

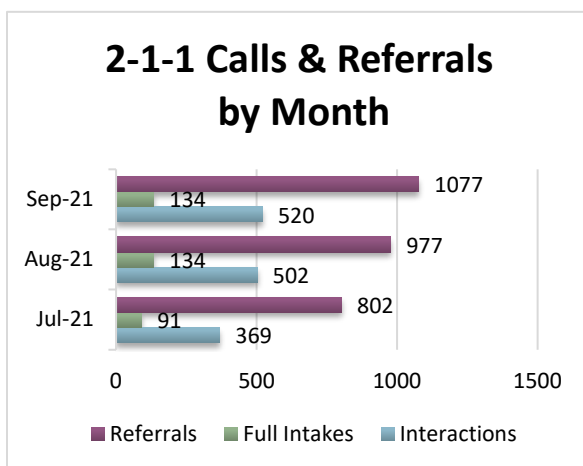


JULY THROUGH SEPTEMBER 2021  
STATEWIDE INFORMATION AND REFERRAL REPORT



From July through September 2021, Wyoming 2-1-1 handled 1,391 calls (interactions) and provided 2,858 referrals statewide.

Year to date, 4,590 calls have been handled and 9,516 referrals have been provided.



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

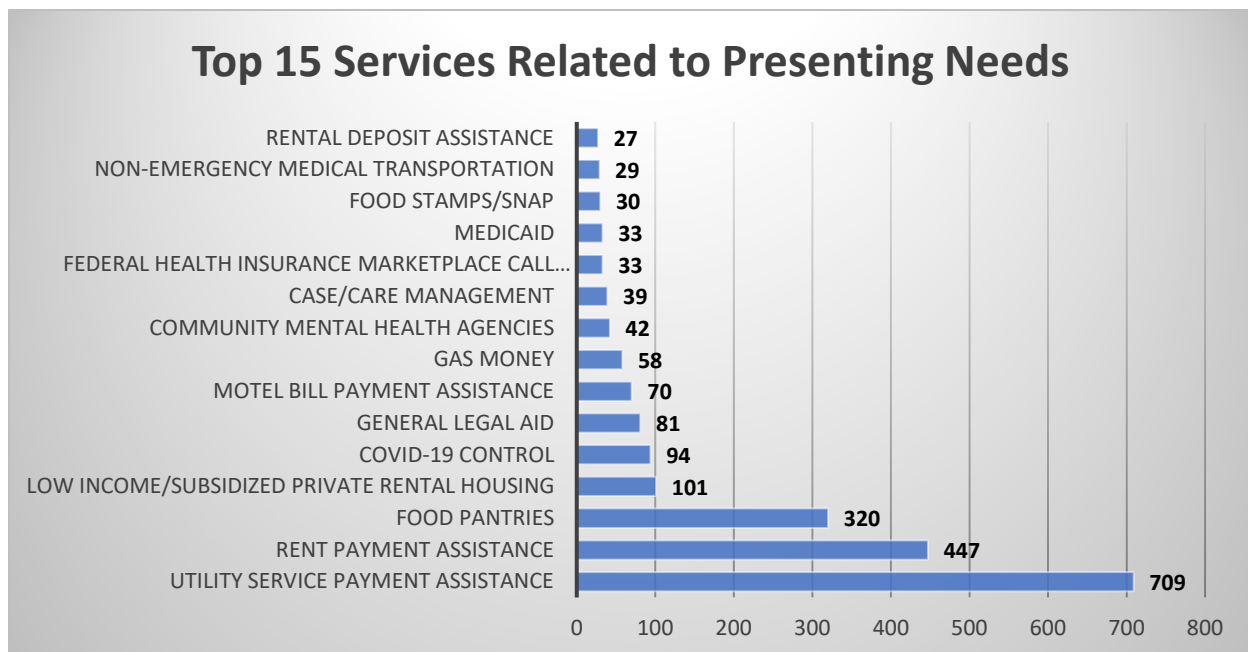
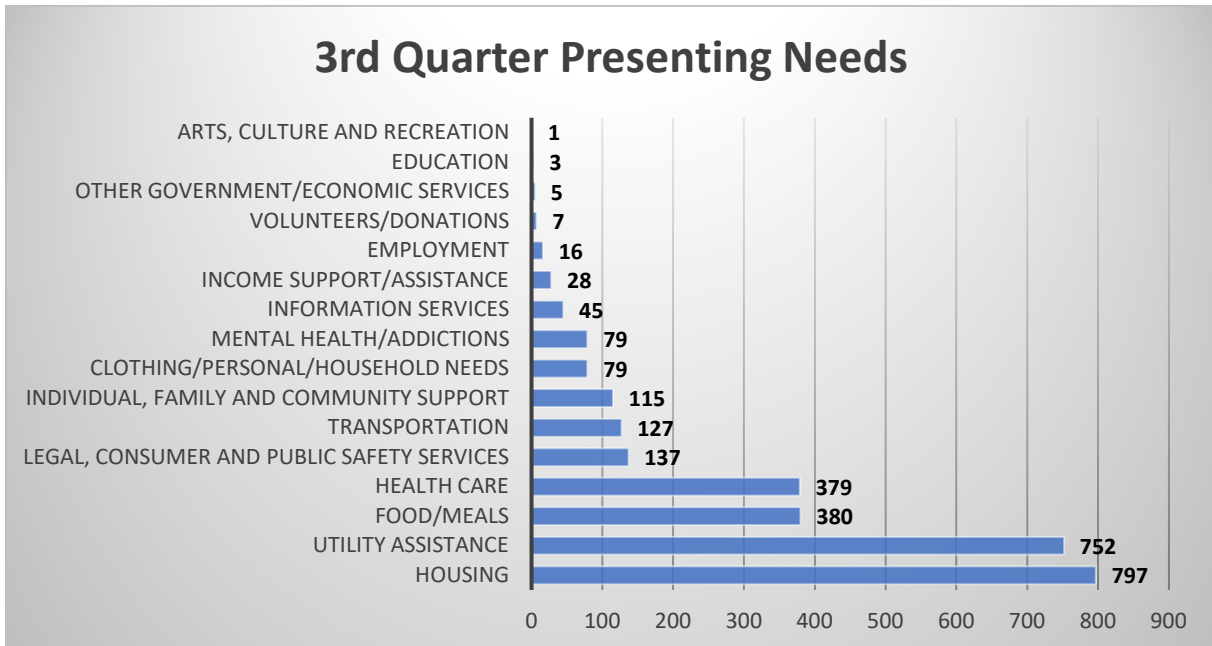
\*\*If the individual is willing to answer all of our demographic questions, we count that call as a “full intake”.

