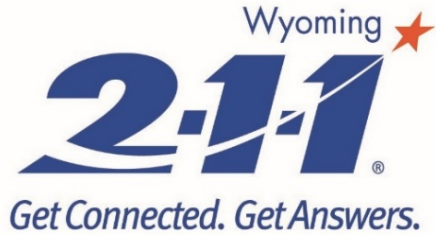
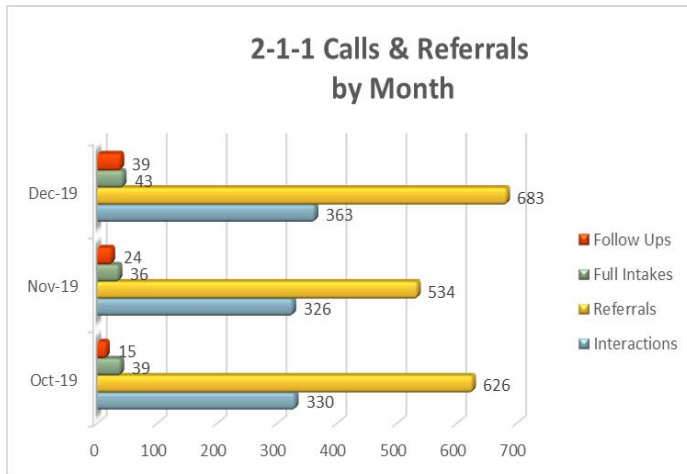




OCTOBER THROUGH DECEMBER 2019  
STATEWIDE INFORMATION AND REFERRAL REPORT



From October 2019 through December 2019, Wyoming 2-1-1 handled 1019 calls (interactions), provided 1844 referrals statewide, and made 78 follow-ups.



