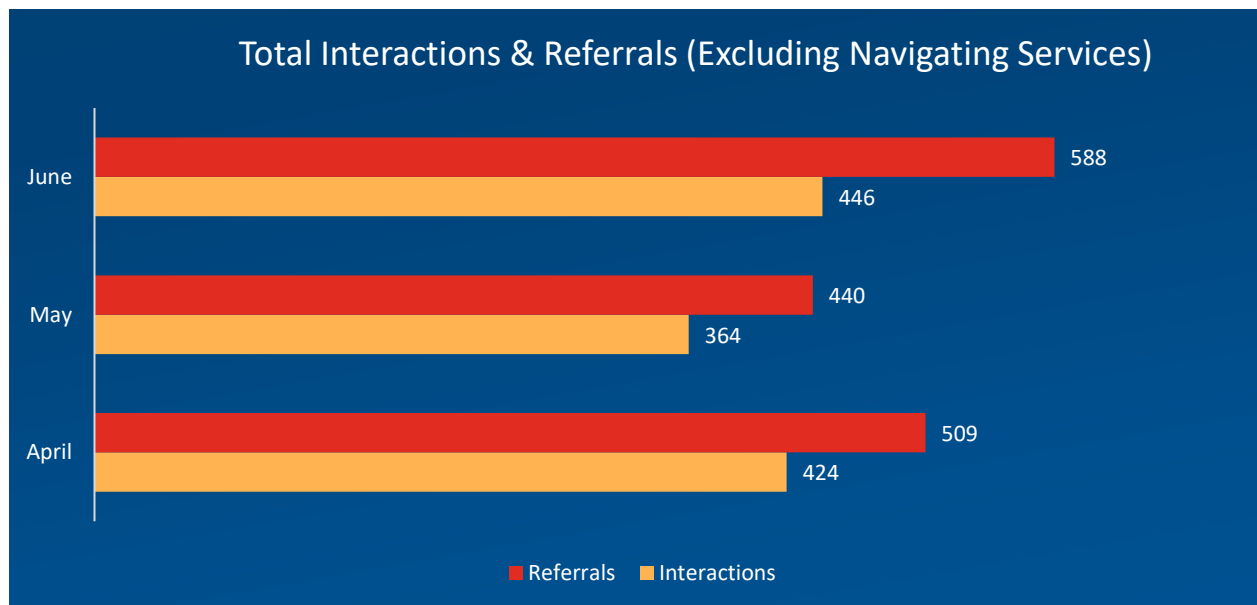




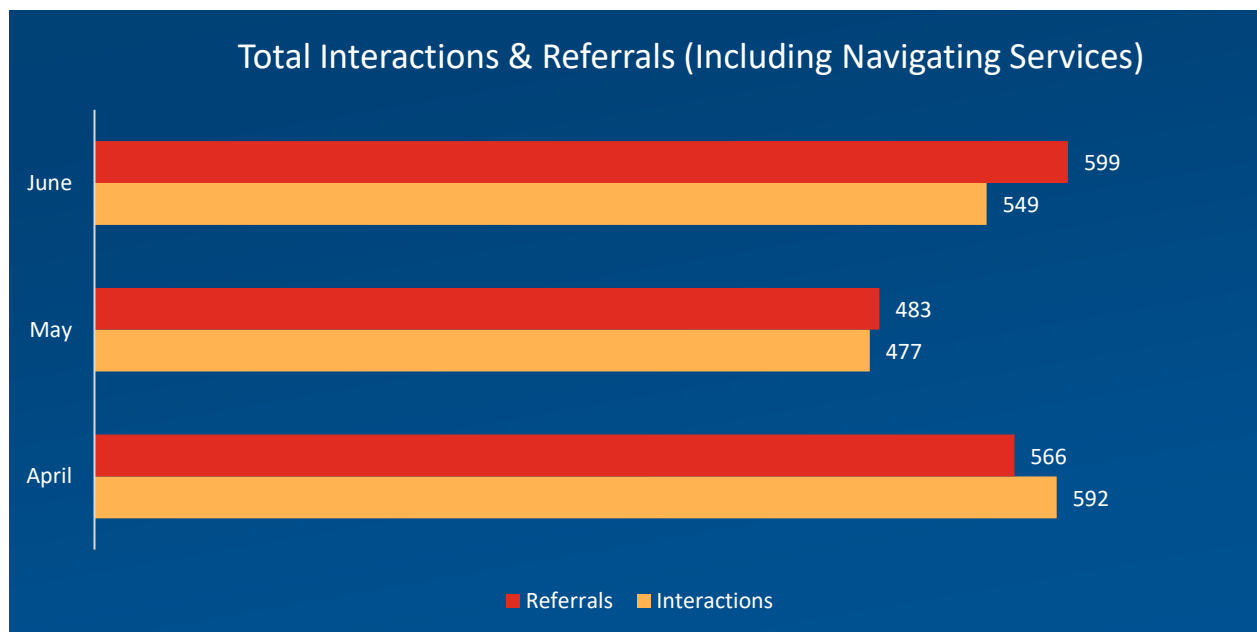
APRIL THROUGH JUNE 2025
STATEWIDE INFORMATION AND REFERRAL REPORT



From April to June 2025, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,618 calls (interactions) and provided 1,648 referrals statewide.