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

County	Total Calls per County July-Sept 2021	Total Referrals Per County Jul-Sept 2021	County	Total Calls per County July-Sept 2021	Total Referrals Per County Jul-Sept 2021
ALBANY	60	105	NIOBRARA	1	2
BIG HORN	26	43	PARK	36	72
CAMPBELL	65	150	PLATTE	14	33
CARBON	29	71	SHERIDAN	47	100
CONVERSE	30	61	SUBLETTE	7	7
CROOK	2	0	SWEETWATER	76	144
FREMONT	59	141	TETON	17	32
GOSHEN	11	26	UINTA	42	58
HOT SPRINGS	6	14	WASHAKIE	12	21
JOHNSON	11	15	WESTON	10	17
LARAMIE	573	1320	COUNTY NOT IDENTIFIED	78	59
LINCOLN	8	18	<b>GRAND TOTAL</b>	<b>1391</b>	<b>2858</b>
NATRONA	171	349			

## Presenting Needs and Services

Housing, utility assistance, food and healthcare are among the top needs in the 3rd Quarter of 2021.



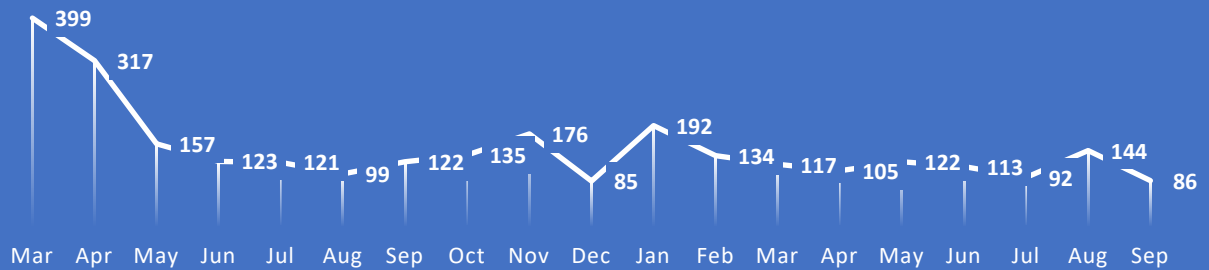
## Unmet Needs: Reason and Request

Reason Unmet/Need	# of Requests	Reason Unmet/Need	# of Requests
<b>Client ineligible</b>	18	No referral given/Service unavailable	57
Gas Money	4	Motel Bill Payment Assistance	7
Rent Payment Assistance	3	Gas Money	5
Utility Service Payment Assistance	2	Utility Service Payment Assistance	3
General Legal Aid	2	Rent Payment Assistance	3
Case/Care Management	1	Automotive Repair and Maintenance	3
Rental Deposit Assistance	1	Mortgage Payment Assistance	3
Telephone Service Payment Assistance	1	Utility Deposit Assistance	2
Home Rehabilitation Loans	1	Telephone Service Payment Assistance	2
Water Service Payment Assistance	1	Rental Application Fee Payment Assistance	2
Medicaid	1	Weatherization Programs	2
