

Wyoming

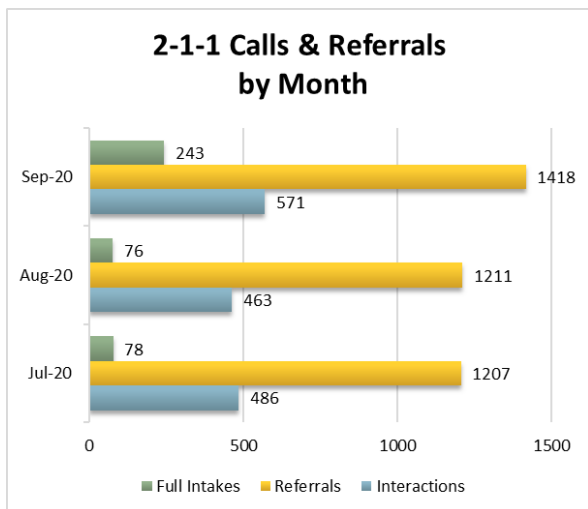


Get Connected. Get Help.™

JULY THROUGH SEPTEMBER 2020
STATEWIDE INFORMATION AND REFERRAL REPORT



From July through September 2020, Wyoming 2-1-1 handled 1,520 calls (interactions), provided 3,836 referrals statewide and made 49 follow-ups.



