

Wyoming

2·1·1

Get Connected. Get Help.™



ANNUAL REPORT

JANUARY 2024 - DECEMBER 2024

2024



CALL 211



TEXT YOUR
ZIP CODE TO
898211



VISIT
WYOMING211.ORG

Table of Contents

About Wyoming 211	3
Wyoming 211 Staff	4
Wyoming 211 Data	5
Who's Contacting Wyoming 211 In 2024?	5
Why Are People Contacting Wyoming 211 In 2024?	6
Call Center Successes	7
Programs & Technology	7
Aging and Disability Resource Center (ADRC)	7
ADRC Success Story	8
Kinship Connections of Wyoming	8
Kinship Success Story	9
Wyoming CommuniCare	9
Merging Networks: CRN and QHN	10
Progress Toward Launch	10
What's Next	12
CIE Success Story	12
Suicide and Crisis Lifeline	12
Wyoming 211 Resource Database	13
Technology Advancements	13
Reinforcing Digital Fortifications	13
Launching New Websites for Community Connection	13
Search Engine	15
2024 Board of Directors	16
Our Partners & Funders	17
Support Our Work	18

A Message from Our Executive Director

Dear Friends!

I am thrilled to be a part of this team! I joined Wyoming 211 in August and am so grateful to assume this role after years of accomplishments driven by my predecessor, Sabrina Lane, and the talented staff. Through the transition in leadership, our board members, staff, and partners have shown unwavering dedication to assisting those in need, which has resulted in continued growth and success.



In 2024, we assisted 5,188 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 hired a new navigator for the Aging Disability Resource Center as well as a new Database Curator. We closed out 2024 just 13 resources shy of 3,000 Wyoming-based services in our database.

Our implementation of CommuniCare, a Community Information Exchange program, was delayed as we recognized some shortcomings of the initial software vendor. We chose a new partner, Community Resource Network, and will launch [thean](#) advanced and user-friendly platform in Q1 of 2025. We continued to make significant outreach efforts throughout the state through virtual and in-person events, ensuring that 211 was relevant to providers and residents across the state through the creation of a Presenting Needs Guide. Lastly, we hosted the second annual Lip Sync Battle in Cheyenne.

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 2024 annual report and learning about the impact and power of 211.

Sincerely,



Ann Clement, 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 nearly 3,000 programs across Wyoming. Services such as shelter, food, physical and mental health resources, transportation, 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 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.

Inform USA 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 – Ann Clement

Deputy Director – Olivia Schon

Finance & Administrative Coordinator – Angie Buchanan

IT Manager – Sarah Martin

Resource Database Supervisor – Jane Cramb

Resource Database Specialist – Erik Saulness

Call Center Supervisor, CRS – Josie Moralez

Community Resource Specialist (CRS) – Natasha Moreno

Community Engagement Manager, CIE – Casey Quinn

CommuniCare Specialist – Nichole Coyne

CommuniCare Navigator – Rachel Sullivan

Aging and Disability Resource Center (ADRC) Navigator – Kari Meyers

Kinship Connections of Wyoming Program Manager – Chandra Ortiz

Kinship Connections of Wyoming Navigator – Gabby Rogers



Wyoming 211 Data

Who's Contacting Wyoming 211 In 2024?

While 211 is a confidential service, community resource specialists collect data provided by the caller. The data collected helps paint a picture of who uses 211 in Wyoming, the needs of the caller, and the ability to track whether or not those needs are met.

