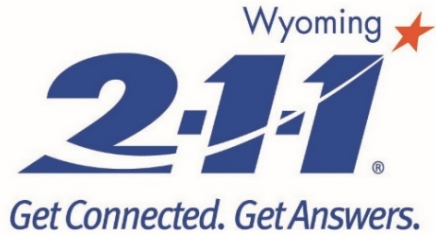
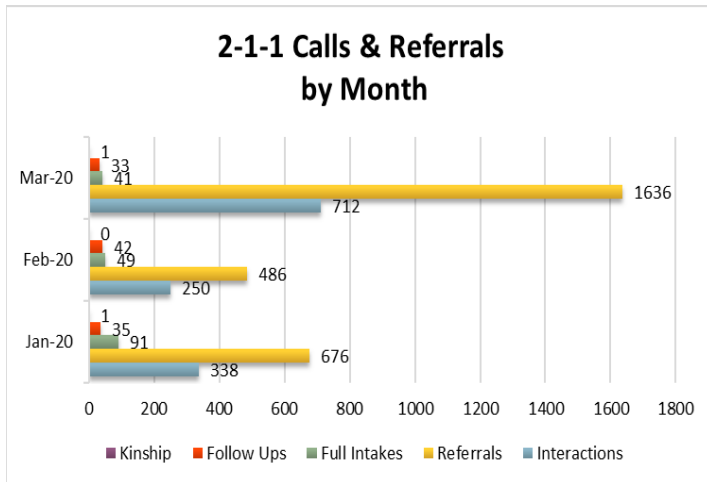




JANUARY THROUGH MARCH 2020
STATEWIDE INFORMATION AND REFERRAL REPORT



From January 2020 through March 2020, Wyoming 2-1-1 handled 1300 calls (interactions), provided 2798 referrals statewide, and made 110 follow-ups.



*When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an "interaction".

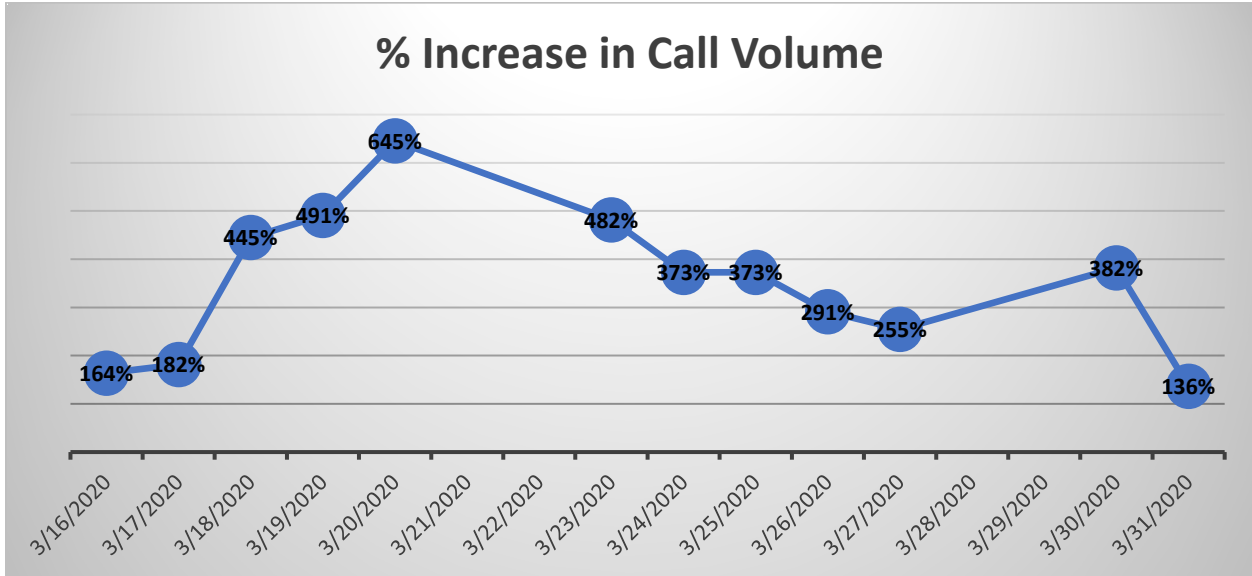
**If the individual is willing to answer all of our demographic questions, we count that call as a "full intake".

