



JANUARY THROUGH DECEMBER 2018
STATEWIDE INFORMATION AND REFERRAL REPORT



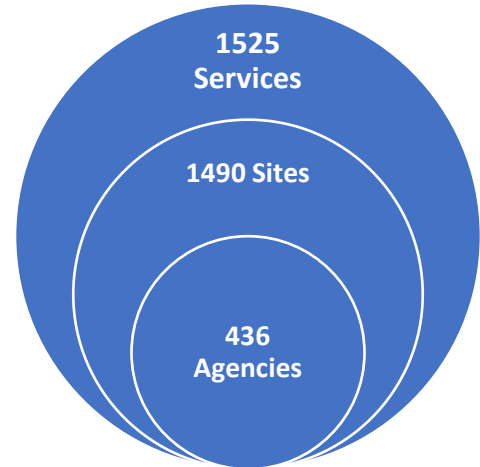
Wyoming 2-1-1 is a part of a nationwide network of call centers that provide information and referral (I&R) services to Wyoming residents. Available information includes basic human services, physical and mental health resources, employment support services, programs for children, youth and families, support for veterans, seniors and persons with disabilities, and support for community crisis and disaster recovery.

2-1-1 DATABASE

In October 2017, Wyoming 2-1-1 embarked upon an expansive database conversion. Point to point, the conversion took one full year. Wyoming 2-1-1 went live with its new website and database on October 1, 2018.

There are many features and advantages to the new website and database:

- Newer, fresher looking website presence
- User friendly
- Unlimited Agencies, Services, and Sites
- Unlimited Client Records
- Unlimited Public Access
- API Capabilities (contractually sharing of database with partner programs)
- New database functionality that automates annual reminders to agencies to update their information
- Electronic Agency Update Form as agency services change



Services/Resources broken down by County:

County	Resources Available	Resources Available		Resources Available	Resources Available
	County Specific	Multi-county and Statewide Services	County	County Specific	Multi-county and Statewide Services
ALBANY	86	245	NATRONA	139	243
BIG HORN	24	241	NIOBRARA	26	240
CAMPBELL	53	234	PARK	42	239
CARBON	59	236	PLATTE	30	244
CONVERSE	58	243	SHERIDAN	84	237
CROOK	20	234	SUBLETTE	22	237
FREMONT	84	239	SWEETWATER	61	244
GOSHEN	43	244	TETON	24	240
HOT SPRINGS	13	243	UINTA	39	242
JOHNSON	21	239	WASHAKIE	14	238
LARAMIE	192	246	WESTON	15	232
LINCOLN	38	330	NATIONWIDE		1

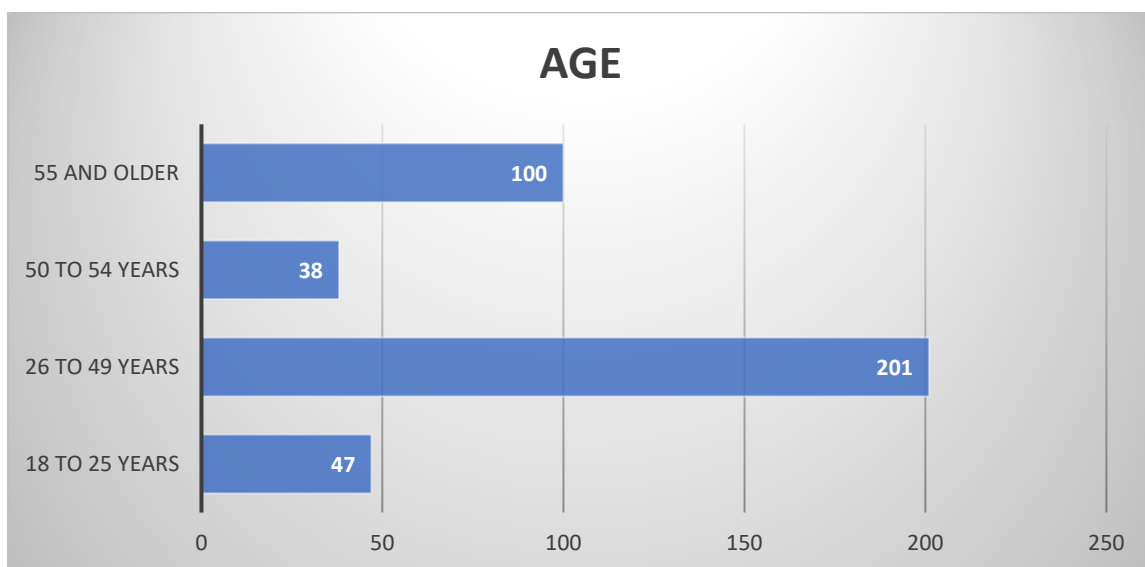
**From January 2018 through December 2018,
Wyoming 2-1-1 received 3447 calls (3206 unique callers) and
provided 5066 referrals statewide.**

