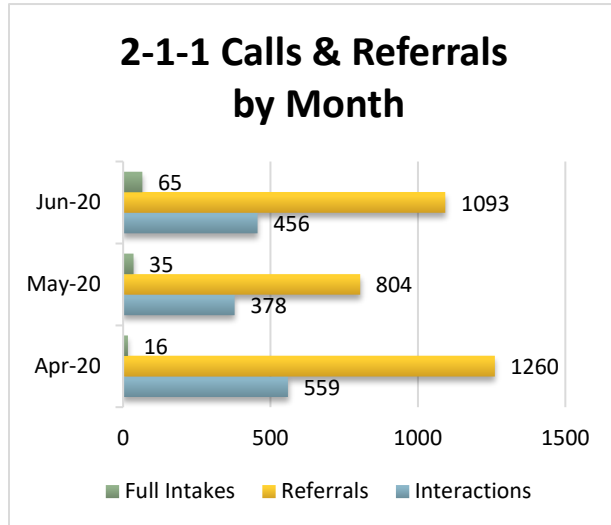


APRIL THROUGH JUNE 2020  
STATEWIDE INFORMATION AND REFERRAL REPORT



**From April 2020 through June 2020, Wyoming 2-1-1 handled 1,393 calls (interactions), provided 3,157 referrals statewide and made 67 follow-ups.**



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

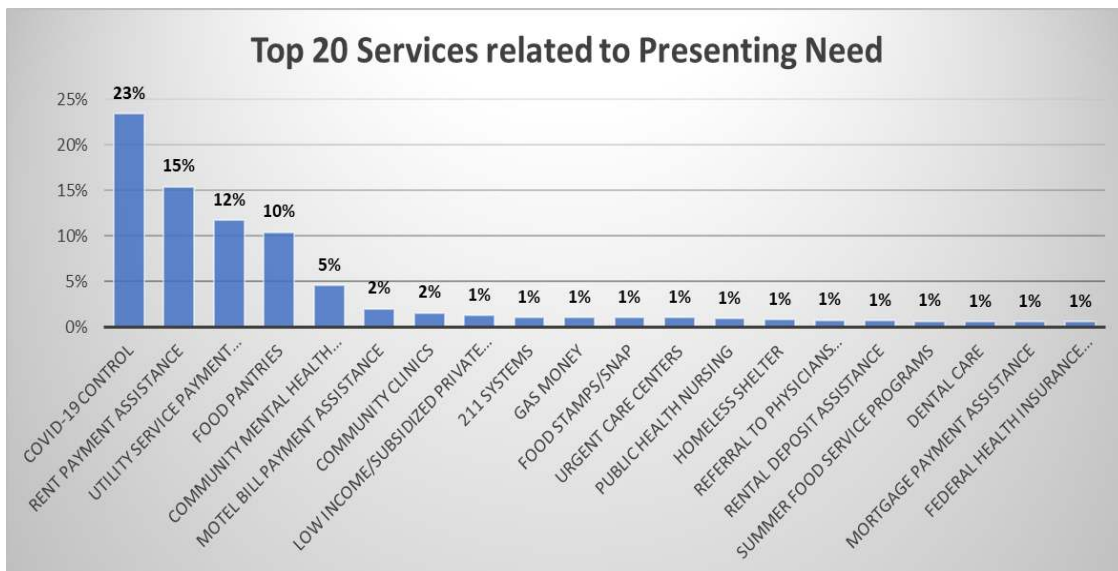
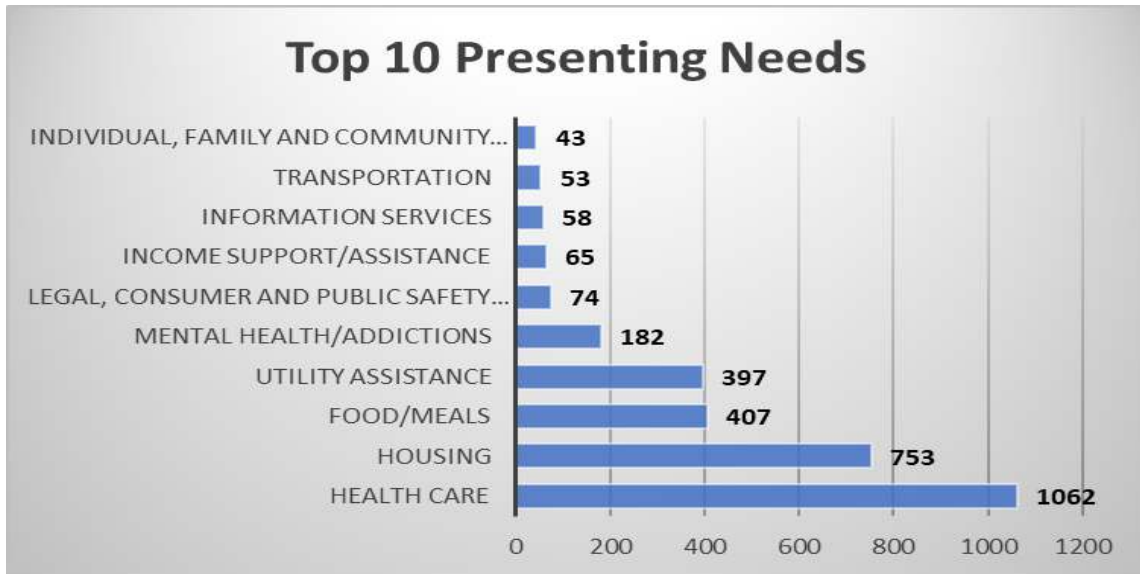
\*\*If the individual is willing to answer all of our demographic questions, we count that call as a *“full intake”*.