Prescription Expense Assistance	1	Driver License Fee Payment Assistance	1
		Home Maintenance and Minor Repair Services	1
<b>Client refused referral</b>	17	Travelers Assistance	1
Rent Payment Assistance	5	Home Rehabilitation Grants	1
Utility Service Payment Assistance	4	Relocation Assistance	1
Homeless Shelter	2	Household Goods	1
Domestic Violence Hotlines	1	Service Animals	1
Property Tax Agencies	1	Housekeeping Services	1
Dental Care	1	Automobile Insurance	1
Blind Mobility Aids	1	In Home Assistance	1
Food Pantries	1	Personal/Grooming Supplies	1
Home Based Parenting Education	1	Long Distance Bus Fare	1
		Automobiles	1
<b>Lack of funds</b>	3	Medical Care Expense Assistance	1
Gas Money	1	Senior Centers	1
Transitional Housing/Shelter	1	Appliance Repair	1
Rent Payment Assistance	1	Funeral Services	1
		Automobile Payment Assistance	1
<b>Other</b>	5	Automobile Insurance Payment Assistance	1
Food Pantries	2	Water Service Payment Assistance	1
Utility Assistance	1	Vehicle Donation Programs	1
Utility Service Payment Assistance	1	Discounted Telephone Service	1
Homeless Shelter	1	Neuter/Spay Services	1
		Motor Vehicle Registration Fee Payment Assistance	1
		Moving Expense Assistance	1

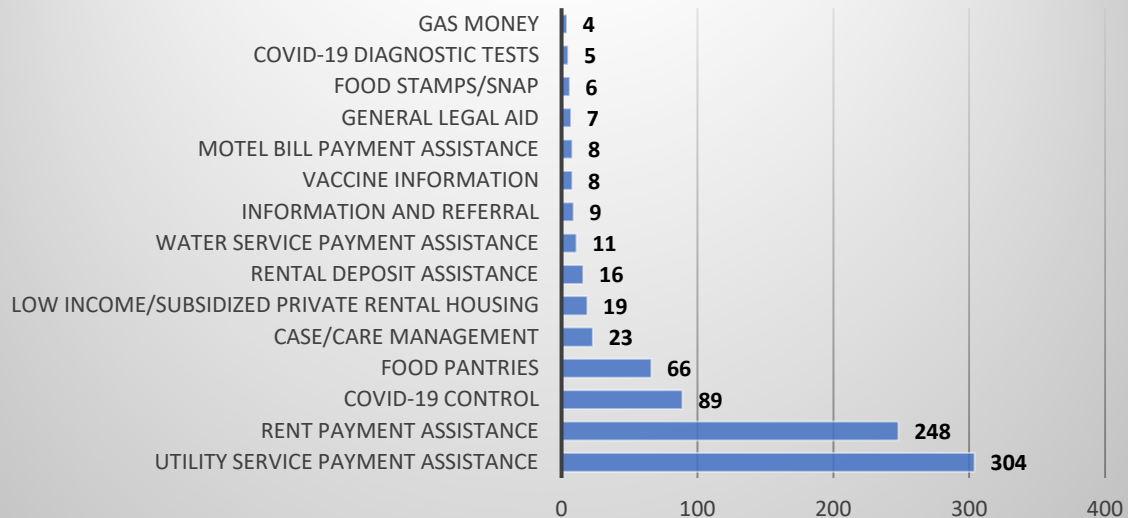
# COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered to provide a public telephone helpline for COVID-19 questions and information. While the Governor started to relax the public health orders, residents continued to feel the economic impact of the pandemic into 2021. There were significantly fewer calls about the coronavirus and more requests for financial assistance.