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

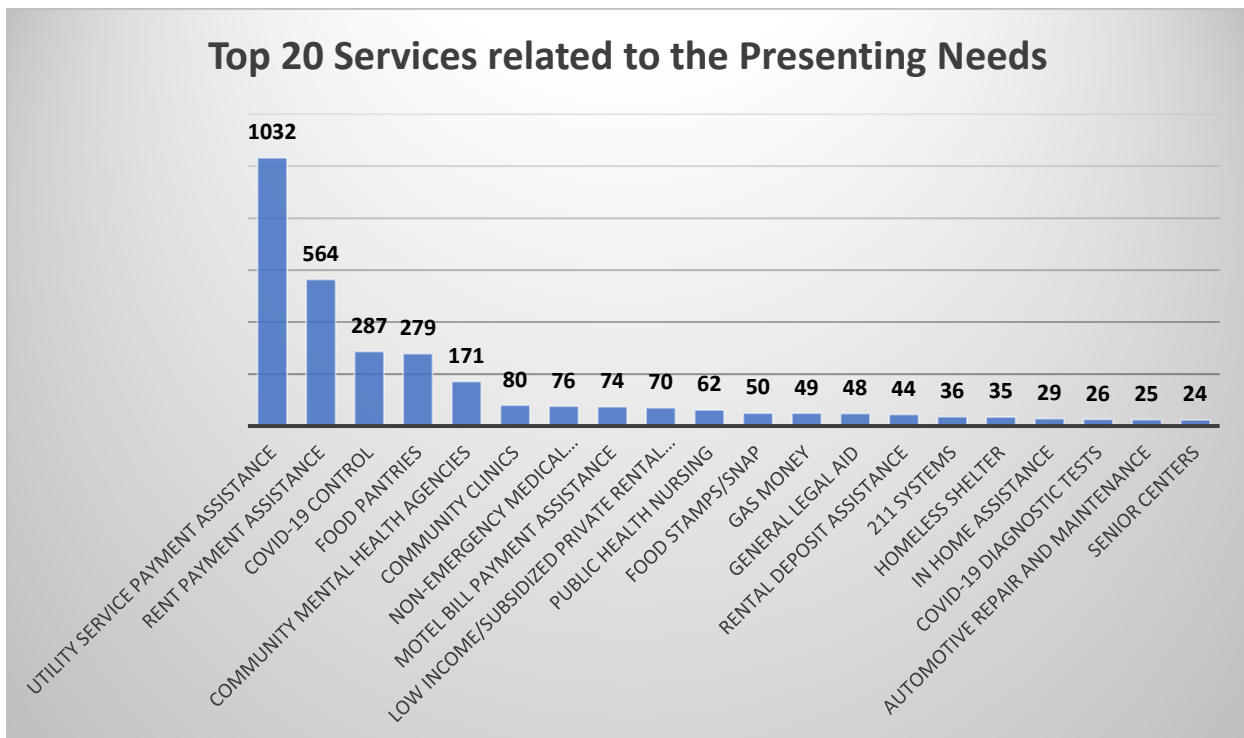
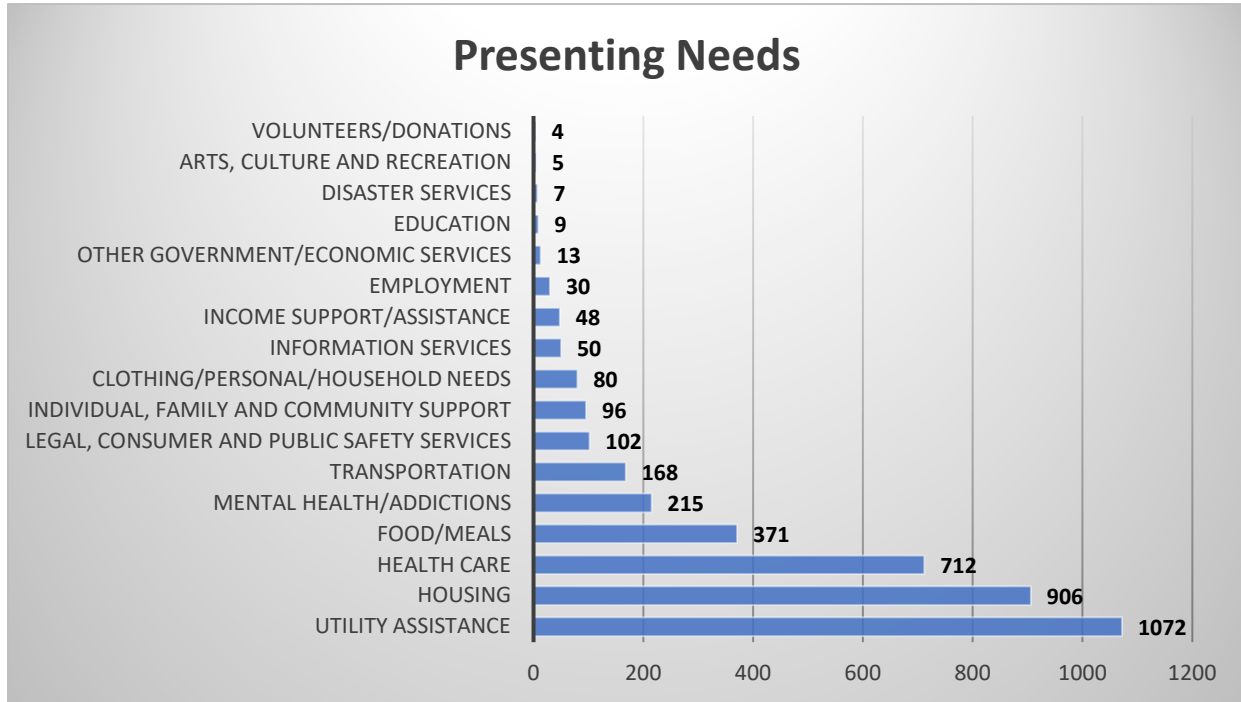
**If the individual is willing to answer all of our demographic questions, we count that call as a "full intake".

