

**Wyoming**

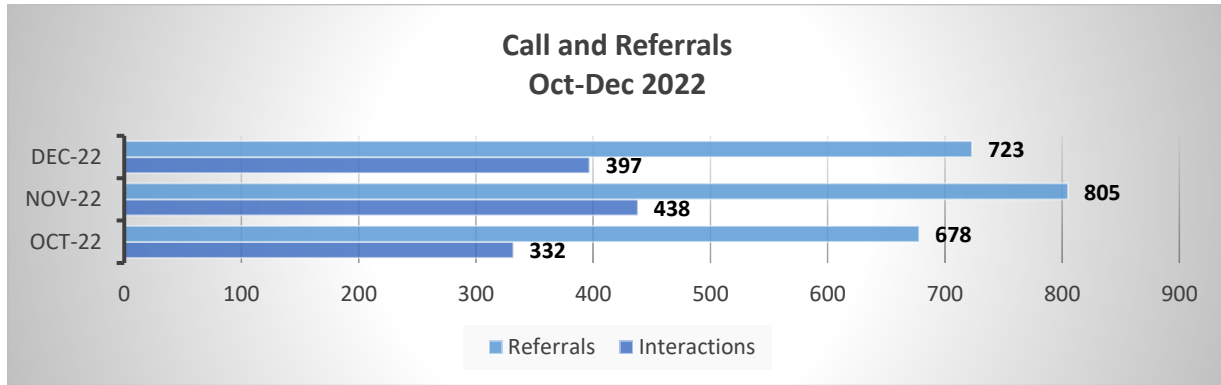


**Get Connected. Get Help.™**

OCTOBER THROUGH DECEMBER 2022  
STATEWIDE INFORMATION AND REFERRAL REPORT



From October to December 2022, Wyoming 2-1-1 handled 1167 calls (interactions) and provided 2206 referrals statewide. YTD calls handled are 3759 and referrals provided are 8613.

