

**Wyoming**



**Get Connected. Get Help.™**

JANUARY THROUGH DECEMBER 2022  
STATEWIDE INFORMATION AND REFERRAL REPORT

# 2022 Call Data

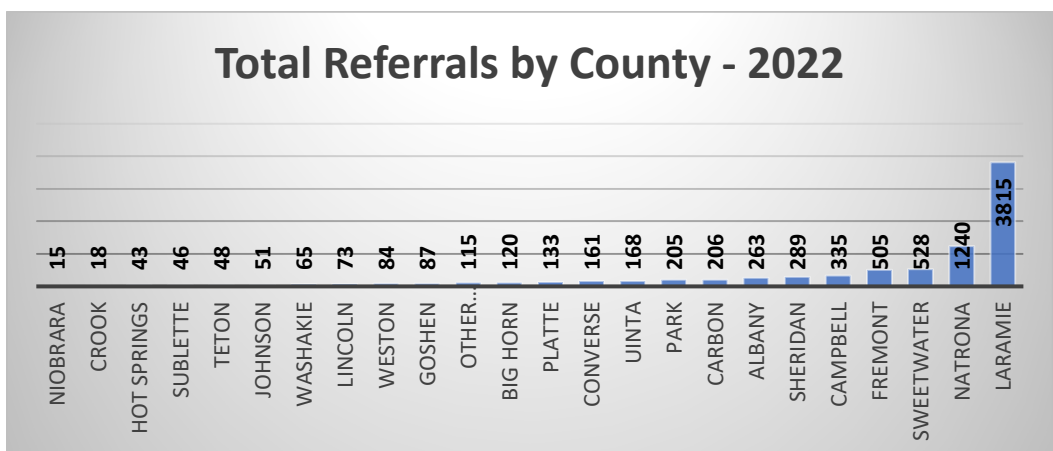
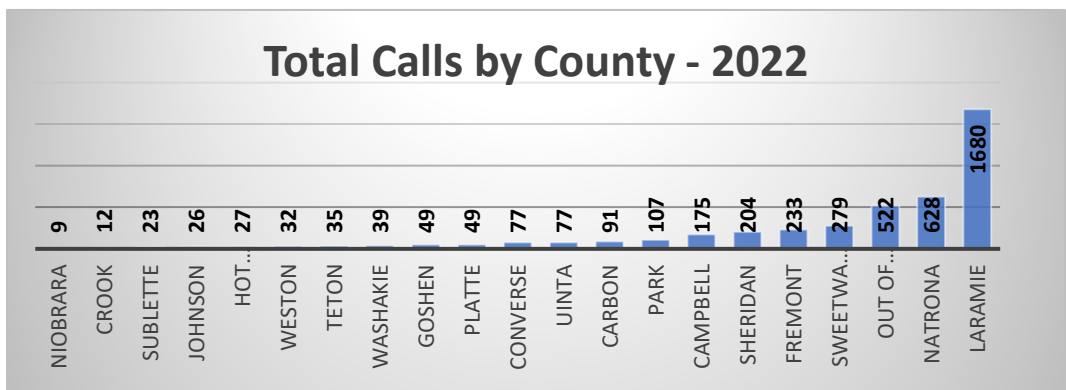
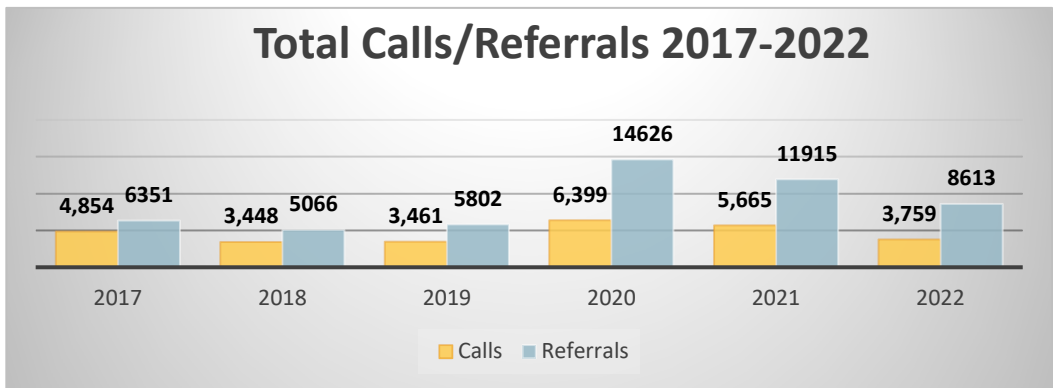
## About 2-1-1:

