

Wyoming

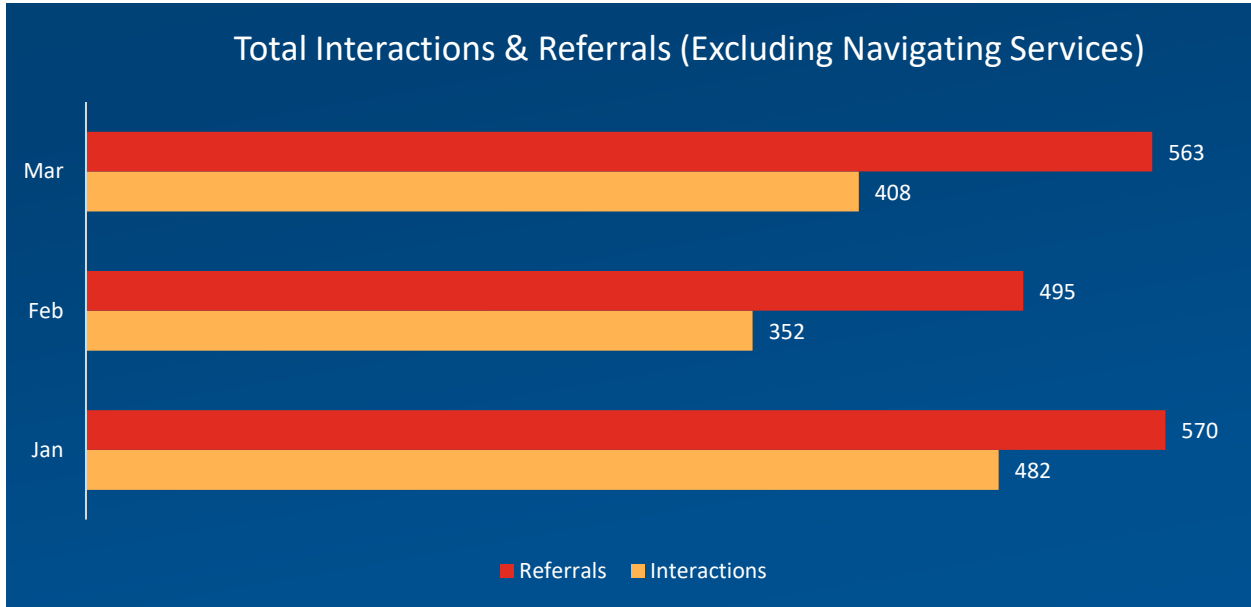


Get Connected. Get Help.™

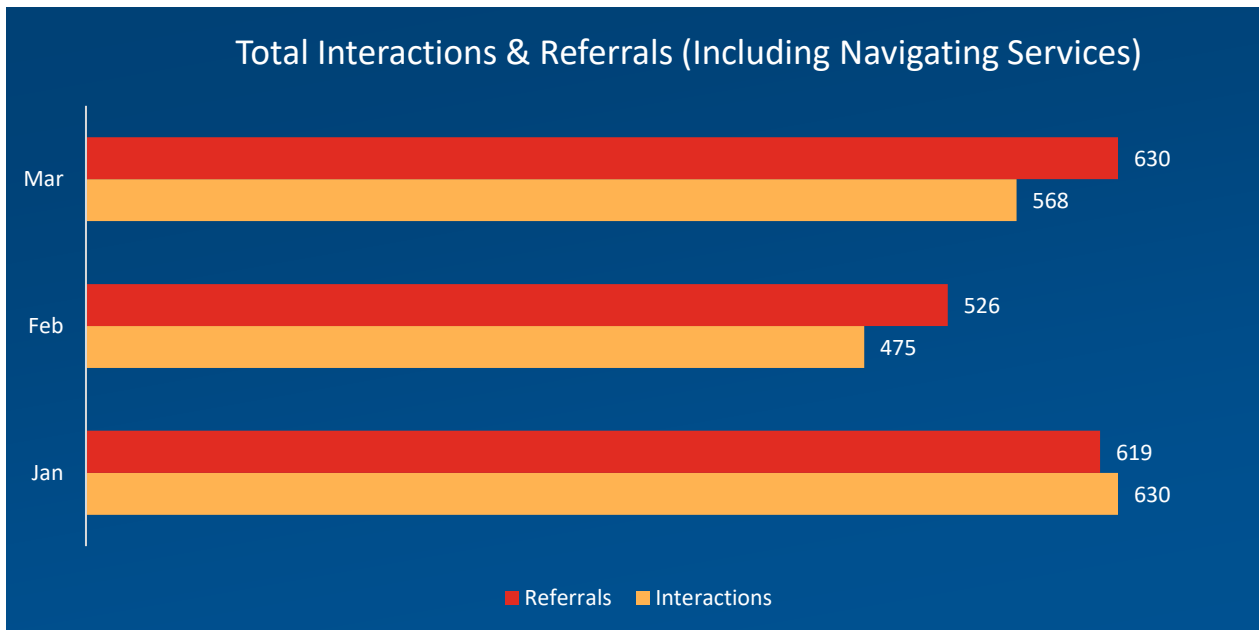
JANUARY THROUGH MARCH 2025
STATEWIDE INFORMATION AND REFERRAL REPORT



From January to March 2025, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,673 calls (interactions) and provided 1,775 referrals statewide.



