

**Wyoming**

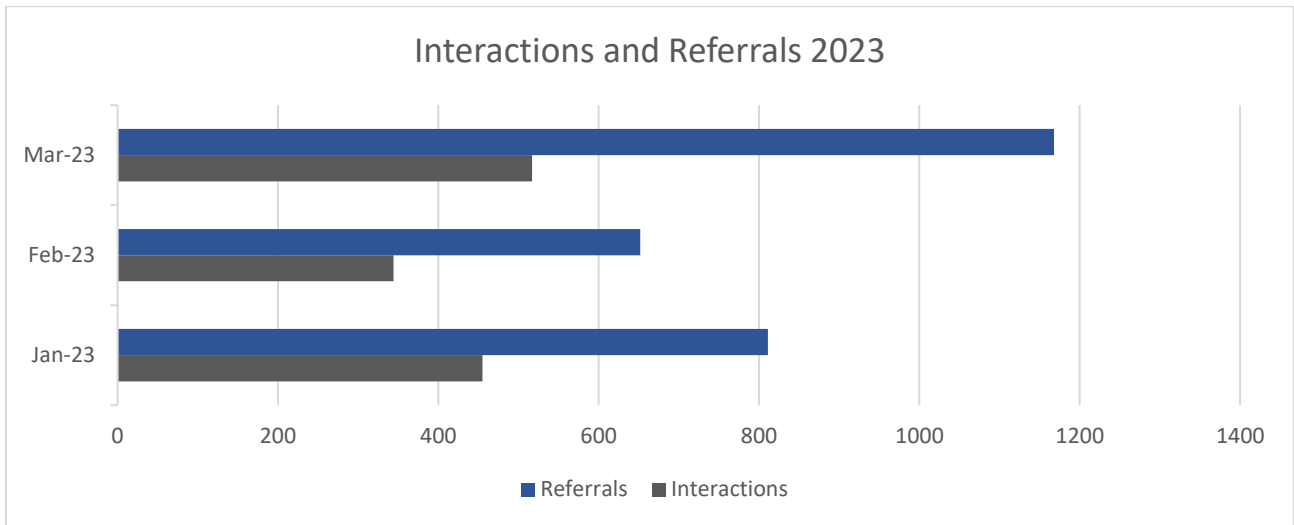


**Get Connected. Get Help.™**

JANUARY THROUGH MARCH 2023  
STATEWIDE INFORMATION AND REFERRAL REPORT



From January to March 2023, Wyoming 211 handled 1,321 calls (interactions) and provided 2,638 referrals statewide.