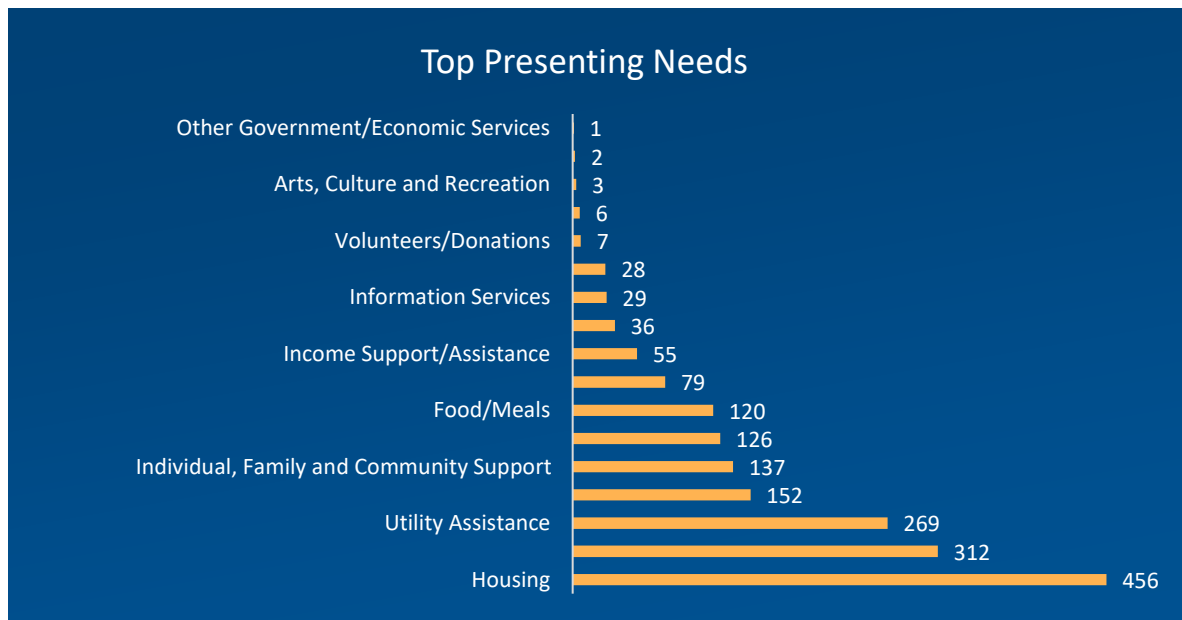
When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions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



County	Total Calls per County Apr-Jun 2025	Total Referrals Per County Apr-Jun 2025	County	Total Calls per County Apr-Jun 2025	Total Referrals Per County Apr-Jun 2025
ALBANY	40	48	NIOBRARA	3	1
BIG HORN	15	9	PARK	56	78
CAMPBELL	42	74	PLATTE	17	17
CARBON	20	30	SHERIDAN	45	76
CONVERSE	35	42	SUBLETTE	7	3
CROOK	9	9	SWEETWATER	73	71
FREMONT	73	117	TETON	4	5
GOSHEN	19	25	UINTA	42	61
HOT SPRINGS	6	11	WASHAKIE	16	10
JOHNSON	2	21	WESTON	4	10
LARAMIE	594	490	Out of State/Unknown	54	20
LINCOLN	9	8	GRAND TOTAL	1618	1648
NATRONA	433	412			

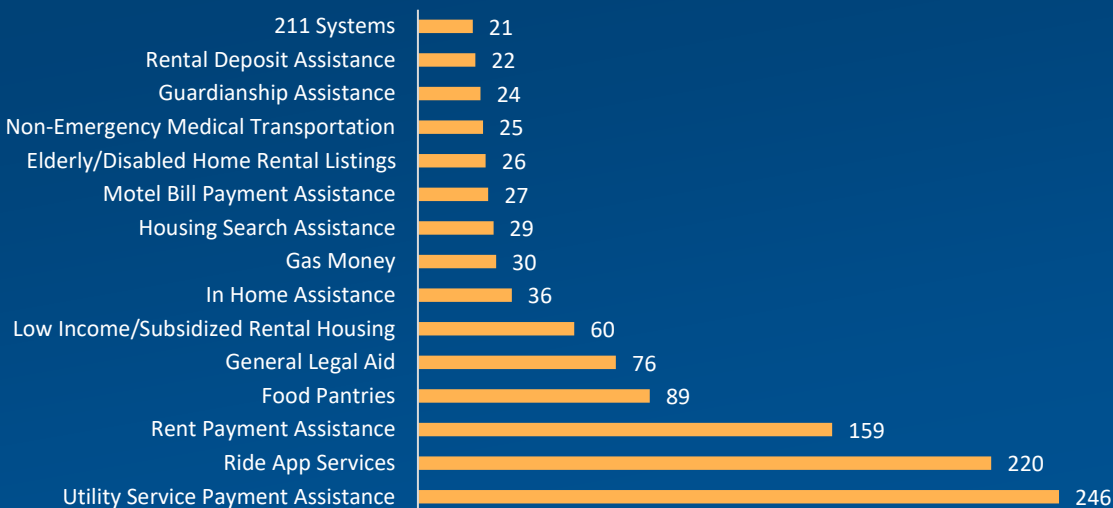
Presenting Needs and Services

Housing, Transportation, Utility Assistance, and Health Care Services are among the top categories of needs in the 2nd quarter of 2025.



