



# answers the call

COVID-19 PANDEMIC RESPONSE  
South Dakota Data from March 1 – October 31, 2020



not all heroes wear capes  
some wear a headset



# 72,596

CALLS, TEXTS, & EMAIL RESPONSES

## TEAMWORK



The 211 Helpline is answered by a dedicated team of 47 trained crisis specialists living in South Dakota.

### Monthly Call Volume

March: 9,185	April: 11,442	May: 8,061	June: 7,217	July: 7,199	August: 8,524	September: 9,367	October: 11,601	Overall Period: 72,596
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## TOTAL NEEDS IDENTIFIED: 78,796

Food Pantries   Meals	17,494	Basic Needs/Diapers	7,384
Disease Information	13,405	COVID-19 Diagnostic Tests	6,087
Rent Payment Assistance	12,513	Isolation/Quarantine Information	4,663
Listening & Support	9,123	Physician Referrals	2,590
Utility Service Payment Assistance	7,640	Grocery Delivery	1,523



WEB TRAFFIC

# 817,398

VISITORS

### DATABASE RESOURCE ACCURACY

# 5,241

RESOURCES CONFIRMED BY 211 DATABASE TEAM

# 8,509

UPDATES

# 736

NEW SERVICES ADDED



Call 211 | [helplinecenter.org](http://helplinecenter.org)