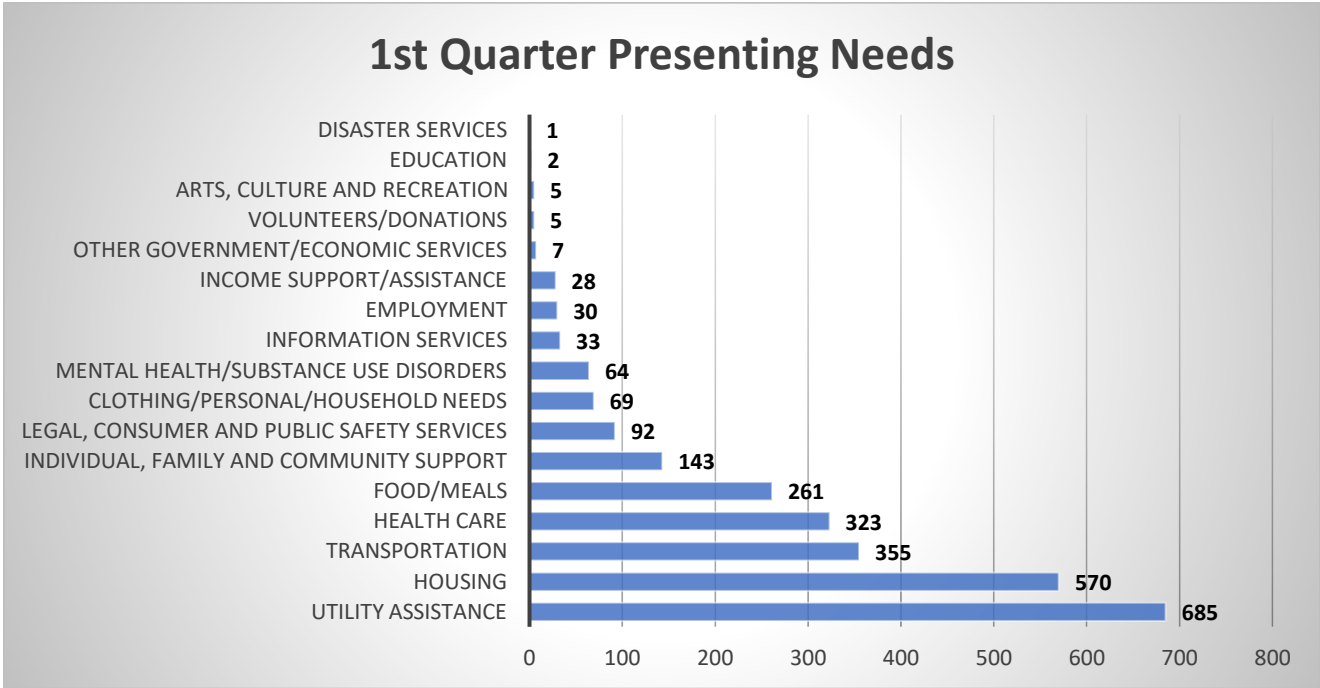


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

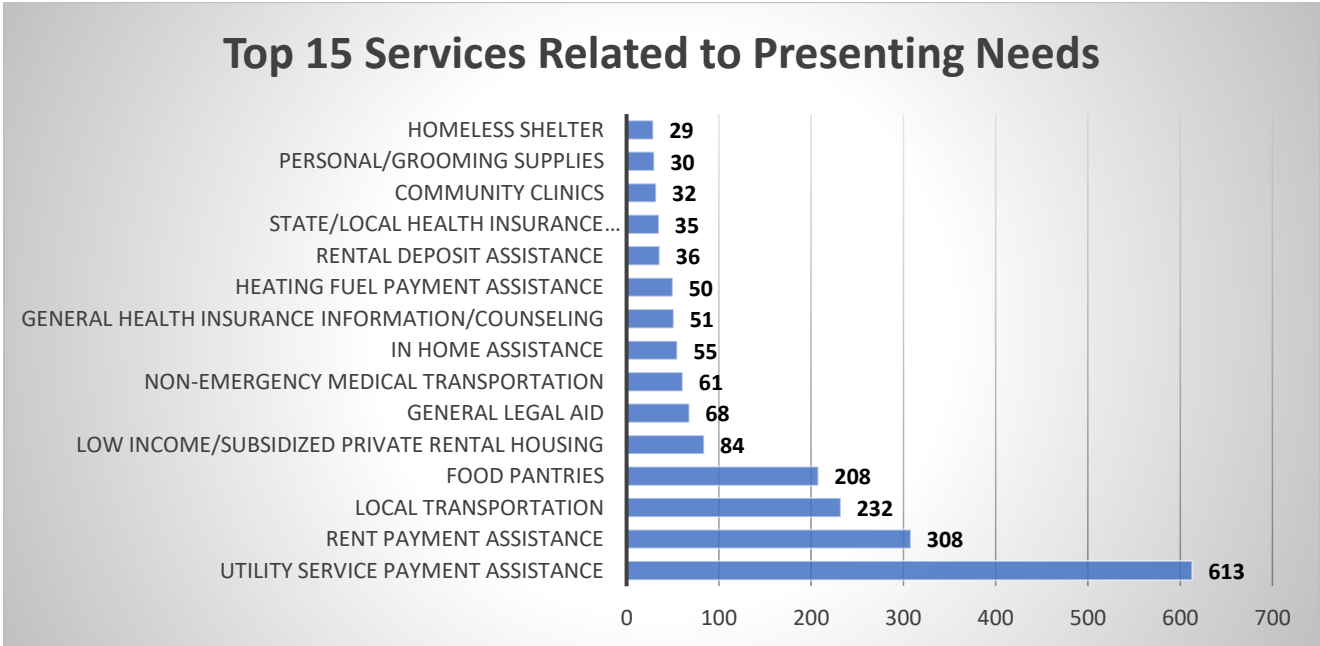
County	Total Calls per County Jan-Mar 2023	Total Referrals Per County Jan-Mar 2023	County	Total Calls per County Jan-Mar 2023	Total Referrals Per County Jan-Mar 2023
ALBANY	63	111			
BIG HORN	12	26	NIOBRARA	3	9
CAMPBELL	44	117	PARK	33	66
CARBON	18	29	PLATTE	6	13
CONVERSE	21	62	SHERIDAN	34	66
CROOK	1	8	SUBLETTE	8	15
FREMONT	54	124	SWEETWATER	66	162
GOSHEN	12	22	TETON	5	14
HOT SPRINGS	7	22	UINTA	18	52
JOHNSON	1	1	WASHAKIE	9	15
LARAMIE	645	1164	WESTON	19	36
LINCOLN	10	23	COUNTY NOT IDENTIFIED	23	13
NATRONA	209	468	<b>GRAND TOTAL</b>	<b>1321</b>	<b>2638</b>

