



ANNUAL REPORT

JANUARY 2025 - DECEMBER 2025

2025



CALL 211



TEXT YOUR
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VISIT
WYOMING211.ORG

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A Message from Our Executive Director

Dear Friends!

It is hard to believe a full year has passed since I began my time with Wyoming 211. It has been a year of learning, connecting, and intentional thought about where we have been and where we are going.

2025 was a very full year for our entire staff – we assisted 4,936 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 an Aging and Disability Resource Navigator in Fremont County, partnered with DFS to address food security access, and officially launched CommuniCare statewide. We also finished the year with 3,268 Wyoming-based services in our database – an increase of nearly 10% from 2025.

CommuniCare launched with outreach efforts in each region of the state. After some unexpected technical delays, we went live in September, actively onboarding our partners who had so patiently waited for this effort to become reality. Work that has been underway since 2019 in Laramie County now reaches the entire state. And the ability to support our community partners statewide also reaches new levels. The platform was first unveiled at our annual SDOH Summit as an ongoing effort to connect our Community Information Exchange with a variety of agencies across the state. With a navigation team familiar with case management and aware of the services and resources in each county, we can support not only our residents but also partnering agencies with streamlined communication and connection. We continue to 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 2025 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 more than 3,150+ active services 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.
- Provide innovative and responsive services.
- Have a sustainable operations structure.

Values

Inclusive and Accessible – Value the unique needs of our clients, ensuring we are accessible to all Wyomingites.

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

Finance & Administrative Coordinator – Angie Buchanan

IT Manager – Sarah Martin

Resource Database Supervisor – Jane Cramb

Call Center Supervisor, CRS – Josie Moralez

Community Resource Specialist (CRS) – Natasha Moreno

Community Resource Specialist (CRS) – Erik Saulness

CommuniCare Program Analyst – Nichole Grimes

Navigation Programs and Community Impact Manager – Chandra Ortiz

CommuniCare Navigator – Rachel Jones

Kinship Connections of Wyoming Navigator – Gabby McGuire

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

Aging and Disability Resource Center (ADRC) Navigator, Fremont – Stephanie Hanway



Wyoming 211 Data

Who's Contacting Wyoming 211 In 2025?

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.

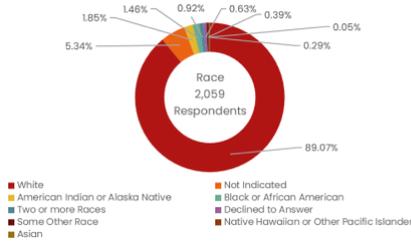
Gender



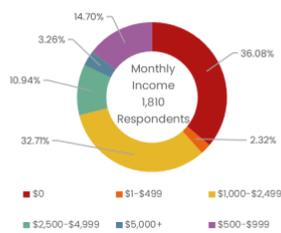
Disability



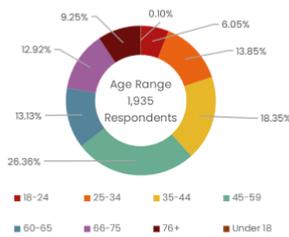
Race



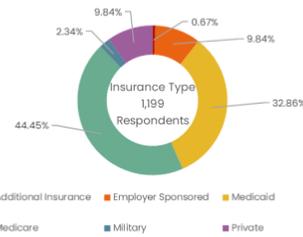
Income



Age



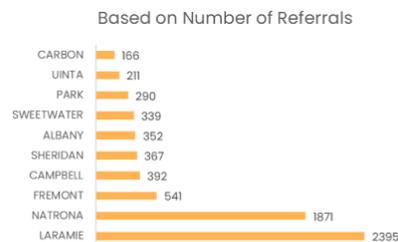
Insurance



Counties With the Largest Referral Increase

- | | |
|--------------------|-------------------|
| 1. Niobrara - 163% | 6. Albany - 62% |
| 2. Carbon - 113% | 7. Washakie - 58% |
| 3. Converse - 90% | 8. Fremont - 55% |
| 4. Park - 68% | 9. Johnson - 55% |
| 5. Platte - 65% | 10. Lincoln - 47% |

Top Referred Counties



Why Are People Contacting Wyoming 211 In 2025?

