

THE NETWORK

Vol. 5 No. 1 – JANUARY 2021



OFFICE INFORMATION

3211 7th Ave SE, Suite 102
Aberdeen, SD 57401

(605) 725-1000

OFFICE HOURS:
Mon.- Fri. 8:30am- 5:30pm

REDFIELD:
Wed. 10am- 4pm

GET OUR ENEWSLETTER

Getting the newsletter in your mailbox is great, but why not get it in your inbox!

Sign up for NVC's monthly eNewsletter at NVC.net.

FOLLOW US ON SOCIAL MEDIA

Stay in touch with NVC, check us out on Facebook and Twitter!

GRINCH VISIT

The Grinch stopped by our Aberdeen retail store to check out our phone inventory before Christmas.

Visit our retail locations if you're in the market for a new phone or an upgrade.

Special thanks to Aberdeen City Councilwoman Tiffany Langer and the Aberdeen Area Chamber of Commerce for organizing the visits.

Pictured below with the Grinch are employees Brent Hanson and Lance Fliehe.



211 HELPLINE AVAILABLE STATEWIDE, LAUNCHES NEW APP

Excerpt taken from SDN Communications' blog, written by freelancer writer Amy Bennett Smolik

Struggling to pay rent this month? Want to donate household goods? Not sure where to get tested for COVID-19? Want to know if you qualify for food assistance programs or where you can volunteer?

The 211 Helpline Center can help answer all these questions — and more for people by simply dialing 2-1-1. The program that's often considered the "front door" of the social services system is now available to all South Dakotans thanks to the 2020 Legislative Session.

The 211 service is one of three main components of the Helpline Center in Sioux Falls. It also offers suicide prevention and crisis support as well as volunteer connections. The center serves as a local and national point-of-contact for disaster response and recovery efforts.

Helpline staff are professionally trained to answer questions 24 hours a day, seven days a week. Their job is to listen and connect people to services, eliminating confusion and providing efficiency with detailed information about programs, resources and processes.

A 2019 Legislative Task Force saw value in making that kind of service available to the rest of the state. One of its goals was to better use existing systems to provide access to mental health resources. At that time, 34 of the state's 66 counties had access to 211.

In March 2020, lawmakers approved and the governor signed Senate Bill 2, which fully-funded the service statewide.

A PANDEMIC STRIKES

Just weeks earlier, state health officials had reported the state's first probable cases of COVID-19 and since that time, Helpline Center Executive Director Janet Kittams says call volume has increased by 94 percent.

Kittams said the first increase in calls was about COVID-19. About six weeks later, they saw the impact of the illness as callers sought help with rent, food or utility assistance. These were people who were new to needing help, she said.

For example, there were 3,880 needs calls for food in all of 2019. Compare that to 13,609 calls for food from January-July 2020.

Between March 10, when state health officials announced the first probable case, through October 31, 211 received 72,596 calls/texts/emails with 78,796 "needs" identified - some had more than one need.

"We're here for people regardless of their situation. When they call, they'll get a caring person on the other end of the line to talk to," Kittams said.

THE DATA

The Helpline Center manages a robust database of more than 5,000 programs that's available to the public. It gets updated annually and even more regularly over the past few months as programs and processes changed during the pandemic.

That database is also available online, where people can search via county or zip code.

A recently released 211 Helpline app is also available on the App Store or Google Play. Users can explore categories such as food, employment assistance, healthcare, volunteer/donate as well as contact information for those resources.

**UNLIMITED
DATA
\$50/phone/
month for a
family of 4**



 **NVC** here for life

GRAND GIVEAWAY

Congratulations to Kris and Kayla Sparling, who won \$250 cash in our Grand Giveaway! Kayla is pictured.

Wondering how to register? No problem, because there's no purchase or registration, just winners! Each month we will randomly select one of our "grand" residential customers to win. Maybe our next winner will be you!



HBO MAX

We're excited to announce the streaming service HBO Max is now included with an HBO subscription! Cable TV customers that subscribe to HBO can stream HBO Max at no additional charge.

HBO Max offers traditional HBO programming as well as original HBO Max programming and new feature films.

To start streaming, you must first set up an account at wtve.net using your NVC account number and selecting NVC as your provider from the drop down options. Once logged in, select HBO Max from the menu and proceed to sign in to that site using your WTVE credentials. You can then set up an HBO Max account and add up to 4 additional users. If you have any questions or want to add HBO, please call us at 725-1000.

HBO max

NATIONAL DO-NOT-CALL REGISTRY

The federal government created the National Do-Not-Call Registry to make it easier and more efficient for you to stop getting most telemarketing sales calls you don't want. You can register online at www.donotcall.gov, if you have an active email address; or you can call toll-free 1-888-382-1222 (TTY 1-866-290-4236) from the number you wish to register.

Registration is free and will not expire. Your phone number, when

placed on the Do-Not-Call Registry, will remain there permanently. If you would like to remove your number from this list, you must call 1-888-382-1222 from the number you wish to delete.

If you receive telemarketing calls after you have registered your telephone number and it has been on the registry for 31 days, you can file a complaint at www.donotcall.gov or by calling 1-888-382-1222 (TTY 1-866-290-4236). You will have to know the company's name or phone number to file a "do-not-call" complaint.

Manage your DVR with the Manage My TV App

Call us for details.



 **NVC** here for life

Worry-Free WiFi no more dead spots

only
\$5/month

12 DAYS OF CHRISTMAS WINNERS

Due to COVID-19 we were unable to host our Christmas open houses in our offices.

We did continue our 12 Days of Christmas drawing this year. Customers could register online or in store. Below is a list of the winners.

Ken's Food Fair \$100

Boston Fern \$100

Maverick's \$50

Smart WiFi Pressure Cooker

NVC Credit \$150

Netflix \$60

Minervas \$50

Target \$100

\$150 Cash

Revive Day Spa \$100

Jon Peterson

Julie Hilgemann

Kathryn Andersen

Linda Dykema

Teresa Barrie

Kimberly Browning

Marva Geffre

Stan Jung

Roger Schmidt

Lori Reinbold

Allevery \$100

Google Nest Hub Max & 3 months FREE Internet

Becky Mehlhoff

Kim Kirnan

Kim is pictured below.

Congrats to all the winners!