## TOTAL COVID INTERACTIONS MARCH 16, 2020 - SEPTEMBER 30, 2021

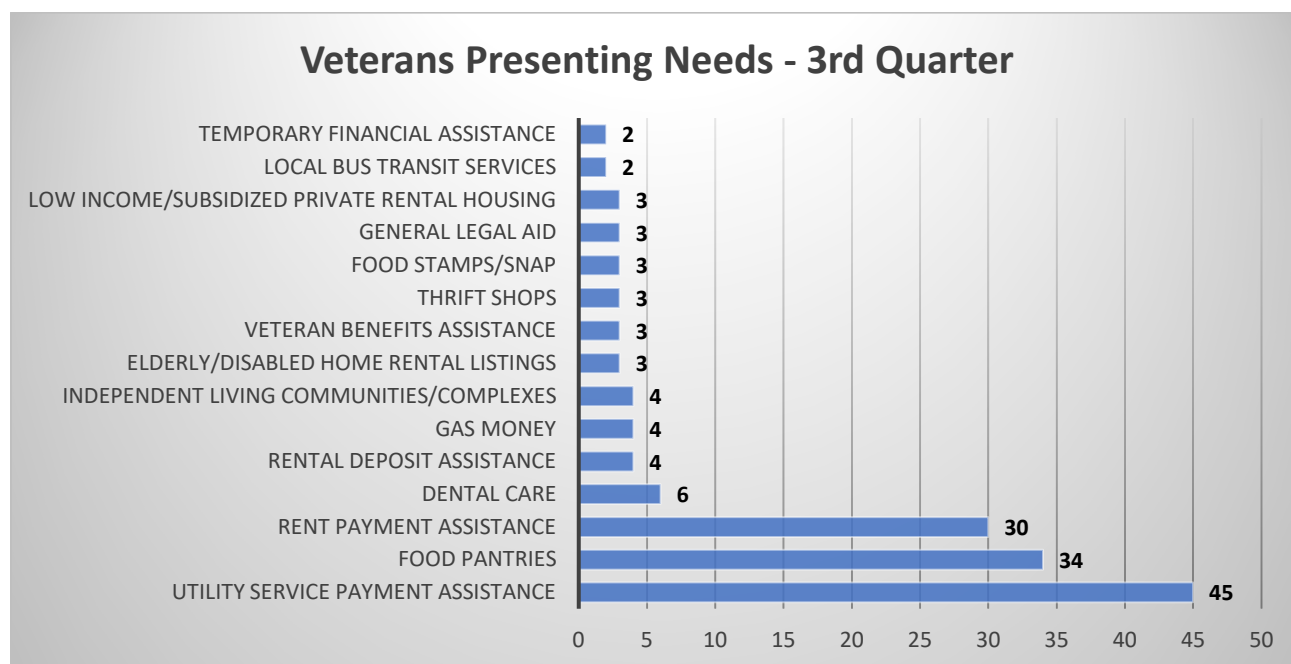


## Top COVID Needs July - September 2021



## Veterans

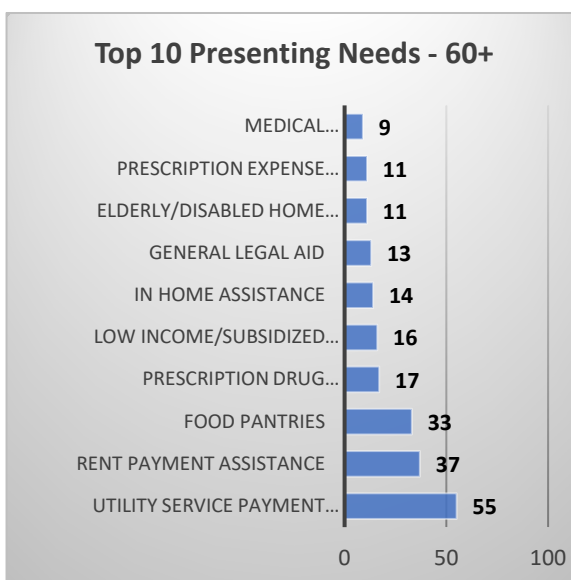
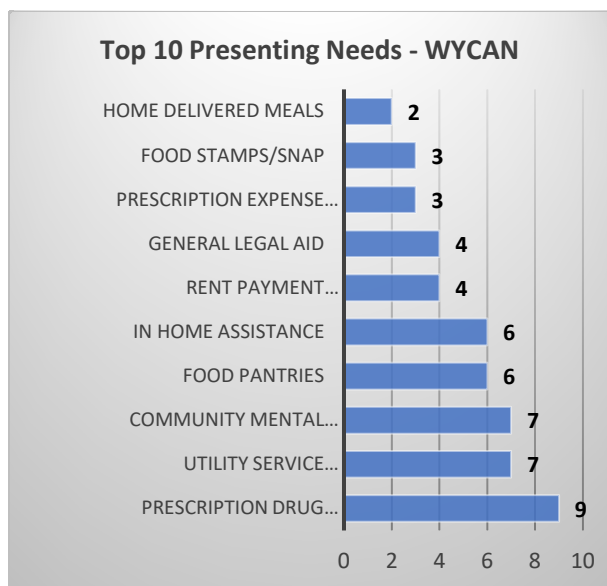
Wyoming 2-1-1 continues to partner with the Wyoming Department of Health Office of Rural Health to develop strategies to connect with Wyoming Veterans, especially those located in the rural regions of Wyoming. Between July through September, 35 veterans and an additional 11 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 10 were receiving VA Benefits and 18 were enrolled in the VA Healthcare program. In addition, 19 veterans rented their home, 9 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 third quarter of 2021.



## Wyoming CAN (COVID-19 AGING NETWORK)

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 the aging adult to local community resources. Wyoming 2-1-1 received 11 inquiries for assistance in the 3<sup>rd</sup> quarter. Prescription Drug Discount Cards followed by Utility payment assistance were the top two presenting needs for all adults over 60 that reached out to Wyoming 2-1-1 for assistance.



