28,688 CALLS, TEXTS, & EMAIL RESPONSES

TEAMWORK

The 211 Helpline is answered by a dedicated team of 45 trained crisis specialists living in South Dakota.

Average wait time: 12 seconds

TOTAL NEEDS IDENTIFIED: 41,681

- Disease Information: 8,190
- Food Pantries: 6,507
- Rent Payment Assistance: 5,517
- Listening & Support: 3,334
- Utility Service Payment Assistance: 1,536
- Physician Referrals: 1,448
- Isolation/Quarantine Information: 1,141
- Basic Needs/Diapers: 1,038
- Grocery Delivery: 832
- Unemployment Insurance: 321

WEB TRAFFIC

324,843 VISITORS

DATABASE RESOURCE ACCURACY

4,500+ RESOURCES CONFIRMED BY 211 DATABASE TEAM

3,043 UPDATES

238 NEW SERVICES ADDED