

JANUARY THROUGH DECEMBER 2019
STATEWIDE INFORMATION AND REFERRAL REPORT

About 2-1-1:

Wyoming 2-1-1 is a part of a nationwide network of call centers that provide information and referral (I&R) services to Wyoming residents. 2-1-1 is free, confidential, and multilingual service available to all residents across Wyoming.

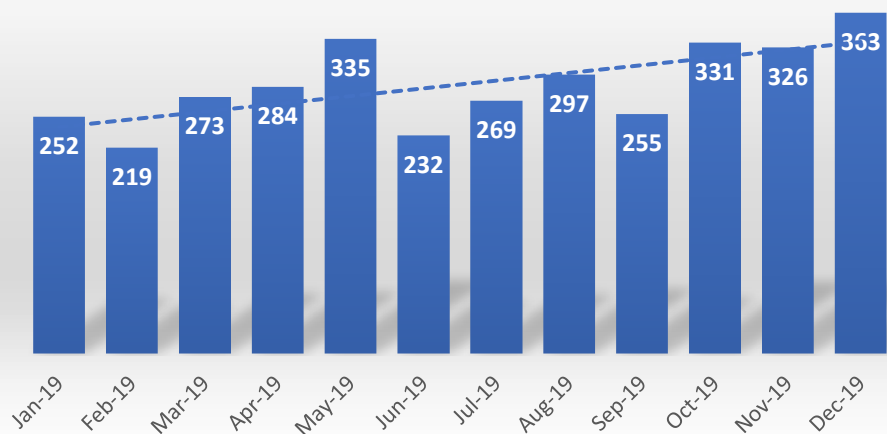
Wyoming 2-1-1 can connect individuals to over 2400 programs across Wyoming. Services such as shelter, food, physical and mental health resources, employment support services, programs for children, youth and families, support for veterans, seniors and persons with disabilities, and support for community crisis and disaster recovery can all be found in our database.

To find resources, individuals can either dial 2-1-1 and speak with a Community Resource Specialist, or they can visit our website at www.wyoming211.org and use the guided search for services in their community.

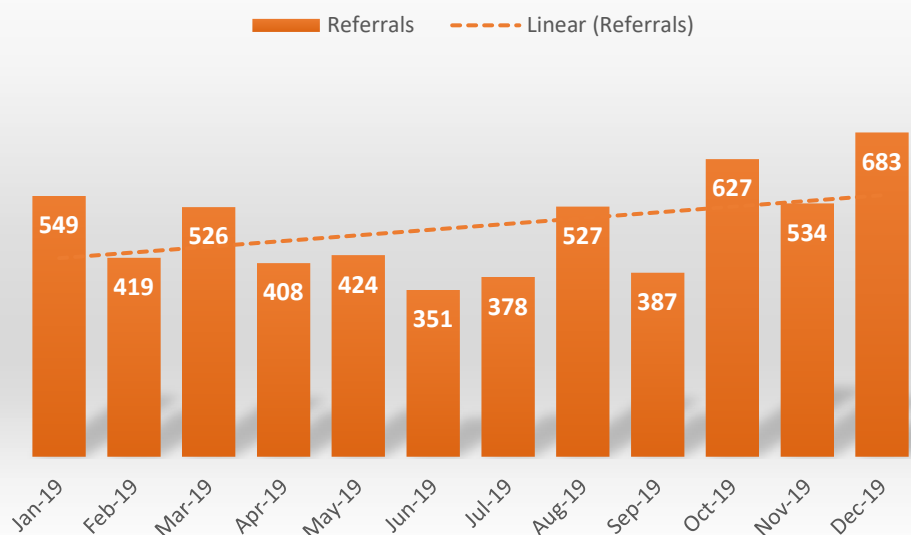
2019 Call Data

From January 2019 through December 2019, Wyoming 2-1-1 received handled 3436 calls provided 5813 referrals statewide. Call volume and referrals steadily increased over the year.