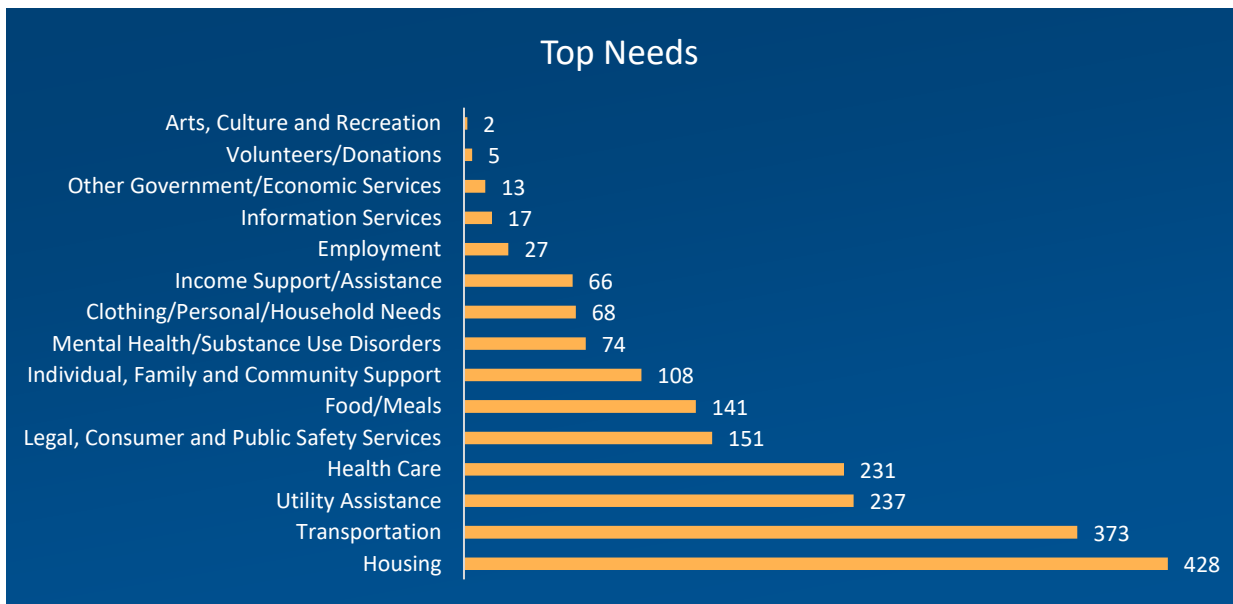
When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions related to service planning and follow-up. A “referral” is the actual referral made to a particular resource.



County	Total Calls per County Jan-Mar 2025	Total Referrals Per County Jan-Mar 2025	County	Total Calls per County Jan-Mar 2025	Total Referrals Per County Jan-Mar 2025
ALBANY	61	71	NIOBRARA	1	5
BIG HORN	18	27	PARK	46	51
CAMPBELL	45	89	PLATTE	13	16
CARBON	17	20	SHERIDAN	44	63
CONVERSE	30	25	SUBLETTE	6	1
CROOK	3	10	SWEETWATER	86	75
FREMONT	70	104	TETON	2	0
GOSHEN	29	15	UINTA	36	60
HOT SPRINGS	9	12	WASHAKIE	20	13
JOHNSON	11	11	WESTON	12	15
LARAMIE	599	581	Out of State/Unknown	30	10
LINCOLN	8	13	GRAND TOTAL	1673	1775
NATRONA	477	488			

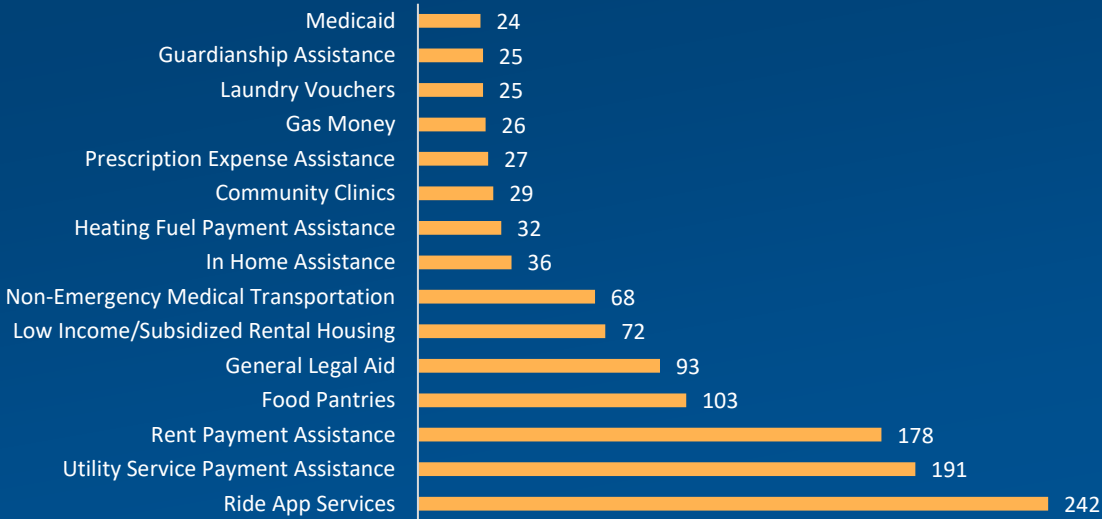
Presenting Needs and Services

Housing, Transportation, Utility Assistance, and Health Care Services are among the top categories of needs in the 1st quarter of 2025.