# Presenting Needs and Services

Utility assistance, housing, transportation, and health care are among the top categories of needs in the 1<sup>st</sup> quarter of 2023.



When broken down into service needs, utility service payment assistance, rent assistance, and local transportation are among the top three service needs in the 1<sup>st</sup> quarter of 2023.



## Unmet Needs: Reason and Request

Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high need areas in our communities. Through the follow up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client may be ineligible for a particular service because they have already used it, the service is out of funds, the client hasn't contacted the referral agency, or perhaps the client found other ways to meet their needs. These reasons are also tracked within the 2-1-1 database.

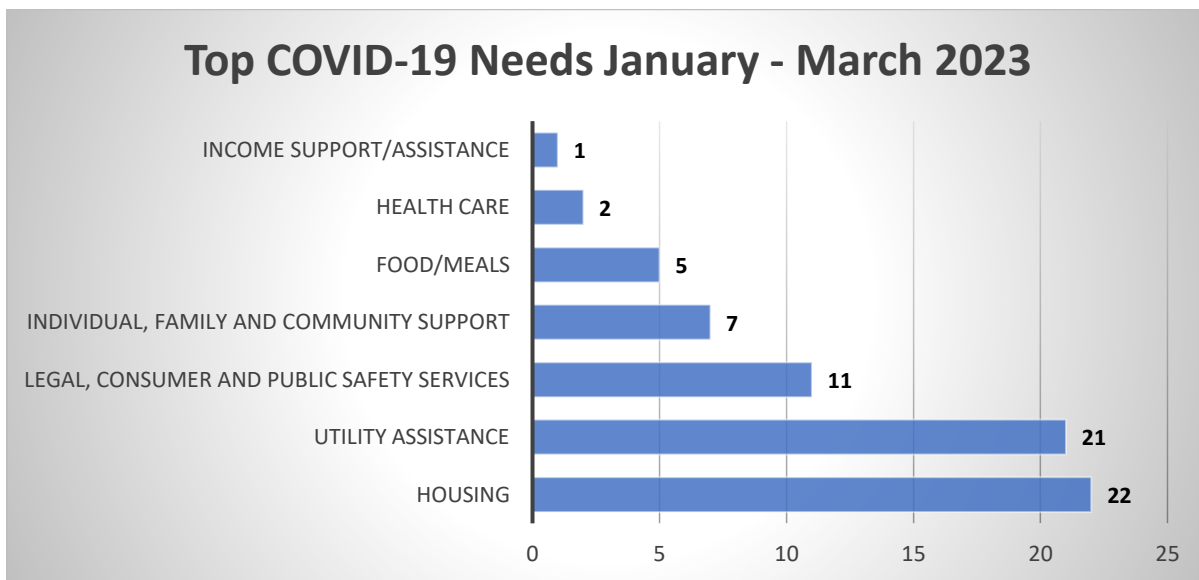
Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
Client ineligible	14	No referral given/Service unavailable	46
Eye Care Expense Assistance	2	Automotive Repair and Maintenance	1
Heating Fuel Payment Assistance	1	Clothing Donation Programs	1
Homeless Shelter	2	Dentures	1
Mortgage Payment Assistance	2	Emergency Shelter	1
Rent Payment Assistance	5	Gas Money	6
Utility Deposit Assistance	1	Grocery Ordering/Delivery	1
Utility Service Payment Assistance	1	Homeless Shelter	1
Client refused referral	12	Hotels/Motels	2
Alcohol Detoxification	1	Local Transportation	1
Homeless Shelter	2	Medical Expense Assistance	2
Juvenile Delinquency Prevention	1	Mortgage Payment Assistance	1
Mortgage Payment Assistance	1	Motel Bill Payment Assistance	9
Motel Bill Payment Assistance	1	Motor Vehicle Registration Fee Payment Assistance	1
Senior Centers	1	Personal/Grooming Supplies	1
Suicide Prevention Hotlines	1	Property Tax Payment Assistance	1
Utility Service Payment Assistance	4	Rent Payment Assistance	6
Lack of funds	4	Rental Deposit Assistance	3
Homeless Shelter	1	Telephone Service Payment Assistance	1
Rent Payment Assistance	2	Transitional Housing/Shelter	1
Utility Service Payment Assistance	1	Transportation Expense Assistance	1
		Utility Service Payment Assistance	3
		Water Service Payment Assistance	1

