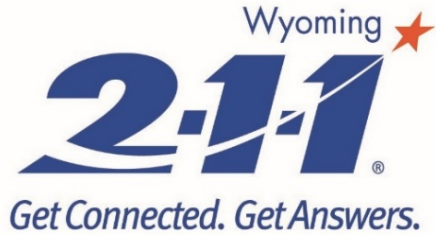
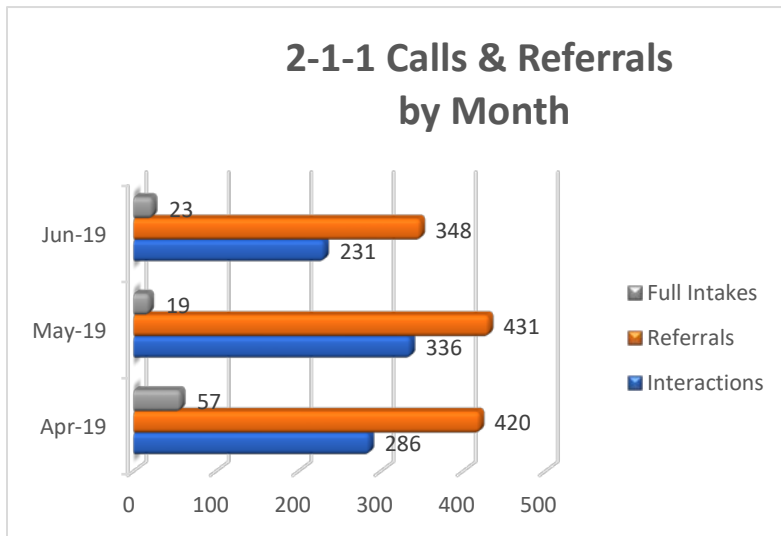




APRIL THROUGH JUNE 2019
STATEWIDE INFORMATION AND REFERRAL REPORT



From April 2019 through June 2019, Wyoming 2-1-1 handled 853 calls (interactions) and provided 1199 referrals statewide.



*When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an "interaction".

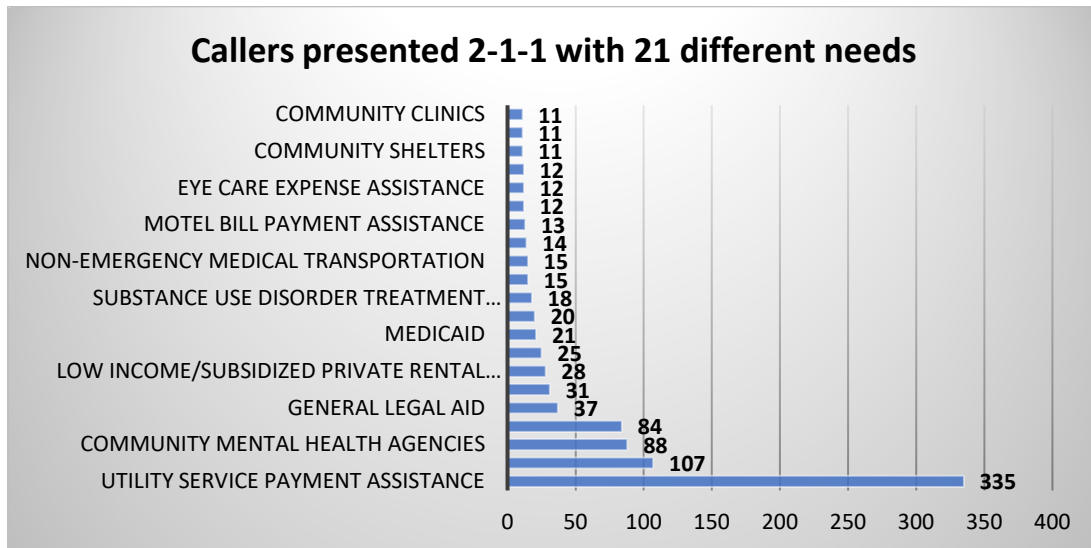
**If the individual is willing to answer all of our demographic questions, we count that call as a "full intake".