\*\*\*A *“referral”* is the actual referral made to a particular resource.

County	Total Calls per County Apr-Jun 2020	Total Referrals Per County Apr-Jun 2020	County	Total Calls per County Apr-Jun 2020	Total Referrals Per County Apr-Jun 2020
ALBANY	53	136			
BIG HORN	14	24	NIOBRARA	5	6
CAMPBELL	59	129	PARK	45	110
CARBON	34	62	PLATTE	18	35
CONVERSE	34	60	SHERIDAN	60	140
CROOK	6	10	SUBLETTE	6	16
FREMONT	107	226	SWEETWATER	58	118
GOSHEN	17	34	TETON	17	46
HOT SPRINGS	9	14	UINTA	32	65
JOHNSON	10	18	WASHAKIE	17	28
LARAMIE	491	1204	WESTON	6	12
LINCOLN	13	22	COUNTY NOT IDENTIFIED	103	163
NATRONA	179	479	<b>GRAND TOTAL</b>	<b>1393</b>	<b>3157</b>

# Presenting Needs and Services

Healthcare, housing, food and utility assistance among the top needs in the 2<sup>nd</sup> Quarter of 2020.



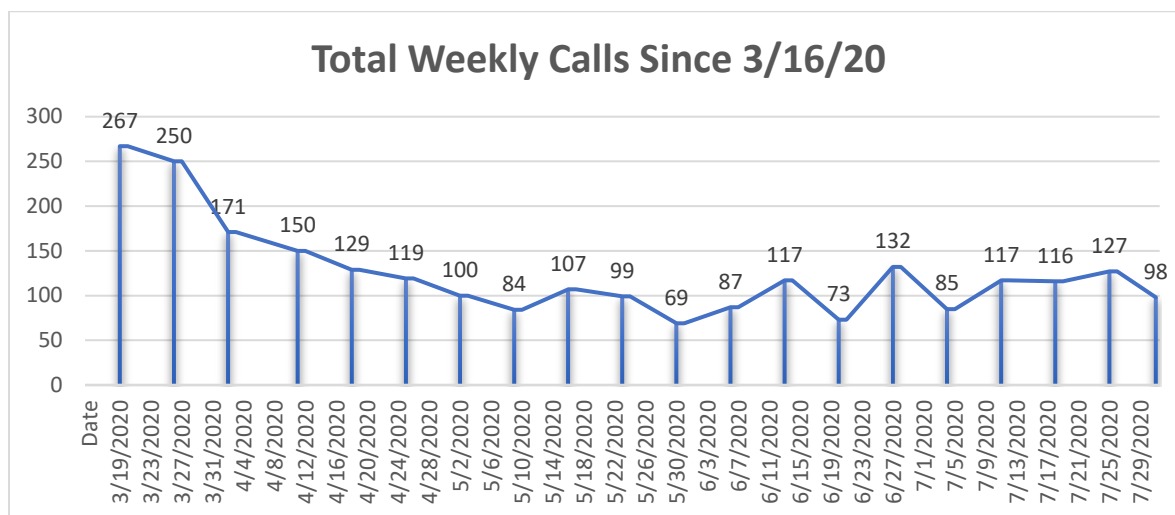
## Unmet Needs: Reason and Request

Reason Unmet/Need	# of Requests
<b>No referral given/Service unavailable</b>	<b>46</b>
Gas Money	7
Motel Bill Payment Assistance	5
Moving Services	5
Rental Deposit Assistance	4
Automotive Repair and Maintenance	2
Rent Payment Assistance	2
Utility Service Payment Assistance	2
Mobile Home Repair/Service Complaints	2
Home Maintenance and Minor Repair Services	2
Furnace Maintenance/Repair	1
Telephone Service Payment Assistance	1
Dating Services	1
Automobile Payment Assistance	1
Dental Care	1
Appliance Repair	1
Computer Distribution Programs	1
Automobile Insurance Payment Assistance	1
Taxi Fare	1
Beds	1
Travelers Assistance	1
Motor Vehicle Registration	1
Veterinary Care Expense Assistance	1
Moving Expense Assistance	1
Birth Certificate Fee Payment Assistance	1
<b>Client ineligible</b>	<b>21</b>