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

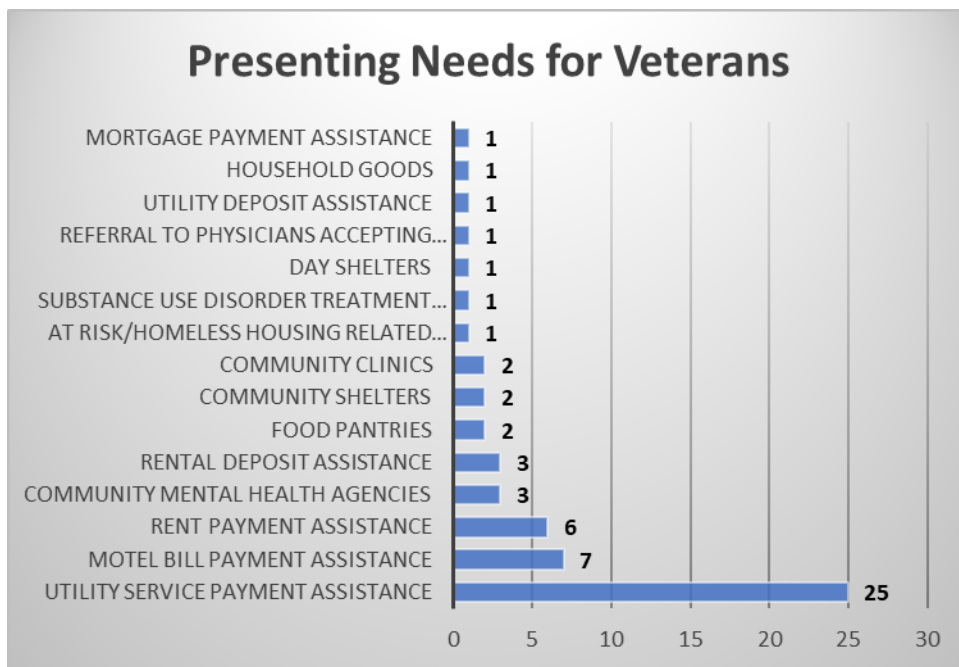
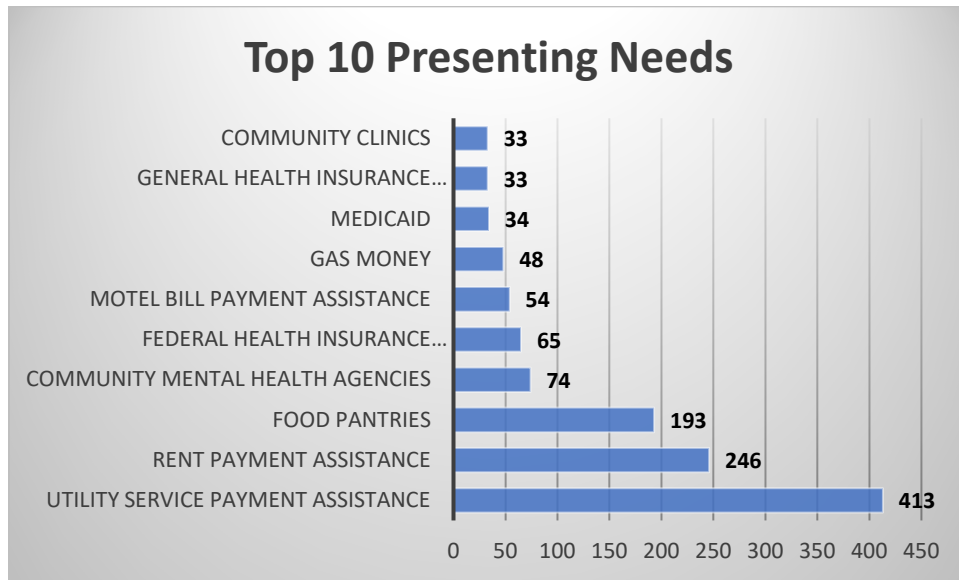
\*\*If the individual is willing to answer all of our demographic questions, we count that call as a "full intake".

