

Wyoming

2·1·1

Get Connected. Get Help.™



# ANNUAL REPORT

JANUARY 2023 – DECEMBER 2023

2023



CALL 211



TEXT YOUR  
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898211



VISIT  
WYOMING211.ORG

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## A Message From Our Executive Director

Dear Friends!

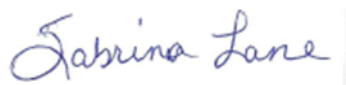
I am thrilled to share with you the progress we have made over the past year. Our board members, staff, and partners have shown unwavering dedication to assisting those in need, which has resulted in continued growth and success.

In 2023, we assisted over 2,350 individuals with a variety of needs, including utility service payments, rent payments, food insecurity, transportation, health insurance, legal and counseling services, and much more. We also launched the Wyoming Aging and Disability Resource Center, which provides information on local services available for older adults, people with disabilities, and family caregivers in Wyoming.

Additionally, we developed CommuniCare, a Community Information Exchange program, invested in new technology solutions, and added administrative staff to our IT and finance departments. We also made significant outreach efforts throughout the state through virtual and in-person events, where residents and professionals learned about our services and how to connect with Wyoming 211. Lastly, we hosted an inaugural fundraising event, Lip Sync Battle, in Sheridan, Wyoming.

We remain committed to improving the lives of people in Wyoming by launching new programs, investing in technology solutions, and collaborating with passionate people around the state about important issues. I hope you enjoy reading our 2023 annual report and learning about the impact and power of 211.

Sincerely,

A handwritten signature in blue ink that reads "Sabrina Lane". The signature is written in a cursive, flowing style.

**Sabrina Lane**

Executive Director

Wyoming 211



## About Wyoming 211

Launched in 2011, Wyoming 211 is a statewide helpline and website that provides free, confidential health and human services information and referrals. “2-1-1” is the three-digit dialing code designated in 2000 by the Federal Communications Commission to provide widespread public access to community information and referral services. As of February 2023, the 211 network serves 99% of the U.S. population. In Wyoming, 100% of the Wyoming population is served by Wyoming 211.

Wyoming 211 is a comprehensive resource that can connect individuals to over 2,800 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 visit our website at [www.wyoming211.org](http://www.wyoming211.org) and use the guided search for services in their community.

### Mission

Wyoming 211 is a trusted and responsive provider of information, referrals and support regarding health and social services in partnership with communities.

### Vision

- Be a trusted and responsible source for partners and community members.
- Grow a sustainable and flexible funding model.
- Develop leadership and resources across the state that represent the diverse voices of our clients.
- Provide innovative and responsive services.
- Have a sustainable operations structure.

### Values

**Inclusive and Accessible** – Value the diversity of our clients and include it in all that we do. Ensuring that we are accessible to everyone where they are.

**Relationship-Centered** – Have a personal touch that looks for solutions to the client’s complete needs and story.

**Community-Focused** – Create connections on a local level that provide connections to resources to the people and communities around the state.

**Collaborative** – Be a strong community partner that builds connections between partners, resources, clients, and communities.

**Quality Driven** – Hold ourselves to high standards that build trust and provide customer service and resources that meet client needs.

## Wyoming 211 Staff

Our community resource specialists and database curators all go through rigorous training through Inform USA (formerly known as Alliance for Information and Referral (AIRS)). Training on the database and taking calls is a very extensive process and can take several weeks to get a CRS up to speed.

AIRS also sets the standards by which Wyoming 211 operates. These standards establish reference points that define expected practices within the field of I&R and can be used to measure the compliance of organizations to these requirements. They also have developed Quality Indicators (QIs) that provide concrete examples of processes or outcomes that can determine quality.

