



answers the call

COVID-19 PANDEMIC RESPONSE
South Dakota Data from March 10 – June 30, 2020



not all heroes wear capes
some wear a headset



32,574

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: 53,170

	Disease Information	9,337		Physician Referrals	1,600
	Food Pantries	8,252		Isolation/Quarantine Information	1,437
	Rent Payment Assistance	6,738		Basic Needs/Diapers	1,557
	Listening & Support	4,143		Grocery Delivery	1,006
	Utility Service Payment Assistance	2,082		Unemployment Insurance	349



WEB TRAFFIC

412,433

VISITORS

DATABASE RESOURCE ACCURACY

4,500+

RESOURCES CONFIRMED BY
211 DATABASE TEAM

4,209

UPDATES

557

NEW SERVICES ADDED