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 over 2,600 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.

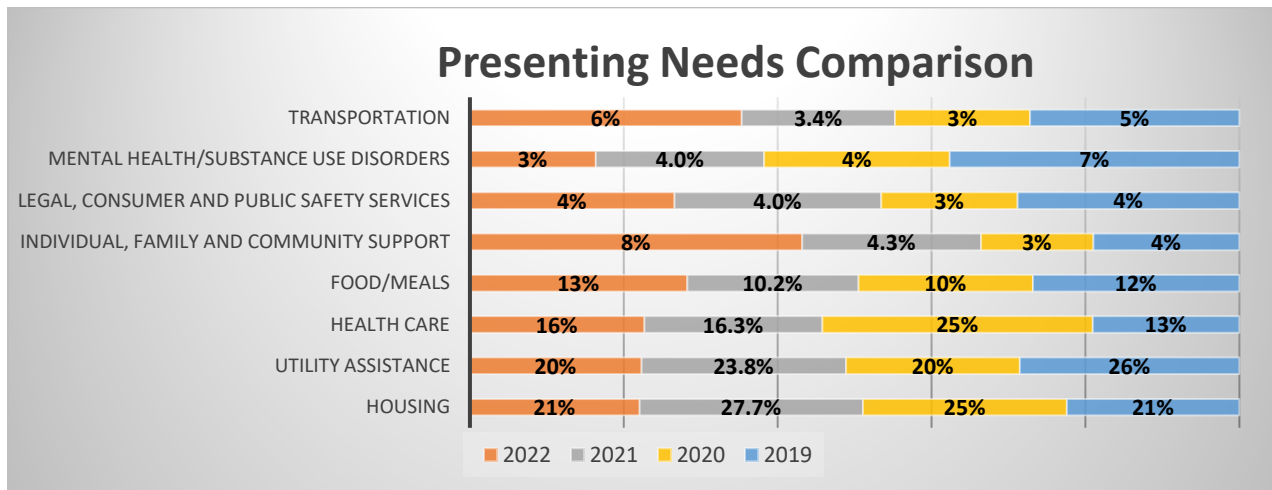
**From January 2022 through December 2022, Wyoming 2-1-1 handled 3,759 calls and provided 8,613 referrals statewide. These figures are down 34% from 2021 but exceeded the call volume and referrals made in 2019.**



