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

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