

Wyoming

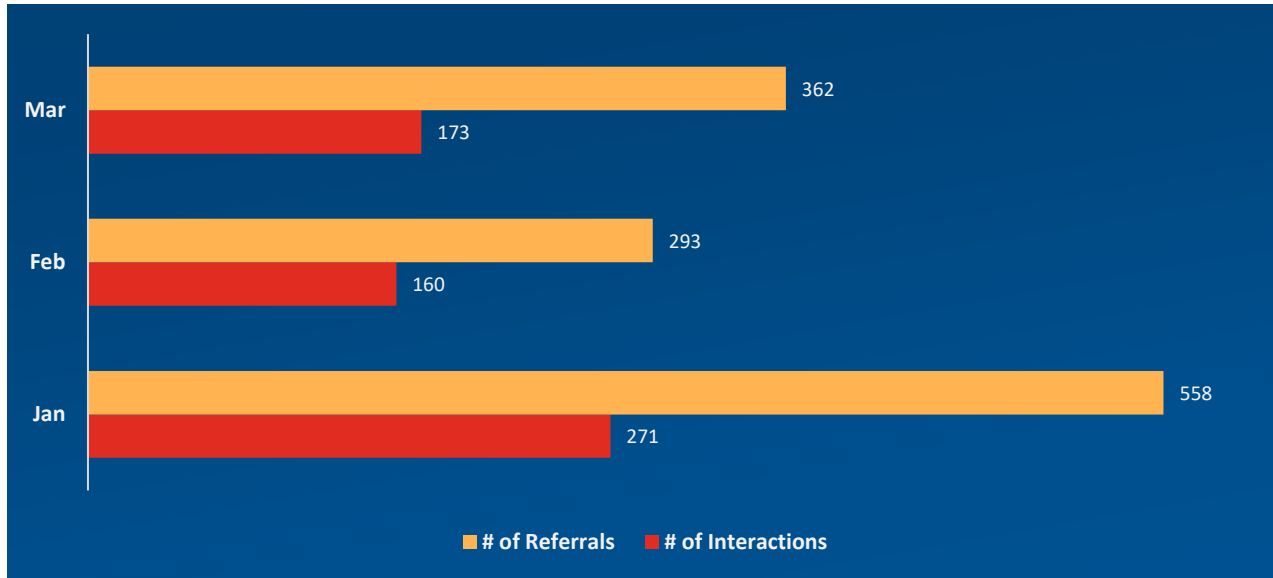


Get Connected. Get Help.™

JANUARY THROUGH MARCH 2024
STATEWIDE INFORMATION AND REFERRAL REPORT



From January to March 2024, Wyoming 211 handled 604 calls (interactions) and provided 1,213 referrals statewide.

