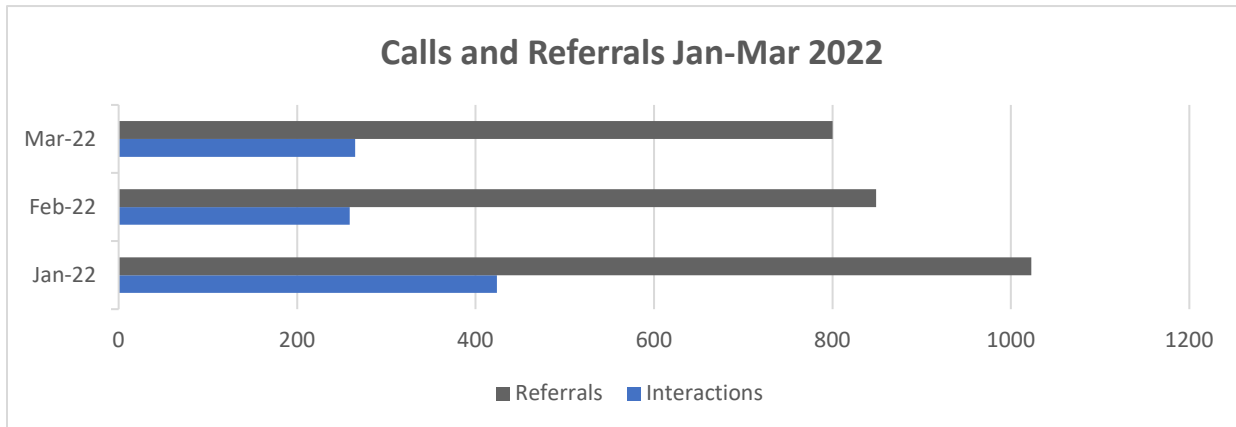




JANUARY THROUGH MARCH 2022  
STATEWIDE INFORMATION AND REFERRAL REPORT



From January through March 2022, Wyoming 2-1-1 handled 948 calls (interactions) and provided 2,624 referrals statewide.



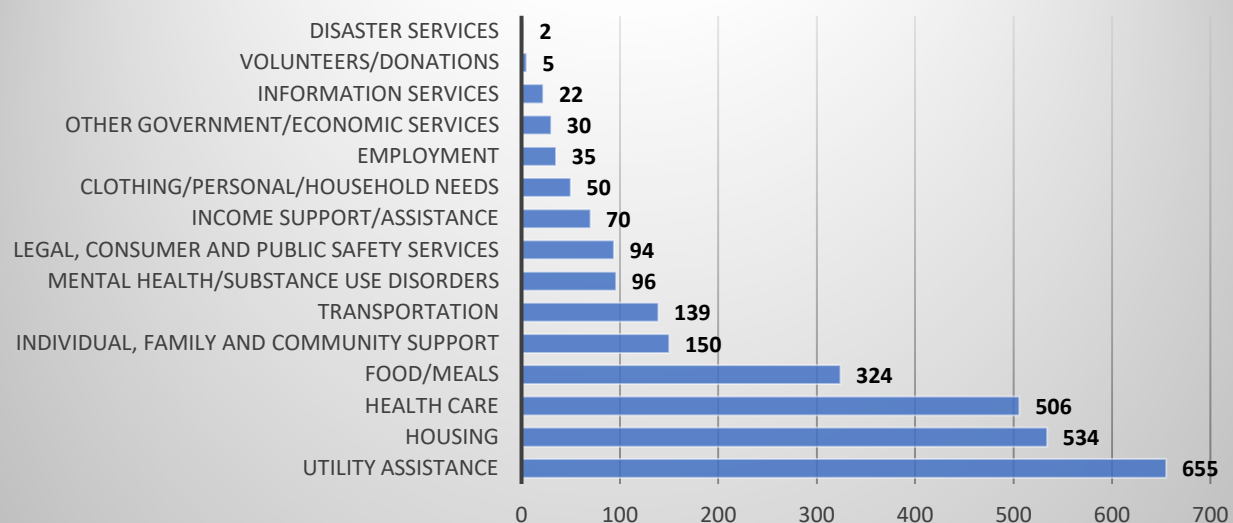
When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

