

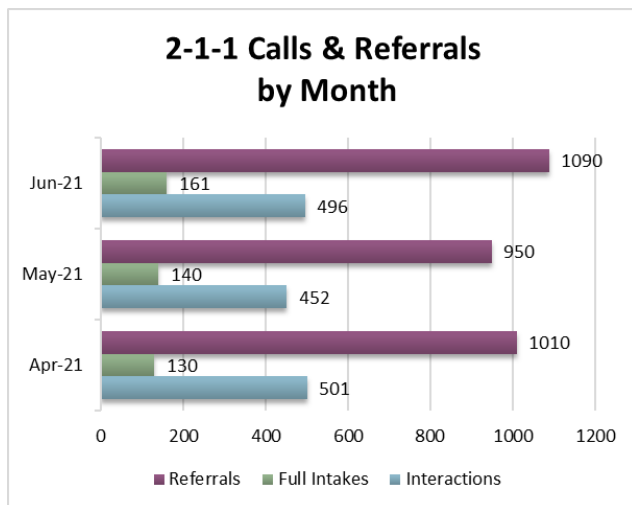


APRIL THROUGH JUNE 2021
STATEWIDE INFORMATION AND REFERRAL REPORT



From April through May 2021,
Wyoming 2-1-1 handled 1,449 calls
(interactions) and provided 3,050
referrals statewide.

Year to date, 3,199 calls have been
handled and 6,658 referrals have
been provided.



*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”*.

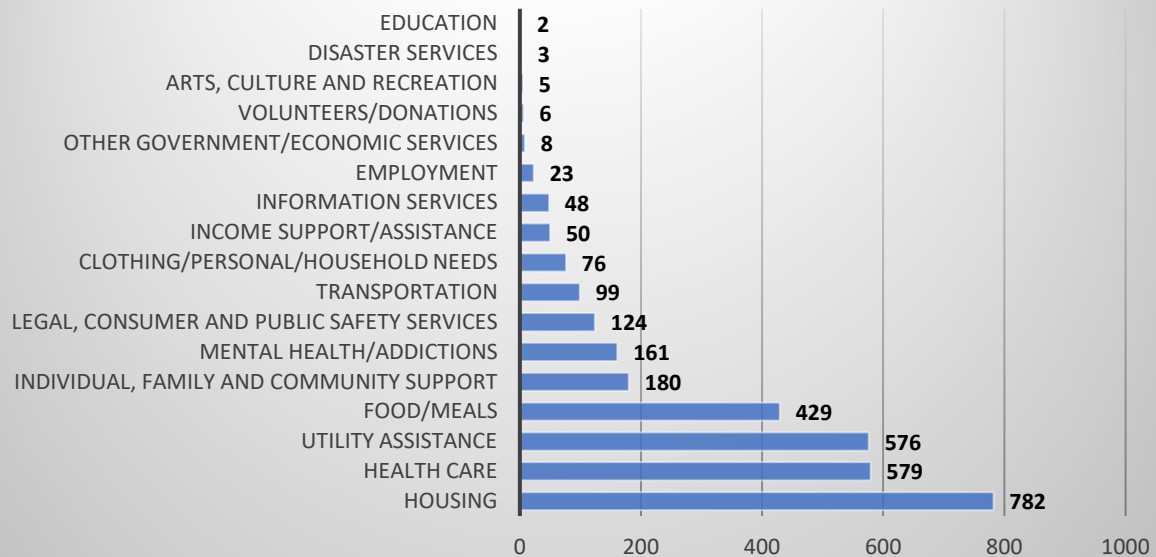
***A *“referral”* is the actual referral made to a particular resource.