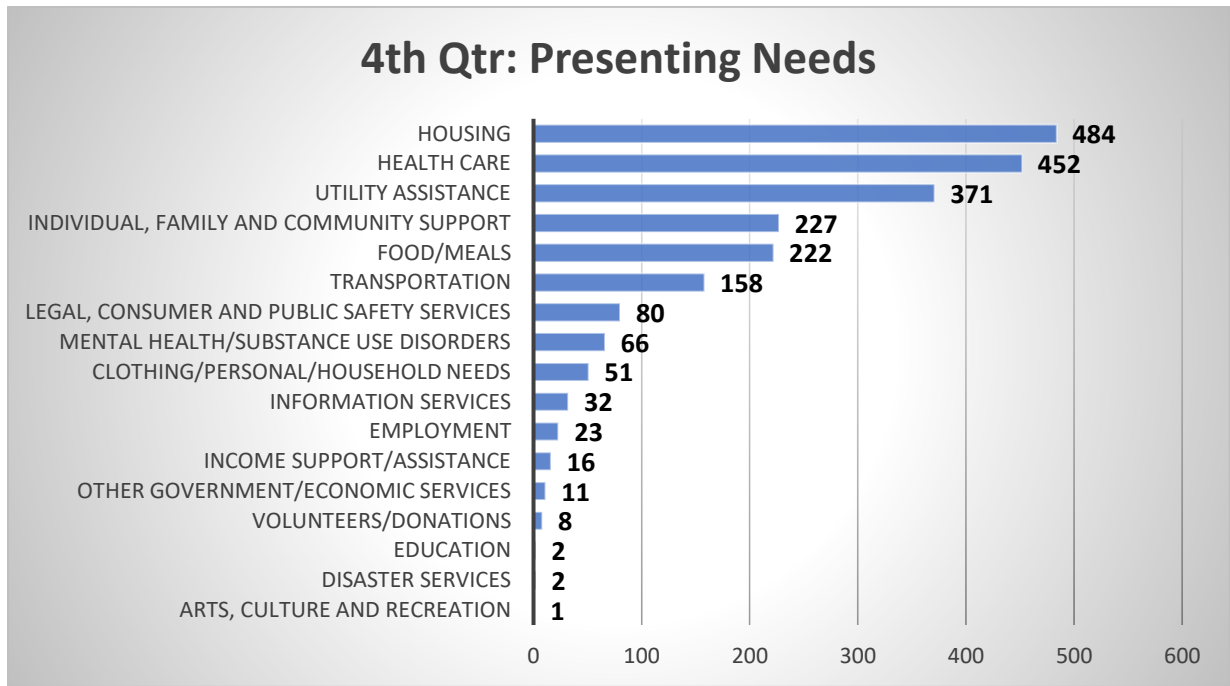


When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

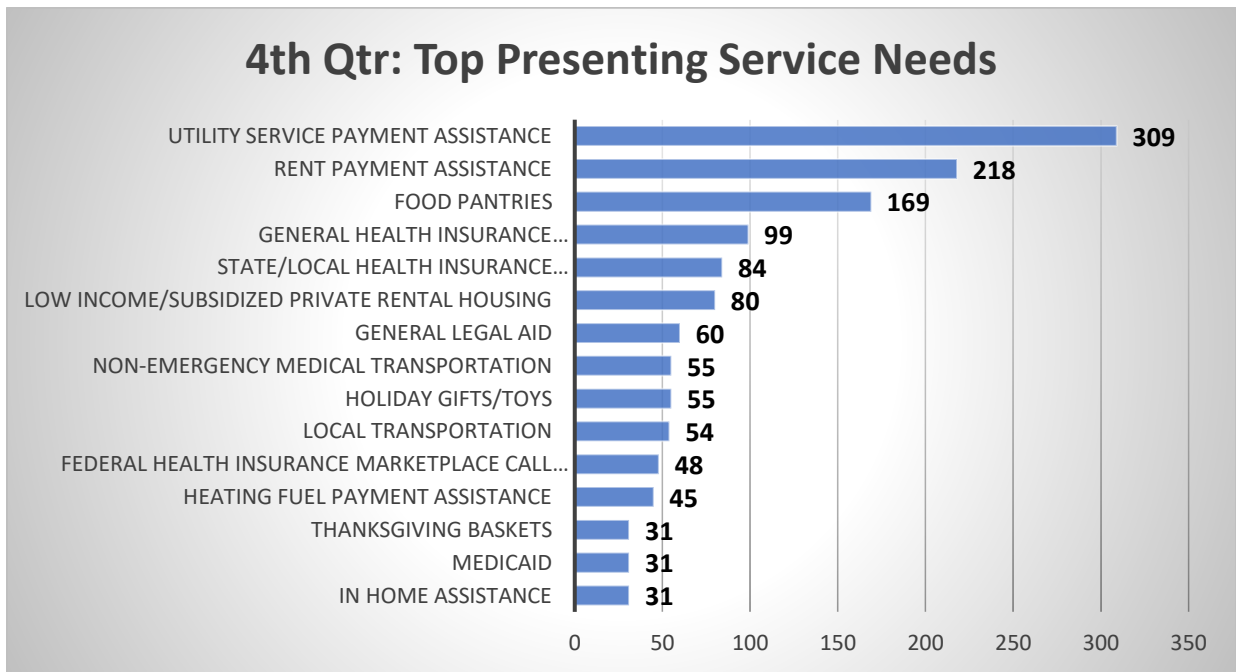
County	Total Calls per County Jan-Mar 2022	Total Calls per County Apr-Jun 2022	Total Calls per County July-Sept 2022	Total Calls per County Oct-Dec 2022	Total Referrals Per County Jan-Mar 2022	Total Referrals Per County Apr-Jun 2022	Total Referrals Per County Jul-Sept 2022	Total Referrals Per County Oct-Dec 2022
ALBANY	380	321	320	46	78	81	45	59
BIG HORN	36	15	18	17	35	31	25	29
CAMPBELL	14	10	5	42	112	93	54	76
CARBON	107	97	110	21	89	48	24	45
CONVERSE	12	11	7	18	46	47	34	34
CROOK	14	12	7	5	3	4	3	8
FREMONT	21	19	11	63	100	134	105	166
GOSHEN	6	8	3	15	9	28	20	30
HOT SPRINGS	67	44	37	10	9	8	7	19
JOHNSON	14	14	11	8	8	29	1	13
LARAMIE	49	27	25	487	1266	925	723	901
LINCOLN	35	50	35	10	16	21	16	20
NATRONA	41	39	27	157	322	276	286	356
NIOBRARA	6	15	13	5	7	2	0	6
PARK	21	20	11	38	45	60	41	59
PLATTE	45	37	25	16	34	34	20	45
SHERIDAN	19	26	21	41	100	68	60	61
SUBLETTE	5	11	2	8	23	1	7	15
SWEETWATER	10	1	4	79	166	123	90	149
TETON	2	1	0	5	20	7	8	13
UINTA	8	7	8	18	54	52	22	40
WASHAKIE	2	4	1	9	20	18	12	15
WESTON	14	5	2	3	41	26	9	8
COUNTY NOT IDENTIFIED	20	116	32	46	20	36	30	29
<b>GRAND TOTAL</b>	<b>948</b>	<b>910</b>	<b>735</b>	<b>1167</b>	<b>2623</b>	<b>2152</b>	<b>1642</b>	<b>2196</b>

# Presenting Needs and Services

Housing, food, health care, and utility assistance are among the top categories of needs in the 4<sup>th</sup> quarter.



