



# answers the call

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



not all heroes wear capes  
some wear a headset



# 51,628

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: 78,796

 Disease Information	11,913	 Basic Needs/Diapers	3,701
 Food Pantries	11,525	 Isolation/Quarantine Information	2,411
 Rent Payment Assistance	8,841	 Physician Referrals	2,061
 Listening & Support	5,281	 Grocery Delivery	1,244
 Utility Service Payment Assistance	3,907	 Unemployment Insurance	388



WEB TRAFFIC

# 602,957

VISITORS

### DATABASE RESOURCE ACCURACY

# 5,131

RESOURCES CONFIRMED BY  
211 DATABASE TEAM

# 6,165

UPDATES

# 653

NEW SERVICES ADDED