

**Wyoming**



**Get Connected. Get Help.™**

JANUARY THROUGH DECEMBER 2021  
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 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.

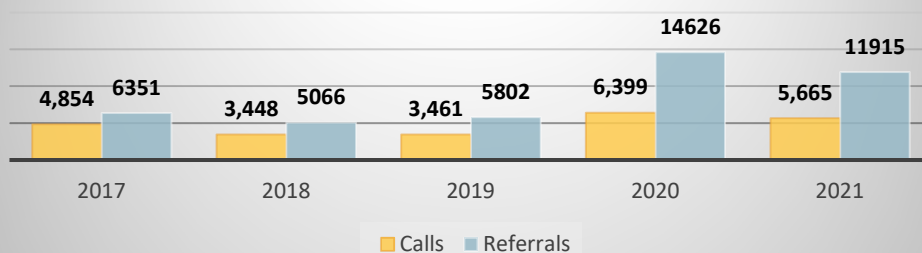
To find resources, individuals can either dial 2-1-1 and speak with a Community Resource Specialist, they can text their zip code to 898-211, or they can visit our website at [www.wyoming211.org](http://www.wyoming211.org) and use the guided search for services in their community.

# 2021 Call Data

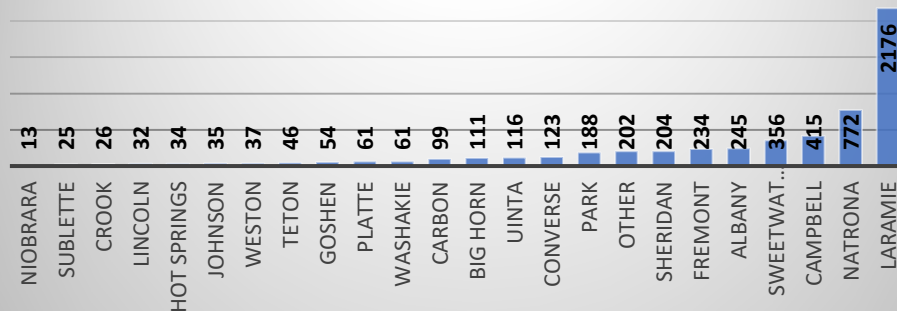
**From January 2021 through December 2021, Wyoming 2-1-1 handled 5,664 calls and provided 11,915 referrals statewide.**

**These figures are down slightly from 2020, which was a record-breaking year. That said, 2021 call volume and number of referrals were 63% and 107%, respectively, above 2019 values.**

