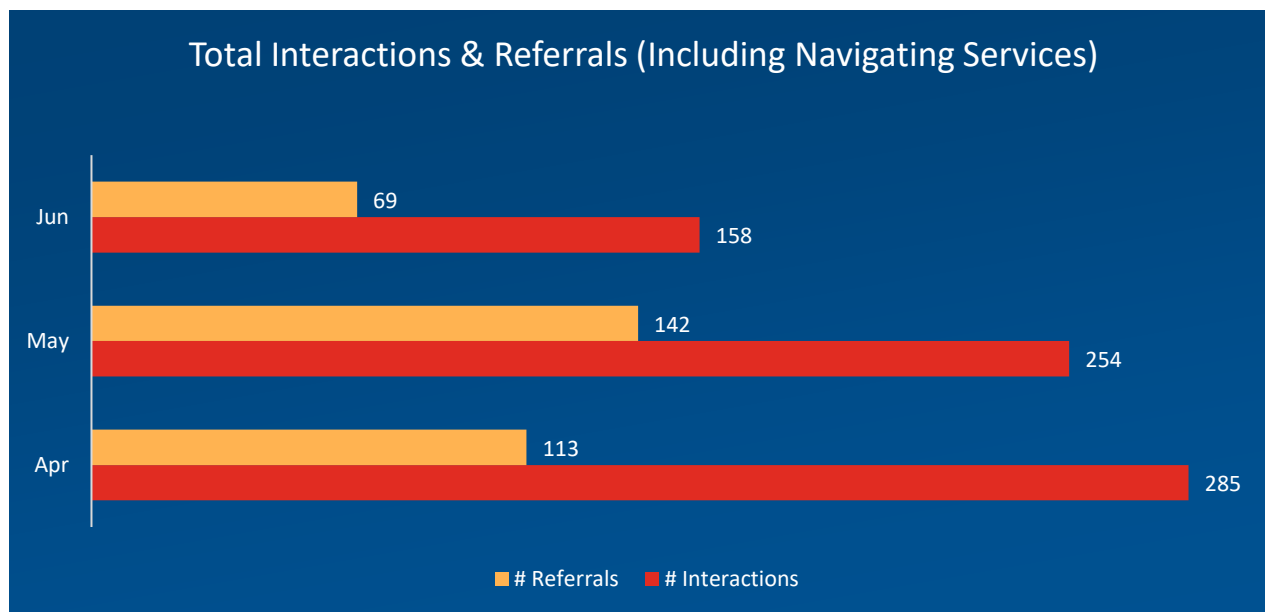
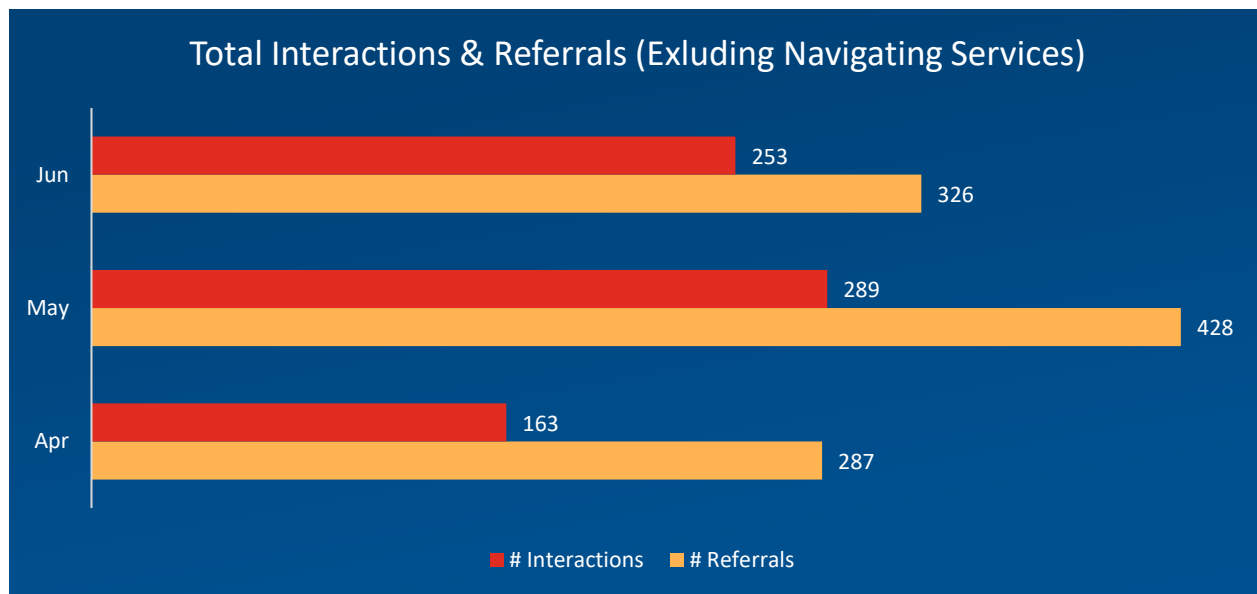


APRIL THROUGH JUNE 2024
STATEWIDE INFORMATION AND REFERRAL REPORT



From April to June 2024, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,402 calls (interactions) and provided 1,365 referrals statewide.

