

**Wyoming**



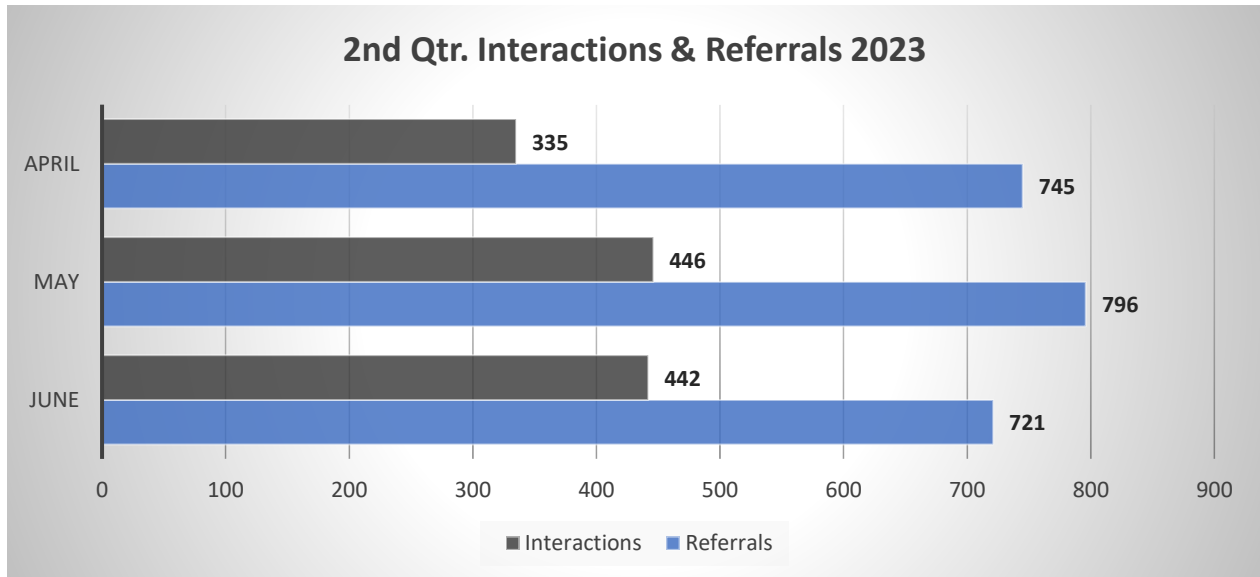
**Get Connected. Get Help.™**

APRIL THROUGH JUNE 2023

STATEWIDE INFORMATION AND REFERRAL REPORT



From April to June 2023, Wyoming 211 handled 1,223 calls (interactions) and provided 2,262 referrals statewide.