Demographics of Callers

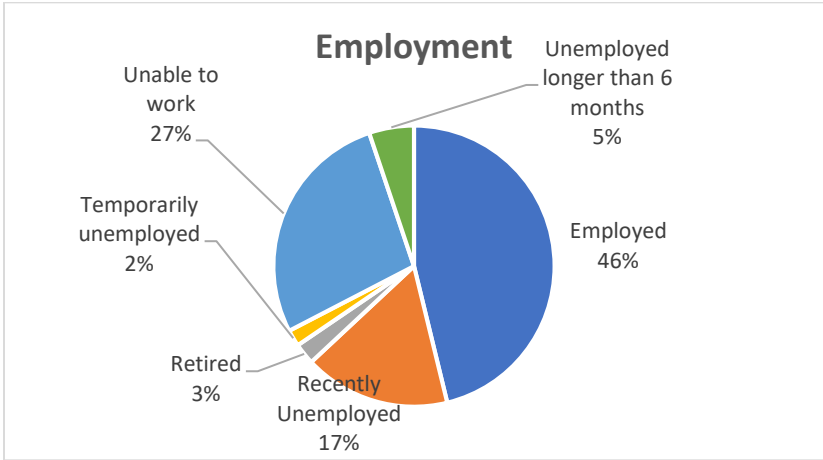
Wyoming 2-1-1 collects demographic information on individuals calling as a way to understand their consumer base. This information is generally collected through an intake process where the Information and Referral Specialists asks the callers specific questions about themselves. This year 12% of callers (or 385 individuals) agreed to a full intake. We were able to gather demographic information, such as gender and insurance/income information without a full intake in certain situations. The following charts represent the demographics of individuals who agreed to a full intake served between January 1, 2018 and December 31, 2018.



- 135 families reported being on food stamps
- 117 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 54 individuals reported being either a veteran or active military
- 117 callers indicated they did not have health insurance



Demographics of Callers, cntd.



