

Wyoming



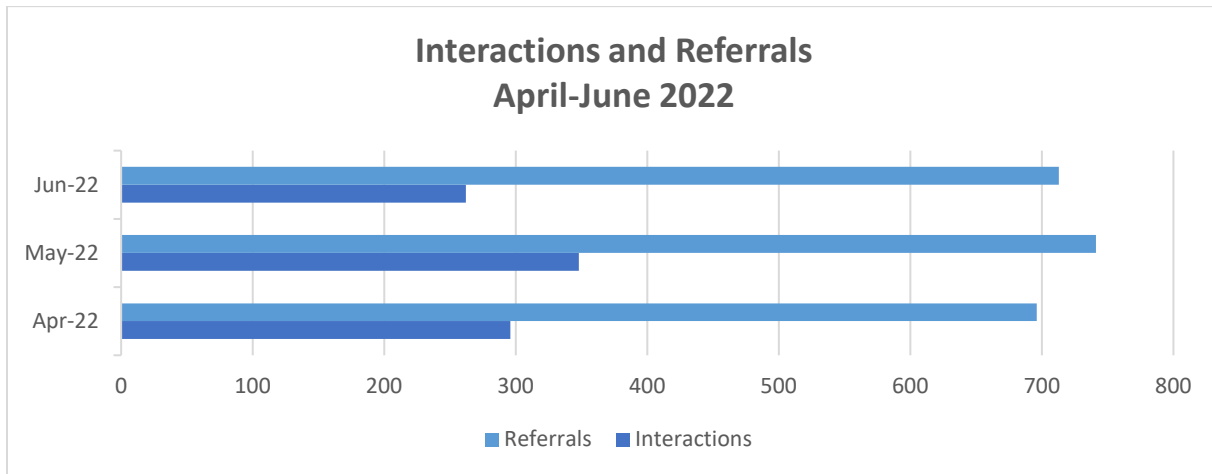
Get Connected. Get Help.™

APRIL THROUGH JUNE 2022

STATEWIDE INFORMATION AND REFERRAL REPORT



From April to June 2022, Wyoming 2-1-1 handled 906 calls (interactions) and provided 2,150 referrals statewide.

