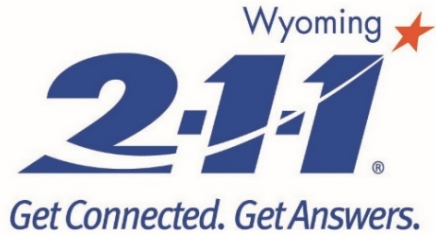
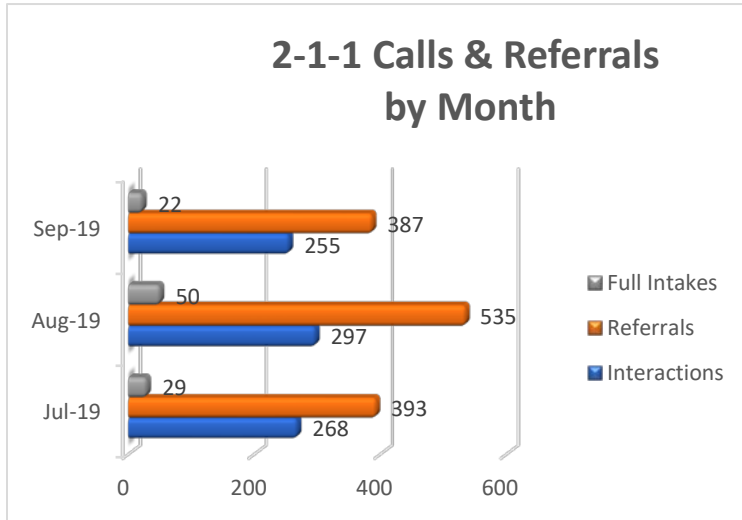




JULY THROUGH SEPTEMBER 2019
STATEWIDE INFORMATION AND REFERRAL REPORT



From July 2019 through September 2019, Wyoming 2-1-1 handled 820 calls (interactions), provided 1315 referrals statewide, and made 92 follow-ups.



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

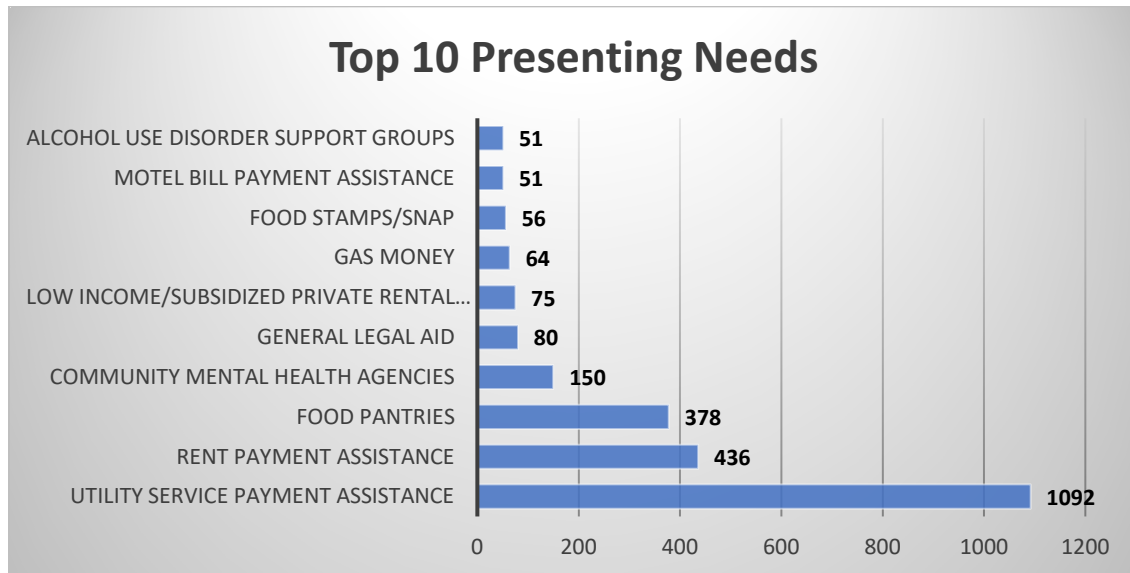
**If the individual is willing to answer all of our demographic questions, we count that call as a *“full intake”*.