## COVID-19

### COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered in 2020 to provide a public telephone helpline for COVID-19 questions and information. This partnership has continued into 2023. However, we have seen a steady decline in the number of calls from consumers, with a slight peak in April 2023. From January to March of 2023, Wyoming 211 handled 69 calls related to COVID. These calls represent 5% of all calls received and handled by Wyoming 211 Community Resource Specialists in the 1<sup>st</sup> quarter of 2023.

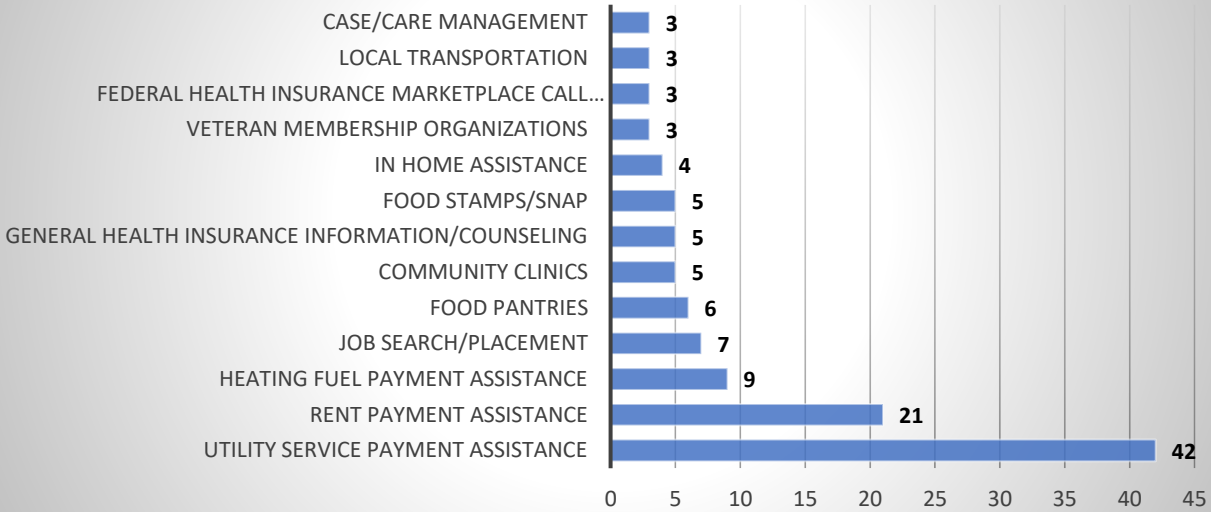
When callers reach out to Wyoming 211, the Community Resource Specialist asks if the caller has been impacted by COVID. If the caller indicates that they have, the call is recorded as a COVID related call. This quarter, a large majority of callers were seeking rent and utility assistance and other housing stability services due to COVID. There were also 10 requests for general legal aid and 4 requests for food assistance.



## Veterans

Between January through March, 35 veterans and an additional 11 individuals with a veteran spouse contacted Wyoming 211. Of those, 16 were receiving VA Benefits and 17 were enrolled in the VA Healthcare program. In addition, 18 veterans rented their home, 17 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 1<sup>st</sup> quarter of 2023.