## 2-1-1 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. In the third quarter of 2021, Wyoming 2-1-1 experienced a 38% increase in new resources in the database. As of 9/30/21, the number of agencies, services and sites are as follows:

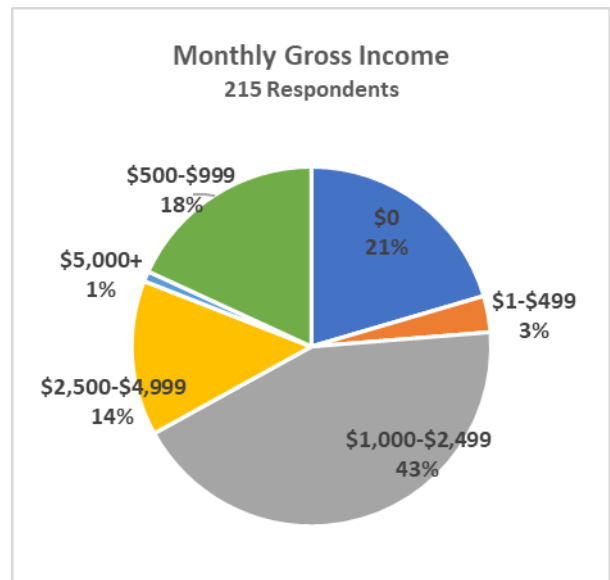
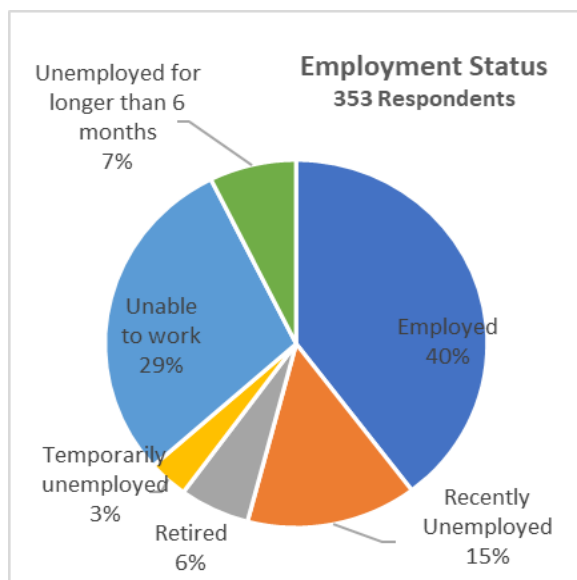
Total Active Agencies: 947	Total Active Services: 2498	Total Active Sites: 2236
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	Resources/ Services Available			Resources/ Services Available			Total Resources Per County as of 9/30/21	Total % Increase
	County Specific as of 12/31/20	County Specific as of 9/30/21	% Increase over last year	Multi-county and Statewide Services as of 12/31/20	Multi-county and Statewide Services as of 9/30/21	% Increase		
ALBANY	121	123	2%	371	406	9%	529	6%
BIG HORN	53	56	6%	354	381	8%	437	7%
CAMPBELL	87	89	2%	342	372	9%	461	6%
CARBON	93	91	-2%	360	393	9%	484	4%
CONVERSE	65	62	-5%	350	386	10%	448	3%
CROOK	44	36	-18%	346	375	8%	411	-5%
FREMONT	138	141	2%	347	372	7%	513	5%
GOSHEN	56	54	-4%	372	405	9%	459	3%
HOT SPRINGS	43	41	-5%	356	380	7%	421	1%
JOHNSON	45	47	4%	348	379	9%	426	7%
LARAMIE	289	285	-1%	378	408	8%	693	3%