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

County	Total Calls per County July - Sept 2020	Total Referrals Per County July - Sept 2020	County	Total Calls per County July - Sept 2020	Total Referrals Per County July - Sept 2020
ALBANY	66	169			
BIG HORN	10	20	NIOBARARA	77	3
CAMPBELL	68	202	PARK	26	96
CARBON	44	103	PLATTE	26	30
CONVERSE	27	64	SHERIDAN	32	132
CROOK	10	25	SUBLETTE	27	7
FREMONT	70	176	SWEETWATER	64	148
GOSHEN	32	77	TETON	9	31
HOT SPRINGS	8	13	UINTA	13	36
JOHNSON	20	29	WASHAKIE	25	55
LARAMIE	617	1634	WESTON	12	32
LINCOLN	9	30	COUNTY NOT IDENTIFIED	94	151
NATRONA	134	573	GRAND TOTAL	1520	3836

Presenting Needs and Services

Utility assistance, housing, healthcare, and food are among the top needs in the 3rd Quarter of 2020.

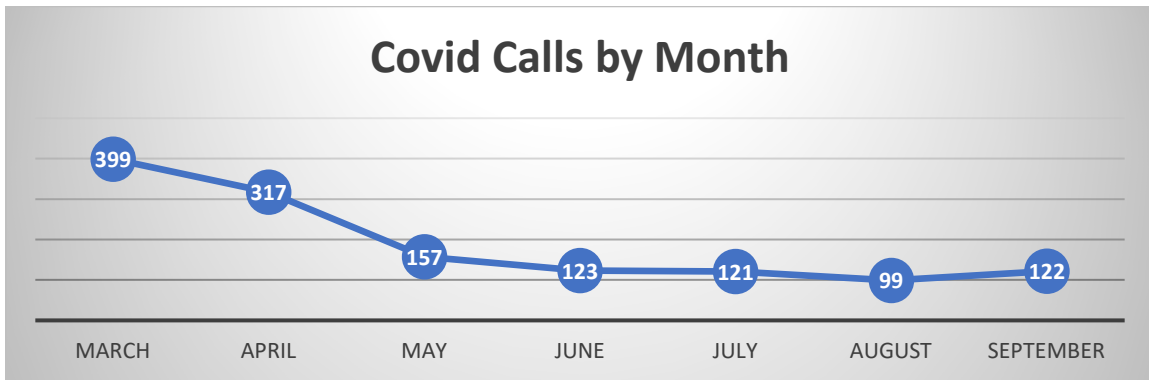


Unmet Needs: Reason and Request

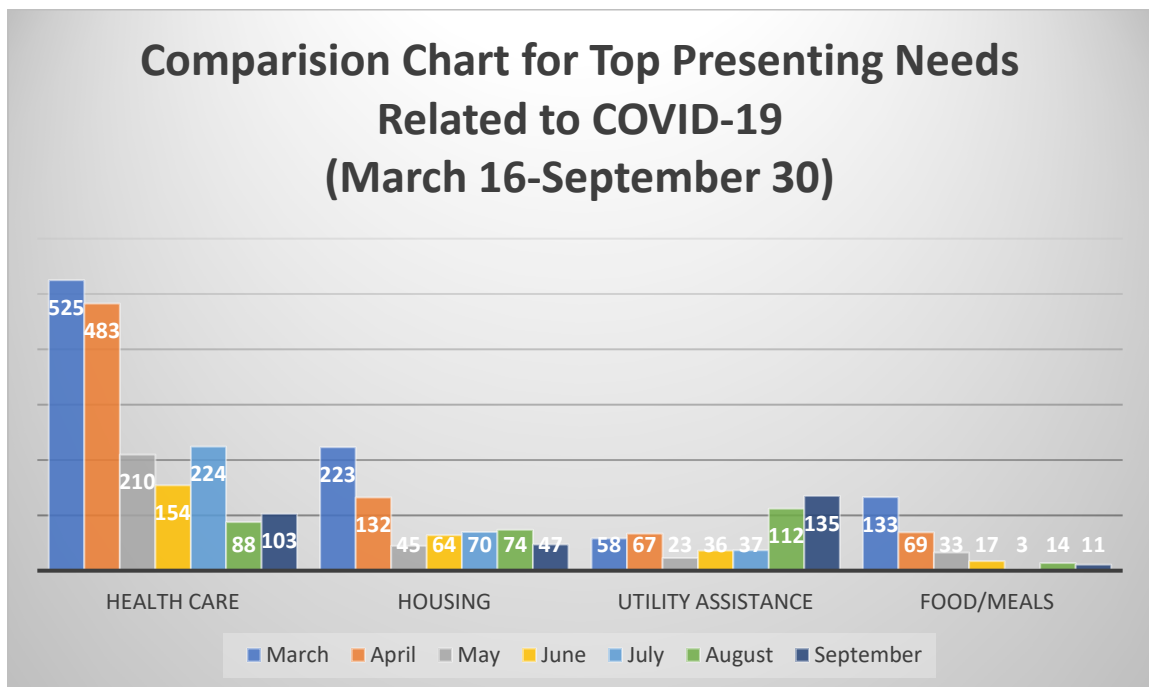
Reason Unmet/Need	# of Requests
Client ineligible	61
Federal Health Insurance Marketplace Call Center/Website	1
Home Rehabilitation Grants	1
Home Rehabilitation Loans	2
Motel Bill Payment Assistance	2
Utility Service Payment Assistance	55
Client refused referral	7
General Legal Aid	2
Hospitals	1
Motel Bill Payment Assistance	1
Public Health Nursing	1
Rent Payment Assistance	1
Urgent Care Centers	1
Lack of funds	2
Mortgage Payment Assistance	2
No referral given/Service unavailable	7
Accounting Firms	1
Automobile Payment Assistance	1
Automotive Repair and Maintenance	1
Burial/Cremation Expense Assistance	1
Gas Money	1
Mobile Home Repair/Service Complaints	1
Motel Bill Payment Assistance	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. On March 16, 2020, Wyoming 2-1-1 stood up its call center to disseminate information related to the COVID-19 pandemic. In the first week of calls, Wyoming 2-1-1 received 272 calls and experienced an increase of 645% on day 5 of that first week. Call volume has leveled out in the second quarter of 2020, averaging 100% over normal call volume. The graphic below illustrates the monthly call volume since March 16, 2020.