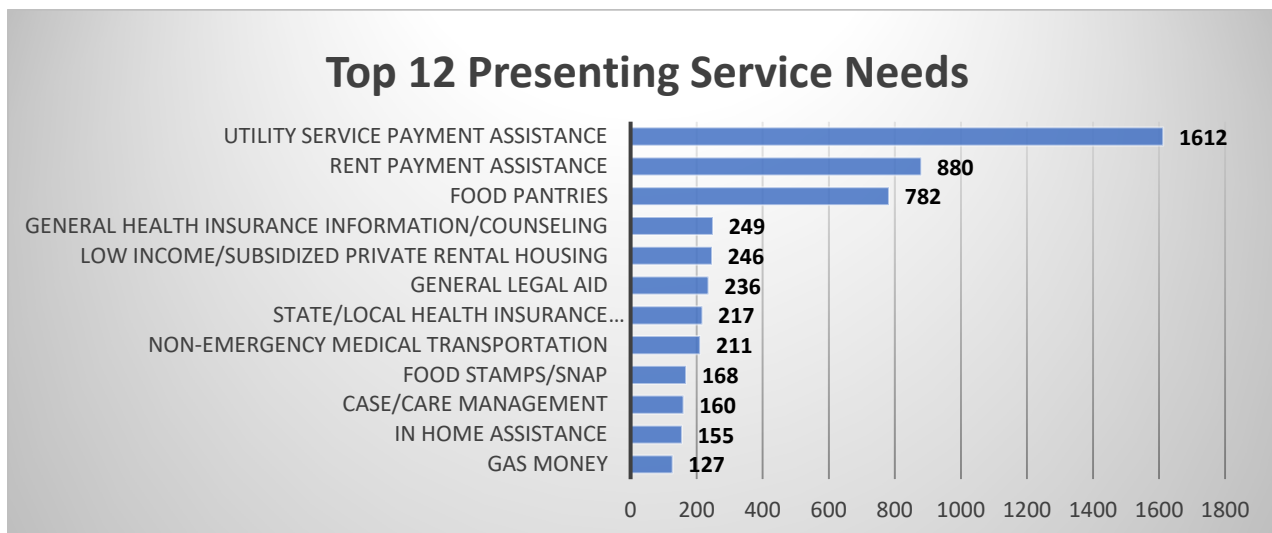
# Presenting Needs & Referrals

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 four years, utility assistance, healthcare and food, have consistently been among the top four most pressing needs for Wyomingites.



The top presenting **service** in 2022 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.

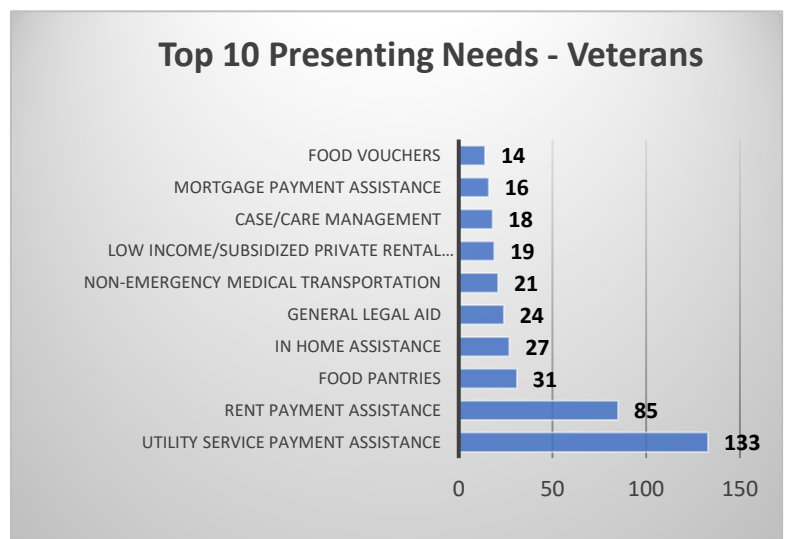
| Top Unmet Needs                              | #   |
|--|-----|
| Utility Service Payment Assistance           | 192 |
| Rent Payment Assistance                      | 114 |
| Food Pantries                                | 90  |
| General Legal Aid                            | 34  |
| Non-Emergency Medical Transportation         | 32  |
| Gas Money                                    | 28  |
| Motel Bill Payment Assistance                | 27  |
| Low Income/Subsidized Private Rental Housing | 21  |
| In Home Assistance                           | 20  |
| Utility Service Payment Assistance           | 17  |
| Heating Fuel Payment Assistance              | 16  |
| Utility Service Payment Assistance           | 15  |
| Food Stamps/SNAP                             | 14  |
| Local Transportation                         | 13  |

### 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 2022. Over the course of 2022, Wyoming 2-1-1 handled 649 calls for help related to the pandemic. Twenty-four percent of the of the calls were for utility payment assistance, 21% for rental assistance, and 7% were for food assistance. In 2021, 2-1-1 fielded 2,397 calls classified as COVID related.