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

County	Total Calls Per County	Total Referrals Per County	County	Total Calls Per County	Total Referrals Per County
ALBANY	26	37	NATRONA	92	149
BIG HORN	3	4	NIOBRARA	1	3
CAMPBELL	28	45	PARK	13	21
CARBON	20	24	PLATTE	6	8
CONVERSE	11	13	SHERIDAN	14	29
CROOK	4	6	SUBLETTE	6	12
FREMONT	45	73	SWEETWATER	42	68
GOSHEN	19	23	TETON	1	1
HOT SPRINGS	5	6	UINTA	29	45
JOHNSON	6	5	WASHAKIE	7	5
LARAMIE	393	689	WESTON	12	17
LINCOLN	5	3	UNKNOWN	32	29
			Grand Total	820	1315

Presenting Needs and Services

3rd Quarter Presenting Needs



Top 10 Referring Agencies and their Programs

Wyoming 2-1-1 made 1315 referrals to 174 Agencies and 262 Programs

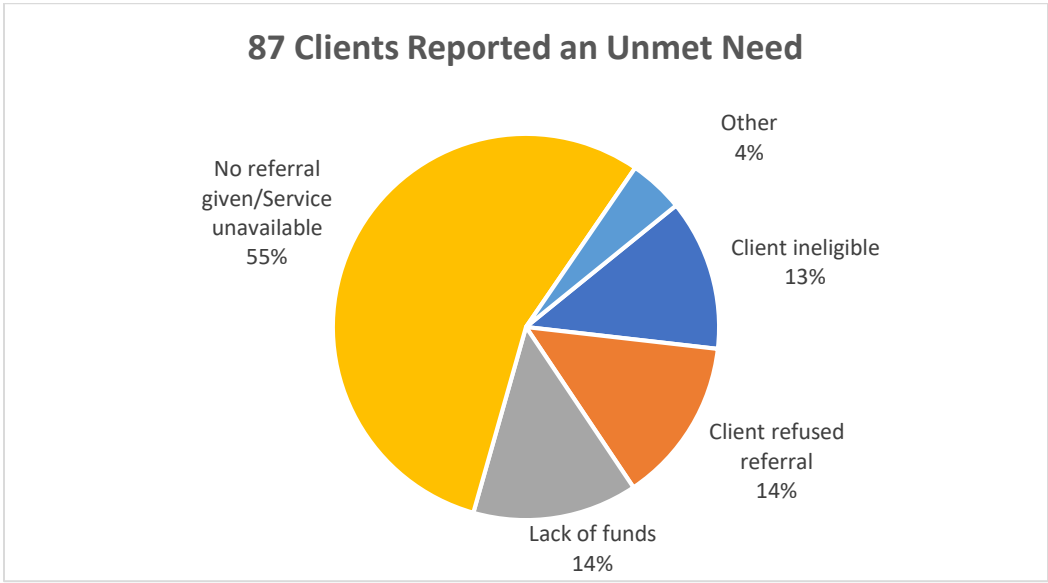
Agency / Services	# of Referrals
Grace United Methodist Church	102
Emergency Financial Assistance	102
The Salvation Army - Cheyenne	81
Food Boxes	15
General Assistance	65
Hot Lunch	1
Frontier United Methodist Church	63
Financial Assistance	63
Wyoming Department of Family Services	45
Burial Program	1
Department of Family Services Local Offices	23
DFS - Cheyenne	1
DFS - Laramie	1
Eye Care - Give a Day Eye Care Program - Statewide	2
Low Income Energy Assistance Program (LIEAP)	10
Personal Opportunities with Employment Responsibilities (POWER)	1
Telephone Assistance Program	5
Wyoming Child Support Enforcement	1
Wyoming Community Development Authority	38
Low Income Rental Directory	38