Wyoming 2-1-1 created a service record in the database entitled "COVID-19". This record included frequently asked questions pertaining to COVID-19. Those questions are reflected in the Healthcare presenting needs. The fallout of COVID-19 resulted in people being laid off from their jobs, schools being closed and other related issues. This resulted in an increase in rent and utility assistance, food assistance, testing site locations and some mental health needs. Several of these needs are trending down with the exception of Utility Assistance which spiked in September.



Veterans

Wyoming 2-1-1 partnered 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. As a part of the strategy, Wyoming 2-1-1 increased the number of resources available to veterans, particularly telehealth services, mobile clinics and community clinics. 2-1-1 also expanded their intake questions and improved accessibility and usability of the guided search function.

Between July and September, 28 veterans contacted Wyoming 2-1-1. Of those, 14 were receiving VA Benefits and 18 were enrolled in the VA Healthcare program. In addition, 11 veterans rented their home, 7 owned their home and 1 was homeless. The following table represents the presenting needs and corresponding services for veterans during the third quarter of 2020.

Presenting Needs	Number of Requests
Housing	45
Rent Payment Assistance	29
Rental Deposit Assistance	3
Low Income/Subsidized Private Rental Housing	3
Elderly/Disabled Home Rental Listings	2
Motel Bill Payment Assistance	2
At Risk/Homeless Housing Related Assistance Programs	2
Mortgage Payment Assistance	2
Home Rehabilitation Grants	1
Homeless Shelter	1
Utility Assistance	36
Utility Service Payment Assistance	35
Water Service Payment Assistance	1
Food/Meals	21
Food Pantries	14
Food Stamps/SNAP	4
Soup Kitchens	2
Summer Food Service Programs	1
Health Care	15
Home Health Care	4
COVID-19 Control	3
Medicaid	2
Navigator Programs	1
Medical Care Expense Assistance	1
Medicare Information/Counseling	1
Dental Care	1
Community Clinics	1
CHIP Programs	1
Mental Health/Addictions	10
Community Mental Health Agencies	6
Counseling Services	4
Legal, Consumer and Public Safety Services	10
General Legal Aid	7

Presenting Needs (Veterans, Cont.)	Number of Requests
Legal Counseling	2
Legal Services	1
Individual, Family and Community Support	5
In Home Assistance	3
Suicide Survivors Support Groups	1
Adult Protective Services	1
Transportation	3
Gas Money	1
Long Distance Bus Fare	1
Local Bus Transit Services	1
Employment	2
Comprehensive Job Assistance Centers	2
Clothing/Personal/Household Needs	2
Automotive Repair and Maintenance	2
Information Services	1
Information and Referral	1
Grand Total	150

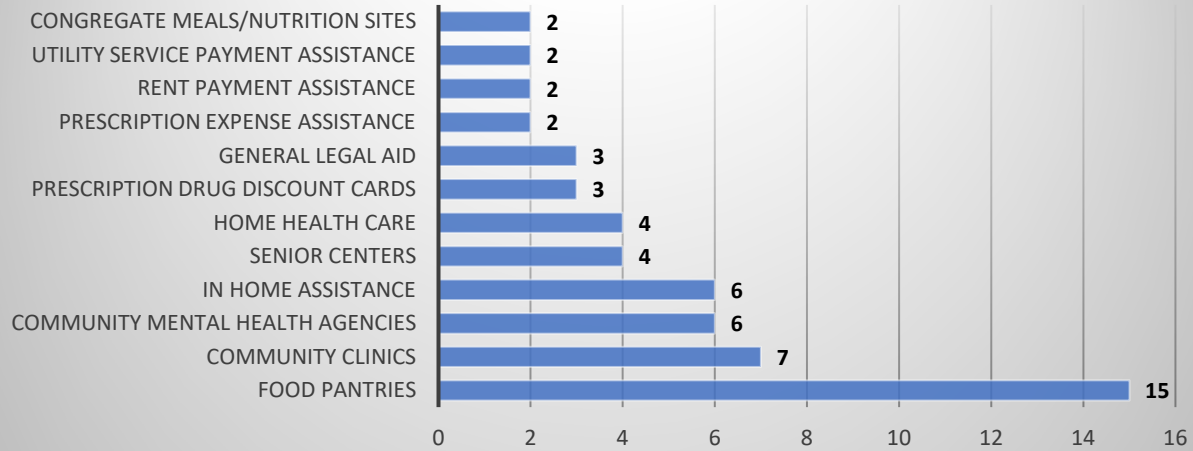
Wyoming CAN (COVID-19 AGING NETWORK)