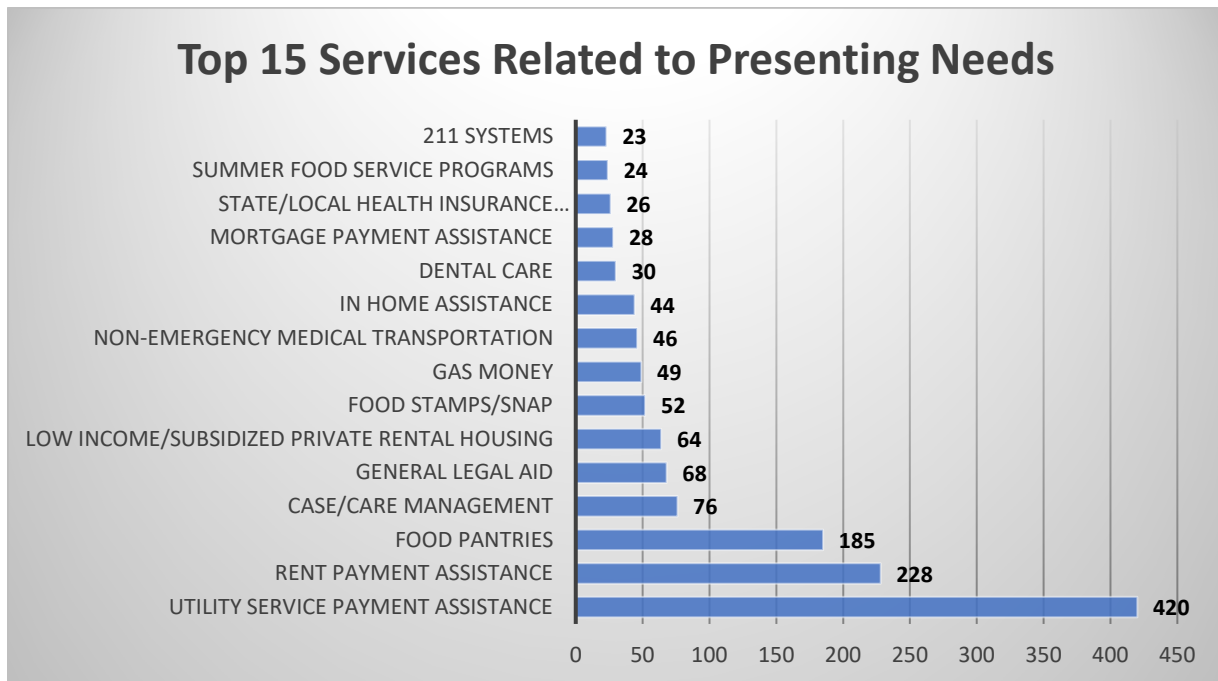
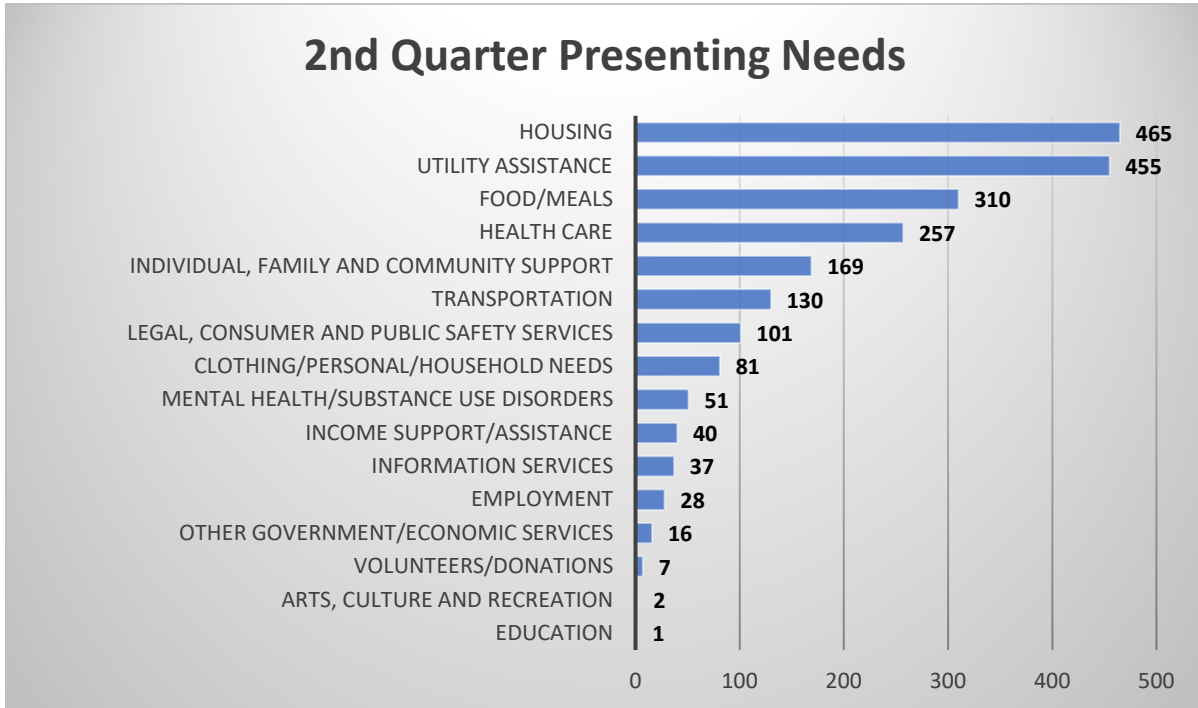


When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

County	Total Calls per County Jan-Mar 2022	Total Calls per County Apr-Jun 2022	Total Referrals Per County Jan-Mar 2022	Total Referrals Per County Apr-Jun 2022	County	Total Calls per County Jan-Mar 2022	Total Calls per County Apr-Jun 2022	Total Referrals Per County Jan-Mar 2022	Total Referrals Per County Apr-Jun 2022
ALBANY	41	39	78	81					
BIG HORN	14	14	35	31	NIOBRARA	2	1	7	2
CAMPBELL	45	37	112	93	PARK	19	26	45	60
CARBON	36	15	93	48	PLATTE	14	12	34	34
CONVERSE	21	19	46	43	SHERIDAN	49	27	101	68
CROOK	2	4	3	4	SUBLETTE	10	1	23	1
FREMONT	35	50	104	136	SWEETWATER	67	44	165	123
GOSHEN	6	15	9	28	TETON	14	5	27	7
HOT SPRING	6	8	9	8	UINTA	21	20	64	56
JOHNSON	5	11	8	29	WASHAKIE	12	11	20	18
LARAMIE	380	321	1263	918	WESTON	14	10	41	26
LINCOLN	8	7	16	21	COUNTY NOT IDENTIFIED	20	116	16	37
NATRONA	107	97	305	278	GRAND TOT	948	910	2624	2150

Presenting Needs and Services

Utility assistance, rent assistance, food and health insurance are among the top needs in the 1st Quarter of 2022.