Agency / Services	# of Referrals
Saint Joseph's Church	36
Financial Assistance	19
Food Bank	17
Interfaith of Natrona County	34
Emergency Services	27
Housing Counseling	7
Wyoming Department of Health	34
Acquired Brain Injury Waiver (ABI)	1
Aging Division	2
Albany County Public Health	1
Cheyenne-Laramie County Public Health	2
Child Developmental Disabilities Waiver (DD)	1
EqualityCare (Medicaid)	9
Goshen County Public Health	1
Healthcare Licensing and Surveys	1
Johnson County Public Health	1
Laramie County WIC Offices	3
Office of Pharmacy Services	4
Park County Public Health - Cody	1
Sweetwater County WIC Office	1
Vital Records Services	2
Wyoming Environmental Public Health	1
Wyoming Medicaid Provider	2
Wyoming Radon Project	1
Community Action of Natrona County	32
Financial Assistance	32
Volunteers of America Northern Rockies	28
SSVF - Casper	6
SSVF - Cheyenne	14
SSVF - Gillette	2
SSVF - Riverton	2
SSVF - Rock Springs	3
SSVF - Sheridan	1

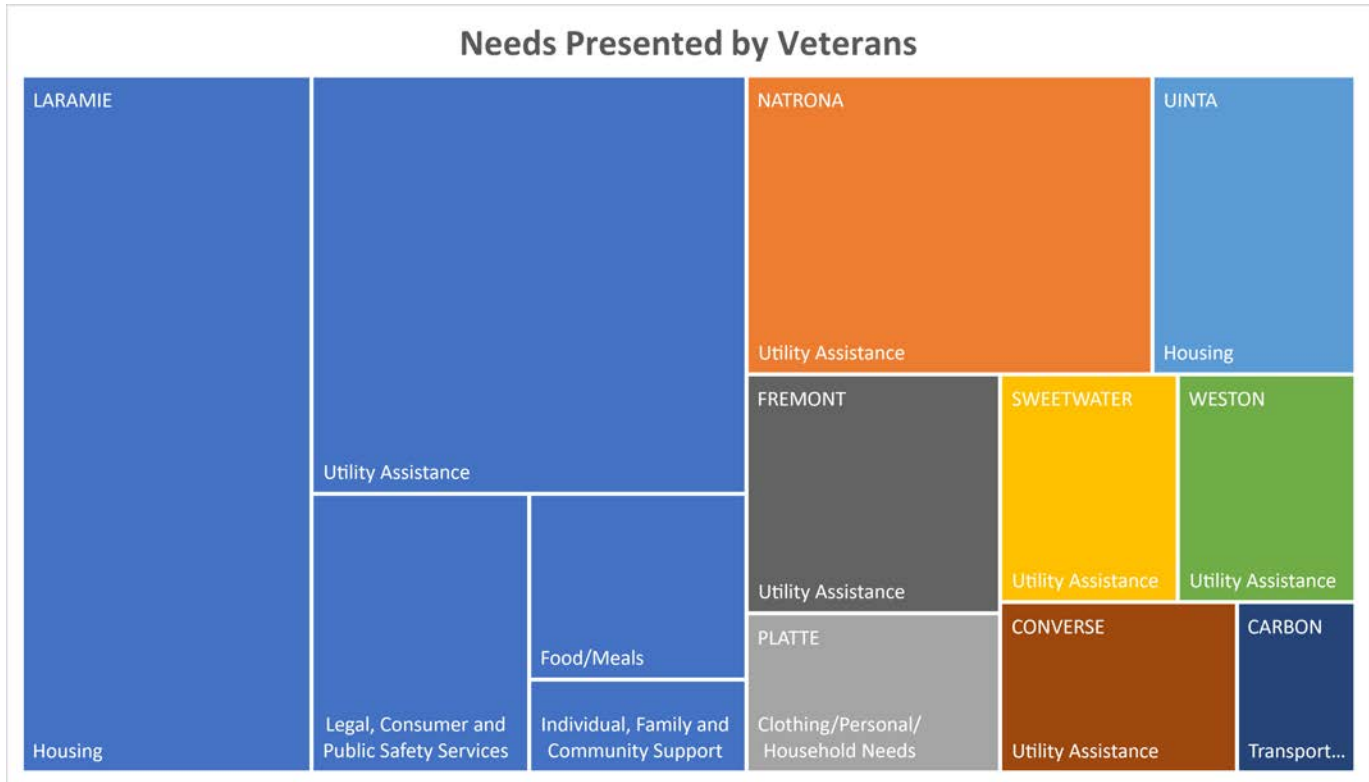
Unmet Needs by County

ALBANY	4	LARAMIE, Contd.	
Home Rehabilitation Services	1	Rental Deposit Assistance	5
Rent Payment Assistance	1	Soup Kitchens	2
Summer Food Service Programs	1	Utility Service Payment Assistance	3
Utility Service Payment Assistance	1	Water Service Payment Assistance	1
CAMPBELL	2	Work Clothing	1
Telephone Service Payment Assistance	1	LINCOLN	1
Utility Service Payment Assistance	1	Utility Service Payment Assistance	1
CARBON	3	NATRONA	17
Dentures	1	Appliance Repair	1
Gas Money	1	Impounded Vehicle Services	1