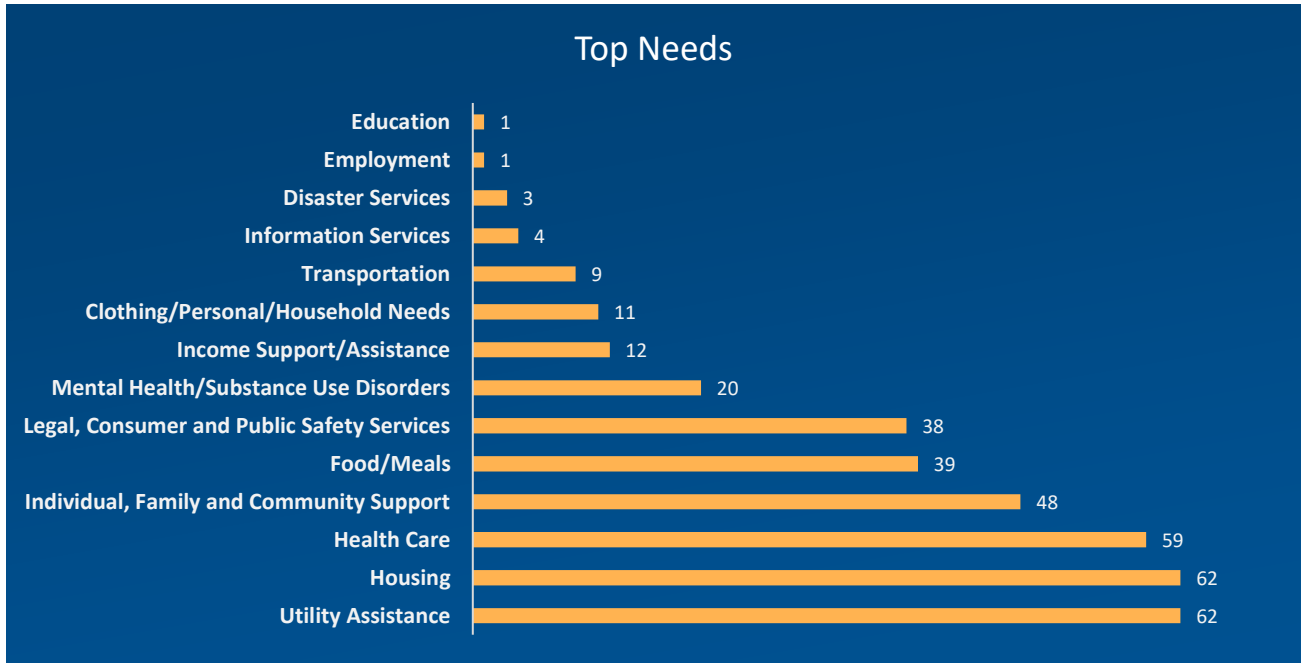


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

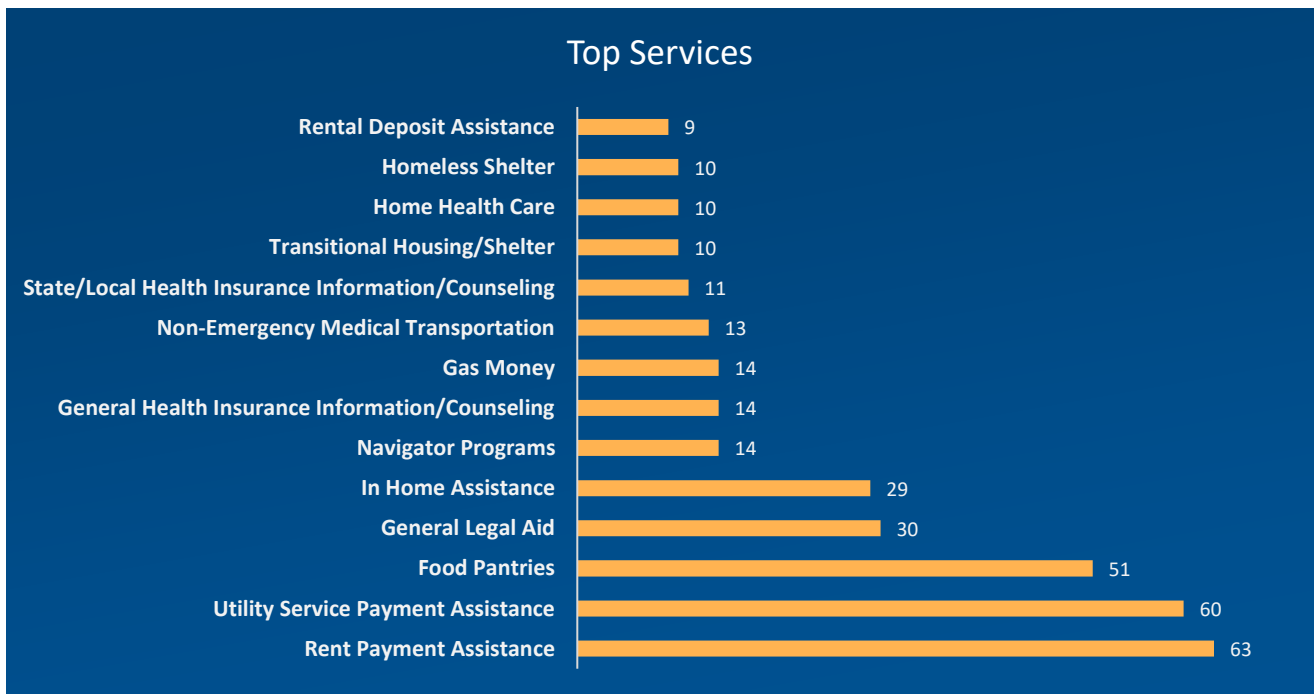
County	Total Referrals Per County Jan-Mar 2024	Total Calls per County Jan-Mar 2024	County	Total Referrals Per County Jan-Mar 2024	Total Calls per County Jan-Mar 2024
ALBANY	24	16	NIOBRARA	0	0
BIG HORN	24	12	PARK	31	20
CAMPBELL	47	28	PLATTE	12	7
CARBON	13	8	SHERIDAN	47	15
CONVERSE	4	8	SUBLETTE	11	9
CROOK	19	6	SWEETWATER	119	68
FREMONT	102	40	TETON	9	5
GOSHEN	13	8	UINTA	31	8
HOT SPRINGS	2	1	WASHAKIE	33	14
JOHNSON	9	7	WESTON	4	3
LARAMIE	408	189	Unknown/Out of State	42	28
LINCOLN	3	2	GRAND TOTAL	1528	732
NATRONA	234	102			

Presenting Needs and Services

Utility assistance, Housing, Health Care, Individual, Family and Community Support, Food/Meals, and Legal, Consumer and Public Safety Services are among the top categories of needs in the 1st quarter of 2024.