Unmet Needs: Reason and Request

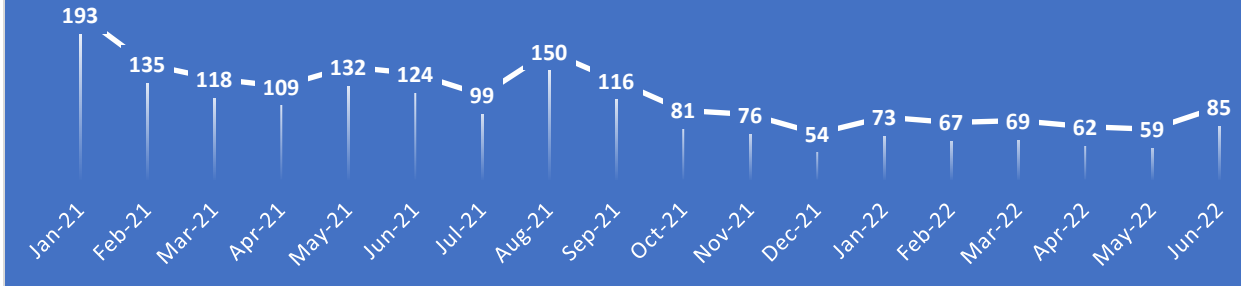
Reason Unmet/Need	# of Requests	Reason Unmet/Need2	# of Requests
Client ineligible	8	No referral given/Service unavailable	37
General Legal Aid	2	Appliance Repair	1
Utility Service Payment Assistance	6	Automobile Payment Assistance	2
		Automotive Repair and Maintenance	5
Client refused referral	21	Birth Certificate Fee Payment Assista	1
Case/Care Management	3	Birth Certificates	1
Eye Care Expense Assistance	1	Children's Out of Home Respite Care	1
Federal Health Insurance Marketplace Call Center/	1	Electric Service Payment Assistance	1
Mortgage Payment Assistance	1	Eye Care Expense Assistance	1
Non-Emergency Medical Transportation	1	Home Maintenance and Minor Repair	2
Rent Payment Assistance	2	Homeless Shelter	2
Representative Payee Services	1	Long Distance Bus Fare	1
TANF	1	Mailboxes	1
Travelers Assistance	2	Medical Care Expense Assistance	1
Utility Service Payment Assistance	7	Mortgage Payment Assistance	1
Veterinary Care Expense Assistance	1	Motel Bill Payment Assistance	2
		Moving Services	1
Lack of funds	1	Personal/Grooming Needs	1
Rent Payment Assistance	1	Personal/Grooming Supplies	1
		Pest Control Services	1
Other	4	Rental Application Fee Payment Assis	1
Rent Payment Assistance	2	Rental Deposit Assistance	2
Utility Service Payment Assistance	2	Telephone Service Payment Assistan	2
		Water Heater Maintenance/Repair	1
		Water Heaters	2
		Water Service Payment Assistance	2