Motel Bill Payment Assistance	1	Long Distance Bus Fare	1
CONVERSE	1	Mobile Home Repair/Service Complaints	1
Rent Payment Assistance	1	Motel Bill Payment Assistance	2
CROOK	1	Moving Expense Assistance	1
Rent Payment Assistance	1	Rent Payment Assistance	2
FREMONT	2	School Supplies	1
Mattresses	1	Soup Kitchens	2
Utility Service Payment Assistance	1	Travelers Assistance	2
GOSHEN	2	Utility Service Payment Assistance	3
Medical Care Expense Assistance	1	SHERIDAN	2
Water Service Payment Assistance	1	Utility Service Payment Assistance	2
JOHNSON	2	SUBLETTE	1
Burial/Cremation Expense Assistance	1	Prescription Expense Assistance	1
Dental Care Expense Assistance	1	SWEETWATER	7
LARAMIE	34	Food Pantries	1
Air Conditioners	1	Gas Money	1
Automobiles	1	Motel Bill Payment Assistance	1
Community Clinics	1	Rent Payment Assistance	2
Community Mental Health Agencies	1	Rental Application Fee Payment Assistance	1
Concealed Weapons Permits	1	Rental Deposit Assistance	1
Dental Care	1	UINTA	4
Food Stamps/SNAP	1	Motel Bill Payment Assistance	1
Gas Money	4	Taxi Fare	1
General Yard Work	1	Utility Service Payment Assistance	2
Home Maintenance and Minor Repair Ser	1	WASHAKIE	1
Internet Access/Security	1	Mobile Home Repair/Service Complaints	1
Motel Bill Payment Assistance	4	WESTON	2
Movers	1	Utility Service Payment Assistance	2
Park/Recreational Area Entrance Fee Exp	1		
Rent Payment Assistance	2	Grand Total	87

Reason Unmet



Serving our Veterans



2-1-1 Database

With the database conversion complete, updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1.