When broken down into service needs, Ride App Services, Utility Service Payment Assistance, Rent Payment Assistance, and Food Pantries are among the top service needs in the 1st quarter of 2025.

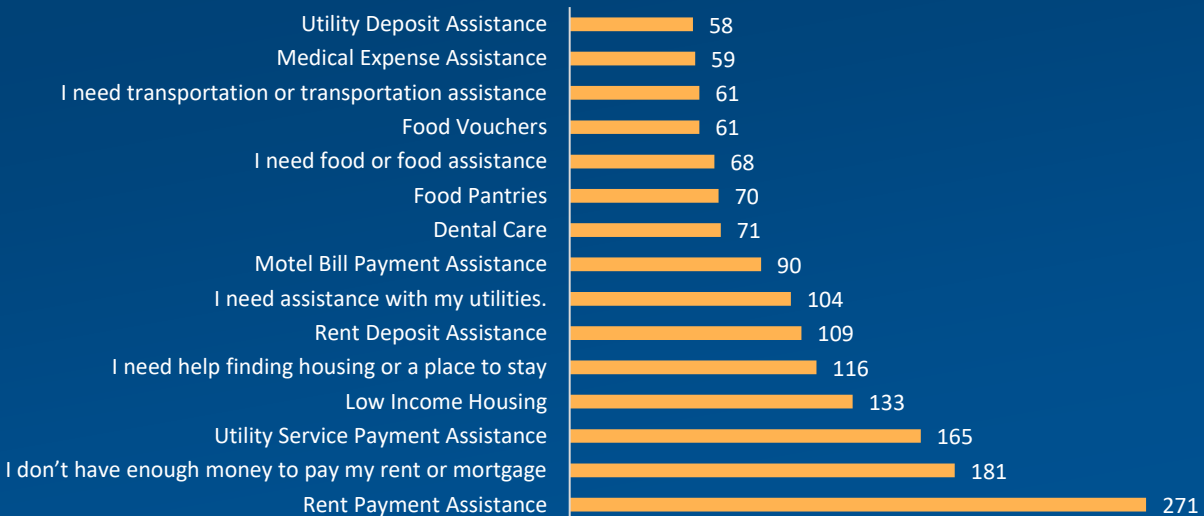
Top Services



Search Engine Statistics

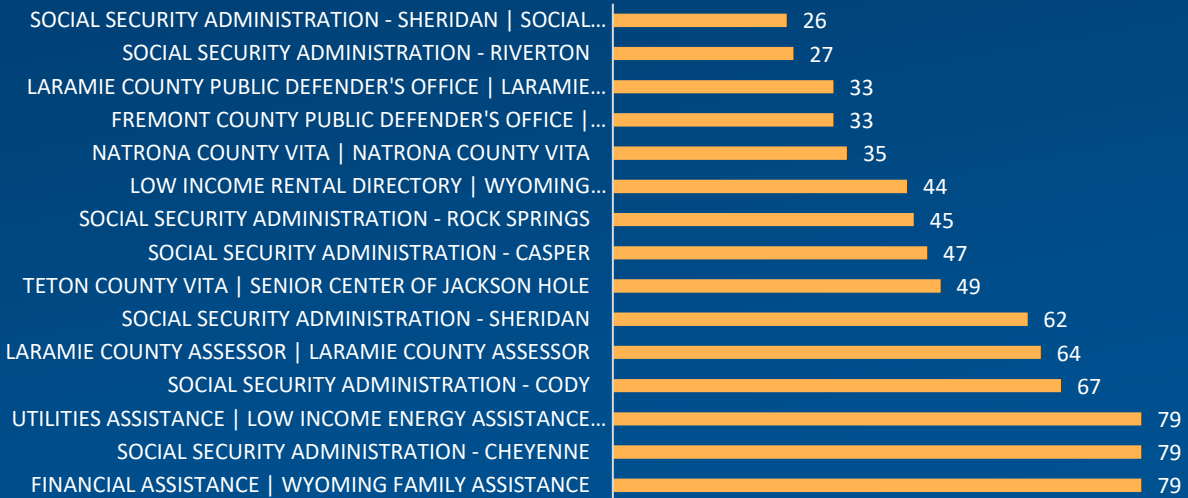
In the 1st quarter of 2025, the search engine had 11,796 total users, with 5,010 searches totaling 9,515 page views. Rent Payment Assistance, the suggestion "I don't have enough money to pay my rent or mortgage", and Utility Service Payment Assistance are among the top searches in the 1st quarter of 2025.

Search Queries



In the 1st quarter of 2025, the search engine generated 3,362 referrals. The referrals included 548 call clicks, 2,734 website clicks, and 194 direction clicks. The top referred resources included Financial Assistance through Wyoming Family Assistance and the Social Security Administration in Cheyenne.