When broken down into service needs, Utility Service Payment Assistance, Ride App Services, Rent Payment Assistance, and Food Pantries are among the top service needs in the 2nd quarter of 2025.

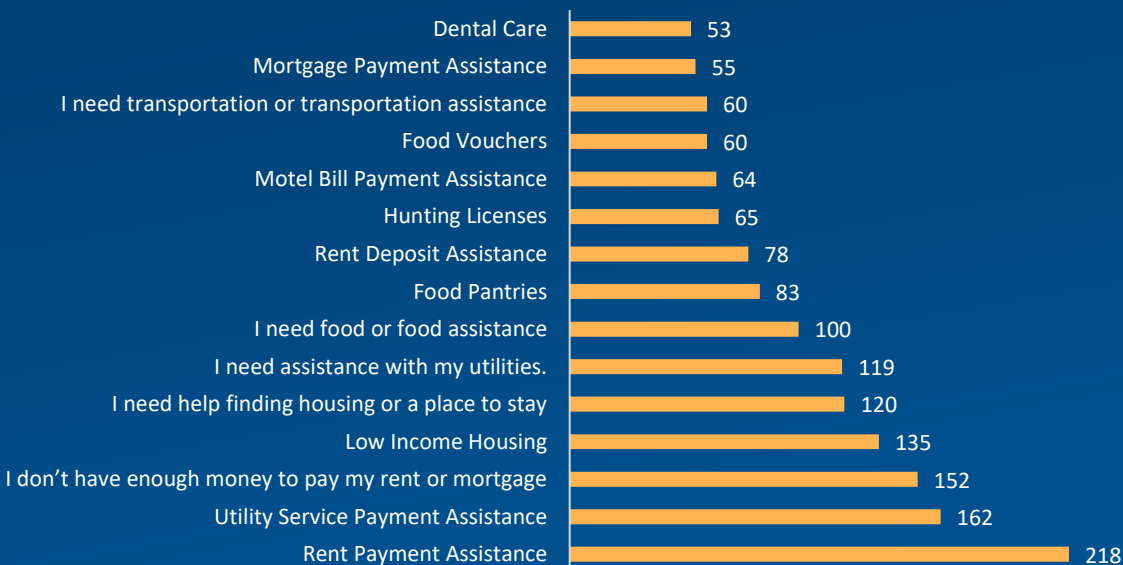
Top Presenting Services



Search Engine Statistics

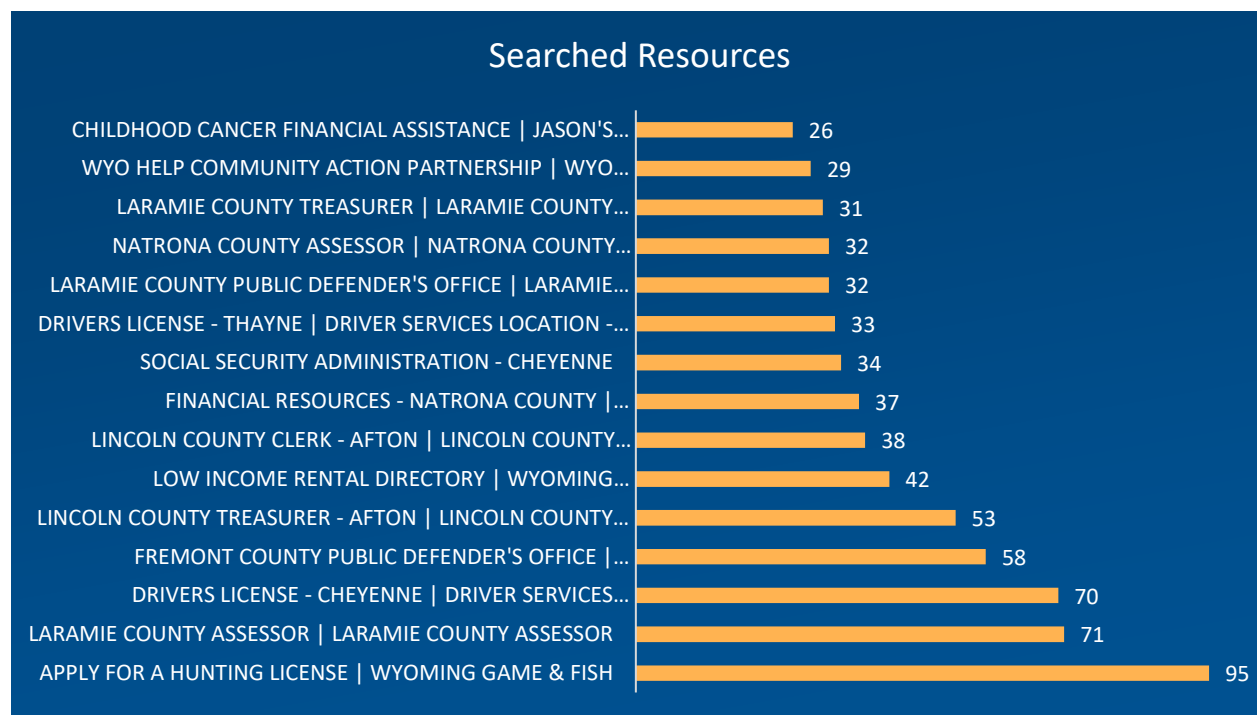
In the 2nd quarter of 2025, the search engine had 13,930 total users, with 5,255 searches totaling 9,820 page views. Rent Payment Assistance, Utility Service Payment Assistance, and the suggestion "I don't have enough money to pay my rent or mortgage" are among the top searches in the 2nd quarter of 2025.

