

Wyoming

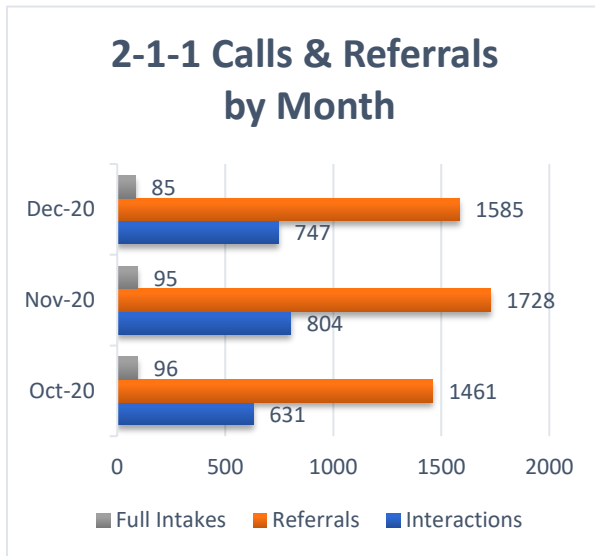


Get Connected. Get Help.™

OCTOBER THROUGH DECEMBER 2020
STATEWIDE INFORMATION AND REFERRAL REPORT



From October through December 2020, Wyoming 2-1-1 handled 2,182 calls (interactions), provided 4,774 referrals statewide and made 19 follow-ups.



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

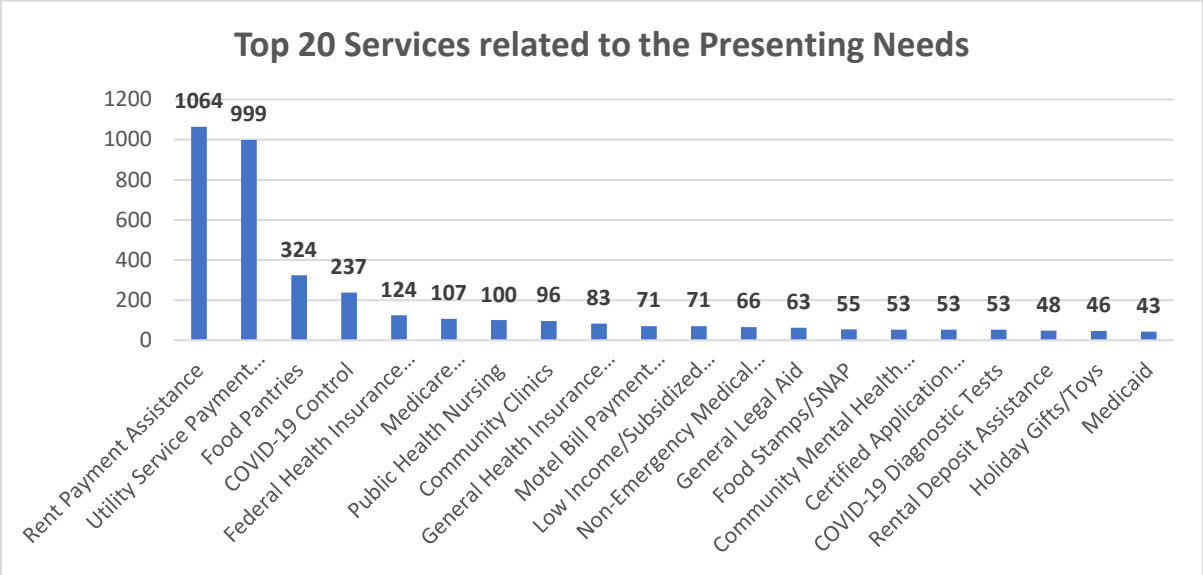
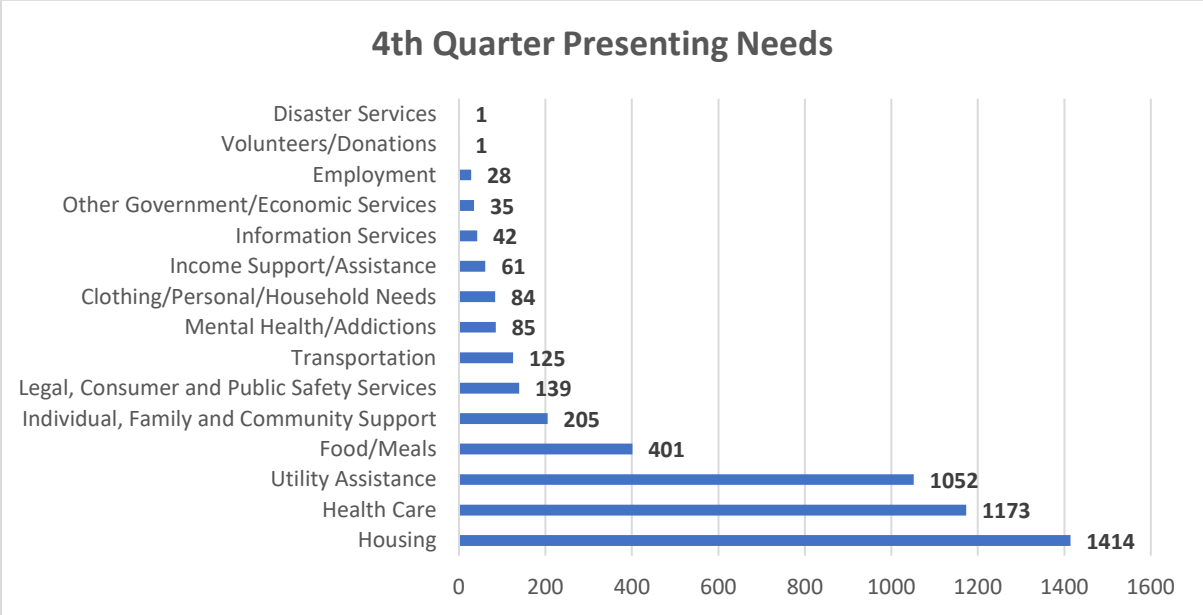
**If the individual is willing to answer all of our demographic questions, we count that call as a "full intake".