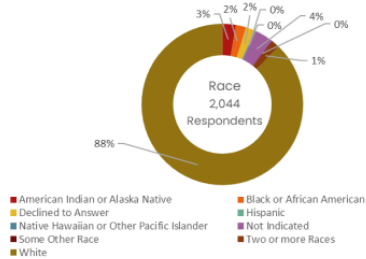
Gender

Female	Male
68%	32%

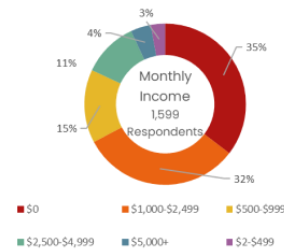
Disability

False	True
78%	22%

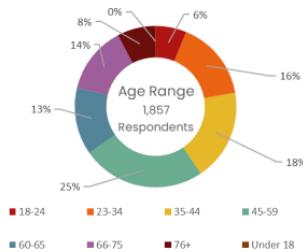
Race



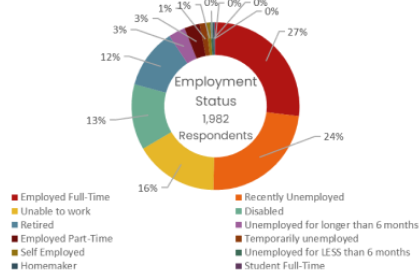
Income



Age



Employment

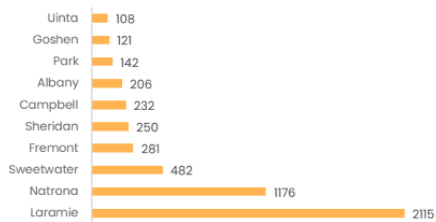


Top 10 Communities

(Based on number of interactions)

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

Based on Interactions



Why Are People Contacting Wyoming 211 In 2024?

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 (660)
2. Low Income/Subsidized Rental Housing (189)
3. Motel Bill Payment Assistance (86)
4. Elderly/Disabled Home Rental Listings (78)
5. Transitional Housing/Shelter (72)

Utilities



1. Utility Service Payment Assistance (716)
2. Heating Fuel Payment Assistance (80)
3. Discounted Telephone Service (20)
4. Discounted Internet Service (16)
5. Water Service Payment Assistance (10)

Food/Meals



1. Food Pantries (520)
2. SNAP (43)
3. Food Vouchers (40)
4. Home Delivered Meals (14)
5. Formula/Baby Food (11)

Transportation



1. Ride App Services (168)
2. Non-Emergent Medical Transportation (109)
3. Gas Money (103)
4. Local Automobile Transportation (47)
5. Local Bus Transit Services (40)

Individual, Family and Community Support



1. In Home Assistance (212)
2. Case/Care Management (95)
3. Respite Care (64)
4. Holiday Gifts/Toys (38)
5. Senior Centers (33)

Call Center Successes

The Wyoming 211 Consumer Resource Specialists also administer transportation for eligible use cases through the Ride United Transportation Access (RUTA) program. This program is a national partnership between Lyft and United Way Worldwide that allows 211 centers across the country access to a Business Concierge platform to schedule Lyft rides at no cost to the rider. Currently, this program is locally funded in Laramie and Natrona Counties. Callers can dial 211 and request a round-trip ride for eligible use case scenarios, such as medical appointments and trips to the grocery store. Susan, a resident of Casper, had been using our Lyft program for her eye care appointments. She called one morning to get a ride to her eye surgery; there was not a Lyft driver logged on when a CRS attempted to schedule a ride. She expressed the importance of the appointment – Susan had not seen out of both eyes in years. The CRS continued to monitor the platform for drivers. After 15 minutes, a Lyft car logged in. The CRS was able to schedule a ride to her eye surgery and called Susan to let her know the ride was on the way. She was so grateful – Susan made it to her surgery and when she called back for her return ride, she expressed how thankful she was that the CRS was willing to monitor the platform to get her the ride she needed that day.

Programs & Technology

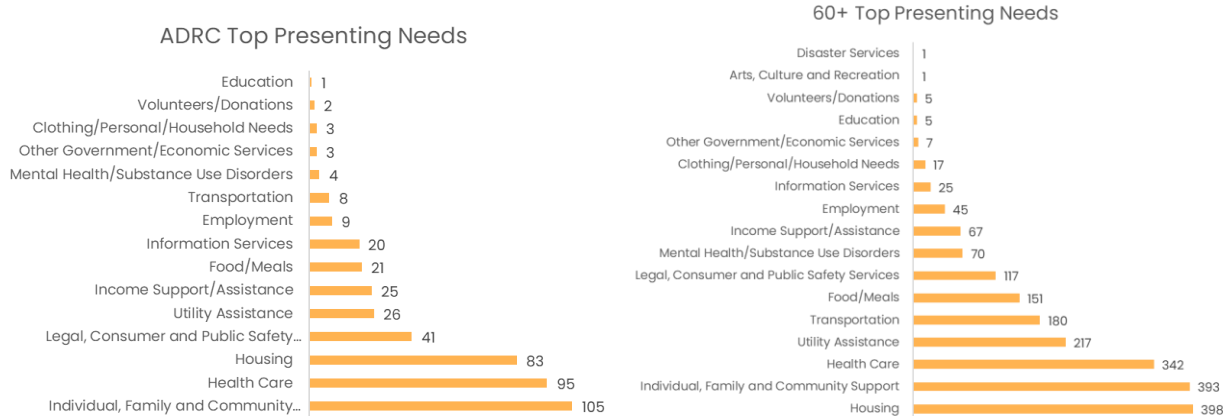
Wyoming 211 call center addressed nearly 5,500+ requests. 2,100+ requests were handled by our programs for assistance from residents across the state. Nearly 6,000 referrals were provided to these individuals and families to help them access the necessary programs and services.