### VETERANS

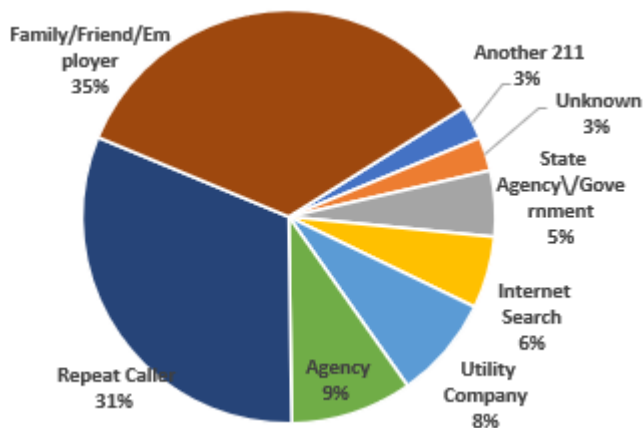
In 2022, 157 veterans contacted Wyoming 2-1-1, a decrease of 24% over 2021. Of those, 68 were receiving VA Benefits and 65 were enrolled in the VA Healthcare program. In addition, 78 veterans rented their home, 52 owned their home and 20 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during 2022.



# 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.

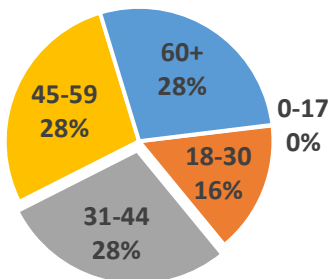
**How did you hear about Wyoming 2-1-1?**



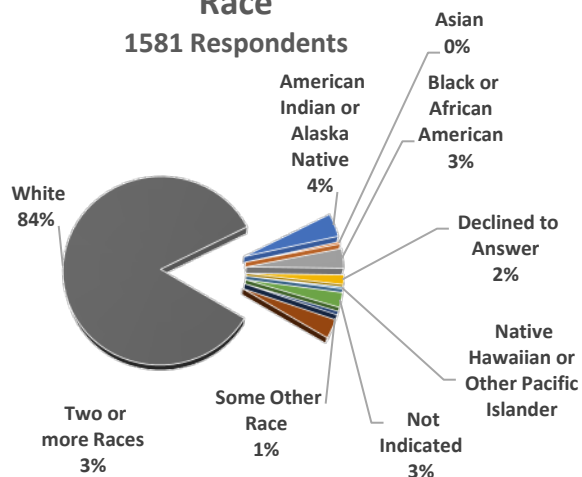
**Where are our callers calling from?**

| County  | % Calling by County |
|---|---------------------|
| Sublette, Johnson, Hot springs, Weston, Teton, Washakie, Goshen, Platte<br>*Each county represents 1% | 8%                  |
| Converse, Uinta, Carbon, Park<br>*Each county represents 2%   | 8%                  |
| Campbell  | 4%                  |
| Sheridan, Fremont<br>*Each county represents 5%   | 10%                 |
| Sweetwater  | 6%                  |
| Out of State  | 12%                 |
| Natrona   | 14%                 |
| Laramie   | 38%                 |