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 2025

1. Housing



1. Rent Payment (829)
2. Low Income/Subsidized Rental Housing (349)
3. Elderly/Disabled Home Rental Listings (114)
4. House Searching Assistance (98)
5. Motel Bill Payment Assistance (81)

2. Transportation (Previously 4th)



1. Ride App Services (859)
2. Non-Emergent Medical Transportation (181)
3. Gas Money (112)
4. Local Bus Transit Services (54)
5. Local Automobile Transportation (39)

3. Utility Assistance (Previously 2nd)



1. Utility Service Payment Assistance (1,010)
2. Heating Fuel Payment Assistance (111)
3. Utility Deposit Assistance (22)
4. Water Service Payment Assistance (21)
5. Discounted Telephone Service (11)

4. Food/Meals (Previously 3rd)



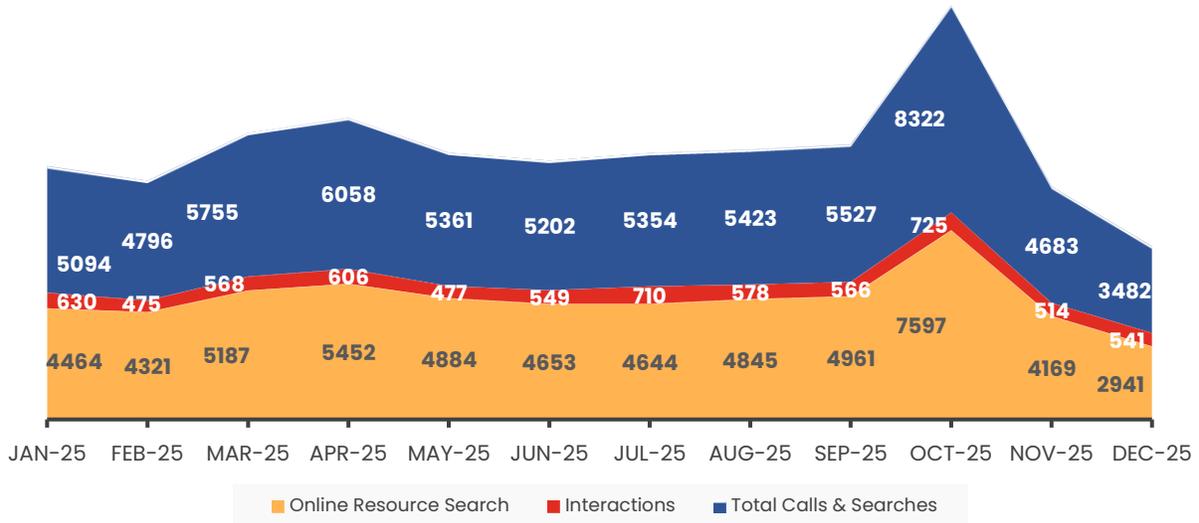
1. Food Pantries (523)
2. Food Stamps/SNAP (65)
3. Food Vouchers (37)
4. Home Delivered Meals (19)
5. Commodity Supplemental Food Program (13)

5. Individual, Family and Community Support



1. In Home Assistance (205)
2. Case/Care Management (130)
3. Respite Care (53)
4. Home Maintenance and Minor Service Repairs (45)
5. Kinship Navigator Programs (29)

2025 Online Resource Search vs Call Volume



Call Center Successes

The Wyoming 211 Consumer Resource Specialists also coordinate transportation through the Ride United Transportation Access (RUTA) program. RUTA is a national partnership between United Way Worldwide and Lyft that provides 211 centers with access to Lyft’s Business Concierge platform, allowing staff to schedule rides at no cost to eligible callers. Individuals can dial 211 to request round-trip transportation for approved needs such as medical appointments, grocery shopping, or accessing essential community services.

Recently, Linda contacted 211 after being discharged from the hospital. She explained that neither she nor her spouse, who also has mobility limitations, were able to leave their home to buy groceries, and they had run out of food. Although we offered a Lyft ride through RUTA, Linda was temporarily unable to get in and out of a vehicle. To ensure the household had immediate support, Community Resource Specialist, Natasha Moreno, contacted local food pantries and arranged a food box through Ambitious Diversities. Natasha picked it up during work hours and delivered it directly to Linda, ensuring they had food while longer-term solutions were arranged.