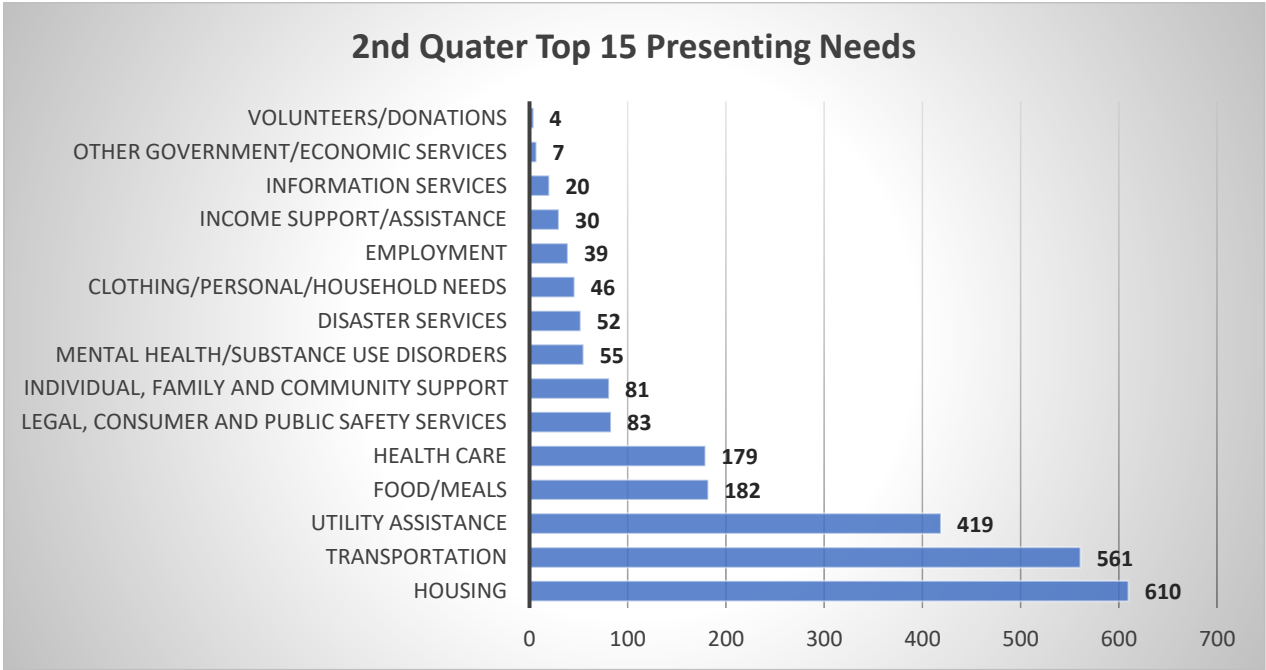


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

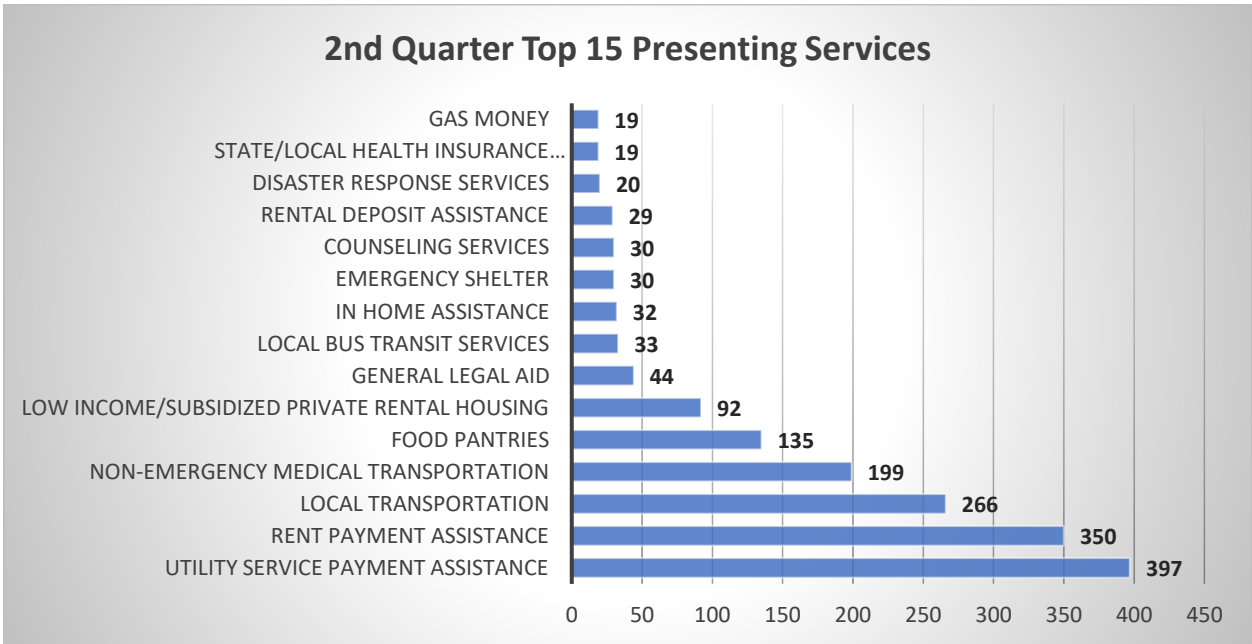
County	Total Calls per County Apr-Jun 2023	Total Referrals Per County Apr-Jun 2023	County	Total Calls per County Apr-Jun 2023	Total Referrals Per County Apr-Jun 2023
ALBANY	46	89	NIOBRARA	6	19
BIG HORN	9	13	PARK	16	25
CAMPBELL	35	80	PLATTE	11	27
CARBON	23	49	SHERIDAN	32	42
CONVERSE	17	20	SUBLETTE	5	13
CROOK	5	10	SWEETWATER	52	87
FREMONT	43	126	TETON	2	3
GOSHEN	12	11	UINTA	21	50
HOT SPRINGS	4	7	WASHAKIE	8	17
JOHNSON	4	5	WESTON	2	0
LARAMIE	537	905	COUNTY NOT IDENTIFIED	21	15
LINCOLN	6	7	<b>GRAND TOTAL</b>	<b>1223</b>	<b>2262</b>
NATRONA	306	642			

# Presenting Needs and Services

Housing, transportation, utility assistance, food, and health care are among the top categories of needs in the 2<sup>nd</sup> quarter of 2023.



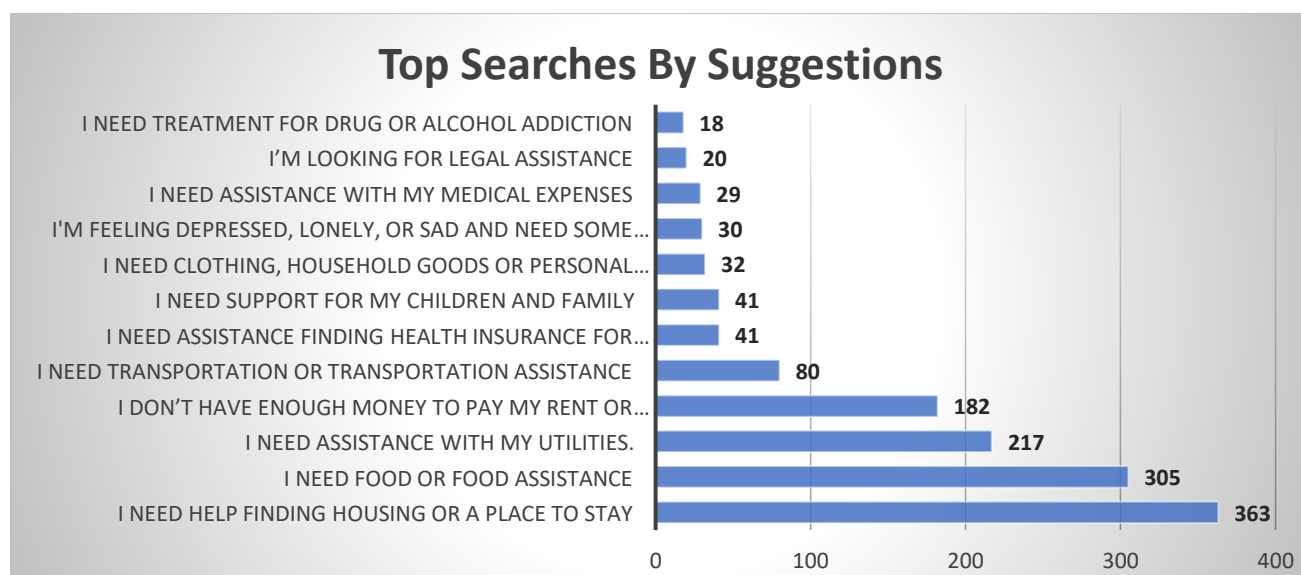
When broken down into service needs, utility service payment assistance, rent assistance, and local transportation are among the top three service needs in the 2<sup>nd</sup> quarter of 2023.



