

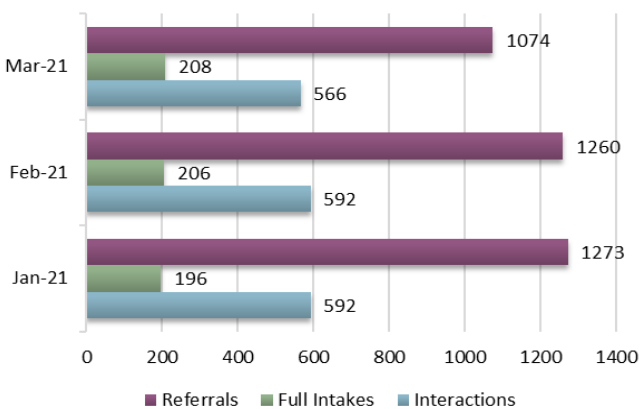


JANUARY THROUGH MARCH 2021
STATEWIDE INFORMATION AND REFERRAL REPORT



From January through March 2021, Wyoming 2-1-1 handled 1,754 calls (interactions) and provided 3,607 referrals statewide.

2-1-1 Calls & Referrals by Month



*When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an *“interaction”*.

**If the individual is willing to answer all of our demographic questions, we count that call as a *“full intake”*.

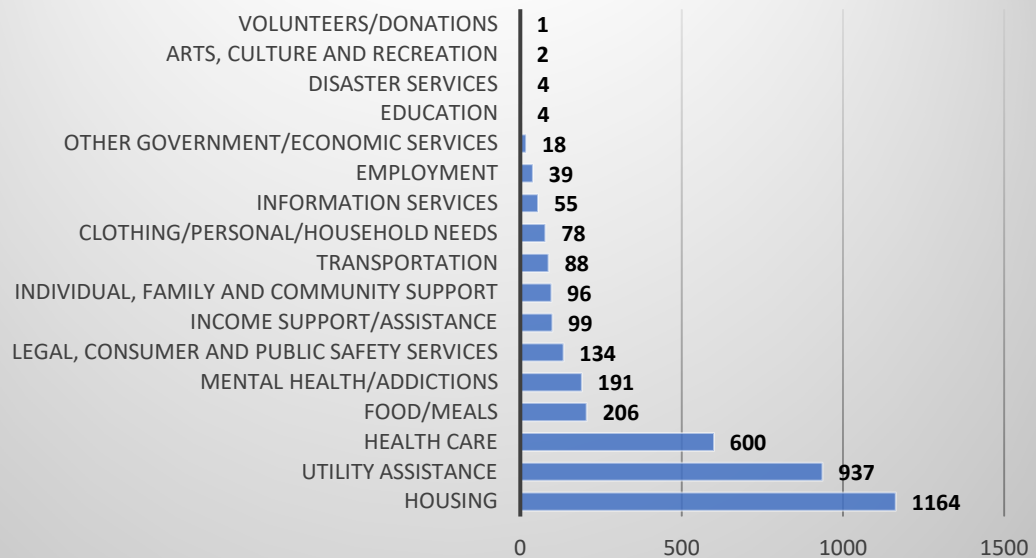
***A *“referral”* is the actual referral made to a particular resource.

County	Total Calls per County Jan-Mar 2021	Total Referrals Per County Jan-Mar 2021	County	Total Calls per County Jan-Mar 2021	Total Referrals Per County Jan-Mar 2021
ALBANY	71	155	NIOBRARA	5	10
BIG HORN	33	57	PARK	66	112
CAMPBELL	197	371	PLATTE	22	38
CARBON	27	70	SHERIDAN	65	133
CONVERSE	36	68	SUBLETTE	8	18
CROOK	7	11	SWEETWATER	104	208
FREMONT	60	138	TETON	14	20
GOSHEN	19	32	UINTA	24	38
HOT SPRINGS	11	13	WASHAKIE	18	24
JOHNSON	11	18	WESTON	16	26
LARAMIE	602	1361	COUNTY NOT IDENTIFIED	71	103
LINCOLN	10	17	GRAND TOTAL	1751	3607
NATRONA	254	566			

