

**Wyoming**

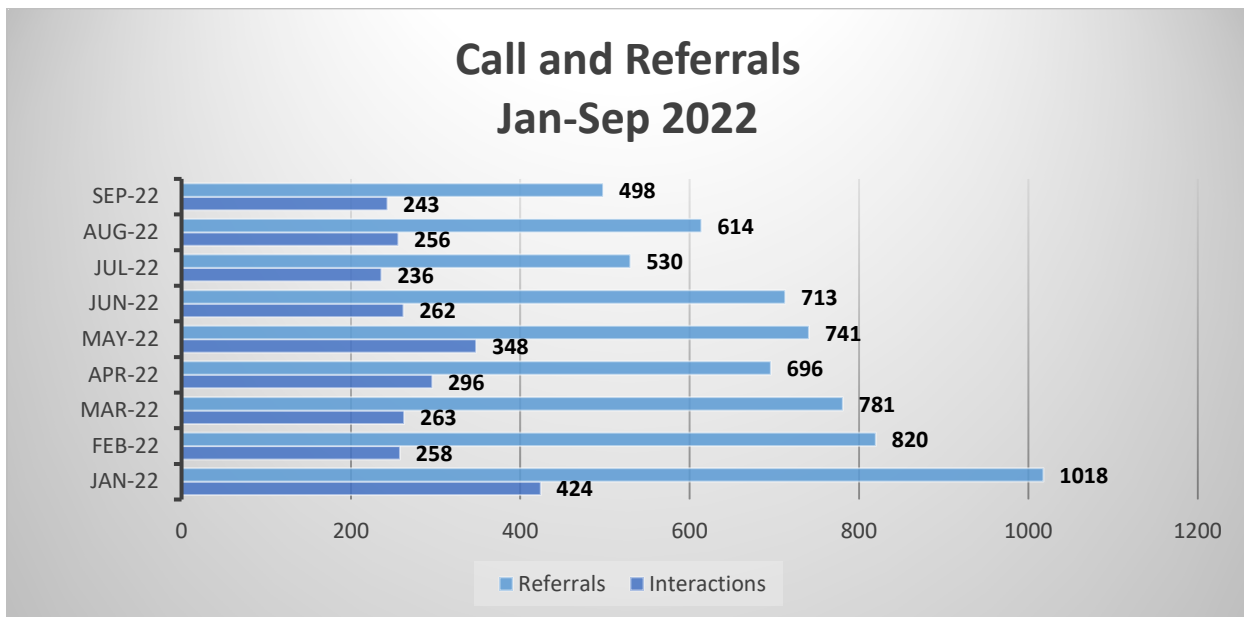


**Get Connected. Get Help.™**

JULY THROUGH SEPTEMBER 2022  
STATEWIDE INFORMATION AND REFERRAL REPORT



From July to September 2022, Wyoming 2-1-1 handled 735 calls (interactions) and provided 1642 referrals statewide. YTD calls handled are 2586 and referrals provided are 6411.