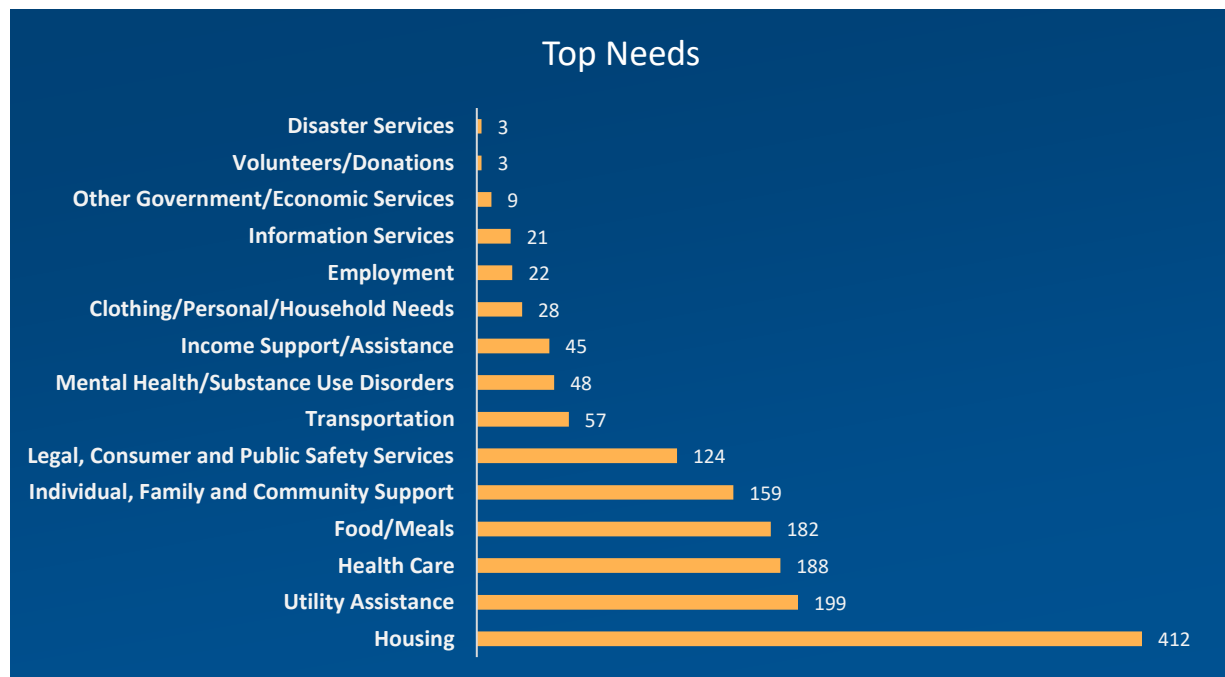


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions related to service planning and follow-up. A “referral” is the actual referral made to a particular resource.

| County | Total Calls per County Apr-June 2024 | Total Referrals Per County Apr-June 2024 | County | Total Calls per County Apr-June 2024 | Total Referrals Per County Apr-June 2024 |
|-------------|--------------------------------------|--|----------------------|--------------------------------------|--|
| ALBANY | 44 | 71 | NIOBRARA | 4 | 3 |
| BIG HORN | 25 | 14 | PARK | 37 | 46 |
| CAMPBELL | 62 | 93 | PLATTE | 11 | 8 |
| CARBON | 27 | 20 | SHERIDAN | 73 | 66 |
| CONVERSE | 26 | 17 | SUBLETTE | 5 | 6 |
| CROOK | 3 | 6 | SWEETWATER | 144 | 99 |
| FREMONT | 78 | 84 | TETON | 1 | 1 |
| GOSHEN | 13 | 14 | UINTA | 31 | 42 |
| HOT SPRINGS | 12 | 20 | WASHAKIE | 9 | 10 |
| JOHNSON | 5 | 3 | WESTON | 25 | 30 |
| LARAMIE | 562 | 475 | Out of State/Unknown | 20 | 9 |
| LINCOLN | 10 | 17 | GRAND TOTAL | 1402 | 1365 |
| NATRONA | 175 | 211 | | | |

Presenting Needs and Services

Housing, Utility assistance, Health Care, Food/Meals, Individual, Family and Community Support, and Legal, Consumer and Public Safety Services are among the top categories of needs in the 2nd quarter of 2024.

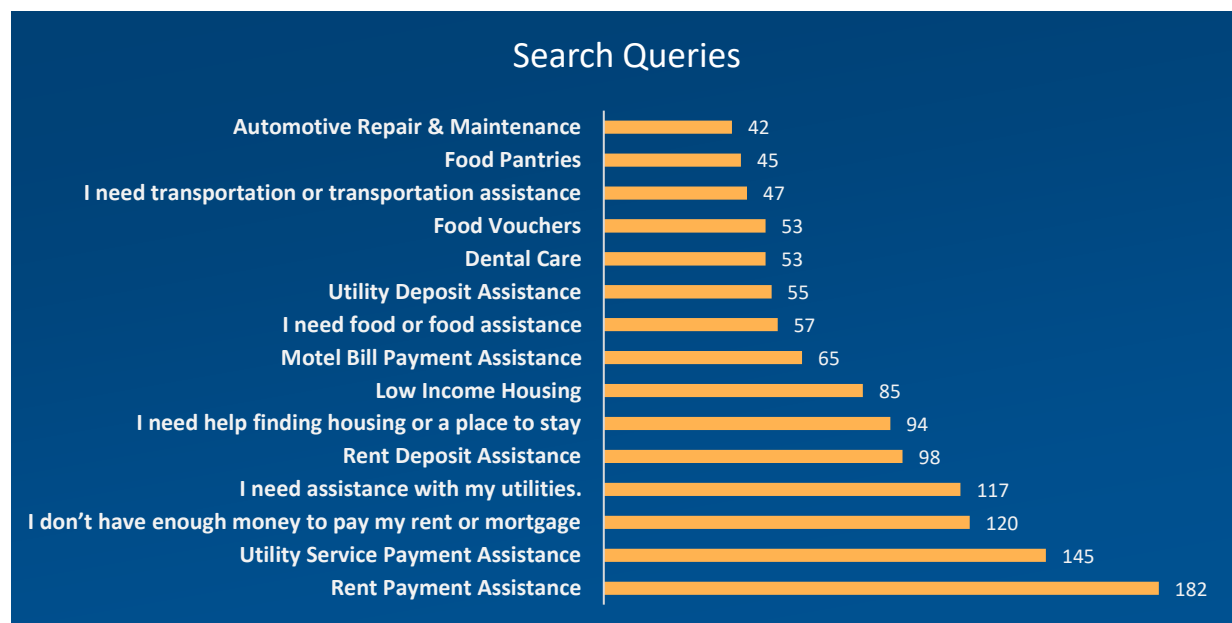


When broken down into service needs, Utility Service Payment Assistance, Food Pantries, and Rent Payment Assistance are among the top three service needs in the 2nd quarter of 2024.