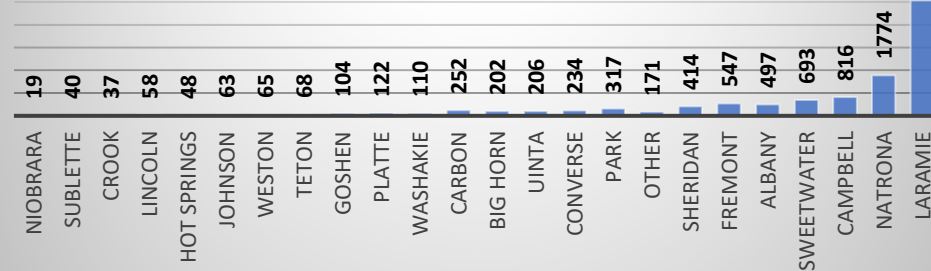
## Total Calls/Referrals 2017-2021



## Total Calls by County - 2021



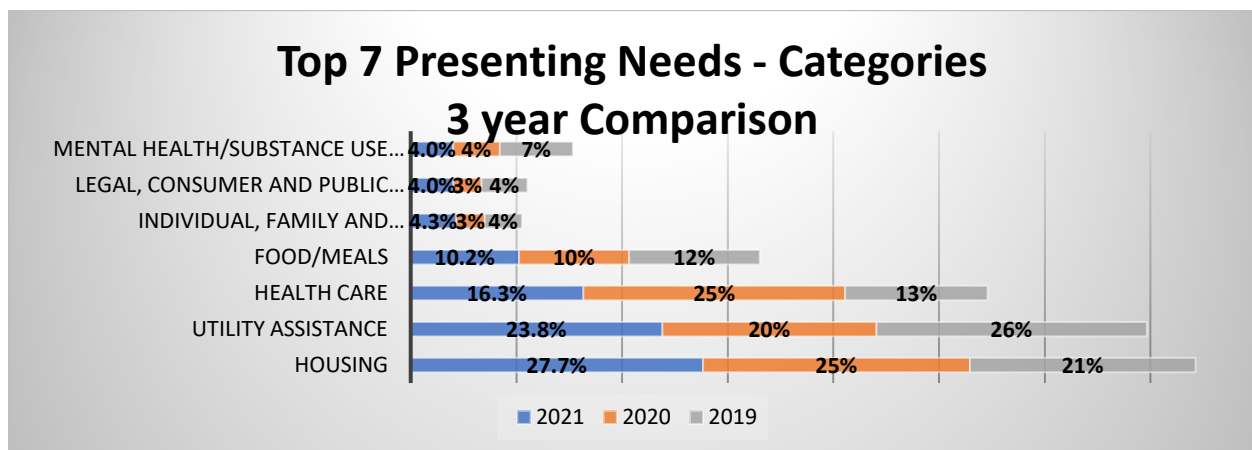
## Total Referrals by County - 2021



# Presenting Needs & Referrals

Wyoming 2-1-1 classifies services and programs as a specific category in the 2-1-1 database. There are 10 major categories and each category branches into four narrowly focused levels of service. When a caller contacts Wyoming 2-1-1 seeking assistance for a particular need, referral data is tracked for each referral made. This data can then be compiled to identify presenting needs by category and service.

The following graphic below reflects the top presenting needs by category. Housing, which includes *services* such as rent assistance, low income/subsidized private rental housing, motel bill payment assistance, etc., has been the top presenting category over the last two years. Over the last three years, utility assistance, healthcare and food, have consistently been among the top four most pressing needs for Wyomingites.



The top presenting service in 2021 was Utility Service Payment Assistance followed by Rent Payment Assistance.



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.

Top Unmet Needs	#
Utility Service Payment Assistance	53
Rent Payment Assistance	39
Motel Bill Payment Assistance	34
Gas Money	29
Rental Deposit Assistance	18
Homeless Shelter	16
Food Pantries	12
Medical Care Expense Assistance	8
Mortgage Payment Assistance	7
Telephone Service Payment Assistance	7
Automotive Repair and Maintenance	7
Utility Deposit Assistance	7
Weatherization Programs	6
Long Distance Bus Fare	5

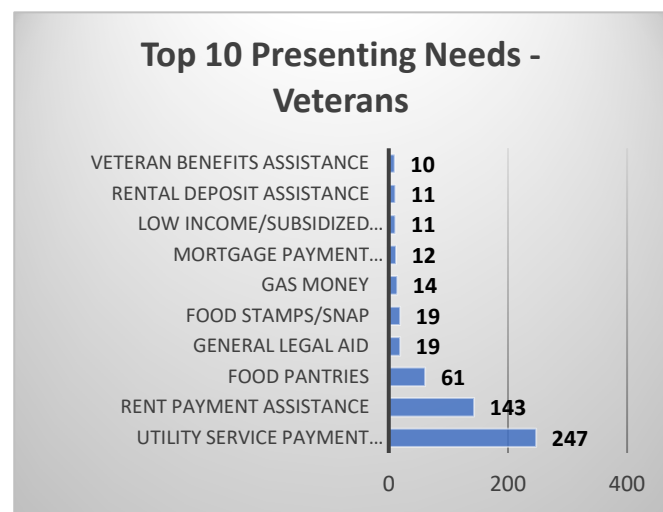
## COVID-19

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 continued throughout 2021. Over the course of 2021, Wyoming 2-1-1 handled 1,249 calls for help related to the pandemic. Thirty-two percent of the calls were for rent assistance, 30% for utility payment assistance, 14% for COVID and vaccine questions, and 5% were for food assistance. In 2020, 2-1-1 fielded 1,734 calls classified as COVID related.