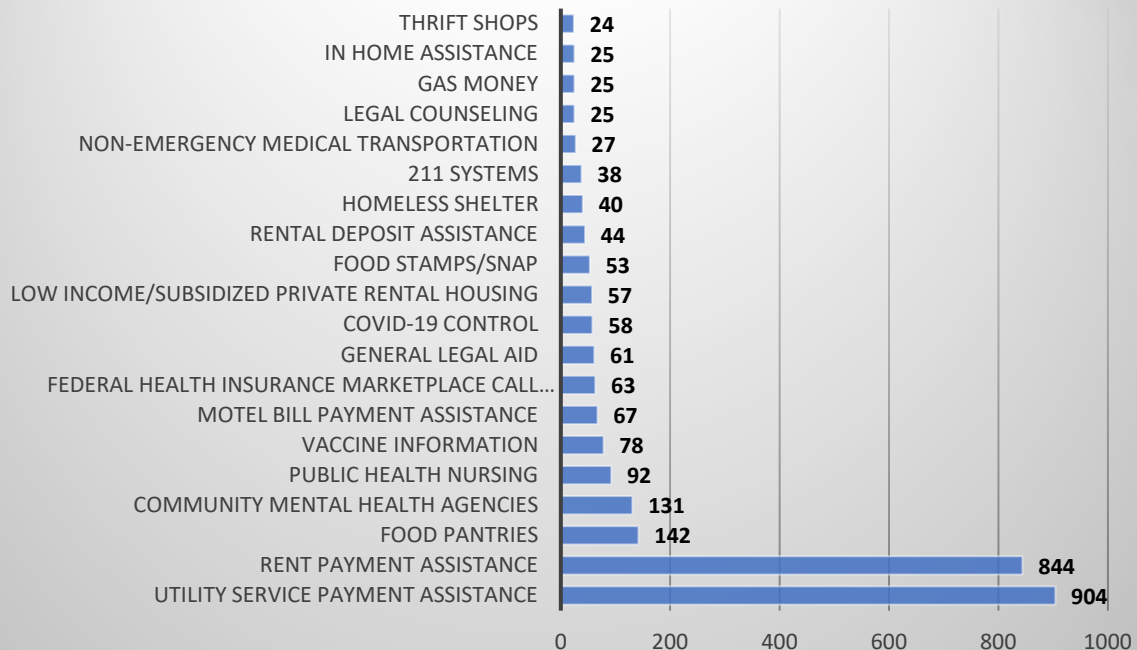
Presenting Needs and Services

Housing, utility assistance healthcare, and food are among the top needs in the 1st Quarter of 2021.

1st Quarter Presenting Needs



Top 20 Services related to Presenting Needs



Unmet Needs: Reason and Request

Reason Unmet/Need	# of Requests
No referral given/Service unavailable	54
Motel Bill Payment Assistance	6
Rental Deposit Assistance	6
Gas Money	4
Medical Care Expense Assistance	3
Rent Payment Assistance	3
Driver License Fee Payment Assistance	2
Homeless Shelter	2
Automotive Repair and Maintenance	2
Furnace Maintenance/Repair	1
Other	25
Client ineligible	42
Utility Service Payment Assistance	23
Rent Payment Assistance	9
Home Rehabilitation Grants	2
Rental Deposit Assistance	2
Motel Bill Payment Assistance	1
Home Rehabilitation Loans	1
TANF	1
Home Rehabilitation Programs	1
Dental Care	1
Kinship Care	1
Client refused referral	8
Homeless Shelter	2
Utility Service Payment Assistance	2
Rent Payment Assistance	1
COVID-19 Immunization Clinics	1
Adoption and Foster/Kinship Care Support Groups	1
Domestic Violence Intervention Programs	1
Other	3
Child Care Expense Assistance	1
TANF	1
Food Stamps/SNAP	1
Lack of funds	3
Rent Payment Assistance	3