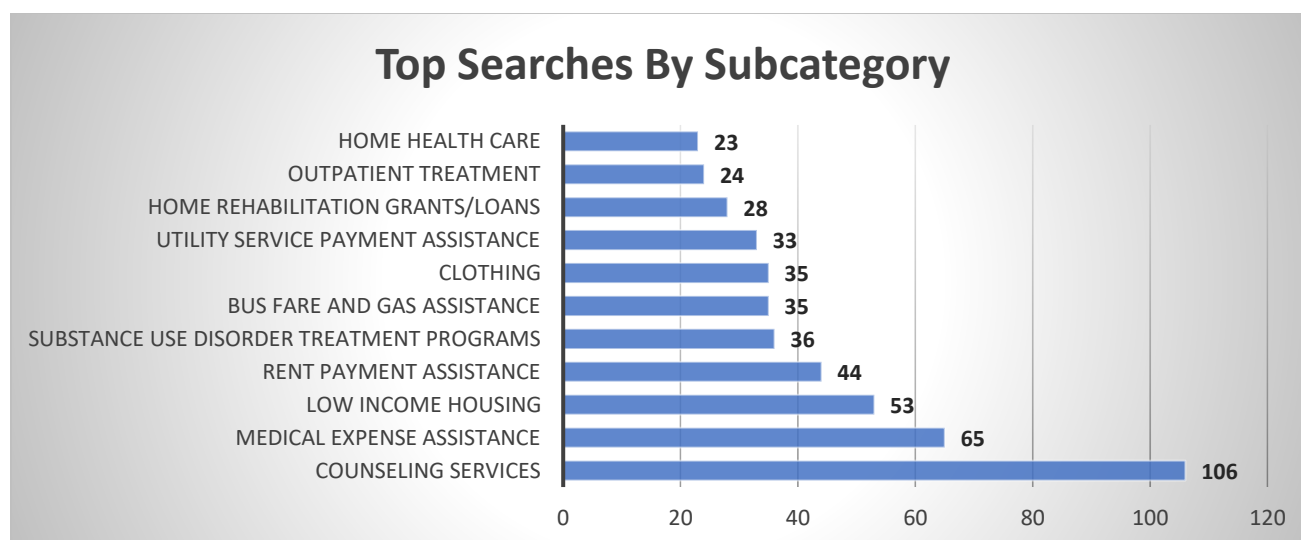
# Search Engine Presenting Needs

In late April, Wyoming 211 debuted a brand-new search engine. Beginning in mid-May, integrations were put in place to track our top presenting needs via the new search engine.

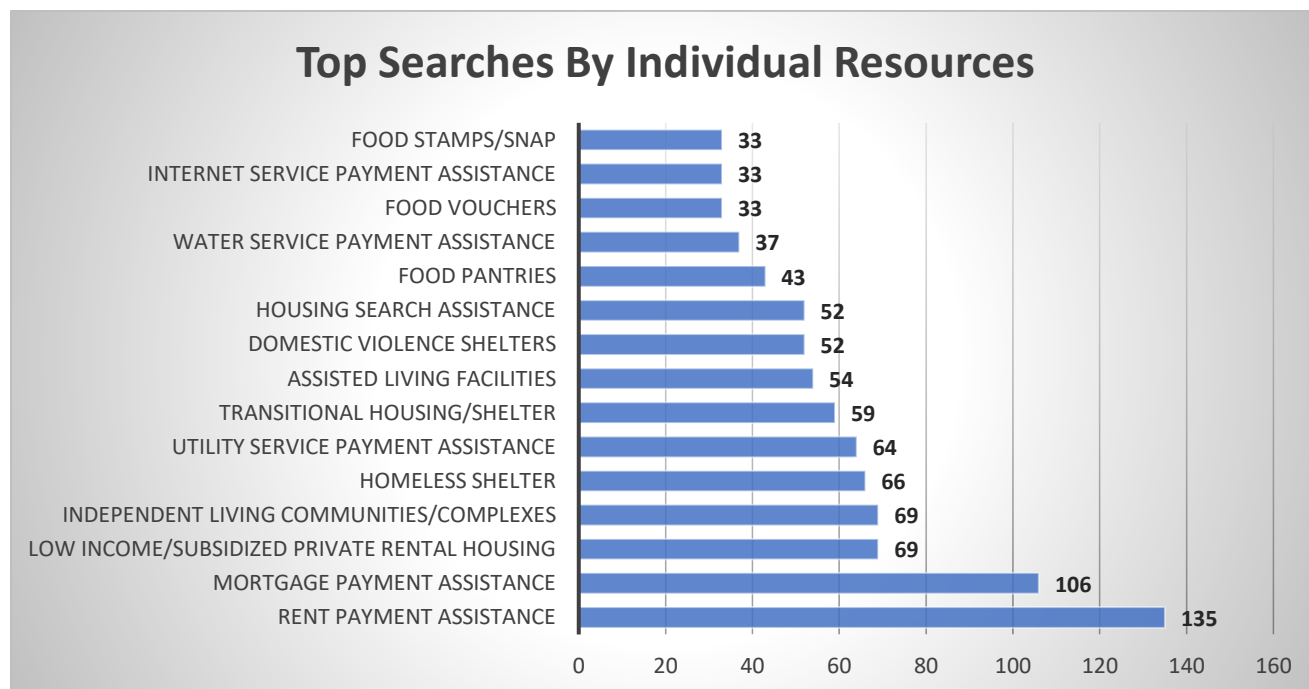
There are various ways to perform a search. Searching utilizing the dropdown menu allows a user to select from 12 different prompt suggestions. According to our data, the top three searched suggestion prompts were “I need help finding housing or a place to stay,” “I need for or food assistance,” and “I need assistance with my utilities.”