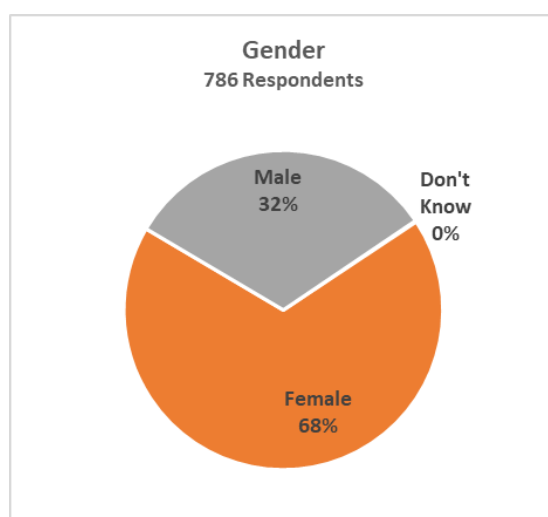
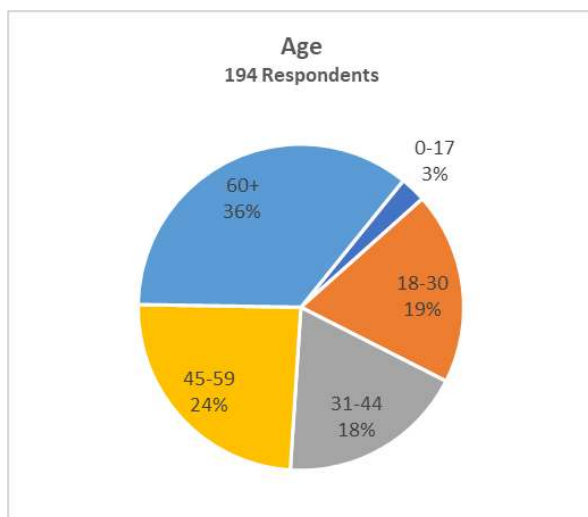
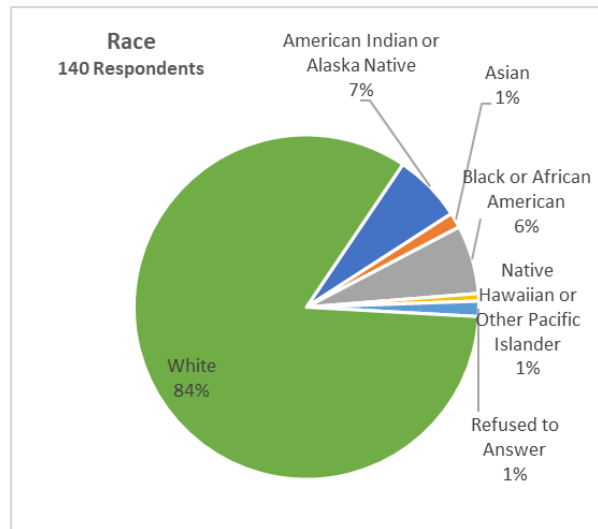
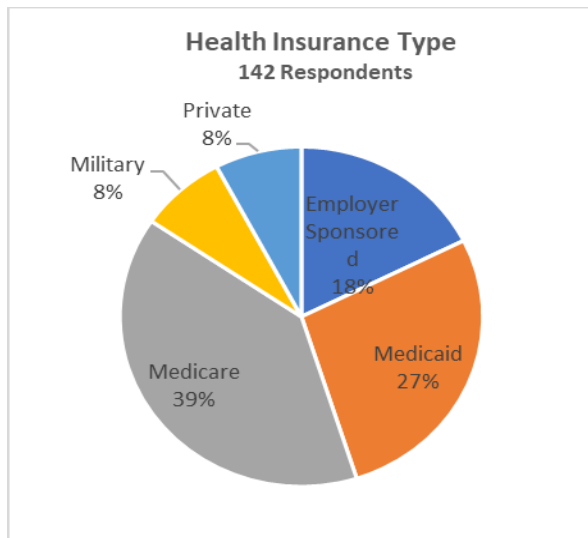
LINCOLN	84	87	4%	347	376	8%	463	6%
NATRONA	211	204	-3%	348	384	10%	588	4%
NIOBRARA	31	29	-6%	345	379	10%	408	2%
PARK	97	97	0%	351	377	7%	474	4%
PLATTE	52	51	-2%	371	401	8%	452	3%
SHERIDAN	91	93	2%	346	379	10%	472	6%
SUBLETTE	52	48	-8%	341	369	8%	417	0%
SWEETWATER	98	91	-7%	346	373	8%	464	0%
TETON	61	67	10%	342	369	8%	436	9%
UINTA	68	67	-1%	349	375	7%	442	3%
WASHAKIE	42	39	-7%	353	379	7%	418	0%
WESTON	38	40	5%	345	376	9%	416	7%
<b>AVERAGE INCREASE IN RESOURCES</b>			<b>-1%</b>			<b>8%</b>	<b>4%</b>	<b>4%</b>