## 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.

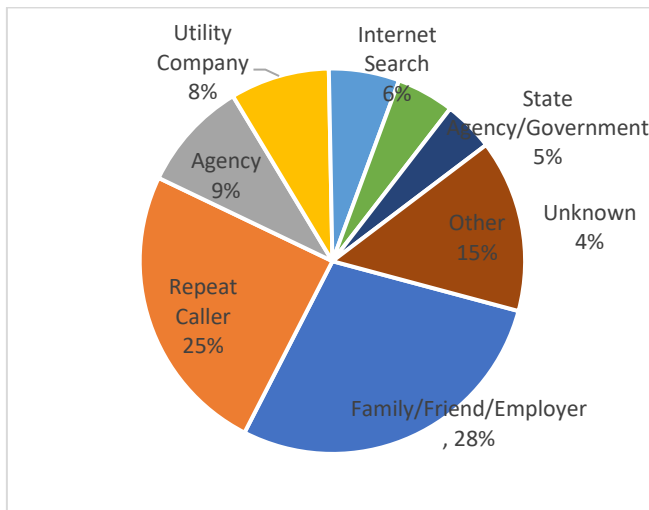
In 2021, 196 veterans contacted Wyoming 2-1-1, an increase of 39% over 2020. Of those, 57 were receiving VA Benefits and 75 were enrolled in the VA Healthcare program. In addition, 78 veterans rented their home, 49 owned their home and 17 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during 2021.



# 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.

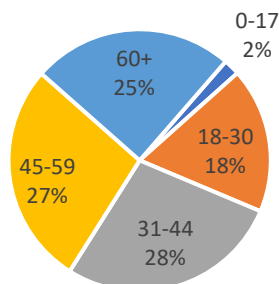
**How did you hear about Wyoming 2-1-1?**