When broken down into service needs, utility service payment assistance, rent, and food assistance among the top three service needs in the 4<sup>th</sup> quarter.



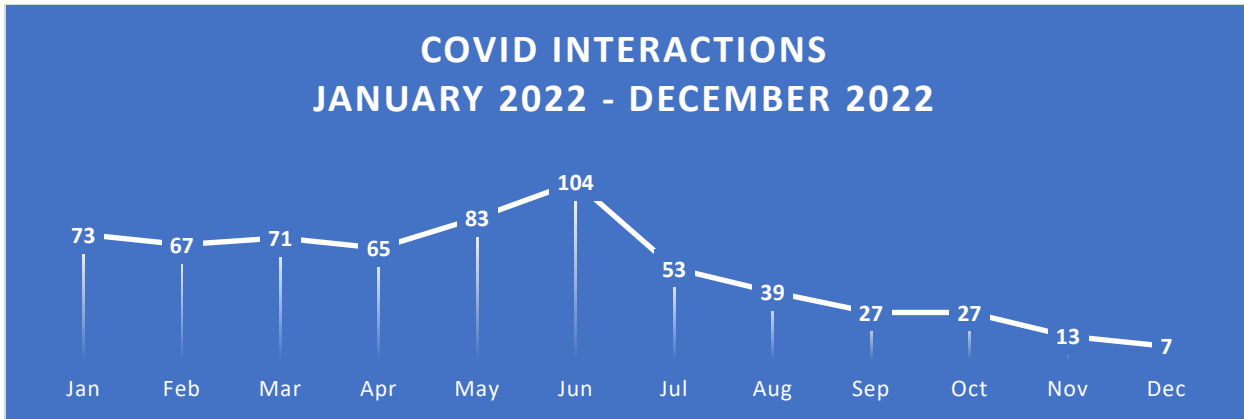
## Unmet Needs: Reason and Request

4th Quarter Unmet needs:	# Of Requests	4th Quarter Unmet needs:2	# Of Requests2
<b>Client ineligible</b>	<b>9</b>	<b>No referral given/Service unavailable</b>	<b>55</b>
Homeless Shelter	1	Automobile Ins Payment Assistance	2
Housing Search Assistance	1	Automotive Repair and Maintenance	3
Utility Service Payment Assist	7	Automotive Systems Repair	1
<b>Client refused referral</b>	<b>15</b>	Bus Fare	1
Community Clinics	1	Dental Care	1
Domestic Violence Shelters	1	Food Vouchers	1
Heating Fuel Payment Assist	1	Gas Money	13
Homeless Shelter	2	Homeless Shelter	1
Local Bus Transit Services	1	Long Distance Bus Fare	2
Long Distance Bus Fare	1	Medical Care Expense Assistance	1
Mortgage Payment Assist	1	Motel Bill Payment Assistance	12
Prescription Expense Assist	1	Motor Vehicle Registration Fee Payment Assistance	1
Rent Payment Assistance	2	Personal/Grooming Supplies	1
Transitional Housing/Shelter	1	Propane/Home Heating Oil Suppliers	1
Utility Service Payment Assist	3	Relocation Assistance	1
<b>Lack of funds</b>	<b>5</b>	Rent Payment Assistance	2
Gas Money	1	Telephone Service Payment Assist	2
Rent Payment Assistance	2	Travelers Assistance	2
Rental Deposit Assistance	2	Urine Tests	1
		Utility Service Payment Assistance	4
		Water Service Payment Assistance	1
		Work Clothing	1

