



JANUARY THROUGH DECEMBER 2020
STATEWIDE INFORMATION AND REFERRAL REPORT

2020 Call Data

About 2-1-1:

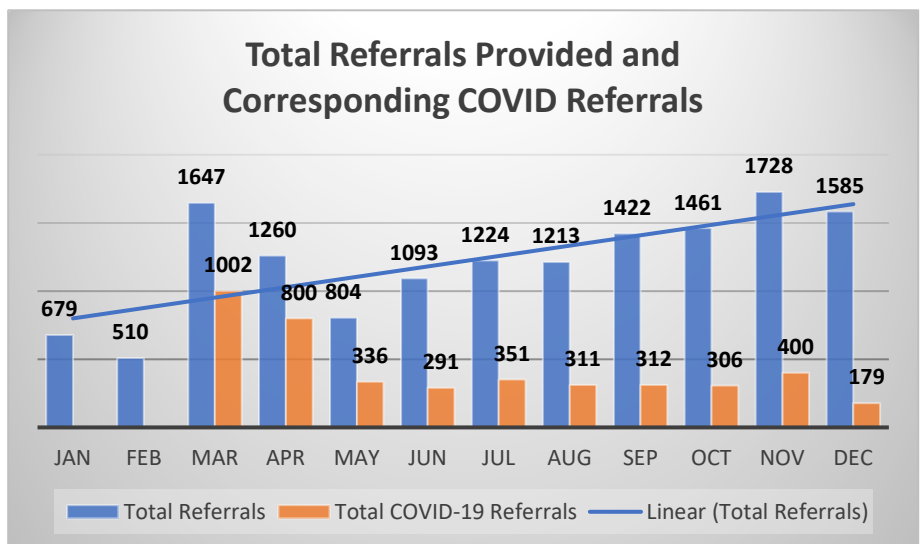
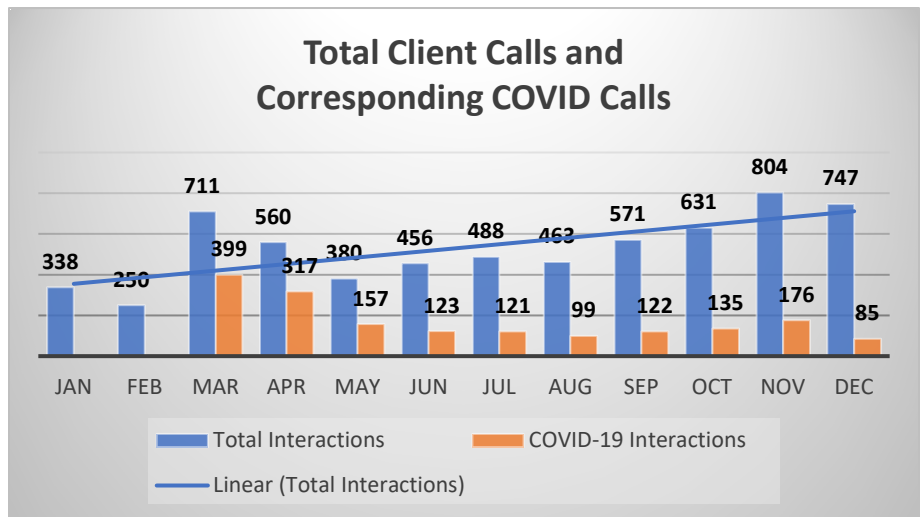
Wyoming 2-1-1 is a part of a nationwide network of call centers that provide information and referral (I&R) services to Wyoming residents. 2-1-1 is free, confidential, and multilingual service available to all residents across Wyoming.

Wyoming 2-1-1 can connect individuals to nearly 2,500 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, they can text their zip code to 898-211, or they can visit our website at www.wyoming211.org and use the guided search for services in their community.

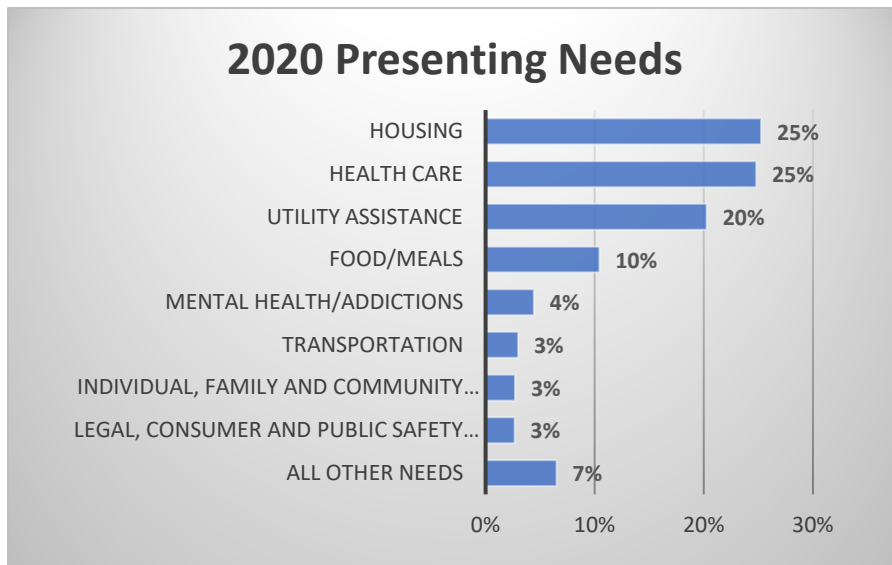
From January 2020 through December 2020, Wyoming 2-1-1 received handled 6,399 calls provided 14,626 referrals statewide. Call volume and number of referrals made rose by 86% and 152% respectively over the previous year.