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

County	Total Calls per County Oct-Dec 2020	Total Referrals Per County Oct-Dec 2020	County	Total Calls per County Oct-Dec 2020	Total Referrals Per County Oct-Dec 2020
ALBANY	35	56			
BIG HORN	14	17	NIOBRARA	2	2
CAMPBELL	25	32	PARK	27	33
CARBON	31	42	PLATTE	16	26
CONVERSE	16	22	SHERIDAN	17	20
CROOK	4	6	SUBLETTE	3	5
FREMONT	51	77	SWEETWATER	50	72
GOSHEN	10	16	TETON	6	7
HOT SPRINGS	7	12	UINTA	14	25
JOHNSON	7	6	WASHAKIE	7	6
LARAMIE	465	1007	WESTON	8	6
LINCOLN	10	9	COUNTY NOT IDENTIFIED	29	42
NATRONA	165	298	<b>GRAND TOTAL</b>	<b>840</b>	<b>1600</b>

# Presenting Needs and Services

## 4th Quarter Presenting Needs



## Top 10 Referring Agencies and their Programs

### Wyoming 2-1-1 made 1844 referrals to 197 Agencies and 289 Programs

AGENCY/SERVICE	# of Referrals	AGENCY/SERVICE contd.	# of Referrals contd.
<b>Healthcare.gov</b>	<b>125</b>	<b>Wyoming Department of Health</b>	<b>58</b>
Health Insurance Marketplace	65	Cheyenne-Laramie County Public Health	1
Health Insurance Navigators and Certified Applications Counselors	26	EqualityCare (Medicaid)	34
In House I&R Enroll Wyoming	34	Kid Care CHIP - Children Health Insurance Program	2
<b>Frontier United Methodist Church</b>	<b>123</b>	Laramie County WIC Offices	1
Financial Assistance	123	Office of Pharmacy Services	2
<b>Wyoming Department of Family Services</b>	<b>118</b>	Park County Public Health - Powell	1
Adult Protective Services	1	Travel Services	6
Burial Program	3	Vital Records Services	1
DFS - Afton	1	Wyoming Medicaid Provider	10
DFS - Casper	4	<b>Saint Joseph's Church</b>	<b>47</b>
DFS - Cheyenne	7	Financial Assistance	25
DFS - Gillette	1	Food Bank	22
DFS - Greybull	1	<b>The Salvation Army Hope Center - Casper</b>	<b>47</b>
DFS - Laramie	2	General Financial Assistance	39
DFS - Newcastle	1	The Emergency Food Assistance Program	6
DFS - Rawlin	1	Thrift Store	2
DFS - Riverton	1	<b>Seasonal Resources</b>	<b>46</b>
DFS - Rock Springs	2	Adopt a Family - Laramie Co.	1
DFS - Torrington	1	Christmas Angel Tree - Laramie Co.	2
Early Childhood Programs Division	1	Christmas Decorations - Laramie Co.	1
Eye Care - Give a Day Eye Care Program - Statewide	1	Christmas Eve Meal - Laramie Co.	1
Low Income Energy Assistance Program (LIEAP)	86	Christmas Meal Assistance - Laramie Co.	4
Supplemental Nutrition Assistance Program (SNAP)	2	Holiday Baskets - Laramie Co.	21
Telephone Assistance Program	2	Holiday Meal - Laramie Co.	5
<b>Grace United Methodist Church</b>	<b>112</b>	Thanksgiving Meal - Laramie Co.	7
Emergency Financial Assistance	112	Toys for Tots - Laramie County	3
<b>The Salvation Army - Cheyenne</b>	<b>96</b>	Toys for Tots - Natrona County	1
Food Boxes	21	<b>Family Harvest Church</b>	<b>43</b>
General Assistance	71	Hotel/Motel and Food Assistance	43
Hot Lunch	4		

## Unmet Needs: Reason and Request

Reason Unmet/Need	# of Requests
<b>Client ineligible</b>	<b>15</b>
Home Rehabilitation Grants	2
Home Rehabilitation Loans	2
Motel Bill Payment Assistance	1
Rent Payment Assistance	3
Utility Service Payment Assistance	7
<b>Client refused referral</b>	<b>12</b>
Community Mental Health Agencies	1
Food Vouchers	1
Prescription Expense Assistance	1
Rent Payment Assistance	3
Utility Service Payment Assistance	6
<b>Lack of funds</b>	<b>13</b>
Motel Bill Payment Assistance	1
Rent Payment Assistance	8
Utility Service Payment Assistance	4
<b>No referral given/Service unavailable</b>	<b>30</b>
Automobile Insurance Payment Assistance	2
Automotive Repair and Maintenance	2
Birth Certificate Fee Payment Assistance	1
Clothing	1
Dental Care Expense Assistance	1
Gas Money	8
Long Distance Bus Fare	4
Mobile Home Repair/Service Complaints	4
Mortgage Payment Assistance	1
Motel Bill Payment Assistance	3
Personal/Grooming Needs	1
Utility Service Payment Assistance	1
Water Service Payment Assistance	1
<b>Other</b>	<b>4</b>
Elderly/Disabled Home Rental Listings	1
Gas Money	1
Travelers Assistance	1
Utility Service Payment Assistance	1
<b>Grand Total</b>	<b>74</b>

## 2-1-1 Database

With the database conversion complete, updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1.

As of 12/31/19, the number of agencies, services and sites are as follows:

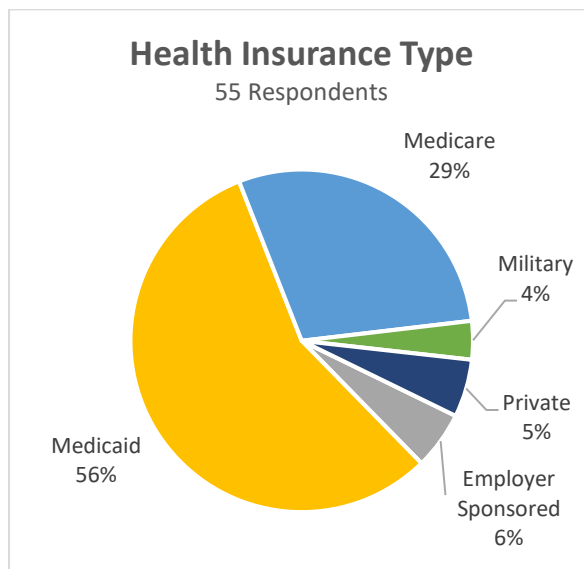
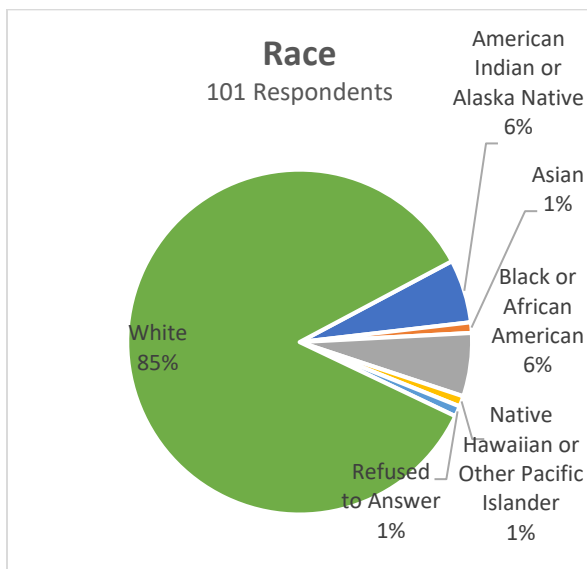
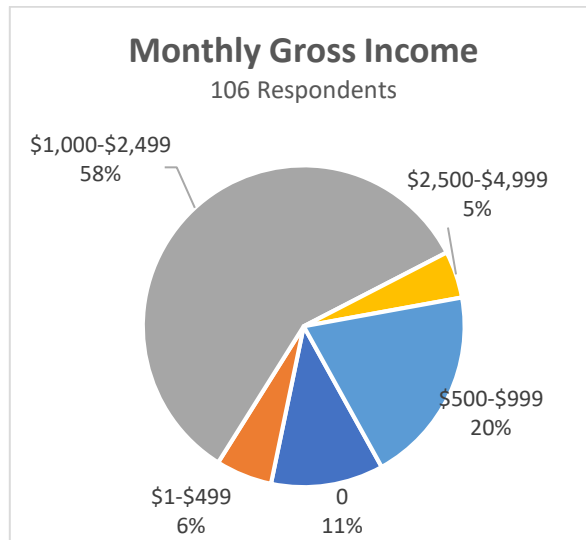
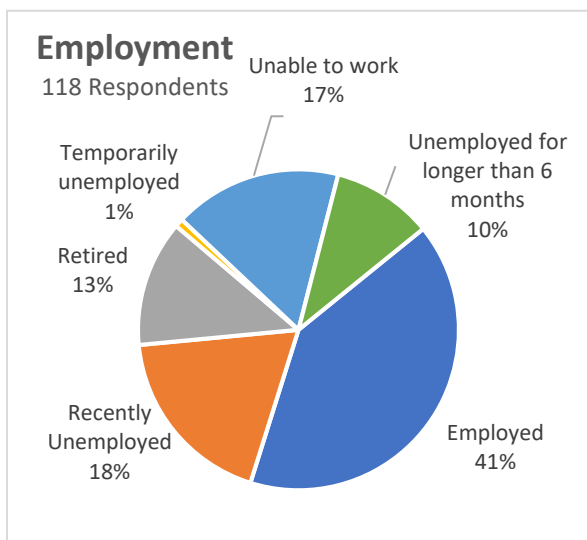
Total Active Agencies: 724  
 Total Active Services: 2385  
 Total Active Sites: 2432

Total Agencies added Since 10/2018: 340  
 Total Services added Since 10/2018: 1070  
 Total Sites added Since 10/2018: 916