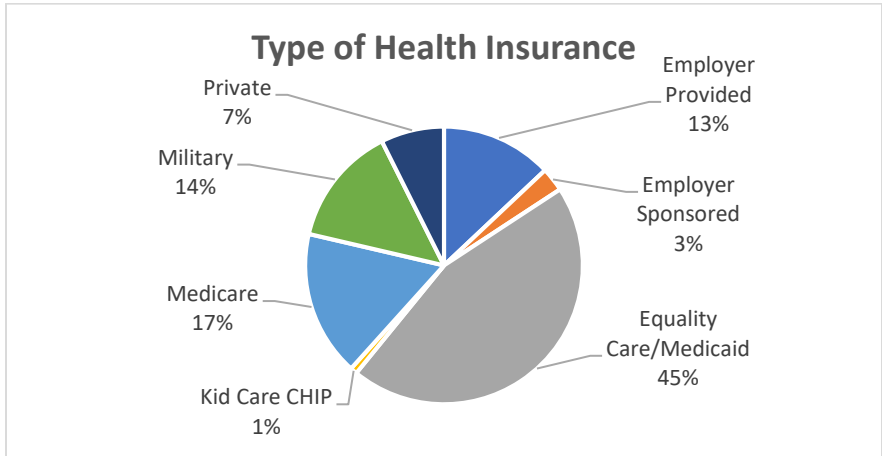
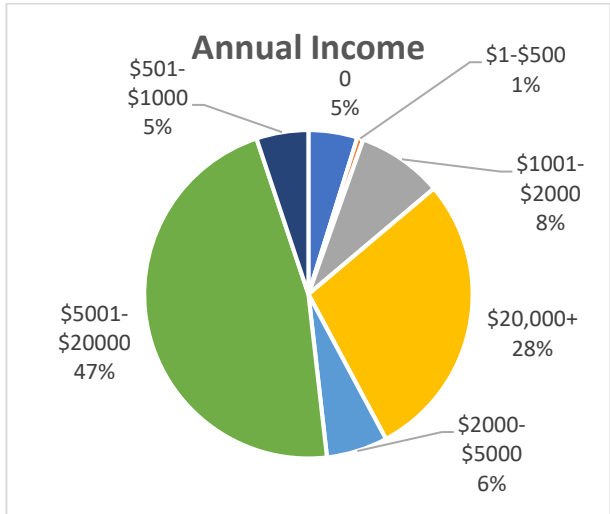
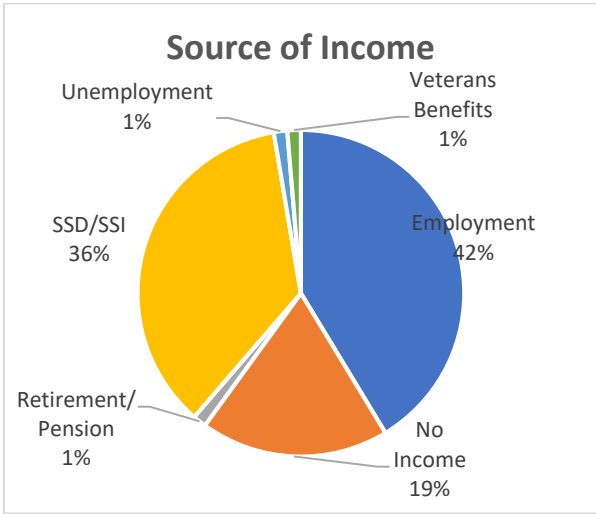
Total Respondents

Employment Status: 368

Annual Income: 332

Source of Income: 75

Health Insurance: 252



Benefits of 2-1-1 Services

- It is a useful resource for individuals who need help and don't know where to find it. The call center and complimentary online search directory provides consumers with information about local resources and how to access services.
- It is also a helpful repository where other service providers can go to find resources needed by their clients.
- 2-1-1 can assist during times of disaster by directing non-emergency calls away from 9-1-1.
- Lastly, the 2-1-1 system is a mechanism to collect important data about emerging needs, trends, and gaps in services.

Services Provided

People can access 2-1-1 through a variety of different ways. They can dial 2-1-1 or a toll-free number available Monday through Friday, 8 a.m. – 6 p.m. Information is also available online at www.wyoming211.org.