Search Referrals



Unmet Needs: Reason and Request

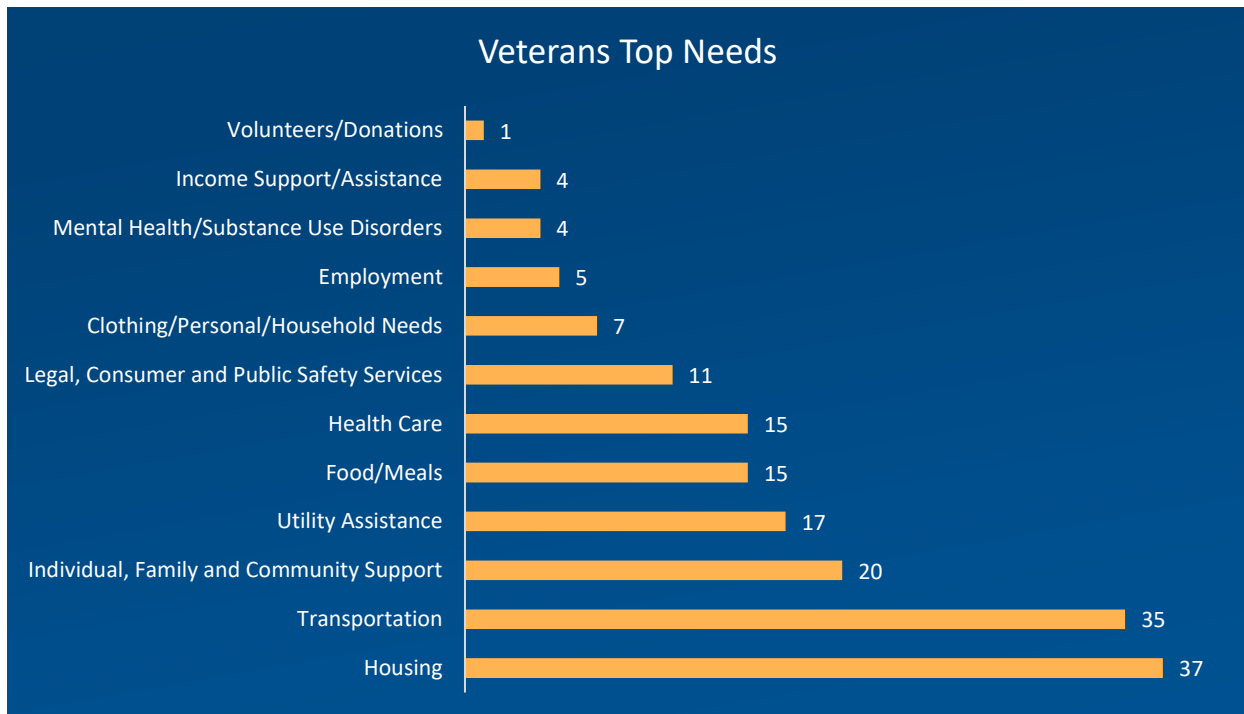
Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high-need areas in our communities. Through the follow-up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client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

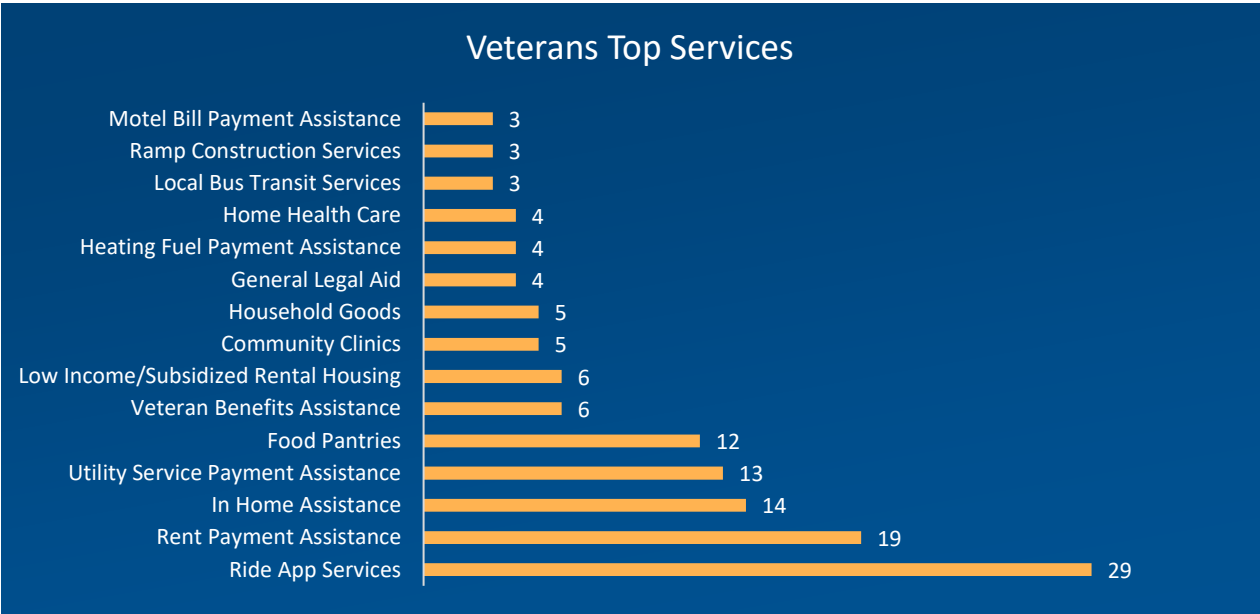
Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
No referral given/Service unavailable	40	Gas Money	1
Rent Payment Assistance	14	Prescription Expense Assistance	1
Motel Bill Payment Assistance	6	Rent Payment Assistance	1
Long Distance Bus Fare	2	Emergency Shelter	1
Mortgage Payment Assistance	2	Home Delivered Meals	1
Water Service Payment Assistance	2	Low Income Home Loans	1
Home Maintenance and Minor Repair Services	2	Lock of Funds	10
Personal Loans	1	Rent Payment Assistance	6
Funding	1	Utility Service Payment Assistance	2
Long Distance Transportation	1	Case/Care Management	1
Temporary Help Agencies	1	Dental Care Expense Assistance	1
Gas Money	1	Client ineligible	4
Automotive Repair and Maintenance	1	Rent Payment Assistance	2
Automobile Insurance	1	Utility Service Payment Assistance	1
Chiropractic	1	Heating Fuel Payment Assistance	1