***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	101	175			
BIG HORN	42	88	NIOBRARA	4	6
CAMPBELL	149	330	PARK	91	182
CARBON	50	83	PLATTE	34	74
CONVERSE	51	109	SHERIDAN	95	176
CROOK	15	31	SUBLETTE	15	36
FREMONT	117	227	SWEETWATER	88	178
GOSHEN	18	30	TETON	27	43
HOT SPRINGS	12	21	UINTA	31	58
JOHNSON	12	17	WASHAKIE	20	32
LARAMIE	823	1950	WESTON	13	27
LINCOLN	27	51	COUNTY NOT IDENTIFIED	57	121
NATRONA	290	729	GRAND TOTAL	2182	4774

Presenting Needs and Services

Housing, healthcare, utility assistance and food are among the top needs in the 4th Quarter of 2020.

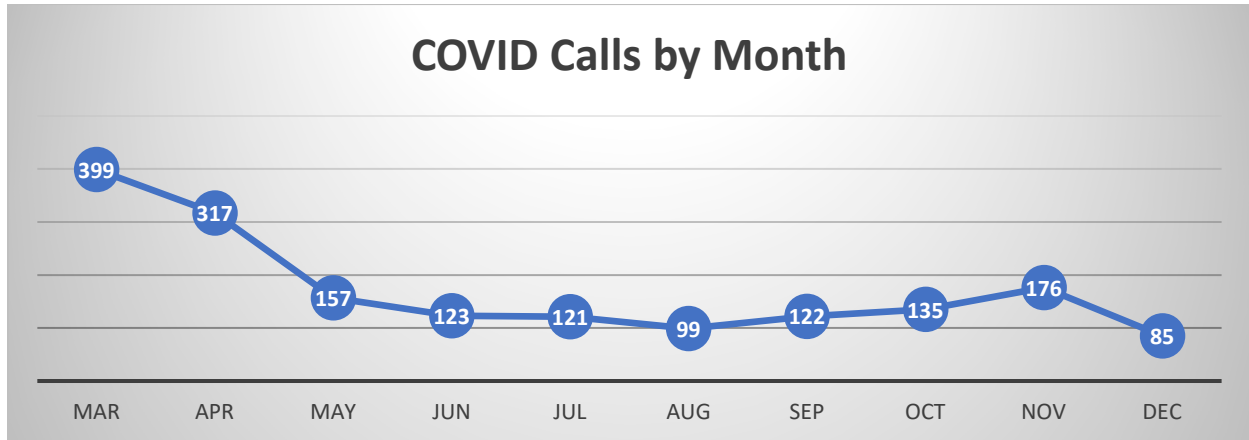


Unmet Needs: Reason and Request

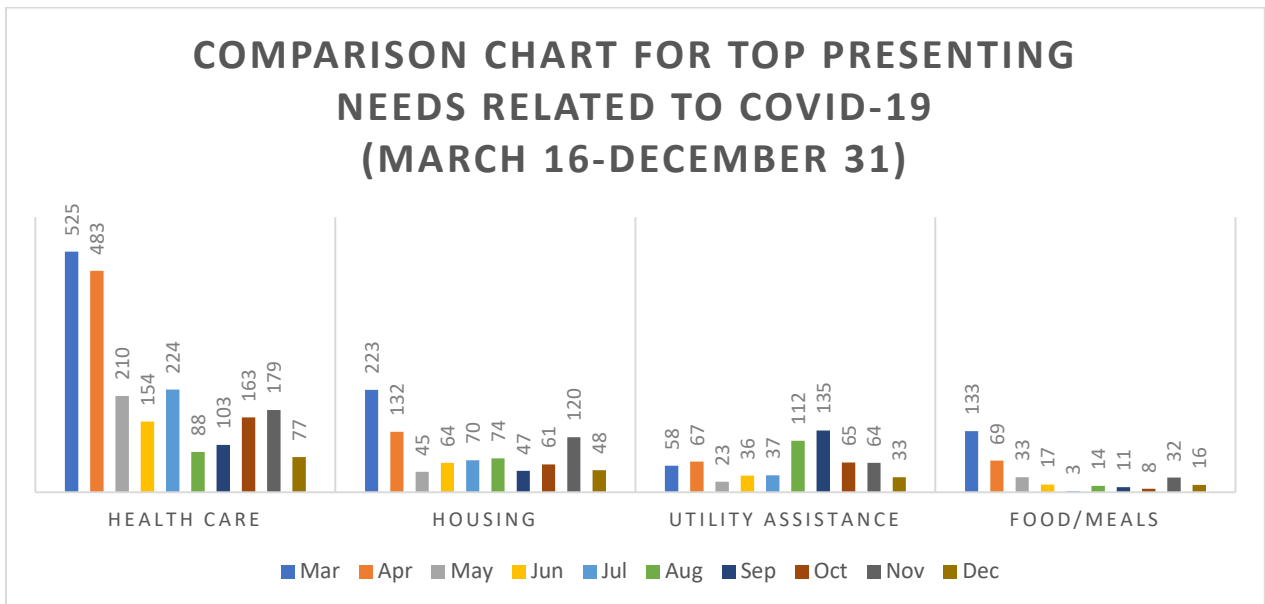
Reason Unmet/Need	# of Requests
Client ineligible	65
Utility Service Payment Assistance	50
Home Rehabilitation Loans	3
Rent Payment Assistance	2
Rental Deposit Assistance	2
Motel Bill Payment Assistance	2
Home Rehabilitation Grants	2
Federal Health Insurance Marketplace Call Center/Website	1
COVID-19 Control	1
General Legal Aid	1
Home Maintenance and Minor Repair Services	1
Client refused referral	9
Utility Service Payment Assistance	4
Holiday Gifts/Toys	2
Rent Payment Assistance	1
General Legal Aid	1
Long Distance Bus Fare	1
No referral given/Service unavailable	21
Motel Bill Payment Assistance	4
Water Service Payment Assistance	2
Rental Deposit Assistance	2
Automobile Payment Assistance	2
Gas Money	2
Utility Service Payment Assistance	1
Septic System Inspection/Maintenance	1
Day Shelters	1
Beds	1
Telephone Service Payment Assistance	1
Clothing Vouchers	1
Rent Payment Assistance	1
Automobile Insurance Payment Assistance	1
Holiday Gifts/Toys	1
Other	1
COVID-19 Diagnostic Tests	1

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. Call volume leveled out in the second and third quarter of 2020, only to increase again in the fourth quarter. The average increase in call volume through December 31 was 158%. The graphic below illustrates the monthly call volume since March 16, 2020.