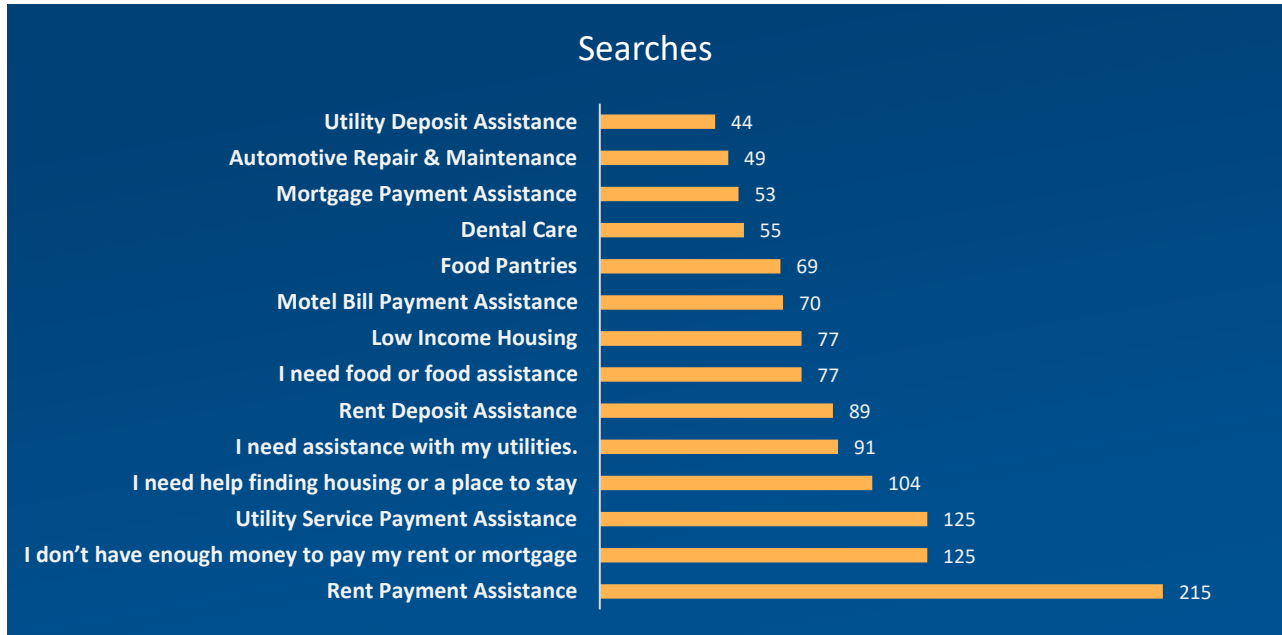


When broken down into service needs, Rent Payment Assistance, Utility Service Payment Assistance, and Food Pantries are among the top three service needs in the 1st quarter of 2024.

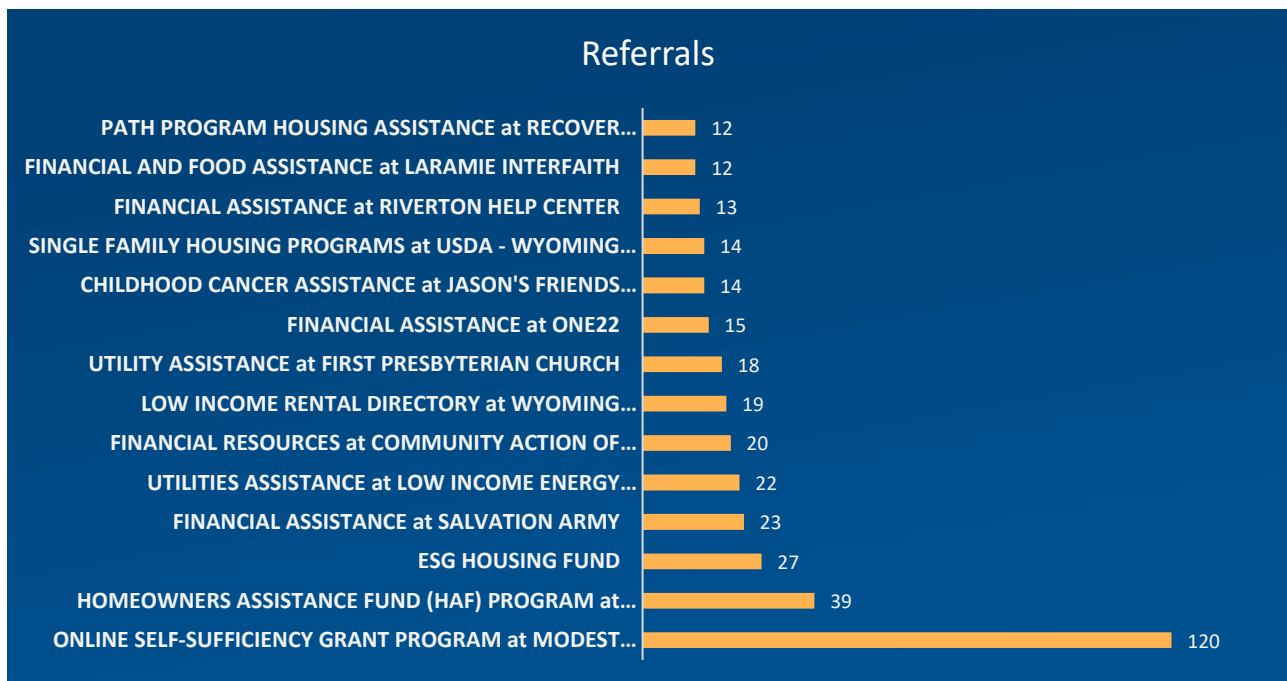


Search Engine Statistics

In the 1st quarter of 2024, the search engine had 2,007 total users, with 3,571 searches totaling 7,986 page views. Rent Payment Assistance, the suggestion "I don't have enough money to pay my rent or mortgage", Utility Service Payment Assistance, and the suggestion "I need help finding housing or a place to stay" are among the top searches in the first quarter of 2024.



In the 1st quarter of 2024, the search engine generated 1,394 referrals. The referrals included 78 phone clicks, 1,287 website clicks, and 66 direction clicks. The top referred resources included the online self-sufficiency grant program, the homeowner's assistance fund (HJAF) program, and ESG Housing Fund.