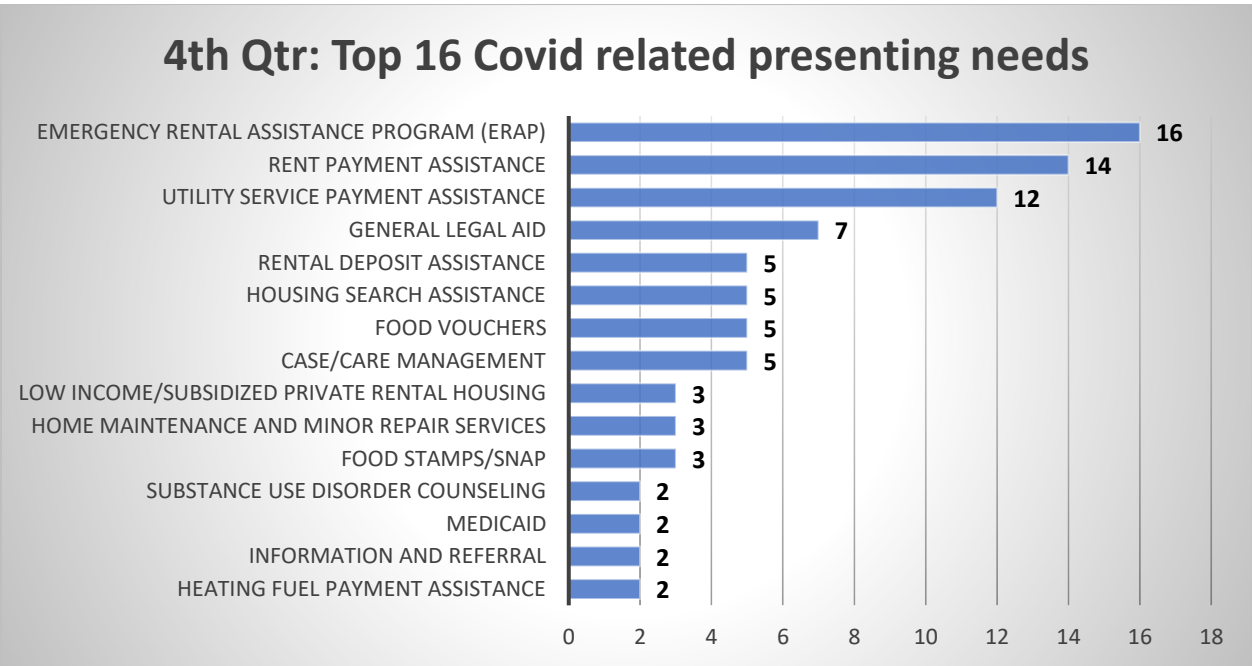
## COVID-19

Since March 2020, Wyoming 211, in partnership with the Wyoming Department of Health, has provided a public telephone helpline for COVID-19 questions and information. Since this time, Wyoming 211 has handled nearly 4,000 calls from individuals seeking information related to COVID, whether it be directly or indirectly related.

Since December 2021, we have seen a steady decline in the number of calls from consumers, with a slight peak in June 2022. From October to December 2022, Wyoming 211 handled 47 calls related to COVID. These calls represent 4% of all calls received and handled by Wyoming 2-1-1 Community Resource Specialists. Since the beginning of the year, Wyoming 211 has handled 629 calls, or 17%.

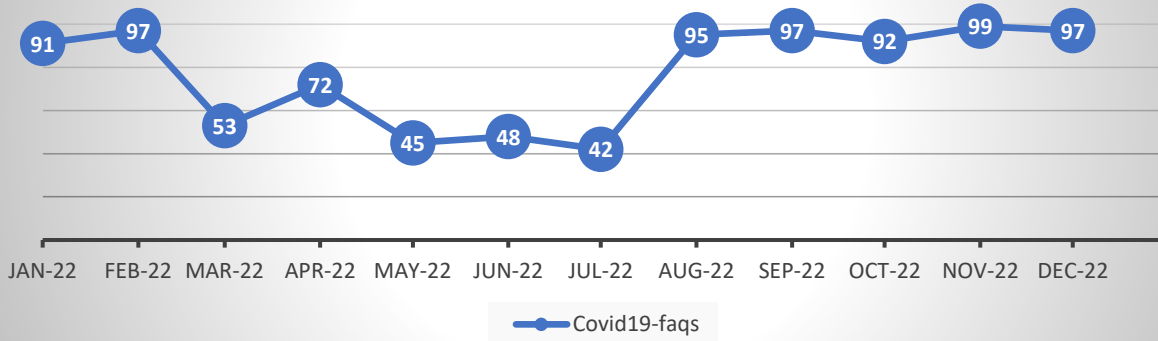


When callers reach out to Wyoming 211, the Community Resource Specialist asks if the caller has been impacted by COVID. If the caller indicates that they have, the call is recorded as a COVID related call. This quarter, a large majority of callers were seeking rent and utility assistance and other housing stability services due to COVID. There were also 8 requests for food assistance and 7 requests for legal assistance. In 2022, the overwhelming needs were utility and rent assistance, followed by food and case management assistance. Directly related to COVID, callers needed general COVID information, how to control it and where to get testing. Overall, individuals are calling more to meet their basic needs as opposed seeking information related directly to the COVID-19 virus.



Wyoming 211 has also established a webpage on their website (<https://wy211.communityos.org/covid19-faqs>) that provides information related to COVID-19. Here consumers can quickly find access to the Wyoming Department of Health COVID-19 page that provides them with information on data, how to handle exposure, where to get vaccinated, etc. It also lists links to the CDC as well as where to obtain home testing kits and where find vaccination sites. As indicated in the chart below, the number of visits to this page is holding steady and consumers can find much of the commonly asked questions about COVID here.