Total Number of Client Calls: 3436



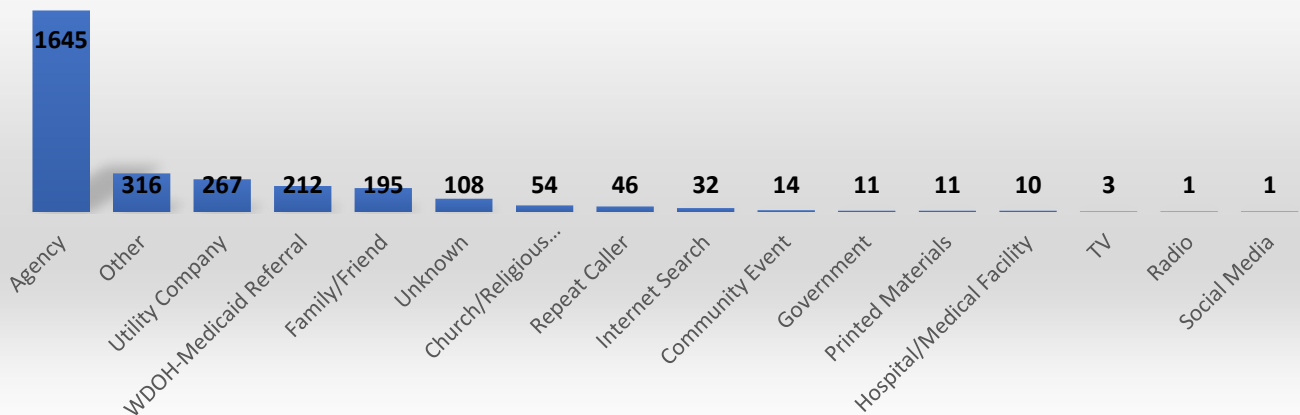
Total Number of Referrals Made: 5813



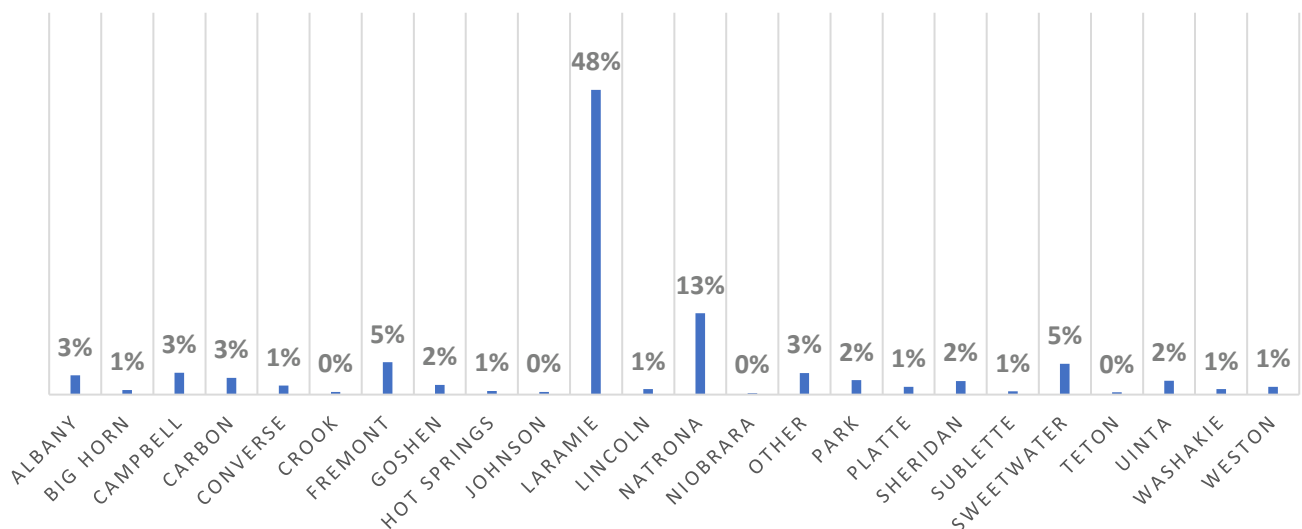
Caller Demographics and Data

While 2-1-1 is a confidential service, community resource specialists collect data that is volunteered by the caller. The data collected helps paint a picture of who is using 2-1-1 in Wyoming, how they heard about service and the needs faced by the callers.

