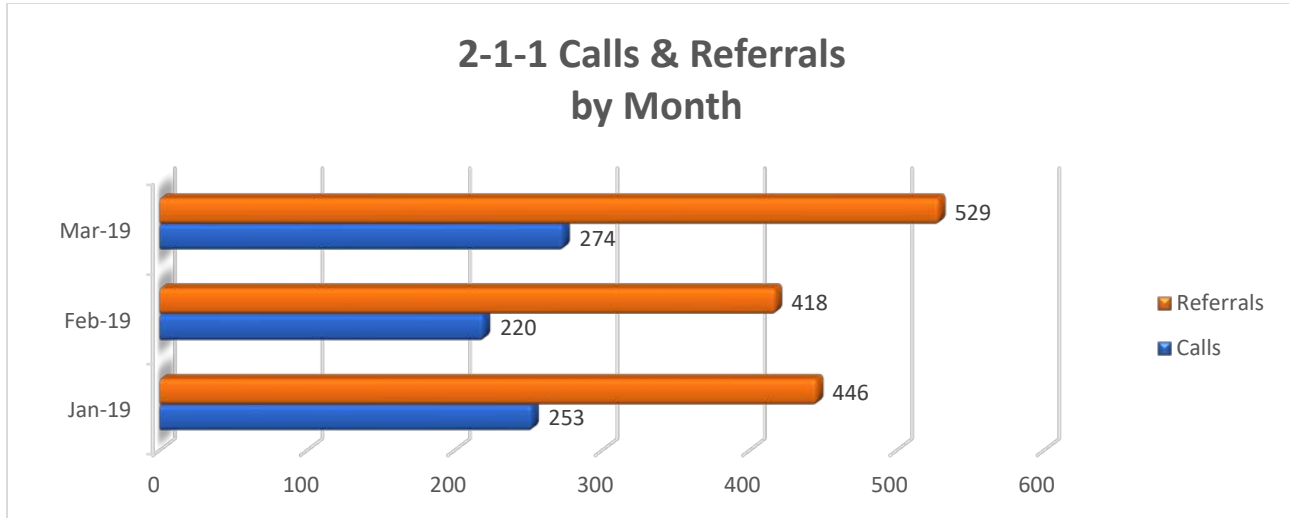




JANUARY THROUGH MARCH 2019  
STATEWIDE INFORMATION AND REFERRAL REPORT



From January 2019 through March 2019, Wyoming 2-1-1 served 747 callers and provided 1393 referrals statewide.



County	Total Calls per County	Total Referrals Per County	County	Total Calls per County	Total Referrals Per County
ALBANY	21	34	NATRONA	85	6
BIG HORN	3	3	NIOBRARA	3	24
CAMPBELL	34	75	PARK	17	7
CARBON	19	32	PLATTE	5	36
CONVERSE	13	25	SHERIDAN	18	4
CROOK	3	4	SUBLETTE	1	65
FREMONT	40	74	SWEETWATER	41	1
GOSHEN	8	15	TETON	1	27
HOT SPRINGS	3	7	UINTA	13	10
JOHNSON	0	0	WASHAKIE	6	24
LARAMIE	372	717	WESTON	15	9
LINCOLN	6	7	COUNTY NOT IDENTIFIED	20	6
<b>Grand Total</b>				<b>747</b>	<b>1393</b>

## 2-1-1 Database

With the database conversion complete, updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1.