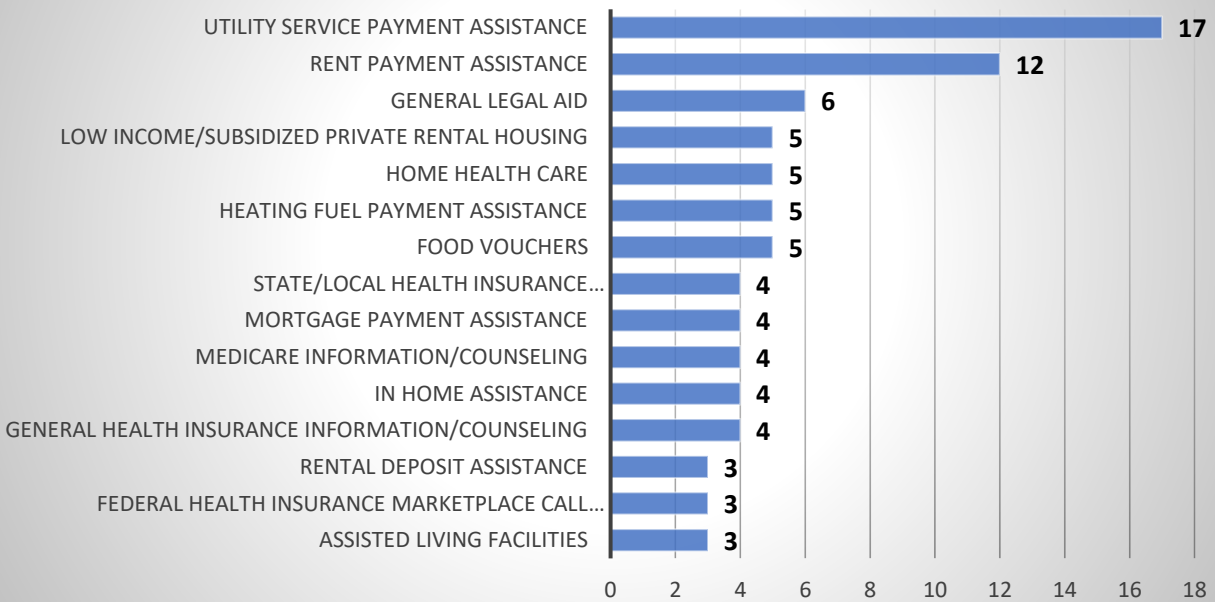
## Covid Webpage Views



## Veterans

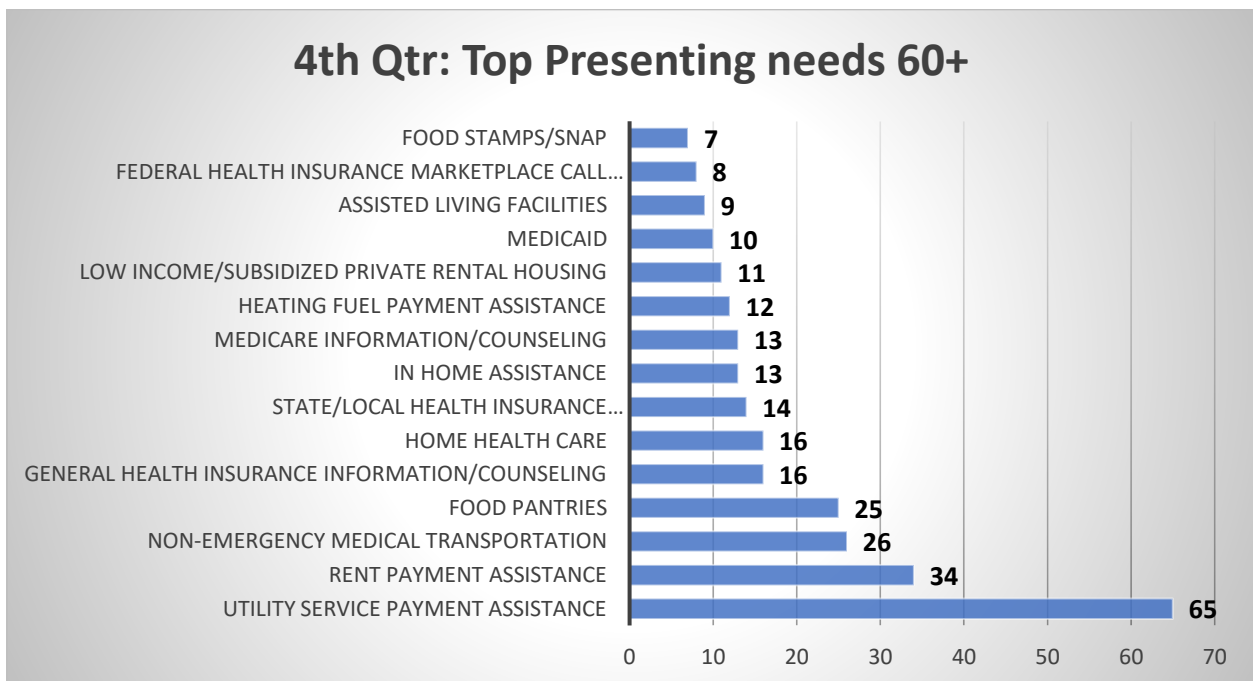
Between October through December 2022, 28 veterans and an additional 11 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 17 were enrolled and receiving VA Benefits and 15 were enrolled in the VA Healthcare program. In addition, 16 veterans rented their home, 21 owned their home and 6 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the 4<sup>th</sup> quarter of 2022. Consistent with statewide service needs, veterans are seeking utility service payment assistance, rent assistance and food.