The COVID-19 pandemic has exacerbated the needs of those older adults aging in place. All of Wyoming's older adults are now home bound and at-risk, due to statewide guidelines for those ages 65 and older. This physical separation has impacted the health and safety of older adults, as well as social and emotional well-being. This situation has increased reliance on the aging network providers and has shown their services to be more essential than ever.

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.

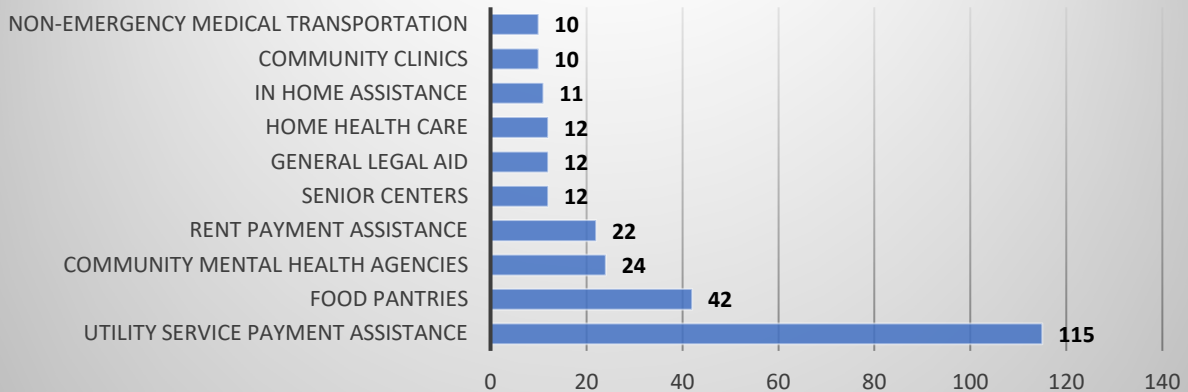
This program offers an opportunity for older adults and caregivers to connect online with Wyoming 2-1-1 and share their care needs all on a single form. After submission, a Wyoming 2-1-1 Community Resource Specialist will reach out to connect you to local community resources. Since the program launched in July, Wyoming 2-1-1 has received 14 inquiries for assistance.

Top 12 Presenting Needs for CAN Clients



In contrast to our CAN clients, the data for all adults over 60 that reached out to Wyoming 2-1-1 for assistance had a top presenting need of Utility Payment Assistance.

Top 10 Presenting Needs for Adults 60+ 3rd Quarter



2-1-1 Database

Updating, adding and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the second quarter there were a lot of organizations that became inactive due to lack of funding or due to record clean up. The number of resources have declined due to these two factors.