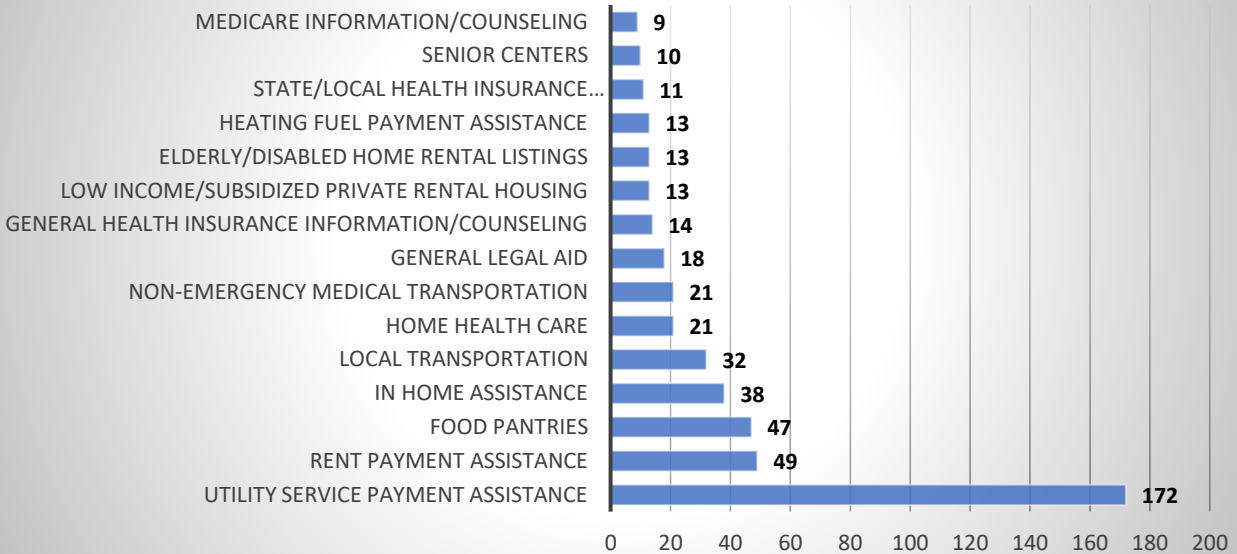
## Veterans Presenting Needs January - March 2023



## Aging Population: 60+

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 211 and share their care needs all on a single form. After submission, a Wyoming 211 Community Resource Specialist will reach out to connect the aging adult to local community resources. Unfortunately, in Quarter 1 on 2023, Wyoming 211 did not receive any requests for assistance through the WYCAN program. While we did not receive any requests through WYCAN, we did connect with 675 callers who were over the age of 60. The following chart depicts their top 15 presenting needs.

## 1st Qtr. Top Presenting Needs Age 60+



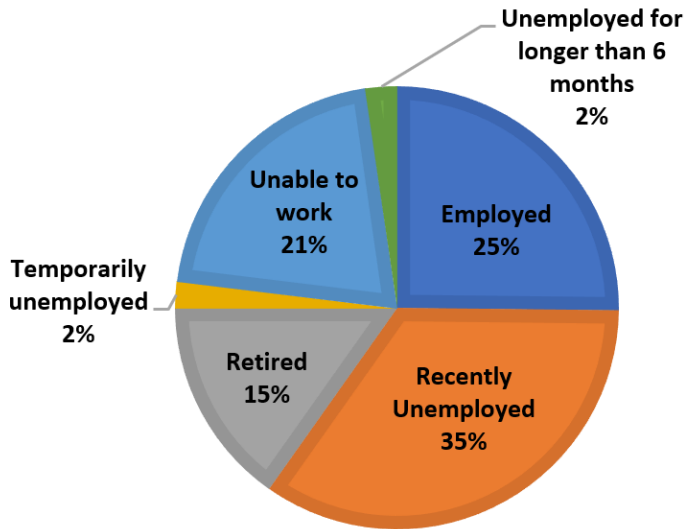
## Enroll Wyoming

Since 2013, Wyoming 211 has partnered with Enroll Wyoming to help navigate the health insurance market place. There are two community resource specialists on staff who are trained annually as a Insurance Navigator who help individuals in need of health insurance, help them understand the Affordable Care Health Insurance Market place and review coverage options with them. If the individuals needs more specialized assistance, such as completing the application, our community resource specialists will refer the individual to a Navigator with Enroll Wyoming. Since January of 2023, 60 individuals have called 211 seeking health insurance.

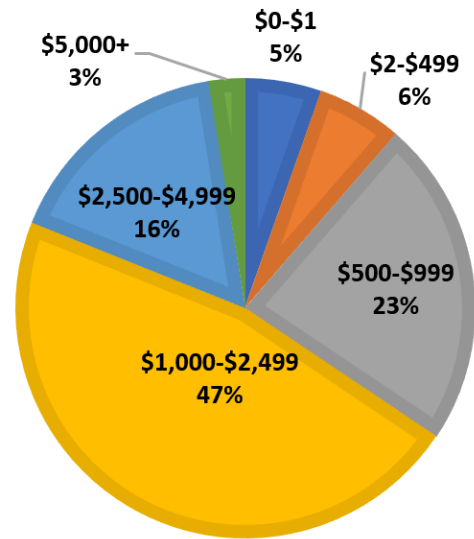
## Demographics of Callers

Wyoming 211 collects demographic information on individuals calling 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 2023.