County	Total Calls per County Jan-Mar 2022	Total Referrals Per County Jan-Mar 2022	County	Total Calls per County Oct-Dec 2021	Total Referrals Per County Oct-Dec 2021
ALBANY	41	78			
BIG HORN	14	35	NIOBRARA	2	7
CAMPBELL	45	112	PARK	19	45
CARBON	36	93	PLATTE	14	34
CONVERSE	21	46	SHERIDAN	49	101
CROOK	2	3	SUBLETTE	10	23
FREMONT	35	104	SWEETWATER	67	165
GOSHEN	6	9	TETON	14	27
HOT SPRINGS	6	9	UINTA	21	64
JOHNSON	5	8	WASHAKIE	12	20
LARAMIE	380	1263	WESTON	14	41
LINCOLN	8	16	COUNTY NOT IDENTIFIED	20	16
NATRONA	107	305	<b>GRAND TOTAL</b>	<b>948</b>	<b>2624</b>

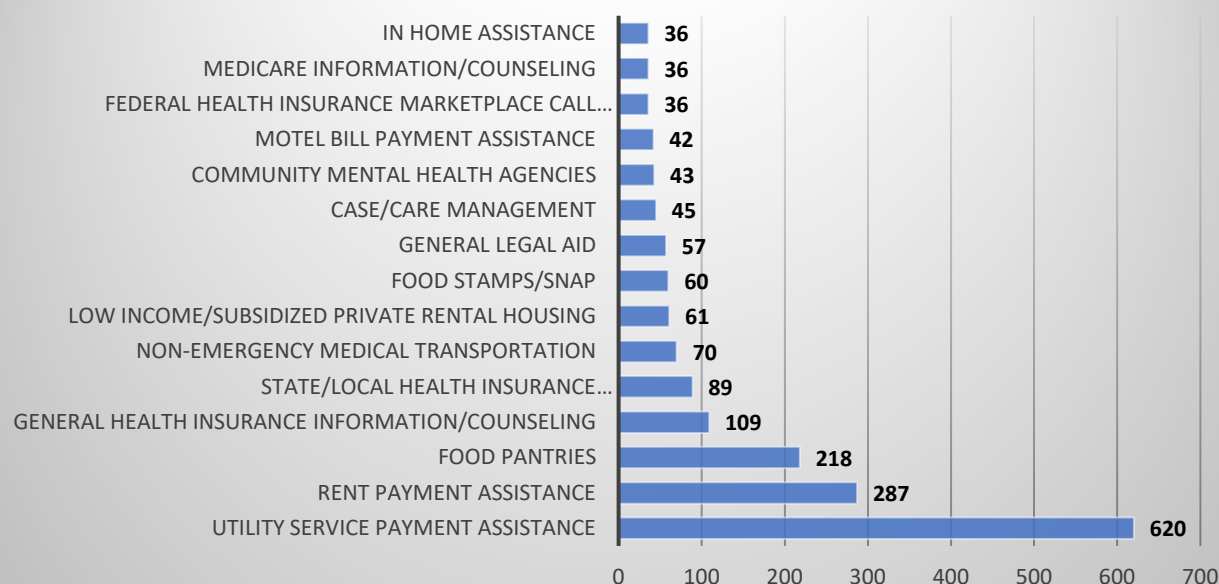
## Presenting Needs and Services

Utility assistance, rent assistance, food and health insurance are among the top needs in the 1st Quarter of 2022.

