800-738-2301

Fax: N/A

Hours: N/A

Fees: N/A

Services offered: The South Dakota DOH manages public health services within South Dakota. The DOH focuses on promoting overall health and well-being by increasing access to care and providing preventative services.

Website: doh.sd.gov

E-mail: N/A

State Home Care Services – Hot Springs

712 Jennings Avenue Hot Springs, SD 57747

Phone: (605) 745-4816

Fax: (605) 745-4817

Hours: N/A

Fees: Yes, fees vary based on insurance.

Services offered: State Home Care Services offers a team of skilled nurses, physical therapists, occupational therapists, speech therapists, social workers, and home health aides to deliver rehabilitative and care coordination services to clients. Call to inquire about further details and availability of care in your area.

Website: <https://www.statehomecareservices.com/>

E-mail: N/A

State Home Care Services – Rapid City

1301 W Omaha Street Suite 205 Rapid City, SD 57701

Phone: (605) 718-5004

Website: <https://www.statehomecareservices.com/>

Fax: (605) 718-5006

E-mail: N/A

Hours: N/A

Fees: Yes, fees vary based on insurance.

Services offered: State Home Care Services offers a team of skilled nurses, physical therapists, occupational therapists, speech therapists, social workers, and home health aides to deliver rehabilitative and care coordination services to clients. Call to inquire about further details and availability of care in your area.

State Home Care Services – Spearfish

211 North Main Street Suite 103 Spearfish, SD 57783

Phone: (605) 722-9167

Website: <https://www.statehomecareservices.com/>

Fax: (605) 722-9168

E-mail: N/A

Hours: N/A

Fees: Yes, fees vary based on insurance.

Services offered: State Home Care Services offers a team of skilled nurses, physical therapists, occupational therapists, speech therapists, social workers, and home health aides to deliver rehabilitative and care coordination services to clients. Call to inquire about further details and availability of care in your area.

Rapid City Area Office- Vocational Rehabilitation Services

2330 N. Maple Suite 2 Rapid City, SD 57701

Phone: (605) 642-6817

Website: <https://dhs.sd.gov/rehabservices/vr.aspx>

Fax: (605) 642-6907

E-mail: N/A

Hours: N/A

Fees: None

Services offered: This site offers vocational rehabilitation programming which assists people with significant disabilities get and keep jobs that match their skillset. A rehabilitation counselor works with clients to match their interests, skills, and abilities to available jobs in their area.

Spearfish Suboffice- Vocational Rehabilitation Services

1300 North Avenue Spearfish, SD 57783

Phone: (605) 394-2261

Website: <https://dhs.sd.gov/rehabservices/vr.aspx>

Fax: (605) 394-1659

E-mail: N/A

Hours: N/A

Fees: None

Services offered: This site offers vocational rehabilitation programming which assists people with significant disabilities get and keep jobs that match their skillset. A rehabilitation counselor works with clients to match their interests, skills, and abilities to available jobs in their area.

Discharge Questionnaire

This document was created to provide a structured interview for healthcare team members to utilize prior to a client being discharged from treatment services. It is encouraged for you to edit this document to best serve each client's unique needs. It is expected that you complete this document in conjunction with your clients, and other healthcare team members as appropriate.

A tutorial video is provided on the Monument Health System shared drive. If you do not have access to the Monument Health System shared drive, please use this link to access the video

https://www.canva.com/design/DAE8kKgIdCg/8nP0TZM-mKi_l30ZmrIYA/watch?utm_content=DAE8kKgIdCg&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton. If you still cannot access the video, please contact the author, Ashley Mutziger, at ashleymutziger1@gmail.com.

Discharge Questionnaire

This document is to be completed by the client receiving care services and their respective care team. Multiple providers may be needed to fill out the form in its entirety. After completing the form, be sure to place it inside the client's discharge paperwork prior to them leaving the facility.

Client name: _____

Date: _____

Who should I contact if I experience _____?
(*symptom*)

Provider name: _____

Phone number: _____ E-mail: _____

Facility name: _____

Comments: _____

Do I have a follow-up appointment? ___ Yes ___ No

If yes, what are the details of the appointment?

Appointment date: _____ Appointment time: _____

Facility name: _____

Facility address: _____

Provider name: _____ Phone number: _____

E-mail: _____

Comments: _____

What is the best way to reach my _____?
(healthcare provider)

Provider name: _____

Phone number: _____

E-mail: _____

Facility name: _____

Comments: _____

What exercises or tasks am I supposed to continue doing? For how long?