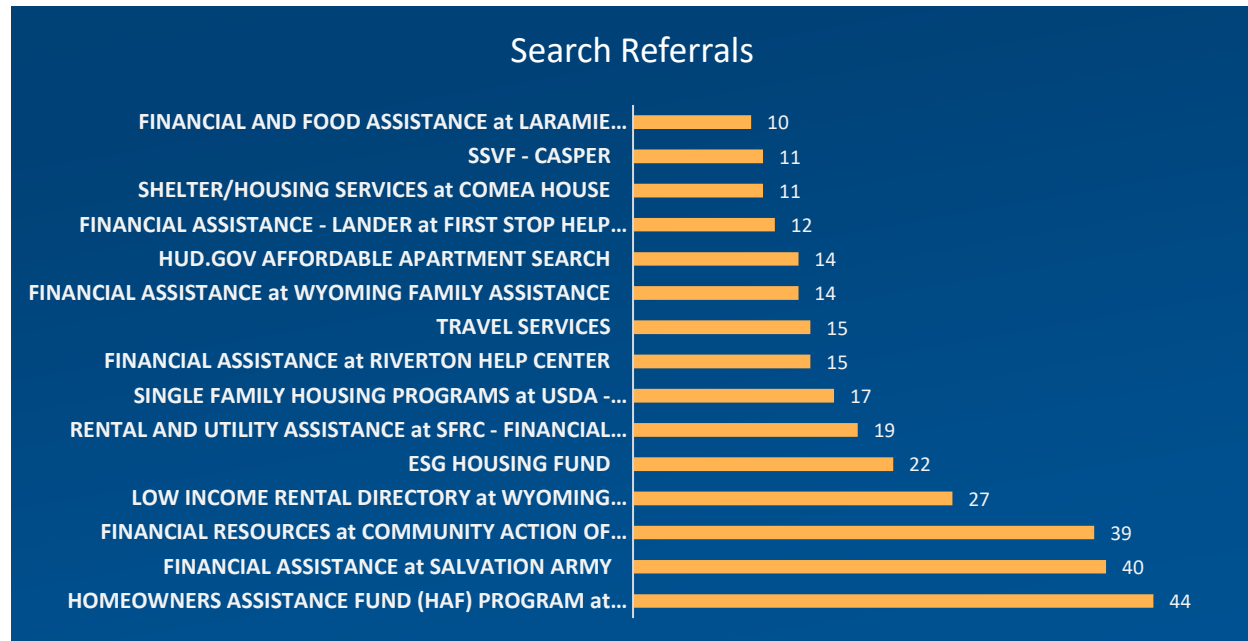


Search Engine Statistics

In the 2nd quarter of 2024, the search engine had 3,080 total users, with 3,360 searches totaling 8,165 page views. Rent Payment Assistance, Utility Service Payment Assistance, the suggestion "I don't have enough money to pay my rent or mortgage", and the suggestion "I need assistance with my utilities" are among the top searches in the second quarter of 2024.



In the 2nd quarter of 2024, the search engine generated 1,723 referrals. The referrals included 85 phone clicks, 1,537 website clicks, and 101 direction clicks. The top referred resources included the homeowner's assistance fund (HJAF) program, and ESG Housing Fund and the Salvation Army In Casper.



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 tracked within the 211 database.