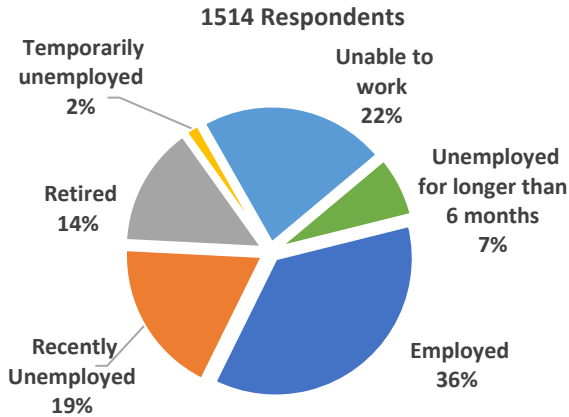
**Age Range**  
1506 Respondents



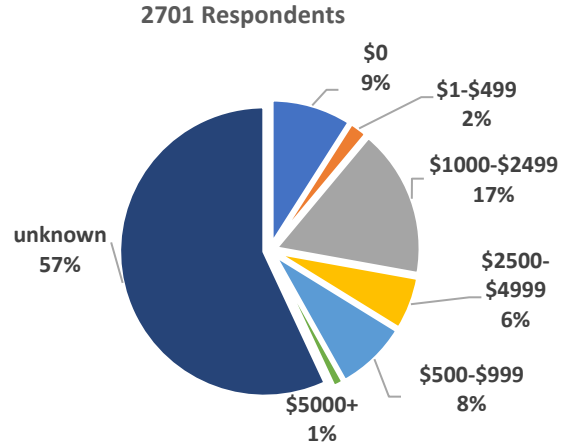
**Race**  
1581 Respondents



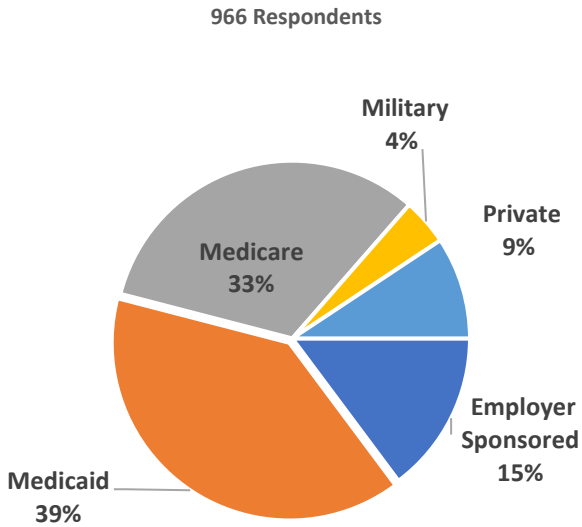
### Employment Status



### Monthly Gross Income



### Type of Insurance



| Source of Income                            | # of Respondents | %   |
|---|------------------|-----|
| Employment                                  | 490              | 33% |
| No Income                                   | 383              | 26% |
| Social Security                             | 210              | 14% |
| SSD/SSI                                     | 180              | 12% |
| Multiple sources of income                  | 57               | 4%  |
| Other Household Member's Income             | 30               | 2%  |
| Retirement/Pension                          | 26               | 2%  |
| Child Support                               | 21               | 1%  |
| Retirement/Pension, Social Security         | 18               | 1%  |
| Unemployment                                | 15               | 1%  |
| Social Security, SSD/SSI                    | 14               | 1%  |
| Employment, Other Household Member's Income | 10               | 1%  |
| Veterans Benefits                           | 9                | 1%  |
| Workers Compensation                        | 9                | 1%  |
| Power Program/TANF                          | 8                | 1%  |
| Employment, Social Security                 | 7                | 0%  |

Male – 35%



Female – 65%

- 521 out of 1472 (35%) indicated they did not have health insurance.
  - 586 individuals received referrals for health insurance.
    - 78 of 302 (26%) fell into the Medicaid Gap.
    - 462 out of 1439 (32%) families reported being on food stamps.
- 253 out of 1445 (18%) individuals reported having some form of disability. (Developmental, physical, hearing, mental, or some combination)