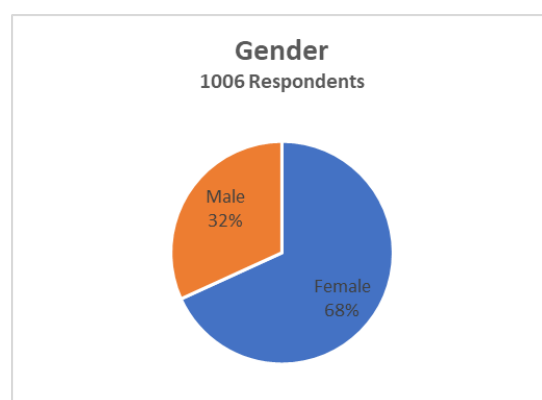
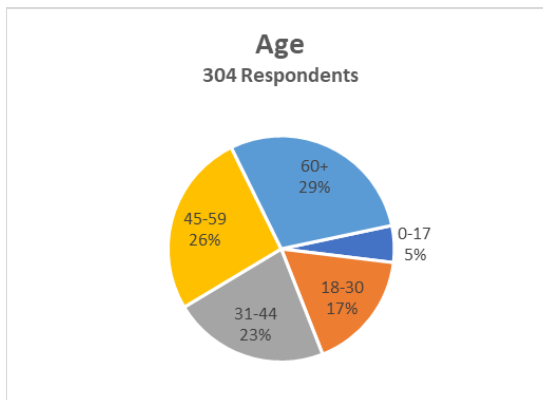
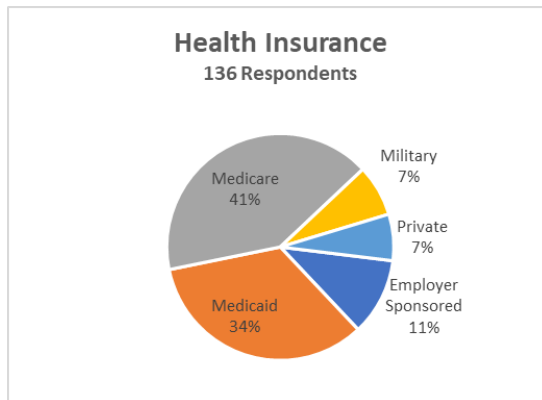
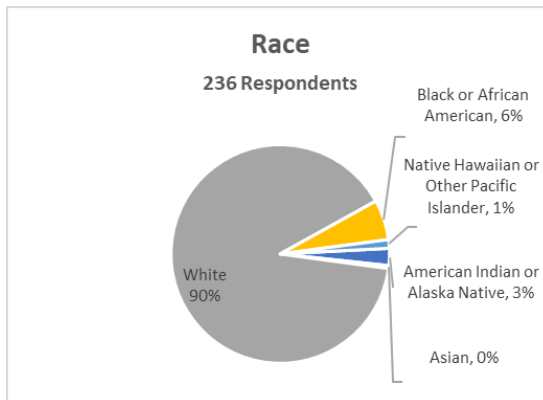
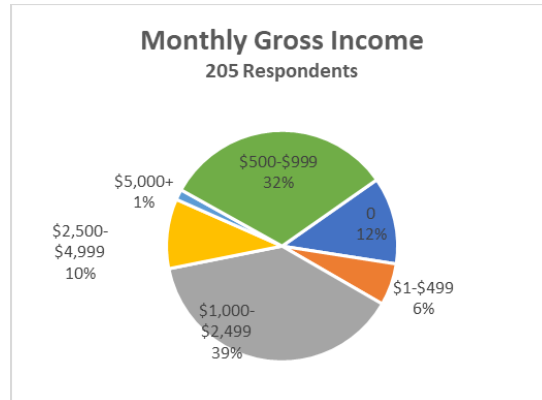
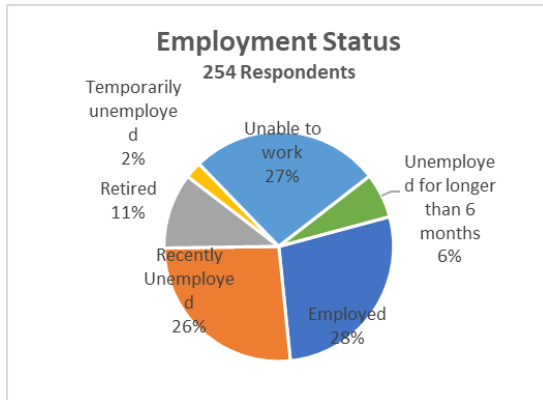
As of 9/30/20, the number of agencies, services and sites are as follows:

- Total Active Agencies: 877
- Total Active Services: 2436
- Total Active Sites: 2078