***A "referral" is the actual referral made to a particular resource.

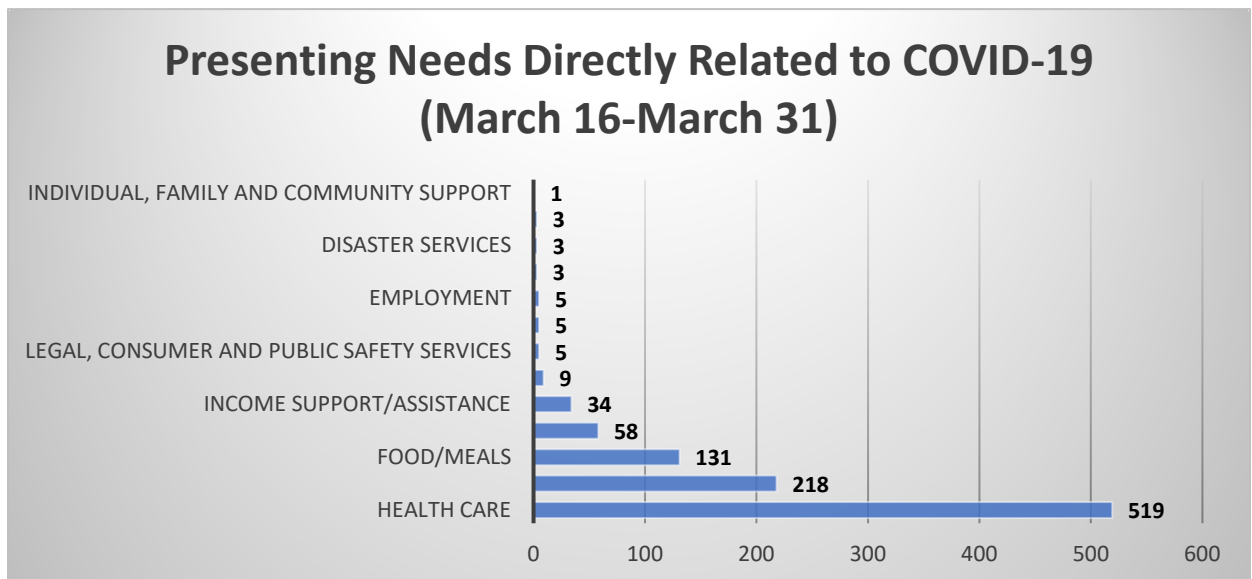
County	Total Calls per County Jan-Mar 2020	Total Referrals Per County Jan-Mar 2020	County	Total Calls per County Jan-Mar 2020	Total Referrals Per County Jan-Mar 2020
ALBANY	46	94			
BIG HORN	14	20	NIOBRARA	2	6
CAMPBELL	40	84	PARK	49	73
CARBON	37	79	PLATTE	27	73
CONVERSE	23	39	SHERIDAN	43	73
CROOK	3	7	SUBLETTE	10	23
FREMONT	74	146	SWEETWATER	95	214
GOSHEN	13	21	TETON	11	21
HOT SPRINGS	7	13	UINTA	36	107
JOHNSON	11	11	WASHAKIE	12	14
LARAMIE	571	1273	WESTON	6	12
LINCOLN	10	14	COUNTY NOT IDENTIFIED	15	15
NATRONA	145	366	GRAND TOTAL	1300	2798

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.