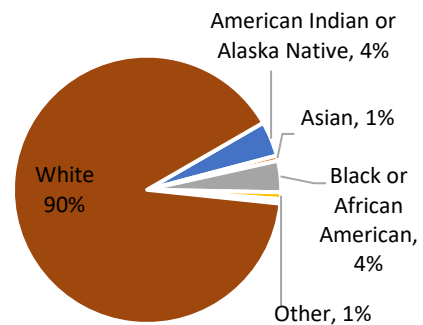
**Where are our callers calling from?**

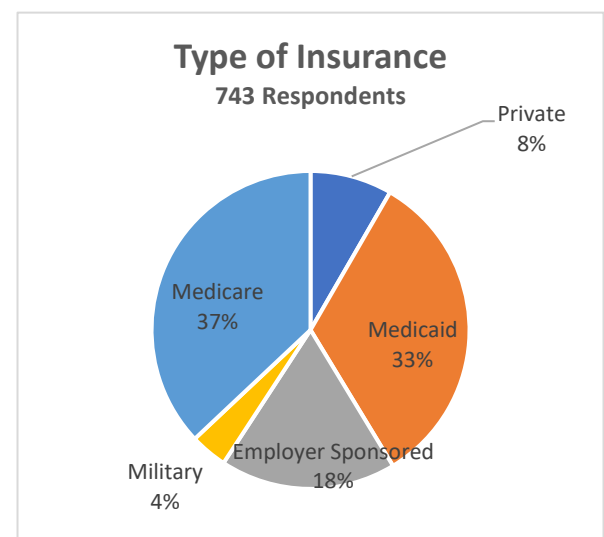
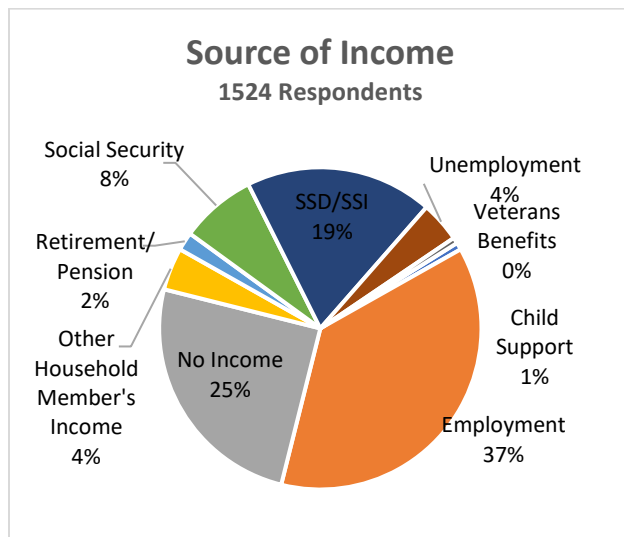
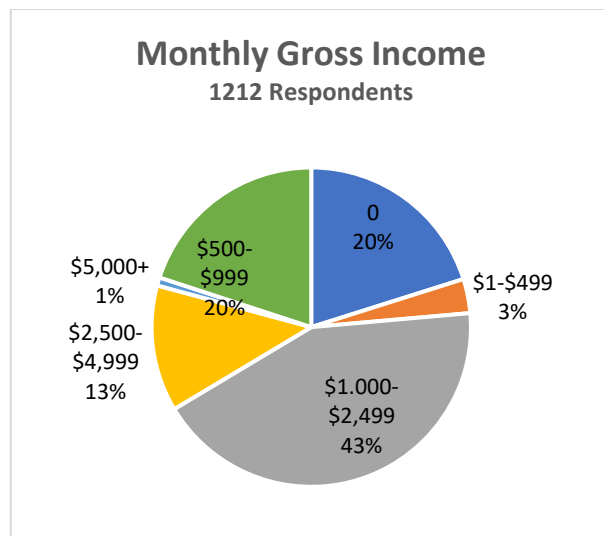
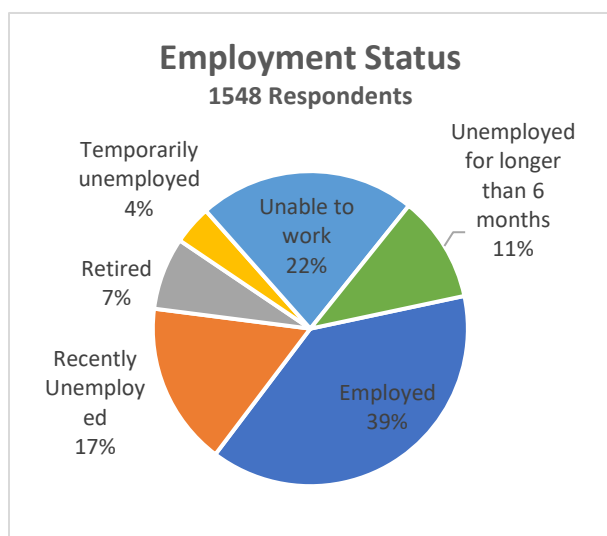
County	% Calling by County
Crook, Goshen, Hot Springs, Johnson, Lincoln, Niobrara, Platte, Sublette, Teton, Washakie, Weston	1%
Big Horn, Carbon, Converse, Uinta	2%
Park, Out of State/Other	3%
Albany, Fremont, Sheridan	4%
Sweetwater	6%
Campbell	7%
Natrona	14%
Laramie	39%

**Age**  
1343 Respondents



**Race**  
1112 Respondents





- 569 out of 1285 (44%) indicated they did not have health insurance
  - 365 individuals contacted Wyoming 2-1-1 for health insurance
    - 78 of 365 (21%) fell into the Medicaid Gap
  - 535 out of 1440 (36%) families reported being on food stamps
- 300 out of 1302 (23%) individuals reported having some form of disability (developmental, physical, hearing, mental, or some combination)

# Wyoming 2-1-1 Database

The Wyoming 2-1-1 database is its most precious asset. As of December 31, 2021, the database houses 2,498 services or programs provided by 948 agencies. This is a programmatic increase of 5% over the prior year. In 2021, 95 new agencies and 265 new services were added to the database. The Database Curators focused a great deal of their energy in 2021 in ensuring that all the resources were up to date so our Community Resource Specialists can make accurate referrals to the many people in need.