	Resources/Services Available			Resources/Services Available			Total Resources Per County as of 9/30/20
	County Specific as of 12/31/19	County Specific as of 9/30/20	% Increase	Multi-county and Statewide Services as of 12/31/19	Multi-county and Statewide Services as of 9/30/20	% Increase	
ALBANY	122	125	2%	326	376	15%	501
BIG HORN	50	54	8%	325	363	12%	417
CAMPBELL	87	92	6%	315	349	11%	441
CARBON	97	96	-1%	318	368	16%	464
CONVERSE	73	66	-10%	322	356	11%	422
CROOK	41	40	-2%	314	354	13%	394
FREMONT	141	134	-5%	317	354	12%	488
GOSHEN	66	58	-12%	323	379	17%	437
HOT SPRINGS	37	45	22%	325	364	12%	409
JOHNSON	47	41	-13%	319	354	11%	395
LARAMIE	286	284	-1%	330	383	16%	667
LINCOLN	67	71	6%	320	356	11%	427
NATRONA	201	213	6%	325	354	9%	567
NIOBRARA	33	13	-61%	318	354	11%	367
PARK	92	97	5%	322	360	12%	457
PLATTE	45	48	7%	322	378	17%	426
SHERIDAN	117	89	-24%	317	352	11%	441
SUBLETTE	43	47	9%	312	350	12%	397
SWEETWATER	94	94	0%	320	355	11%	449
TETON	61	56	-8%	314	350	11%	406
UINTA	63	65	3%	320	357	12%	422
WASHAKIE	32	38	19%	321	361	12%	399
WESTON	31	33	6%	313	353	13%	386
AVERAGE INCREASE IN RESOURCES			-2%			13%	5%

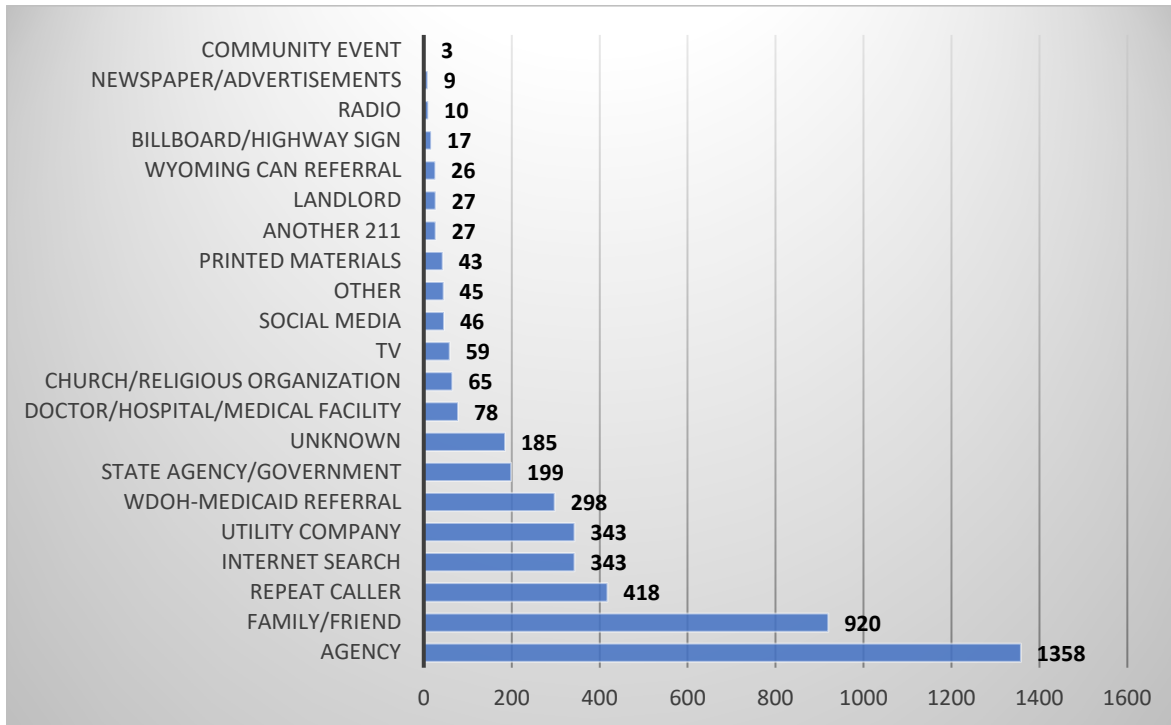
Demographics of Callers

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 1, 2020 and September 30, 2020.



- 83 out of 215 callers or 39% indicated they did not have health insurance
 - 58 out of 227 families or 26% reported being on food stamps
 - 73 out of 225 individuals or 32% reported having some form of disability

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



When we followed up with callers...

- 97% were satisfied with the 211 service
- 69% learned about new resources
- 97% would recommend the 211 service to others
- 100% would call again for assistance
- 59% received assistance from services referred to

Reason Why Service Not Received:

- 60% - Agency referred to couldn't help
- 10% - Came to another solution
- 20% - Will make contacts later
- 10% - Other