Unmet Needs: Reason and Request

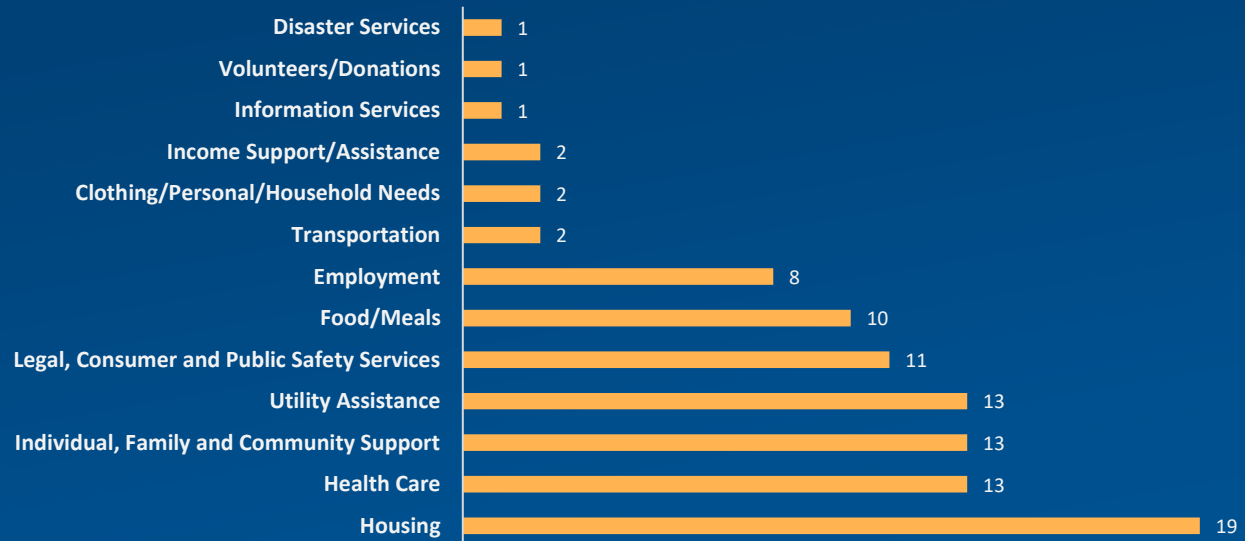
Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high-need areas in our communities. Through the follow-up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client 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 tracked within the 211 database.

Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
No referral given/Service unavailable	60	Client refused referral	12
Automobile Insurance	1	Adult Protective Services	1
Automotive Repair and Maintenance	1	Community Clinics	1
Baby Furniture	1	Dental Care	1
Dental Care Expense Assistance	1	Homeless Shelter	1
Drug Detoxification	1	Low Income/Subsidized Rental Housing	1
Emergency Funds	1	Medical Care Expense Assistance	1
Gas Money	1	Municipal Police	1
Homeless Shelter	4	Navigator Programs	1
Homeschooling	1	Rent Payment Assistance	1
Housing Authorities	2	Social Security Disability Insurance Applications	1
Local Transportation	1	Utility Service Payment Assistance	1
Motel Bill Payment Assistance	11	Vocational Rehabilitation	1
Non-Emergency Medical Transportation	1	Client ineligible	11
Relocation Assistance	1	Case/Care Management Referrals	1
Rent Payment Assistance	23	Ex-Offender Reentry Programs	1
Rental Deposit Assistance	1	General Legal Aid	1
Tax Preparation Assistance	1	Homeless Shelter	1
Utility Service Payment Assistance	5	Mortgage Payment Assistance	1
Water Service Payment Assistance	1	Rent Payment Assistance	4
Wheelchairs/Wheeled Mobility	1	State Medicaid Waiver Programs	1
Lack of funds	14	Utility Service Payment Assistance	1
Rent Payment Assistance	9	Reason not disclosed	1
Tax Preparation Assistance	3	Utility Service Payment Assistance	1
Utility Service Payment Assistance	2		