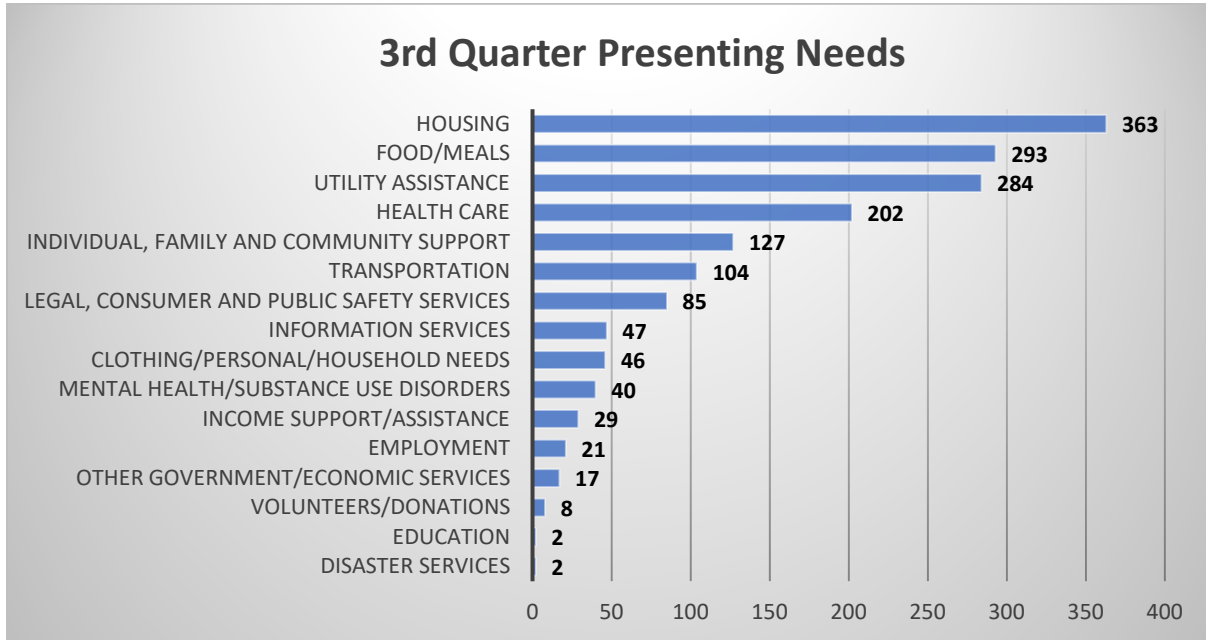


When an individual calls Wyoming 2-1-1 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

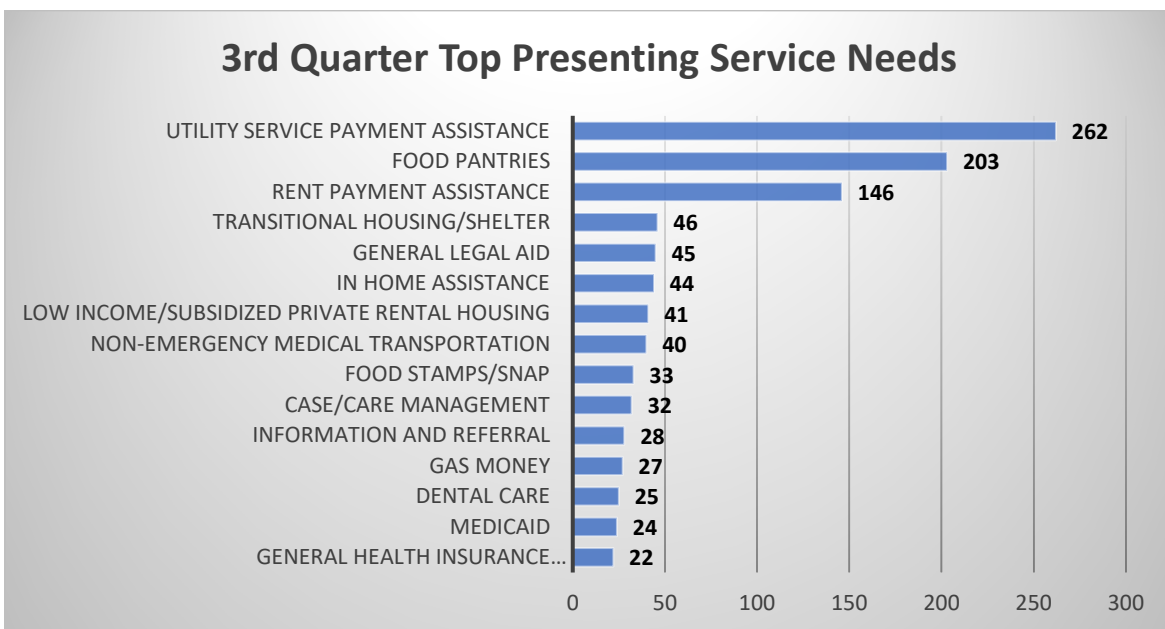
County	Total Calls per County Jan-Mar 2022	Total Calls per County Apr-Jun 2022	Total Calls per County Jul-Sep 2022	Total Referrals Per County Jan-Mar 2022	Total Referrals Per County Apr-Jun 2022	Total Referrals Per County Jul - Sep 2022	County	Total Calls per County Jan-Mar 2022	Total Calls per County Apr-Jun 2022	Total Calls per County Jul-Sep 2022	Total Referrals Per County Jan-Mar 2022	Total Referrals Per County Apr-Jun 2022	Total Referrals Per County Jul - Sep 2022
ALBANY	41	39	27	78	81	47							
BIG HORN	14	14	11	35	31	25	NIOBRARA	2	1	0	7	2	0
CAMPBELL	45	37	25	112	93	54	PARK	19	26	21	45	60	41
CARBON	36	15	18	93	48	24	PLATTE	14	12	7	34	34	20
CONVERSE	21	19	11	46	43	34	SHERIDAN	49	27	25	101	68	60
CROOK	2	4	1	3	4	3	SUBLETTE	10	1	4	23	1	7
FREMONT	35	50	35	104	136	105	SWEETWATER	67	44	37	165	123	88
GOSHEN	6	15	13	9	28	20	TETON	14	5	2	27	7	8
HOT SPRINGS	6	8	3	9	8	7	UINTA	21	20	11	64	56	22
JOHNSON	5	11	2	8	29	1	WASHAKIE	12	11	7	20	18	12
LARAMIE	380	321	320	1263	918	723	WESTON	14	10	5	41	26	9
LINCOLN	8	7	8	16	21	16	COUNTY NOT IDENTIFIED	20	116	32	16	37	25
NATRONA	107	97	110	305	278	291	GRAND TOTAL	948	910	735	2624	2150	1642