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, adults with disabilities, and informal 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 2024, the ADRC staff completed 2024 with 153 clients. Wyoming 211 worked with an additional 637 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.



ADRC Success Story

Our ADRC navigator was able to help navigate a hard living situation for a client. The client was in a home with water that was deemed unsafe by the city. The client was unsure on where to go or what resources we could offer as they were unhappy with the landlords. The client ended up needing to speak with a housing attorney which we were able to successfully connect them with.



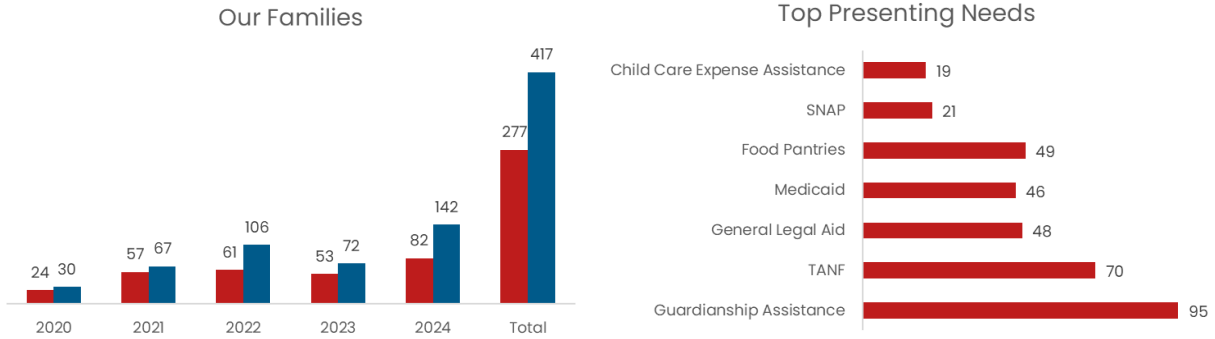
Kinship Connections of Wyoming

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. The evaluation data will be finalized in 2025 and turned over to the evaluation team for analysis and compilation necessary before a final submission is submitted to the Federal Clearinghouse for a rating.



Kinship Success Story

When Kinship Navigator Gabby first met with a caregiver, they discussed guardianship, but the father refused to sign the papers. Gabby kept the door open. This proved crucial when the child fell seriously ill, and the father was placed in jail. The caregiver called Gabby immediately. They met that same day, completed paperwork, and the caregiver secured guardianship by the end of the week. This shows the value of consistent contact—the caregiver knew exactly who to turn to in crisis, ensuring a swift resolution that might otherwise have been delayed, potentially compromising the child’s care. Wyoming 211 is proud of Gabby’s unwavering effort to help kinship families receive the help they need!

Wyoming CommuniCare



The CommuniCare Community Information Exchange (CIE) is transforming how Wyoming’s health and social service providers coordinate care. Powered by Wyoming 211, CommuniCare CIE is a secure, collaborative platform designed to help organizations work together to address the social determinants of health and provide whole-person care.

At its core, a Community Information Exchange (CIE) is a network of service providers who share information and coordinate care through a centralized technology platform.

Participating partners gain access to a suite of tools that help them:

- Identify client needs
- Manage clients’ cases
- Close the loop on referrals
- Communicate with others working with shared clients

- Access real-time information to 3,000 verified community resources in the 211 database
- Send and receive direct, electronic referrals

The ultimate goal is to help shared clients access services more efficiently, improving their health, functioning, and overall quality of life.

With an official statewide launch scheduled for Spring 2025, CommuniCare will connect healthcare, social services, education, housing, and other sectors to create a more coordinated, responsive system of care across Wyoming. Our focus is on ensuring that even the most rural and frontier communities can benefit from this collaborative network.