Comments: _____

What activities should I avoid doing? For how long?

Comments: _____

What equipment should I keep using?

Comments: _____

Case Study Activity

This document was created to provide an interactive learning activity to healthcare team members utilizing the Comprehensive Resource Guide for the Black Hills and the Discharge Questionnaire. This activity can be completed independently, or in conjunction with the tutorial video provided on the Monument Health System shared drive. If you do not have access to the Monument Health System shared drive, please use this link to access the video https://www.canva.com/design/DAE8kKgIdCg/8nP0TZM-mKi_lc30ZmrIYA/watch?utm_content=DAE8kKgIdCg&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton. If you still cannot access the video, please contact the author, Ashley Mutziger, at ashleymutziger1@gmail.com.

This document provides two brief case studies with hypothetical clients. Below each case study, there are three questions provided to facilitate the use of the Comprehensive Resource Guide for the Black Hills Region. After each case study question set, there is a key provided. Please be aware that the keys within this product do not contain all the applicable answers, but rather gives a few suggested answers to the prompts based on the resources within the Comprehensive Resource Guide for the Black Hills Region. Following the key pages are rationales using the Person-Environment-Occupation (PEO) Model to outline the transactional relationships and evaluate the occupational performance of each case study.

Case Study A

A 58-year-old Native American female client who has a history of substance abuse is being seen in outpatient services for both physical and occupational therapy in Rapid City, SD. This client is recovering from a motor vehicle accident that occurred while driving under the influence. The MVA resulted in concussion, post-traumatic stress disorder, and soft tissue damage in her cervical and lumbar spine. She was previously a waitress in a sports bar but since the MVA has been unable to return to work full-time and is interested in exploring other work options. The client is close to completing her goals of functional independence but still struggles with managing PTSD symptoms from the MVA and finding occupations of leisure and work that support her sobriety. Currently, she lives with her mother and her two children in a mobile home.

1. Using the resource guide provided, what facility or resource(s) would you recommend to this client to promote her sobriety?

2. Using the resource guide provided, what facility or resource(s) would you recommend to this client to address her PTSD management?

3. Using the resource guide provided, what other supports would you recommend to this client for leisure, social, and occupational pursuits?

Case Study A Key:

Below you will find a short list of possible answers to the questions posed in the case study activity. These answers are merely suggestions to showcase the variety of resources in the guide provided, but other resources could also apply to each prompt.

1. Using the resource guide provided, what facility or resource(s) would you recommend to this client to promote her sobriety?

- Native Healing Program; drug and alcohol treatment center
- ROADS Outpatient Treatment Program (Sweitzer Counseling); provides outpatient services, aftercare groups, and other supports to help those struggling with substance abuse and state funding is available based on client income.
- Catholic Social Services; offers free educational classes on how to live a life of sobriety

2. Using the resource guide provided, what facility or resource(s) would you recommend to this client to address her PTSD management?

- Brainline.org; offers support and services to those who have PTSD
- Awareness Counseling; outpatient counseling office
- BetterHelp; online counseling service that offers video, phone, and chat options to communicate with counselors
- Calmerry; online counseling service that offers chat and video services to connect clients with counselors
- Cerebral; online counseling service that can provide medication as appropriate
- Full Circle Behavior Management Systems – Rapid City; offers mental health supports and services including walk-in appointments, screenings, and more

3. Using the resource guide provided, what other supports would you recommend to this client for leisure, social, and occupational pursuits?