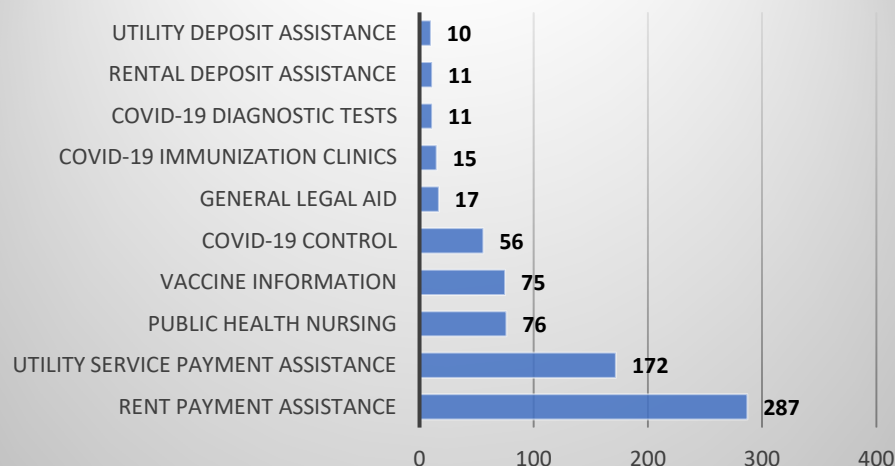
COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered to provide a public telephone helpline for COVID-19 questions and information. While the Governor started to relax the public health orders, residents continued to feel the economic impact of the pandemic into 2021. There were significantly fewer calls about the coronavirus and more requests for financial assistance.

TOTAL COVID INTERACTIONS MARCH 16, 2020 - MARCH 30, 2021



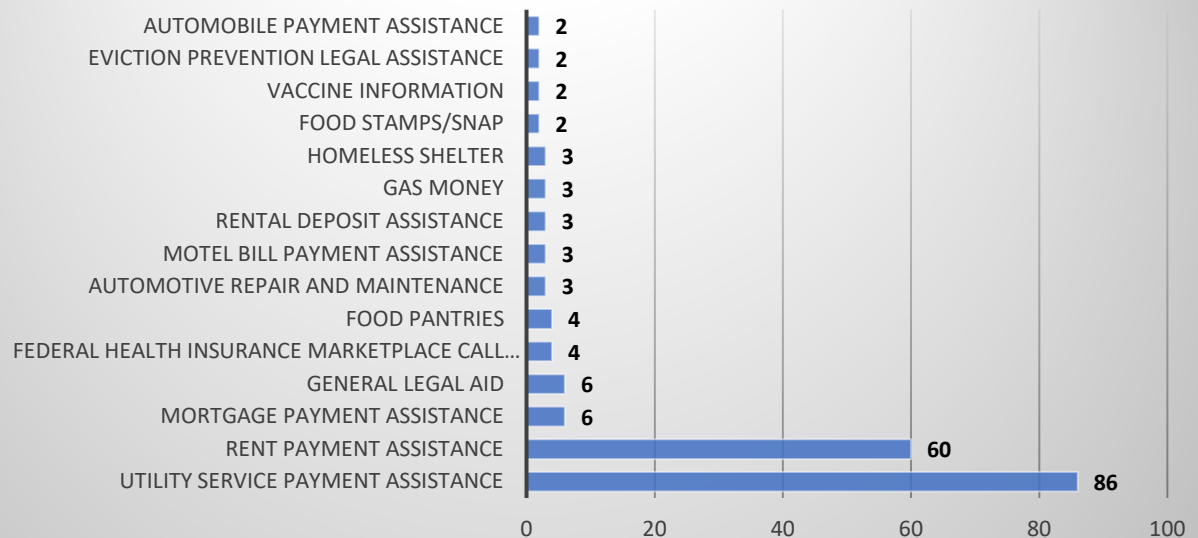
Top COVID Needs Jan-Mar 2021



Veterans

Wyoming 2-1-1 continues to partner with the Wyoming Department of Health Office of Rural Health to develop strategies to connect with Wyoming Veterans, especially those located in the rural regions of Wyoming. Between January through March, 45 veterans and an additional 19 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 28 were receiving VA Benefits and 31 were enrolled in the VA Healthcare program. In addition, 28 veterans rented their home, 15 owned their home and 3 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the fourth quarter of 2020.