### 4th Qtr Veterans Presenting Service Needs



## Aging Population

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. Unfortunately, in Quarter 4, Wyoming 2-1-1 did not receive any requests for assistance through the WYCAN program. While we did not receive any requests through WYCAN, we did connect with 133 callers as compared to the 3<sup>rd</sup> quarter results with 79 callers who were over the age of 60. The following chart depicts their top 15 presenting needs.



## Enroll Wyoming

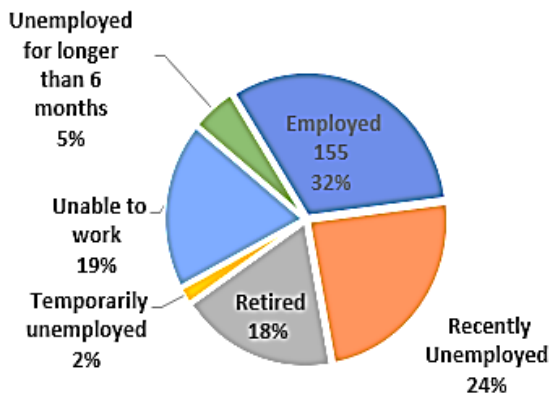
Since 2013, Wyoming 2-1-1 has partnered with Enroll Wyoming to help navigate the health insurance market place. There are two community resource specialists on staff who are trained annually as a Insurance Navigator who help individuals in need of health insurance, help them understand the Affordable 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, 135 individuals have called 211 seeking health insurance. In total for 2022, we worked with 327 individuals. Of those, 78 individuals, or 24% fell into the Medicaid Gap.

# Demographics of Callers

Wyoming 2-1-1 collects demographic information on individuals calling 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 October through December 2022.