COVID-19

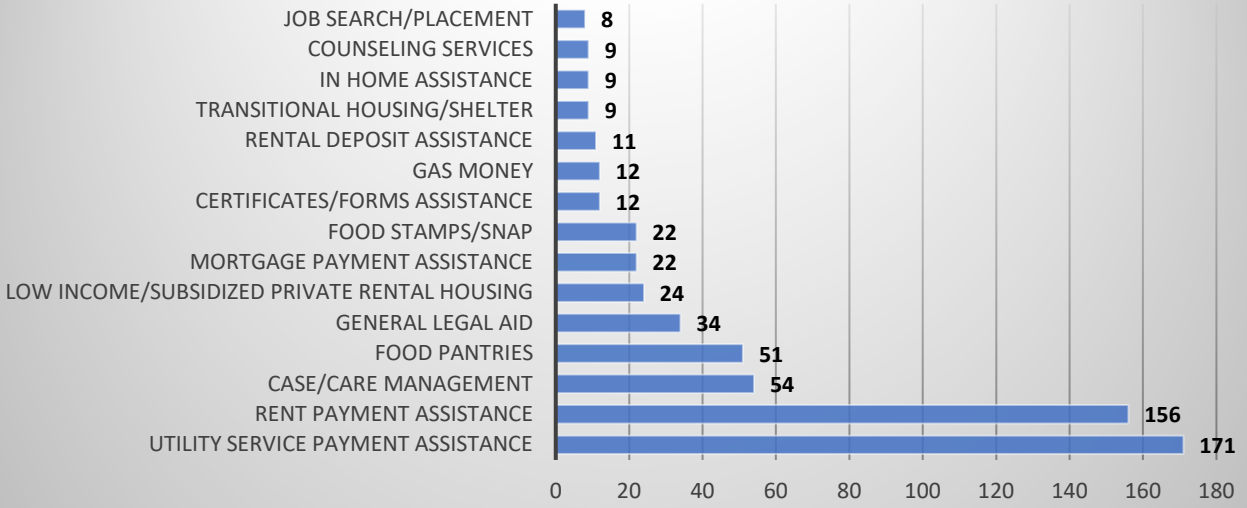
Since March 2020, Wyoming 2-1-1, in partnership with the Wyoming Department of Health, has provided a public telephone helpline for COVID-19 questions and information. In April 2021, Wyoming 2-1-1 also has provided support to the Wyoming Department of Health through the Vaccine Confidence grant. The purpose of this effort was to address possible vaccine misinformation and increase vaccine confidence and vaccine uptake across the state of Wyoming. This was accomplished by completing a rapid community assessment guide which was used to inform communication methods in communities across the state. Materials promoting the COVID-19 vaccine and factual information were also disseminated in each county. Over the course of the project, which was completed in June 2022, there was an increase in vaccination rates in each county, which has been the ultimate goal of the project.

Call volume related to COVID continues to hold steady. As of June 2022, COVID related calls represent 23% of all calls received and handled by Wyoming 2-1-1 Community Resource Specialists. Calls received are centered more around basic needs, but we continue to receive calls specific to the virus. Wyomingites are interested in learning about