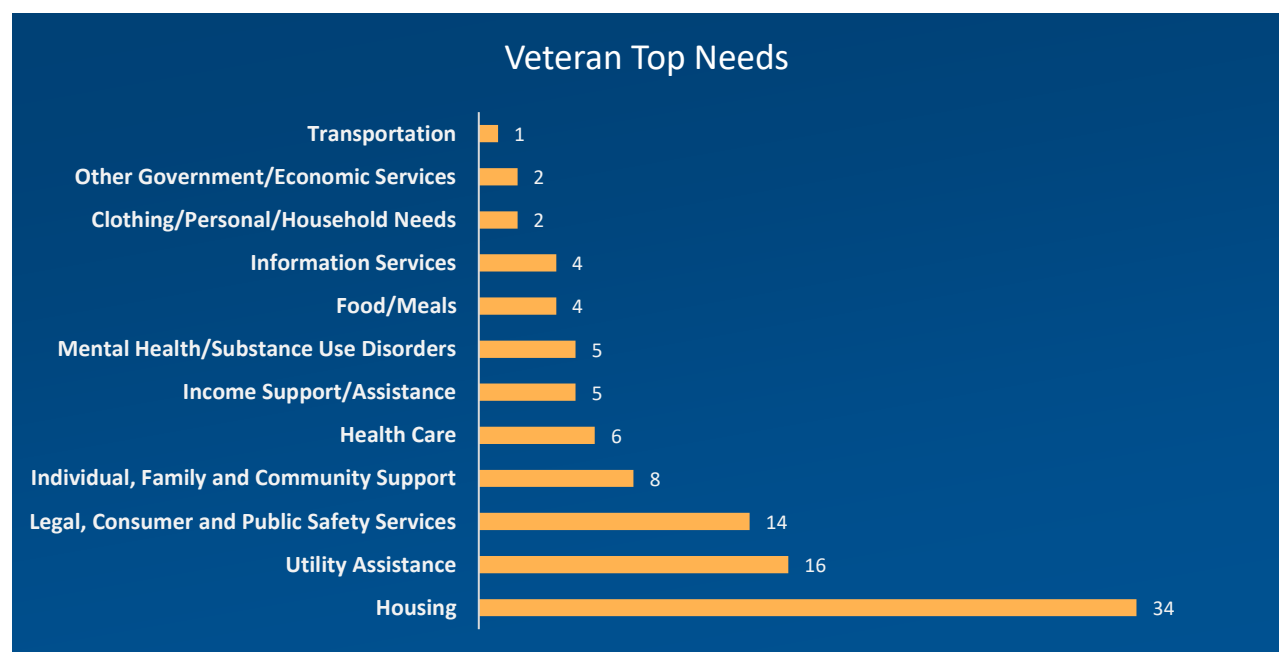
| Reason/Unmet Need | # of Requests | Reason/Unmet Need | # of Requests |
|---------------------------------------|---------------|------------------------------------|---------------|
| No referral given/Service unavailable | 107 | Lack of Funds | 34 |
| Utility Service Payment Assistance | 28 | Utility Service Payment Assistance | 16 |
| Rent Payment Assistance | 27 | Rent Payment Assistance | 8 |
| Motel Bill Payment Assistance | 14 | Gas Money | 2 |
| Automobile Payment Assistance | 2 | Emergency Shelter | 1 |
| Gas Money | 2 | Dental Care | 1 |
| Automotive Repair and Maintenance | 2 | Rental Deposit Assistance | 1 |
| Telephone Service Payment Assistance | 2 | Section 8 Housing Choice Vouchers | 1 |
| Clothing Vouchers | 2 | Dental Care Expense Assistance | 1 |
| Food Vouchers | 2 | Transitional Housing/Shelter | 1 |
| Homeless Shelter | 2 | Homelessness Prevention Programs | 1 |

| | | | |
|--|----|--|----|
| Moving Services | 1 | Housing Search and Information | 1 |
| Medical Care Expense Assistance | 1 | Client ineligible | 23 |
| Dental Restoration | 1 | Utility Service Payment Assistance | 6 |
| Financial Services | 1 | Mortgage Payment Assistance | 3 |
| Comprehensive Job Assistance Centers | 1 | Home Health Care | 3 |
| Automobile Insurance Payment Assistance | 1 | Transitional Housing/Shelter | 2 |
| Debris Removal Volunteer Opportunities | 1 | Rent Payment Assistance | 2 |
| Child Passenger Safety Seats | 1 | Prescription Expense Assistance | 1 |
| Trash/Recycling Service Payment Assistance | 1 | Home Barrier Evaluation/Removal Services | 1 |
| Health Insurance Premium Assistance | 1 | Home Delivered Meals | 1 |
| Mold Analysis | 1 | ACA Registered Agents and Brokers | 1 |
| Appliance Repair | 1 | General Legal Aid | 1 |
| Moving Expense Assistance | 1 | Homeless Shelter | 1 |
| Yard Maintenance | 1 | Gas Money | 1 |
| Pet Care Expense Assistance | 1 | Reason not disclosed | 18 |
| Incontinence Supplies | 1 | Veteran Benefits Assistance | 3 |
| Sewer Service Payment Assistance | 1 | Food Pantries | 2 |
| Information and Referral | 1 | Information and Referral | 2 |
| Transportation Expense Assistance | 1 | Senior Community Service Employment Programs | 1 |
| Large Appliances | 1 | Dental Care Expense Assistance | 1 |
| Emergency Shelter | 1 | Domestic Violence Hotlines | 1 |
| Long Distance Bus Fare | 1 | Gas Money | 1 |
| Affordable Connectivity Program | 1 | Pet Boarding/Sitting Services | 1 |
| In Home Assistance | 1 | Household Goods | 1 |
| Client refused referral | 45 | Supported Living Services for Adults With Disabilities | 1 |
| Community Clinics | 4 | Community Mental Health Agencies | 1 |
| Ramp Construction Services | 4 | Wheelchairs/Wheeled Mobility | 1 |
| Utility Service Payment Assistance | 4 | Job Search/Placement | 1 |
| Youth Shelters | 3 | Medical Equipment/Supplies | 1 |
| Homeless Shelter | 3 | Barriers | 17 |
| General Legal Aid | 3 | Food Pantries | 3 |
| Case/Care Management | 2 | General Legal Aid | 3 |
| ACA Registered Agents and Brokers | 2 | Ramp Construction Services | 1 |
| Transitional Housing/Shelter | 1 | Moving Services | 1 |
| Prescription Expense Assistance | 1 | Utility Service Payment Assistance | 1 |
| Emergency Shelter | 1 | Community Clinics | 1 |
| Employment Discrimination Assistance | 1 | Pharmacies | 1 |
| Specialized Telecommunications Equipment | 1 | Animal Rescue | 1 |
| Food Pantries | 1 | Supported Living Services for Adults With Disabilities | 1 |
| Domestic Violence Intervention Programs | 1 | Vocational Rehabilitation | 1 |