Travel Directions/Trip Planning	1	Barriers	3
Homeless Shelter	1	Rent Payment Assistance	2
		Elderly/Disabled Home Rental	
Appliance Repair	1	Listings	1
Large Appliances	1	Unable to connect with Client/Service Provider to Close the Loop	1
Client Refused Referral	11	Case/Care Management	1
Community Mental Health Agencies	2		
Utility Service Payment Assistance	2		
Non-Emergency Medical Transportation	1		

Veterans

Between January through March, 19 veterans and an additional 3 individuals with a veteran spouse contacted Wyoming 211. Of those, 7 were receiving VA Benefits and 8 were enrolled in the VA Healthcare program. In addition, 20 veterans rented their homes, 3 owned their homes, 1 was homeless. The following table represents the top presenting needs and corresponding services for veterans during the 1st quarter of 2025.



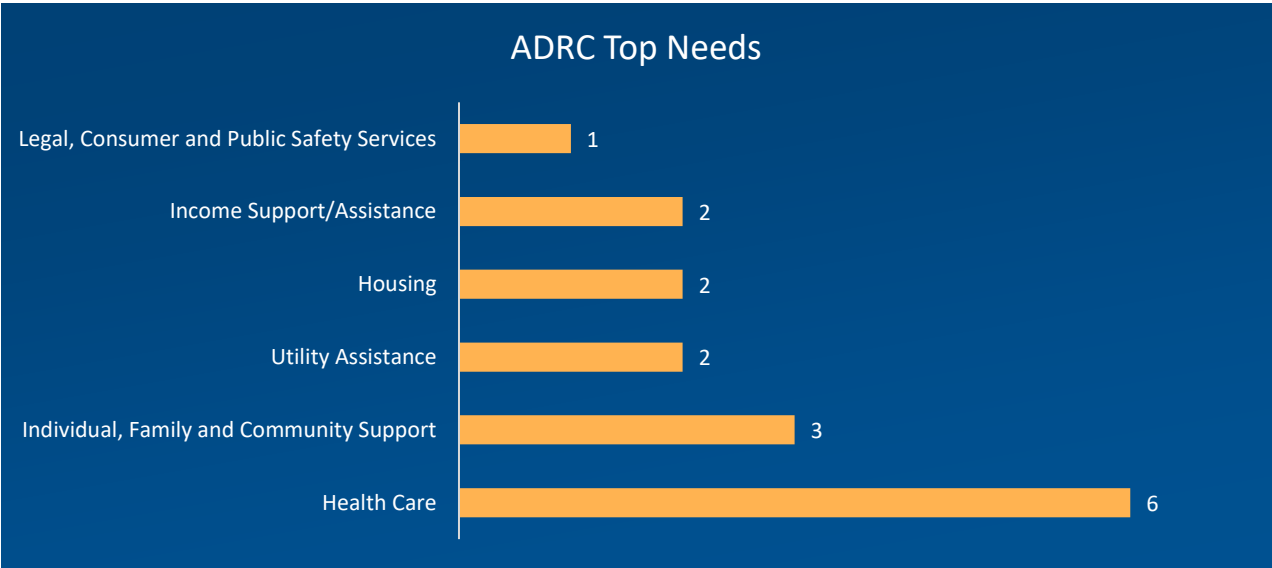


ADRC & Aging Population

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.

