



answers the call

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



not all heroes wear capes
some wear a headset



65,317











CALLS, TEXTS, & EMAIL RESPONSES

TEAMWORK



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

TOTAL NEEDS IDENTIFIED: 78,796

	Food Pantries Meals	14,422		COVID 19 Diagnostic Tests	5,043
	Disease Information	11,443		Basic Needs/Diapers	4,759
	Rent Payment Assistance	10,393		Isolation/Quarantine Information	4,005
	Listening & Support	7,304		Physician Referrals	2,350
	Utility Service Payment Assistance	5,582		Grocery Delivery	1,715



WEB TRAFFIC

710,032

VISITORS

DATABASE RESOURCE ACCURACY

5,488

RESOURCES CONFIRMED BY
211 DATABASE TEAM

7,435

UPDATES

690

NEW SERVICES ADDED