Users can also search using our top 12 service categories, which provides them with several subcategories and a quick link to help them quickly get to the resources they need. According to our data the top three searched subcategories were counseling services, medical expense assistance, and low-income housing.



If users already know the resources they are looking for, they are more likely to search by individual resources. According to our data, the top three searches by individual resources were rent payment assistance, mortgage payment assistance, and low income/subsidized private rental housing.



## Unmet Needs: Reason and Request

Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high need areas in our communities. Through the follow up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client may be ineligible for a particular service because they have already used it, the service is out of funds, the client hasn't contacted the referral agency, or perhaps the client found other ways to meet their needs. These reasons are also tracked within the 2-1-1 database.

Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
Client ineligible	17	No referral given/Service unavailable	17
Rent Payment Assistance	9	Motel Bill Payment Assistance	5
Utility Service Payment Assistance	6	Utility Service Payment Assistance	2
Driver Licenses	1	Gas Money	2
Home Improvement/Accessibility	1	Death Certificate Fee Payment Assistance	1
Client refused referral	9	Rent Payment Assistance	1
Utility Service Payment Assistance	2	Bereavement and Grief Support Groups	1

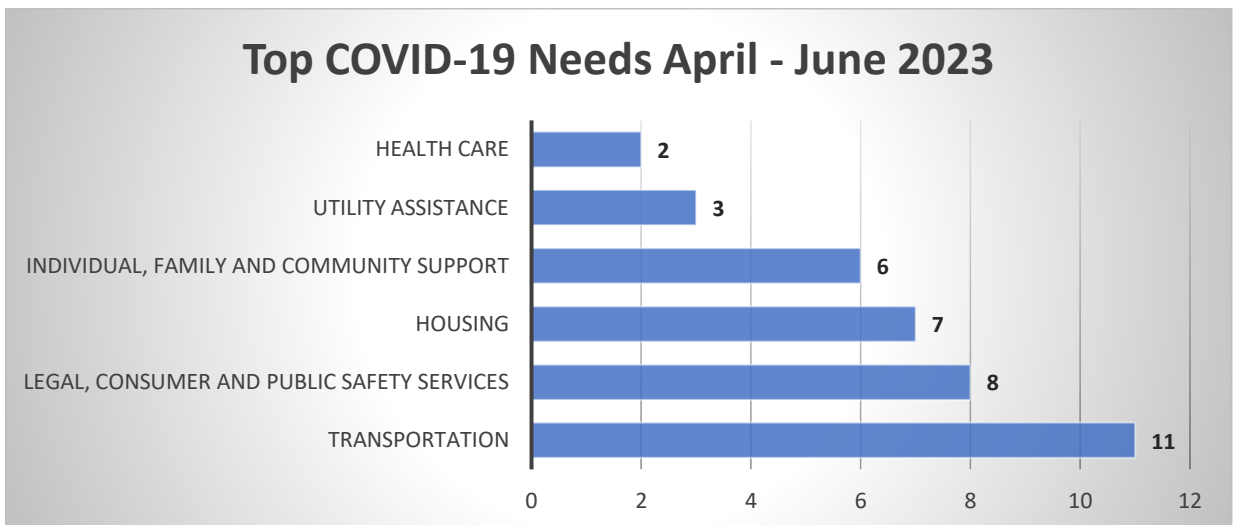
Non-Emergency Medical Transportation	1	Baby Clothing	1
Local Transportation	1	Rental Deposit Assistance	1
Guardianship Assistance	1	Automobile Donation Programs	1
Rent Payment Assistance	1	Medical Care Expense Assistance	1
Homeless Shelter	1	Home Improvement/Accessibility	1
Child Care Expense Assistance	1		
Local Bus Transit Services	1		
Lack of funds	20		
Rent Payment Assistance	13		
Utility Service Payment Assistance	6		
Dental Care Expense Assistance	1		

## COVID-19

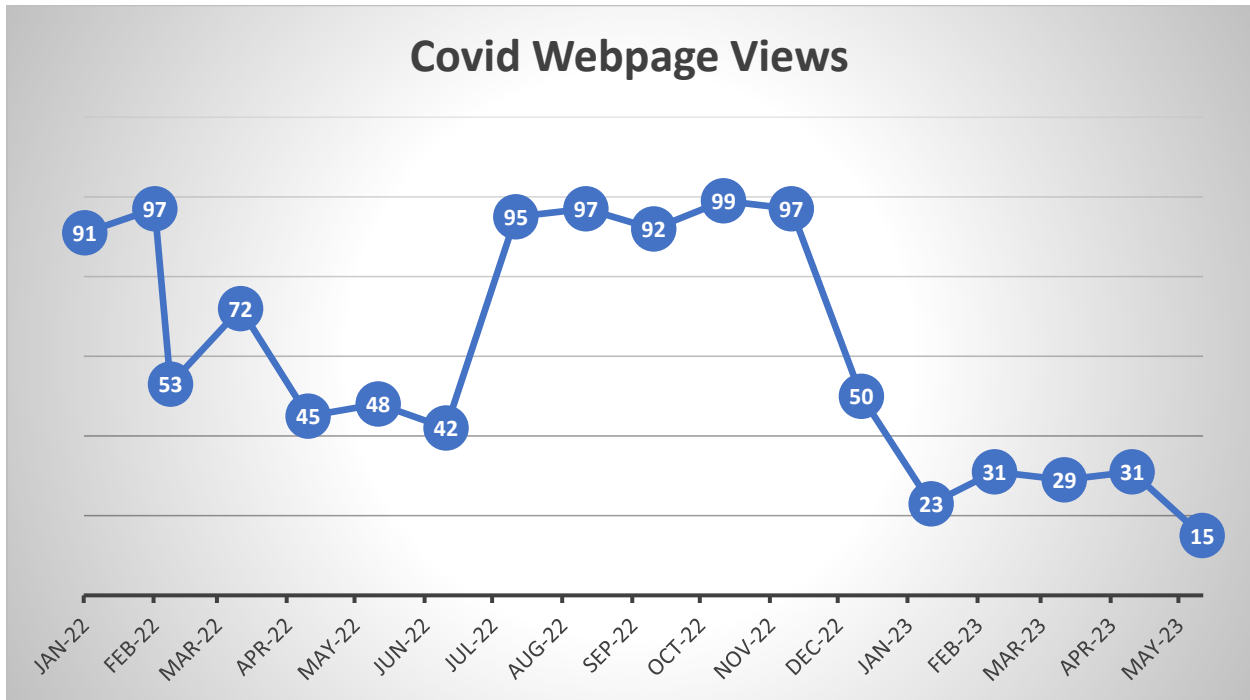
### COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered in 2020 to provide a public telephone helpline for COVID-19 questions and information. This partnership has continued into 2023. However, we have seen a steady decline in the number of calls from consumers, with a slight peak in April 2023. From April to June of 2023, Wyoming 211 handled 37 calls related to COVID. These calls represent 3% of all calls received and handled by Wyoming 211 Community Resource Specialists in the 2<sup>nd</sup> quarter of 2023.