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 fallout of COVID-19 resulted in people being laid off from their jobs, schools being closed and other related issues. This resulted in an increase in rent and utility assistance, food assistance, testing site locations and some mental health needs. Housing, healthcare and food needs spiked in November and then dropped in December.



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.

Between October and December, 50 veterans contacted Wyoming 2-1-1. Of those, 25 were receiving VA Benefits and 29 were enrolled in the VA Healthcare program. In addition, 16 veterans rented their home, 5 owned their home and 2 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the fourth quarter of 2020.

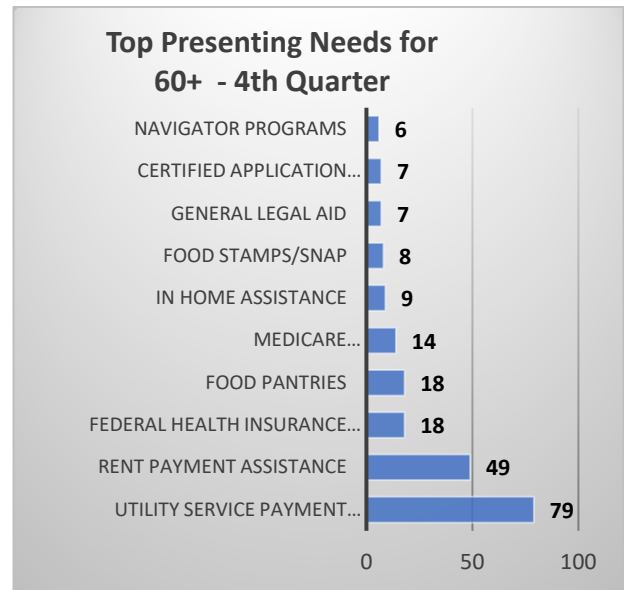
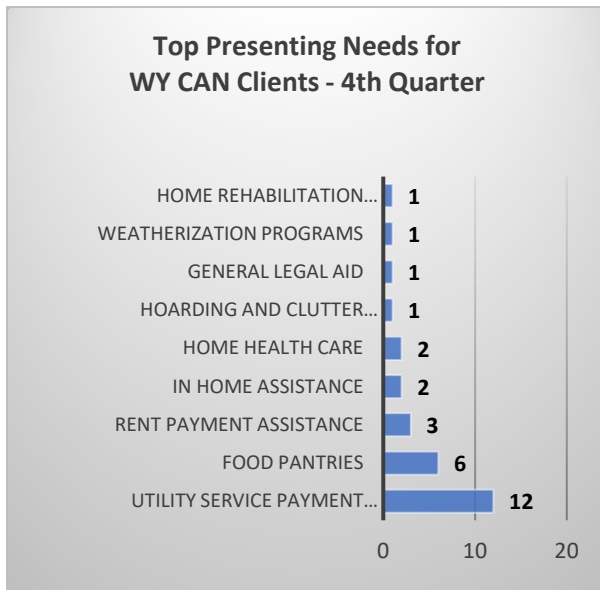
Presenting Needs	Number of Requests
Utility Assistance	86
Utility Service Payment Assistance	83
Telephone Service Providers	3
Housing	63
Rent Payment Assistance	42
Rental Deposit Assistance	5
Homeless Shelter	3
Mortgage Payment Assistance	2
At Risk/Homeless Housing Related Assistance Programs	2
Low Income/Subsidized Private Rental Housing	2
Homebuyer/Home Purchase Counseling	1
Housing Authorities	1
Homelessness Prevention Programs	1
Mortgage Delinquency and Default Counseling	1
Transitional Housing/Shelter	1
Domestic Violence Shelters	1
Motel Bill Payment Assistance	1
Food/Meals	30
Food Pantries	18
Food Stamps/SNAP	10
Food Vouchers	1
Commodity Supplemental Food Program	1
Health Care	22
Community Clinics	10
Bed Bug Control	3
Medicaid	3
Medicare Information/Counseling	2
Veterans Affairs Medical Centers	1
Telemedicine	1
Inpatient Rehabilitation	1
Navigator Programs	1
Clothing/Personal/Household Needs	17
Thrift Shops	5
General Clothing Provision	5
Personal/Grooming Supplies	4
Automotive Repair and Maintenance	3
Individual, Family and Community Support	8
In Home Assistance	7
Foster Care/Temporary Shelter for Animals	1
Legal, Consumer and Public Safety Services	5
General Legal Aid	2
Consumer Complaints	1
Municipal Police	1
Legal Counseling	1
Transportation	5
Non-Emergency Medical Transportation	3
Local Bus Transit Services	2
Income Support/Assistance	3
Social Security Disability Insurance	1
TANF	1
State Unemployment Insurance	1
Employment	1
Job Search/Placement	1
Grand Total	240