Rent Payment Assistance	6
Utility Service Payment Assistance	6
General Legal Aid	2
Motel Bill Payment Assistance	2
Legal Counseling	1
Gas Money	1
Beds	1
Home Maintenance and Minor Repair Services	1
Homeless Shelter	1
<b>Lack of funds</b>	<b>12</b>
Rent Payment Assistance	5
Utility Service Payment Assistance	2
Motel Bill Payment Assistance	2
Long Distance Bus Fare	1
Gas Money	1
Travelers Assistance	1
<b>Client refused referral</b>	<b>10</b>
Utility Service Payment Assistance	4
TANF	1
Elderly/Disabled Home Rental Listings	1
Public Health Nursing	1
Temporary Help Agencies	1
Rent Payment Assistance	1
Social Security Numbers	1

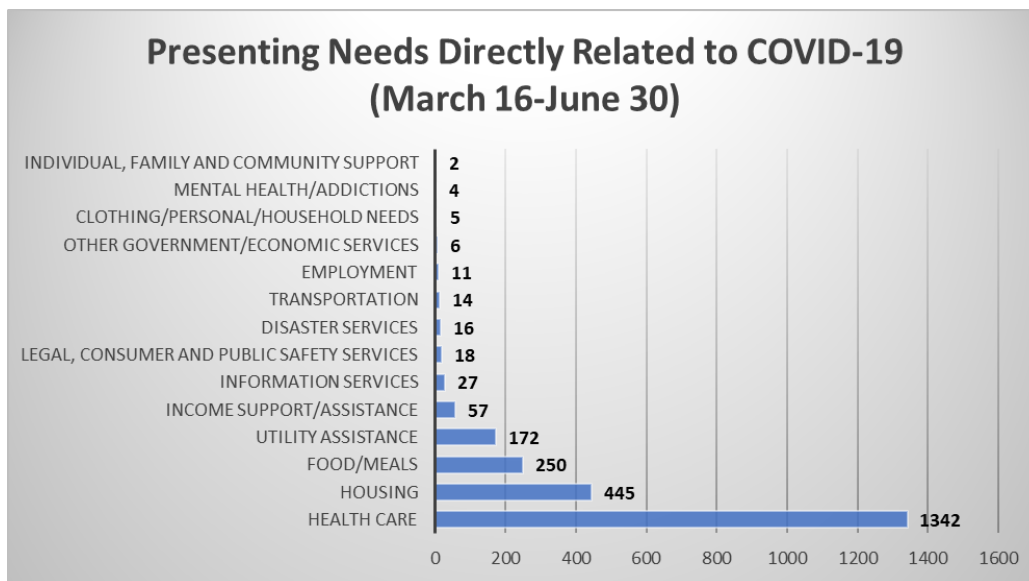
There was 1 unmet need for Veterans – Moving Services.

# COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered to provide a public telephone helpline for COVID-19 questions and information. On March 16, 2020, Wyoming 2-1-1 stood up its call center to disseminate information related to the COVID-19 pandemic. In the first week of calls, Wyoming 2-1-1 received 272 calls and experienced an increase of 645% on day 5 of that first week. Call volume has leveled out in the second quarter of 2020, averaging 100% over normal call volume. The graphic below illustrates the weekly call volume since March 16, 2020.



Wyoming 2-1-1 created a service record in the database entitled “COVID-19”. This record included frequently asked questions pertaining to COVID-19. Those questions are reflected in the Healthcare presenting needs. The other needs arose out of effects of people being laid off from their jobs, schools being closed and other related issues corresponding to COVID-19.