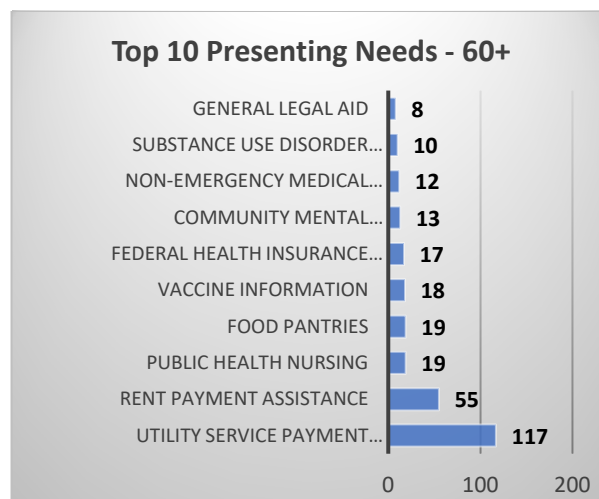
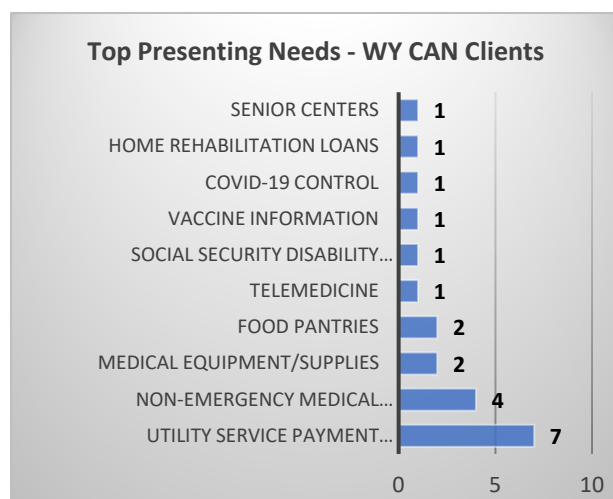
Veterans Presenting Needs



Wyoming CAN (COVID-19 AGING NETWORK)

In a coordinated approach between Wyoming 211 and the Aging Division network of providers, the Wyoming COVID-19 Aging Network (CAN) was developed. Wyoming CAN is focused on maintaining the quality of life for the home-bound elders in Wyoming. Keeping elders safe from exposure to the virus, while ensuring they are well-supplied, have access to medical and social services, and remain free from isolation is our top priority.

This program offers an opportunity for older adults and caregivers to connect online with Wyoming 2-1-1 and share their care needs all on a single form. After submission, a Wyoming 2-1-1 Community Resource Specialist will reach out to connect the aging adult to local community resources. Wyoming 2-1-1 received 8 inquiries for assistance in the 1st quarter. Utility payment assistance was the top presenting need for all adults over 60 that reached out to Wyoming 2-1-1 for assistance.