Merging Networks: CRN and QHN

A major milestone this year was the merger of CommuniCare with the Community Resource Network (CRN), the Quality Health Network (QHN) Health Information Exchange (HIE), and Contexture HIE. These strategic partnerships strengthen our technology platform and expands cross-state collaboration:

- CRN, QHN, and Contexture, all leaders in Colorado, Arizona, and the surrounding regions, bring years of expertise in information exchange and community data sharing.
- By connecting with QHN's and Contexture's Master Patient Index (MPI), CommuniCare now offers enhanced client matching capabilities, which simplify and speed up the intake process. The MPI ensures more accurate identification of clients across participating organizations, reducing duplication, preventing errors, and making it easier for providers to access and update shared client records in real time.
- This alignment enables CommuniCare to leverage proven technology and best practices, ensuring a secure, efficient, and user-friendly experience for Wyoming partners.
- By joining forces, we've created a stronger, regional network that enhances data-sharing capabilities, promotes interoperability, and helps address complex health and social needs in a coordinated way.

Progress Toward Launch

As we move toward our Spring 2025 launch, the CommuniCare team has achieved several critical milestones:

- **Technology Readiness:** Leveraging CRN's proven technology, we are finalizing system integration and user testing to ensure a reliable and accessible experience.
- **Secured Funding for Free Access:** Thanks to generous support from our funding partners and sponsors, we have secured funding that allows participating organizations to utilize CommuniCare CIE for free. This ensures that financial barriers will not prevent any organization from joining the network, including smaller nonprofits, rural agencies, and tribal organizations.
- **Financial Sustainability:** In addition to securing funding to provide free access to CommuniCare CIE for all organizations for the first 18 months, we have developed a comprehensive financial sustainability plan to ensure long-term affordability and accessibility. This includes a tiered pricing structure that can be implemented in future phases, where larger organizations, such as hospitals, insurance companies, and government agencies, contribute more financially, while smaller community partners receive deeply discounted or no-cost participation. Our sponsorship model further encourages larger entities to provide direct financial support for their smaller community partners, reinforcing equitable access and helping sustain the CIE network well into the future.
- **Statewide Engagement and Collaboration:** In addition to standard outreach and individual presentations, we've convened statewide forums to engage health and social service providers, government agencies, and insurance companies. Below are just some of the partnerships we've acquired:



What's Next

- The Spring 2025 launch of CommuniCare CIE, enhanced through our merger with CRN and supported by secured funding, represents a groundbreaking step forward for Wyoming's health and human services. Over the next several months, we will:
- Expand outreach to rural communities and tribal partners to ensure equitable representation and participation.
- Deepen cross-sector engagement, including education, justice, housing, and workforce development.
- Implement shared outcome measures to track client impact, system performance, and community health improvements.

CommuniCare CIE is more than a data-sharing tool; it's a collaborative movement toward a healthier, more connected Wyoming, where every organization has a seat at the table, and every individual has access to the care and support they need.

CIE Success Story

Tyson, a Cheyenne resident living in a motel without phone service, faced deteriorating mental health and couldn't refill his prescription. His friends contacted a Navigator who found a nearby mental health treatment center. Tyson completed intake there, attended regular sessions, and got his prescription refilled at reduced cost. His friends were relieved to see him receiving needed support, and Tyson appreciated the help managing his health.

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 through a workflow that supports the 988 call center staff awareness of resources in the 211 database and training to ensure they are able to locate the services their callers may need.

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, 2023, the database housed 2,855 services or programs. As of December 31, 2024, the resource database grew by 11%, bringing the total number of resources to 2,987.

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 2024!

Reinforcing Digital Fortifications

Wyoming 211 started 2024 with a comprehensive security overhaul, implementing multiple layers of protection following rigorous security testing. These strategic enhancements have strengthened the organization's security posture by approximately 70%, significantly reducing vulnerability to external threats.

Beyond these technical improvements, Wyoming 211 has secured a robust cyber liability policy to provide additional protection against evolving cybersecurity risks. This two-pronged approach—combining enhanced technical defenses with specialized insurance coverage—demonstrates Wyoming 211's commitment to safeguarding sensitive information and maintaining operational resilience in today's complex digital landscape.

Launching New Websites for Community Connection

Faced with persistent challenges, Kinship Connections of Wyoming's website underwent a complete transformation. Users had consistently reported difficulties navigating the site and finding critical information, while staff struggled with an inflexible backend that prevented timely updates.

Wyoming 211's IT manager tackled these issues head-on by rebuilding the Kinship website from the ground up. This comprehensive redesign prioritized intuitive user interface and enhanced usability, creating a streamlined digital experience. The new platform now serves as an accessible, reliable resource hub for visitors seeking kinship support services.