Wyoming CAN (COVID-19 AGING NETWORK)

Wyoming's older adults are now home bound and at-risk, due to statewide guidelines for those ages 65 and older. This physical separation has impacted the health and safety of older adults, as well as social and emotional well-being. This situation has increased reliance on the aging network providers and has shown their services to be more essential than ever.

In a coordinated approach between Wyoming 211 and the Aging Division network of providers, the Wyoming COVID-19 Aging Network (CAN) was developed. Wyoming CAN is focused on maintaining the quality of life for the home-bound elders in Wyoming. Keeping elders safe from exposure to the virus, while ensuring they are well-supplied, have access to medical and social services, and remain free from isolation is our top priority.

This program offers an opportunity for older adults and caregivers to connect online with Wyoming 2-1-1 and share their care needs all on a single form. After submission, a Wyoming 2-1-1 Community Resource Specialist will reach out to connect you to local community resources. Wyoming 2-1-1 received 29 inquiries for assistance in the 4th quarter. Utility payment assistance was also the top presenting need for all adults over 60 that reached out to Wyoming 2-1-1 for assistance.



2-1-1 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. However, due to COVID, priority for the database curator has been to back up the Community Resource Specialists when calls are backing up on the que. In addition, the database curator continued to be busy keeping up on the rapidly changing services due to COVID. That said, as of 12/31/2020, Wyoming 2-1-1 experienced a 7% increase in new resources in the database.

