



answers the call

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



not all heroes wear capes
some wear a headset



43,104

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: 64,828

 Disease Information	10,797	 Basic Needs/Diapers	2,737
 Food Pantries	9,634	 Physician Referrals	1,847
 Rent Payment Assistance	7,727	 Isolation/Quarantine Information	1,775
 Listening & Support	4,640	 Grocery Delivery	1,137
 Utility Service Payment Assistance	2,834	 Unemployment Insurance	371



WEB TRAFFIC

505,913

VISITORS

DATABASE RESOURCE ACCURACY

4,800+

RESOURCES CONFIRMED BY
211 DATABASE TEAM

5,223

UPDATES

605

NEW SERVICES ADDED



Call 211 | helplinecenter.org