County	Total Calls per County Apr-Jun 2021	Total Referrals Per County Apr-Jun 2021	County	Total Calls per County Apr-Jun 2021	Total Referrals Per County Apr-Jun 2021
ALBANY	67	146	NIOBRARA	4	4
BIG HORN	32	66	PARK	51	78
CAMPBELL	97	180	PLATTE	14	27
CARBON	16	42	SHERIDAN	60	111
CONVERSE	36	67	SUBLETTE	6	8
CROOK	13	23	SWEETWATER	98	177
FREMONT	66	151	TETON	5	4
GOSHEN	16	29	UINTA	25	65
HOT SPRINGS	10	10	WASHAKIE	18	43
JOHNSON	8	24	WESTON	5	11
LARAMIE	534	1229	COUNTY NOT IDENTIFIED	52	30
LINCOLN	8	10	GRAND TOTAL	1449	3050
NATRONA	208	515			

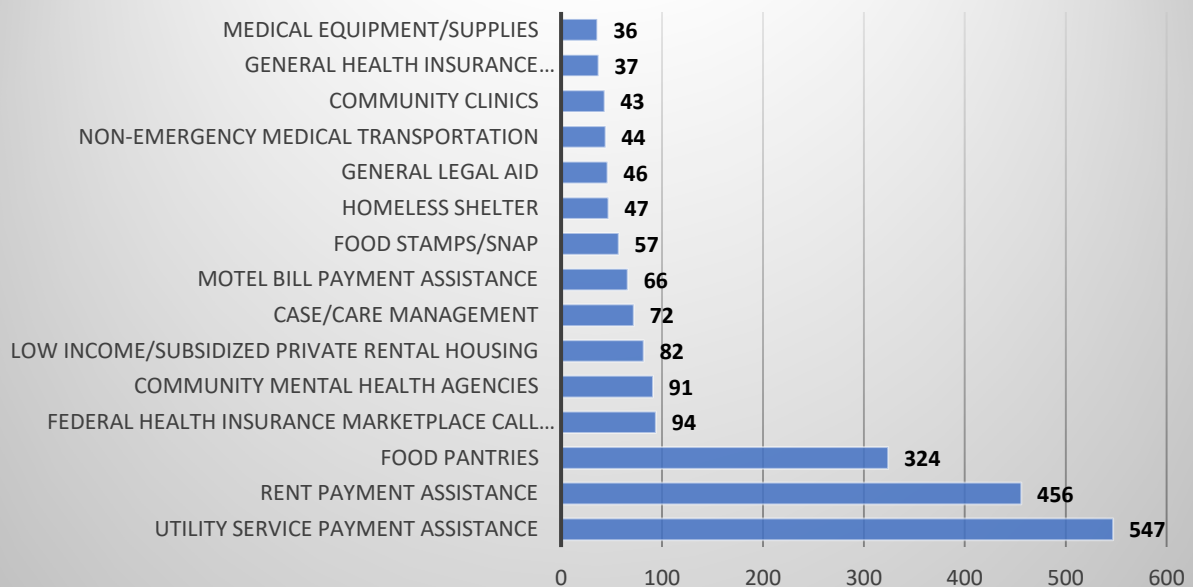
Presenting Needs and Services

Housing, healthcare, utility assistance, and food are among the top needs in the 2nd Quarter of 2021.

