



# answers the call

COVID-19 PANDEMIC RESPONSE  
South Dakota Data from March 10 – May 31, 2020



# 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	 Physician Referrals	1,448
 Food Pantries	6,507	 Isolation/Quarantine Information	1,141
 Rent Payment Assistance	5,517	 Basic Needs/Diapers	1,038
 Listening & Support	3,334	 Grocery Delivery	832
 Utility Service Payment Assistance	1,536	 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