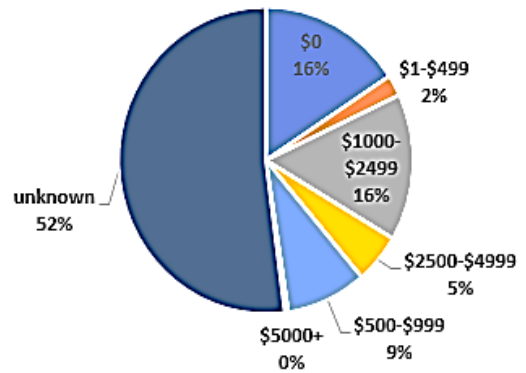
### Employment Status

486 Respondents



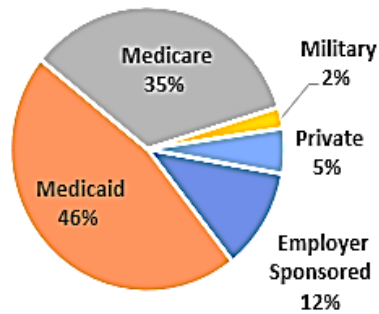
### Monthly Gross Income

761 Respondents



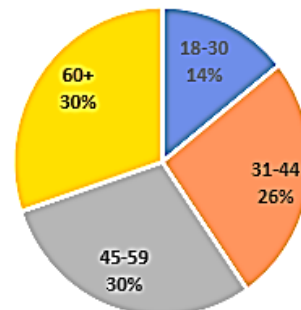
### Type of Insurance

206 Respondents



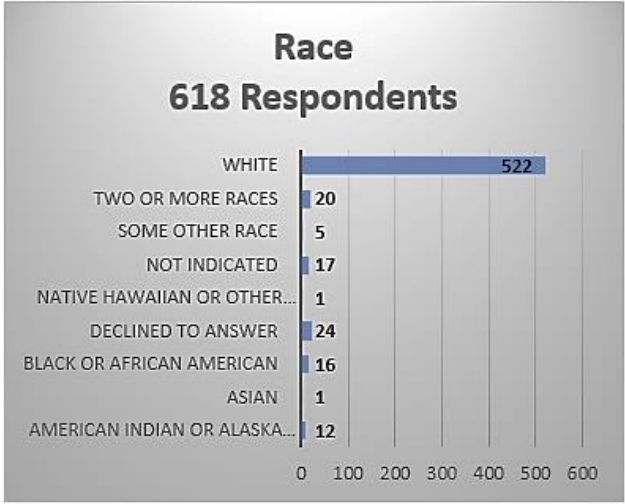
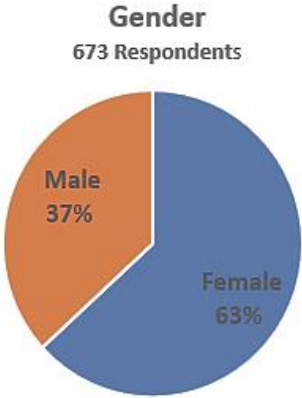
### Age Range

441 Respondents





# Demographics of Callers



- 145 out of 337 families or 43% reported being on food stamps
- 63 out of 426 individuals or 13% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

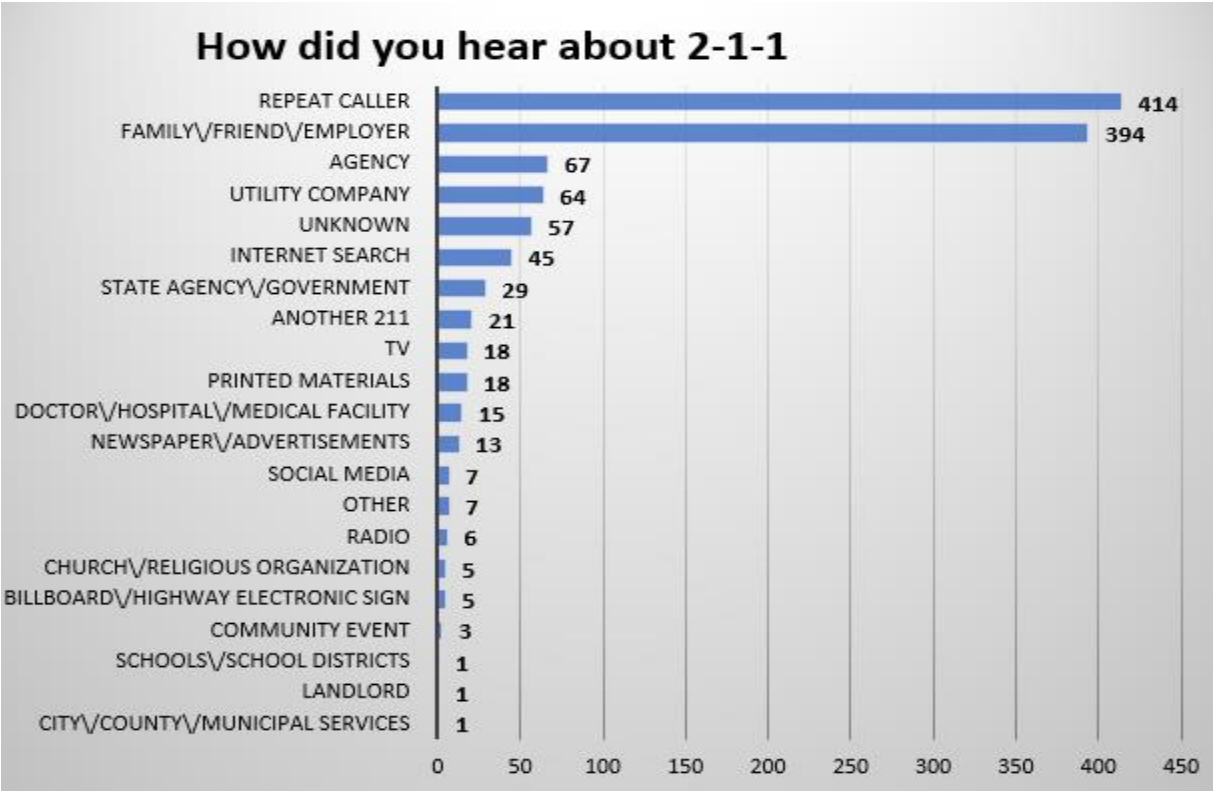
## 2-1-1 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. Since the beginning of 2022, Wyoming 2-1-1 has experienced a 12% increase in new resources in the database. As of 12/31/22, the number of agencies, services and sites are as follows:

**Total Active Agencies    1037      Total Active Services                    2679      Total Active Sites                    2332**