### 1st Quarter Presenting Needs



### Top 15 Services Related to Presenting Needs



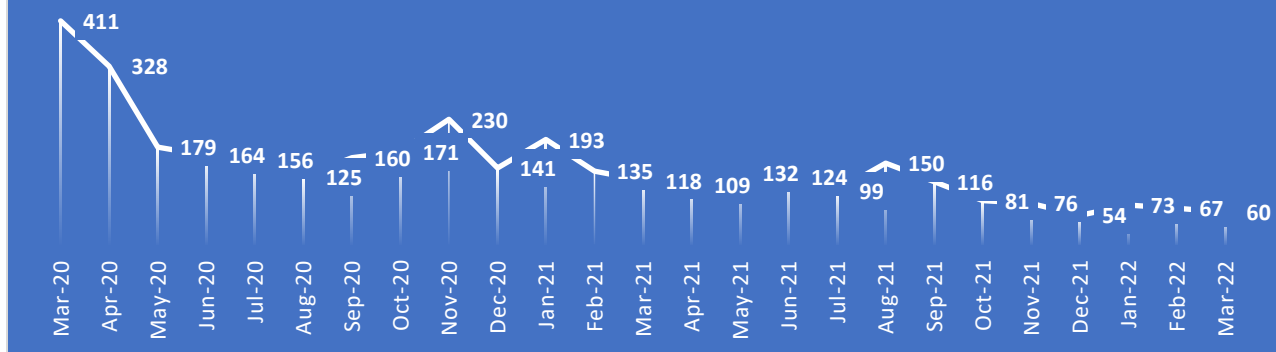
## Unmet Needs: Reason and Request

Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
<b>Client ineligible</b>	<b>6</b>	<b>No referral given/Service unavailable</b>	<b>37</b>
Utility Service Payment Assistance	6	Automotive Repair and Maintenance	5
		Homeless Shelter	2
<b>Client refused referral</b>	<b>22</b>	Automobile Payment Assistance	2
Utility Service Payment Assistance	8	Water Heaters	2
Case/Care Management	3	Motel Bill Payment Assistance	2
Travelers Assistance	2	Rental Deposit Assistance	2
Rent Payment Assistance	2	Telephone Service Payment Assistance	2
Non-Emergency Medical Transportation	1	Home Maintenance and Minor Repair Services	2
Mortgage Payment Assistance	1	Water Service Payment Assistance	2
Federal Health Insurance Marketplace Call Center/Website	1	Personal/Grooming Needs	1
Eye Care Expense Assistance	1	Eye Care Expense Assistance	1
Veterinary Care Expense Assistance	1	Pest Control Services	1
Representative Payee Services	1	Long Distance Bus Fare	1
TANF	1	Water Heater Maintenance/Repair	1
		Children's Out of Home Respite Care	1
<b>Lack of funds</b>	<b>1</b>	Personal/Grooming Supplies	1
Rent Payment Assistance	1	Appliance Repair	1
		Rental Application Fee Payment Assistance	1
		Mortgage Payment Assistance	1
		Birth Certificate Fee Payment Assistance	1
		Electric Service Payment Assistance	1
		Birth Certificates	1
		Moving Services	1
		Mailboxes	1