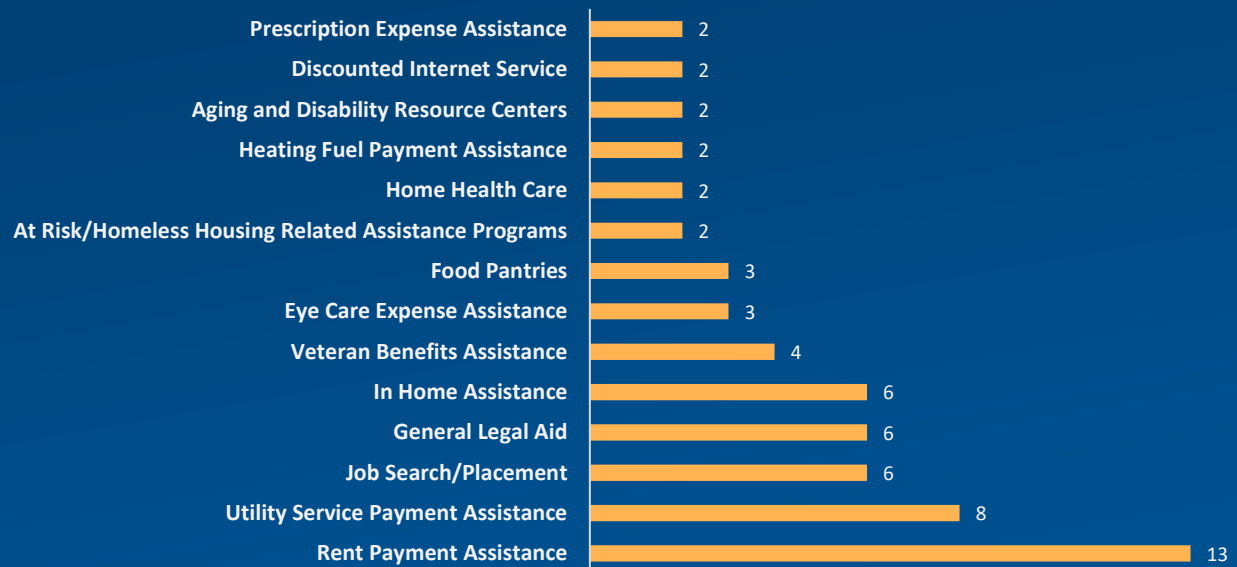
Veterans

Between January through March, 18 veterans and an additional 8 individuals with a veteran spouse contacted Wyoming 211. Of those, 14 were receiving VA Benefits and 20 were enrolled in the VA Healthcare program. In addition, 19 veterans rented their home, and 7 owned their home. The following table represents the top presenting needs and corresponding services for veterans during the 1st quarter of 2024.