As of 10/10/19, the number of agencies, services and sites are as follows:

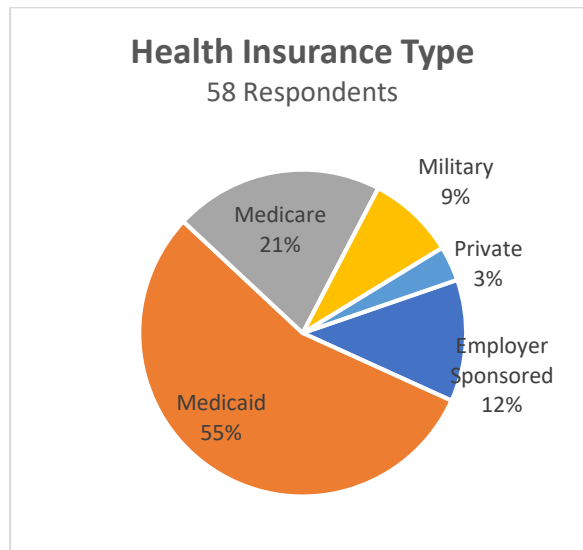
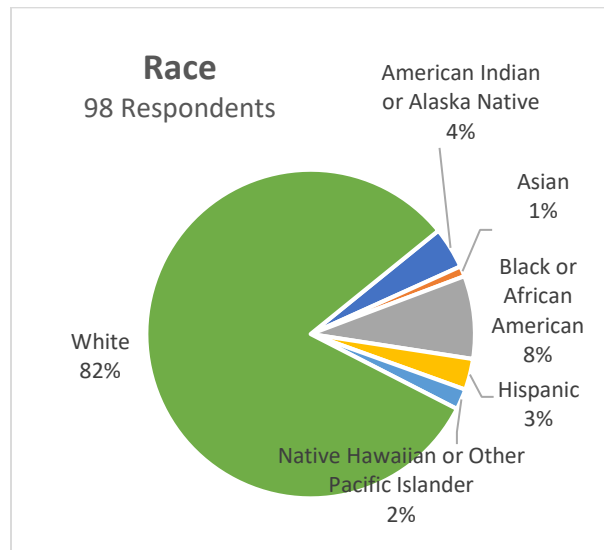
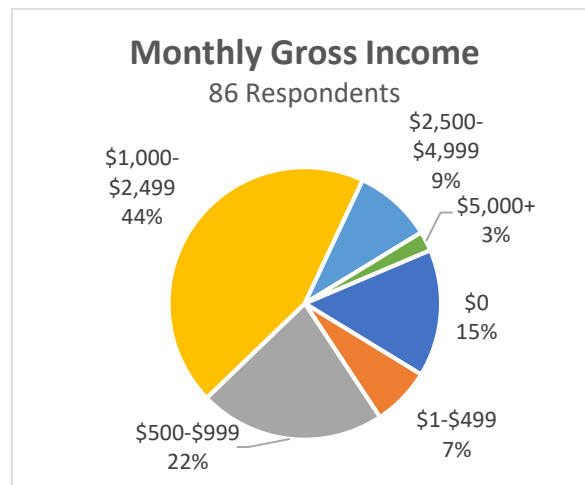
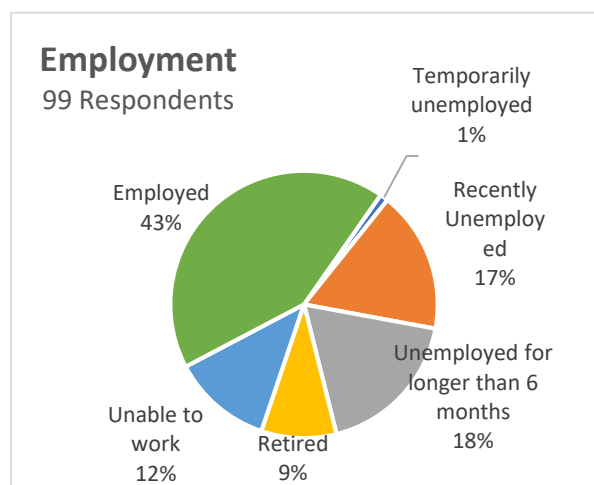
Total Active Agencies: 596
 Total Active Services: 2081
 Total Active Sites: 1853

Total Agencies added Since 10/2018: 229
 Total Services added Since 10/2018: 803
 Total Sites added Since 10/2018: 668