Search Queries



In the 2nd quarter of 2025, the search engine generated 3,889 referrals. The referrals included 774 call clicks, 3,062 website clicks, and 174 direction clicks. The top referred resources included Apply for a

Hunting License through Wyoming Game & Fish, the Laramie County Assessor, and Driver's Licenses in Cheyenne, WY.



Unmet Needs: Reason and Request

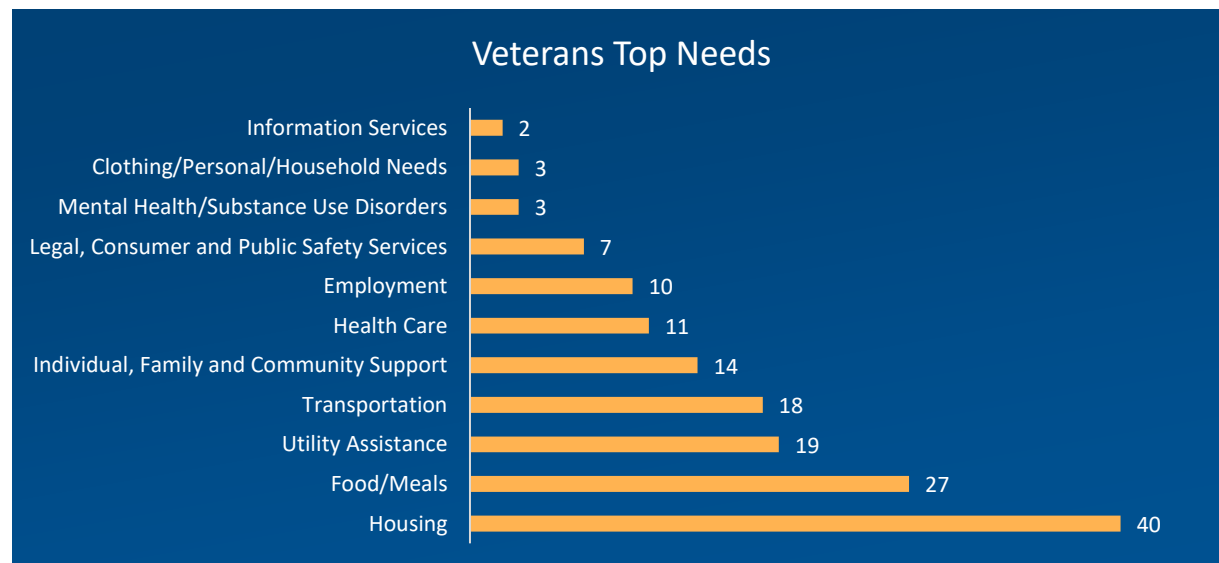
Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high-need areas in our communities. Through the follow-up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client 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	69	Travelers Assistance	1
Automotive Repair and Maintenance	3	Utility Deposit Assistance	2
Child Passenger Safety Seats	1	Utility Service Payment Assistance	3
Dental Care Expense Assistance	1	Water Service Payment Assistance	2
Food Vouchers	1	Lack of Funds	14
Grocery Ordering/Delivery	1	Rent Payment Assistance	1
Home Maintenance and Minor Repair Services	1	Rental Deposit Assistance	1
Homeless Shelter	3	Senior Companion Program	1
Hotels/Motels	2	Utility Deposit Assistance	1