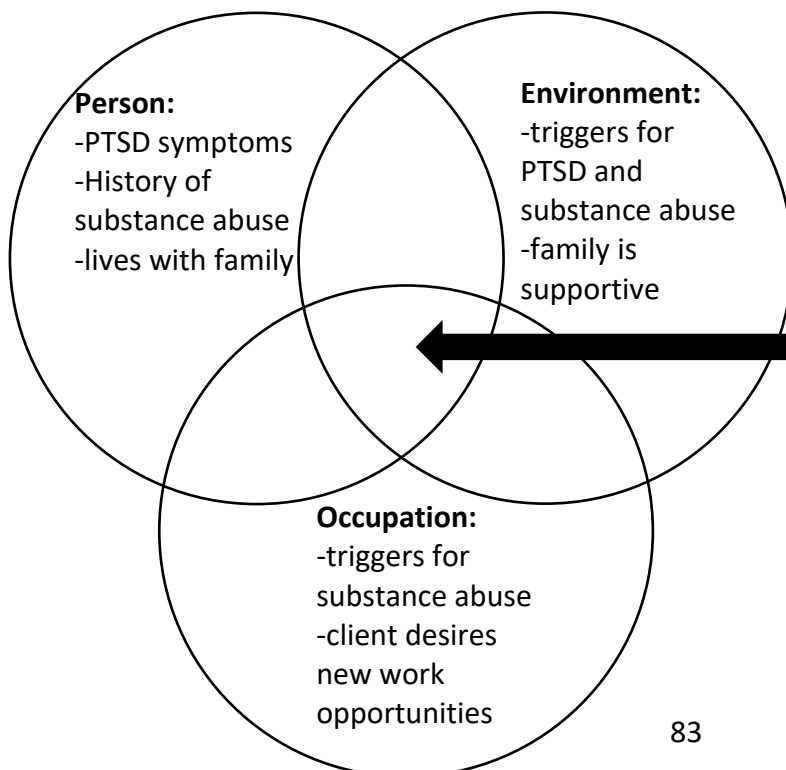
- Catholic Social Services; offers programming that supplies funding to parents working towards a college degree
- Strong South Dakota Families; offers parent resources for job training
- Oglala Sioux Tribe Vocational Rehabilitation Project; assists clients with locating jobs that match their skillset, ability, and interests
- United Sioux Tribes Development Corporation; assists clients in locating employment, on-the-job-training programs, job training assistance, community service employment, and supportive services

Person-Environment-Occupation (PEO) Model of Occupational Performance: Case Study A

The PEO Model considers how the three domains of personal, environmental, and occupational can impact a client’s overall performance (Baptiste, 2017). The interactions between each of these domains are called transactive relationships. The better these domains perform transactive relationships between each other, the better the overall occupational performance of the client. In this activity, occupations include work, play, leisure, rest & sleep, education, and social participation (AOTA, 2020).

Looking at Case Study A’s description, it can be determined that there are some factors impacting this client’s occupational performance. Please refer to the table below for descriptions on each transactive relationship for this client.

Transactive Relationship	Strengths	Weaknesses
Person-Environment	<ul style="list-style-type: none"> Home environment provides supports for client sobriety and health. 	<ul style="list-style-type: none"> Client’s history of PTSD and substance abuse may impact her ability to complete occupations within her work and social environments.
Person-Occupation	<ul style="list-style-type: none"> Client shows physical improvements in ability to complete daily activities with independence. 	<ul style="list-style-type: none"> Client’s history of PTSD and substance abuse may impact her ability to complete occupations.
Environment-Occupation	<ul style="list-style-type: none"> Client can complete all daily activities within her environments. Client has family to support her if needed in completing daily tasks or occupations. 	<ul style="list-style-type: none"> Work and social environments may trigger client to use substances or experience PTSD symptoms and make it difficult to engage in occupations.



Occupational Performance:

This client is experiencing diminished occupational performance due to her work environment having a negative interaction with her personal factors including PTSD and substance abuse history. To increase occupational performance, her work and social supports must be enhanced to fit her person factors.

Case Study B

A 42-year-old male client is recovering from an above-the-knee amputation (AKA) on his right leg after complications with Type II diabetes. He is a veteran living in a two-level home in Rapid City with seven stairs to enter, six stairs between floors, and no previous durable medical equipment (DME) besides his diabetic management supplies. After both physical and occupational therapy evaluations are completed, it is determined that the client will need a front-wheeled walker for mobility in his home, a toilet frame and riser, and a wheelchair for mobility outside of the home. His insurance will cover one item of mobility equipment, but the client still needs one more piece of mobility equipment and bathroom equipment. The client is a customer service support specialist and works from home. The client expresses concern with his recent amputation and ability to return home as he lives alone and has no family that lives close by to help if needed. He reports that the recent AKA has exacerbated his anxiety and depression and he worries for his mental health after he returns home. This client is currently not receiving any type of counseling services.

1. Using the resource guide provided, what facility or resource(s) would you recommend to locate the necessary DME for this client?

2. Using the resource guide provided, what facility or resource(s) would you recommend for this client to improve his social supports?

3. Using the resource guide provided, what facility or resource(s) would you recommend to this client to improve his mental health?