# Presenting Needs and Services

Housing, food, utility assistance and health care are among the top categories of needs in the 3<sup>rd</sup> quarter.



When broken down into service needs, utility service payment assistance, food, and rent rank among the top three service needs in the 3<sup>rd</sup> quarter.



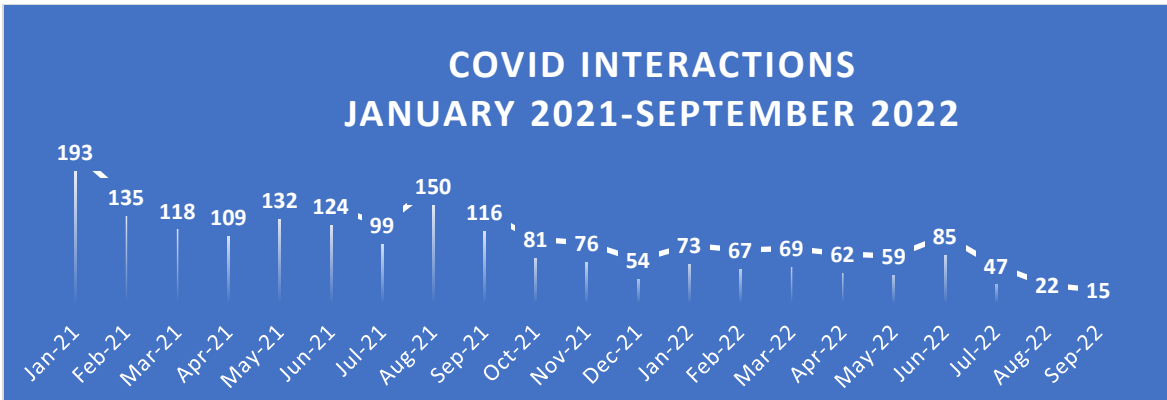
# Unmet Needs: Reason and Request

Reason Unmet	# of Requests	Reason Unmet2	# of Requests2
<b>Client ineligible</b>	10	<b>No referral given/Service unavailable</b>	43
Rent Payment Assistance	3	Gas Money	8
Utility Service Payment Assistance	2	Motel Bill Payment Assistance	5
Elderly/Disabled Home Rental Listings	1	Hotels/Motels	3
Motor Vehicle Registration Fee Payment Assistance	1	Veterinary Care Expense Assistance	2
Community Clinics	1	Transitional Housing/Shelter	2
Food Stamps/SNAP	1	Water Service Payment Assistance	2
Low Income/Subsidized Private Rental Housing	1	Medical Care Expense Assistance	2
<b>Client refused referral</b>	16	Utility Service Payment Assistance	1
Homeless Shelter	3	Rental Deposit Assistance	1
Non-Emergency Medical Transportation	3	Pet Food	1
Rental Deposit Assistance	2	Home Maintenance and Minor Repair Services	1
Rent Payment Assistance	2	Food Vouchers	1
Transitional Housing/Shelter	1	Homeless Shelter	1
Utility Service Payment Assistance	1	Grocery Ordering/Delivery	1
Travelers Assistance	1	Homeowner's Insurance	1
Homeless Diversion Programs	1	Plumbing Maintenance/Repair	1
At Risk/Homeless Housing Related Assistance Programs	1	Water Heater Maintenance/Repair	1
Domestic Violence Shelters	1	Telephone Service Payment Assistance	1
<b>Lack of funds</b>	10	Emergency Shelter Clearinghouses	1
Gas Money	4	Travelers Assistance	1
Transitional Housing/Shelter	2	Clothing Vouchers	1
Food Vouchers	1	Bail Bonds	1
Non-Emergency Medical Transportation	1	Child Passenger Safety Seat Inspections	1
Dental Care	1	Office Equipment and Supplies	1
Local Bus Fare	1	Automotive Repair and Maintenance	1
		Long Distance Bus Fare	1

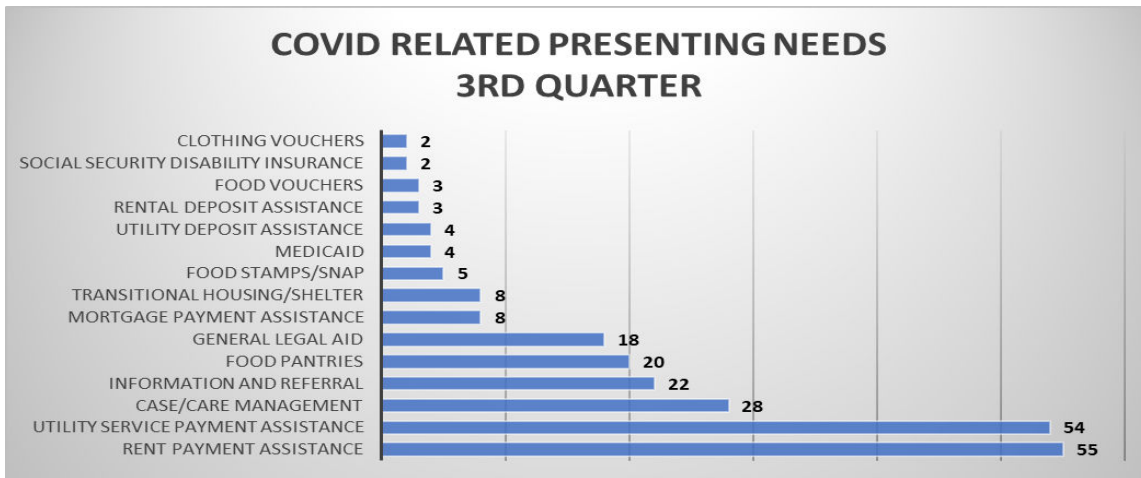
## COVID-19

Since March 2020, Wyoming 211, in partnership with the Wyoming Department of Health, has provided a public telephone helpline for COVID-19 questions and information. Since this time, Wyoming 211 has handled nearly 4,000 calls from individuals seeking information related to COVID, whether it be directly or indirectly related.