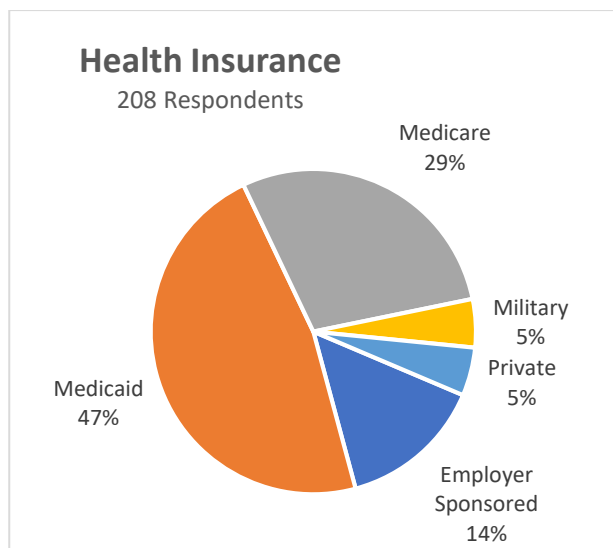
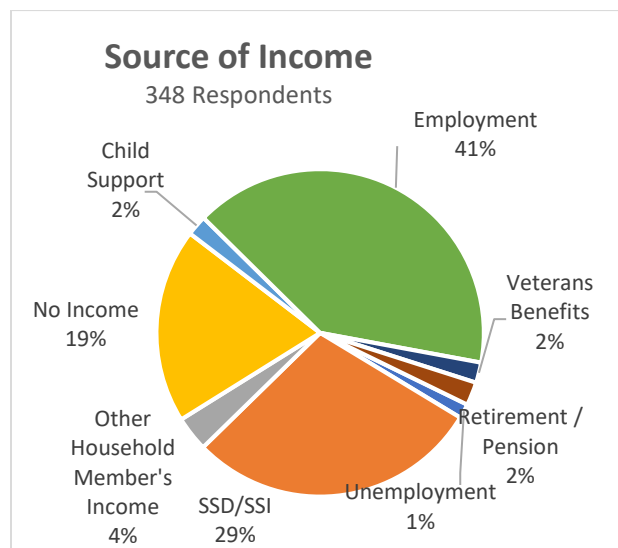
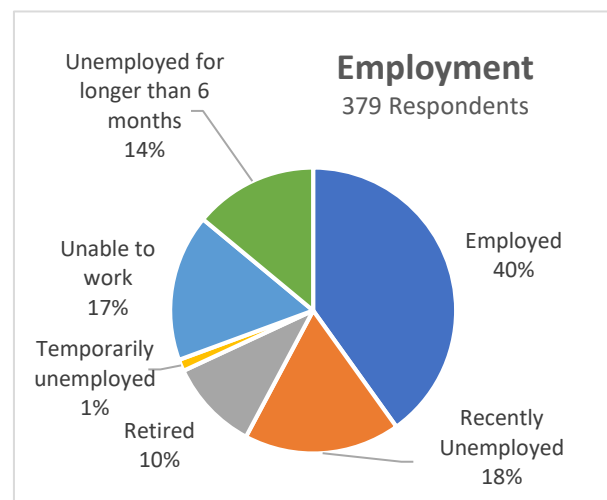
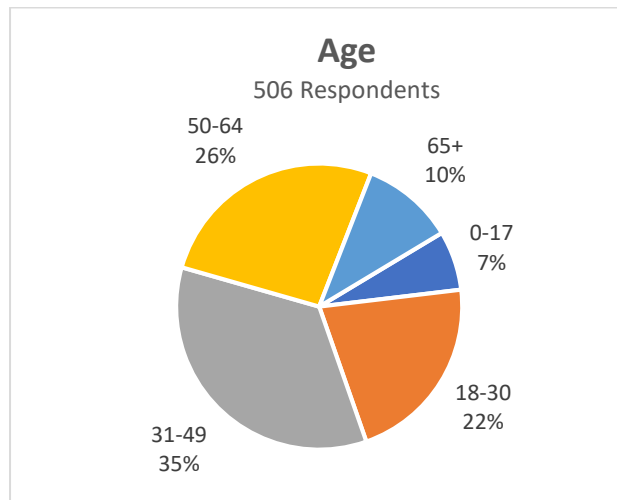
How Did You Hear About Wyoming 2-1-1?



Where Are They Calling From?