In March 2020, Wyoming 2-1-1 partnered with the Wyoming Department of Health to be the statewide call centers to assist individuals with questions and presenting needs related to the Coronavirus. Over the course of the year, 2-1-1 fielded 1,734 calls and made 4,288 referrals that were identified as COVID-19 related.



Presenting Needs & COVID-19

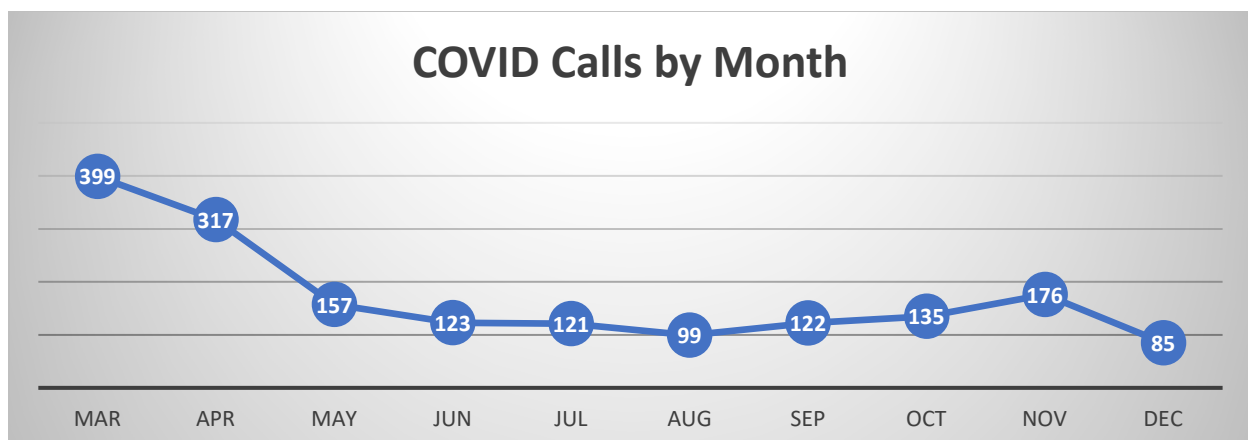
Wyoming 2-1-1 compiles data about the needs of our callers and where the caller was referred to for services. Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high need areas in our communities.



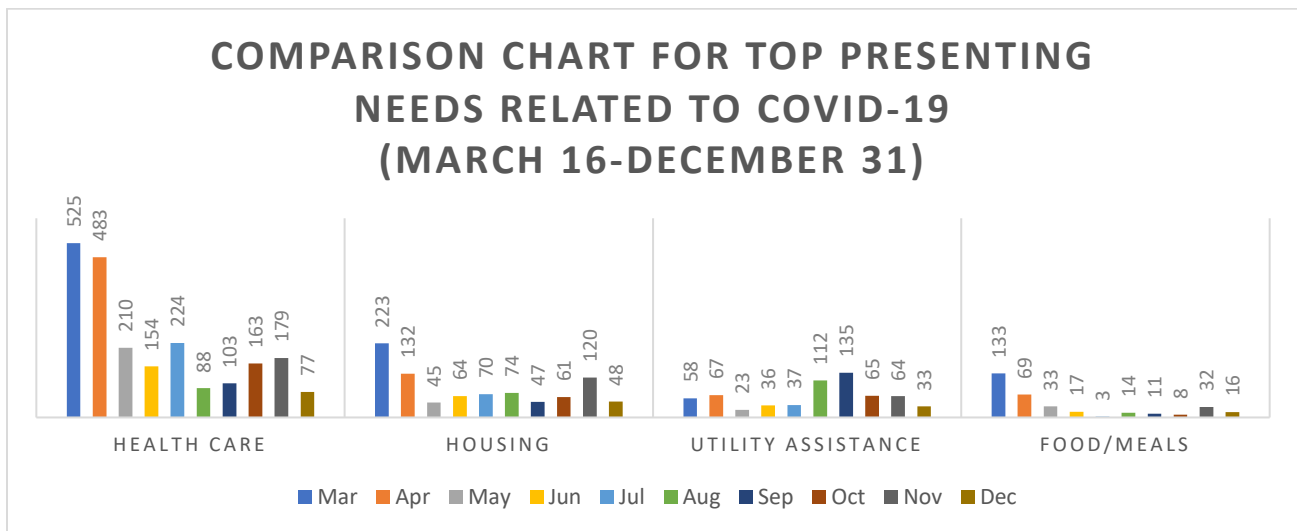
Top Unmet Needs	#
Utility Service Payment Assistance	124
Rent Payment Assistance	20
Motel Bill Payment Assistance	19
Gas Money	12
Rental Deposit Assistance	8
General Legal Aid	6
Home Rehabilitation Loans	5
Moving Services	5
Automobile Payment Assistance	4
Home Maintenance and Minor Repair Services	4
Automotive Repair and Maintenance	3
Mobile Home Repair/Service Complaints	3

COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered to provide a public telephone helpline for COVID-19 questions and information. On March 16, 2020, Wyoming 2-1-1 stood up its call center to disseminate information related to the COVID-19 pandemic. In the first week of calls, Wyoming 2-1-1 received 272 calls and experienced an increase of 645% on day 5 of that first week. Call volume leveled out in the second and third quarter of 2020, only to increase again in the fourth quarter. The average increase in call volume through December 31 was 158%. The graphic below illustrates the monthly call volume since March 16, 2020.

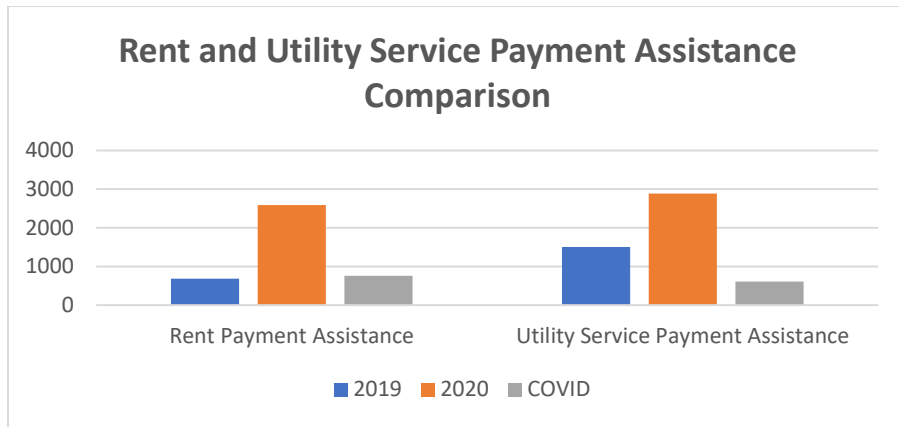


Wyoming 2-1-1 created a service record in the database entitled "COVID-19". This record included frequently asked questions pertaining to COVID-19. Those questions are reflected in the Healthcare presenting needs. The fallout of COVID-19 resulted in people being laid off from their jobs, schools being closed and other related issues. This resulted in an increase in rent and utility assistance, food assistance, testing site locations and some mental health needs. Housing, healthcare and food needs spiked in November and then dropped in December.

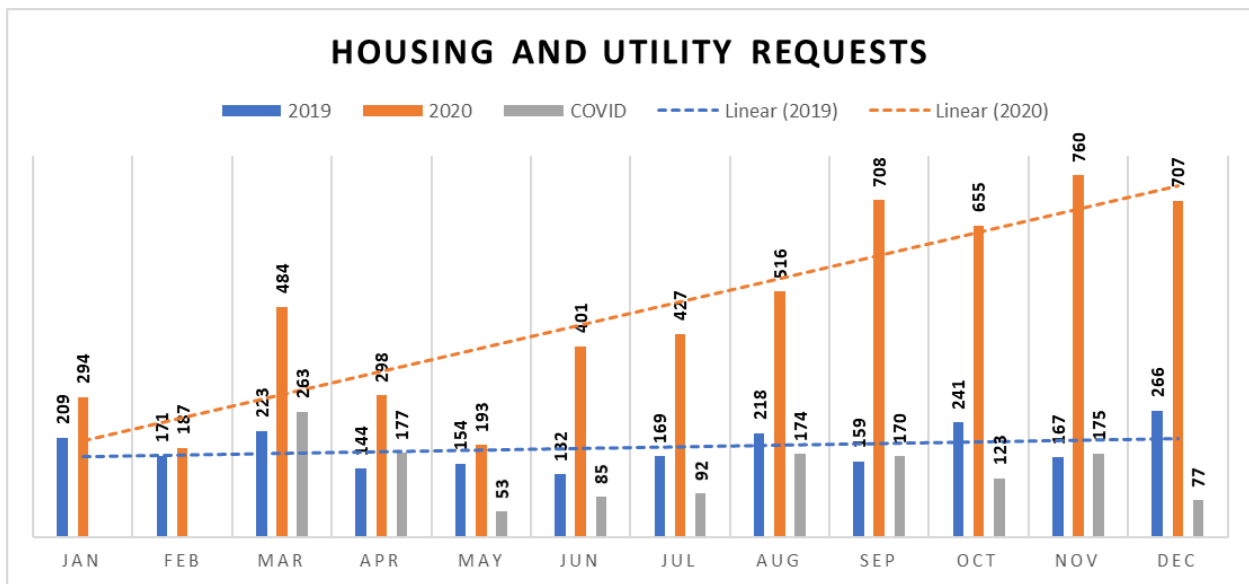


Based on call data collected by Wyoming 2-1-1, 5,630 requests for assistance for rent, rent deposits, utility service and utility service deposits. This figure is an alarming 283% increase over 2019 requests for rent and a 95% increase in requests for utility service payment assistance. Of the total calls received in 2020, 1,389 requests were specifically tagged as COVID-19 related. We suspect, however, that many calls, although not articulated by the client, were somehow directly or indirectly related to COVID.