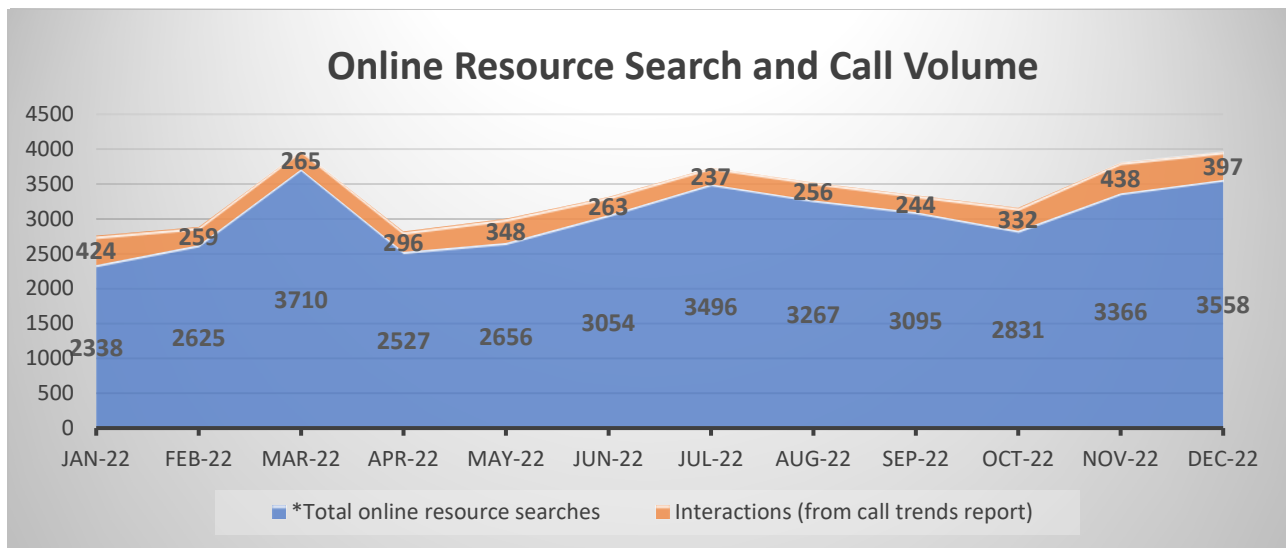
# Wyoming 2-1-1 Database

The Wyoming 2-1-1 database is its most precious asset. As of December 31, 2022, the database houses 2,652 services or programs provided by 1009 agencies. This is a programmatic increase of 12% over the prior year. In 2022, 105 new agencies and 281 new services were added to the database. The Database Curators focused a great deal of their energy in 2022 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.