# Veterans

Wyoming 2-1-1 partnered with the Wyoming Department of Health Office of Rural Health to develop strategies to connect with Wyoming Veterans, especially those located in the rural regions of Wyoming. As a part of the strategy, Wyoming 2-1-1 increased the number of resources available to veterans, particularly telehealth services, mobile clinics and community clinics. 2-1-1 also expanded their intake questions and improved accessibility and usability of the guided search function.

Between April and June, 21 veterans contacted Wyoming 2-1-1. Of those, 5 were receiving VA Benefits and 8 were enrolled in the VA Healthcare program. In addition, 9 veterans rented their home and 2 owned their home. The following table represents the presenting needs and corresponding services for veterans during the second quarter of 2020.

Presenting Need/Service Referred to	Number of requests
<b>Housing</b>	<b>46</b>
Rent Payment Assistance	40
Eviction Prevention Legal Assistance	1
Moving Services	1
Home Rehabilitation Loans	1
Rental Deposit Assistance	1
Low Income/Subsidized Private Rental Housing	1
Motel Bill Payment Assistance	1
<b>Food/Meals</b>	<b>10</b>
Food Pantries	7
Soup Kitchens	2
Food Stamps/SNAP	1
<b>Utility Assistance</b>	<b>8</b>
Utility Service Payment Assistance	8
<b>Health Care</b>	<b>6</b>
Prescription Drug Discount Cards	3
State Medicaid Waiver Programs	1
Community Clinics	1
Federal Health Insurance Marketplace Call Center/Website	1
<b>Legal, Consumer and Public Safety Services</b>	<b>3</b>
General Legal Aid	1
Legal Counseling	1
Individual Advocacy	1
<b>Income Support/Assistance</b>	<b>3</b>
Debt Consolidation Services	1
Temporary Financial Assistance	1
TANF	1
<b>Individual, Family and Community Support</b>	<b>2</b>
Case/Care Management	1
Caregiver Consultation and Support	1
<b>Information Services</b>	<b>1</b>
Specialized Information and Referral	1
<b>Transportation</b>	<b>1</b>
Gas Money	1
<b>Employment</b>	<b>1</b>
Vocational Rehabilitation	1
<b>Mental Health/Addictions</b>	<b>1</b>
Adolescent/Youth Counseling	1
<b>Grand Total</b>	<b>82</b>

## 2-1-1 Database

Updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the second quarter there were a lot of organizations that became inactive due to lack of funding or due to record clean up. The number of resources have declined due to these two factors.