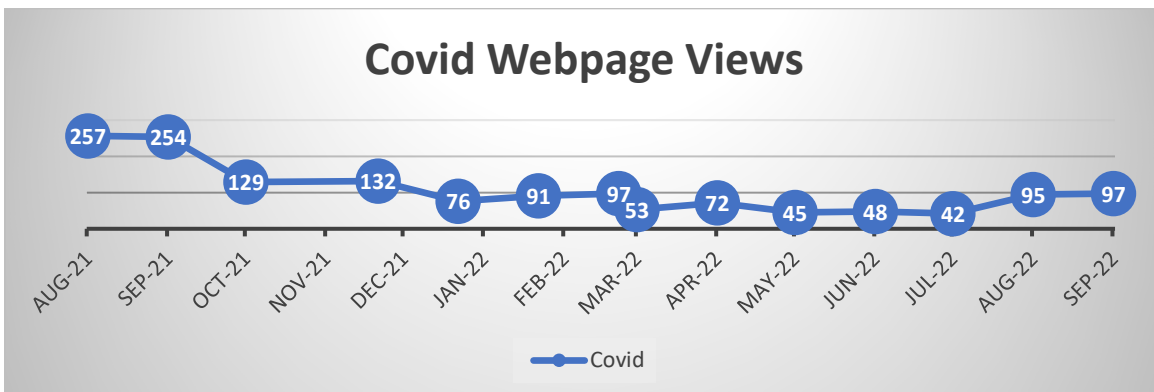
Since December 2021, we have seen a steady decline in the number of calls from consumers, with a slight peak in June 2022. From July to September 2022, Wyoming 211 handled 84 calls related to COVID. These calls represent 12% of all calls received and handled by Wyoming 2-1-1 Community Resource Specialists. Since the beginning of the year, Wyoming 211 has handled 499 calls, or 19%.



When callers reach out to Wyoming 211, the Community Resource Specialist asks if the caller has been impacted by COVID. If the caller indicates that they have, the call is recorded as a COVID related call. The majority of the calls received have been more centered around basic needs, but we continue to receive calls specific to the virus. This quarter, four callers were referred to their local public health office for assistance.