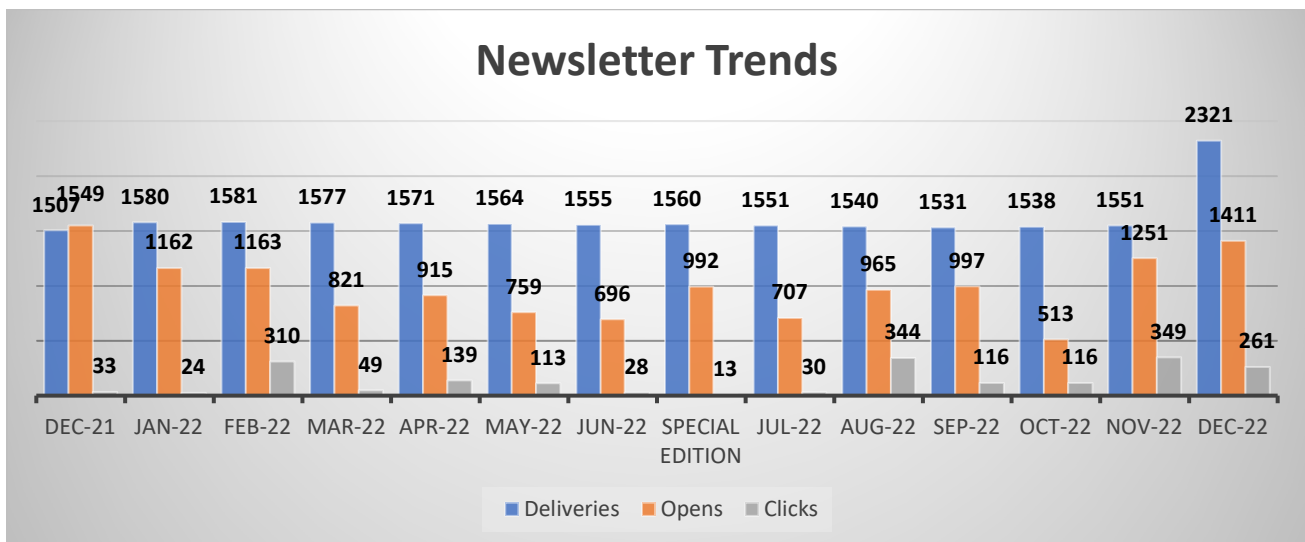
| County                               | Resources/ Services Available  |                               |                           | Resources/ Services Available                      |  | % Increase | Total Resources Per County as of 12/31/22 | Total % Increase |
|--------------------------------------|--------------------------------|-------------------------------|---------------------------|--|--|------------|---|------------------|
|                                      | County Specific as of 12/31/21 | County Specific as of 9/30/22 | % Increase over last year | Multi-county and Statewide Services as of 12/31/21 | Multi-county and Statewide Services as of 12/31/22 |            |   |                  |
| ALBANY                               | 124                            | 128                           | 3%                        | 419  | 498  | 19%        | 626                                       | 11%              |
| BIG HORN                             | 57                             | 69                            | 21%                       | 394  | 471  | 20%        | 540                                       | 20%              |
| CAMPBELL                             | 88                             | 86                            | -2%                       | 387  | 468  | 21%        | 554                                       | 9%               |
| CARBON                               | 89                             | 94                            | 6%                        | 407  | 484  | 19%        | 578                                       | 12%              |
| CONVERSE                             | 59                             | 62                            | 5%                        | 401  | 476  | 19%        | 538                                       | 12%              |
| CROOK                                | 34                             | 35                            | 3%                        | 389  | 465  | 20%        | 500                                       | 11%              |
| FREMONT                              | 140                            | 139                           | -1%                       | 387  | 466  | 20%        | 605                                       | 10%              |
| GOSHEN                               | 54                             | 55                            | 2%                        | 418  | 492  | 18%        | 547                                       | 10%              |
| HOT SPRINGS                          | 39                             | 39                            | 0%                        | 395  | 471  | 19%        | 510                                       | 10%              |
| JOHNSON                              | 46                             | 52                            | 13%                       | 394  | 473  | 20%        | 525                                       | 17%              |
| LARAMIE                              | 284                            | 282                           | -1%                       | 422  | 503  | 19%        | 785                                       | 9%               |
| LINCOLN                              | 87                             | 89                            | 2%                        | 390  | 463  | 19%        | 552                                       | 11%              |
| NATRONA                              | 208                            | 211                           | 1%                        | 398  | 480  | 21%        | 691                                       | 11%              |
| NIOBRARA                             | 29                             | 29                            | 0%                        | 394  | 468  | 19%        | 497                                       | 9%               |
| PARK                                 | 99                             | 100                           | 1%                        | 392  | 469  | 20%        | 569                                       | 10%              |
| PLATTE                               | 50                             | 51                            | 2%                        | 414  | 486  | 17%        | 537                                       | 10%              |
| SHERIDAN                             | 93                             | 98                            | 5%                        | 393  | 474  | 21%        | 572                                       | 13%              |
| SUBLETTE                             | 50                             | 52                            | 4%                        | 383  | 457  | 19%        | 509                                       | 12%              |
| SWEETWATER                           | 86                             | 110                           | 28%                       | 387  | 465  | 20%        | 575                                       | 24%              |
| TETON                                | 67                             | 68                            | 1%                        | 383  | 458  | 20%        | 526                                       | 11%              |
| UINTA                                | 67                             | 74                            | 10%                       | 390  | 462  | 18%        | 536                                       | 14%              |
| WASHAKIE                             | 39                             | 42                            | 8%                        | 392  | 466  | 19%        | 508                                       | 13%              |
| WESTON                               | 40                             | 42                            | 5%                        | 390  | 467  | 20%        | 509                                       | 12%              |
| <b>AVERAGE INCREASE IN RESOURCES</b> |                                |                               | <b>5%</b>                 |  |  | <b>19%</b> | <b>12%</b>                                | <b>12%</b>       |