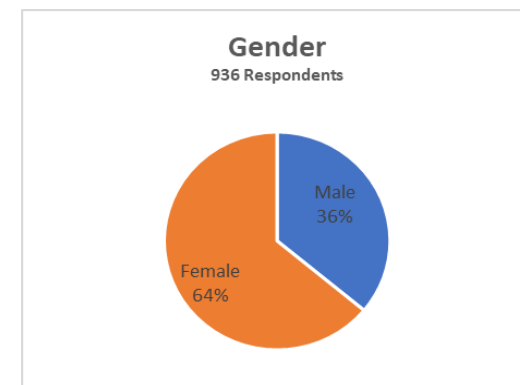
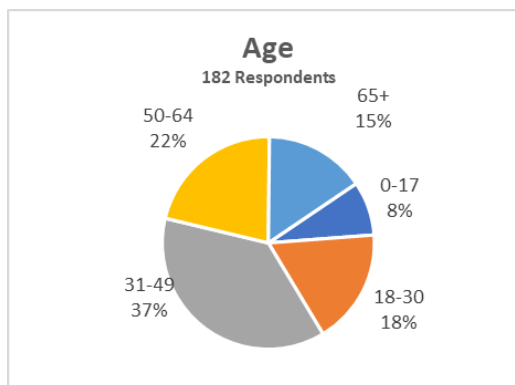
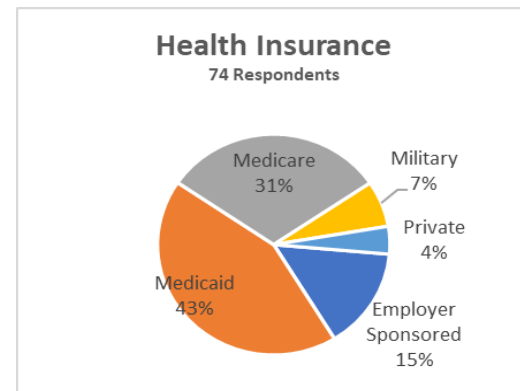
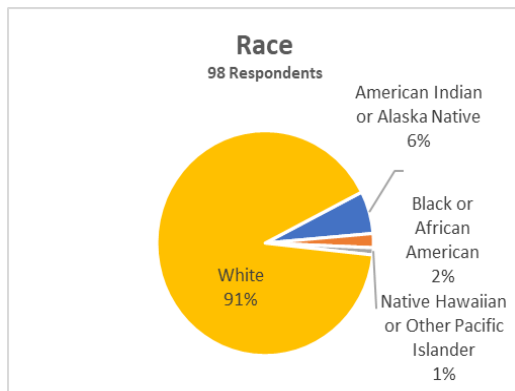
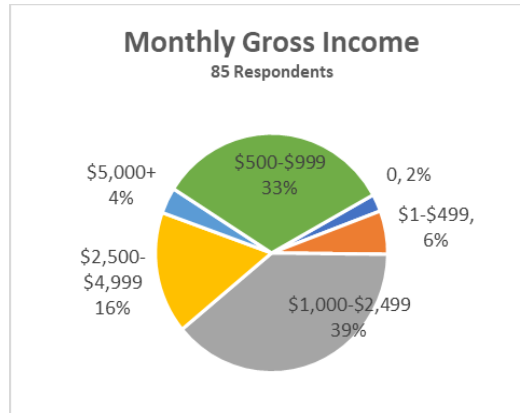
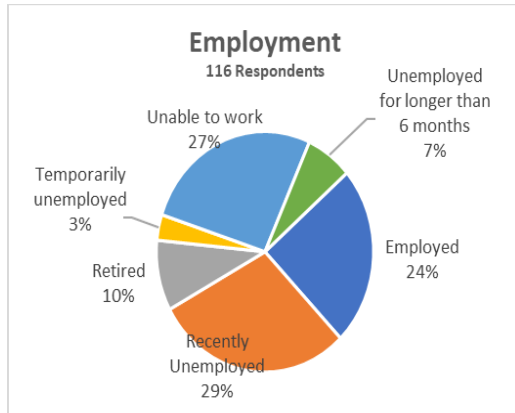
As of 6/30/20, the number of agencies, services and sites are as follows:

- Total Active Agencies: 815
- Total Active Services: 2385
- Total Active Sites: 1996

	Resources/Services Available			Resources/Services Available			Total Resources Per County as of 6/30/20
	County Specific as of 12/31/19	County Specific as of 6/30/20	% Increase	Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 6/30/20	% Increase	
ALBANY	122	124	2%	326	363	11%	487
BIG HORN	50	51	2%	325	349	7%	400
CAMPBELL	87	90	3%	315	333	6%	423
CARBON	97	96	-1%	318	356	12%	452
CONVERSE	73	64	-12%	322	343	7%	407
CROOK	41	38	-7%	314	336	7%	374
FREMONT	141	122	-13%	317	340	7%	462
GOSHEN	66	58	-12%	323	365	13%	423
HOT SPRINGS	37	45	22%	325	348	7%	393
JOHNSON	47	38	-19%	319	340	7%	378
LARAMIE	286	296	3%	330	368	12%	664
LINCOLN	67	68	1%	320	339	6%	407
NATRONA	201	221	10%	325	344	6%	565
NIOBRARA	33	30	-9%	318	340	7%	370
PARK	92	92	0%	322	342	6%	434
PLATTE	45	44	-2%	322	364	13%	408
SHERIDAN	117	82	-30%	317	337	6%	419
SUBLETTE	43	44	2%	312	334	7%	378
SWEETWATER	94	91	-3%	320	338	6%	429
TETON	61	53	-13%	314	334	6%	387
UINTA	63	60	-5%	320	340	6%	400
WASHAKIE	32	35	9%	321	343	7%	378
WESTON	31	29	-6%	313	335	7%	364
AVERAGE INCREASE IN RESOURCES			-3%			8%	2%