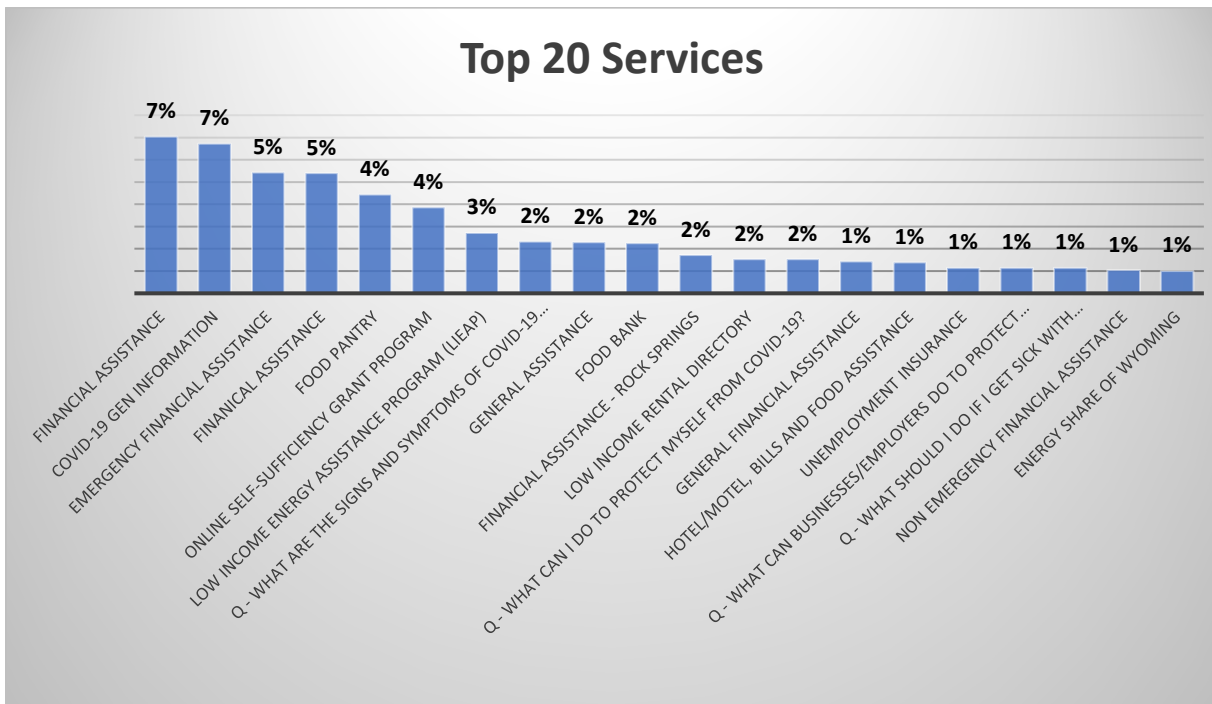
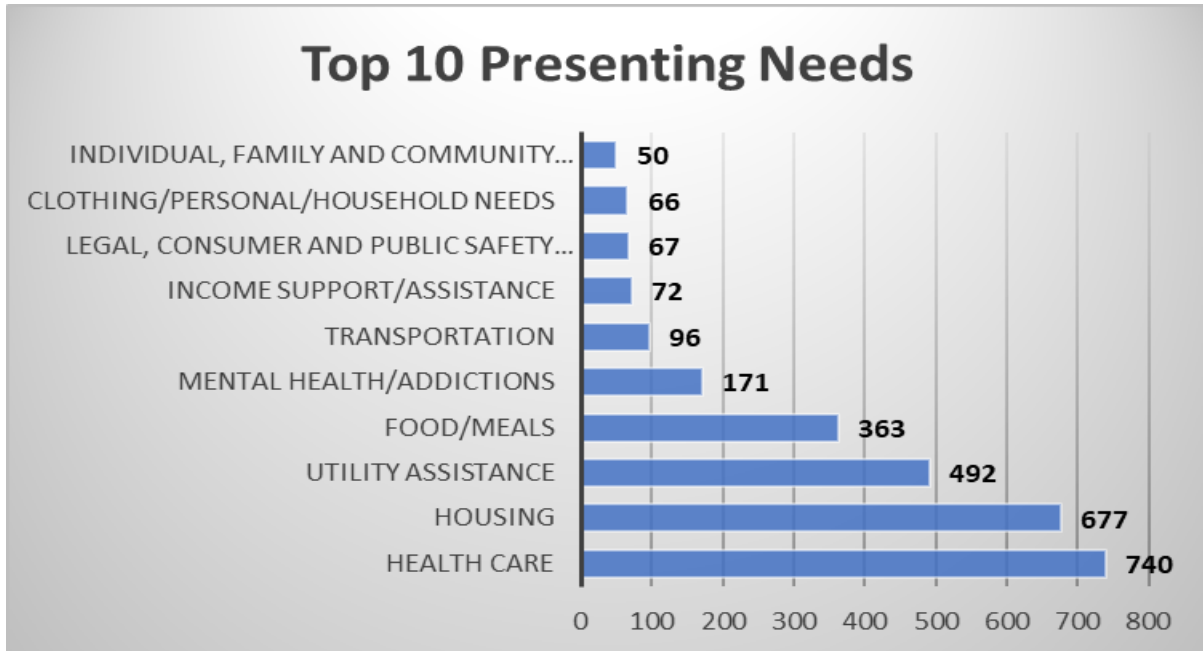