***A "referral" is the actual referral made to a particular resource.

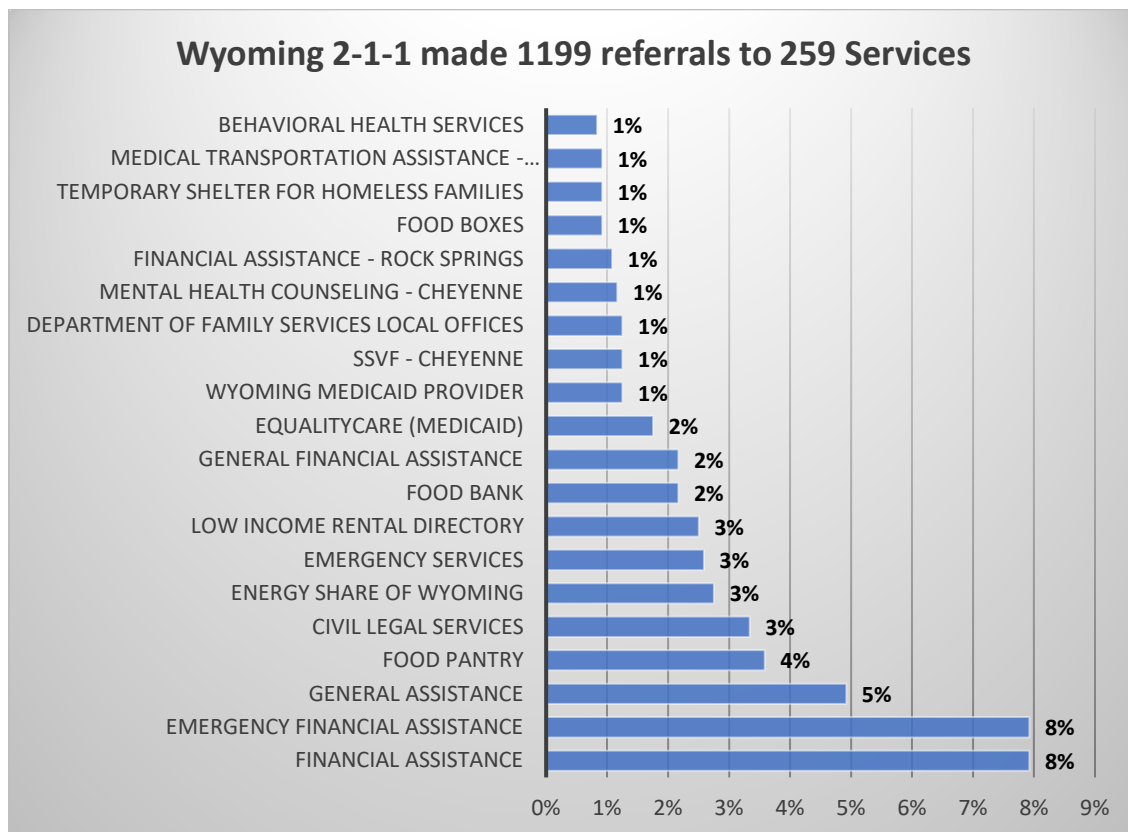
County	Total Calls per County	Total Referrals Per County	County	Total Calls per County	Total Referrals Per County
ALBANY	22	30	NATRONA	96	177
BIG HORN	4	7	NIOBRARA	3	3
CAMPBELL	30	42	PARK	16	15
CARBON	23	29	PLATTE	7	16
CONVERSE	12	17	SHERIDAN	25	30
CROOK	4	5	SUBLETTE	7	6
FREMONT	42	50	SWEETWATER	33	38
GOSHEN	14	20	TETON	4	5
HOT SPRINGS	5	3	UINTA	21	31
JOHNSON	2	1	WASHAKIE	8	8
LARAMIE	430	633	WESTON	9	10
LINCOLN	7	7	COUNTY NOT IDENTIFIED	29	16
Grand Total				853	1199