Caller Demographics and Data



Male – 32%



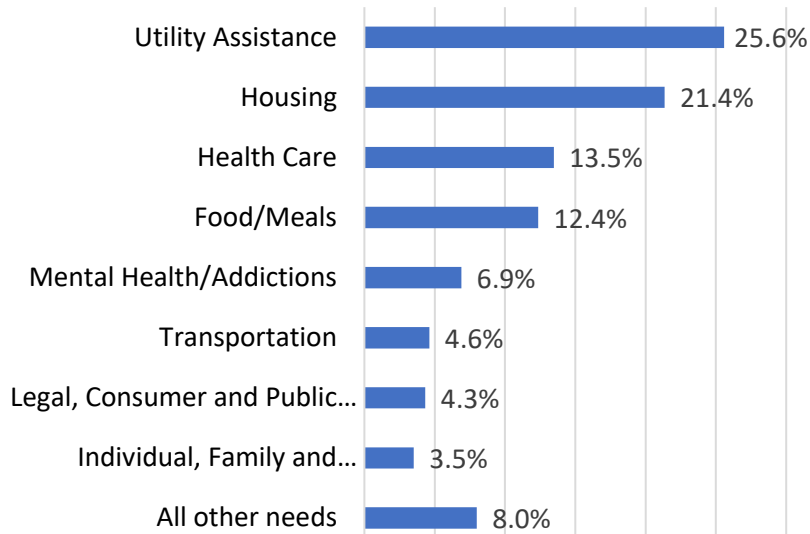
Female – 68%

- 62 out of 493 individuals reported being either a veteran or active military
 - 104 out of 344 callers indicated they did not have health insurance
 - 121 out of 368 families reported being on food stamps
 - 149 out of 369 individuals reported having some form of disability (developmental, physical, hearing, mental, or some combination)

Presenting Needs and Agency Referrals

Wyoming 2-1-1 compiles data about the needs of our callers and where the caller was referred to for services. 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.

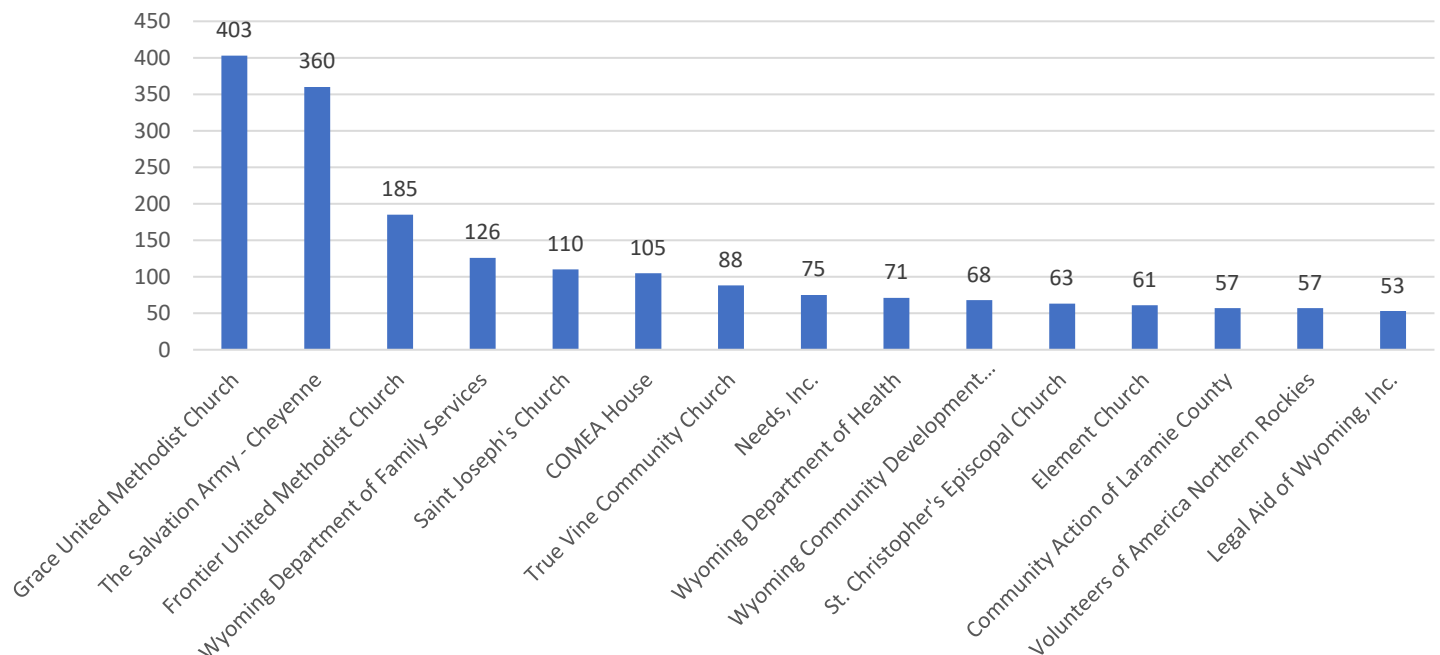
Presenting Needs



Top 10 Unmet Needs

1. Utility Service Payment Assistance
2. Gas Money
3. Rent Payment Assistance
4. Motel Bill Payment Assistance
5. Rental Deposit Assistance
6. Mobile Home Repair/Service Complaints
7. Long Distance Bus Fare
8. Automotive Repair and Maintenance
9. Travelers Assistance
10. Transitional Housing/Shelter