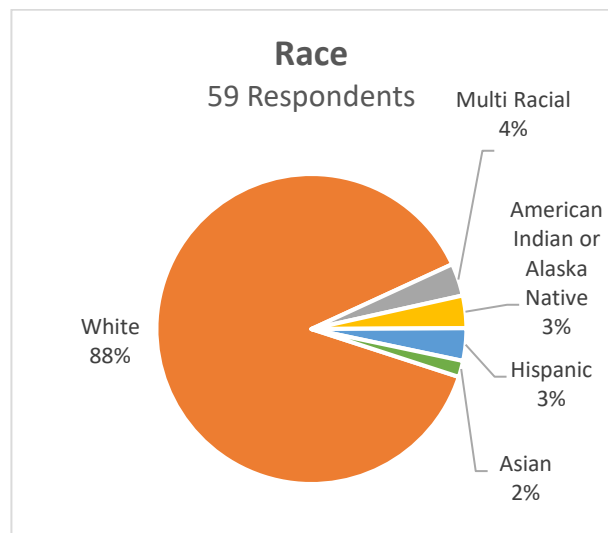
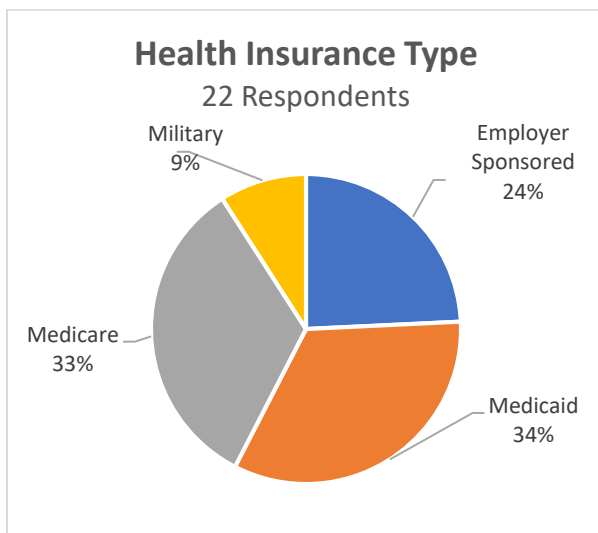
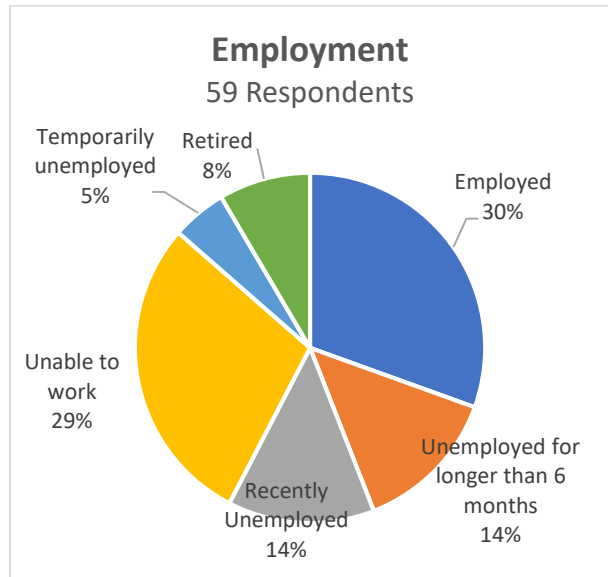
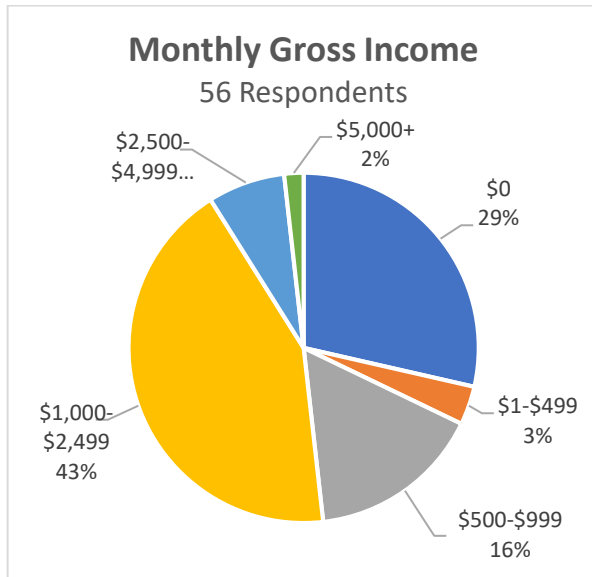
As of 4-9-19, the number of agencies, services and sites are as follows:

<b>Agencies</b>		<b>Services</b>		<b>Sites</b>	
October	30	October	91	October	91
November	12	November	60	November	51
December	20	December	78	December	29
January	2	January	105	January	101
February	14	February	77	February	55
March	63	March	148	March	141
New Agencies Added	141	New Services Added	482	New Sites Added	413
<b>Total Active Agencies</b>	<b>520</b>	<b>Total Active Services</b>	<b>1852</b>	<b>Total Active Sites</b>	<b>2052</b>

	Resources/Services Available			Resources/Services Available		
	County Specific as of 4/9/19	County Specific as of 1/22/19	% Increase	Multi-county and Statewide Services as of 4/9/19	Multi-county and Statewide Services as of 1/22/19	% Increase
ALBANY	92	86	7%	384	245	57%
BIG HORN	36	24	50%	324	241	34%
CAMPBELL	63	53	19%	343	234	47%
CARBON	70	59	19%	355	236	50%
CONVERSE	68	58	17%	358	243	47%
CROOK	32	20	60%	311	234	33%
FREMONT	102	84	21%	389	239	63%
GOSHEN	56	43	30%	348	244	43%
HOT SPRINGS	19	13	46%	307	243	26%
JOHNSON	32	21	52%	317	239	33%
LARAMIE	213	192	11%	508	246	107%
LINCOLN	59	38	55%	347	330	5%
NATRONA	154	139	11%	446	243	84%
NIOBRARA	32	26	23%	318	240	33%
PARK	56	42	33%	341	239	43%
PLATTE	42	30	40%	333	244	36%
SHERIDAN	95	84	13%	378	237	59%
SUBLETTE	28	22	27%	310	237	31%
SWEETWATER	74	61	21%	365	244	50%
TETON	36	24	50%	321	240	34%
UINTA	53	39	36%	343	242	42%
WASHAKIE	20	14	43%	305	238	28%
WESTON	24	15	60%	302	232	30%
NATIONWIDE				1	1	0%

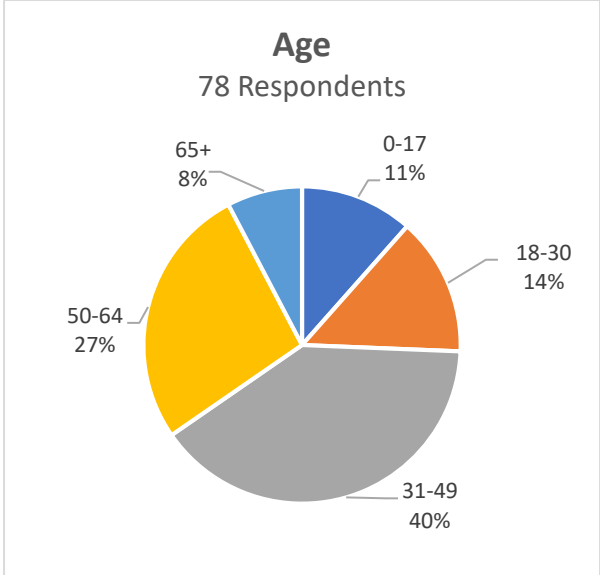
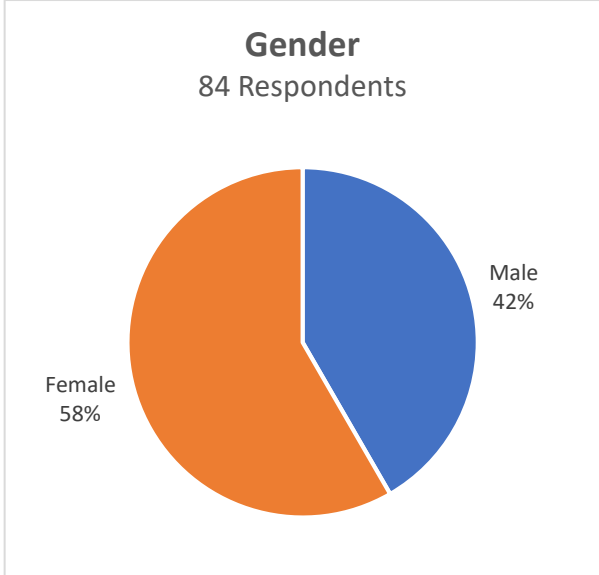
# Demographics of Callers