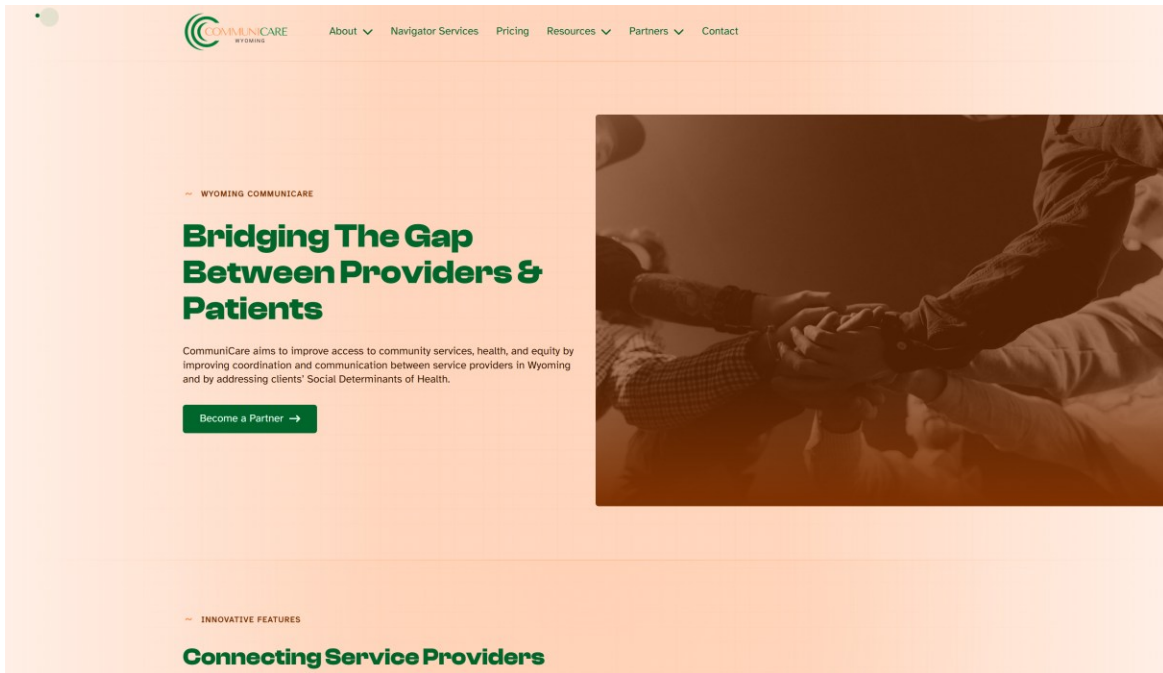


→ PROVIDING ASSISTANCE WITH NAVIGATING SUPPORT AND SERVICES

We Are Here To Help



Additionally, Wyoming CommuniCare also launched a brand-new website to showcase their services, pricing, resources/forms and partnerships!