Top 15 Agency Referrals



Wyoming 2-1-1 Database

The Wyoming 2-1-1 database is its most precious asset. Between December 2018 and December 2019, 340 agencies, 1070 services/programs, and 916 sites were added to the database. As of December 31, 2019, the database houses nearly 2400 resources. This is an increase of 56% from December 2018. To increase the number of resources available to our Wyoming citizens we have presented to service providers across the State seeking their inclusion in the database as well as engaging in local and statewide collaborations.

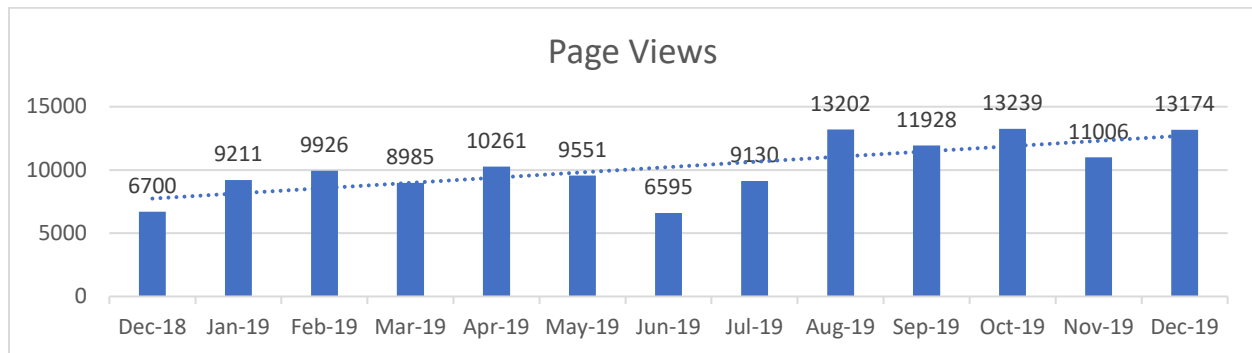
For example, in an effort to support the Wyoming Hunger Initiative launched by the First Lady, Jennie Gordon in October 2019, Wyoming 2-1-1 has worked to add all food resources (over 200 resources) in the state into the database. Wyoming 2-1-1 is also listed as a resource on the Wyoming Hunger Initiative website.

The Wyoming Department of Health and Wyoming 2-1-1 have also collaborated to expand the number of resources found in the 2-1-1 database to address mental health and health care for veterans, substance abuse, suicide prevention, and opioid addiction.

	Resources/Services Available		% Increase	Resources/Services Available		% Increase	Total Resources Per County as of 12/31/19
	County Specific as of 12/31/19	County Specific as of 1/22/19		Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 1/22/19		
ALBANY	122	86	42%	326	245	33%	448
BIG HORN	50	24	108%	325	241	35%	375
CAMPBELL	87	53	64%	315	234	35%	402
CARBON	97	59	64%	318	236	35%	415
CONVERSE	73	58	26%	322	243	33%	395
CROOK	41	20	105%	314	234	34%	355
FREMONT	141	84	68%	317	239	33%	458
GOSHEN	66	43	53%	323	244	32%	389
HOT SPRINGS	37	13	185%	325	243	34%	362
JOHNSON	47	21	124%	319	239	33%	366
LARAMIE	286	192	49%	330	246	34%	616
LINCOLN	67	38	76%	320	330	-3%	387
NATRONA	201	139	45%	325	243	34%	526
NIOBRARA	33	26	27%	318	240	33%	351
PARK	92	42	119%	322	239	35%	414
PLATTE	45	30	50%	322	244	32%	367
SHERIDAN	117	84	39%	317	237	34%	434
SUBLETTE	43	22	95%	312	237	32%	355
SWEETWATER	94	61	54%	320	244	31%	414
TETON	61	24	154%	314	240	31%	375
UINTA	63	39	62%	320	242	32%	383
WASHAKIE	32	14	129%	321	238	35%	353
WESTON	31	15	107%	313	232	35%	344
AVERAGE INCREASE IN RESOURCES			80%			32%	56%