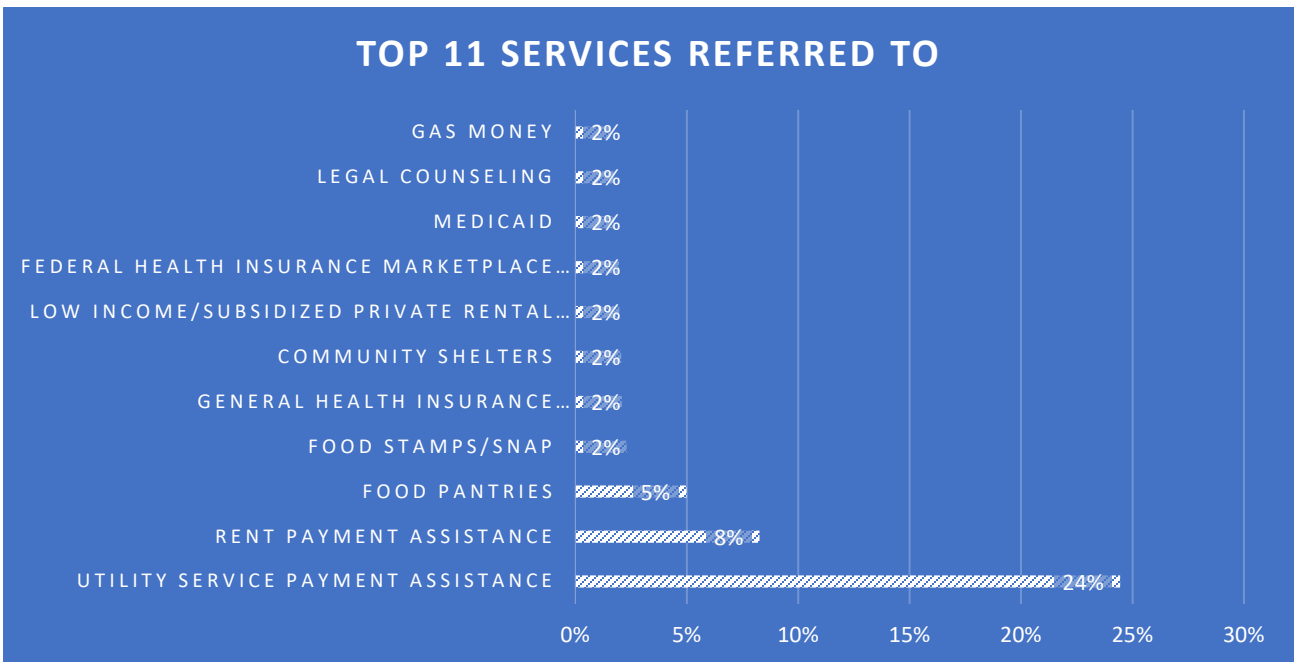
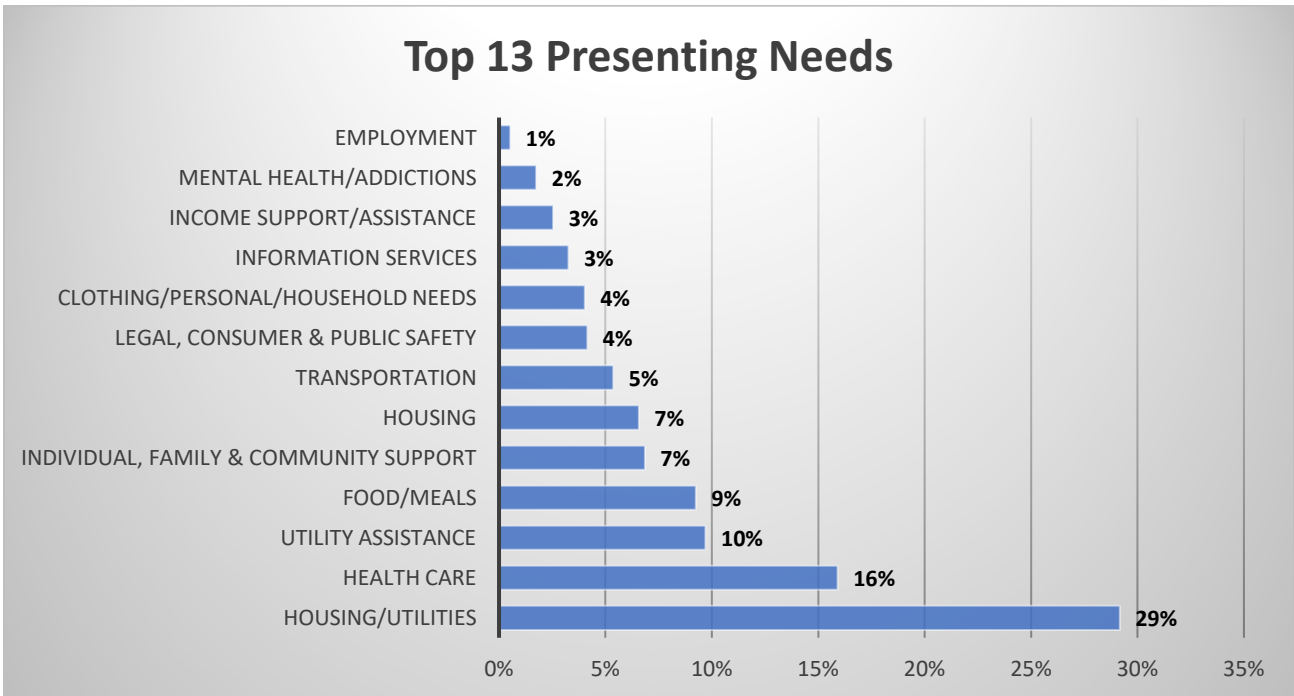
COUNTY	Number of Calls	Number of Referrals	COUNTY	Number of Calls	Number of Referrals
ALBANY	102	138	NIOBRARA	10	13
BIG HORN	28	34	PARK	62	67
CAMPBELL	105	182	PLATTE	24	45
CARBON	81	88	SHERIDAN	86	106
CONVERSE	45	67	SUBLETTE	17	28
CROOK	24	33	SWEETWATER	192	251
FREMONT	185	269	TETON	10	11
GOSHEN	55	79	UINTA	63	106
HOT SPRINGS	19	28	WASHAKIE	34	42
JOHNSON	18	15	WESTON	39	59
LARAMIE	1648	2325	NO COUNTY IDENTIFIED	114	95
LINCOLN	15	21	OUT OF STATE	5	1
NATRONA	466	963	TOTAL	3447	5066