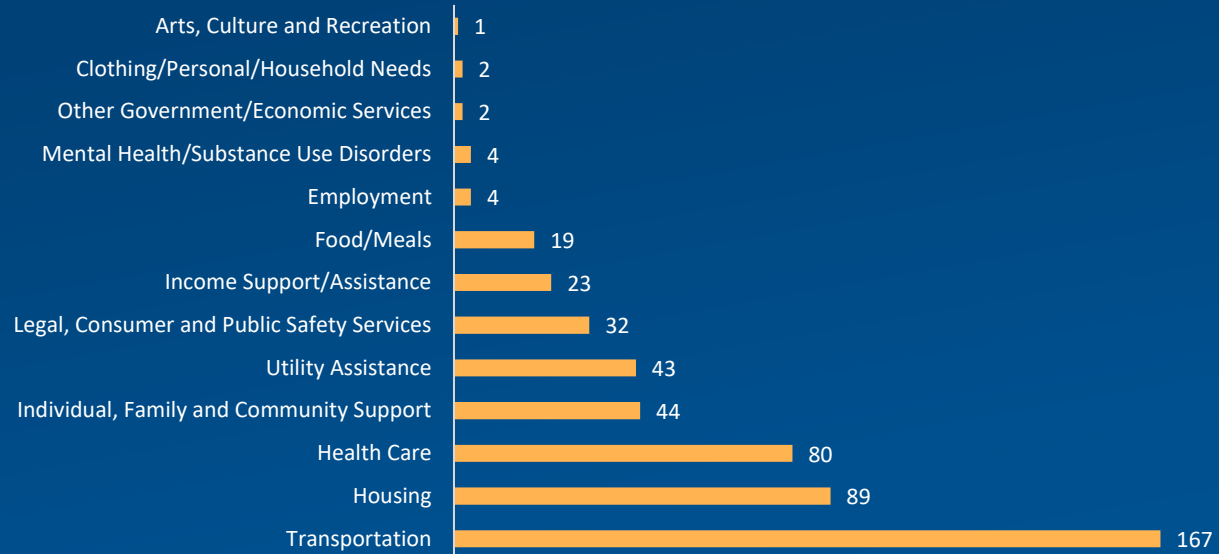
ADRC is a one-stop call center providing information on local services for older adults, people with disabilities and family caregivers in Wyoming. Based on the needs of each individual, the ADRC navigator will provide that individual comprehensive information and referrals.

Individuals in the ADRC Program in the 1st quarter of 2025 were primarily looking for Health Care, Individual, Family and Community Support, and Utility Assistance.



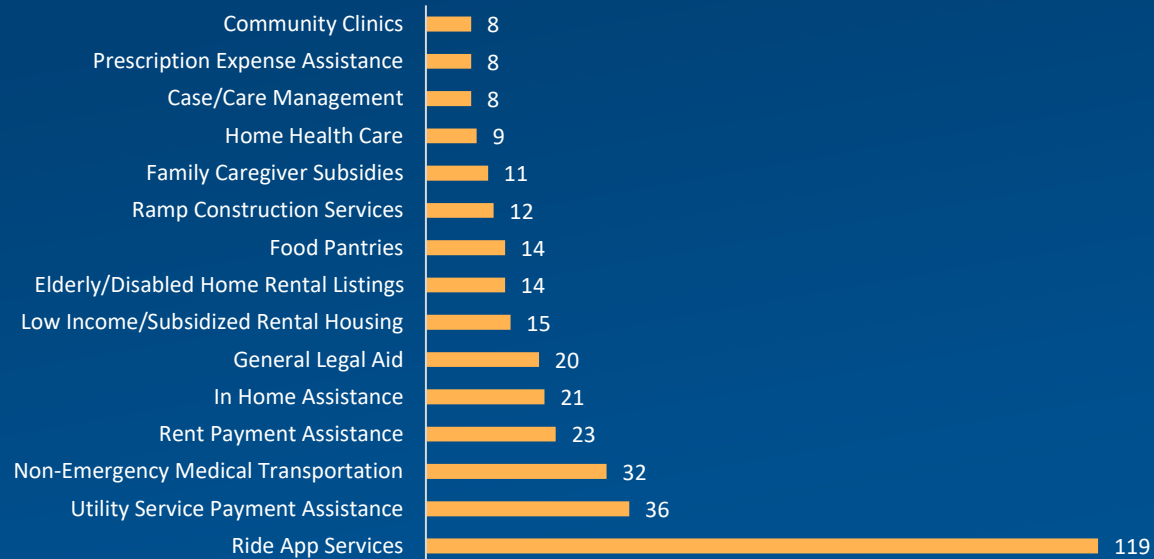
Below are the top presenting needs for 60+ aged individuals in the 1st quarter of 2025. Transportation, Housing, and Health Care were among the top presenting needs.

60+ Top Needs



Below are the top presenting services for 60+ aged individuals. Ride App Services, Utility Service Payment Assistance, and Non-Emergency Medical Transportation were among the top presenting services in the 1st quarter of 2025 for the aging population.