Programs

Wyoming 211 call center addressed nearly 6,900+ requests, an organizational record. More than 1,650 requests were handled by our programs for assistance from residents across the state. Nearly 7,850 referrals were provided to these individuals and families to help them access the necessary programs and services.

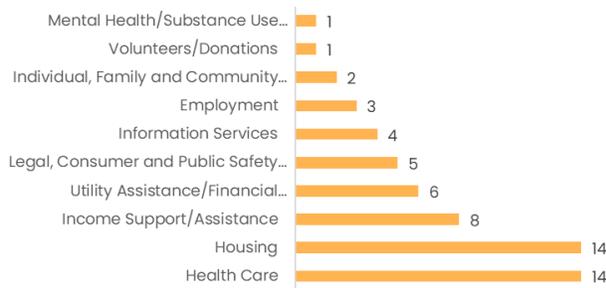


Aging and Disability Resource Center (ADRC)

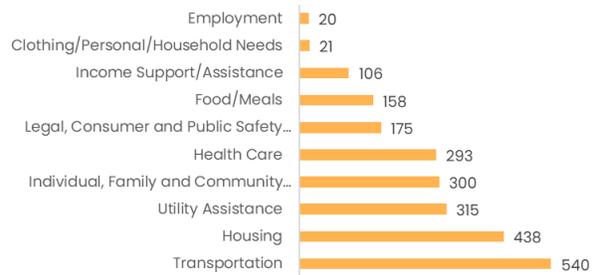
In March 2023, Wyoming 211, the Wyoming Department of Family Services, and the Wyoming Department of Health partnered to establish the Wyoming Aging & Disability Resource Center.

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. The ADRC staff completed 2025 with 153 clients. Wyoming 211 worked with an additional 683 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 Top Presenting Needs



60+ Top Presenting Needs



ADRC Success Story

Throughout 2025, our ADRC Navigator supported numerous clients in securing safe, appropriate housing while addressing challenges related to social connection, financial stability, and daily living needs.

One ADRC client contacted our office feeling unsafe and dissatisfied with their current living situation. Due to age-related health changes, they were also struggling to stay connected with loved ones and their community, with isolation beginning to form. Our ADRC Navigator provided education on senior living options the client had not previously known about and worked closely with them to identify the best fit for their needs and preferences. As a result, the client and their spouse successfully transitioned into a new, supportive community. With assistance coordinating moving resources, they were able to settle comfortably into what they described as their “forever home.” The client expressed deep gratitude, sharing that their anxiety had been lifted, and they are now living in peace and security.

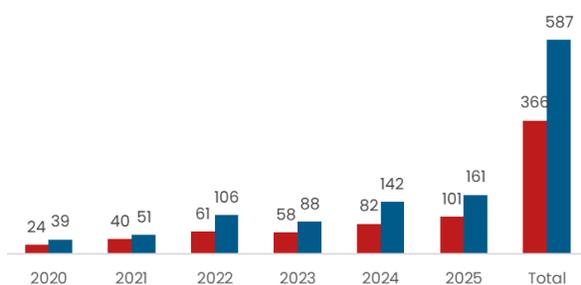


Kinship Connections of Wyoming

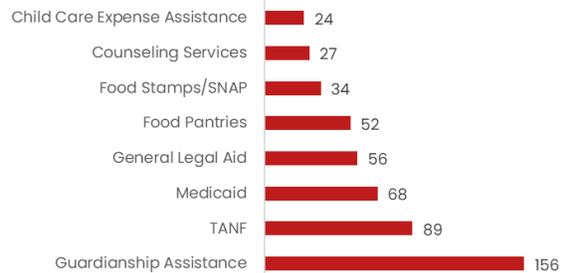
is a free, statewide kinship navigator program dedicated to supporting relatives who are raising children when parents are unable to do so. Through individualized case management, information and referral, advocacy, and emotional support, KCOW helps kinship caregivers access critical resources including financial assistance, legal guidance, educational supports, behavioral health services, and basic needs. Serving families across Wyoming’s rural and frontier communities, KCOW works to reduce barriers, increase stability, and strengthen caregivers’ ability to provide safe, nurturing, and permanent homes for the children in their care.