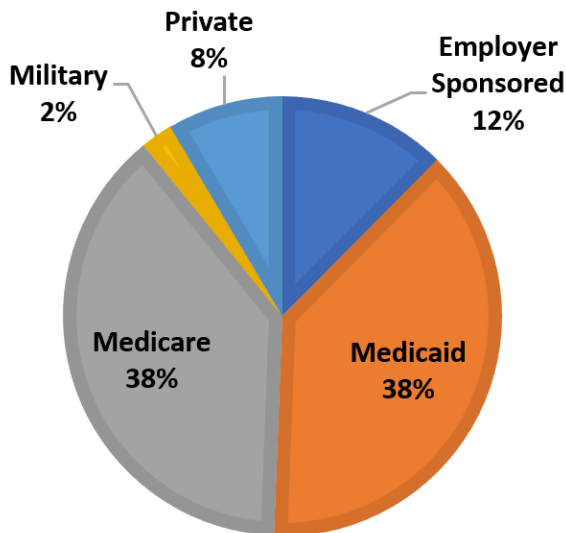
**EMPLOYMENT STATUS**  
572 RESPONDENTS



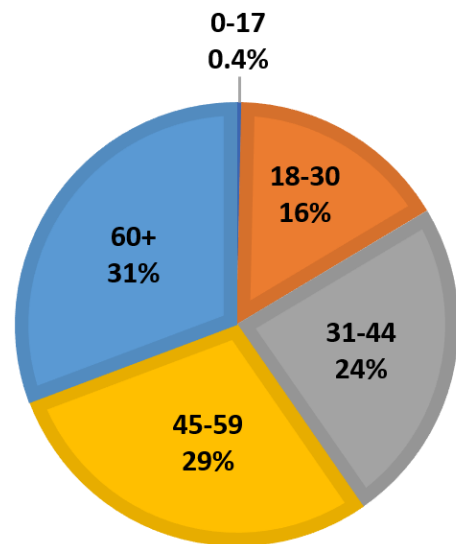
**MONTHLY GROSS INCOME**  
317 RESPONDENTS



**TYPE OF INSURANCE**  
330 RESPONDENTS

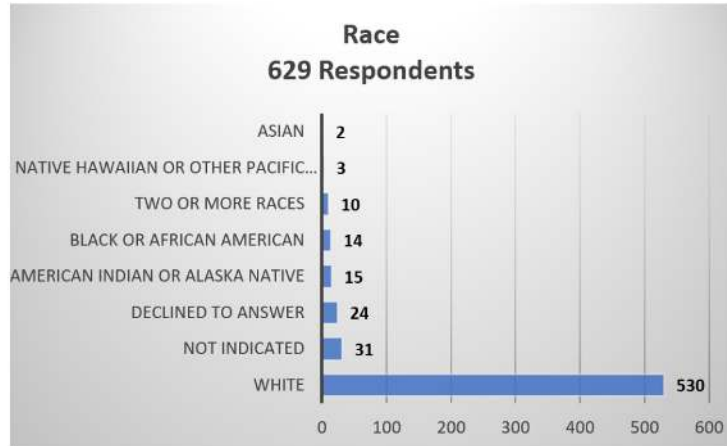
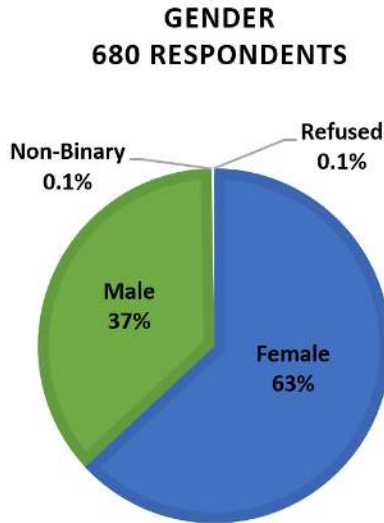


**AGE RANGE**  
560 RESPONDENTS





# Demographics of Callers



- 169 out of 556 families or 30% reported being on food stamps
- 50 out of 507 individuals or 10% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