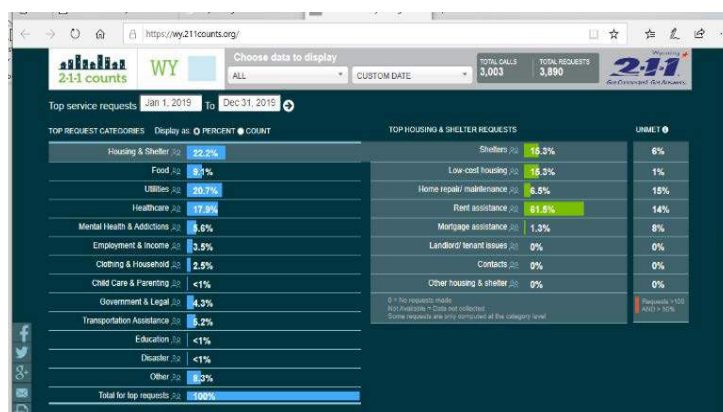
Wyoming 2-1-1 Website

Since converting to our new database and website in October 2018, Wyoming 2-1-1 has experienced a significant increase of website users and page views. The website is user friendly and provides useful information for all user types.



Wyoming 2-1-1 staff has traveled the state educating Wyoming social services on the website and the 2-1-1 service. Service providers are able to update and add their services right through the website.

Individuals looking for resources can follow a guided search menu or use the advanced search where they can input their own criteria. Throughout 2019, we made several improvements to the website and database search functions so users can find resources more easily. We will be overhauling the guided search in 2020 which will expand on categories available for selection.



In 2019, Wyoming 2-1-1 launched **2-1-1 Counts** which provides almost real-time data detailing the top presenting needs around the state, county or zip code for any given time frame.

Customer Satisfaction

Eight percent of callers who completed intakes agreed to follow-up calls. Follow up calls are made about 2 weeks after the initial call and are conducted to learn about the caller's satisfaction with the Wyoming 2-1-1 service and to see if the caller received services from the program they were referred to.

- 79% of callers learned about new services.
- 97% would recommend family and friends to call Wyoming 2-1-1.
- 93% of callers were satisfied with the service from Wyoming 2-1-1.
- 34% of callers did not receive the service from the agency referred to.

Summary

As depicted in the above graphics, 2019 was a year of growth and renewal for Wyoming 2-1-1. Staff traveled nearly 18,000 miles across the state and visited communities in 19 counties. They attended 30 resource fairs and tabling events at conferences, gave 34 presentations, and increased the number of resources in the database by 56%. An increase in call volume, referrals and website visits is a reflection of increased public awareness.

Wyoming 2-1-1 has entered into several statewide partnerships that impact Wyoming citizens: Enroll Wyoming to provide a central access point for people in need of information about health insurance; Wyoming Department of Health to improve access to services for our veterans; Wyoming Citizen Review Panel to establish and build a Kinship Navigator program to provide a central access point for grandparents or kin who need caregiver assistance; and Wyoming Homeless Collaborative as a central access point to help individuals experiencing homelessness.

Wyoming 2-1-1 intends to nurture and build upon these existing partnerships. It will work toward establishing more partnerships by increasing awareness about its services, sharing the benefits of utilizing its service, and will continue increasing the number of resources in the database and ensuring data quality. Wyoming 2-1-1 will also work to strengthen partnerships and relationships in the disaster recovery, crisis intervention and preparedness arenas, to offer support in the event of call overload and information dissemination in the event of a disaster or crisis. Wyoming 2-1-1 will focus on establishing relationships with the county commissioners, legislators and municipality leaders statewide. Creating awareness with this target population will help propel the services provided by Wyoming 2-1-1 forward, enabling the organization to help more individuals in need.

Our goal remains the same as last year: To have a presence in and positive impact on communities by partnering with non-profit, public and private organizations and by actively participating in coalitions and planning groups. We will serve as the central access point for people in need, the primary repository

for resources and services and provider of information, and assist the community in responding to immediate, long-term, emerging, and changing needs.



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Wyoming 2-1-1

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