When callers reach out to Wyoming 211, the Community Resource Specialist asks if the caller has been impacted by COVID. If the caller indicates that they have, the call is recorded as a COVID related call. This quarter, a large majority of callers were seeking transportation, legal services and other housing stability services due to COVID.



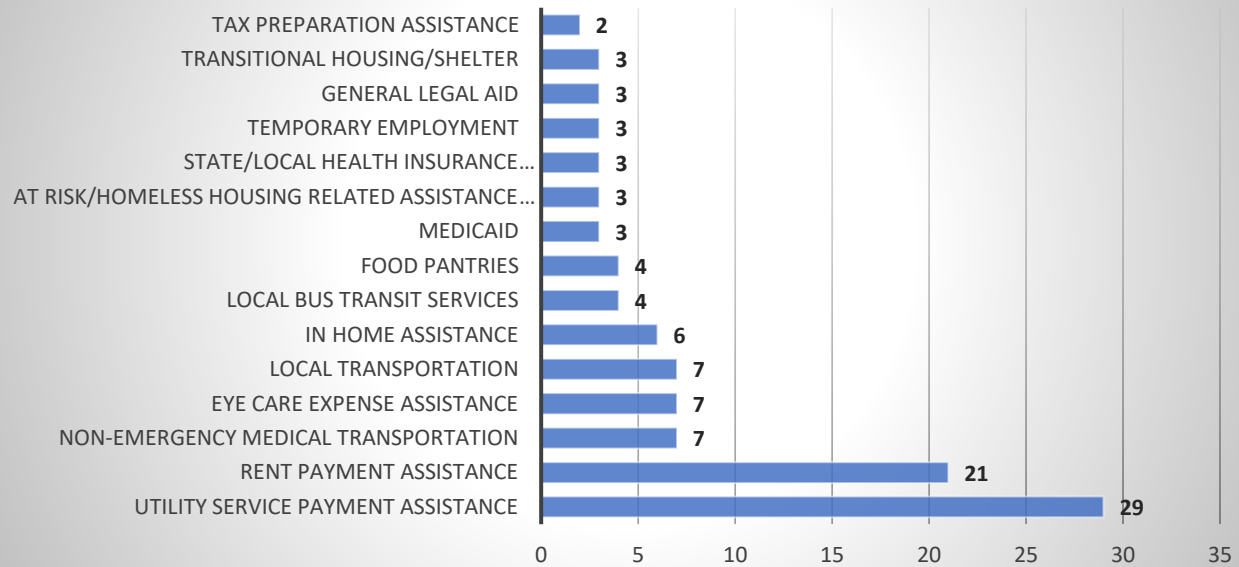
Wyoming 211 has also established a webpage on their website (<https://wy211.communityos.org/covid19-faqs>) that provides information related to COVID-19. Here consumers can quickly find access to the Wyoming Department of Health COVID-19 page that provides them with information on data, how to handle exposure, where to get vaccinated, etc. It also lists links to the CDC as well as where to obtain home testing kits and where find vaccination sites. As indicated in the chart below, the number of visits has decreased 28% during the 2<sup>nd</sup> quarter of 2023 compared to the 1<sup>st</sup> quarter in 2023.



## Veterans

Between April through June, 27 veterans and an additional 9 individuals with a veteran spouse contacted Wyoming 211. Of those, 12 were receiving VA Benefits and 12 were enrolled in the VA Healthcare program. In addition, 17 veterans rented their home, 5 owned their home and 4 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the 2<sup>nd</sup> quarter of 2023.