# 211 Database

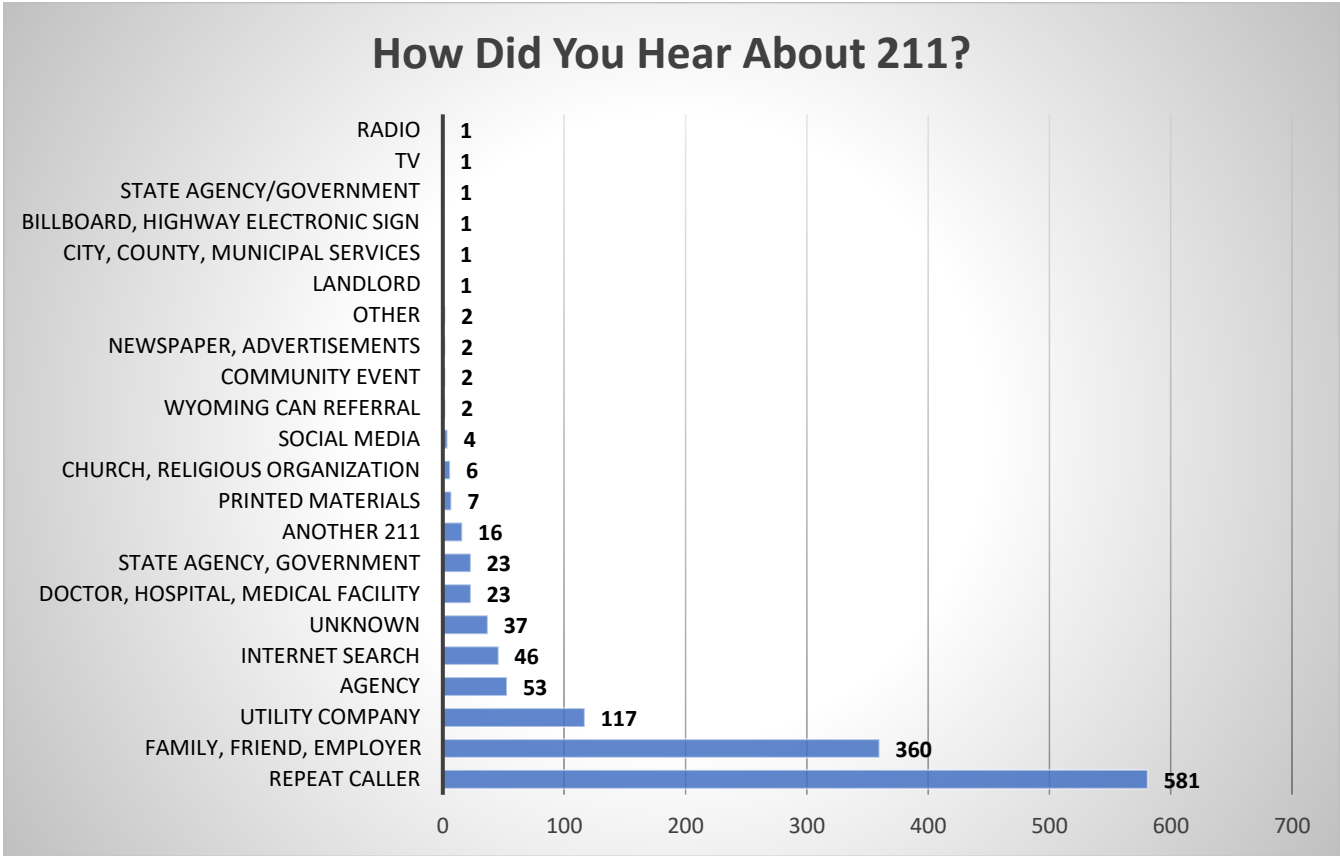
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2023, Wyoming 211 has experienced a 6% increase in new resources in the database. As of 3/31/23, the number of agencies, services and sites are as follows:

**Total Active Agencies      1084      Total Active Services      2765      Total Active Sites      2449**

County	County Specific as of 3/31/23	% Increase over last year	Multi-county and Statewide Services as of 3/31/23	% Increase	Total Resources Per County as of 3/31/23	Total % Increase
ALBANY	124	0%	512	3%	636	3%
BIG HORN	69	19%	487	3%	556	23%
CAMPBELL	84	-6%	481	3%	565	-3%
CARBON	95	6%	496	2%	591	8%
CONVERSE	59	2%	488	3%	547	4%