County	County Specific as of 12/31/21	County Specific as of 12/31/22	% Increase over last year	Multi-county and Statewide Services as of 12/31/21	Multi-county and Statewide Services as of 12/31/22	% Increase	Total Resources Per County as of 12/31/22	Total % Increase
ALBANY	124	124	0%	419	498	19%	622	19%
BIG HORN	57	68	19%	394	471	20%	539	39%
CAMPBELL	88	83	-6%	387	468	21%	551	15%
CARBON	89	94	6%	407	484	19%	578	25%
CONVERSE	59	60	2%	401	476	19%	536	20%
CROOK	34	34	0%	389	465	20%	499	20%
FREMONT	140	138	-1%	387	466	20%	604	19%
GOSHEN	54	54	0%	418	492	18%	546	18%
HOT SPRINGS	39	38	-3%	395	471	19%	509	17%
JOHNSON	46	51	11%	394	473	20%	524	31%
LARAMIE	284	281	-1%	422	503	19%	784	18%
LINCOLN	87	87	0%	390	463	19%	550	19%
NATRONA	208	215	3%	398	480	21%	695	24%
NIOBRARA	29	28	-3%	394	468	19%	496	15%
PARK	99	100	1%	392	469	20%	569	21%
PLATTE	50	51	2%	414	486	17%	537	19%
SHERIDAN	93	97	4%	393	474	21%	571	25%
SUBLETTE	50	50	0%	383	457	19%	507	19%
SWEETWATER	86	114	33%	387	465	20%	579	53%
TETON	67	67	0%	383	458	20%	525	20%
UINTA	67	73	9%	390	462	18%	535	27%
WASHAKIE	39	41	5%	392	466	19%	507	24%
WESTON	40	41	3%	390	467	20%	508	22%
<b>AVERAGE INCREASE IN RESOURCES</b>			<b>4%</b>			<b>19%</b>		<b>23%</b>

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



**When we followed up with callers...**

- 95% were satisfied with the 211 service
- 97% found the 211 specialists to be helpful
- 95% would call again for assistance
- 86% learned about new resources
- 97% found the information to be correct

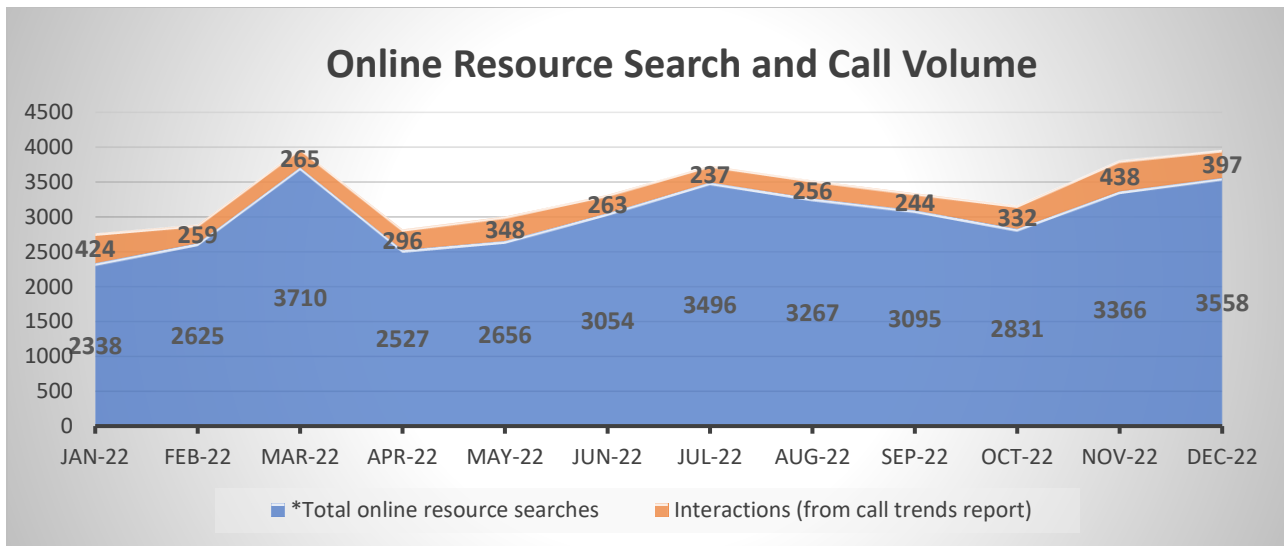
**55% received assistance from services referred to**

**Reason Why Service Not Received:**

Agency referred to couldn't help	60%
Application completed/application pending approval	3%
Came to another solution	9%
Other	3%
Transportation	3%
Will make contacts later	14%

## Online Database Search Function and Marketing

Wyoming 211 makes it easy to find food, housing, job training and much more. Wyoming 211 provides 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. We try and meet people where they are at by providing different options to reach Wyoming 211. One of the most widely used feature is the online database resource search feature. The graphic below shows how many times the search engines were used over time combined with the monthly call volume.



Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 2600 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