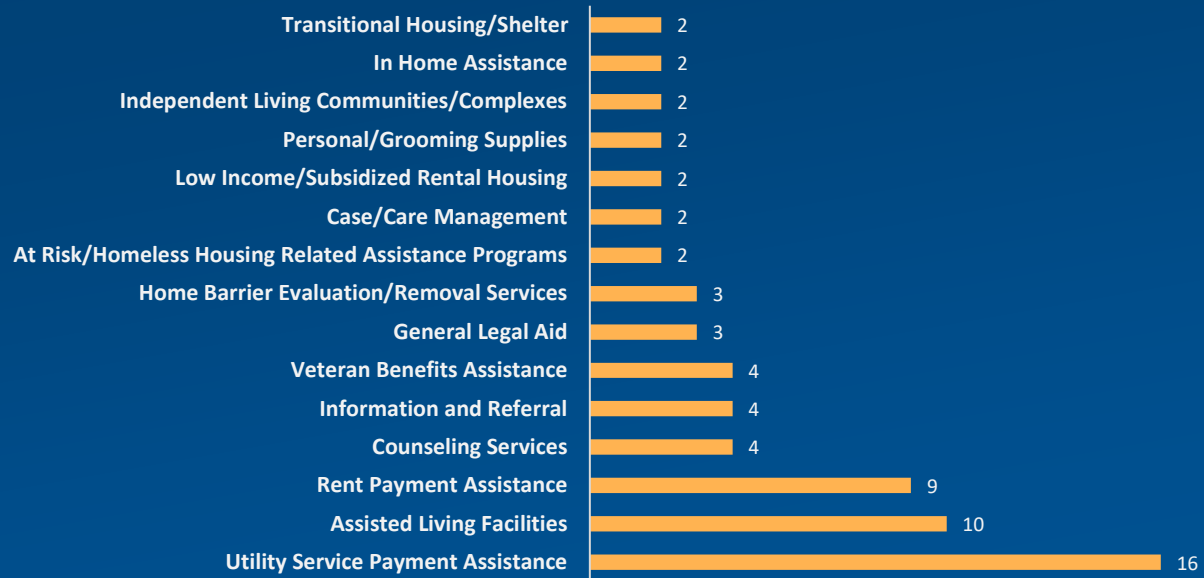
| | | | |
|--------------------------------------|---|--|---|
| Adult Protective Services | 1 | Animal Shelters | 1 |
| Non-Emergency Medical Transportation | 1 | ACA Registered Agents and Brokers | 1 |
| Credit Counseling | 1 | Local Automobile Transportation | 1 |
| | | Unable to connect with Client/Service Provider to Close the Loop | 7 |
| Domestic Violence Hotlines | 1 | Community Clinics | 1 |
| Disease/Disability Information | 1 | Social Security Disability Insurance Applications | 1 |
| Supported Employment | 1 | Senior Centers | 1 |
| Job Search/Placement | 1 | | |
| Transportation Expense Assistance | 1 | Community Mental Health Agencies | 1 |
| | | State Government Complaints/Ombudsman Offices | 1 |
| Life Care Planning | 1 | | |
| Wheelchairs/Wheeled Mobility | 1 | Homelessness Prevention Programs | 1 |
| Medical Care Expense Assistance | 1 | Psychiatric Hospitals | 1 |
| Medical Equipment Expense Assistance | 1 | | |
| Homelessness Prevention Programs | 1 | | |

Veterans

Between April through June, 17 veterans and an additional 4 individuals with a veteran spouse contacted Wyoming 211. Of those, 10 were receiving VA Benefits and 11 were enrolled in the VA Healthcare program. In addition, 13 veterans rented their homes, and 4 owned their homes. The following table represents the top presenting needs and corresponding services for veterans during the 2nd quarter of 2024.