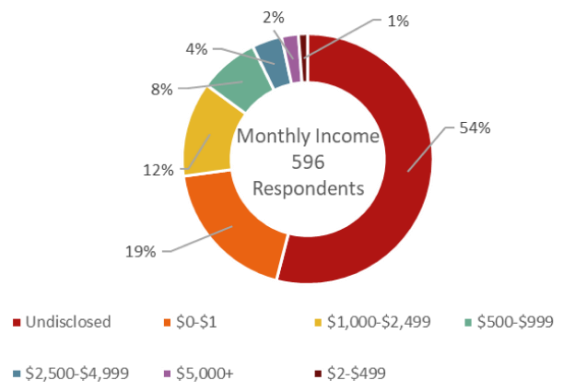
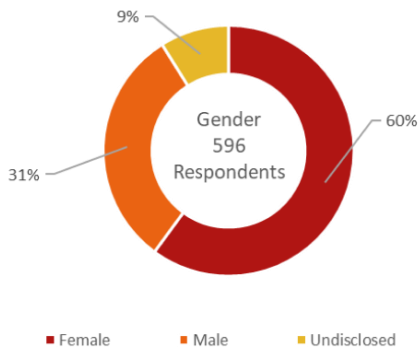
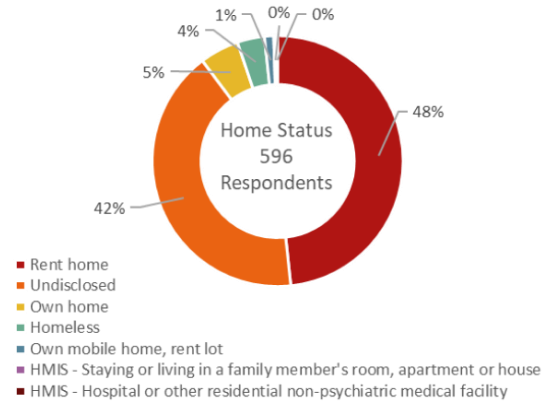
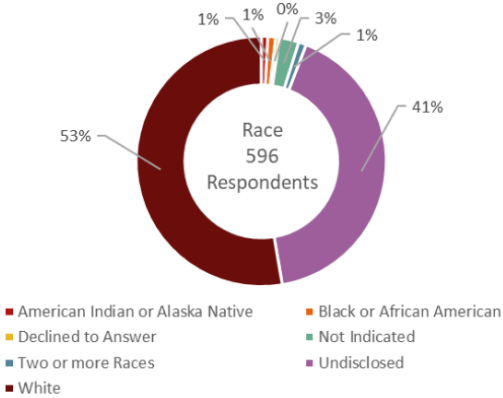
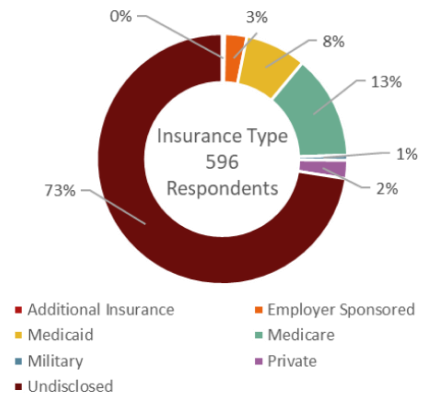
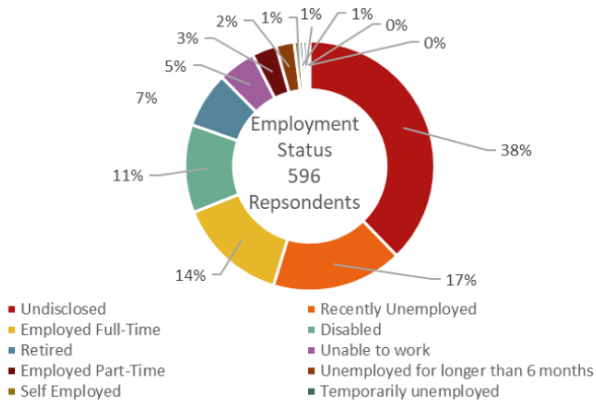
60+ Top Services



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 in the 1st quarter of 2025.

- 64 out of 319 families or 20% reported being on food stamps
- 85 out of 376 individuals or 23% reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 184 out of 282 Individuals or 65% reported having health insurance



211 Database

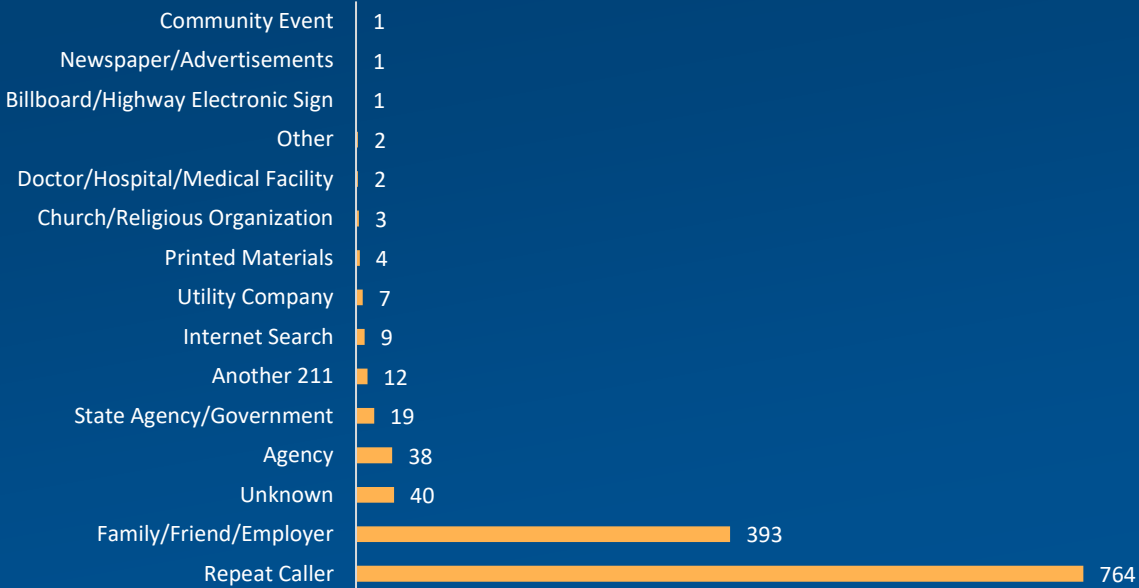
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2025 Wyoming 211 has experienced a 1% increase in new resources in the database. As of 3/31/25, the number of agencies, services, and sites are as follows:

Total Agencies 1194 Total Services 3000 Total Sites 2649

County	County Specific as of 3/31/25	County Specific % Increase over last year	Multi-county and Statewide Services as of 3/31/2025	Multi-County % Increase over last year	Total Resources Per County as of 3/31/24	Total Resources % Increase This Year
ALBANY	133	0%	602	0%	703	0%
BIG HORN	72	0%	599	1%	660	1%
CAMPBELL	99	0%	582	1%	619	1%
CARBON	101	1%	586	0%	742	0%
CONVERSE	61	2%	612	1%	669	1%
CROOK	37	0%	587	1%	628	1%
FREMONT	156	0%	587	1%	644	1%
GOSHEN	57	1%	633	0%	940	0%
HOT SPRINGS	41	0%	583	1%	682	1%
JOHNSON	57	0%	606	1%	842	0%
LARAMIE	307	0%	586	0%	615	1%
LINCOLN	99	1%	591	1%	697	1%
NATRONA	236	0%	613	1%	672	1%
NIOBRARA	29	3%	589	1%	700	1%
PARK	106	2%	578	1%	630	1%
PLATTE	59	0%	586	0%	710	0%
SHERIDAN	111	0%	578	1%	650	1%
SUBLETTE	52	3%	583	1%	665	1%
SWEETWATER	124	0%	585	1%	628	1%
TETON	72	0%	585	1%	628	0%
UINTA	82	4%	578	1%	658	1%
WASHAKIE	43	-4%	581	1%	624	1%
WESTON	43	5%	581	1%	624	1%
AVERAGE INCREASE IN RESOURCES		1%		1%		1%

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

How Did you Hear About Wyoming 211?



When we followed up with callers...

- 94% were satisfied with the 211 service
- 93% found the 211 specialists to be helpful
- 100% would call again for assistance
- 94% learned about new resources
- 100% found the information to be correct
- 100% would recommend 211 to others
- 69% received assistance from services they were referred to

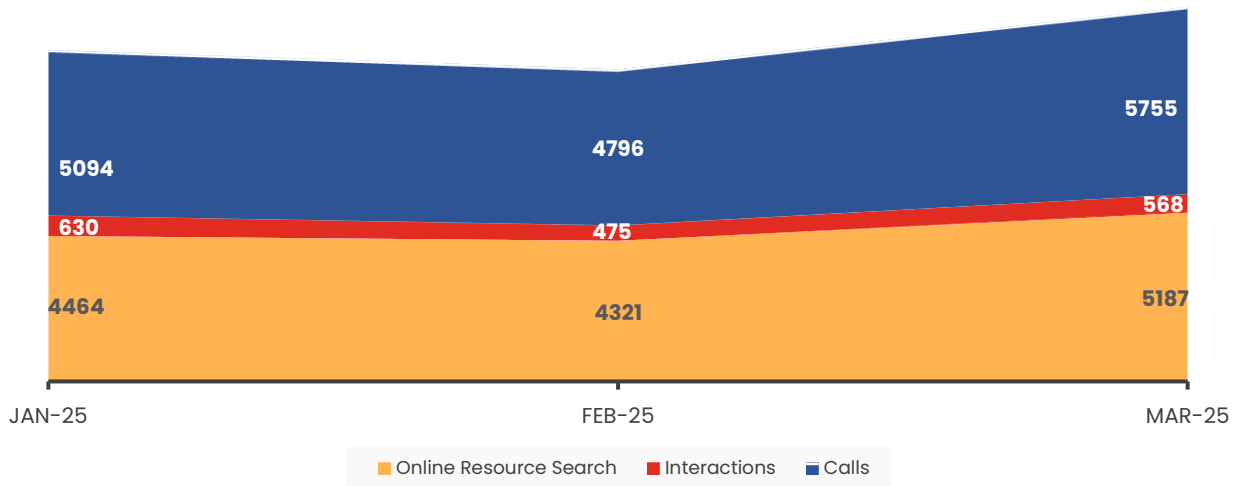
Reason Why Service Not Received:

Agency referred to couldn't help	40%
Application completed/application pending approval	20%
Other	20%
Will make contacts later	20%

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 features is the online database resource search engine. The graphic below shows how many times the search engines were used over time combined with the monthly call volume.

2025 Online Resource Search vs 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.