2-1-1 Database

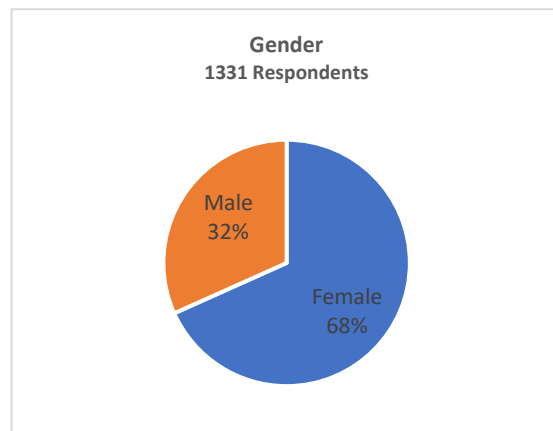
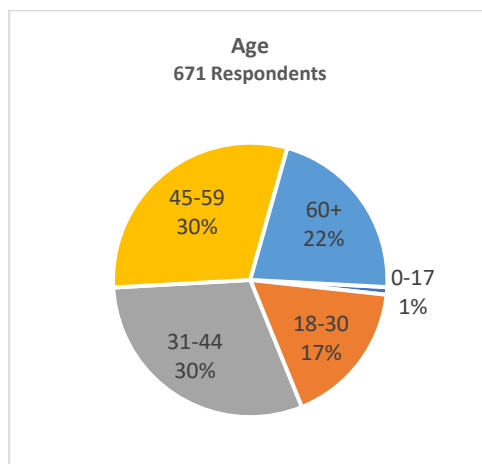
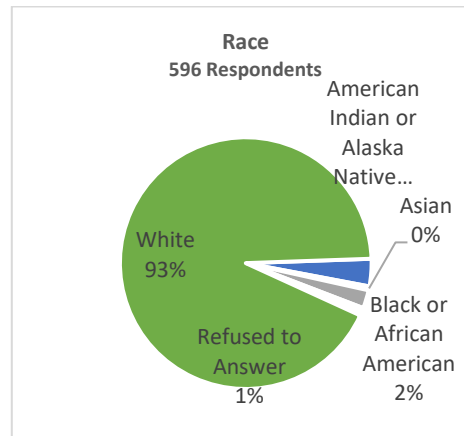
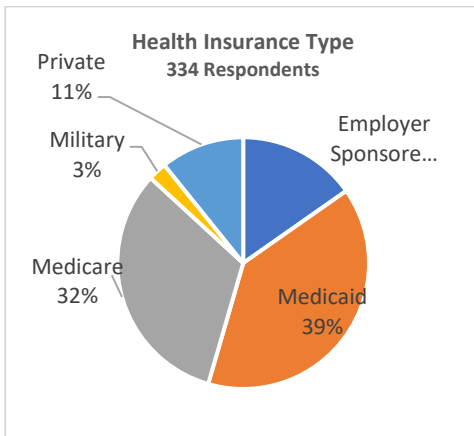
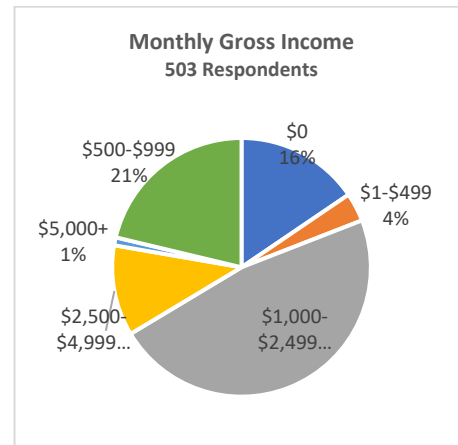
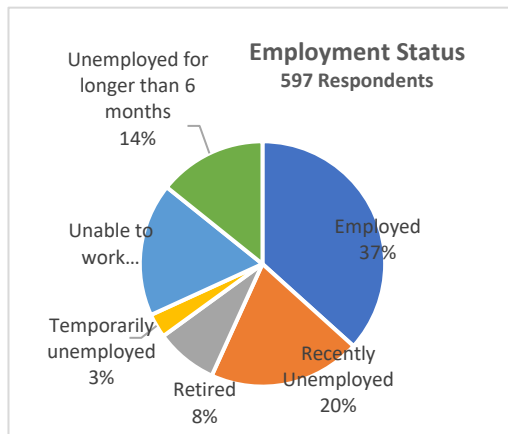
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the first quarter of 2021, Wyoming 2-1-1 experienced a 38% increase in new resources in the database. As of 3/31/21, the number of agencies, services and sites are as follows:

Total Active Agencies: 881	Total Active Services: 2464	Total Active Sites: 2109
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	Resources/Services Available			Resources/Services Available			Total Resources Per County as of 3/31/21	Total % Increase
	County Specific as of 12/31/20	County Specific as of 3/31/21	% Increase	Multi-county and Statewide Services as of 12/31/20	Multi-county and Statewide Services as of 3/31/21	% Increase		
ALBANY	121	153	26%	371	532	43%	685	35%
BIG HORN	53	70	32%	354	512	45%	582	38%
CAMPBELL	87	111	28%	342	500	46%	611	37%
CARBON	93	117	26%	360	525	46%	642	36%
CONVERSE	65	88	35%	350	509	45%	597	40%
CROOK	44	53	20%	346	504	46%	557	33%
FREMONT	138	181	31%	347	502	45%	683	38%
GOSHEN	56	81	45%	372	531	43%	612	44%
HOT SPRINGS	43	55	28%	356	513	44%	568	36%
JOHNSON	45	66	47%	348	508	46%	574	46%
LARAMIE	289	428	48%	378	538	42%	966	45%
LINCOLN	84	104	24%	347	512	48%	616	36%
NATRONA	211	281	33%	348	514	48%	795	40%
NIOBRARA	31	44	42%	345	507	47%	551	44%
PARK	97	118	22%	351	510	45%	628	33%
PLATTE	52	69	33%	371	529	43%	598	38%
SHERIDAN	91	135	48%	346	507	47%	642	47%
SUBLETTE	52	61	17%	341	499	46%	560	32%
SWEETWATER	98	132	35%	346	509	47%	641	41%
TETON	61	72	18%	342	500	46%	572	32%
UINTA	68	83	22%	349	510	46%	593	34%
WASHAKIE	42	48	14%	353	508	44%	556	29%
WESTON	38	45	18%	345	502	46%	547	32%
AVERAGE INCREASE IN RESOURCES			30%			45%	38%	38%

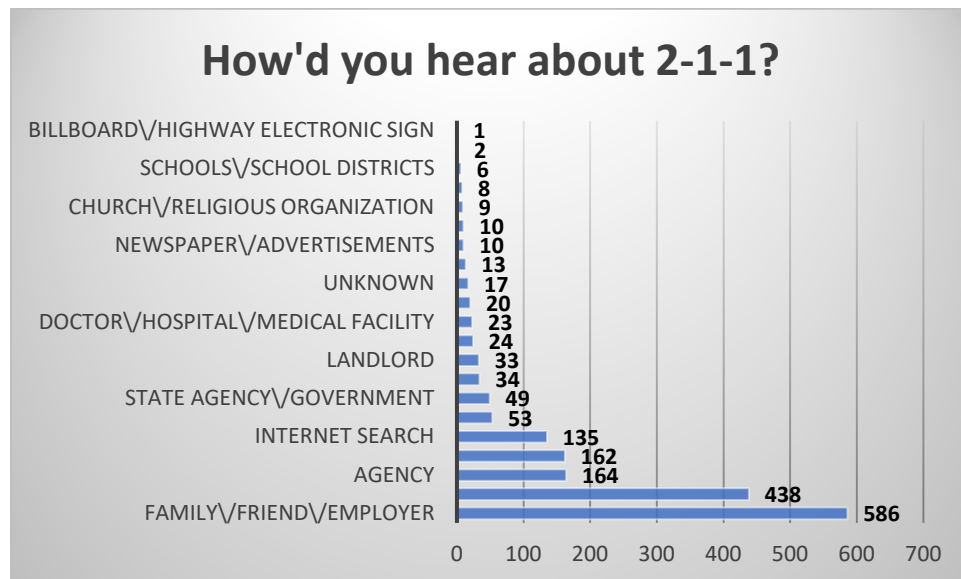
Demographics of Callers

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. The following charts represent the demographics of individuals served between October 1, 2020 and December 31, 2020.



- 260 out of 581 callers or 45% indicated they did not have health insurance
 - 225 out of 581 families or 39% reported being on food stamps
- 123 out of 565 individuals or 22% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

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



When we followed up with callers...

89% were satisfied with the 211 service, found the 211 specialist to be helpful
would call again for assistance

83% learned about new resources and found the information to be correct
83% would recommend the 211 service to others

56% received assistance from services referred to

Reason Why Service Not Received:

- 29% - Agency referred to couldn't help
- 14% - Connected to alternate service
- 14% - Waiting to see if things change
- 14% - Will make contacts later
- 29% - Other