# Demographics of Callers

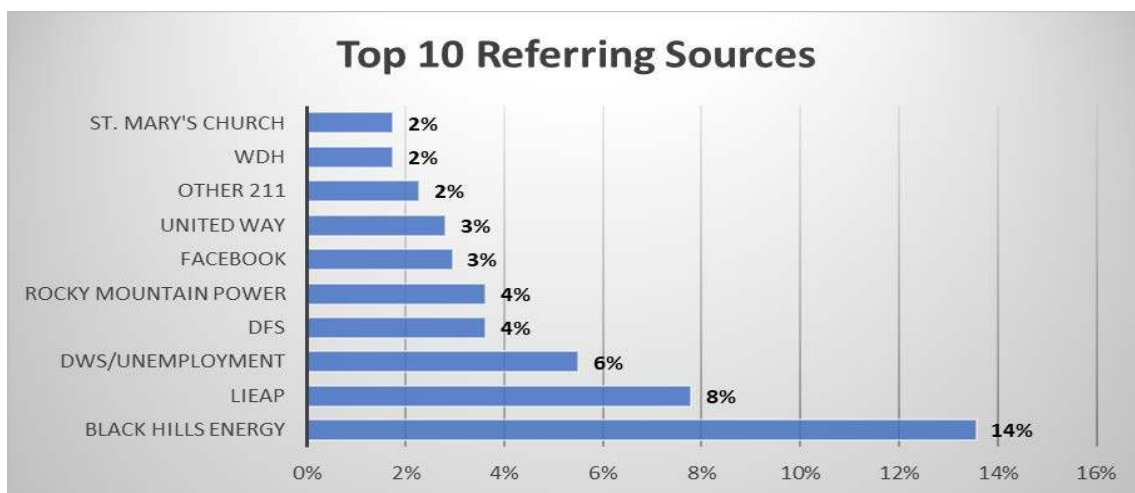
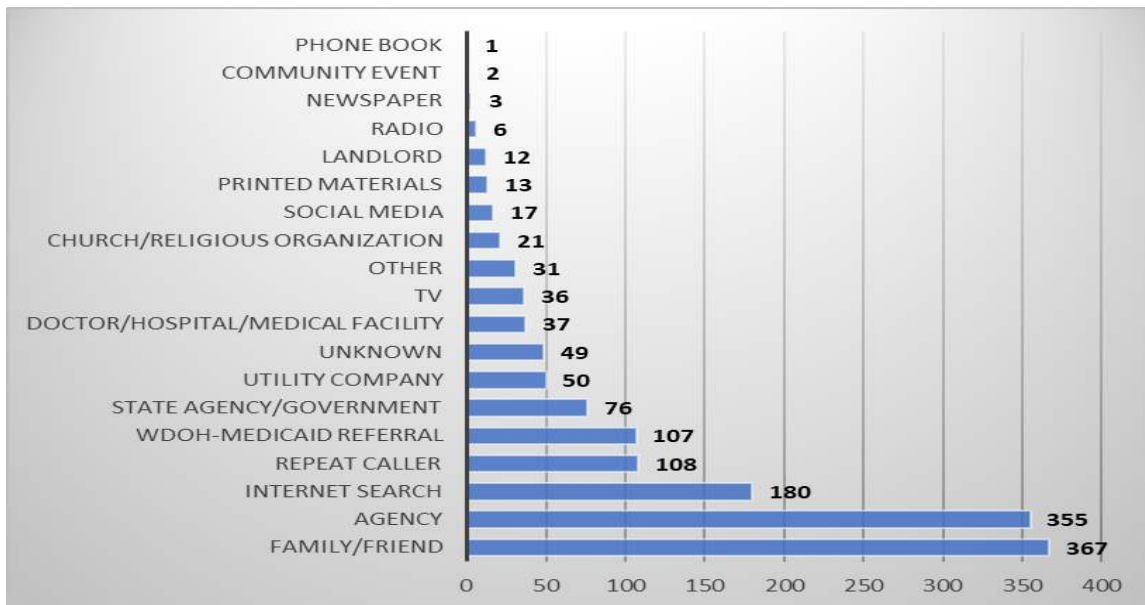
Wyoming 2-1-1 collects demographic information on individuals calling as a way to understand their consumer base. This information is generally collected through an intake process where the Information and Referral Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between April 1, 2020 and June 30, 2020.



- 34 out of 111 callers indicated they did not have health insurance
  - 37 out of 109 families reported being on food stamps
- 33 out of 108 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)



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



### When we followed up with callers...

96% were satisfied with the 211 service

67% learned about new resources

96% would recommend the 211 service to others

55% received assistance from services referred to

### Reason Why Service Not Received:

60% - Agency referred to couldn't help

20% - Came to another solution

20% - Will make contacts later