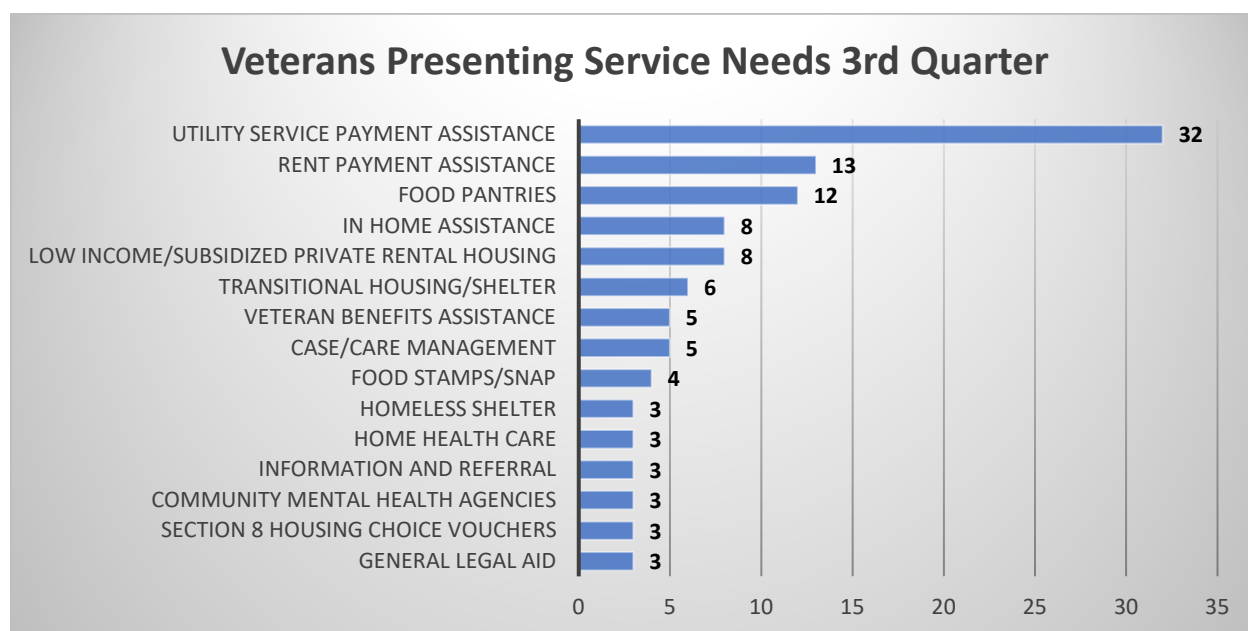


Wyoming 211 has also established a webpage on their website (<https://wy211.communityos.org/covid19-faqs>) that provides information related to COVID-19. Here consumers can quickly find access to the Wyoming Department of Health COVID-19 page that provides them with information on data, how to handle exposure, where to get vaccinated, etc. It also lists links to the CDC as well as where to obtain home testing kits and where find vaccination sites. As indicated in the chart below, the number of visits to this page is holding steady and consumers can find much of the commonly asked questions about COVID here.



## Veterans

Between July through September 2022, 26 veterans and an additional 16 individuals with a veteran spouse contacted Wyoming 2-1-1. Of those, 19 were receiving VA Benefits and 20 were enrolled in the VA Healthcare program. In addition, 15 veterans rented their home, 13 owned their home and 10 were homeless or staying with someone. The following table represents the presenting needs and corresponding services for veterans during the 3<sup>rd</sup> quarter of 2022. Consistent with statewide service needs, veterans are seeking utility service payment assistance, rent assistance and food.



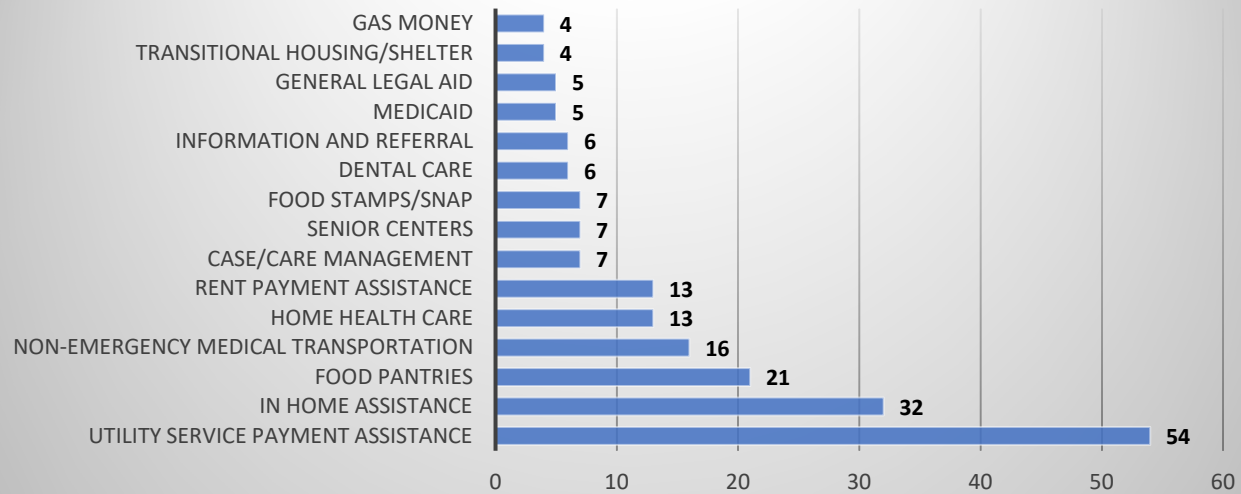
## Aging Population

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. Unfortunately, in Quarter 3, Wyoming 2-1-1 did not receive any requests for assistance through the WYCAN program.