2nd Quarter Presenting Needs



Top 15 Services Related to Presenting Needs



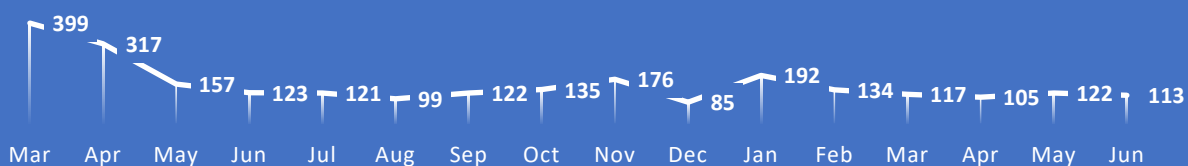
Unmet Needs: Reason and Request

Reason Unmet/Need	# of Requests	Reason Unmet/Need	# of Requests
Client ineligible	11	No referral given/Service unavailable	46
Utility Service Payment Assistance	6	Gas Money	7
Medicaid	1	Rent Payment Assistance	5
Rent Payment Assistance	1	Rental Deposit Assistance	3
Homeless Shelter	1	Motel Bill Payment Assistance	3
Federal Health Insurance Marketplace Call Center/Website	1	Air Conditioners	3
Legal Information Services	1	Telephone Service Payment Assistance	2
		Utility Service Payment Assistance	2
Client refused referral	19	Air Duct Cleaning	1
Rent Payment Assistance	3	Relocation Assistance	1
Utility Service Payment Assistance	2	Personal/Grooming Supplies	1
Ex-Offender Reentry Programs	2	Home Maintenance and Minor Repair Services	1
Food Pantries	2	Automotive Repair and Maintenance	1
TANF	1	Homeless Shelter	1
Motel Bill Payment Assistance	1	Weatherization Programs	1
Pregnancy/Childbirth Support Groups	1	Hotels/Motels	1
Homeless Shelter	1	Pet Boarding/Sitting Services	1
Soup Kitchens	1	Local Bus Transit Services	1
Information and Referral	1	Automotive Body Repair/Painting	1
Training and Employment Programs	1	Local Electric Utility Companies	1
Information Sources	1	Business Assistance Services	1
Case/Care Management	1	Travelers Assistance	1
Low Income/Subsidized Private Rental Housing	1	Veterinary Care Expense Assistance	1
		Work Clothing	1
Lack of funds	1	Water Service Payment Assistance	1
Utility Service Payment Assistance	1	Medical Care Expense Assistance	1
		Burial/Cremation Expense Assistance	1
Other	5	Automobile Insurance	1
Senior Centers	1	Long Distance Bus Fare	1
Case/Care Management	1		
Utility Service Payment Assistance	1		
Construction/Development Permits	1		
Homeless Shelter	1		

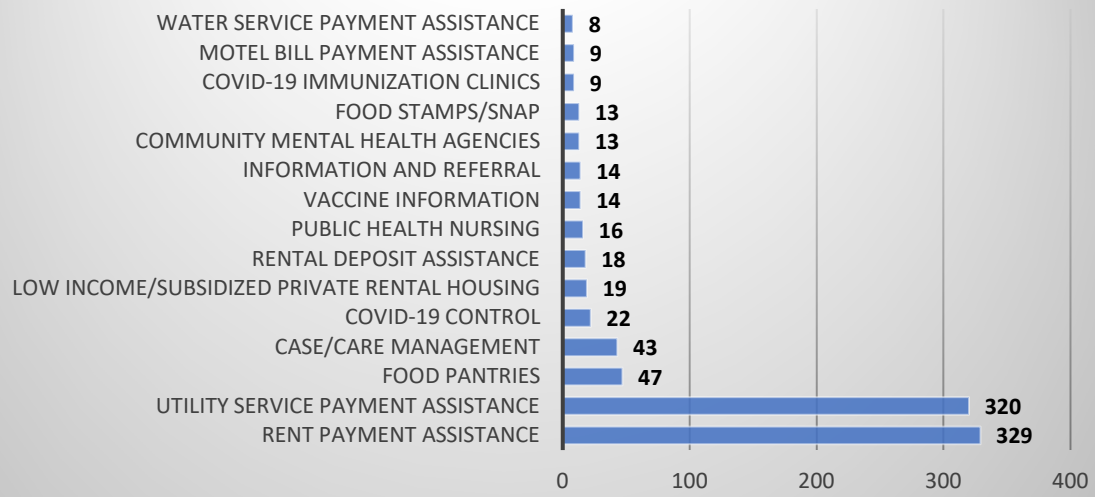
COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered to provide a public telephone helpline for COVID-19 questions and information. While the Governor started to relax the public health orders, residents continued to feel the economic impact of the pandemic into 2021. There were significantly fewer calls about the coronavirus and more requests for financial assistance.