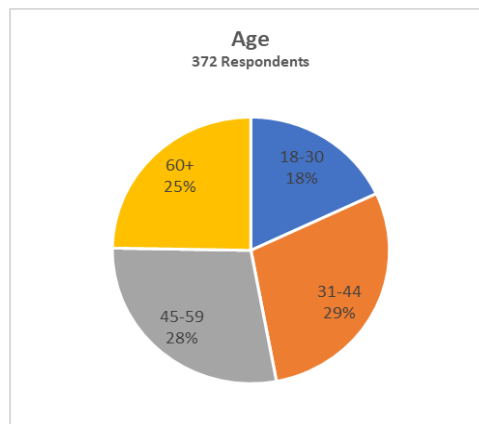
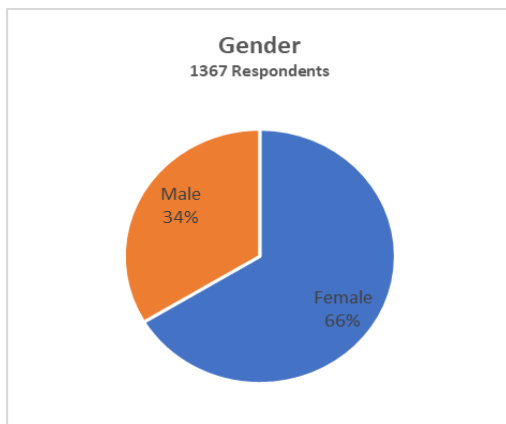
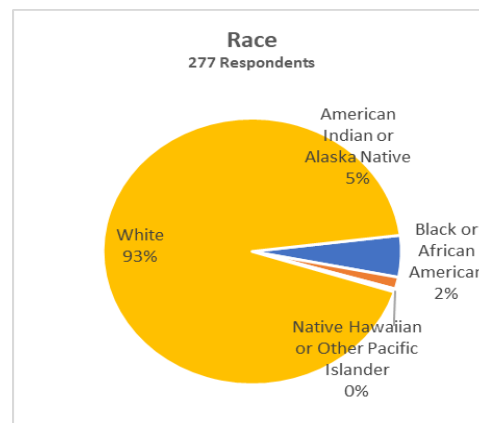
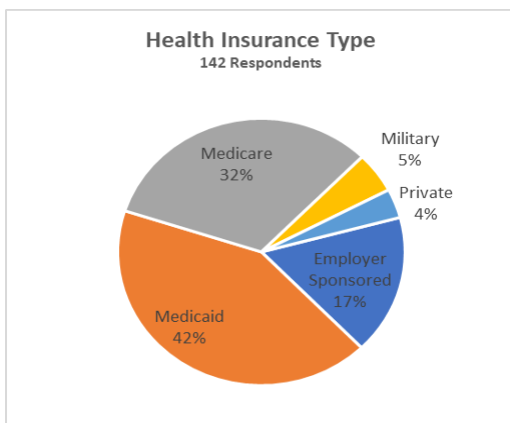
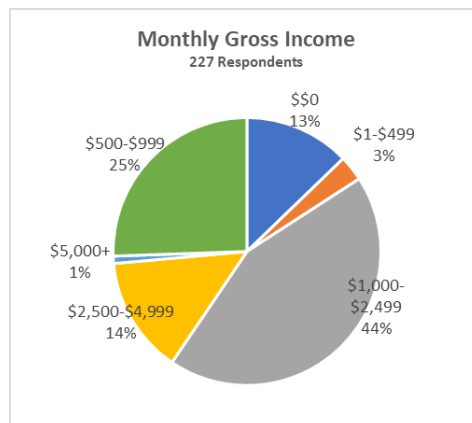
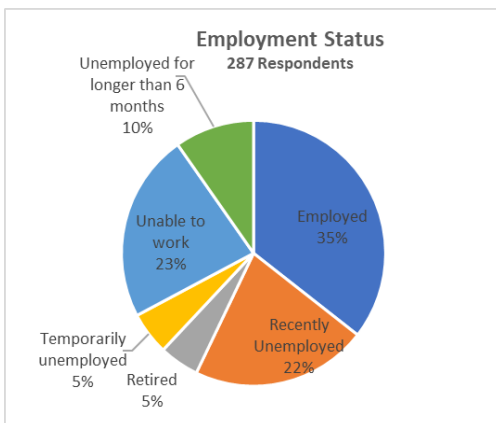
As of 12/31/20, the number of agencies, services and sites are as follows:

- Total Active Agencies: 880
- Total Active Services: 2469
- Total Active Sites: 2145

	Resources/Services Available		% Increase	Resources/Services Available		% Increase	Total Resources Per County as of 12/31/20	Total % Increase
	County Specific as of 12/31/19	County Specific as of 12/31/20		Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 12/31/20			
ALBANY	122	121	-1%	326	371	14%	492	6%
BIG HORN	50	53	6%	325	354	9%	407	7%
CAMPBELL	87	87	0%	315	342	9%	429	4%
CARBON	97	93	-4%	318	360	13%	453	5%
CONVERSE	73	65	-11%	322	350	9%	415	-1%
CROOK	41	44	7%	314	346	10%	390	9%
FREMONT	141	138	-2%	317	347	9%	485	4%
GOSHEN	66	56	-15%	323	372	15%	428	0%
HOT SPRINGS	37	43	16%	325	356	10%	399	13%
JOHNSON	47	45	-4%	319	348	9%	393	2%
LARAMIE	286	289	1%	330	378	15%	667	8%
LINCOLN	67	84	25%	320	347	8%	431	17%
NATRONA	201	211	5%	325	348	7%	559	6%
NIOBRARA	33	31	-6%	318	345	8%	376	1%
PARK	92	97	5%	322	351	9%	448	7%
PLATTE	45	52	16%	322	371	15%	423	15%
SHERIDAN	117	91	-22%	317	346	9%	437	-7%
SUBLETTE	43	52	21%	312	341	9%	393	15%
SWEETWATER	94	98	4%	320	346	8%	444	6%
TETON	61	61	0%	314	342	9%	403	4%
UINTA	63	68	8%	320	349	9%	417	8%
WASHAKIE	32	42	31%	321	353	10%	395	21%
WESTON	31	38	23%	313	345	10%	383	16%
AVERAGE INCREASE IN RESOURCES			4%			10%	7%	7%