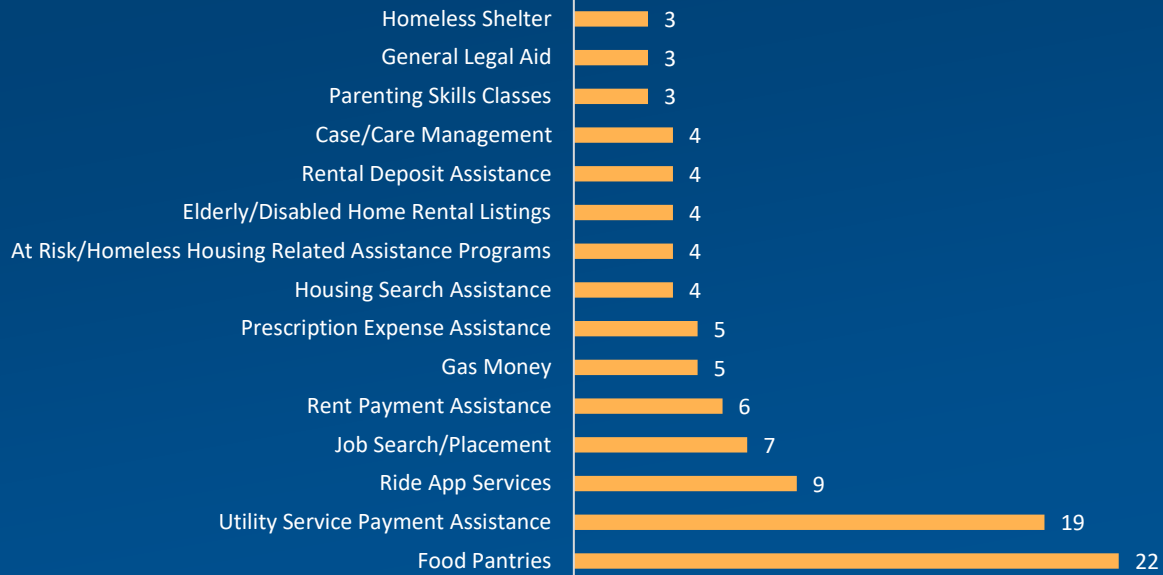
Landscaping Services	1	Utility Service Payment Assistance	10
Large Appliances	1	Client Ineligible	13
Long Term COVID-19 Clinics	1	Dental Care Expense Assistance	1
Low Cost Building Materials/Supplies	1	Home Rehabilitation Loans	1
Mortgage Payment Assistance	1	Homeless Shelter	1
Motel Bill Payment Assistance	10	Prescription Expense Assistance	2
Moving Expense Assistance	4	Rent Payment Assistance	2
Moving Services	1	Rental Deposit Assistance	1
Public Showers/Baths	1	Utility Service Payment Assistance	5
Relocation Assistance	3	Client Refused Referral	5
Rent Payment Assistance	16	General Legal Aid	1
Rental Application Fee Payment Assistance	1	Homeless Shelter	2
Rental Deposit Assistance	3	Moving Services	1
Telephone Service Payment Assistance	1	Transitional Housing/Shelter	1
Transitional Housing/Shelter	1	Barriers	2
Transportation Expense Assistance	1	Home Rehabilitation Grants	1
Trash/Recycling Service Payment Assistance	1	Medicaid	1

Veterans

Between April through June, 22 veterans and an additional 8 individuals with a veteran spouse contacted Wyoming 211. Of those, 7 were receiving VA Benefits and 10 were enrolled in the VA Healthcare program. In addition, 14 veterans rented their homes, 12 owned their homes, and 3 were homeless. The following table represents the top presenting needs and corresponding services for veterans during the 2nd quarter of 2025.