**Executive Director** – Sabrina Lane

**Deputy Director** – Olivia Schon

**Finance & Administrative Coordinator** – Angie Buchanan

**Technology Operations Lead** – Sarah Martin

**Resource Database Supervisor** – Jane Cramb

**Resource Database Specialist** – Nichole Coyne

**Call Center Supervisor, CRS** – Josie Moralez

**Community Resource Specialist** – Natasha Moreno

**Community Engagement Manager, CIE** – Casey Quinn

**CommuniCare Navigator** – Rachel Sullivan

**Aging and Disability Resource Center Navigator** – Tammy Gamino

**Kinship Connections of Wyoming Program Manager** – Chandra Ortiz

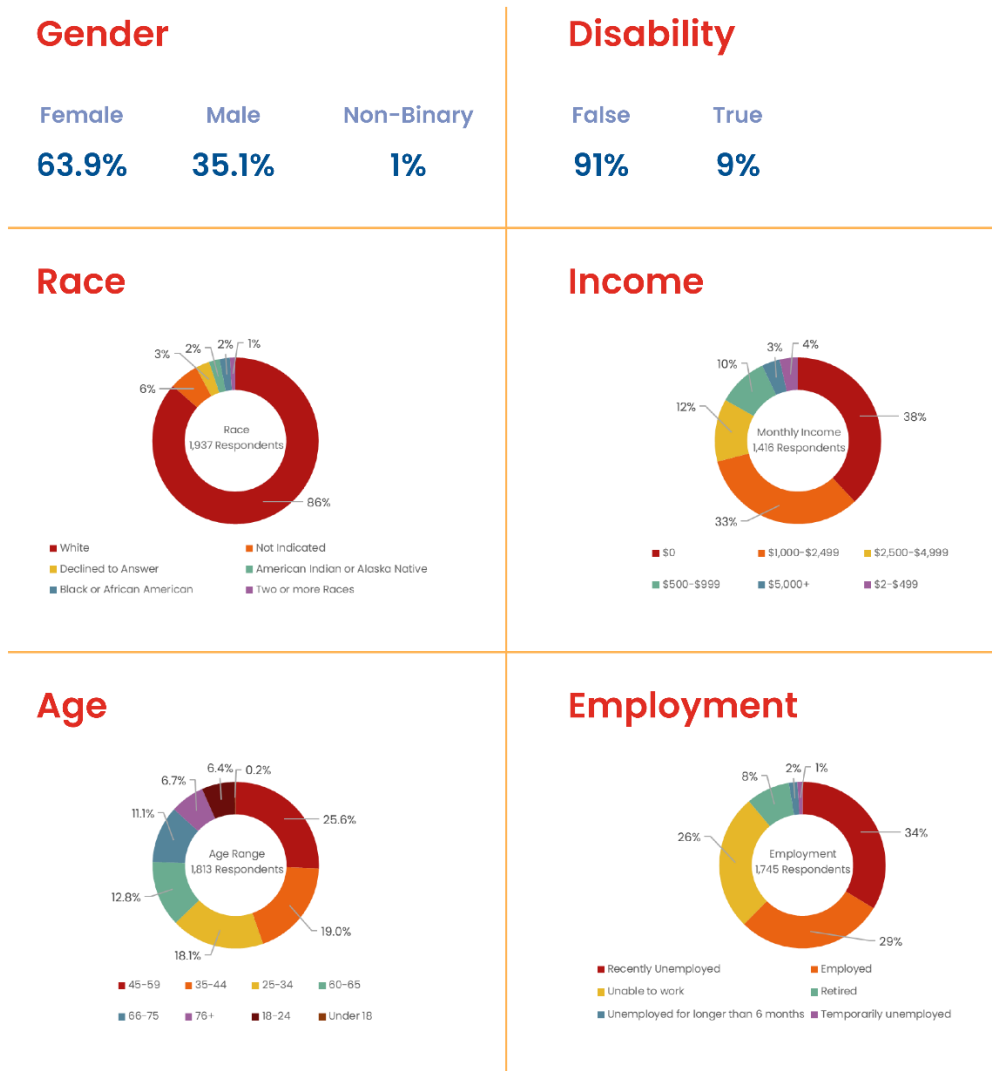
**Kinship Connections of Wyoming Navigator** – Gabby Rogers



## Wyoming 211 Data

### Who's Contacting Wyoming 211?

While 211 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 211 in Wyoming, how they heard about the service and the needs faced by the callers.