Wyoming 2-1-1 created a service record in the database entitled “COVID-19”. This record included frequently asked questions pertaining to COVID-19. Those questions are reflected in the Healthcare presenting needs. The other needs arose out of effects of people being laid off from their jobs, schools being closed and other related issues corresponding to COVID-19.

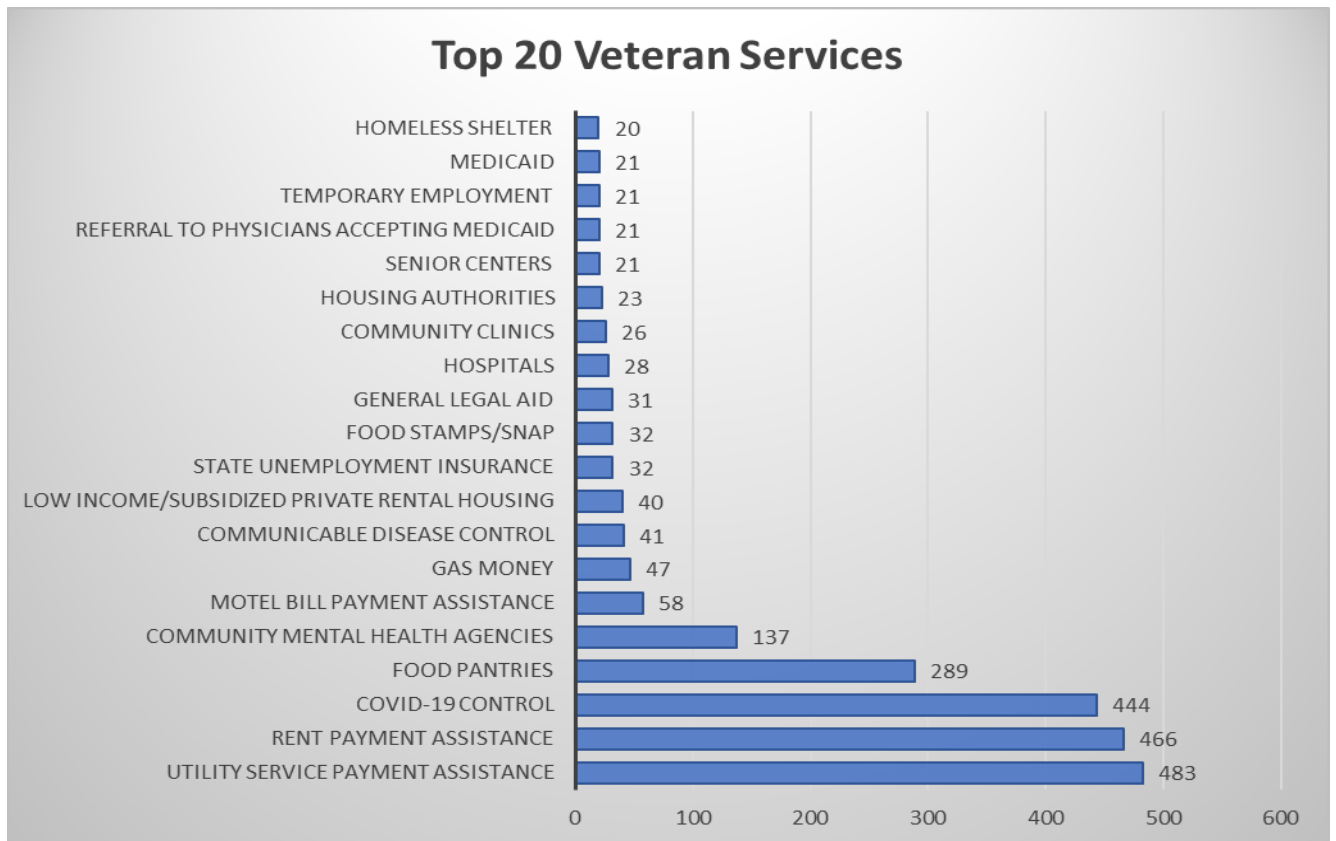
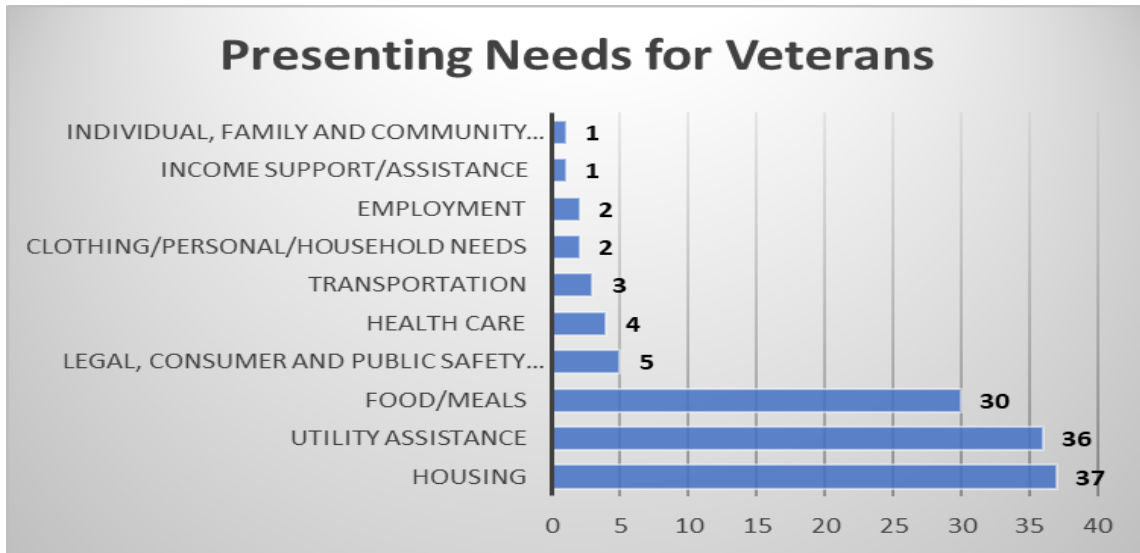