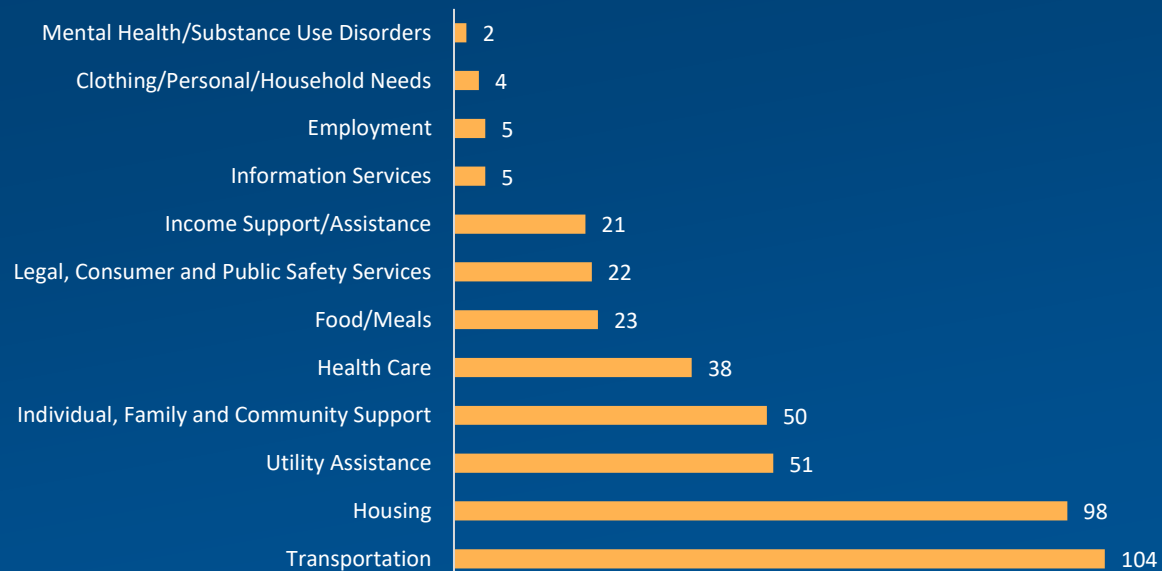
Veterans Top Service



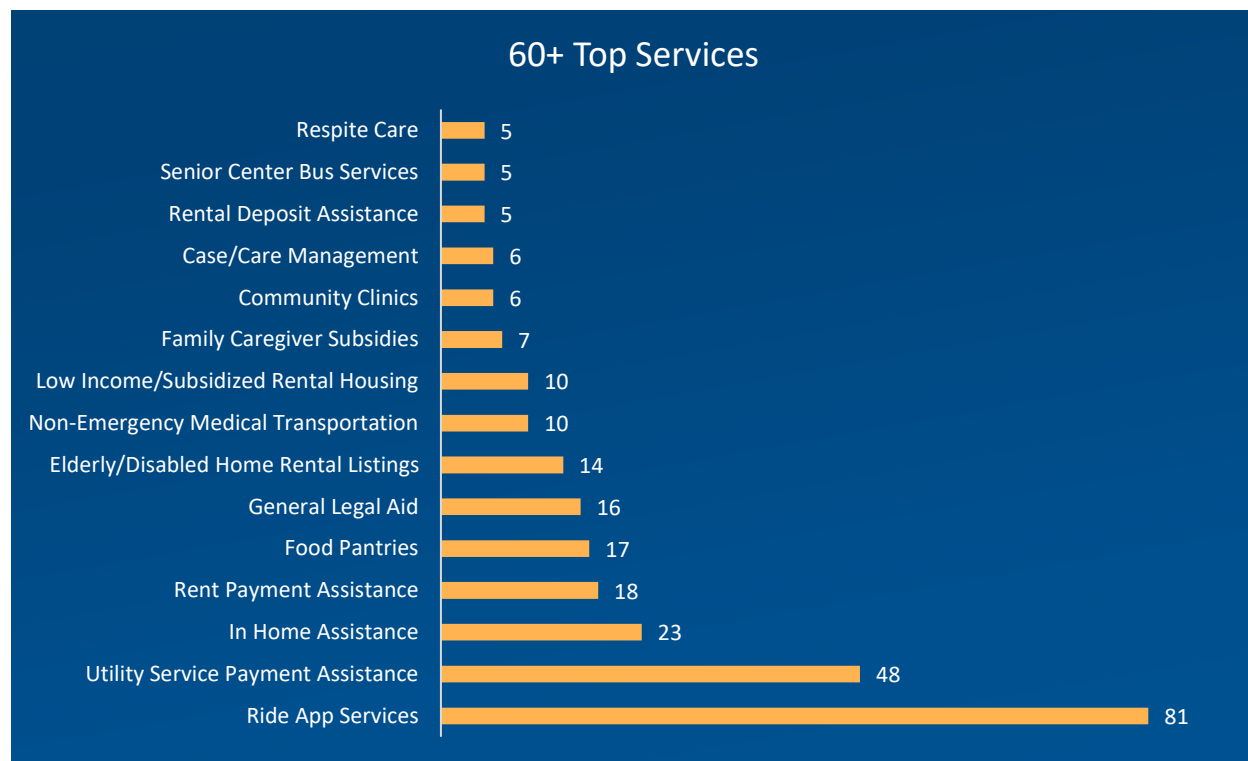
Aging Population

Below are the top presenting needs for 60+ aged individuals in the 2nd quarter of 2025. Transportation, Housing, and Utility Assistance were among the top presenting needs.