## 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 July and September 2021.

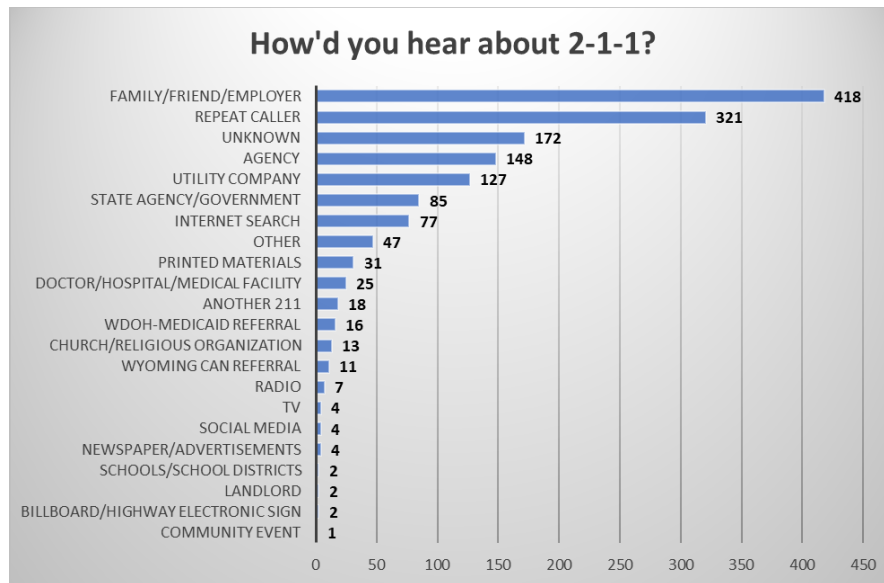






- 103 out of 245 callers or 42% indicated they did not have health insurance
  - 110 out of 301 families or 37% reported being on food stamps
  - 69 out of 246 individuals or 28% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

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



### **When we followed up with callers...**

- 98% were satisfied with the 211 service
- 99% found the 211 specialists to be helpful
- 99% would call again for assistance
- 93% learned about new resources
- 97% found the information to be correct
- 98% would recommend the 211 service to others

### **76% received assistance from services referred to**

#### **Reason Why Service Not Received:**

- 40% Agency referred to couldn't help
- 12% Application completed/application pending approval
- 8% Came to another solution
- 8% Ineligible for service
- 4% Location of service
- 20% Other
- 4% Waiting to see if things change before making contacts
- 4% Will make contacts later