Presenting Need	Requests for Assistance			Referrals Made			COVID - 2020	
	2019	2020	Percent Increase over 2019	2019	2020	Percent Increase over 2019	Requests Made - COVID Specific	Referrals Made - COVID Specific
Rent Payment Assistance	684	2590	279%	676	2586	283%	763	762
Rental Deposit Assistance	48	127	165%	34	117	244%	9	9
Utility Deposit Assistance	16	23	44%	15	21	40%	4	4
Utility Service Payment Assistance	1505	2890	92%	1476	2880	95%	613	612
Total Housing/Utility Needs	2253	5630	150%	2201	5604	155%	1389	1387
Annual Totals (All Needs and Referrals)	5975	14875		5723	14626		4299	4288
Percent of Housing Needs to Annual Total	38%	38%		38%	38%		32%	32%



According to a report published by Washington University in St. Louis Health Communication Research Laboratory, rent payment needs rose sharply across the nation due to COVID-19 pandemic¹. Consistent with this report, Wyoming also saw an increase in rent requests in the second half of 2020. As depicted by the graphic below, you will see a surge in requests in March, slightly fewer in April and May, and then requests increasing steadily in June, topping off with 760 requests in November.



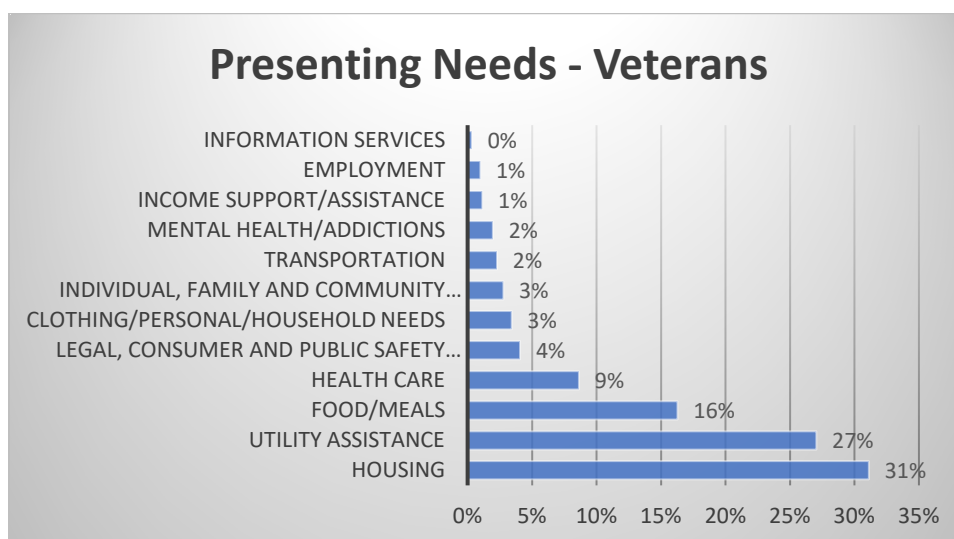
¹ <https://hcr.l.wustl.edu/june-summary-rent-assistance-and-covid-19-lead-all-2-1-1-requests/>

PROJECTS

VETERANS

Wyoming 2-1-1 partnered 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. As a part of the strategy, Wyoming 2-1-1 increased the number of resources available to veterans, particularly telehealth services, mobile clinics and community clinics. 2-1-1 also expanded their intake questions and improved accessibility and usability of the guided search function.

In 2020, 141 veterans contacted Wyoming 2-1-1. Of those, 45 were receiving VA Benefits and 57 were enrolled in the VA Healthcare program. In addition, 38 veterans rented their home, 14 owned their home and 3 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during 2020.