TOTAL COVID INTERACTIONS MARCH 16, 2020 - JUNE 30, 2021



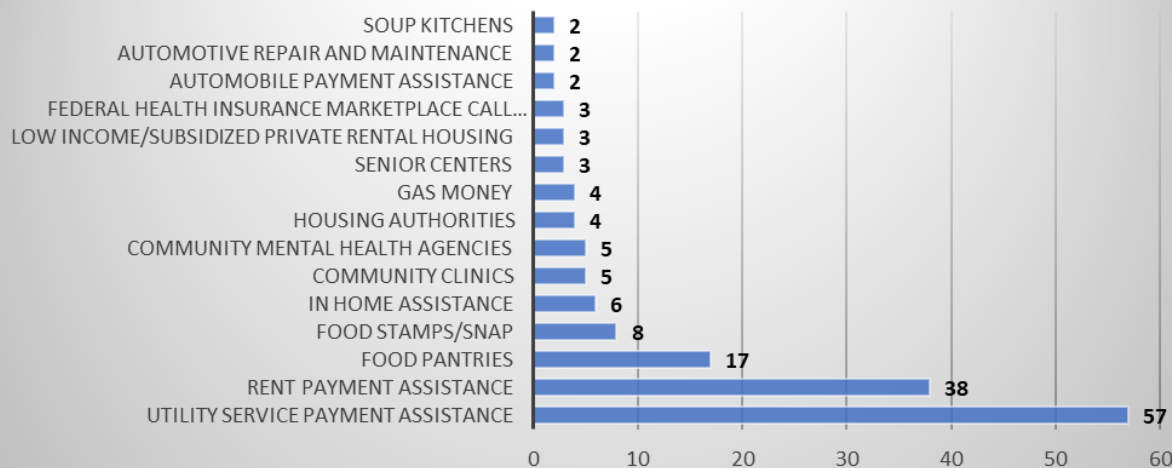
Top COVID Needs April - June 2021



Veterans

Wyoming 2-1-1 continues to partner 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. Between April through June, 31 veterans and an additional 15 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 10 were receiving VA Benefits and 14 were enrolled in the VA Healthcare program. In addition, 21 veterans rented their home, 14 owned their home and 3 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the second quarter of 2021.

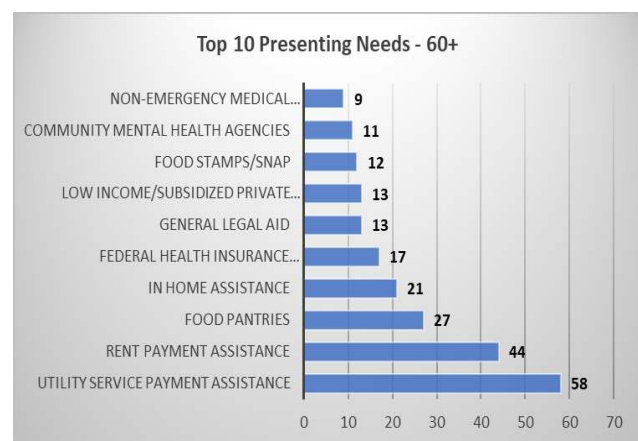
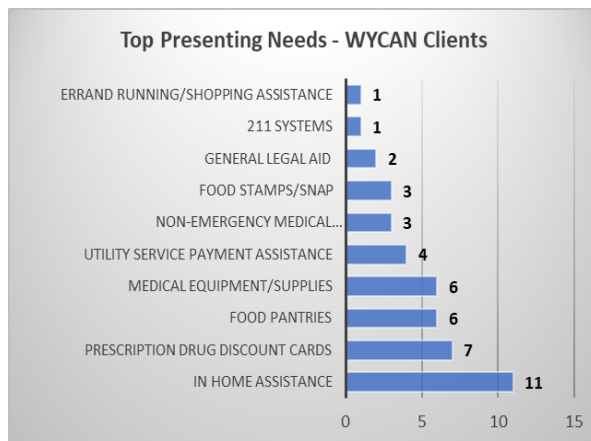
Veterans Presenting Needs - 2nd Quarter



Wyoming CAN (COVID-19 AGING NETWORK)

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. Wyoming 2-1-1 received 13 inquiries for assistance in the 2nd quarter. In Home Assistance was the top presenting need for all adults over 60 that reached out to Wyoming 2-1-1 for assistance.