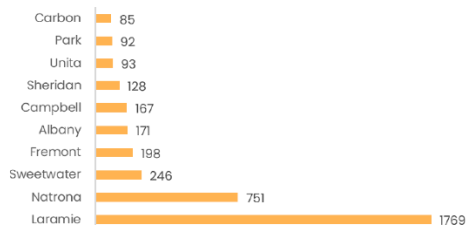


### Top 10 Communities

(Based on number of interactions)

- |               |             |
|---------------|-------------|
| 1. Laramie    | 6. Campbell |
| 2. Natrona    | 7. Sheridan |
| 3. Sweetwater | 8. Unita    |
| 4. Fremont    | 9. Park     |
| 5. Albany     | 10. Carbon  |

Based on Interactions





## Why Are People Contacting Wyoming 211?

Wyoming 211 classifies services and programs as a specific category in the 211 database. There are 10 major categories and each category branches into four narrowly focused levels of service. When a caller contacts Wyoming 211 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.

### Top 5 Needs

#### Housing



1. Rent Payment (1,260)
2. Rent Deposit (110)
3. Elderly/Disabled Rentals (66)
4. Motel Bill (65)
5. Homeless Shelter (57)

#### Utilities



1. Utility Payment (1,494)
2. Heating (103)
3. Utility Deposit (30)
4. Water (24)
5. Discounted Internet (21)

#### Transportation



1. Local Transportation (535)
2. Non-Emergent Medical Transportation (331)
3. Gas Money (115)
4. Local Bus Transit (54)
5. Transportation Expense (29)

#### Health Care



1. General Health Ins. Information/Counseling (158)
2. State/Local Health Ins. Information/Counseling (125)
3. Community Clinics (80)
4. Health Insurance Marketplace (80)
5. Home Health Care (74)

#### Food/Meals



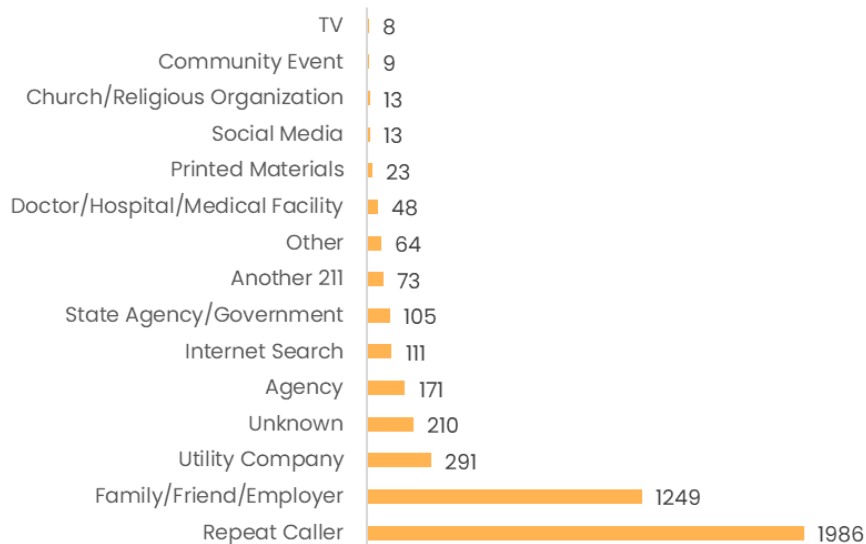
1. Food Pantries (594)
2. SNAP (59)
3. Food Vouchers (50)
4. Home Delivered Meals (10)
5. Grocery Ordering/Delivery (9)

## How Contacts Heard About 211 & What They Say About Us

### What They Say About Wyoming 211



### How They Heard About Wyoming 211



## Programs & Technology

Wyoming 211 call center addressed nearly 4,200 requests and an additional 800+ requests were handled by our programs for assistance from residents across the state. Nearly 8,500 referrals were provided to these individuals and families to help them access the necessary programs and services.