60+ Top Needs



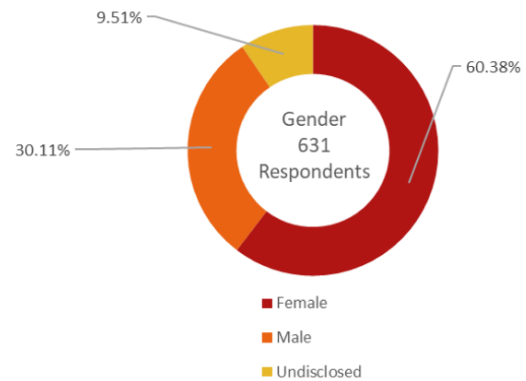
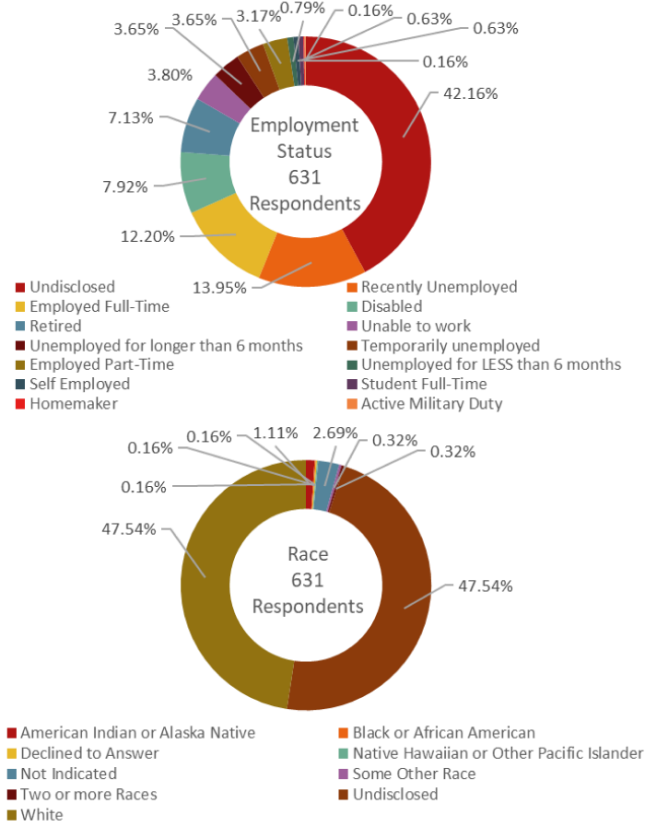
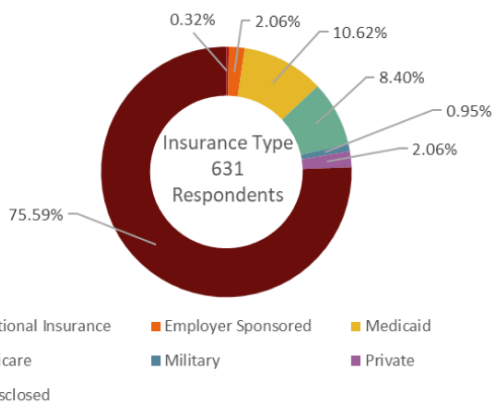
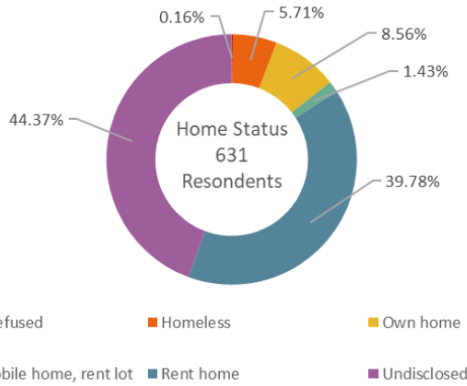
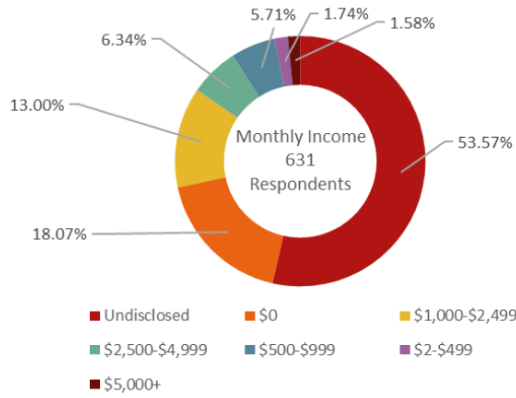
Below are the top presenting services for 60+ aged individuals. Ride App Services, Utility Service Payment Assistance, and In-Home Assistance were among the top presenting services in the 2nd quarter of 2025 for the aging population.



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 in the 2nd quarter of 2025.

- 71 out of 322 families or 22% reported being on food stamps
- 61 out of 382 individuals or 16% reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 180 out of 382 Individuals or 60% reported having health insurance



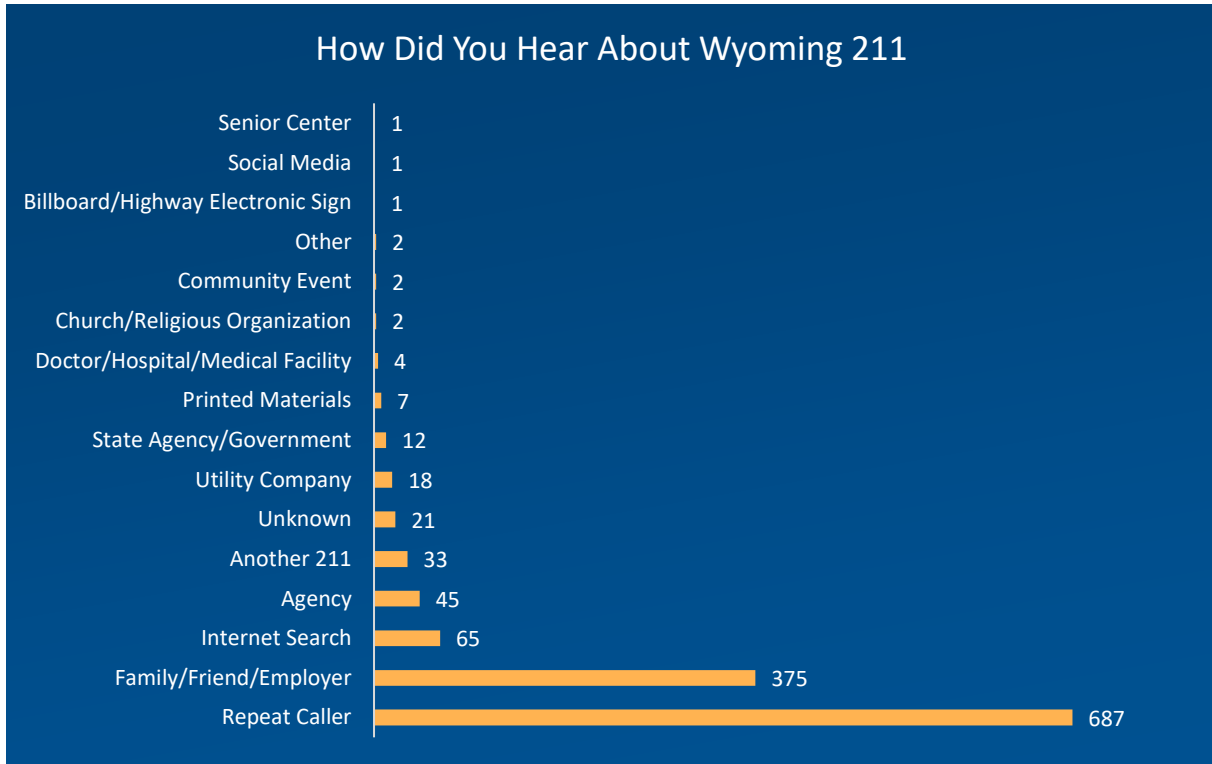
211 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2025 Wyoming 211 has experienced a 6% average increase in new resources in the database. As of 6/30/25, the number of agencies, services, and sites are as follows:

Total Agencies 1241 Total Services 3138 Total Sites 2777

County	County Specific as of 6/30/25	County Specific % Increase over last year	Multi-county and Statewide Services as of 6/30/2025	Multi-County % Increase over last year	Total Resources Per County as of 6/30/25	Total Resources % Increase This Year
ALBANY	140	7%	657	5%	797	5%
BIG HORN	83	15%	625	6%	708	7%
CAMPBELL	103	5%	621	6%	724	6%
CARBON	105	4%	635	6%	740	6%
CONVERSE	65	7%	631	7%	696	7%
CROOK	41	11%	615	6%	656	7%
FREMONT	163	5%	619	6%	782	6%
GOSHEN	60	7%	647	6%	707	6%
HOT SPRINGS	43	5%	619	7%	662	6%
JOHNSON	59	4%	621	6%	680	6%
LARAMIE	312	3%	666	6%	978	5%
LINCOLN	103	4%	618	7%	721	6%
NATRONA	243	3%	638	6%	881	5%
NIOBARA	32	10%	619	7%	651	7%
PARK	113	8%	624	6%	737	7%
PLATTE	64	8%	645	6%	709	6%
SHERIDAN	115	6%	621	6%	736	6%
SUBLETTE	55	8%	611	6%	666	6%
SWEETWATER	127	2%	619	6%	746	6%
TETON	73	1%	612	6%	685	6%
UINTA	86	8%	614	6%	700	6%
WASHAKIE	46	7%	615	6%	661	6%
WESTON	46	7%	616	6%	662	6%
AVERAGE INCREASE IN RESOURCES		6%		6%		6%

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



When we followed up with callers...

- 67% were satisfied with the 211 service
- 71% found the 211 specialists to be helpful
- 75% would call again for assistance
- 67% learned about new resources
- 75% found the information to be correct
- 67% would recommend 211 to others
- 42% received assistance from services they were referred to

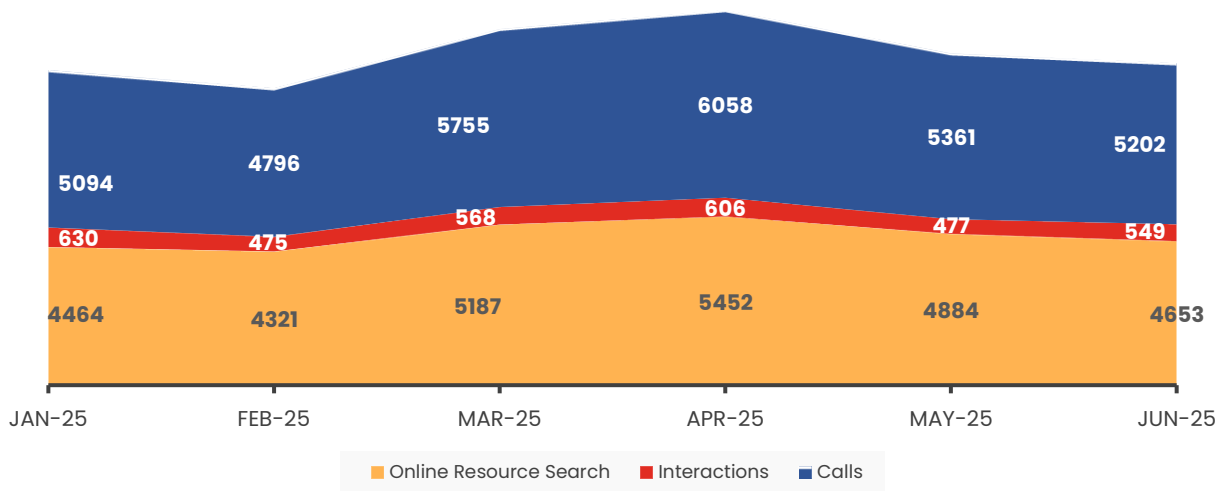
Reason Why Service Not Received:

Agency referred to couldn't help	67%
Other	17%
Will make contacts later	17%

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.

2025 Online Resource Search vs Call Volume



Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 3000 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