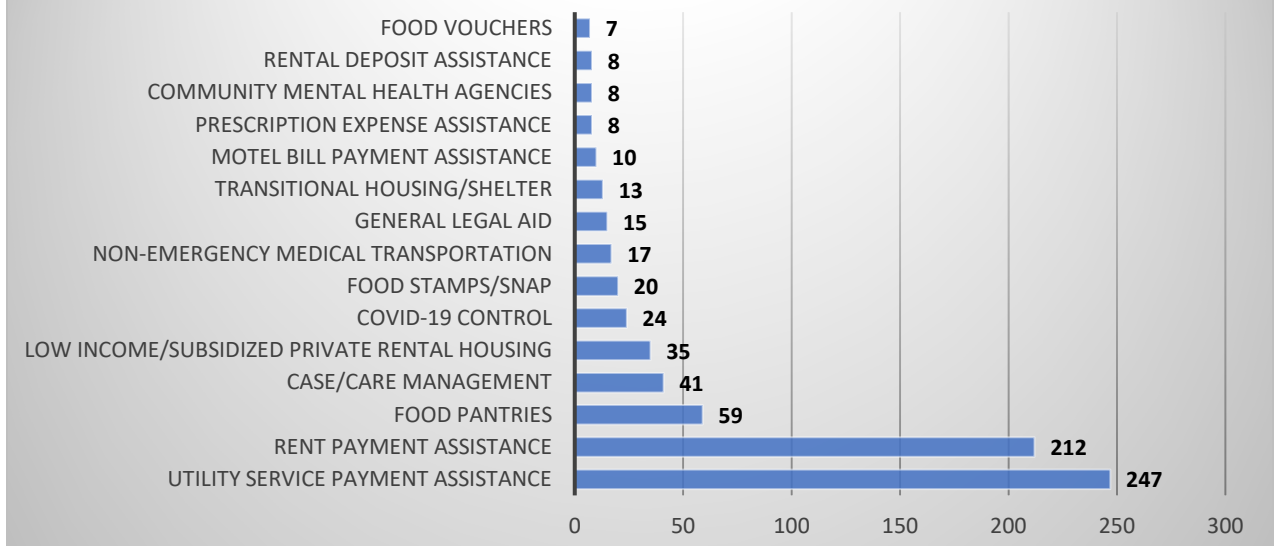
## COVID-19

Since March 2020, Wyoming 2-1-1, in partnership with the Wyoming Department of Health, has provided a public telephone helpline for COVID-19 questions and information. In April 2021, Wyoming 2-1-1 also has provided support to the Wyoming Department of Health through the Vaccine Confidence grant. The purpose of this effort was to address possible vaccine misinformation and increase vaccine confidence and vaccine uptake across the state of Wyoming. This was accomplished by completing a rapid community assessment guide which was used to inform communication methods in communities across the state. Materials promoting the COVID-19 vaccine and factual information was also disseminated in each county. Over the course of the project, there was an increase in vaccination rates in each county, which has been the ultimate goal of the project.

### TOTAL COVID INTERACTIONS MARCH 16, 2020 - MARCH 2022

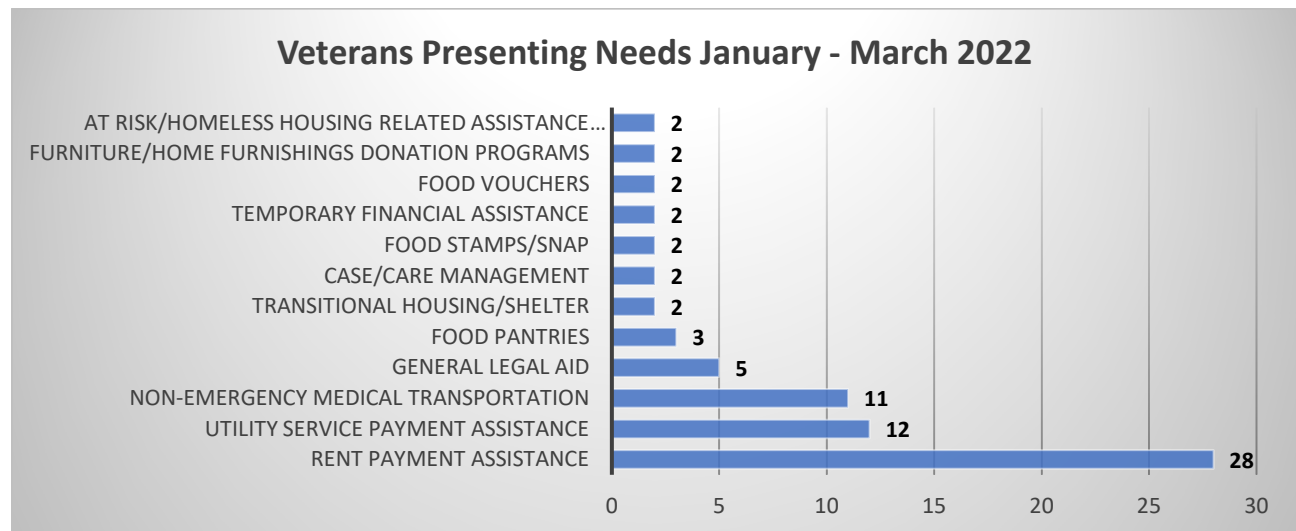


### Top COVID-19 Needs January - March 2022



## 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, 33 veterans and an additional 17 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 18 were receiving VA Benefits and 21 were enrolled in the VA Healthcare program. In addition, 18 veterans rented their home, 13 owned their home and 6 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the first quarter of 2022.