KCOW continues to advance its commitment to evidence-informed practice and statewide impact. In 2021, the program was invited by Casey Family Programs to participate in the Kinship Navigator Cross-Site Collaborative alongside Generations United, the University of Washington, and partner states working to strengthen kinship navigator models nationwide. In 2022, KCOW launched a formal multi-state evaluation in partnership with Montana’s kinship program to meet federal Title IV-E Prevention Services Clearinghouse standards. This will be the first ever quasi-experimental dual evaluation and the first dual state submission to the Clearinghouse. With evaluation data continuing through 2026, KCOW remains focused on expanding access, increasing credibility, and building a sustainable, high-quality support system for Wyoming’s kinship families. During the past year KCOW received Exemplary Program designation from Grandfamilies & Kinship Support Network.

Our Families



Kinship Top Presenting Needs



Kinship Success Story

A caregiver who had contact with Gabby in years past was aware of the services and had begun the guardianship process. Unfortunately, her situation grew worse, and she was in a domestic violence situation. Due to her prior professional relationship with Gabby, she was able to reach out and obtain guardianship. In a time of hardship and crisis, Gabby was a safe and familiar person to help her in this process. This proves how impactful and important it is to have a consistent person caring for and helping these families navigate their situations, circumstances, and connect them to resources. Wyoming 211 is grateful for Gabby's unwavering effort to help kinship families receive the help they need!



Wyoming CommuniCare

CommuniCare is transforming how Wyoming's health and social service providers coordinate care. Powered by Wyoming 211, CommuniCare is a secure, collaborative platform designed to help organizations work together to address the social drivers of health and provide whole-person care.

At its core, CommuniCare is a network of partners coordinating through a shared technology system. Participating organizations can:

- Identify client needs
- Manage cases
- Close the loop on referrals
- Communicate with other providers
- Access real-time data from more than 3,150 verified 211 resources
- Send and receive direct electronic referrals

With client consent, CommuniCare enables partners to share information between agencies so people can access services more efficiently, improving health, stability, and overall quality of life.

Launching statewide in September 2025, CommuniCare is connecting healthcare, social services, education, housing, and other sectors to build a more coordinated system of care across Wyoming, including its most rural and frontier communities.

September Launch Success

While the development of CommuniCare was not without delays and technical challenges, we went live in September 2025, all the while executing outreach events in the 6 identified regions: Southeast (Laramie, Albany, Platte, Goshen), Central (Converse, Niobrara, Natrona, Carbon), Northeast (Campbell, Weston, Crook, Sheridan, Johnson), Northwest (Park, Big Horn, Washakie, Hot Springs, Teton), Southwest (Uinta, Lincoln, Sweetwater, Sublette), and Fremont. Throughout that outreach, we ensured our partners that utilizing CommuniCare comes along with a commitment to:

- **Support and training:** Training is crucial to ensure all partners are onboarded correctly to ensure effective utilization of the CommuniCare system. All training is conducted on the CommuniCare training platform, a controlled environment that has no impact on the live system. Partners are given access to the live system once they have completed all trainings. Support is available before, during, and after the training stages.
- **Secured Funding for Free Access:** Thanks to generous support from our funding partners and sponsors, we have secured funding that allows qualifying organizations to utilize CommuniCare 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:** 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 CommuniCare well into the future.
- **Support for referrals as well as case management:** In addition to access to the Wyoming 211 database, our CommuniCare partners also have internal support through our call center and case management team.
- **Statewide Collaboration:** [Current Partner List](#)

What's Next

CommuniCare 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. In 2026, the CommuniCare team will continue strategic outreach and collaboration, leveraging relationships with existing partners to identify mutually beneficial opportunities to engage new members.