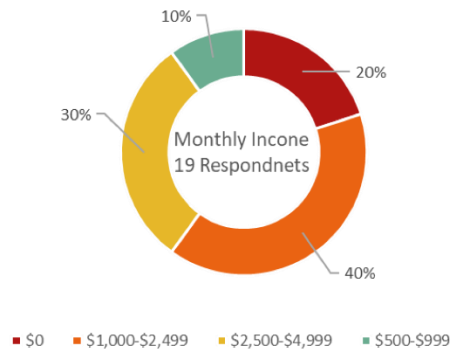
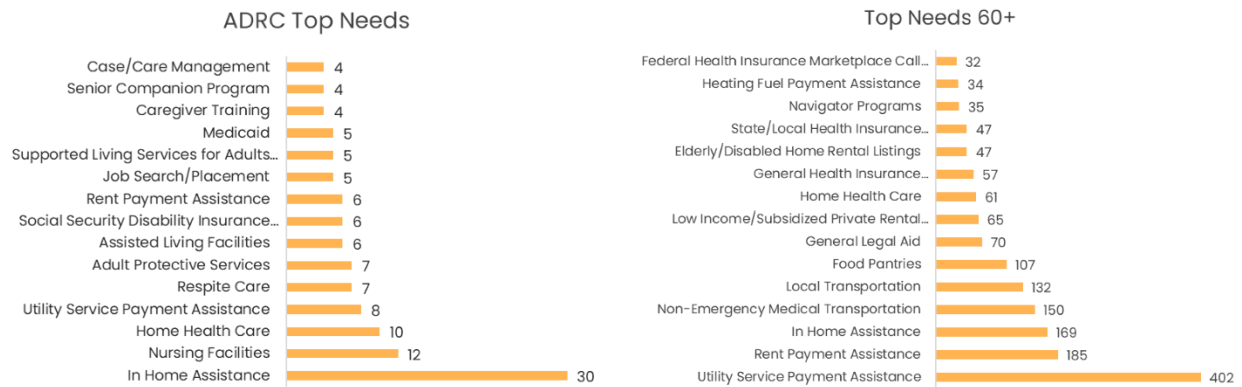


### Aging and Disability Resource Center (ADRC)

In March 2023, Wyoming 211, the Wyoming Department of Family Services, and the Wyoming Department of Health partnered to establish the Wyoming Aging & Disability Resource Center.



Wyoming's ADRC is a one-stop call center providing information on local services for older adults, people with disabilities, and family caregivers in Wyoming. Based on the individual needs, the ADRC navigator will provide comprehensive information and referrals on public and private programs, service providers, health insurance options, and a wide range of community resources. In 2023, the ADRC staff worked with 41 clients, 9 of whom had disabilities. Wyoming 211 worked with an additional 63 individuals over the age of 60. The two graphs below indicate the top presenting needs for both groups. In-home assistance was a high-ranking need for both groups.



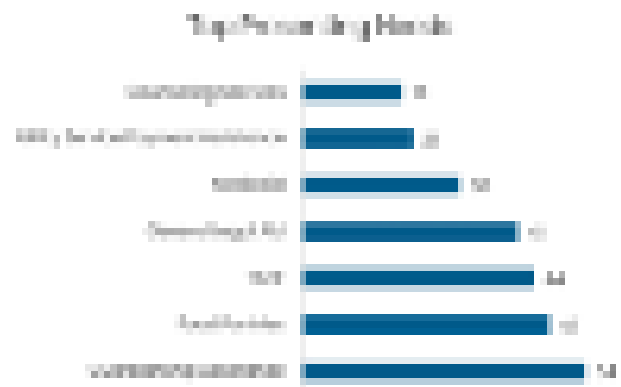
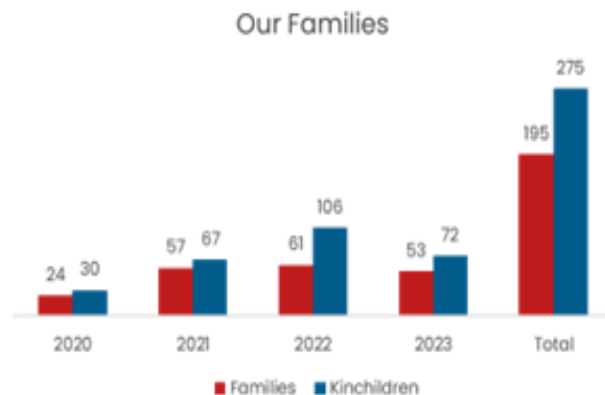


## Kinship Connections of Wyoming

Kinship Connections of Wyoming is a free information, referral, and advocacy program for kinship caregivers in Wyoming, offering a variety of referral services, emotional support, case management, and outreach to meet the needs of kinship families.

It is the vision of Kinship Connections of Wyoming to cultivate resilient individuals, families, and communities by providing kinship caregivers with the connections, support, and respect they need to provide a safe, stable, and loving home for the children they are raising.