Veteran Top Services



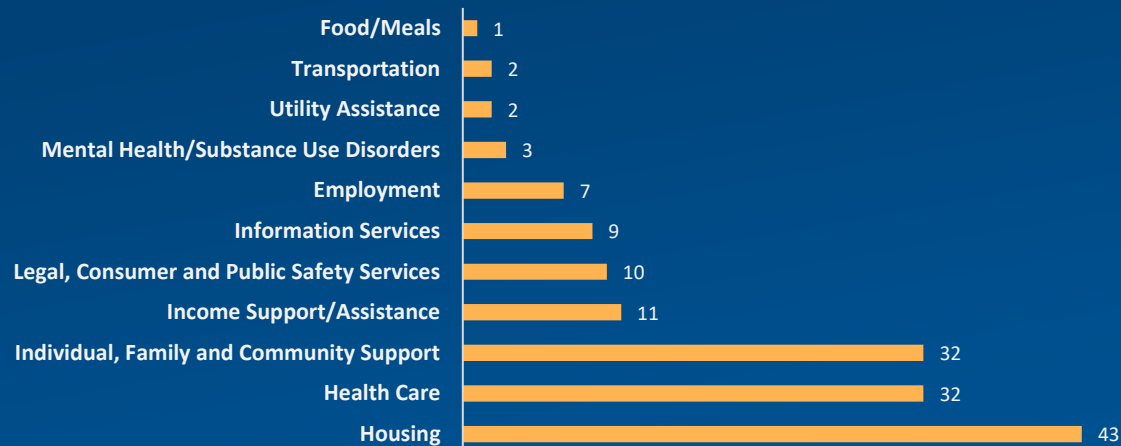
ADRC & Aging Population

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

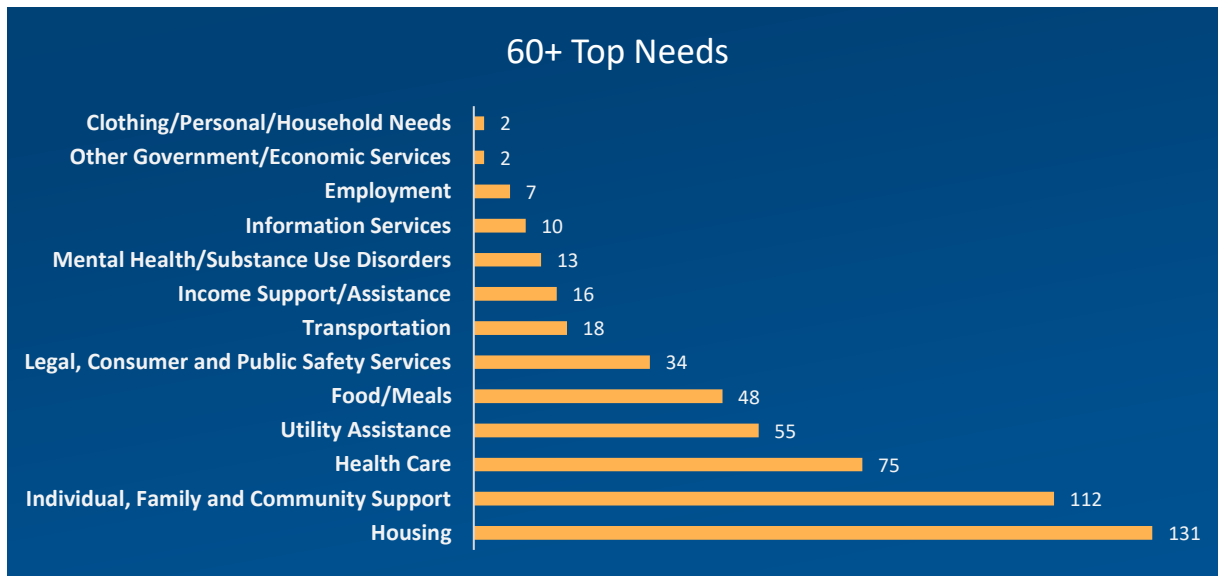
ADRC is a one-stop call center providing information on local services for older adults, people with disabilities and family caregivers in Wyoming. Based on the needs of each individual, the ADRC navigator will provide that individual comprehensive information and referrals.

Individuals in the ADRC Program in the 2nd quarter of 2024 were primarily looking for Housing, Health Care, and Individual, Family and Community Support.

ADRC Top Needs



Below are the top presenting needs for 60+ aged individuals in the 2nd quarter of 2024. Housing, Individual, Family and Community Support, Health Care, and Utility Assistance were among the top presenting needs.



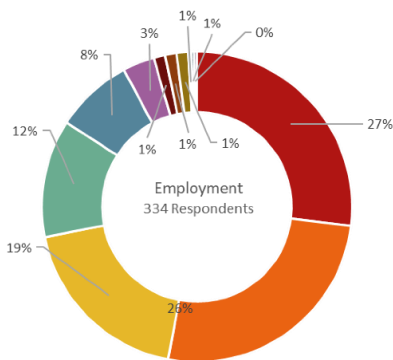
Below are the top presenting services for 60+ aged individuals in the 2nd quarter of 2024. Utility Service Payment Assistance, In-Home Assistance, and Food Pantries were among the top presenting services in the 2nd quarter of 2024 for the aging population.



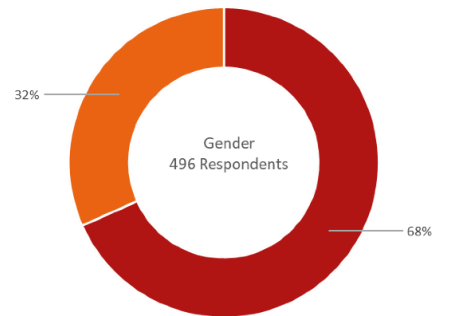
Demographics of Callers

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 ask the callers specific questions about themselves. The following charts represent the demographics of individuals served between January through March 2024.

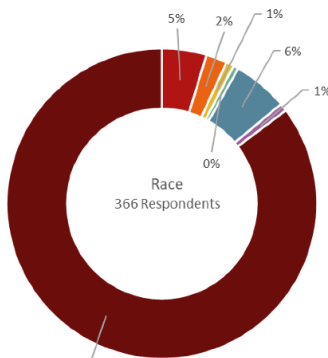
- 78 out of 302 families or 26% reported being on food stamps
- 79 out of 316 individuals or 25% reported having some form of disability (developmental, hearing, mental, physical, or some combination)



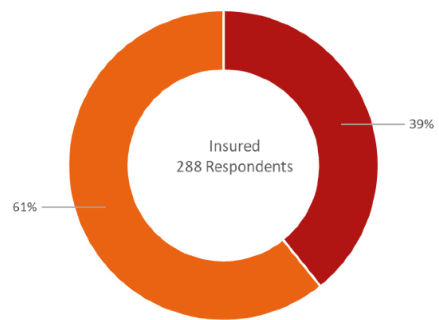
- 2024 Qtr2 Recently Unemployed
- 2024 Qtr2 Disabled
- 2024 Qtr2 Unable to work
- 2024 Qtr2 Unemployed for longer than 6 months
- 2024 Qtr2 Temporarily unemployed
- 2024 Qtr2 Homemaker
- 2024 Qtr2 Employed Full-Time
- 2024 Qtr2 Retired
- 2024 Qtr2 Employed Part-Time
- 2024 Qtr2 Self Employed
- 2024 Qtr2 Unemployed for LESS than 6 months
- 2024 Qtr2 Student Full-Time