2-1-1 Database

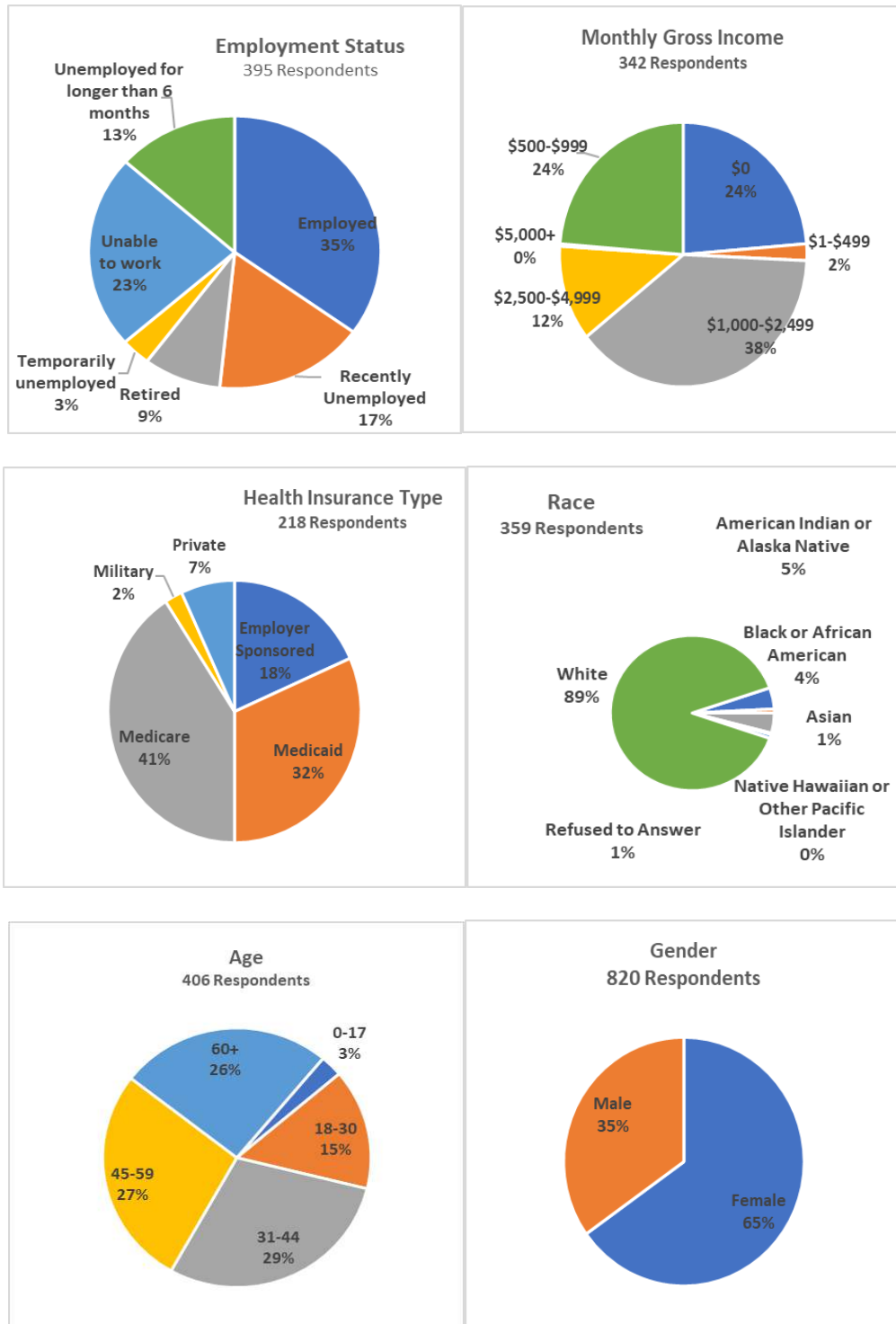
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the second quarter of 2021, Wyoming 2-1-1 experienced a 3% increase in new resources in the database since 12/30/2020. As of 6/30/2021, the number of agencies, services and sites are as follows:

Total Active Agencies: 917	Total Active Services: 2522	Total Active Sites: 2174
----------------------------	-----------------------------	--------------------------