CommuniCare Success Story

John faced significant challenges across multiple areas of his life. Although he had previously earned a stable income, the physical demands of his job led to a back injury, making it difficult for him to provide for his family. The decrease in income led to losing his housing, living in a motel, and relying on food boxes. John collaborated with a Communicare navigator to develop a plan for stable housing and food. The Communicare Navigator assisted John in completing a SNAP application for submission to the local family services office. This allowed him to schedule the SNAP interview around his work commitments and receive assistance in the process. This success meant John no longer needed to leave work to pick up food boxes, improving his ability to provide for his family. Due to loss of funding for housing, it will take John awhile to secure low-income housing; he is currently on a waiting list.

67 Clients

Worked With Our
Communicare
Navigator

123 Referrals

Sent by Our
Communicare
Navigator

19 Partners

Onboarded Into
the New System

32 Users

Onboarded and
Trained

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.

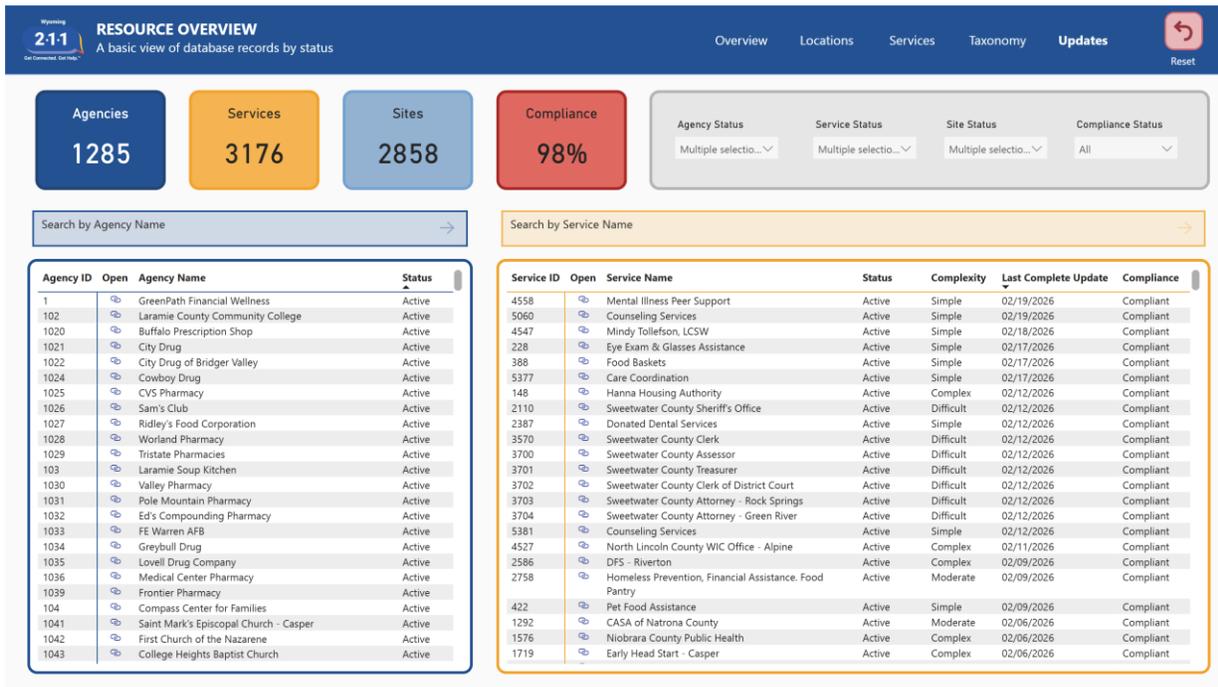
Technology Advancements

Technology is at the core of what we do, as we continually strive to provide access to information, resources, and data as conveniently and barrier-free as possible. With that in mind, we made significant technological advancements in 2025!

Wyoming 211 Resource Database

The Wyoming 211 database is its most precious asset. It is the most current and comprehensive database of community resources in the state of Wyoming and serves as a central access point for connecting Wyoming's residents to community resources. At the end of December 31, 2024, the database housed 2,987 total active services or programs. As of December 31, 2025, the resource database's number of total active services grew by 6%, bringing the total active number of services to 3,178.

Along with the increase in total active services within the resource database, Wyoming 211's IT Manager developed a fully customized resource-database dashboard. This dashboard enables real-time monitoring of resource updates, total resource counts, geographic distribution, and compliance activity, providing a more efficient and accurate way to manage and oversee the statewide resource network.