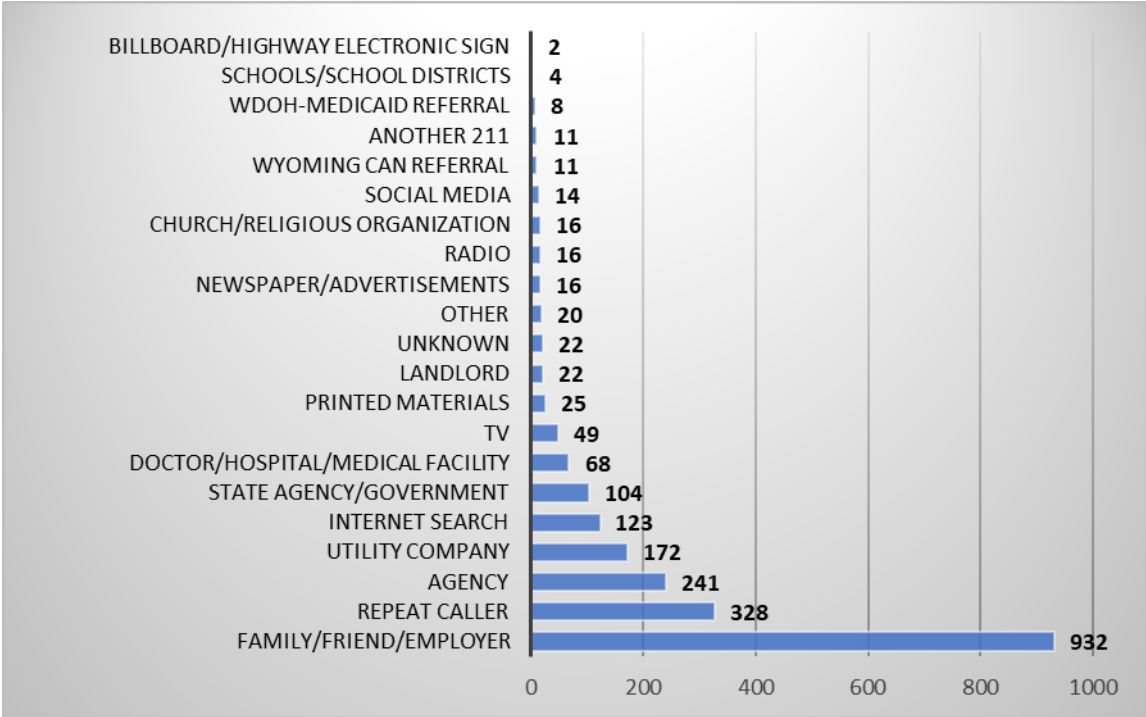
Demographics of Callers

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 October 1, 2020 and December 31, 2020.



- 136 out of 271 callers or 50% indicated they did not have health insurance
 - 93 out of 275 families or 34% reported being on food stamps
 - 63 out of 272 individuals or 23% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

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



When we followed up with callers...

- 100% were satisfied with the 211 service
- 100% learned about new resources
- 100% would recommend the 211 service to others
- 100% would call again for assistance
- 50% received assistance from services referred to

Reason Why Service Not Received:

- 50% - Agency referred to couldn't help
- 50% - Will make contacts later