## Veteran's Presenting Needs April - June 2023

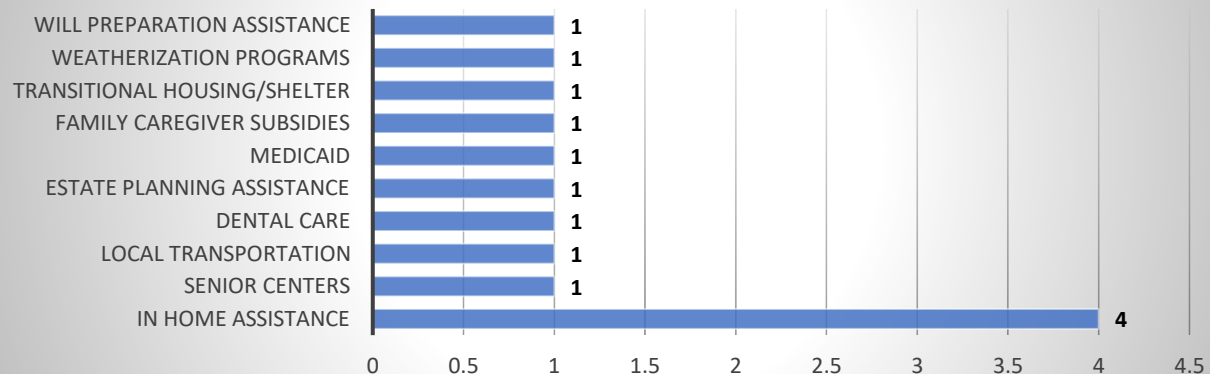


## ADRC – Aging & Disability Resource Center

In March 2023, Wyoming 211, Wyoming Department of Family Services and the Wyoming Department of Health partnered to establish the Wyoming Aging & Disability Resource Center through Wyoming 211. Wyoming's Aging & Disability Resource Center (ADRC) is a one-stop call center providing information on local services for older adults, people with disabilities and family caregivers in Wyoming. Based on the needs of each individual, 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.

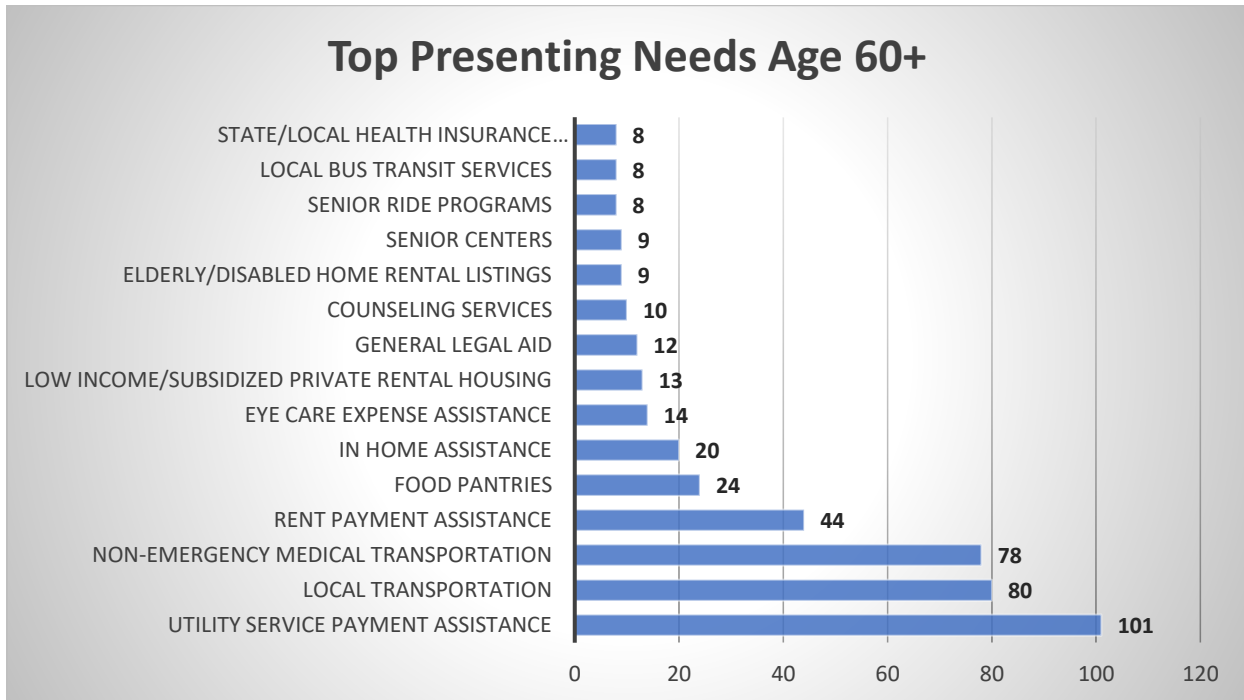
Individuals accessing our ADRC navigator in the 2<sup>nd</sup> quarter were primarily looking for individual support, health care and legal services.

## ADRC Client Needs April - June 2023



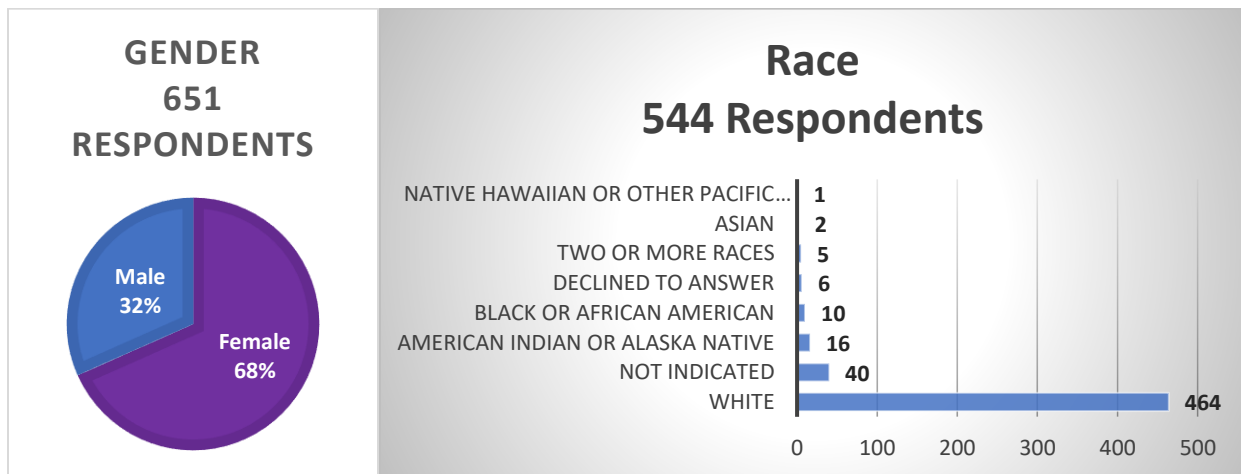


Wyoming 211 Community Resource Specialists also assisted many other aging adults who were looking for assistance. As highlighted below, the top needs were utility service payment assistance, transportation, and rent.