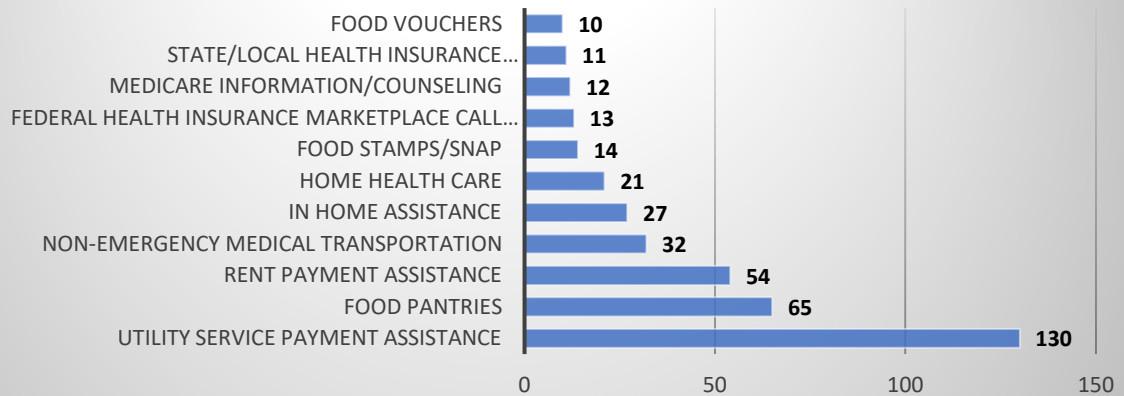


## Wyoming CAN (COVID-19 AGING NETWORK)

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 2 inquiries for assistance in the 1<sup>st</sup> quarter looking for Home Health Care/In Home Assistance. Utility Payment Assistance followed by Food assistance and Rent Assistance were the top three presenting needs for all adults over 60 that reached out to Wyoming 2-1-1.