COVID INTERACTIONS JANUARY 2021-JUNE 2022



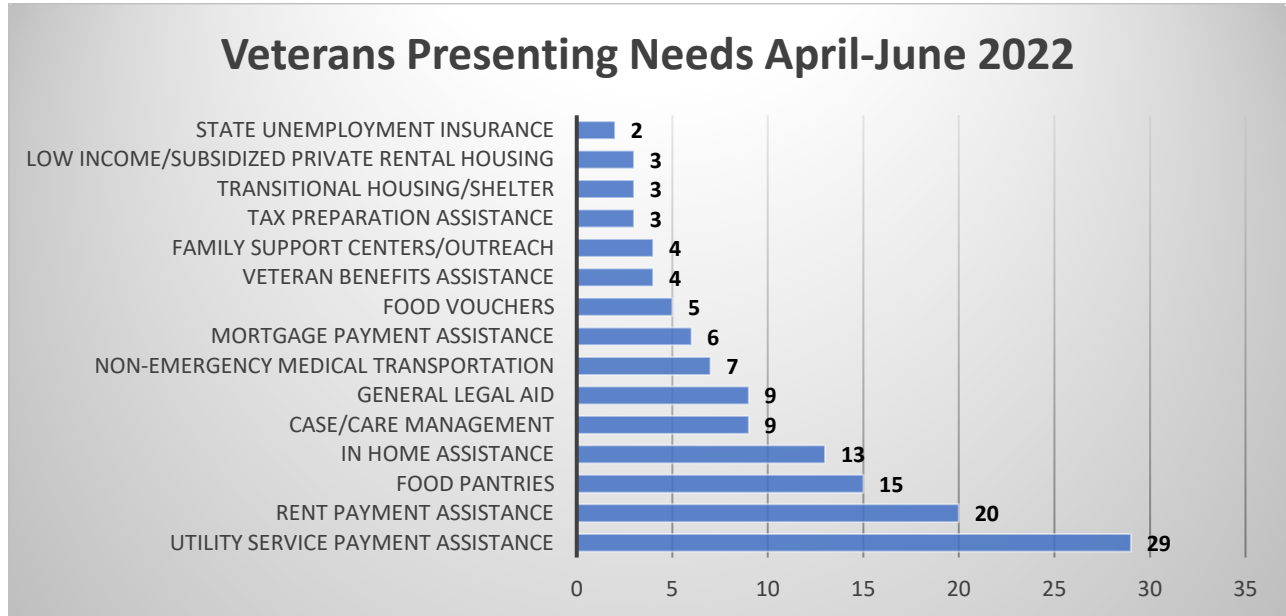
COVID Related Presenting Needs



Questions Related Specifically to COVID	# of inquiries	Questions Related Specifically to COVID2	# of inquiries3
Qtr1		Qtr1	
Coronavirus General Information - COVID-19	12	Wyoming Immuniation Program (VFC)	1
ERAP - Housing Stability Services	6	Letter for individuals that test positive for COVID-19	1
CDC Isolation and Quarantine Guidance	5	Vital Records Services	1
If you are sick, what to do	4	Vault Free at-home COVID-19 testing	1
Medicaid	4	Casper Natrona County Public Health	1
Travel Services	3	Wyoming Cancer Program	1
Wyoming Medication Donation Program	2	Qtr2	
COVID Breakthrough Cases	1	Coronavirus General Information - COVID-19	3
County Information - Laramie County	1	Wyoming Immunization Program (VFC)	1
Home and Community Based Services	1	Workplace/Business Guidance	1

Veterans

Between April and June 2022, 23 veterans and an additional 15 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 16 were receiving VA Benefits and 17 were enrolled in the VA Healthcare program. In addition, 18 veterans rented their home, 18 owned their home and 1 was homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the second quarter of 2022.



Enroll Wyoming

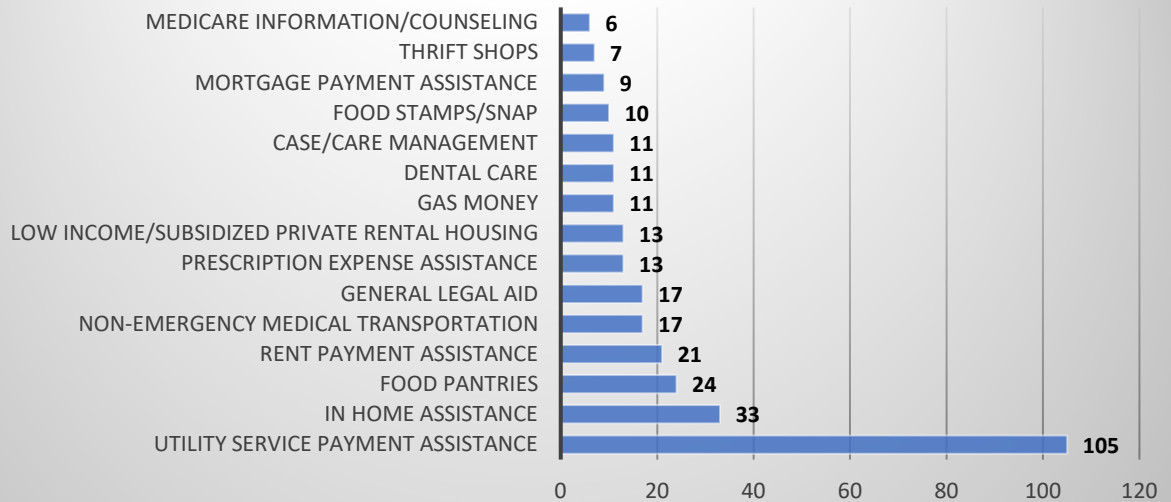
Since 2013, Wyoming 2-1-1 has partnered with Enroll Wyoming to help navigate the health insurance market place. There are two community resource specialists on staff who are trained annually as a Insurance Navigator to help individuals in need of health insurance understand the Affordable Care Health Insurance Market place and review coverage options with them. If the individuals needs more specialized assistance, such as completing the application, our community resource specialists will refer the individual to a Navigator with Enroll Wyoming. Since January, 162 individuals have call seeking health insurance. Of those, 39 individuals, or 24% fell into the Medicaid Gap.

Wyoming CAN (COVID-19 AGING NETWORK)

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.