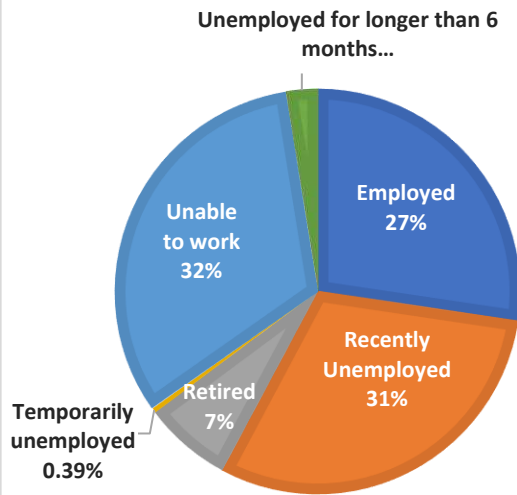


## Demographics of Callers

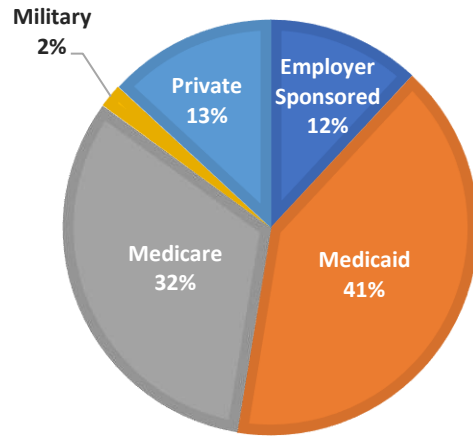
Wyoming 211 collects demographic information on individuals calling to understand their consumer base. This information is generally collected through an intake process where the Community Resource Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between January through March 2023.



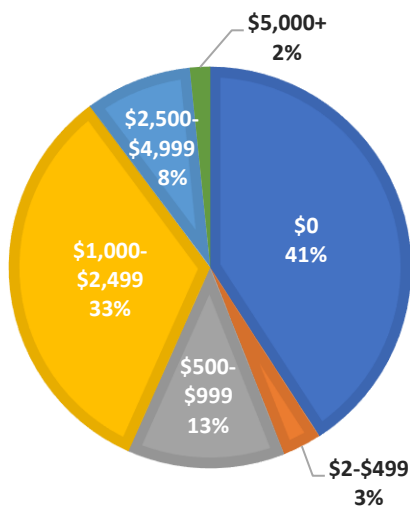
### EMPLOYMENT STATUS 512 RESPONDENTS



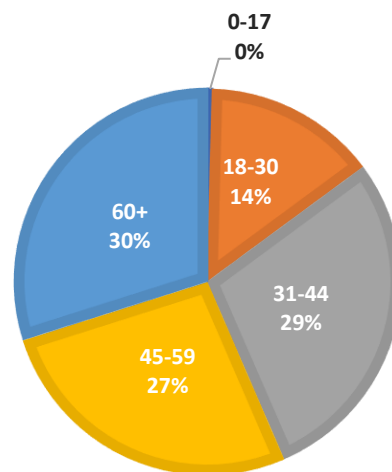
### HEALTH INSURANCE TYPE 327 RESPONDENTS



### INCOME RANGE 443 RESPONDENTS



### AGE RANGE 485 RESPONDENTS



- 162 out of 471 families or 34% reported being on food stamps
- 56 out of 502 individuals or 11% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

# 211 Database

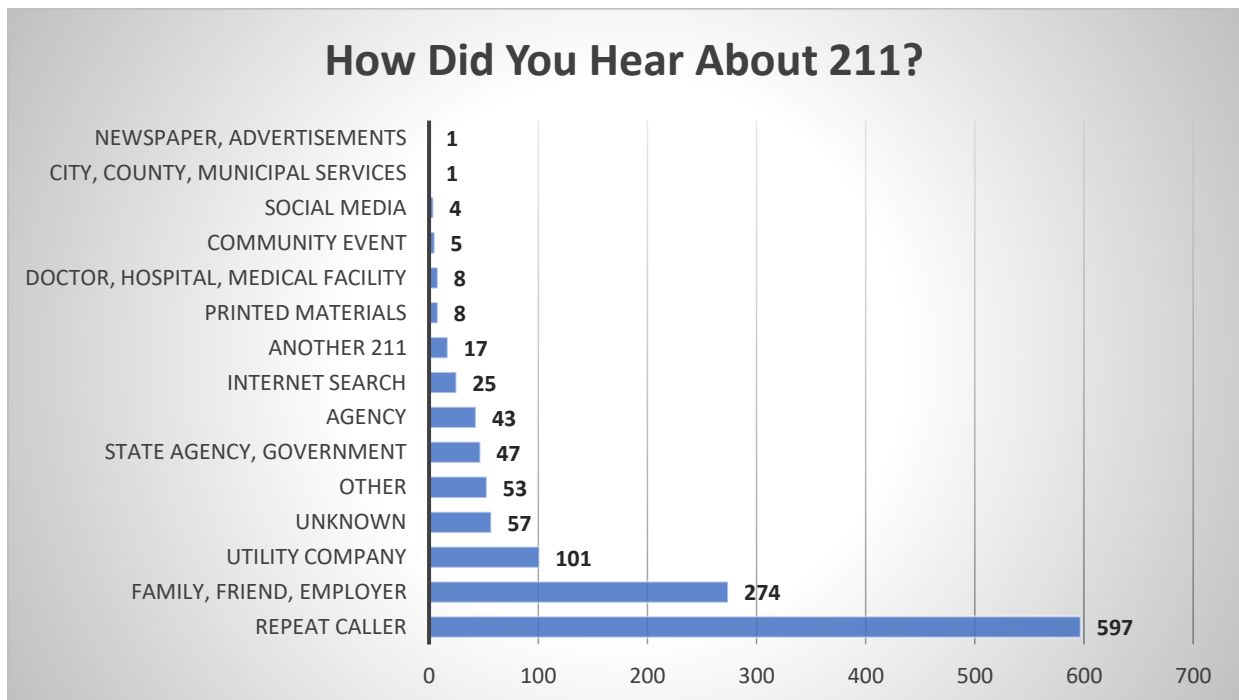
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2023, Wyoming 211 has experienced a 7% increase in new resources in the database. As of 6/30/23, the number of agencies, services and sites are as follows:

**Total Active Agencies      1088      Total Active Services      2838      Total Active Sites      2465**

County	County Specific as of 6/30/23	% Increase over last year	Multi-county and Statewide Services as of 6/30/23	% Increase	Total Resources Per County as of 6/30/23	Total % Increase
ALBANY	121	-2%	539	3%	660	0%
BIG HORN	74	9%	510	3%	584	12%
CAMPBELL	87	5%	506	3%	593	8%
CARBON	98	4%	522	2%	620	7%
CONVERSE	57	-5%	513	3%	570	-2%
CROOK	37	9%	502	3%	539	12%
FREMONT	142	3%	504	3%	646	6%
GOSHEN	55	2%	529	3%	584	5%
HOT SPRINGS	39	3%	506	3%	545	5%
JOHNSON	51	0%	510	3%	561	3%
LARAMIE	296	5%	543	3%	839	8%
LINCOLN	101	16%	501	3%	602	19%
NATRONA	223	4%	518	3%	741	6%
NIOBRARA	30	7%	505	3%	535	10%
PARK	106	6%	506	3%	612	9%
PLATTE	55	8%	525	3%	580	11%
SHERIDAN	98	1%	511	3%	609	4%
SUBLETTE	50	0%	498	3%	548	3%

SWEETWATER	119	4%	504	3%	623	7%
TETON	71	6%	497	3%	568	9%
UINTA	77	5%	500	3%	577	8%
WASHAKIE	42	2%	503	3%	545	5%
WESTON	39	-5%	504	3%	543	-2%
<b>AVERAGE INCREASE IN RESOURCES</b>		<b>4%</b>		<b>3%</b>		<b>7%</b>

*We also wanted to know how they heard about Wyoming 211...*



## When we followed up with callers...

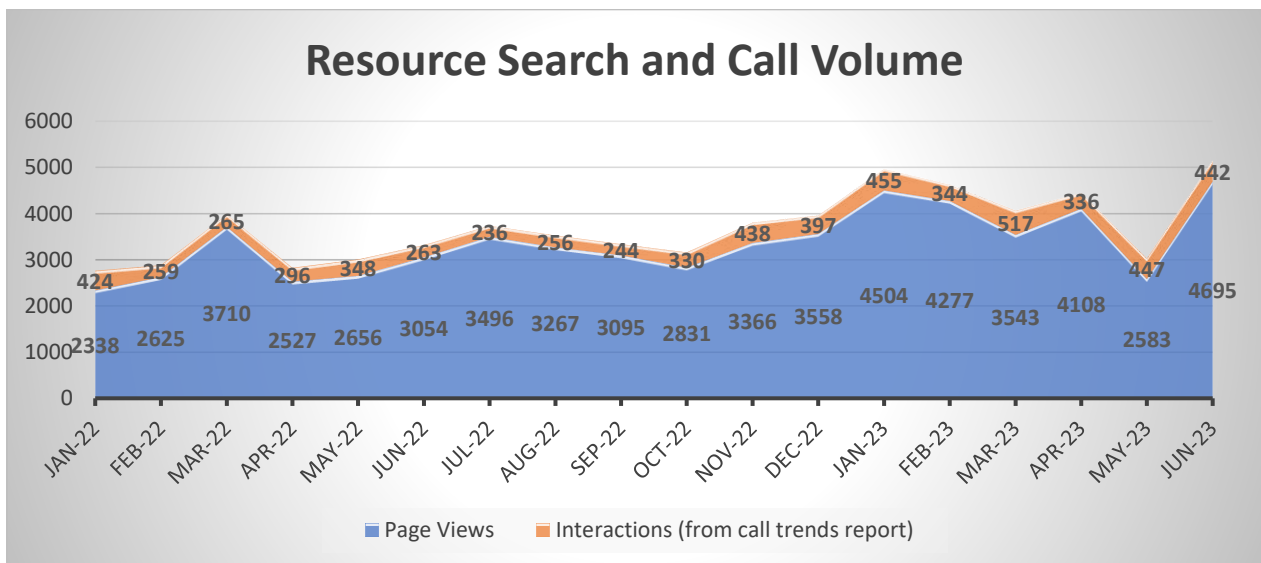
- 91% were satisfied with the 211 service.
- 95% found the 211 specialists to be helpful.
- 95% would call again for assistance.
- 89% learned about new resources.
- 98% found the information to be correct.
- 69% received assistance from services they were referred to.

### Reason Why Service Not Received:

Other	32%
Agency referred to couldn't help	29%
Will make contacts later	11%
Came to another solution	11%
Application completed, application pending approval	7%
Ineligible for service	7%
Waiting to see if things change before making contacts	4%

## Online Database Search Function and Marketing

Wyoming 211 makes it easy to find food, housing, job training and much more. Wyoming 211 provides 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. We try and meet people where they are at by providing different options to reach Wyoming 211. One of the most widely used feature is the online database resource search feature. The graphic below shows how many times the search engines were used over time combined with the monthly call volume.



Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 2700 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