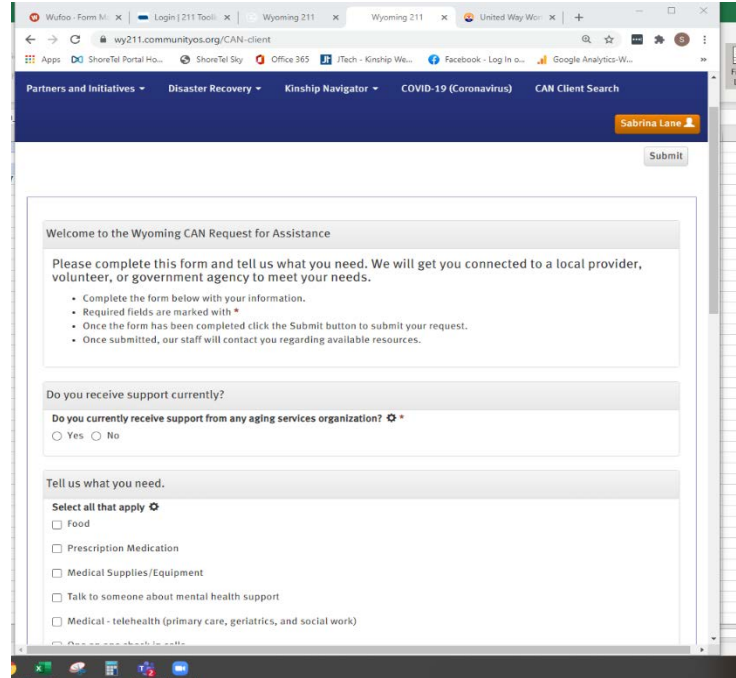


WYOMING COVID-19 AGING NETWORK (WY CAN)

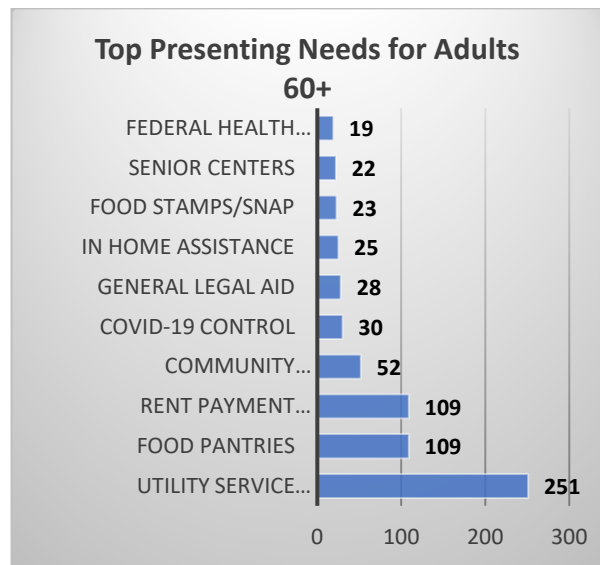
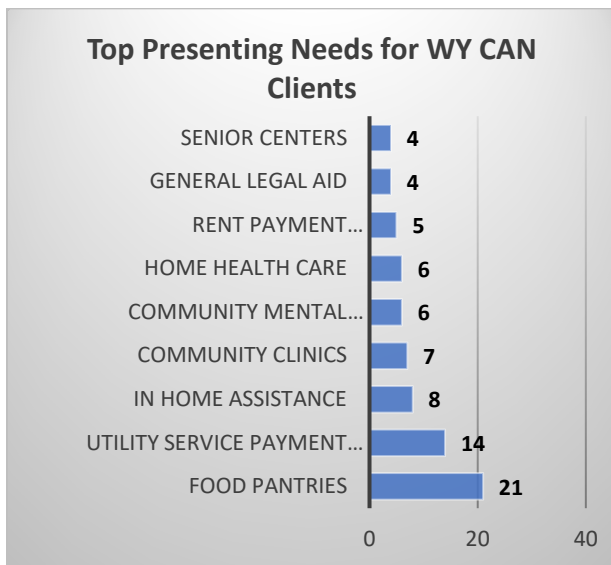
The COVID-19 pandemic has exacerbated the needs of those older adults aging in place. All of Wyoming's older adults are now home bound and at-risk, due to statewide guidelines for those ages 65 and older. This physical separation has impacted the health and safety of older adults, as well as social and emotional well-being. This situation has increased reliance on the aging network providers and has shown their services to be more essential than ever.

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 reaches out to connect the senior to local community resources. Wyoming 2-1-1 received a total of 37 inquiries for assistance in the 2020. Food pantries was the top need for Wyoming CAN clients and utility payment assistance was the top presenting need for all adults over 60 that reached out to Wyoming 2-1-1 for assistance.