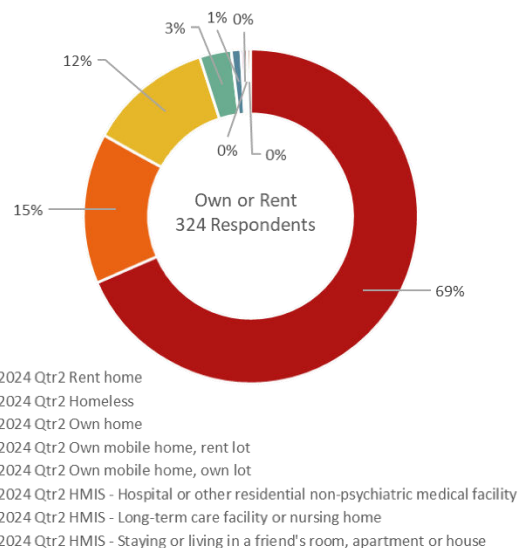
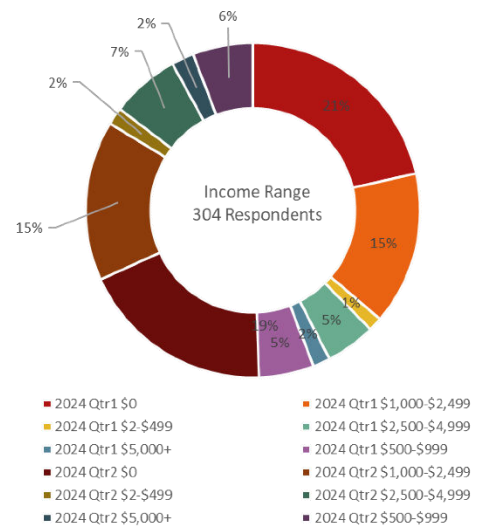
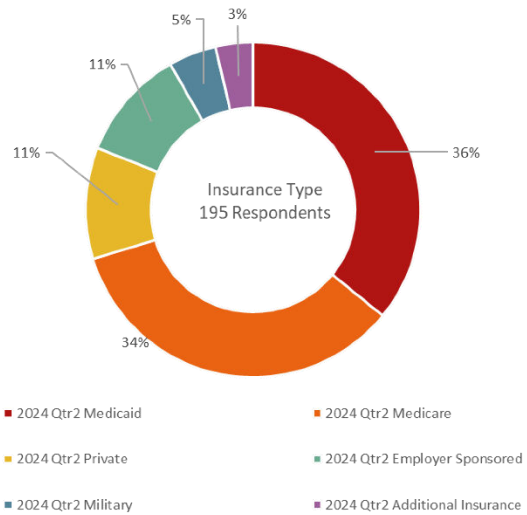
- 2024 Qtr2 Female
- 2024 Qtr2 Male



- 2024 Qtr2 American Indian or Alaska Native
- 2024 Qtr2 Black or African American
- 2024 Qtr2 Native Hawaiian or Other Pacific Islander
- 2024 Qtr2 Two or more Races
- 2024 Qtr2 Declined to Answer
- 2024 Qtr2 Not Indicated
- 2024 Qtr2 White



- 2024 Qtr2 No
- 2024 Qtr2 Yes



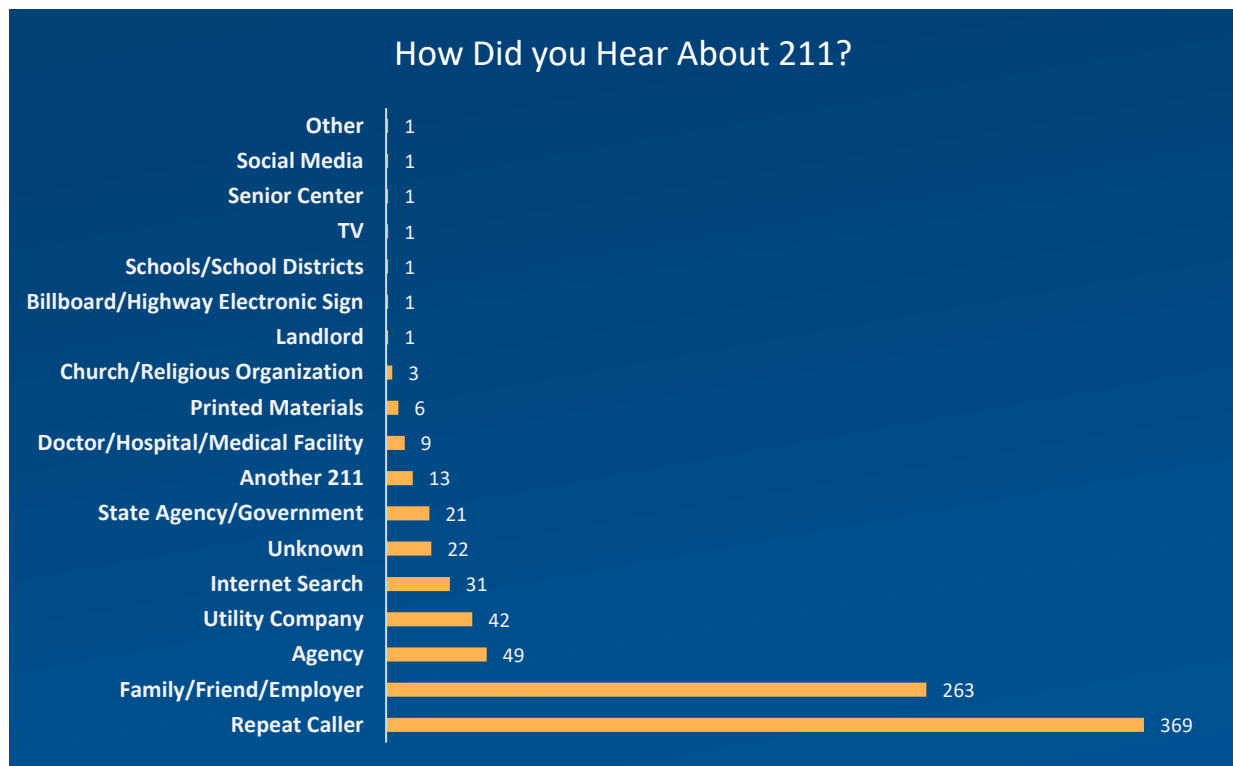
211 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2024, Wyoming 211 has experienced a 6% increase in new resources in the database. As of 6/30/24, the number of agencies, services, and sites are as follows:

Total Agencies 1162 Total Services 2941 Total Sites 2580

| County | County Specific as of 6/30/24 | % Increase over last year | Multi-county and Statewide Services as of 6/30/24 | % Increase | Total Resources Per County as of 6/30/24 | Total % Increase This Year |
|--------------------------------------|-------------------------------|---------------------------|---|------------|--|----------------------------|
| ALBANY | 129 | 2% | 596 | 6% | 725 | 6% |
| BIG HORN | 74 | 1% | 561 | 6% | 635 | 5% |
| CAMPBELL | 95 | 3% | 559 | 6% | 654 | 6% |
| CARBON | 98 | 1% | 572 | 6% | 670 | 6% |
| CONVERSE | 60 | 3% | 565 | 6% | 625 | 6% |
| CROOK | 37 | 0% | 553 | 6% | 590 | 6% |
| FREMONT | 153 | 2% | 556 | 6% | 709 | 5% |
| GOSHEN | 57 | 0% | 583 | 6% | 640 | 5% |
| HOT SPRINGS | 42 | 2% | 556 | 6% | 598 | 6% |
| JOHNSON | 55 | 6% | 559 | 6% | 614 | 6% |
| LARAMIE | 308 | 5% | 601 | 6% | 909 | 6% |
| LINCOLN | 97 | -1% | 551 | 6% | 648 | 5% |
| NATRONA | 227 | 2% | 571 | 6% | 798 | 5% |
| NIOBRARA | 30 | 0% | 555 | 6% | 585 | 6% |
| PARK | 108 | 1% | 561 | 6% | 669 | 5% |
| PLATTE | 56 | 2% | 582 | 6% | 638 | 6% |
| SHERIDAN | 108 | 4% | 561 | 5% | 669 | 5% |
| SUBLETTE | 49 | -4% | 548 | 6% | 597 | 5% |
| SWEETWATER | 126 | 2% | 557 | 7% | 683 | 6% |
| TETON | 69 | 0% | 551 | 6% | 620 | 6% |
| UINTA | 80 | 4% | 552 | 7% | 632 | 6% |
| WASHAKIE | 45 | 0% | 554 | 6% | 599 | 6% |
| WESTON | 42 | 2% | 555 | 6% | 597 | 6% |
| AVERAGE INCREASE IN RESOURCES | | 2% | | 6% | | 6% |

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



When we followed up with callers...

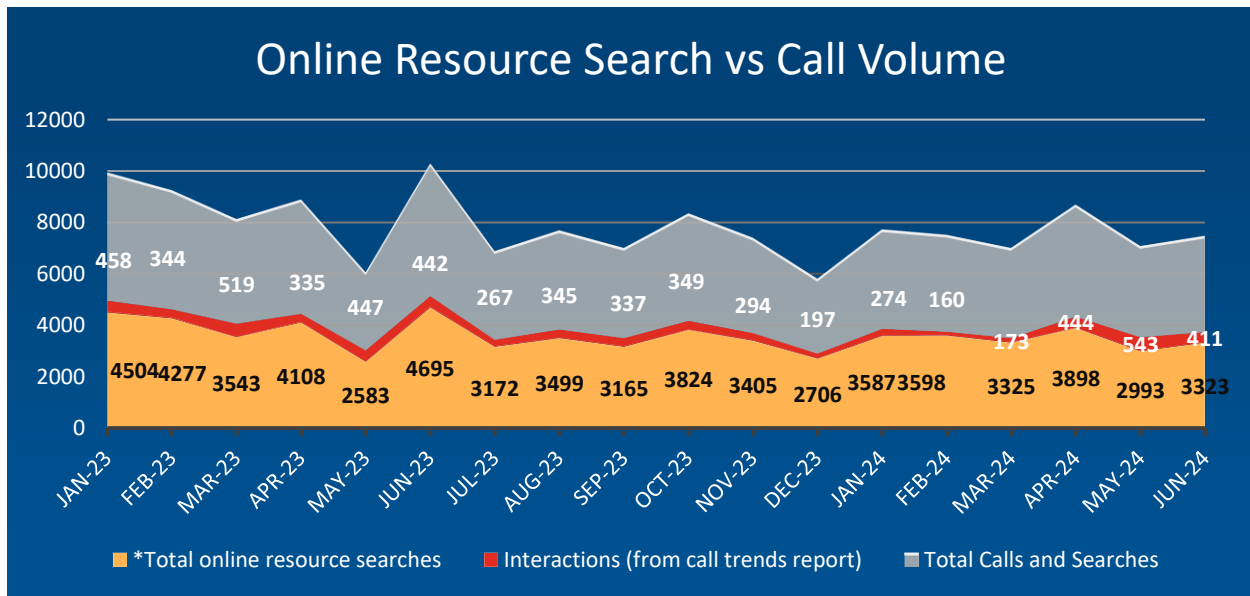
- 95% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 95% would call again for assistance
- 91% learned about new resources
- 95% found the information to be correct
- 91% would recommend 211 to others
- 57% received assistance from services they were referred to

Reason Why Service Not Received:

| | |
|--|-----|
| Agency referred to couldn't help | 18% |
| Came to another solution | 7% |
| Ineligible for service | 4% |
| Waiting to see if things change before making contacts | 4% |
| Will make contacts later | 14% |

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 by providing different options to reach Wyoming 211. One of the most widely used features is the online database resource search engine. 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.