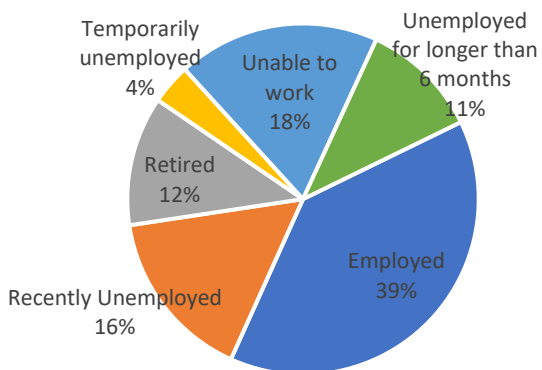
### Top Presenting Needs Age 60+



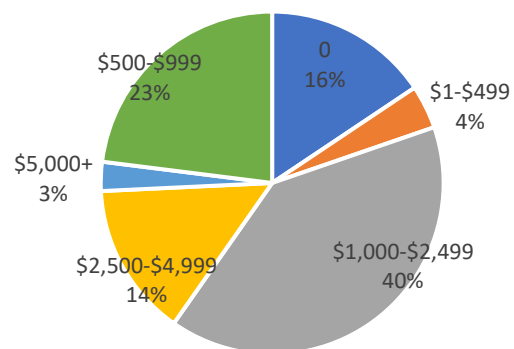
## Demographics of Callers

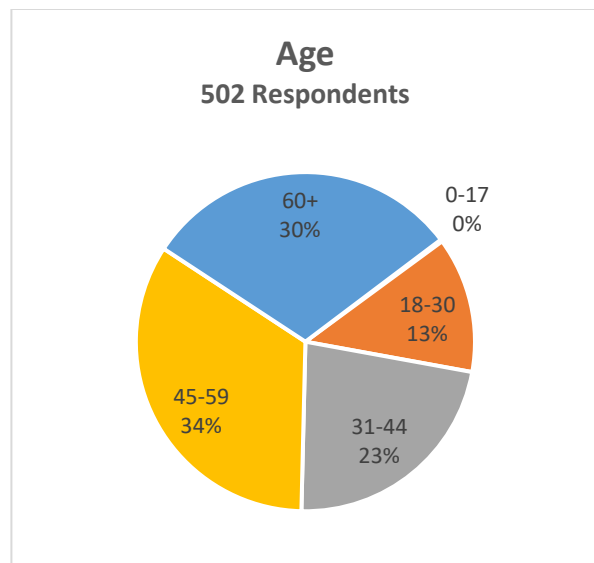
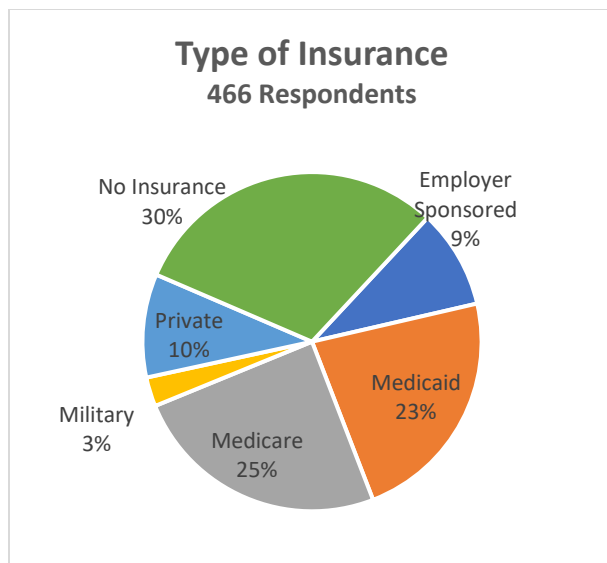
Wyoming 2-1-1 collects demographic information on individuals calling as a way to understand their consumer base. This information is generally collected through an intake process where the Community Resource Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between January through March 2022.

### Employment Status 403 Respondents



### Monthly Gross Income 365 Respondents





- 67% of callers self-identified as female; 33% as male; and .01% as non-binary
  - 165 out of 436 families or 38% reported being on food stamps
- 104 out of 431 individuals or 24% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

Identified Race		
American Indian or Alaska Native	21	5%
Asian	1	0%
Black or African American	17	4%
Hispanic	1	0%
Native Hawaiian or Other Pacific Islander	4	1%
Not Indicated	4	1%
Two or more Races	3	1%
White	359	88%
<b>Total Respondents</b>	<b>410</b>	



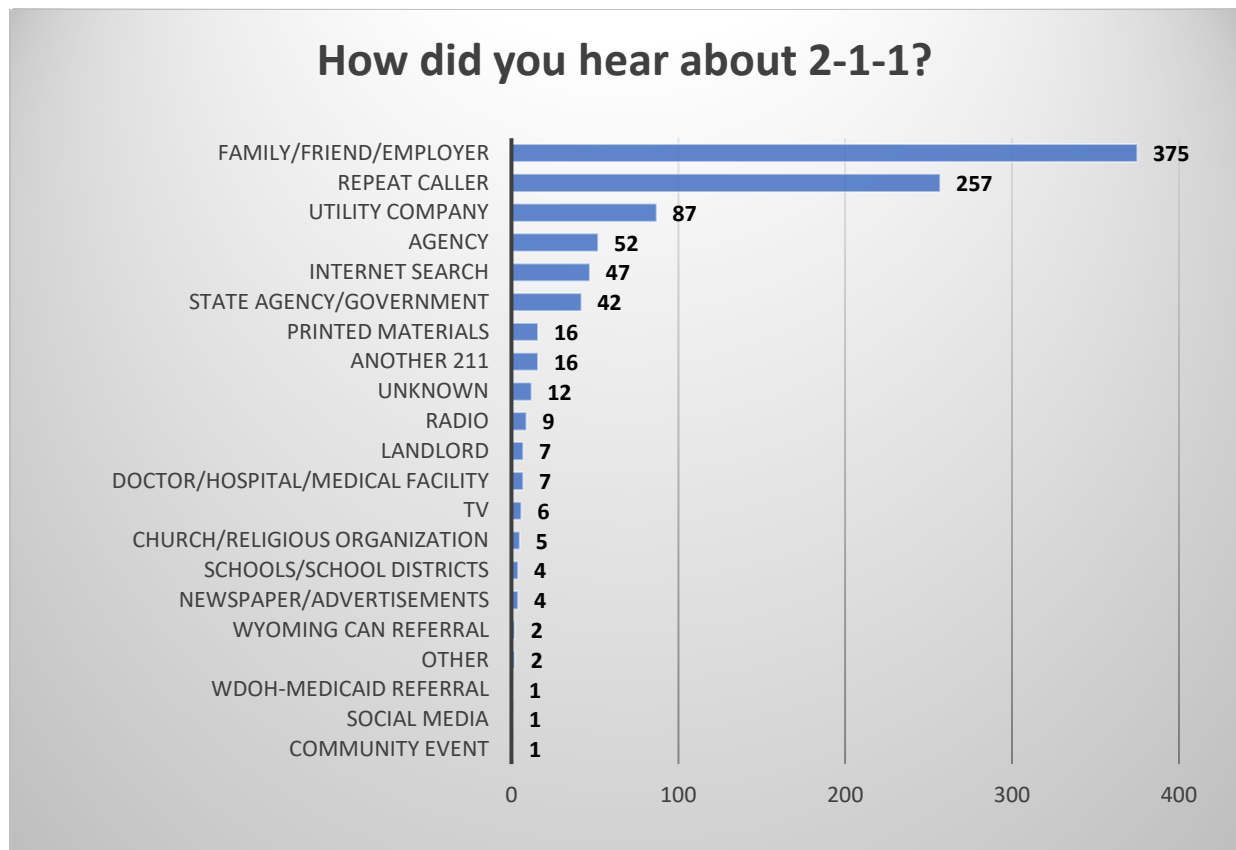
## 2-1-1 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the first quarter of 2022, Wyoming 2-1-1 experienced a 2% increase in new resources in the database. As of 3/31/22, the number of agencies, services and sites are as follows:

**Total Active Agencies      961      Total Active Services      2501      Total Active Sites      2192**

	County Specific as of 12/31/21	County Specific as of 3/31/22	% Increase over last year	Multi-county and Statewide Services as of 12/31/21	Multi-county and Statewide Services as of 3/31/22	% Increase	Total Resources Per County as of 3/31/22	Total % Increase
ALBANY	124	123	-1%	419	428	2%	551	1%
BIG HORN	57	57	0%	394	408	4%	465	4%
CAMPBELL	88	86	-2%	387	398	3%	484	1%
CARBON	89	89	0%	407	418	3%	507	3%
CONVERSE	59	58	-2%	401	412	3%	470	1%
CROOK	34	34	0%	389	400	3%	434	3%
FREMONT	140	138	-1%	387	403	4%	541	3%
GOSHEN	54	54	0%	418	428	2%	482	2%
HOT SPRINGS	39	38	-3%	395	409	4%	447	1%
JOHNSON	46	50	9%	394	406	3%	456	12%
LARAMIE	284	278	-2%	422	433	3%	711	0%
LINCOLN	87	87	0%	390	401	3%	488	3%
NATRONA	208	205	-1%	398	410	3%	615	2%
NIOBRARA	29	28	-3%	394	405	3%	433	-1%
PARK	99	96	-3%	392	406	4%	502	1%
PLATTE	50	49	-2%	414	424	2%	473	0%
SHERIDAN	93	93	0%	393	405	3%	498	3%
SUBLETTE	50	48	-4%	383	395	3%	443	-1%
SWEETWATER	86	85	-1%	387	399	3%	484	2%
TETON	67	66	-1%	383	395	3%	461	2%
UINTA	67	66	-1%	390	400	3%	466	1%
WASHAKIE	39	39	0%	392	406	4%	445	4%
WESTON	40	40	0%	390	402	3%	442	3%
<b>AVERAGE INCREASE IN RESOURCES</b>			<b>-1%</b>			<b>3%</b>		<b>2%</b>

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



### When we followed up with callers...

*(Approximately 76 responses)*

- 99% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 100% would call again for assistance
- 94% learned about new resources
- 98% found the information to be correct
- 97% would recommend the 211 service to others

### 71% received assistance from services referred to

#### Reason Why Service Not Received:

- 39% Agency referred to couldn't help
- 22% Came to another solution
- 6% Waiting to see if things change before making contacts
- 33% Will make contacts later