Presenting Needs and Services

2nd Quarter Presenting Needs



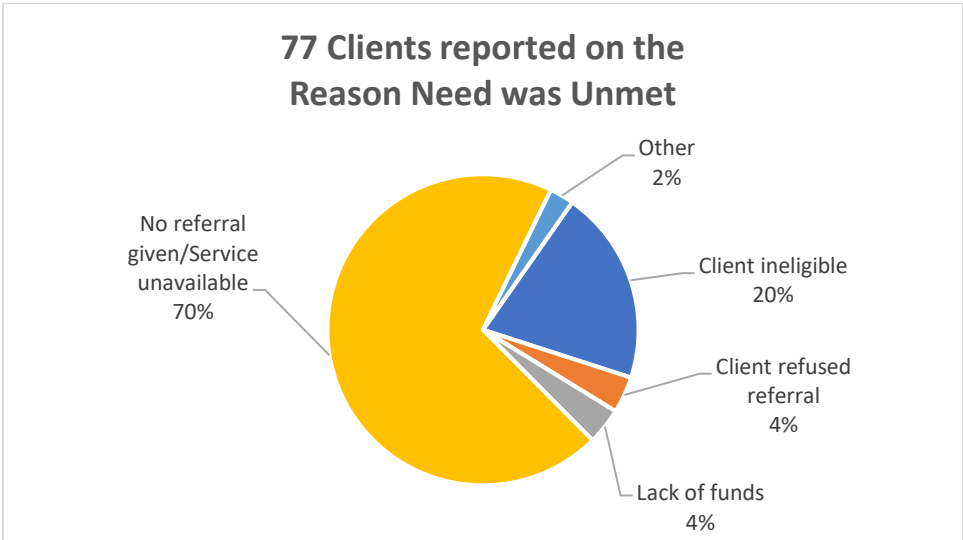
Top 20 Referring Services



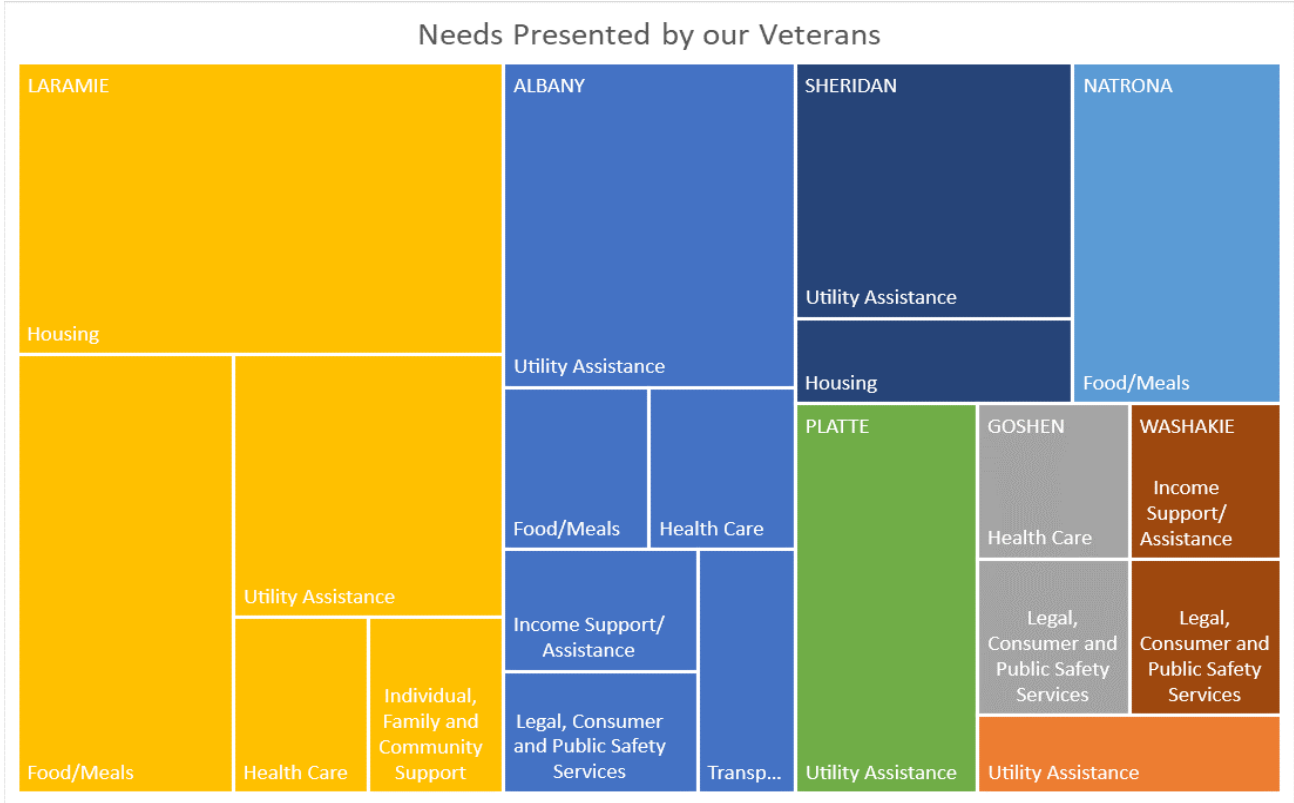
Unmet Needs by County

OUT OF STATE	1	LINCOLN	1
Moving Services	1	Utility Service Payment Assistance	1
ALBANY	1	NATRONA	8
Summer Food Service Programs	1	Gas Money	2
CAMPBELL	2	Home Maintenance and Minor Repair Grants/Loans	1
Utility Service Payment Assistance	2	Local Bus Fare	1
CARBON	4	Long Distance Bus Fare	1
Automotive Repair and Maintenance	1	Moving Services	1
Dentures	1	Rent Payment Assistance	1
Gas Money	1	Repossession Assistance	1
Mortgage Payment Assistance	1	PARK	1
FREMONT	1	Motel Bill Payment Assistance	1
Utility Deposit Assistance	1	PLATTE	1
GOSHEN	1	Dental Care Expense Assistance	1
Automotive Repair and Maintenance	1	SHERIDAN	2
HOT SPRINGS	1	Dental Care Expense Assistance	1
Mobile Home Repair/Service complaints	1	Utility Service Payment Assistance	1
LARAMIE	51	SWEETWATER	2
Air Conditioners	1	<i>Impounded Vehicle Services (gave number to Sheriff's office – not coded in database at the time of referral (it is now))</i>	1
Community Clinics	1	Utility Service Payment Assistance	1
<i>Concealed Weapons Permits (gave number to Sheriff's office – not coded in database at the time of referral (it is now))</i>	1	WASHAKIE	2
Gas Money	7	Home Improvement/Repair Complaints	1
General Yard Work	1	Mobile Home Repair/Service Complaints	1
Hearing Aids	1		
Homeless Shelter	1		
In Home Hair and Nail Care	1		
Internet Access/Security	1		
Low Income/Subsidized Private Rental Housing	1		
Motel Bill Payment Assistance	11		
Moving Services	1		
Podiatry/Foot Care	1		
Rental Deposit Assistance	3		
Travelers Assistance	2		
Utility Service Payment Assistance	17	Total Unmet Needs	79

Reason Unmet



Serving our Veterans



2-1-1 Database

With the database conversion complete, updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1.