Case Study B Key:

Below you will find a short list of possible answers to the questions posed in the case study activity. These answers are merely suggestions to showcase the variety of resources in the guide provided, but other resources could also apply to each prompt.

1. Using the resource guide provided, what facility or resource(s) would you recommend to locate the necessary DME for this client?

- Black Hawk Vans Inc.; provides mobility equipment such as wheelchairs and ramps
- Meet the Need; offers limited medical equipment
- Western Resources for Independent Living (WRIL)– Rapid City; offers disability products and services and home modifications
- U.S. Department of Veteran’s Affairs – Disability Housing Grants; offers financial assistance in buying ramps and modifying homes to meet mobility needs

2. Using the resource guide provided, what facility or resource(s) would you recommend for this client to improve his social supports?

- Western Resources for Independent Living (WRIL)– Rapid City; support groups run for and by clients with disabilities
- Rapid City Diabetes Support Group; connects client with other community members struggling with diabetes management
- Veterans of Foreign Wars (VFW) Post #1273 Rushmore Post; place for local veterans to socialize and share in comradery
- American Legion Post #22; offers opportunities to socialize with other veterans

3. Using the resource guide provided, what facility or resource(s) would you recommend to this client to improve his mental health?

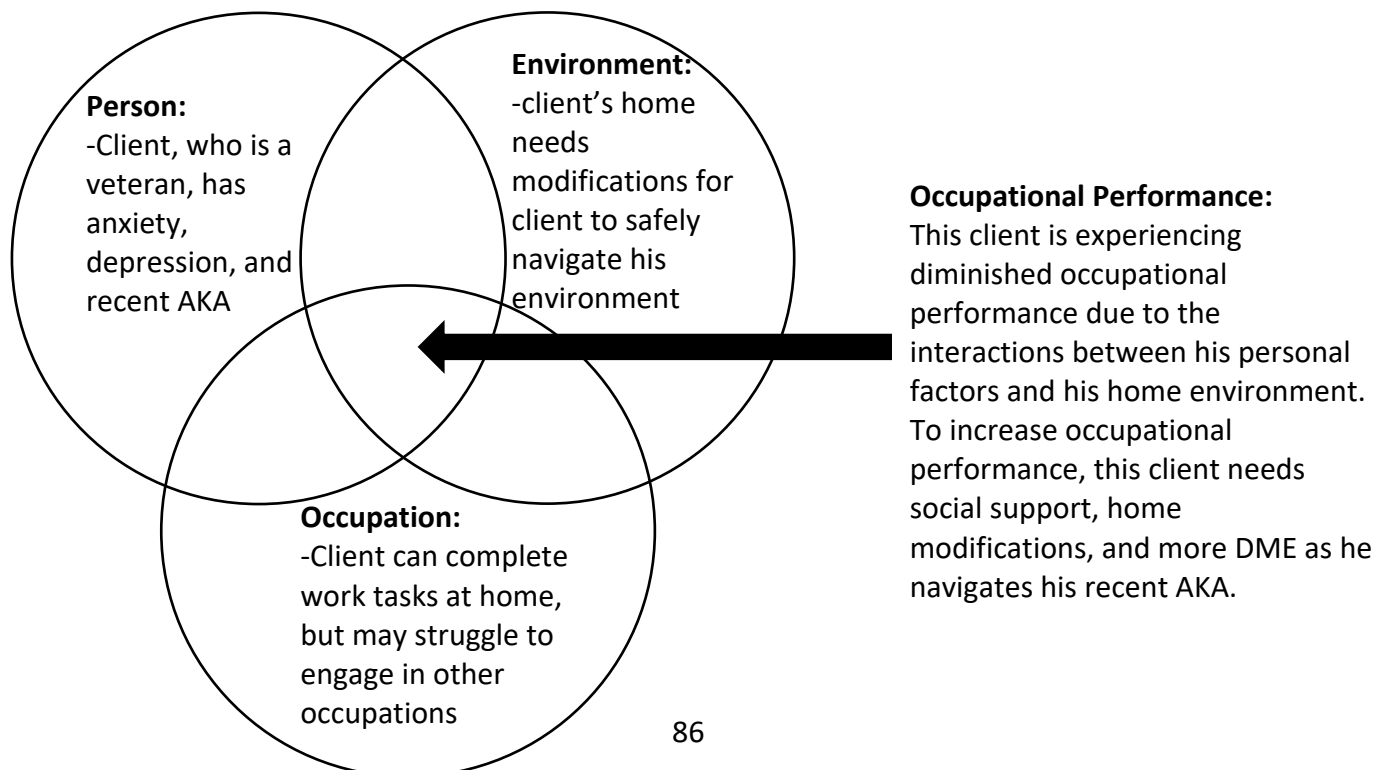
- National Alliance on Mental Illness (NAMI) Connection; provides source of connection with others struggling with their mental health
- Rapid City VA Medical Center; provides mental health services for veterans
- Rapid City Vet Center; provides community-based counseling for veterans

