



answers the call

COVID-19 PANDEMIC RESPONSE
South Dakota Data from March 1 – November 30, 2020



not all heroes wear capes
some wear a headset



85,927

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	November: 13,331	Overall Period: 85,927
--------------	---------------	------------	-------------	-------------	---------------	------------------	-----------------	------------------	------------------------

TOTAL NEEDS IDENTIFIED: 99,596

	Food Pantries Meals	20,617		Basic Needs/Diapers	8,232
	Disease Information	14,746		COVID-19 Diagnostic Tests	7,688
	Rent Payment Assistance	14,543		Isolation/Quarantine Information	6,793
	Listening & Support	9,928		Physician Referrals	2,785
	Utility Service Payment Assistance	8,770		Grocery Delivery	1,762



WEB TRAFFIC

927,600

VISITORS

DATABASE RESOURCE ACCURACY

5,590

RESOURCES CONFIRMED BY 211 DATABASE TEAM

9,540

UPDATES

778

NEW SERVICES ADDED



Call 211 | helplinecenter.org