	Resources/ Services Available			Resources/ Services Available		% Increase	Total Resources Per County as of 12/31/21	Total % Increase
	County Specific as of 12/31/20	County Specific as of 12/31/21	% Increase over last year	Multi-county and Statewide Services as of 12/31/20	Multi-county and Statewide Services as of 12/31/21			
ALBANY	121	124	2%	371	419	13%	543	8%
BIG HORN	53	57	8%	354	394	11%	451	9%
CAMPBELL	87	88	1%	342	387	13%	475	7%
CARBON	93	89	-4%	360	407	13%	496	4%
CONVERSE	65	59	-9%	350	401	15%	460	3%
CROOK	44	34	-23%	346	389	12%	423	-5%
FREMONT	138	140	1%	347	387	12%	527	6%
GOSHEN	56	54	-4%	372	418	12%	472	4%
HOT SPRINGS	43	39	-9%	356	395	11%	434	1%
JOHNSON	45	46	2%	348	394	13%	440	8%
LARAMIE	289	284	-2%	378	422	12%	706	5%
LINCOLN	84	87	4%	347	390	12%	477	8%
NATRONA	211	208	-1%	348	398	14%	606	6%
NIOBRARA	31	29	-6%	345	394	14%	423	4%
PARK	97	99	2%	351	392	12%	491	7%
PLATTE	52	50	-4%	371	414	12%	464	4%
SHERIDAN	91	93	2%	346	393	14%	486	8%
SUBLETTE	52	50	-4%	341	383	12%	433	4%
SWEETWATER	98	86	-12%	346	387	12%	473	0%
TETON	61	67	10%	342	383	12%	450	11%
UINTA	68	67	-1%	349	390	12%	457	5%
WASHAKIE	42	39	-7%	353	392	11%	431	2%
WESTON	38	40	5%	345	390	13%	430	9%
<b>AVERAGE INCREASE IN</b>			<b>-2%</b>			<b>12%</b>	<b>5%</b>	<b>5%</b>

# Customer Satisfaction

Thirty-six 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.

- 91% of callers learned about new services.
- 96% would recommend family and friends to call Wyoming 2-1-1.
- 96% of callers were satisfied with the service from Wyoming 2-1-1.
- 17% of callers did not receive the service from the agency referred to.

## Summary

In 2021, our organization grew to meet the growing statewide need: we added staff, upgraded our office space, implemented a new phone platform to meet changing and increasing needs, and expanded our board of directors to engage community leaders from across the state (including a new board member from Natrona County). In addition, Wyoming 2-1-1 partnered with the Wyoming Quality Counts and the Preschool Development Grant team to launch a “Community Resource Center” powered by the Wyoming 2-1-1 resource database on their website and are in the process of building a Farmers and Ranchers Stress Relief Assistance Hotline through a partnership with the Department of Agriculture.

As COVID-19 continued to impact everyone in every corner of Wyoming, and Wyoming 2-1-1 was there day in and day out to support Wyomingites. We worked closely with the Wyoming Department of Health taking COVID-19-related calls and taking part in the Vaccine Confidence project. We provided vital information and real time answers to individuals seeking information about COVID, vaccinations and new variants that plagued the state. We saw an alarming increase in the number of callers needing utility and rent assistance, which were largely due to COVID related impacts. Because Wyoming 2-1-1 is able to cover a multitude of bases with one phone call, this service has played an invaluable role during the crisis plaguing our country.

We have several things that we are looking forward to in 2022!

- Wyoming 2-1-1 will join 2-1-1 organizations across the United States in recognizing and celebrating 2-1-1 Day on February 11, 2022. Governor Gordon will then recognize the importance and impact of Wyoming 2-1-1 with a Proclamation Signing on Wednesday, February 16, 2022.
- Building a Community Information Exchange in Laramie County to help community-based organizations and hospitals provide integrated and responsive care. This program will help us move toward a closed-loop referral process so that network partners can link individuals to the best possible resources.
- To further grow the efforts of Kinship Connections of Wyoming, the program will be going through an intensive evaluation process starting in February 2022 to become an evidenced



based program. An important part of this process is engaging caregivers more intentionally across the state and providing specific interventions in “case and control” counties as defined in the evaluation.

- Partnering with 988 to provide the resource data for the hotline call center agents.
- In partnership with the Wyoming Department of Agriculture, launching an agriculture stress relief hotline to address the needs of our farmers and ranchers across the State.

Not only does Wyoming 2-1-1 provide a benefit to communities at large, another key value is also provided through this service. Through call tracking and follow-up, Wyoming 2-1-1 is able to collect and disseminate social needs data to community leaders. Wyoming 2-1-1’s Community Resource Specialists maintain records of the types of resources our customers seek. This allows us to identify which communities’ citizens are experiencing, for example, significant difficulty in paying for their utilities. This also allows us to track evolving needs over time. This data is unique to the 211 system and acts as a social barometer, providing a community picture of emerging needs and gaps in services.

## 2021 Board of Directors and Supporters

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Michele Vice President  
Josh Hannes  
Adam Keizer  
Steve Hamaker  
Gigi Jasper  
Amy Spieker  
Joann Skeim-True  
Christi Haswell