	Resources/ Services Available			Resources/ Services Available		% Increase	Total % Increase
	County Specific as of 12/31/20	County Specific as of 6/30/21	% Increase over last year	Multi-county and Statewide Services as of 12/31/20	Multi-county and Statewide Services as of 6/30/21		
ALBANY	121	123	2%	371	389	5%	3%
BIG HORN	53	59	11%	354	363	3%	7%
CAMPBELL	87	96	10%	342	355	4%	7%
CARBON	93	91	-2%	360	375	4%	1%
CONVERSE	65	66	2%	350	367	5%	3%
CROOK	44	42	-5%	346	358	3%	-1%
FREMONT	138	144	4%	347	354	2%	3%
GOSHEN	56	57	2%	372	364	-2%	0%
HOT SPRINGS	43	44	2%	356	362	2%	2%
JOHNSON	45	50	11%	348	359	3%	7%
LARAMIE	289	289	0%	378	392	4%	2%
LINCOLN	84	87	4%	347	355	2%	3%
NATRONA	211	217	3%	348	365	5%	4%
NIOBRARA	31	30	-3%	345	362	5%	1%
PARK	97	99	2%	351	360	3%	2%
PLATTE	52	54	4%	371	382	3%	3%
SHERIDAN	91	96	5%	346	359	4%	5%
SUBLETTE	52	50	-4%	341	349	2%	-1%
SWEETWATER	98	99	1%	346	353	2%	2%
TETON	61	71	16%	342	352	3%	10%
UINTA	68	70	3%	349	355	2%	2%
WASHAKIE	42	42	0%	353	360	2%	1%
WESTON	38	40	5%	345	359	4%	5%
AVERAGE INCREASE IN RESOURCES			3%			3%	3%

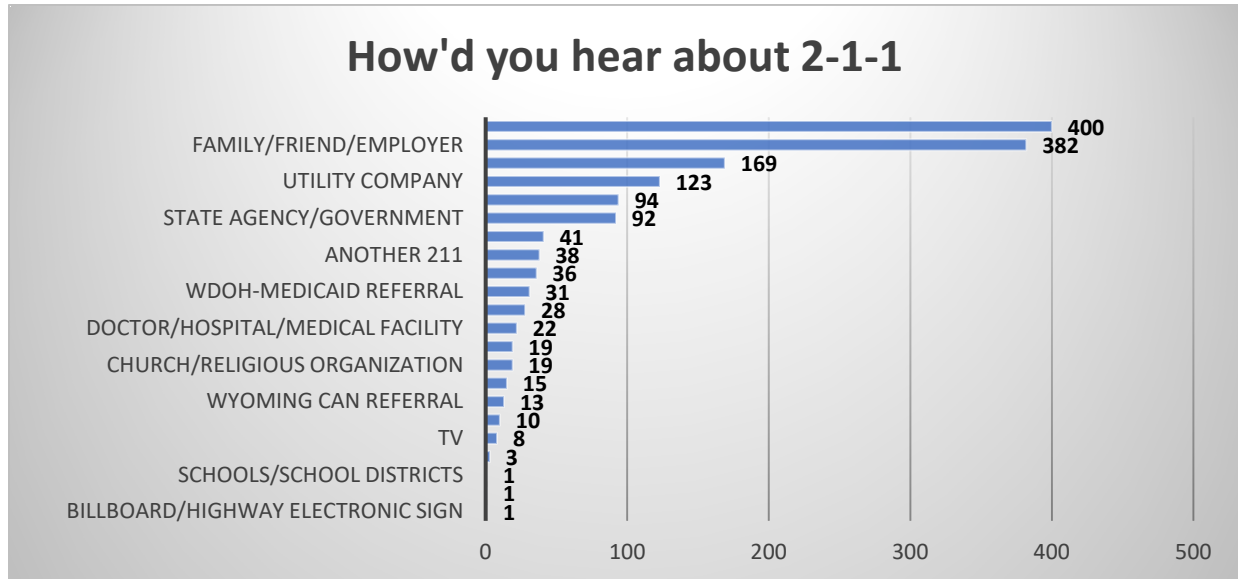
Demographics of Callers

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 and June 2021.



- 155 out of 367 callers or 42% indicated they did not have health insurance
 - 137 out of 378 families or 36% reported being on food stamps
- 89 out of 336 individuals or 26% 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...

- 94% were satisfied with the 211 service,
- 95% found the 211 specialists to be helpful
- 94% would call again for assistance
- 87% learned about new resources
- 93% found the information to be correct
- 93% would recommend the 211 service to others

~~~~~

### 69% received assistance from services referred to

#### Reason Why Service Not Received:

- 3% Agency referred to couldn't help; Language barrier
- 10% Agency referred to couldn't help
- 15% Application completed/application pending approval
- 10% Application too difficult
- 5% Came to another solution
- 13% Ineligible for service
- 15% Other
- 3% Waiting to see if things change before making contacts
- 3% Will make contacts later; Other
- 23% Will make contacts later