Veterans Top Needs



Veteran Top Services

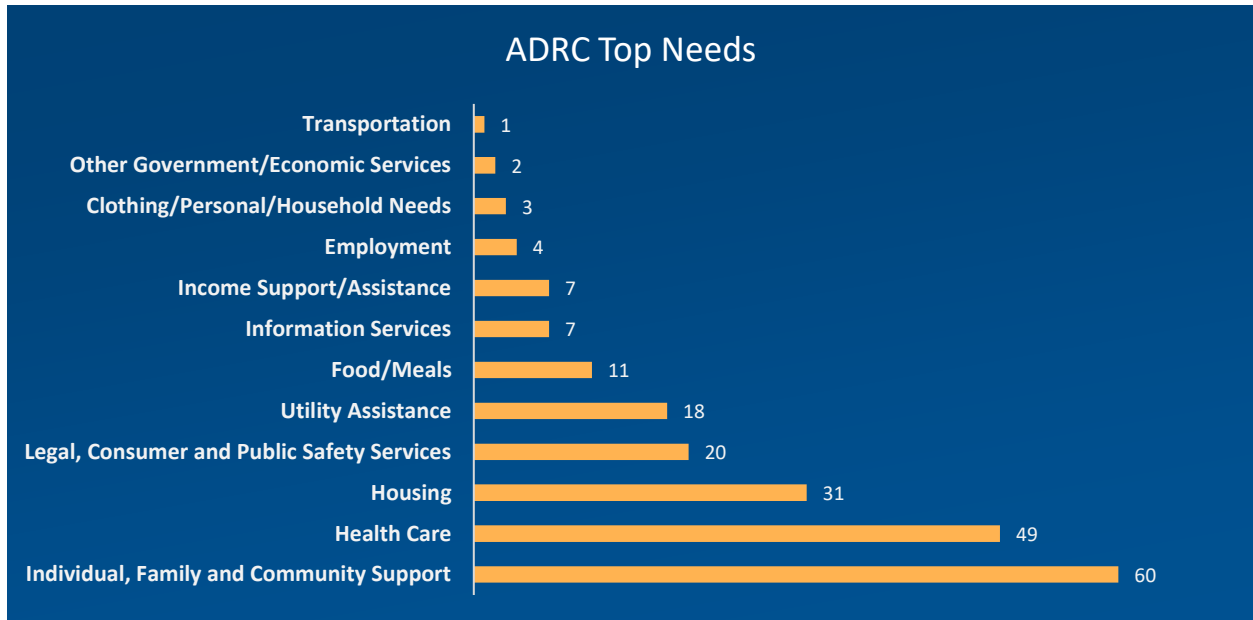


ADRC & Aging Population

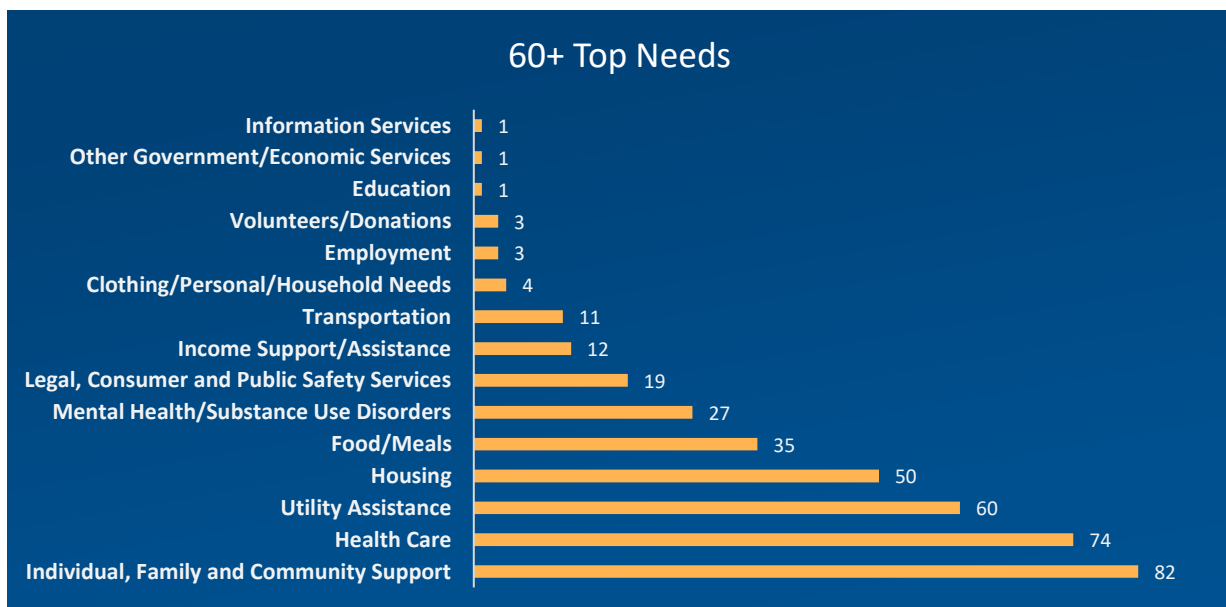
Wyoming 211, Wyoming Department of Family Services, and the Wyoming Department of Health partnered to establish the Wyoming Aging & Disability Resource Center (ADRC) in March 2023.

ADRC is a one-stop call center providing information on local services for older adults, people with disabilities and family caregivers in Wyoming. Based on the needs of each individual, the ADRC navigator will provide that individual comprehensive information and referrals.

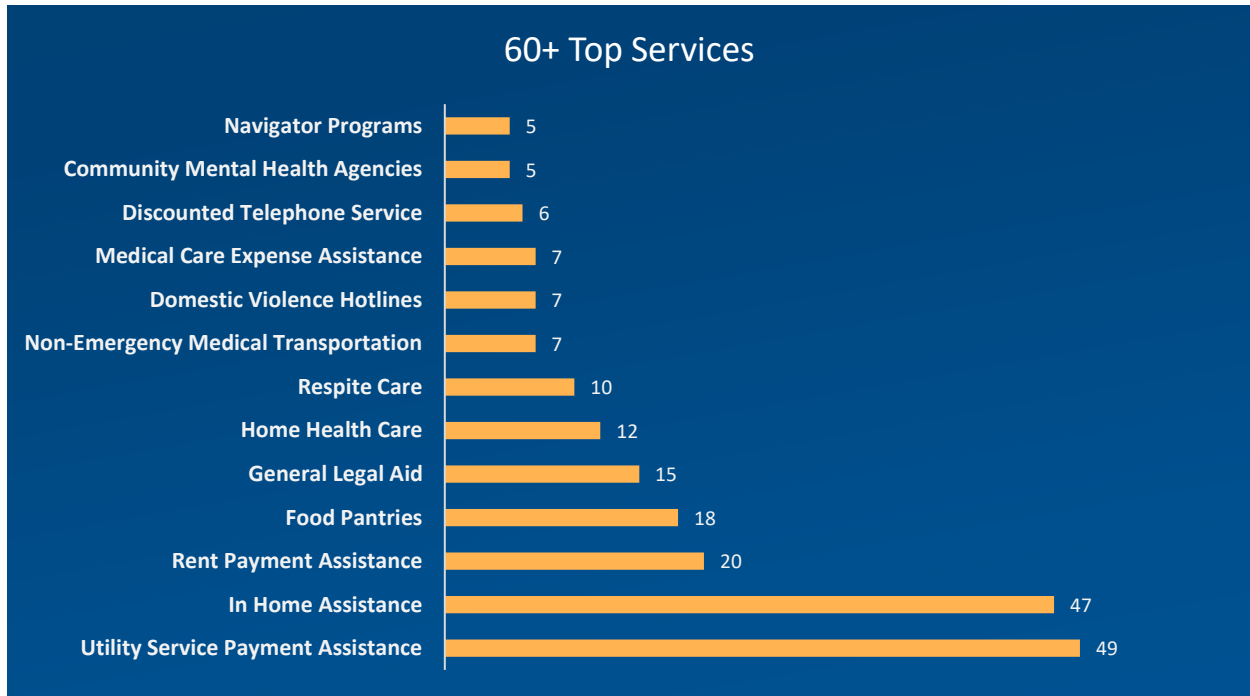
Individuals in the ADRC Program in the 1st quarter of 2024 were primarily looking for individual support, health care, and housing.



Below are the top presenting needs for 60+ aged individuals in the 1st quarter of 2024. Individual, Family and Community Support, Health Care, and Utility Assistance were among the top presenting needs.