As of 7/10/19, the number of agencies, services and sites are as follows:

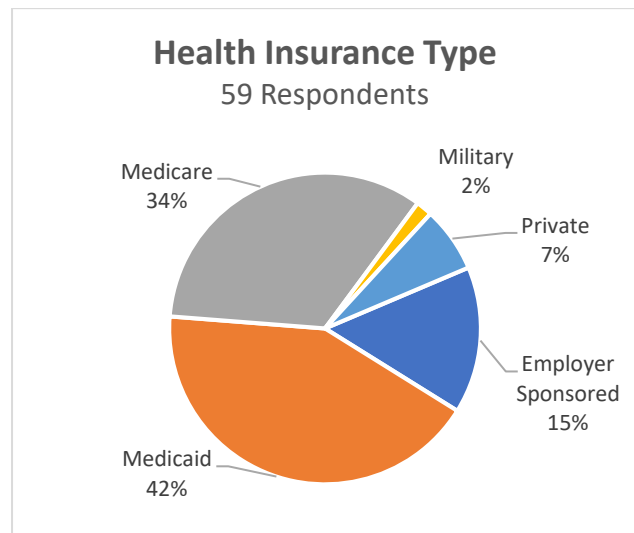
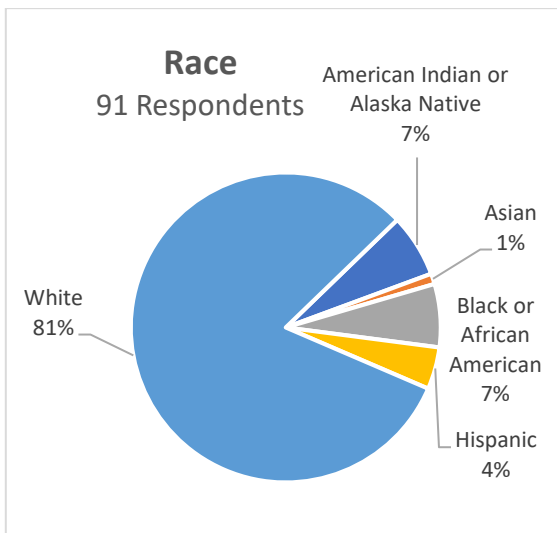
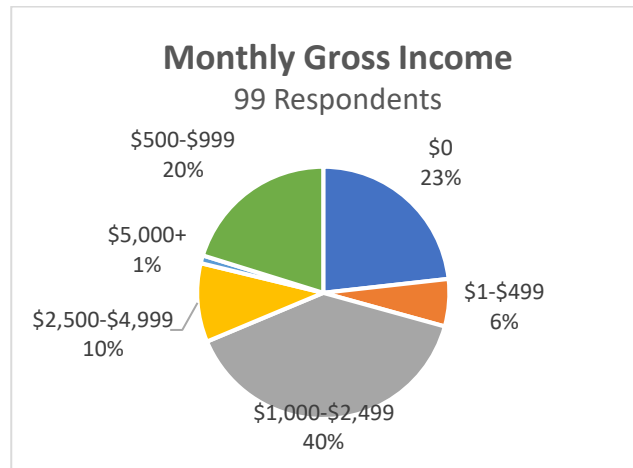
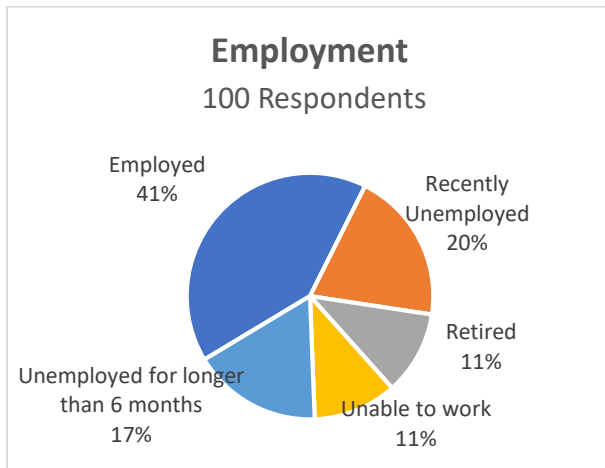
Total Active Agencies: 553
 Total Active Services: 1967
 Total Active Sites: 2050

Total Agencies added Since 10/2018: 170
 Total Services added Since 10/2018: 588
 Total Sites added Since 10/2018: 508