## 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 at 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.

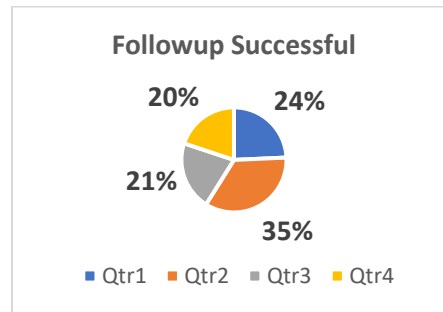
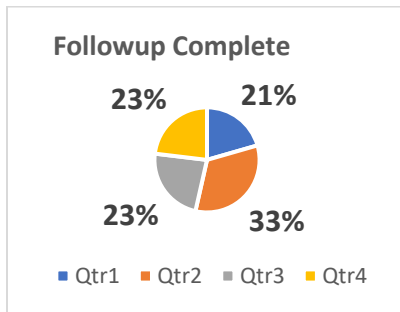


Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 2600 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.





# Customer Satisfaction



Thirty-nine percent of callers who completed intakes agreed to follow-up calls. Follow up calls are made about 7 days 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.

- 90% of callers learned about new services.
- 86% would recommend family and friends to call Wyoming 2-1-1.
- 95% of callers were satisfied with the service from Wyoming 2-1-1.
- 9% of callers came to another solution and did not use the service from the agency referred to.

## Summary

In 2022, Wyoming 211 was the recipient of a significant amount of funding allocated from the ARPA funding by the Wyoming Legislature. The purpose of this funding was to expand the capacity of Wyoming 211 by increasing awareness and launching a Community Information Exchange. We hired a new Director of Development and Marketing who is responsible for building and diversifying income streams, developing and growing fundraising and marketing, and growing brand awareness. We were also able to hire an Associate Director who supports the Executive Director in strategy implementation and leads the day-to-day operational functions of Wyoming 211. This new position is located in Sweetwater County and has been very instrumental in creating awareness of 211 in the Southwest corner of the state.

To further grow the efforts of Kinship Connections of Wyoming, the program engaged in a formal evaluation process in February 2022 to become an evidenced based program. It is anticipated that this evaluation will take approximately 24-36 months. This effort has helped increase statewide awareness and more caregivers are being assisted than ever.

Wyoming 211 partnered with United Way Worldwide and Lyft to address pressing transportation needs to help people access services for specific and needed situations, such as essential medical services, complete education

programs, get to job interviews, and more. The program officially launched in October and at this time, transportation services are only available in Laramie County, Albany County, and (somewhat limited availability in) Natrona County due to Lyft services not being available in other counties.

We have several things that we are looking forward to in 2023!

- In January, we will be launching a new website platform which will be more informative and have a much fresher feel. In February, we will also be launching a new search engine that will be more user-friendly for consumers.
- Our Community Information Exchange (CIE) work in Laramie County will be launching its pilot program in Laramie County. We will be hiring a Community Engagement Manager to support this program and it will be instrumental in developing partnerships that will 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.
- In June 2023 Wyoming 2-1-1 will participate in the Vigilant Guard Disaster Recovery and Response exercise as the call center designated to handle over 100 incoming calls from the Casper area. We are working in partnership with Homeland Security and the National Guard to take calls from residents impacted by the mock disasters to test our call center in the event there is an actual natural disaster in Wyoming and practice our disaster response protocols.

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