Presenting Needs and Services

Healthcare, housing, financial assistance, and food ranked among the top needs in the 1st Quarter of 2020.



In March 2020, new questions were added to the intake form related to the number of veterans receiving VA Benefits and VA Healthcare. As of this date, no data has been collected related to benefits and healthcare.



Unmet Needs: Reason and Request

Reason Unmet/Need	# of Requests
Client ineligible	11
Rent Payment Assistance	6
Utility Service Payment Assistance	4
Gas Money	1
Client refused referral	9
Utility Service Payment Assistance	4
Social Security Numbers	1
Temporary Help Agencies	1
Public Health Nursing	1
Elderly/Disabled Home Rental Listings	1
Rent Payment Assistance	1
Lack of funds	9
Rent Payment Assistance	5
Utility Service Payment Assistance	2
Long Distance Bus Fare	1
Travelers Assistance	1
No referral given/Service unavailable	34
Gas Money	7
Rental Deposit Assistance	4
Moving Services	3
Motel Bill Payment Assistance	3
Automotive Repair and Maintenance	2
Beds	1
Automobile Insurance Payment Assistance	1
Veterinary Care Expense Assistance	1
Motor Vehicle Registration	1
Dating Services	1
Moving Expense Assistance	1
Furnace Maintenance/Repair	1
Automobile Payment Assistance	1
Rent Payment Assistance	1
Taxi Fare	1
Travelers Assistance	1
Utility Service Payment Assistance	1
Home Maintenance and Minor Repair Services	1
Appliance Repair	1
Mobile Home Repair/Service Complaints	1

There were no unmet needs for Veterans.

2-1-1 Database

Updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1.