CROOK	34	0%	478	3%	512	3%
FREMONT	139	-1%	479	3%	618	1%
GOSHEN	55	0%	506	3%	561	3%
HOT SPRINGS	40	-3%	483	3%	523	0%
JOHNSON	50	11%	485	3%	535	13%
LARAMIE	284	-1%	516	3%	800	2%
LINCOLN	103	0%	475	3%	578	3%
NATRONA	216	3%	493	3%	709	6%
NIOBRARA	29	-3%	481	3%	510	-1%
PARK	103	1%	483	3%	586	4%
PLATTE	52	2%	500	3%	552	5%
SHERIDAN	97	4%	488	3%	585	7%
SUBLETTE	51	0%	471	3%	522	3%
SWEETWATER	120	33%	478	3%	598	35%
TETON	69	0%	471	3%	540	3%
UINTA	79	9%	474	3%	553	12%
WASHAKIE	42	5%	479	3%	521	8%
WESTON	41	3%	479	3%	520	5%
<b>AVERAGE INCREASE IN RESOURCES</b>				<b>3%</b>		<b>6%</b>

*We also wanted to know how they heard about Wyoming 211...*



**When we followed up with callers...**

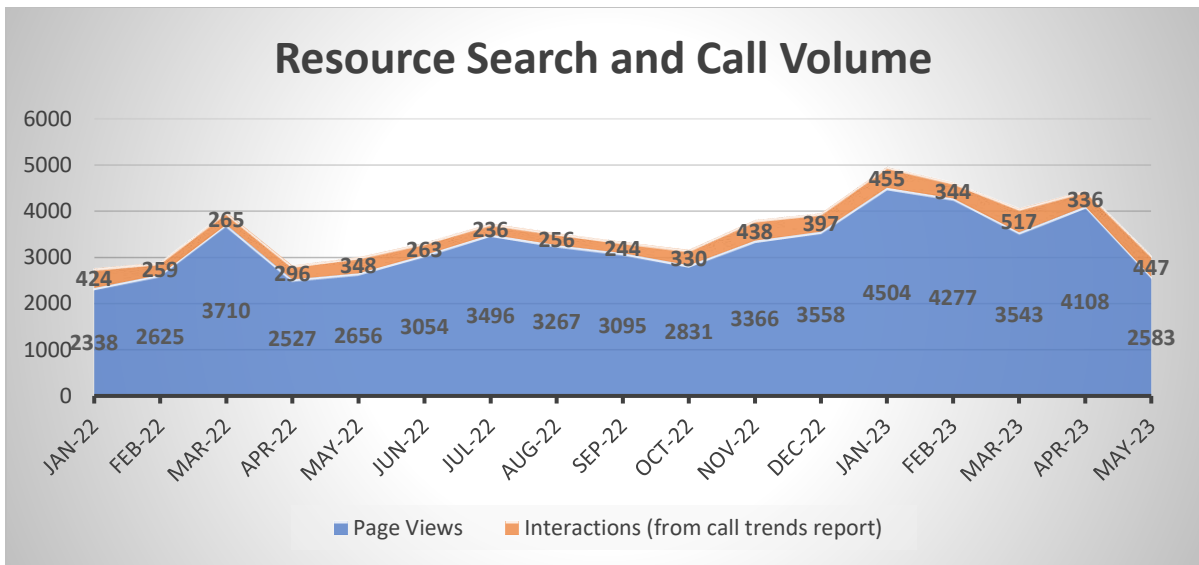
- 98% were satisfied with the 211 service.
- 100% found the 211 specialists to be helpful.
- 98% would call again for assistance.
- 92% learned about new resources.
- 97% found the information to be correct.
- 78% received assistance from services they were referred to.

**Reason Why Service Not Received:**

Came to another solution	3%
Agency referred to couldn't help	24%
Will make contacts later	34%
Other	38%

## Online Database Search Function and Marketing

Wyoming 211 makes it easy to find food, housing, job training and much more. Wyoming 211 provides the most current and comprehensive database of community resources in the State of Wyoming, which serves as a central access point for connecting Wyoming's residents to community resources. We try and meet people where they are at by providing different options to reach Wyoming 211. One of the most widely used feature is the online database resource search feature. The graphic below shows how many times the search engines were used over time combined with the monthly call volume.



Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 2700 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