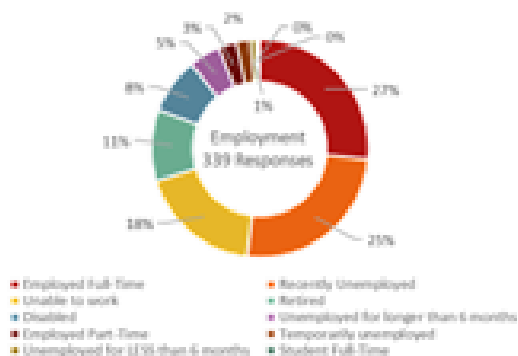
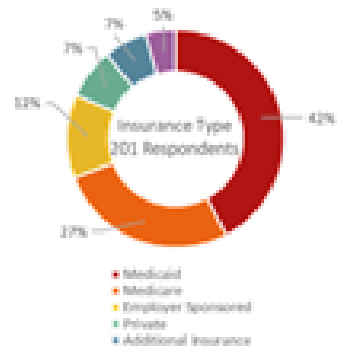
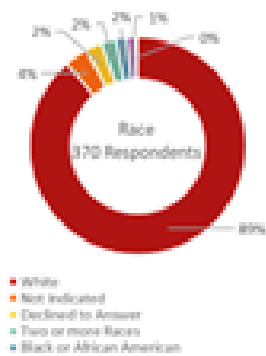
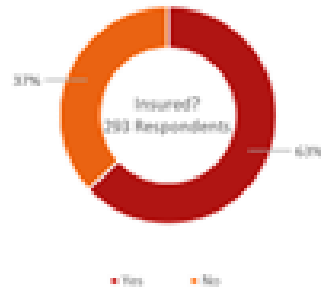
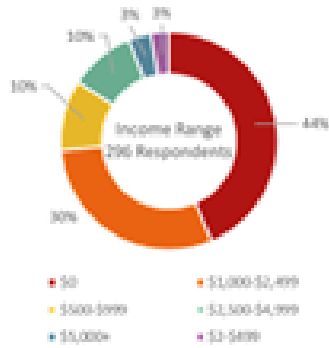
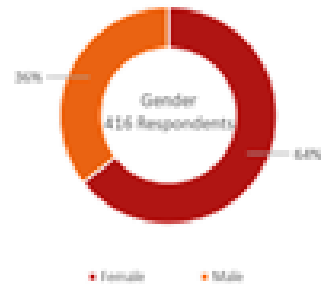
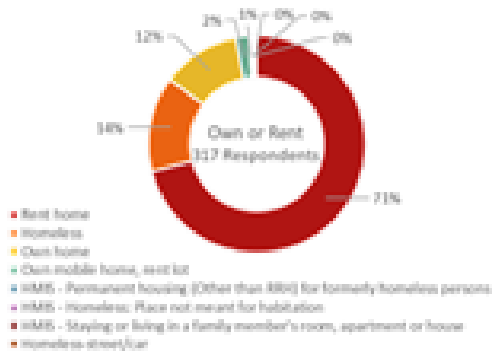
Below are the top presenting services for 60+ aged individuals in the 1st quarter of 2024. Utility Service Payment Assistance, In-Home Assistance, and Rent Payment Assistance were among the top presenting services in the 1st quarter of 2024 for the aging population.



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 ask the callers specific questions about themselves. The following charts represent the demographics of individuals served between January through March 2024.

- 94 out of 313 families or 30% reported being on food stamps
- 50 out of 321 individuals or 16% reported having some form of disability (developmental, hearing, mental, physical, or some combination)



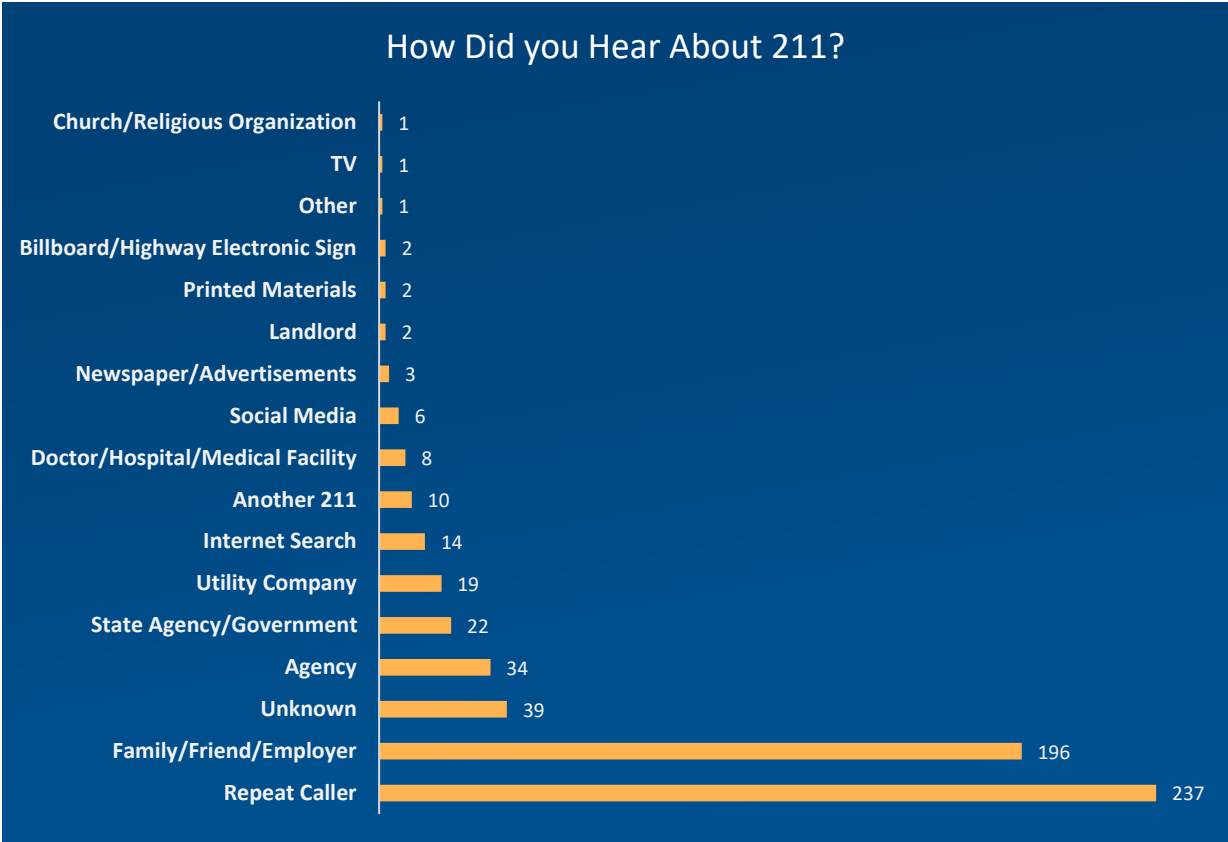
211 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2024, Wyoming 211 has experienced a 12% increase in new resources in the database. As of 3/31/24, the number of agencies, services and sites are as follows:

Total Agencies **1140** **Total Services** **2875** **Total Sites** **2534**

County	County Specific as of 3/31/24	% Increase over last year	Multi-county and Statewide Services as of 3/31/24	% Increase	Total Resources Per County as of 3/31/24	Total % Increase
ALBANY	129	2%	562	0%	691	1%
BIG HORN	73	0%	528	0%	601	0%
CAMPBELL	93	1%	526	0%	619	0%
CARBON	97	0%	540	0%	637	0%
CONVERSE	60	3%	533	0%	593	0%
CROOK	37	0%	521	0%	558	0%
FREMONT	149	-1%	523	0%	672	0%
GOSHEN	57	0%	550	0%	607	0%
HOT SPRINGS	41	0%	523	0%	564	0%
JOHNSON	54	4%	527	0%	581	0%
LARAMIE	303	3%	567	0%	870	1%
LINCOLN	97	-1%	519	0%	616	0%
NATRONA	225	1%	538	0%	763	0%
NIOBRARA	30	0%	523	0%	553	0%
PARK	107	0%	527	0%	634	0%
PLATTE	56	2%	549	0%	605	0%
SHERIDAN	106	2%	530	0%	636	0%
SUBLETTE	50	-2%	516	0%	566	0%
SWEETWATER	123	-1%	524	0%	647	0%
TETON	70	1%	518	0%	588	0%
UINTA	79	3%	519	0%	598	1%
WASHAKIE	45	0%	520	0%	565	0%
WESTON	42	2%	523	0%	565	0%
AVERAGE INCREASE IN RESOURCES		1%		0%		0%

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



When we followed up with callers...

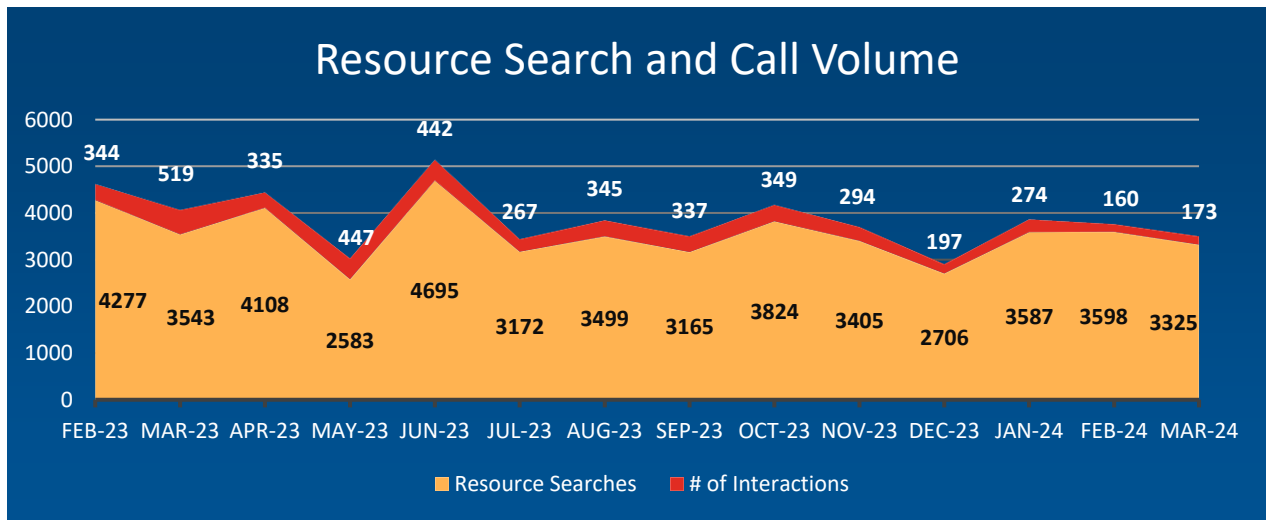
- 84% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 100% would call again for assistance
- 92% learned about new resources
- 100% found the information to be correct
- 55% received assistance from services they were referred to

Reason Why Service Not Received:

Agency referred to couldn't help	31%
Application completed/application pending approval	23%
Came to another solution	23%
Will make contacts later	15%
Other	8%

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 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.