	Resources/Services Available		% Increase	Resources/Services Available		% Increase
	County Specific as of 9/30/19	County Specific as of 1/22/19		Multi-county and Statewide Services as of 6/30/19	Multi-county and Statewide Services as of 1/22/19	
ALBANY	109	86	27%	298	245	22%
BIG HORN	41	24	71%	295	241	22%
CAMPBELL	71	53	34%	286	234	22%
CARBON	92	59	56%	291	236	23%
CONVERSE	74	58	28%	295	243	21%
CROOK	38	20	90%	285	234	22%
FREMONT	126	84	50%	292	239	22%
GOSHEN	65	43	51%	296	244	21%
HOT SPRINGS	24	13	85%	296	243	22%
JOHNSON	42	21	100%	291	239	22%
LARAMIE	256	192	33%	303	246	23%
LINCOLN	69	38	82%	293	330	-11%
NATRONA	183	139	32%	298	243	23%
NIOBRARA	33	26	27%	290	240	21%
PARK	71	42	69%	292	239	22%
PLATTE	46	30	53%	295	244	21%
SHERIDAN	104	84	24%	290	237	22%
SUBLETTE	39	22	77%	286	237	21%
SWEETWATER	81	61	33%	293	244	20%
TETON	50	24	108%	288	240	20%
UINTA	63	39	62%	292	242	21%
WASHAKIE	25	14	79%	292	238	23%
WESTON	27	15	80%	283	232	22%
AVERAGE INCREASE IN RESOURCES			59%			20%

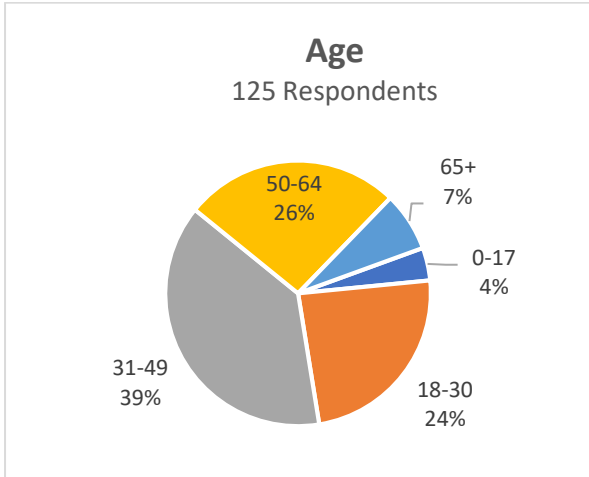
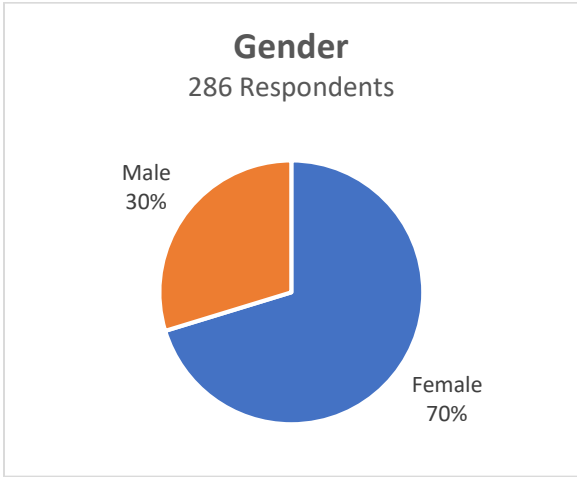
Demographics of Callers

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. This quarter approximately 100 individuals agreed to a full intake. The following charts represent the demographics of individuals served between July 1, 2019 and September 30, 2019.



Demographics of Callers, cntd.

We were able to gather demographic information, such as gender and age, without a full intake in certain situations.



- 20 out of 82 callers indicated they did not have health insurance
 - 39 out of 93 families reported being on food stamps
 - 38 out of 93 individuals reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 17 out of 148 individuals reported being either a veteran or active military

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