Wyoming 2-1-1 collects demographic information on individuals calling as a way to understand their consumer base. This information is generally collected through an intake process where the Information and Referral Specialists asks the callers specific questions about themselves. This quarter approximately 59 individuals agreed to a full intake. The following charts represent the demographics of individuals served between January 1, 2019 and March 31, 2019.



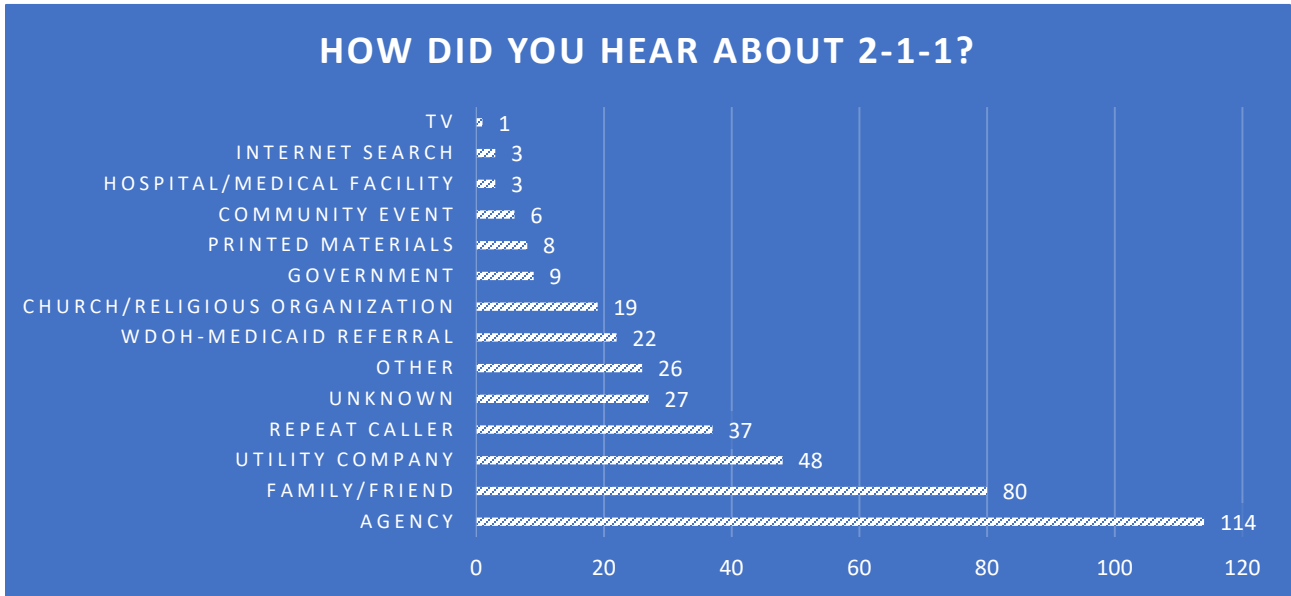
# Demographics of Callers, cntd.

We were able to gather demographic information, such as gender and age, without a full intake in certain situations.