In 2021, KCOW was invited by Casey Family Programs to join the Kinship Navigator Cross-Site Collaborative. This collaboration included Generations United, the University of Washington, and eight other states with the hopes of creating a program model that would allow these states to be included in the federal Kinship Clearinghouse. After much consideration, KCOW joined forces in 2022 with the Kinship program in Montana in 2022 to conduct a formal program evaluation. Because both states are rural in nature and similar in population and demographics, together they can provide a sufficient sample size to conduct an appropriate program evaluation. On February 1, 2022, KCOW officially launched the evaluation and began providing services statewide. At the end of 2023, KCOW officially achieved half the number of required participants for the evaluation.





## CommuniCare, A Community Information Exchange

In 2023, Wyoming 211 began the development of the technology, governance and security framework supporting CommuniCare, Wyoming's Community Information Exchange (CIE) ® program. CIEs are networks of service providers who share information and coordinate care with each other from a centralized technology platform. Partners can access a variety of tools that help them identify client needs, close the loop on referrals, communicate with others working with shared clients, and better identify available resources. The goal is to help shared clients access services, care and support more efficiently to improve their health, functioning, and quality of life.

A core component of the CIE ® is a **technology platform** that includes referral tools for healthcare providers and human/social services organizations, as well as a database where individual records about participating clients can be created, maintained, and accessed by participating providers. CommuniCare is utilizing VisionLink as the technology platform. It is a very fluid and flexible platform.

CommuniCare CIE ® is supported by a multi-level **governance framework** in which different partners each play a unique role in guiding the vision and ongoing development of the CIE ®.

Backbone Organization – Wyoming 211 is responsible for the administration and oversight of the CIE including the following:

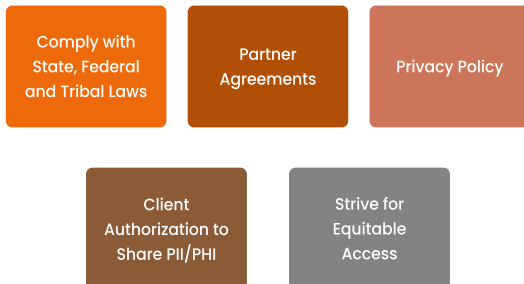
- Managing the system infrastructure and technology platform
- Providing network partners access to the 211 comprehensive resource database
- Maintaining and keeping the community resource directory current and relevant
- Expanding the network of partners and funders
- Acting as the fiscal agent to ensure the sustainability of the CIE ®
- Aligning partners and their activities
- Establishing shared outcomes and measurement practices to facilitate ongoing learning and process.
- Administration and maintenance of participant agreements

Steering Committee – The Multi-Agency Steering Committee serves as the governing body of CommuniCare, providing strategic support, expertise, guidance, and decision-making on designing, implementing, evaluating, funding, and sustaining the CIE ®.

The CommuniCare **Privacy and Security Framework** is designed to protect and maintain the privacy of client data that may be collected, used, and shared via the Network.

Each Authorized User will comply with all applicable federal, state, and local laws and regulations, including, but not limited to, those protecting the confidentiality and security of individually identifiable health information and establishing certain individual privacy rights.

Specific laws are HIPAA, CFR 42 Part 2, and Wyoming Breach Notification Statute.



The CommuniCare Pilot Program will be underway mid-March 2024 and is expected to last 8-weeks.

An evaluation will be performed to gauge the effectiveness and success of the pilot project and the innovation of CommuniCare.

## CommuniCare Partners

The following partners support current and future efforts of CommuniCare and may be members of the steering committee, a pilot participant, or a funder of CommuniCare.