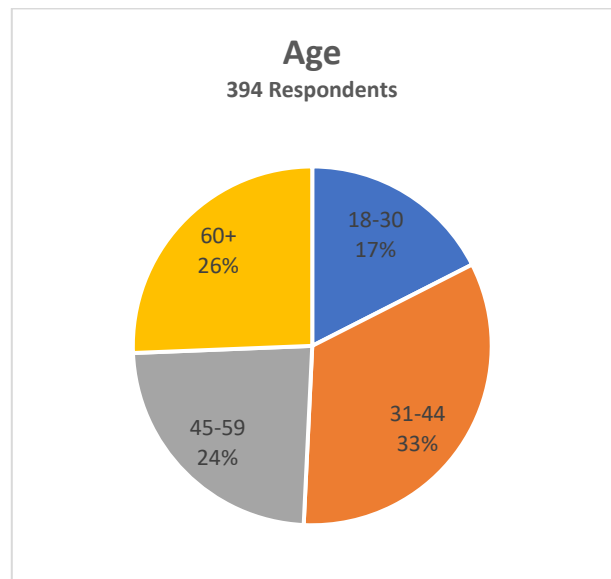
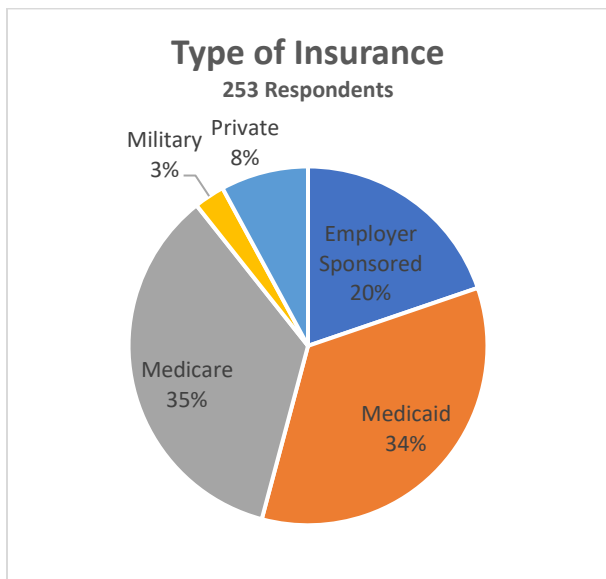
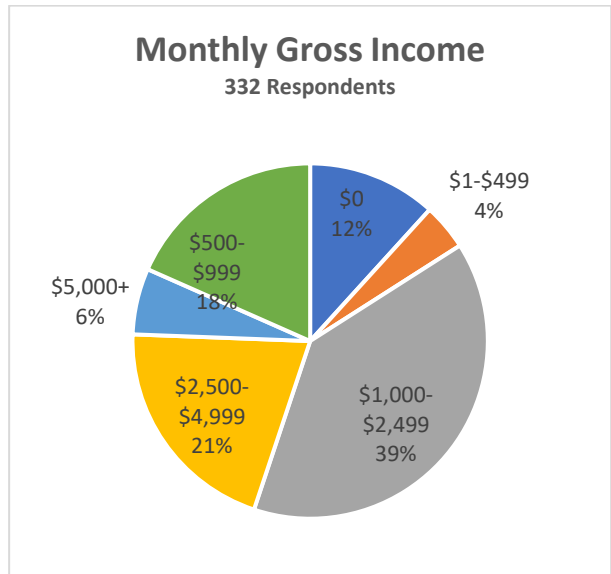
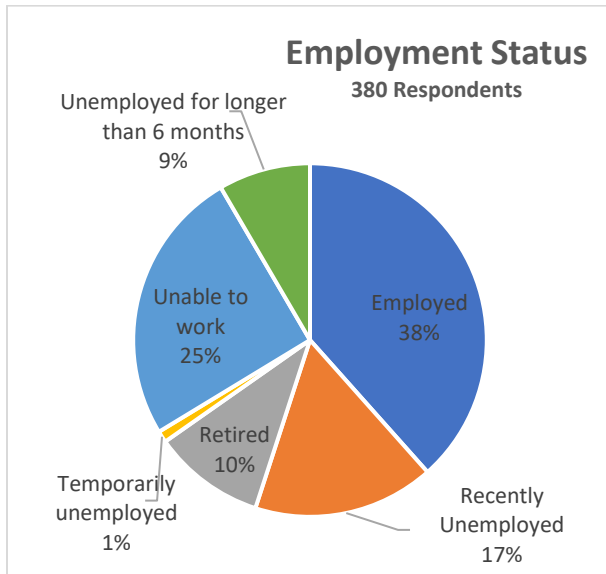
This program offers an opportunity for older adults and caregivers to connect online with Wyoming 2-1-1 and share their care needs all on a single form. After submission, a Wyoming 2-1-1 Community Resource Specialist will reach out to connect the aging adult to local community resources. Wyoming 2-1-1 received 9 inquiries for assistance in the 2nd quarter looking for food pantries, prescription and medical expense assistance, and non-medical transportation. Utility Payment Assistance followed by In Home Assistance and Food Pantries were the top three presenting needs for all adults over 60 that reached out to Wyoming 2-1-1.