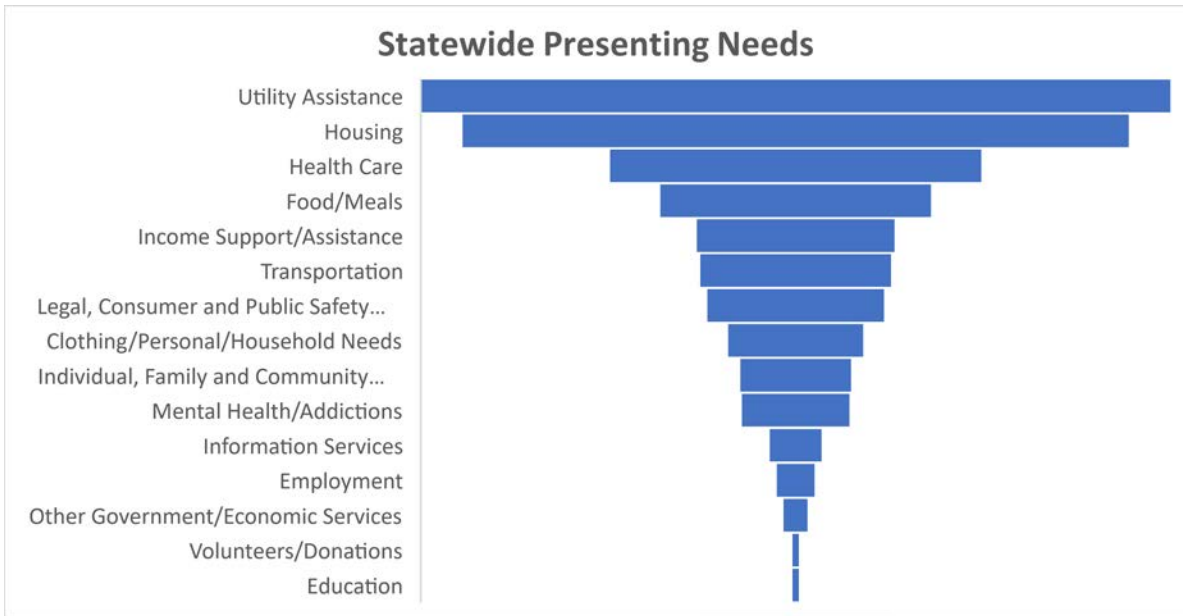


- 20 callers indicated they did not have health insurance
  - 13 families reported being on food stamps
  - 29 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 7 individuals reported being either a veteran or active military

## ***We also wanted to know how they heard about Wyoming 2-1-1...***



# Presenting Needs and Services



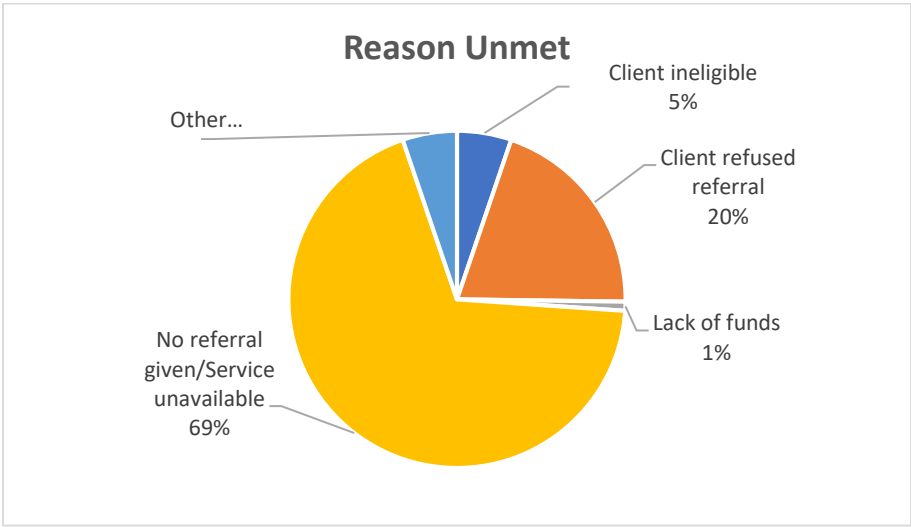
## Top 20 Referring Services

Utility Service Payment Assistance	216
Rent Payment Assistance	106
Food Pantries	42
Food Stamps/SNAP	25
Temporary Financial Assistance	24
Federal Health Insurance Marketplace Call Center/Website	23
Gas Money	21
VITA Program Sites	20
Transitional Housing/Shelter	20
Protection and Advocacy for Individuals With Disabilities	18
Rental Deposit Assistance	17
General Health Insurance Information/Counseling	16
Navigator Programs	15
Low Income/Subsidized Private Rental Housing	15
Community Mental Health Agencies	15
Homeless Shelter	15
General Legal Aid	14
Medicaid	13
Automotive Repair and Maintenance	13
Travelers Assistance	13