## Wyoming 211 Resource Database

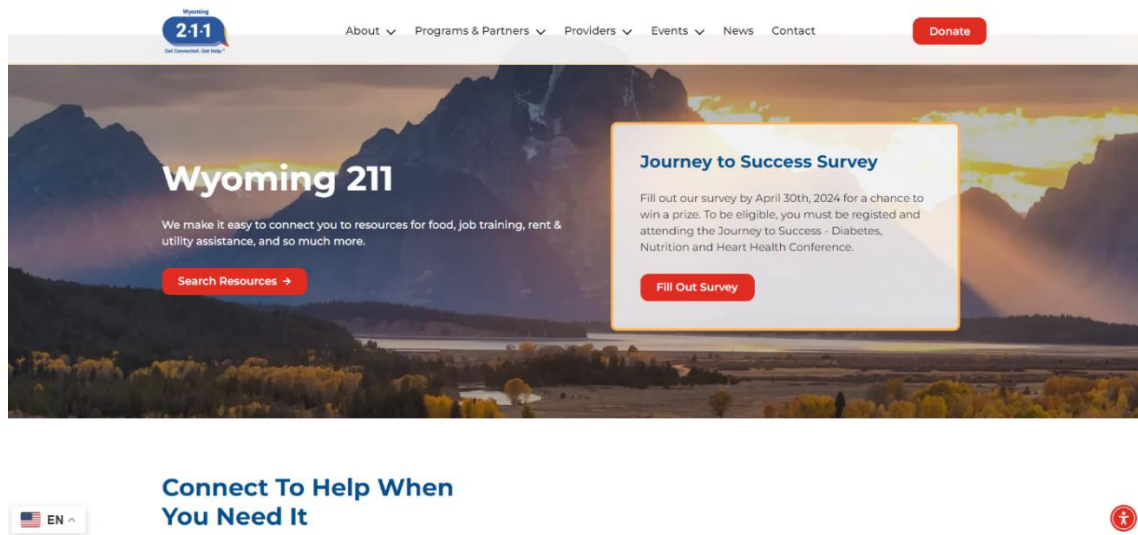
The Wyoming 211 database is its most precious asset and is the most current and comprehensive database of community resources in the State of Wyoming, which serves as a central access point for connecting Wyoming's residents to community resources.

At the end of December 31, 2022, the database housed 2,652 services or programs. As of December 31, 2023, the resource database grew by 8% bringing the total number of resources to 2,855.

## Technology Advancements

Technology is at the core of what we do, and we continually strive to provide access to information, resources, and data as convenient and barrier-free as possible. With that in mind, we made significant technological advancements in 2023!

To kick the year off, we launched a whole new website platform that is fresh looking and chock-full of information about Wyoming 211. It provides a translator for individuals speaking languages other than English and it also has accessibility functionality whereby users can increase imaging and text, increase, or decrease contrast, and it even has a dyslexia widget to help simplify the reading experience.



## Suicide and Crisis Lifeline

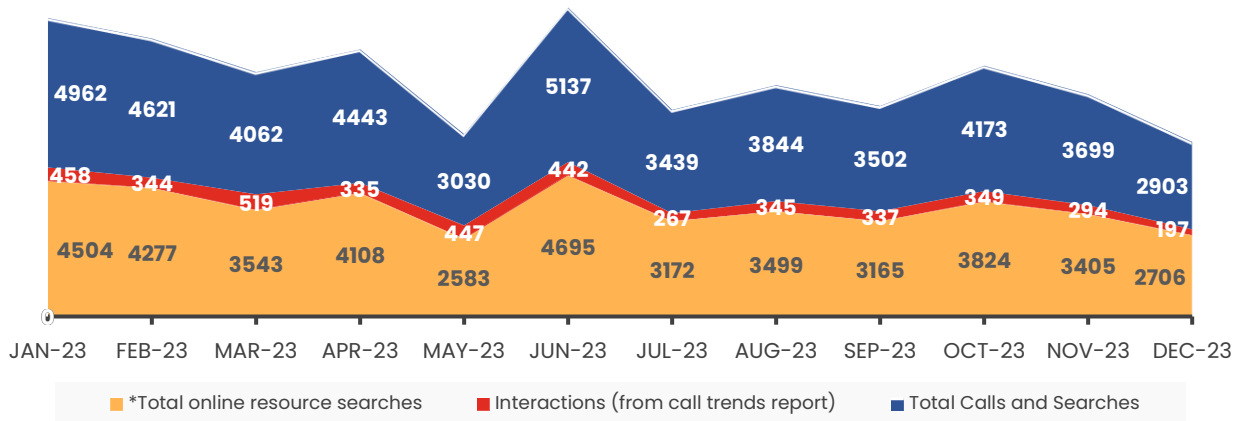


Through support provided by the ARPA funding, Wyoming 211 partnered with the 988 Lifeline Call Center and Central Wyoming Counseling Center 988 Suicide and Crisis Lifeline. The 988 Suicide & Crisis Lifeline provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week, across Wyoming. This partnership facilitates the sharing of the Wyoming 211 resource database into each of their respective contact management systems and allows their contact center staff to provide immediate and available resources to individuals in crisis 24/7.