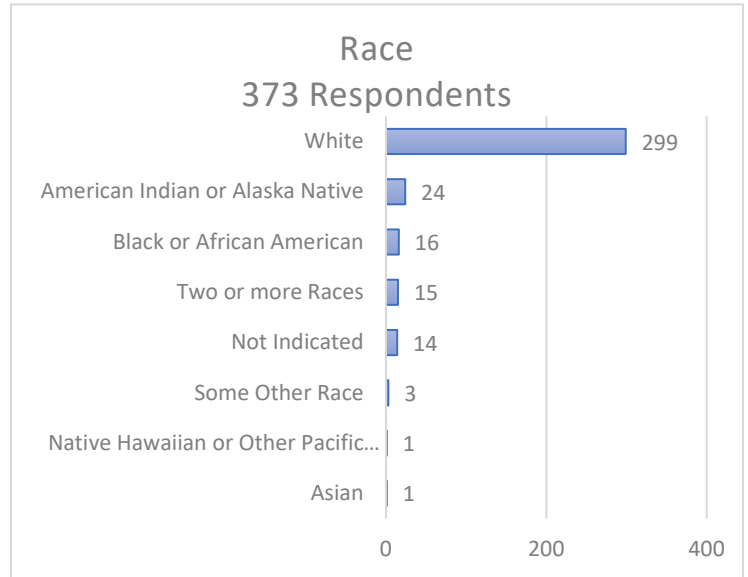
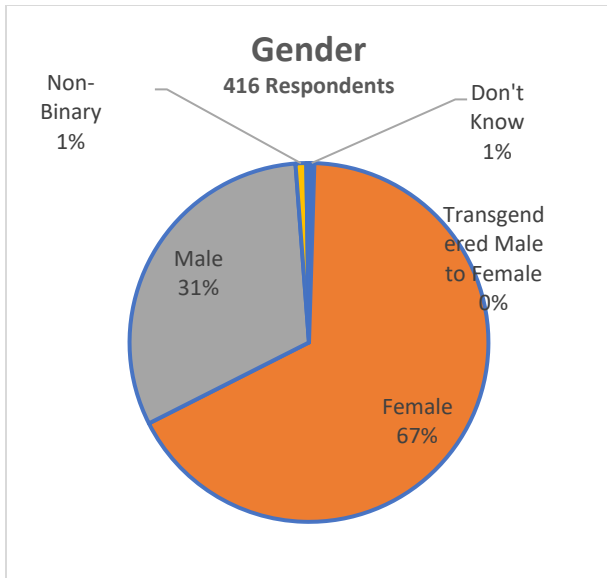
Top Presenting Needs Age 60+



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 Community Resource Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between January through March 2022.





- 128 out of 362 families or 35% reported being on food stamps
- 87 out of 361 individuals or 24% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