Improving Cyber Resilience in 2025

In 2025, Wyoming 211 continued to strengthen its cybersecurity posture by building on the major improvements completed in 2024. After achieving a 70% increase in overall security strength last year, the organization added several new protective measures, including enhanced system monitoring, more frequent vulnerability testing, and updated security protocols for all users and devices. These updates further reduced exposure to external threats and improved the stability of Wyoming 211's technical infrastructure.

To reinforce these efforts, Wyoming 211 also renewed and expanded its cyber liability insurance to provide broader protection against emerging risks. This combined approach, which includes both technical safeguards and comprehensive insurance coverage, reflects the organization's ongoing commitment to protecting sensitive data, supporting partner organizations, and ensuring operational continuity in an increasingly complex cybersecurity environment.

A New Era for Client Management

In 2025, Wyoming 211 began a major transition to a new client management platform as part of the CommuniCare launch. This system required extensive customization, led by Wyoming 211's IT Manager, who rebuilt more than 30 custom forms from the ground up. Each form is designed to store data at the field level, allowing the system to feed into a robust reporting dataset. This structure supports the creation of highly tailored reports, and Wyoming 211 has already developed more than 10 custom reports containing over 40 individual report widgets. These enhancements significantly improve both the user experience and the organization's ability to track and report KPIs with accuracy and efficiency.

Alongside the platform customization, the Wyoming 211 CommuniCare team worked diligently to integrate a new direct API connection to the statewide resource database. This integration required detailed field mapping, taxonomy alignment, and careful planning to ensure the system operates as efficiently as possible. As a result, the platform now supports improved client management and more seamless direct and indirect referrals, ultimately strengthening outcomes for individuals seeking services across Wyoming.

Next-Generation Search Engine Upgrades

The Wyoming 211 search engine underwent a major redesign in 2025, including a complete backend rebuild and a significantly enhanced user interface. Previously, the platform relied on a third-party API to access the resource database, which caused delays of up to a week before updates appeared in the search engine. The new system is now directly integrated via API, allowing resource updates to refresh accurately and in near real-time.

In addition to backend improvements, the search engine now includes new filtering options that help users narrow their search criteria more effectively. The interface has evolved from Version 1 to Version 2 with a cleaner layout, improved navigation, and a more intuitive list view display of resources.

Each resource record now includes several new fields that provide more clarity for users, including eligibility requirements, hours of operation, intake procedures, required documents, accepted insurance, intended participants, and an organizational email.

2025 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>Christi Haswell</u> SHERIDAN PRESIDENT Sheridan County, County Commissioner</p>	<p><u>John Fritz</u> LARAMIE VICE PRESIDENT Hathaway & Kunz, LLP, Attorney</p>	<p><u>Michele DeHoff</u> LARAMIE SECRETARY/TREASURER Jonah Bank of Wyoming, Chief Culture Officer</p>
<p><u>Amy Spieker, MPH</u> LARAMIE PAST PRESIDENT Cheyenne Regional Medical Center, Director of Community Health and Analysis</p>	<p><u>Sheila Bush</u> LARAMIE MEMBER Wyoming Medical Society, Executive Director</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>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>Tressa Barnes</u> UINTA MEMBER Union Wireless, Marketing Director</p>	<p><u>Dr. Lisa Brandes</u> LARAMIE MEMBER Blue Cross Blue Shield of Wyoming, Medical Director</p>
<p><u>Cristine Braddy</u> GOSHEN MEMBER Goshen County Library, Director</p>	<p><u>Bryan Thomas</u> LARAMIE MEMBER Meridian Trust Federal Credit Union, Chief Executive Officer</p>	

Support Our Work

The work we do would not be possible without the generous and robust support of our many partners – state agencies, community foundations, and local funding opportunities alike support the manhours it takes to do this work effectively. We extend our deepest gratitude to everyone and tip our hats to those who have chosen to dedicate their personal donations to our mission.

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.

Ongoing support can make a significant difference in the lives of those who rely on our helpline. Every donation helps us continue assisting those who need it most, especially during these difficult times. Every contribution is greatly appreciated. All donations are 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