“Thank you for all the resources that you have given me. Whenever I need help you are always there to help me with resources and I really appreciate it. You are the best!” Laramie County Caller

Presenting Needs & Services

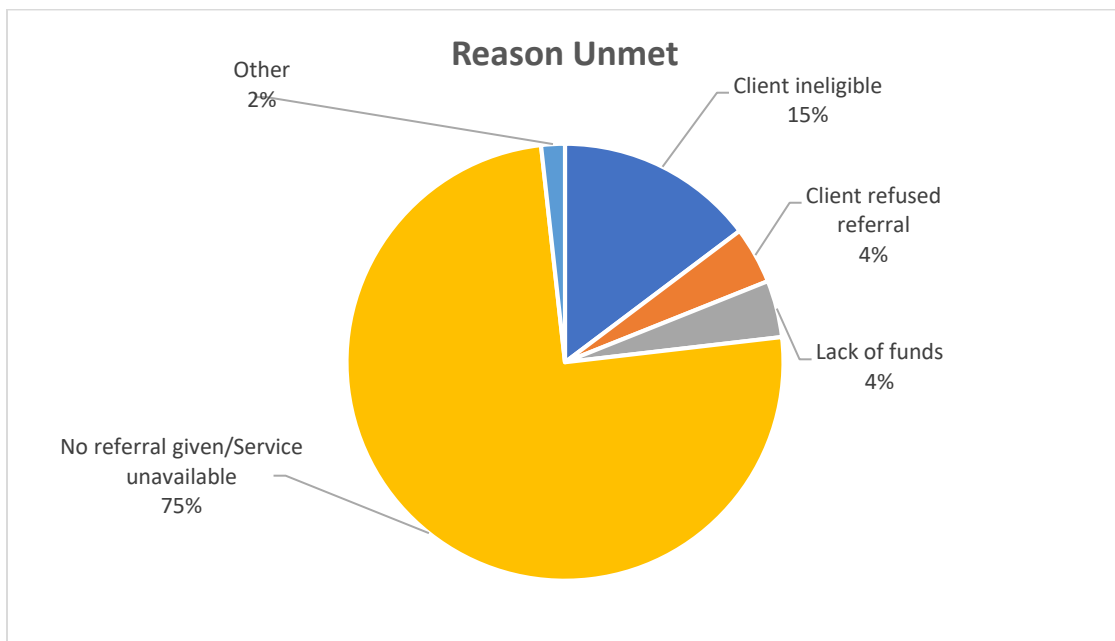
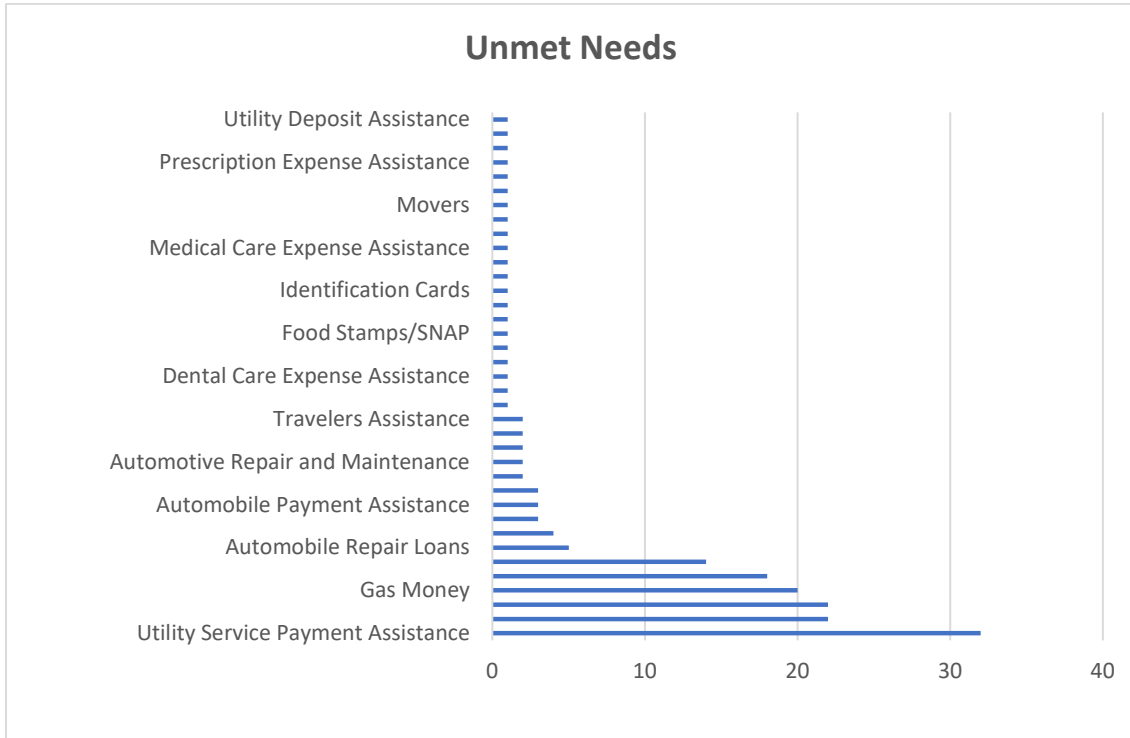
Wyoming 2-1-1 assists people in identifying what their needs are and provides them referrals to available services which can support those needs.