Wyoming 2-1-1 Database

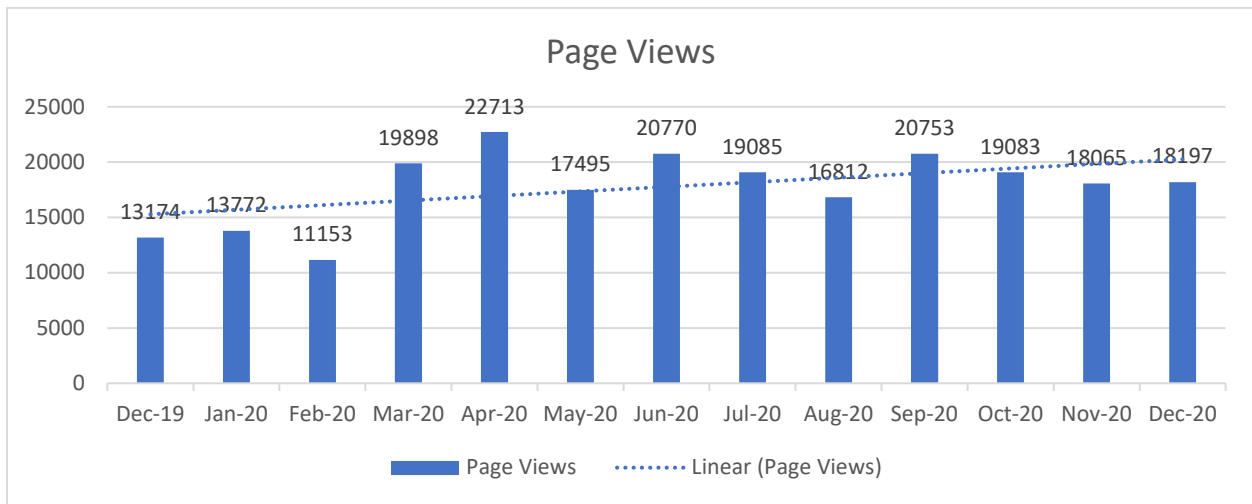
The Wyoming 2-1-1 database is its most precious asset. Due to the rapidly changing environment in 2020, many of the agencies in our database had to be modified, temporarily closed or discontinued due to COVID-19. Much of the effort that was put into the database was keeping up on these changes so our Community Resource Specialists count make accurate referrals to the many people in need. As of December 31, 2020, the database houses 2,469 services or programs provided by 880 agencies. This is a programmatic increase of 7% over the prior year.

	Resources/Services Available		% Increase	Resources/Services Available		% Increase	Total Resources Per County as of 12/31/20
	County Specific as of 12/31/19	County Specific as of 12/31/20		Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 12/31/20		
ALBANY	122	121	-1%	326	371	14%	492
BIG HORN	50	53	6%	325	354	9%	407
CAMPBELL	87	87	0%	315	342	9%	429
CARBON	97	93	-4%	318	360	13%	453
CONVERSE	73	65	-11%	322	350	9%	415
CROOK	41	44	7%	314	346	10%	390
FREMONT	141	138	-2%	317	347	9%	485
GOSHEN	66	56	-15%	323	372	15%	428
HOT SPRINGS	37	43	16%	325	356	10%	399
JOHNSON	47	45	-4%	319	348	9%	393
LARAMIE	286	289	1%	330	378	15%	667
LINCOLN	67	84	25%	320	347	8%	431
NATRONA	201	211	5%	325	348	7%	559
NIOBRARA	33	31	-6%	318	345	8%	376
PARK	92	97	5%	322	351	9%	448
PLATTE	45	52	16%	322	371	15%	423
SHERIDAN	117	91	-22%	317	346	9%	437
SUBLETTE	43	52	21%	312	341	9%	393
SWEETWATER	94	98	4%	320	346	8%	444
TETON	61	61	0%	314	342	9%	403
UINTA	63	68	8%	320	349	9%	417
WASHAKIE	32	42	31%	321	353	10%	395
WESTON	31	38	23%	313	345	10%	383
AVERAGE INCREASE IN RESOURCES			4%			10%	7%

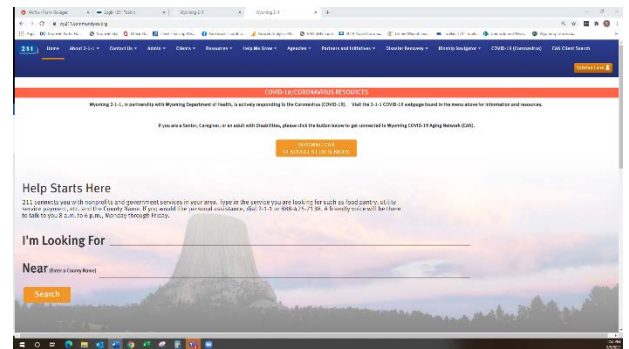
Wyoming 2-1-1 Technology

WEBSITE

The landscape surrounding the COVID-19 pandemic was ever changing and it was important to keep the staff and the public abreast of the information and data pertaining to the virus. As such, Wyoming 2-1-1 developed a web page on their website which housed up-to-date information such as State Health Orders, frequently asked questions about the virus, CDC recommendations and testing site information. It also listed Resources for food, unemployment, eviction moratorium notices and assistance for children and families needing resources for school and technology. Based upon the website trends recorded, the webpage was a useful tool for those looking for information quickly.



In the spirit of continually looking for ways to make the 2-1-1 website user-friendly, individuals looking for resources can follow an easy-to-use search function found on the landing page. This search function has become the most frequently used search on our page. Individuals can still use the guided or advanced search where they can input their own criteria.