	Resources/Services Available			Resources/Services Available			Total Resources Per County as of 12/31/19
	County Specific as of 12/31/19	County Specific as of 1/22/19	% Increase	Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 1/22/19	% Increase	
ALBANY	122	86	42%	326	245	33%	448
BIG HORN	50	24	108%	325	241	35%	375
CAMPBELL	87	53	64%	315	234	35%	402
CARBON	97	59	64%	318	236	35%	415
CONVERSE	73	58	26%	322	243	33%	395
CROOK	41	20	105%	314	234	34%	355
FREMONT	141	84	68%	317	239	33%	458
GOSHEN	66	43	53%	323	244	32%	389
HOT SPRINGS	37	13	185%	325	243	34%	362
JOHNSON	47	21	124%	319	239	33%	366
LARAMIE	286	192	49%	330	246	34%	616
LINCOLN	67	38	76%	320	330	-3%	387
NATRONA	201	139	45%	325	243	34%	526
NIOBRARA	33	26	27%	318	240	33%	351
PARK	92	42	119%	322	239	35%	414
PLATTE	45	30	50%	322	244	32%	367
SHERIDAN	117	84	39%	317	237	34%	434
SUBLETTE	43	22	95%	312	237	32%	355
SWEETWATER	94	61	54%	320	244	31%	414
TETON	61	24	154%	314	240	31%	375
UINTA	63	39	62%	320	242	32%	383
WASHAKIE	32	14	129%	321	238	35%	353
WESTON	31	15	107%	313	232	35%	344
<b>AVERAGE INCREASE IN RESOURCES</b>			<b>80%</b>			<b>32%</b>	<b>56%</b>

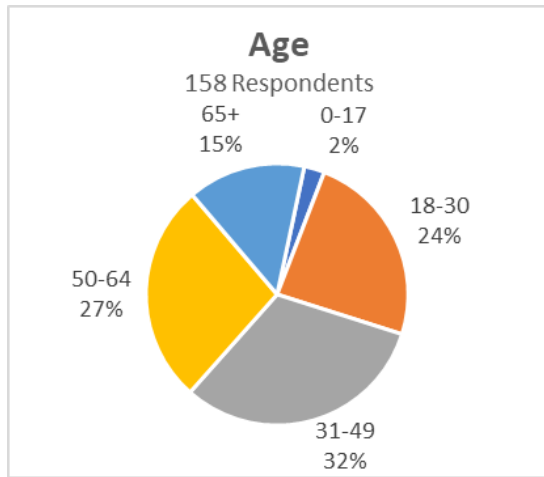
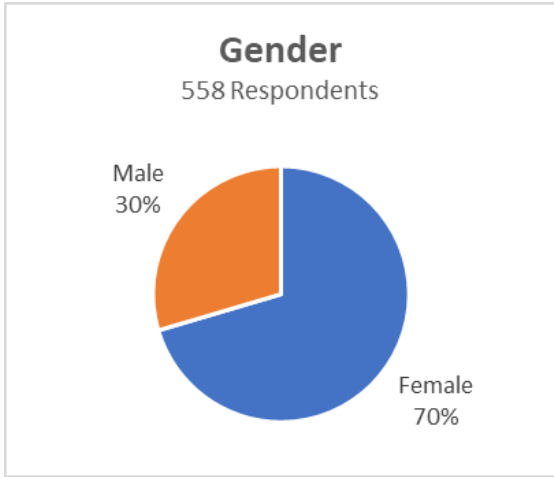
# Demographics of Callers

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 quarter approximately 100 individuals agreed to a full intake. The following charts represent the demographics of individuals served between October 1, 2019 and December 31, 2019.



# Demographics of Callers, cntd.

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



- 31 out of 116 callers indicated they did not have health insurance
  - 36 out of 116 families reported being on food stamps
  - 44 out of 116 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 22 out of 144 individuals reported being either a veteran or active military

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