The majority of individuals calling Wyoming 2-1-1 requested assistance with basic needs including housing, utility assistance, and food.



Unmet Needs

Over the course of the year, 165 callers had a need that could not be met in the county from which they were seeking services. The two graphs depict what the needs were and why they were not met.



Customer Satisfaction

13% of callers who completed intakes agreed to follow-up calls. Follow up calls are made about 2 weeks after the initial call and are completed to find out if the caller actually received the services referred to, how the service was that they received from Wyoming 2-1-1 as well as the service referred to, and whether they would refer to Wyoming 2-1-1 again.

- 91% of callers learned about new services.
- 91% would recommend family and friends to call Wyoming 2-1-1.
- 94% of callers were satisfied with the service from Wyoming 2-1-1.
- 61% of callers did not receive the service from the agency referred to.

Summary

Over the coming year, Wyoming 2-1-1 will work to enhance and expand its services consistent with our mission and the needs of our state. Through marketing, partnership development and outreach activities, we will create greater awareness of the value of 2-1-1 and increase the use of 2-1-1 services around the state of Wyoming. Our goal is to have a presence 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.

Wyoming 2-1-1 has entered into the following statewide partnerships that affect the citizens statewide: Enroll Wyoming to provide a central access point for people in need of information about health insurance; Injury & Violence Prevention Program and others to discuss the formation of a suicide lifeline; Community Action of Laramie County to establish a Kinship Navigator program. This program is designed to provide a central access point for grandparents or kin who need caregiver assistance; Help Me Grow Wyoming which links families to developmental information and resources for their children; and Wyoming Homeless Collaborative as a central access point to help individuals experiencing homelessness. Staff at Wyoming 2-1-1 are also participating in the community needs assessment process managed by Laramie County Community Partnership.

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, as well as 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, as well as with 9-1-1, to offer support in the event of call overload and information dissemination in the event of a disaster or crisis.

Another focus for Wyoming 2-1-1 will be centered around 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.



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