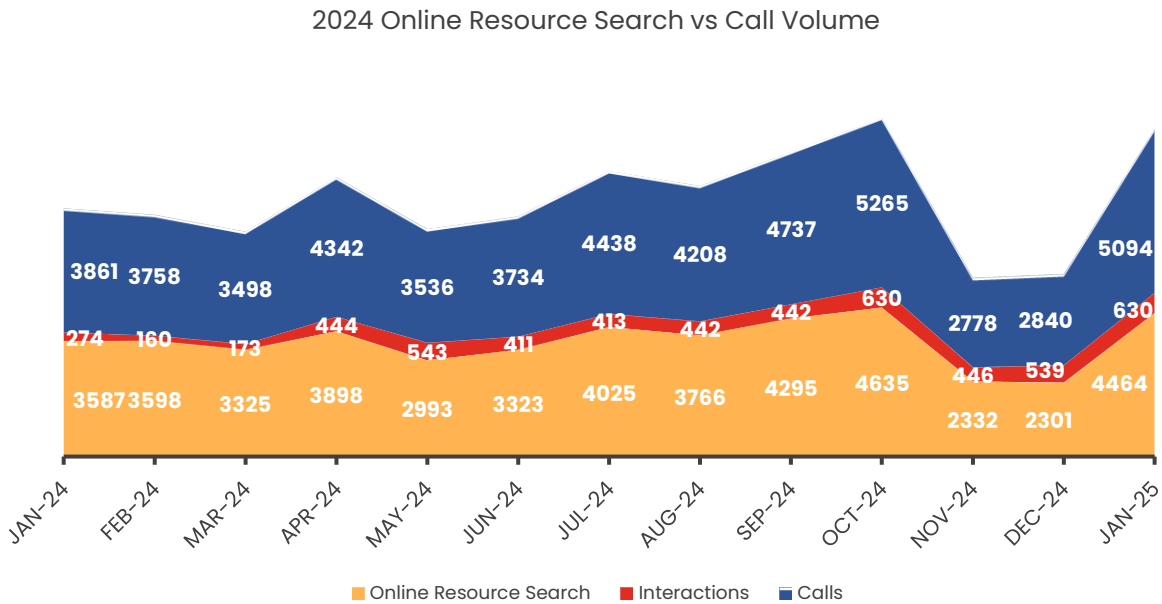
Search Engine

This year, we've transformed our search engine into a personalized discovery hub! Users can now create an account and unlock features to favorite resources and build custom lists tailored to their unique needs.

Finding help has never been easier with our intuitive search options:

- Curated queries for urgent needs
- Simple keyword searches
- Guided navigation for those unsure where to start

Every search delivers location-specific services with zip code targeting and interactive maps that make finding help a breeze. The graph below reveals the impressive growth in our platform usage alongside monthly call volumes, showcasing how we're connecting more people with vital resources every day



2024 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.

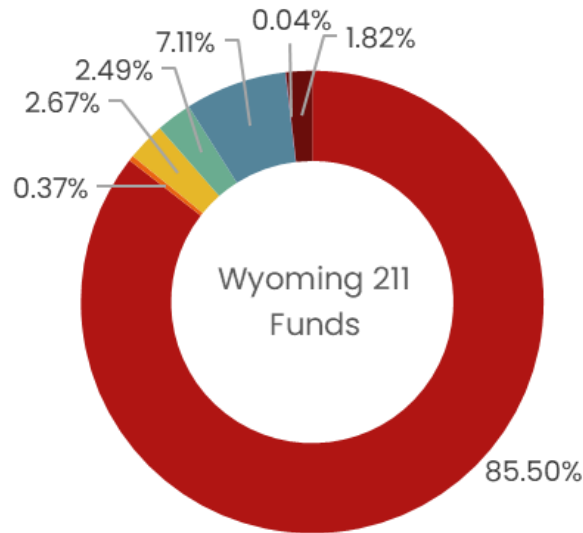
<p><u>Amy Spieker, MPH</u> LARAMIE PRESIDENT Cheyenne Regional Medical Center, Director of Community Health and Analysis</p>	<p><u>Christi Haswell</u> SHERIDAN VICE PRESIDENT Sheridan County, County Commissioner</p>	<p><u>John Fritz</u> LARAMIE SECRETARY/TREASURER Hathaway & Kunz, LLP, Attorney</p>
<p><u>Sheila Bush</u> LARAMIE PAST PRESIDENT Wyoming Medical Society, Executive Director</p>	<p><u>Michelle DeHoff</u> LARAMIE MEMBER Jonah Bank of Wyoming, Chief Culture Officer</p>	<p><u>Steve Hamaker</u> ALBANY MEMBER Big Brothers Big Sisters of Wyoming, Executive Director</p>
<p><u>Lisa Scroggins</u> NATRONA MEMBER Natrona County Library, Executive Director</p>	<p><u>Abby Pratt</u> PARK MEMBER Enroll Wyoming, Project Specialist</p>	<p><u>Ronda Boller</u> CAMPBELL MEMBER TenderCare, LLC, Owner</p>
<p><u>Richard Garrett</u> LARAMIE MEMBER Garrett & Associates, LLC, Consultant</p>	<p><u>Jim Hutchison, PA-C</u> FREMONT MEMBER Lander Medical Clinic, Physician Assistant</p>	<p><u>Tom McCarthy</u> NATRONA MEMBER Townsquare Media Casper, President & General Manager</p>

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
Wyoming Department of Health
Wyoming Department of Family Services

Jonah Bank of Wyoming
Blue Cross Blue Shield
Church and Dwight Co., Inc.
Natron County Collective
University of Wyoming
Ride United Transportation Access
Individual Donors



- Federal Dollars (Pass through state agency)
- State
- Fundraising & Donations
- United Way
- CRMC
- CATC
- Natrona Collective

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 TO THE HELP THEY NEED.

TO DONATE, VISIT OUR WEBSITE AT WWW.WYOMING211.ORG OR DIAL 211