Person-Environment-Occupation (PEO) Model of Occupational Performance: Case Study B

The PEO Model considers how the three domains of personal, environmental, and occupational can impact a client’s overall performance (Baptiste, 2017). The interactions between each of these domains are called transactive relationships. The better these domains perform transactive relationships between each other, the better the overall occupational performance of the client. In this activity, occupations include work, play, leisure, rest & sleep, education, and social participation (AOTA, 2020).

Looking at Case Study B’s description, it can be determined that there are some factors impacting this client’s occupational performance. Please refer to the table below for descriptions on each transactive relationship for this client.

Transactive Relationship	Strengths	Weaknesses
Person-Environment	<ul style="list-style-type: none"> Client has own home to return to. 	<ul style="list-style-type: none"> Home environment is difficult to access with client’s recent AKA and lack of DME for functional mobility Client history of mental health issues may be exacerbated in isolated home environment.
Person-Occupation	<ul style="list-style-type: none"> Client can complete work occupations from home. 	<ul style="list-style-type: none"> Client has no DME and may lack strategies to complete all of his occupations at home (dressing, bathing, etc.)
Environment-Occupation	<ul style="list-style-type: none"> Client has access to some DME prior to discharge. 	<ul style="list-style-type: none"> Client needs further home modifications and DME to fully support him in his home environment.



References

American Occupational Therapy Association. (2020). *Occupational therapy practice framework* (4th ed.). American Occupational Therapy.

Baptiste, S. (2017). The Person-Environment-Occupation Model. In J. Hinojosa, P. Kramer & C. B. Royeen (Eds.), *Perspectives on human occupation: Theories underlying practice* (2nd ed., pp. 137-159). Philadelphia: F.A. Davis Company.

APPENDIX B

Product Feedback Survey

Please take a few minutes to answer the questions below based on the documents provided. Your feedback will be used to edit these documents and is highly valued. Thank you for your time.

What discipline are you a part of? *(Please check the box that applies to you)*

- Occupational Therapy
- Physical Therapy
- Speech-Language Pathology
- Case Management
- Social Work
- Other: _____

What setting do you primarily work in? *(Please check the box that applies to you)*

- Acute/hospital-based
- Inpatient rehab
- Outpatient/clinic
- Other: _____

For the remaining questions, please circle the number/response that you wish to select.

1. I feel the Comprehensive Resource Guide for the Black Hills Region was easy to navigate.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

2. I feel the content in the Comprehensive Resource Guide for the Black Hills Region provided relevant resources to serve my clients.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

3. I feel confident in utilizing the Comprehensive Resource Guide for the Black Hills Region.

1 2 3 4 5
Strongly disagree Disagree Neutral Agree Strongly Agree

4. I feel the case study activity was beneficial in learning how to use Comprehensive Resource Guide for the Black Hills Region.

1 2 3 4 5
Strongly disagree Disagree Neutral Agree Strongly Agree

5. I am going to use the Comprehensive Resource Guide for the Black Hills Region with future clients.

1 2 3 4 5
Strongly disagree Disagree Neutral Agree Strongly Agree

6. I feel the Discharge Questionnaire has potential to improve discharge processes within Monument Health facilities.

1 2 3 4 5
Strongly disagree Disagree Neutral Agree Strongly Agree

7. I feel confident in utilizing the Discharge Questionnaire.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

8. I feel the case study activity was beneficial in learning how to use the Discharge Questionnaire.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

9. I am going to use the Discharge Questionnaire with future clients.

1	2	3	4	5
Strongly disagree	Disagree	Neutral	Agree	Strongly Agree

10. What additional feedback do you have to improve upon the Comprehensive Resource Guide for the Black Hills Region?

11. What additional feedback do you have to improve upon the Discharge Questionnaire?

Thank you for your time and responses!