	Resources/Services Available		% Increase	Resources/Services Available		% Increase
	County Specific as of 6/30/19	County Specific as of 1/22/19		Multi-county and Statewide Services as of 6/30/19	Multi-county and Statewide Services as of 1/22/19	
ALBANY	97	86	13%	295	245	20%
BIG HORN	38	24	58%	290	241	20%
CAMPBELL	67	53	26%	281	234	20%
CARBON	74	59	25%	288	236	22%
CONVERSE	71	58	22%	291	243	20%
CROOK	33	20	65%	280	234	20%
FREMONT	113	84	35%	288	239	21%
GOSHEN	61	43	42%	295	244	21%
HOT SPRINGS	22	13	69%	290	243	19%
JOHNSON	34	21	62%	286	239	20%
LARAMIE	231	192	20%	298	246	21%
LINCOLN	62	38	63%	289	330	-12%
NATRONA	164	139	18%	292	243	20%
NIOBRARA	33	26	27%	287	240	20%
PARK	63	42	50%	287	239	20%
PLATTE	42	30	40%	294	244	20%
SHERIDAN	99	84	18%	284	237	20%
SUBLETTE	33	22	50%	283	237	19%
SWEETWATER	79	61	30%	292	244	20%
TETON	42	24	75%	286	240	19%
UINTA	55	39	41%	291	242	20%
WASHAKIE	22	14	57%	287	238	21%
WESTON	25	15	67%	279	232	20%
AVERAGE INCREASE IN RESOURCES			42%			19%

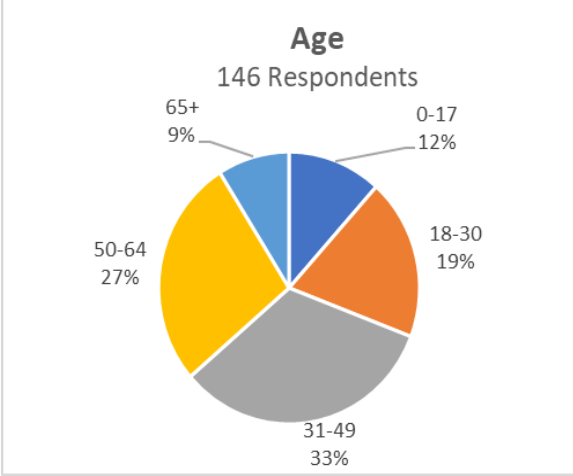
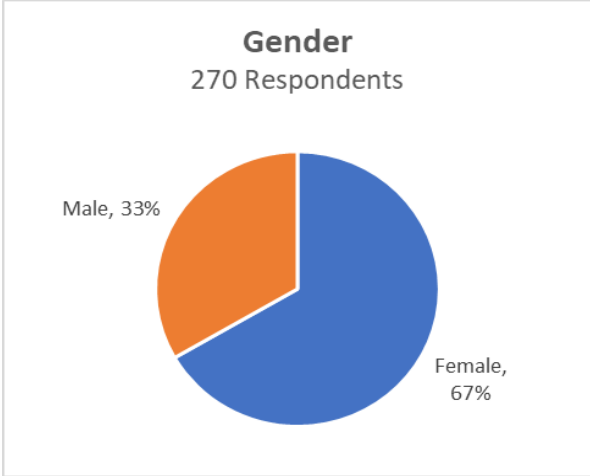
Demographics of Callers

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 Information and Referral Specialists asks the callers specific questions about themselves. This quarter approximately 100 individuals agreed to a full intake. The following charts represent the demographics of individuals served between April 1, 2019 and June 30, 2019.



Demographics of Callers, cntd.

We were able to gather demographic information, such as gender and age, without a full intake in certain situations.



- 57 out of 89 callers indicated they did not have health insurance
 - 31 out of 98 families reported being on food stamps
 - 38 out of 98 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 15 out of 140 individuals reported being either a veteran or active military

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