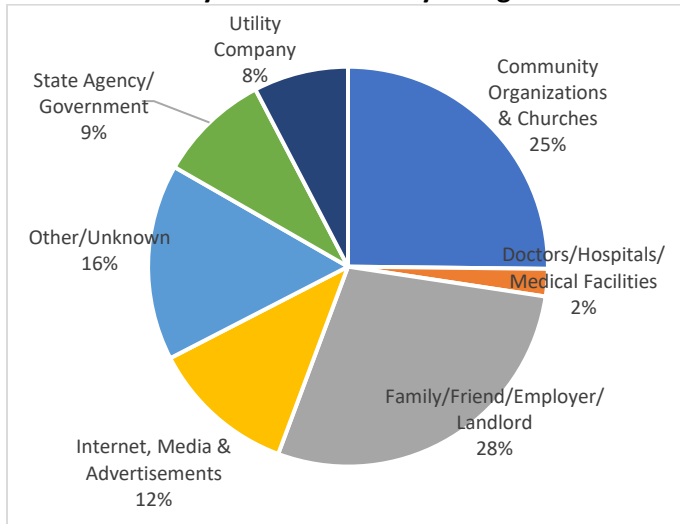


In 2020, Wyoming 2-1-1 launched a new texting platform. The service provides both one-way and two-way text messaging. The one-way service allows us to push important messages out (eg. WYCOVID). Two-way messaging allows our community resources specialists to communicate with someone who is interested in receiving resources. We collect information about their situation and send referrals right to their phone.

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?

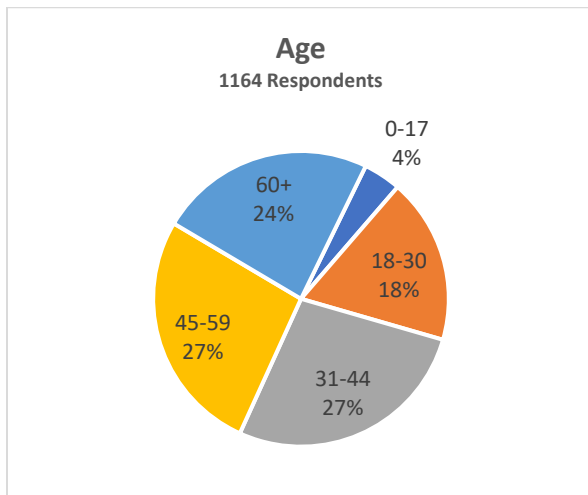


Where are our callers calling from?

County	% Calling
Bighorn, Crook, Goshen, Hot Springs, Johnson, Lincoln, Niobrara, Platte, Sublette, Teton, Washakie, Weston and Out of State Callers	1%
Converse & Uinta	2%
Carbon	3%
Albany, Park, Sheridan	4%
Campbell, Sweetwater	5%
Fremont	6%
Natrona	14%
Laramie	39%