# Unmet Needs by County

<b>ALBANY</b>	<b>1</b>	<b>LINCOLN</b>	<b>3</b>
Dental Care Expense Assistance	1	Mobile Home Repair/Service Complaints	1
<b>BIG HORN</b>	<b>2</b>	Utility Service Payment Assistance	1
Food Pantries	1	Rent Payment Assistance	1
Clothing	1	<b>NATRONA</b>	<b>21</b>
<b>CAMPBELL</b>	<b>2</b>	Travelers Assistance	4
Substance Use Disorder Services	1	Utility Service Payment Assistance	4
Furniture	1	Food Pantries	4
<b>CARBON</b>	<b>2</b>	Gas Money	4
Water Service Payment Assistance	1	Rent Payment Assistance	2
Home Rehabilitation Services	1	Long Distance Bus Fare	2
<b>CONVERSE</b>	<b>2</b>	Bus Fare	1
Utility Service Payment Assistance	1	<b>PARK</b>	<b>7</b>
Rent Payment Assistance	1	Utility Service Payment Assistance	3
<b>FREMONT</b>	<b>3</b>	Rent Payment Assistance	3
Long Distance Bus Fare	1	Appliances	1
Utility Service Payment Assistance	1	<b>PLATTE</b>	<b>2</b>
Medical Care Expense Assistance	1	Medical Expense Assistance	1
<b>GOSHEN</b>	<b>1</b>	Home Improvement/Repair Complaints	1
Homeless Shelter	1	<b>SHERIDAN</b>	<b>6</b>
<b>LARAMIE</b>	<b>51</b>	Rent Payment Assistance	1
Gas Money	8	WIC	1
Transitional Housing/Shelter	7	Utility Service Payment Assistance	1
Motel Bill Payment Assistance	7	Diapers	1
Rental Deposit Assistance	5	Automotive Repair and Maintenance	1
Utility Service Payment Assistance	5	Gas Money	1
Automotive Repair and Maintenance	3	<b>SWEETWATER</b>	<b>7</b>
Mattresses	1	Gas Money	3
Rent Payment Assistance	1	Veterinary Care Expense Assistance	1
Non-Emergency Medical Transportation	1	Motel Bill Payment Assistance	1
Day Shelters	1	Clothing	1
Community Shelters	1	Mobile Home Repair/Service Complaints	1
Dental Care	1	<b>UINTA</b>	<b>1</b>
Babysitting Instruction	1	Home Improvement/Repair Complaints	1
Diapers	1	<b>WASHAKIE</b>	<b>2</b>
Prosthetic Devices	1	Mobile Home Repair/Service Complaints	1
Transitional Residential Substance Use Disorder Services	1	Home Maintenance and Minor Repair Services	1
Bail Bonds	1	<b>WESTON</b>	<b>1</b>
Bus Fare	1	Rent Payment Assistance	1
Clinical Weight Loss Programs	1	<b>(blank)</b>	<b>1</b>
Long Distance Bus Fare	1	Movers	1
Abandoned Vehicle Reporting/Removal	1		
Homeless Shelter	1		

# Reason Unmet



# Serving our Veterans

Veteran Needs					
LARAMIE	Consumer Fraud Reporting	Homeless Shelter	CARBON		UINTA
	Protection and Advocacy for Individuals With Disabilities	Rent Payment Assistance	Food Stamps/SNAP		
			Mortgage Payment Assistance	Utility Service Payment Assista...	Temporary Financial Assistance
	Temporary Financial Assistance	Transitional Housing/ Shelter	WESTON		Utility Service Payment Assistance
Utility Service Payment Assistance	Temporary Financial Assistance	Transitional Housing/ Shelter	Utility Service Payment Assistance		