## Search Engine

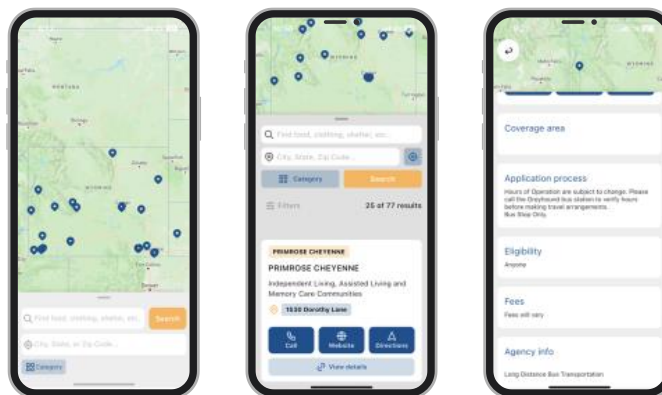
Shortly after the launch of the website, we launched our new Resource Search Engine. It provides a variety of ways to find resources including a list of curated questions focused on the topmost presenting needs, keyword search, and a guided search menu for those who don't know what to search for. The search results in a listing of services available in selected zip codes as well as a map to help the user identify where the service is located. The graphic below shows how many times the search engines were used over time combined with the monthly call volume.

Online Resource Search vs Call Volume



## Mobile App

Last, but not least, we launched the Wyoming 211 Mobile App using COVID-19 Health Disparities grant funding. Apple and Android cell phone users can access this app for free through the app store. The mobile app uses the same search engine functionality as the website search engine.



## 2023 Board of Directors

Wyoming 211 is a nonprofit 501 (c)(3) and is governed by an outstanding Board of Directors representing different communities throughout the great state of Wyoming. We need to have a pulse on the health and human resources and needs in Wyoming and our Board of Directors is working diligently to help us in this endeavor. We could not do the work we do without their support.