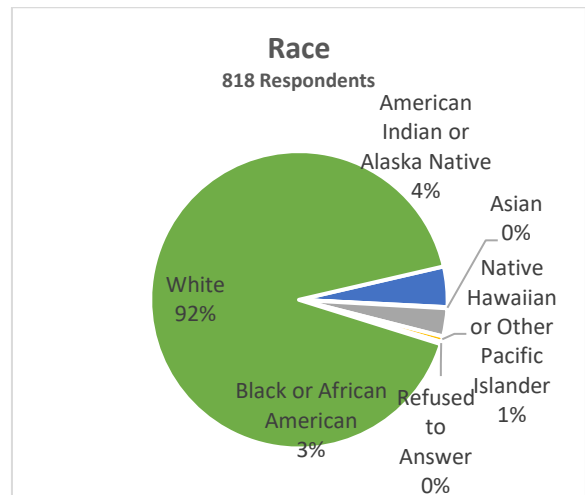
Age

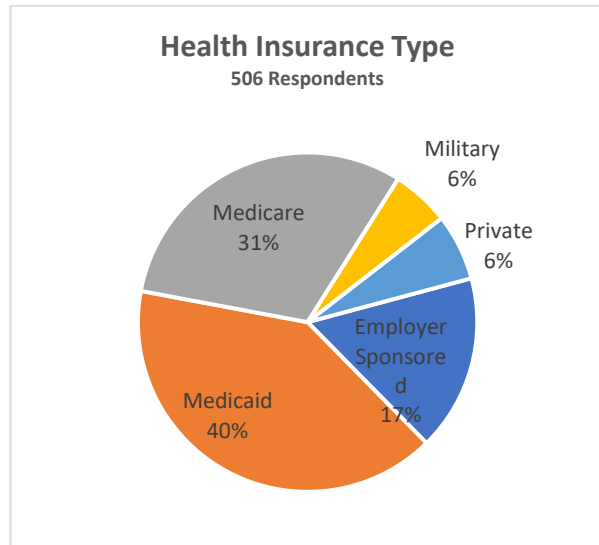
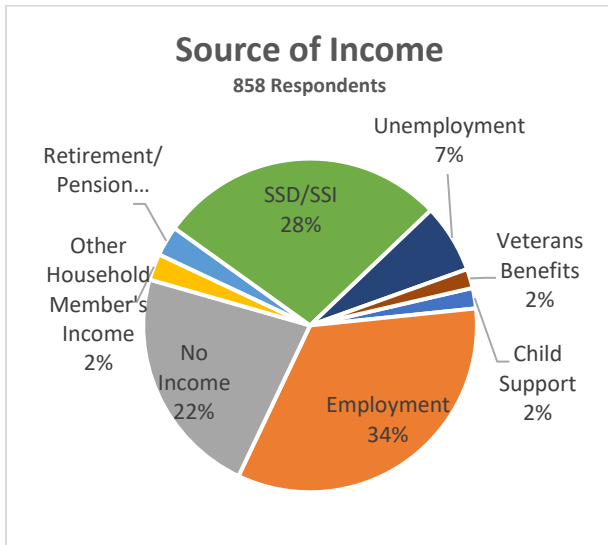
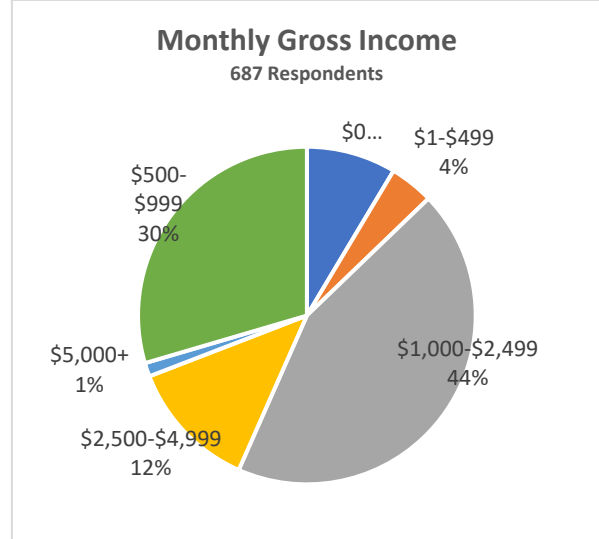
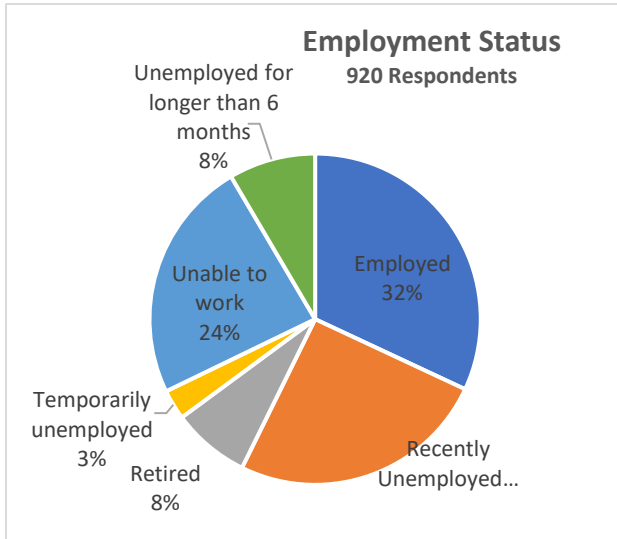
1164 Respondents



Race

818 Respondents





- 146 out of 1839 (8%) reported being either a veteran or active military
- 321 out of 831 (39%) indicated they did not have health insurance
 - 263 out of 848 (31%) families reported being on food stamps
- 235 out of 820 (29%) individuals reported having some form of disability (developmental, physical, hearing, mental, or some combination)

Customer Satisfaction

Twenty-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.

- 73% of callers learned about new services.
- 97% would recommend family and friends to call Wyoming 2-1-1.
- 97% of callers were satisfied with the service from Wyoming 2-1-1.
- 33% of callers did not receive the service from the agency referred to.

Summary

2020 brought about a lot of change and growth for Wyoming 2-1-1. After the Governor declared a State of Emergency and a Public Health Emergency due to COVID-19 in March, Wyoming 2-1-1 was considered an essential service available to Wyomingites. This meant all hands-on-deck for the 2-1-1 staff and they were there to answer call, quite literally. They were flexible and nimble and always on par – and for that I am so very grateful. So many changes took place in a short amount of time: a rapid increase in call volume meant for an immediate increase in staff; at the end of March, hours were extended to 8 p.m. and thanks to cloud-based technology, the Wyoming 2-1-1 staff began working remotely; and weekend hours were added mid-April. Lastly, in-person training and team meetings were soon replaced with virtual meetings on a variety of platforms. So much change, yet such great work! Hats off to this fantastic team!

Marketing efforts were quite diversified in 2020 and included billboard ads, TV, and radio advertisements, flyers distributed by Wyoming Department of Health, and ad placements in the Wyoming Rural Electric News and Wyoming Medical Society magazines. Social media efforts continued throughout the year with analytics reflecting Laramie as having the third most followers. Wyoming 2-1-1 also launched a monthly newsletter which has been shared with all service providers in the database as well as funders and legislators. In addition, there was substantial national awareness of the entire 2-1-1 system due to so many 2-1-1 being called to stand up during the pandemic. Public awareness of the 2-1-1 service has never been so great.

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.

2020 Board of Directors and Supporters

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Contact Information:

Sabrina Lane, Executive Director
Wyoming 2-1-1
1007 E. Lincolnway
Cheyenne, WY 82001
307-433-3075
Manager@wyoming211.org
www.wyoming211.org