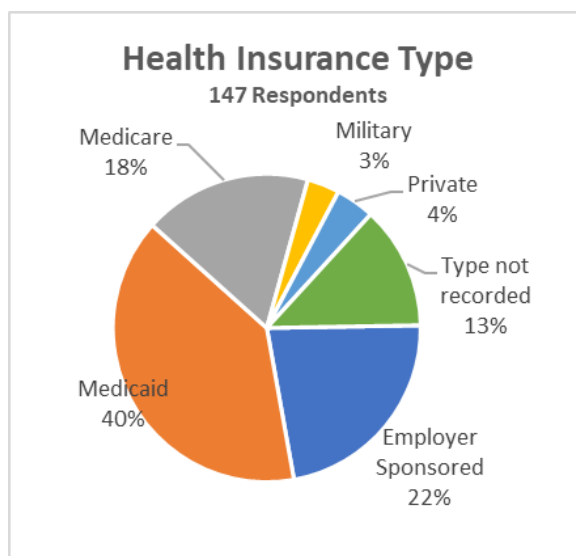
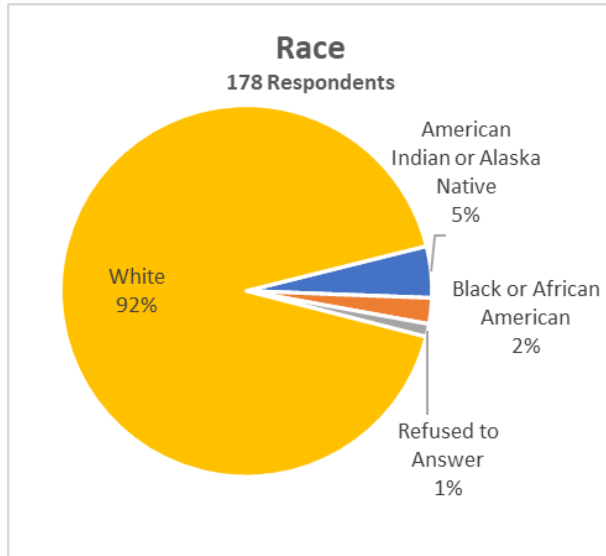
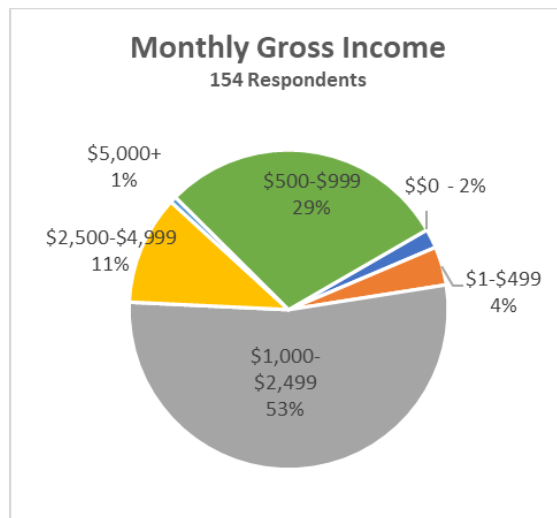
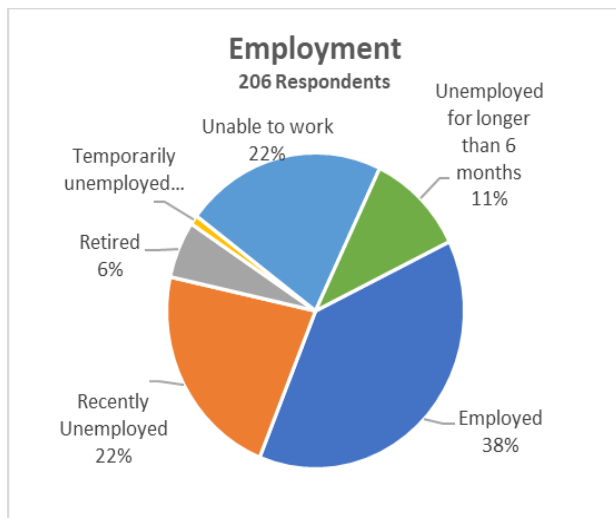
As of 3/31/20, the number of agencies, services and sites are as follows:

- Total Active Agencies: 789
- Total Active Services: 2587
- Total Active Sites: 2220

	Resources/Services Available			Resources/Services Available			Total Resources Per County as of 3/31/20
	County Specific as of 12/31/19	County Specific as of 3/31/20	% Increase	Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 3/31/20	% Increase	
ALBANY	122	130	7%	326	374	15%	504
BIG HORN	50	61	22%	325	359	10%	420
CAMPBELL	87	96	10%	315	344	9%	440
CARBON	97	100	3%	318	366	15%	466
CONVERSE	73	73	0%	322	354	10%	427
CROOK	41	42	2%	314	346	10%	388
FREMONT	141	145	3%	317	350	10%	495
GOSHEN	66	68	3%	323	373	15%	441
HOT SPRINGS	37	49	32%	325	358	10%	407
JOHNSON	47	44	-6%	319	350	10%	394
LARAMIE	286	299	5%	330	380	15%	679
LINCOLN	67	74	10%	320	351	10%	425
NATRONA	201	244	21%	325	357	10%	601
NIOBRARA	33	34	3%	318	350	10%	384
PARK	92	103	12%	322	354	10%	457
PLATTE	45	48	7%	322	372	16%	420
SHERIDAN	117	106	-9%	317	348	10%	454
SUBLETTE	43	45	5%	312	344	10%	389
SWEETWATER	94	98	4%	320	350	9%	448
TETON	61	63	3%	314	345	10%	408
UINTA	63	66	5%	320	351	10%	417
WASHAKIE	32	39	22%	321	354	10%	393
WESTON	31	32	3%	313	345	10%	377
AVERAGE INCREASE IN RESOURCES			7%			11%	9%

Demographics of Callers

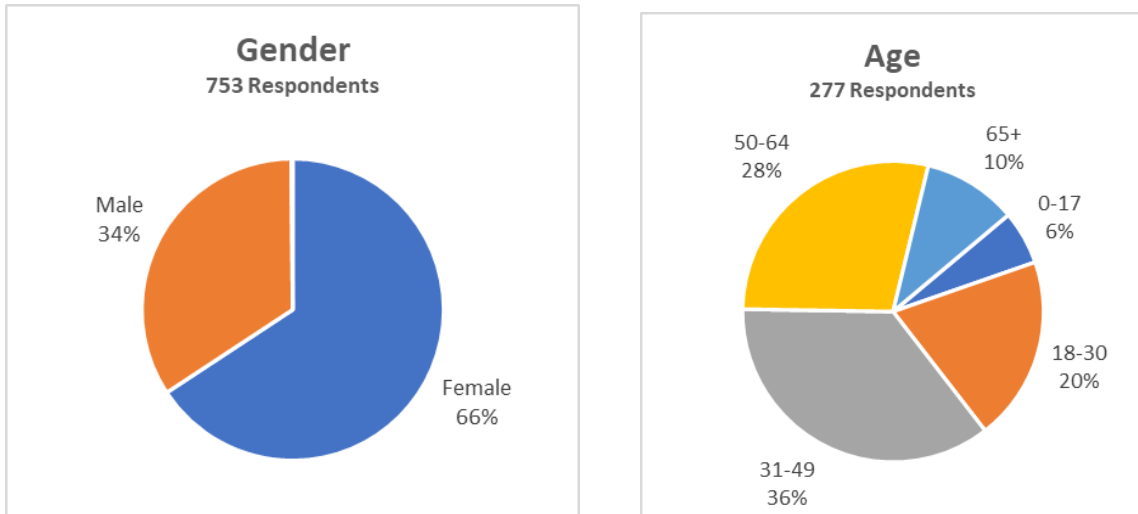
Wyoming 2-1-1 collects demographic information on individuals calling as a way to understand their consumer base. This information is generally collected through an intake process where the Information and Referral Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between January 1, 2020 and March 31, 2020.



- 58 out of 205 callers indicated they did not have health insurance
 - 66 out of 205 families reported being on food stamps
 - 64 out of 201 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)

Demographics of Callers, cntd.

We were able to gather demographic information, such as gender and age, without a full intake in certain situations.



We also wanted to know how they heard about Wyoming 2-1-1...