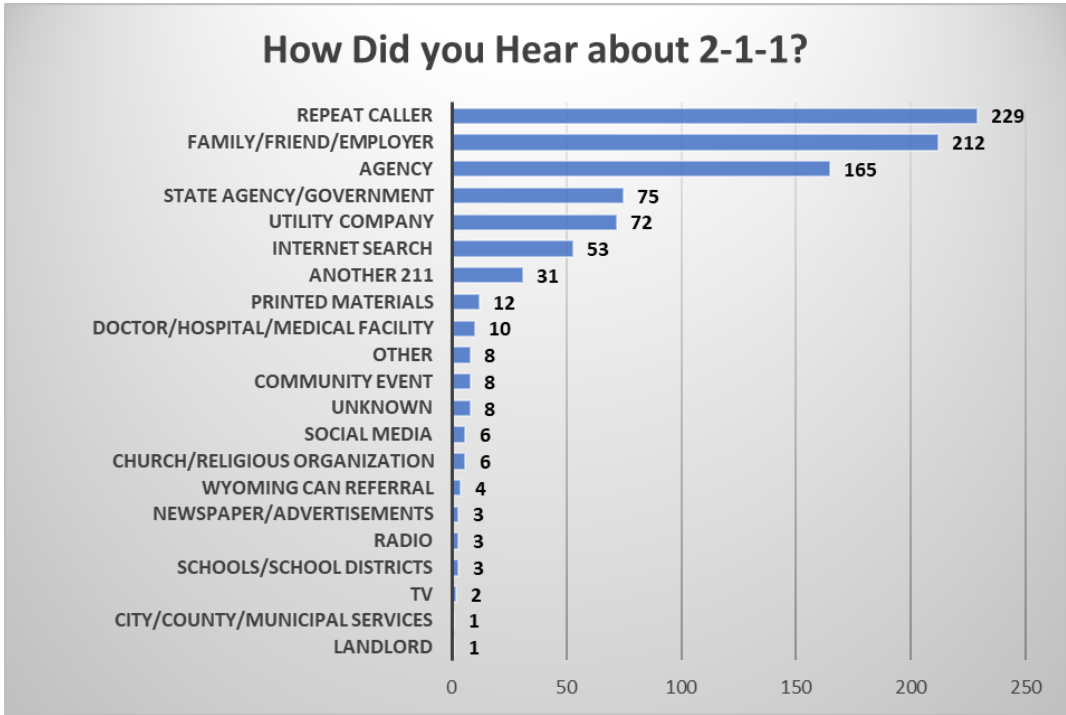
2-1-1 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the first quarter of 2022, Wyoming 2-1-1 experienced a 2% increase in new resources in the database. As of 6/30/22, the number of agencies, services and sites are as follows:

Total Active Agencies 989 Total Active Services 2596 Total Active Sites 2249

	County Specific as of 12/31/21	County Specific as of 6/30/22	% Increase over last year	Multi-county and Statewide Services as of 12/31/21	Multi-county and Statewide Services as of 6/30/22	% Increase	Total Resources Per County as of 6/30/22	Total % Increase
ALBANY	124	126	2%	419	463	11%	589	12%
BIG HORN	57	68	19%	394	436	11%	465	30%
CAMPBELL	88	86	-2%	387	431	11%	484	9%
CARBON	89	92	3%	407	453	11%	507	15%
CONVERSE	59	59	0%	401	442	10%	470	10%
CROOK	34	34	0%	389	430	11%	434	11%
FREMONT	140	138	-1%	387	432	12%	541	10%
GOSHEN	54	54	0%	418	462	11%	482	11%
HOT SPRINGS	39	38	-3%	395	437	11%	447	8%
JOHNSON	46	49	7%	394	439	11%	456	18%
LARAMIE	284	287	1%	422	467	11%	711	12%
LINCOLN	87	88	1%	390	431	11%	488	12%
NATRONA	208	208	0%	398	445	12%	615	12%
NIOBRARA	29	28	-3%	394	437	11%	433	7%
PARK	99	97	-2%	392	435	11%	502	9%
PLATTE	50	50	0%	414	456	10%	473	10%
SHERIDAN	93	96	3%	393	442	12%	498	16%
SUBLETTE	50	48	-4%	383	425	11%	443	7%
SWEETWATER	86	98	14%	387	432	12%	484	26%
TETON	67	65	-3%	383	425	11%	461	8%
UINTA	67	70	4%	390	430	10%	466	15%
WASHAKIE	39	39	0%	392	433	10%	445	10%
WESTON	40	40	0%	390	434	11%	442	11%
AVERAGE INCREASE IN RESOURCES			2%			11%		13%

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



When we followed up with callers...

- 89% were satisfied with the 211 service
- 96% found the 211 specialists to be helpful
- 98% would call again for assistance
- 94% learned about new resources
- 95% found the information to be correct
- 97% would recommend the 211 service to others

66% received assistance from services referred to

Reason Why Service Not Received:

Agency referred to couldn't help	28%
Application completed/application pending approval, Other	2%
Came to another solution	4%
Declined service	2%
Ineligible for service	6%
Other	6%
Situation went away on its own	2%
Will make contacts later	48%
Will make contacts later, Agency referred to couldn't help	2%
Will make contacts later, Agency referred to couldn't help, Other	2%