### Amy Spieker, MPH

LARAMIE

PRESIDENT

Cheyenne Regional Medical Center,  
Director of Community Health and  
Analysis

### Christi Haswell

SHERIDAN

VICE PRESIDENT

Sheridan County, County Commissioner

### John Fritz

LARAMIE

SECRETARY/TREASURER

Hathaway & Kunz, LLP, Attorney

### Sheila Bush

LARAMIE

PAST PRESIDENT

Wyoming Medical Society, Executive  
Director

### Michelle DeHoff

LARAMIE

MEMBER

Jonah Bank of Wyoming, Chief Culture  
Officer

### Steve Hamaker

ALBANY

MEMBER

Big Brothers Big Sisters of Wyoming,  
Executive Director

### Lisa Scroggins

NATRONA

MEMBER

Natrona County Library, Executive  
Director

### Abby Pratt

PARK

MEMBER

Enroll Wyoming, Project Specialist

### Ronda Boller

CAMPBELL

MEMBER

TenderCare, LLC, Owner

### Richard Garrett

LARAMIE

MEMBER

Garrett & Associates, LLC, Consultant

### Jim Hutchison, PA-C

FREMONT

MEMBER

Lander Medical Clinic, Physician  
Assistant

### Tom McCarthy

NATRONA

MEMBER

Townsquare Media Casper, President &  
General Manager

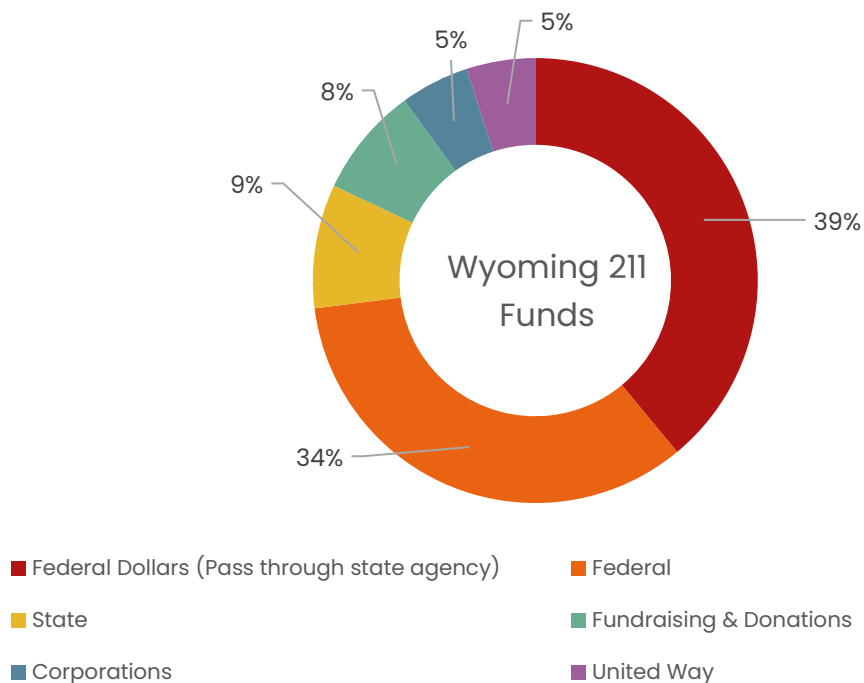


## Our Partners & Funders

Wyoming 211 relies on the generosity of funders and supporters to carry out its mission of providing support and resource information for residents of our community. Thank you!

United Way of Laramie County  
 United Way of Albany County  
 United Way of Natrona County  
 United Way Worldwide  
 Cheyenne Regional Medical Center  
 Enroll Wyoming  
 Homer and Mildred Scott Foundation  
 Wyoming Department of Health  
 Wyoming Department of Family Services  
 Wyoming Department of Agriculture  
 O'Hara Family Fund of the Princeton Area  
 Community Foundation

Jonah Bank of Wyoming  
 Trona Valley Federal Credit Union  
 Williams Companies Fund  
 Wyoming Bank & Trust  
 Align  
 Blue Cross Blue Shield  
 Arete Design Group  
 Church and Dwight Co., Inc.  
 First Federal Bank and Trust  
 Williams Company Fund  
 Individual Donors



## Support Our Work

Our helpline and online community resource directory are vital services that provide individuals and families with the support they need to access essential programs for food, shelter, health care, mental health, and other basic needs. We're proud to say that over the past year, we've spoken with thousands of individuals to help them during their time of need.

Your support can make a significant difference in the lives of those who rely on our helpline. Your donation can help us continue assisting those who need it most, especially during these difficult times. Any amount that you can contribute would be greatly appreciated. Your donation is tax-deductible, and you can be confident that your support will directly impact the individuals and families who reach out to us for help.

**YOUR DONATIONS HELP CONNECT PEOPLE LIKE JOE AND ROBERT TO THE HELP THEY NEED.**

### Fresh Start



Joe called Wyoming 211 initially looking for gas for his car. He had fled a domestic violence situation in Colorado and ended up being homeless. When Joe called 211, he was living out of his car. When he was connected to a community resource specialist, they were “like a breath of fresh air!” and were amazing to work with. Joe believes that the individuals who work for Wyoming 211 go above and beyond and see their work as more than a job.

Joe was first given referrals and information for gas money, housing, and job opportunities. After receiving assistance from 211, he now is living in an apartment, has a good job, and doesn't have to worry about being on the street. Joe believes that Wyoming 211 does such important work and he shared that it's imperative that it stays around as an organization for people like him who need help.

### Heavy Lifting

Robert, an 80-year-old gentleman, called looking for assistance with moving. He was living in an apartment that he felt was unsafe and found another place in Douglas. He uses a wheelchair and only has one leg. He can move boxes however he can't move the heavy furniture such as his bed and couch. He already has a trailer and just needed a couple of people to help load the trailer. After making several calls to various agencies, the Wyoming 211 navigator was able to make a connection to Volunteers of Wyoming, a new non-profit in Casper. Jason, the owner of the company, was able to secure 4 volunteers to help with the move! The navigator contacted Robert and he was so very grateful! They made the move shortly after Thanksgiving.



**To donate, visit our website at [www.wyoming211.org](http://www.wyoming211.org) or call us at 307-433-3075.**