While we did not receive any requests through WYCAN, we did connect with 78 callers who were over the age of 60. The following chart depicts their top 15 presenting needs.

## Top Presenting Needs Age 60+



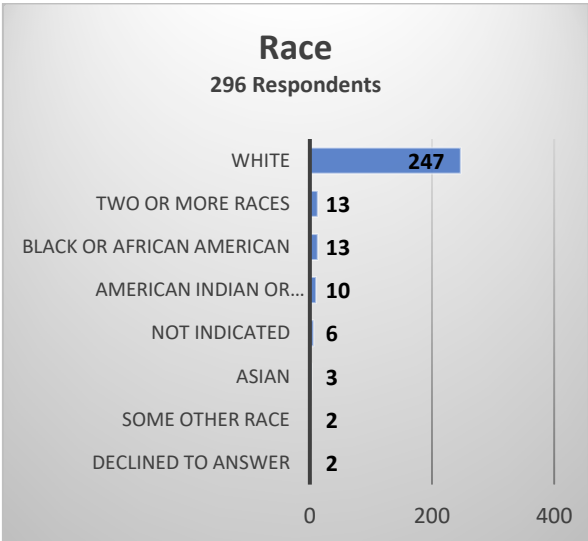
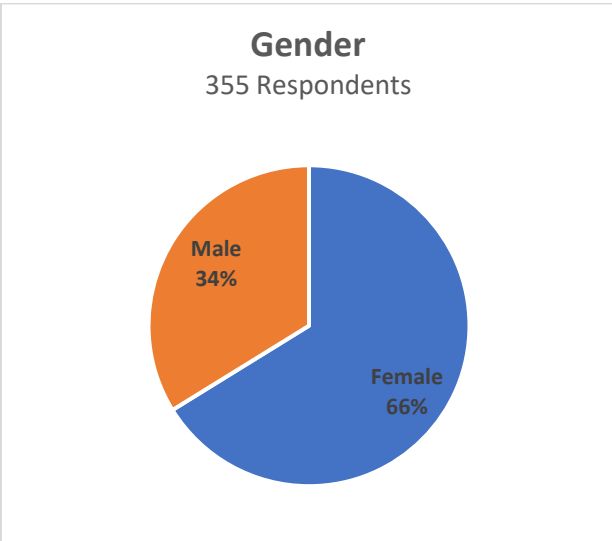
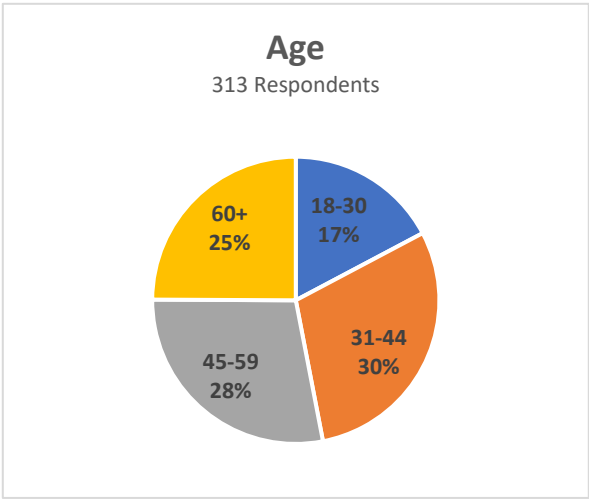
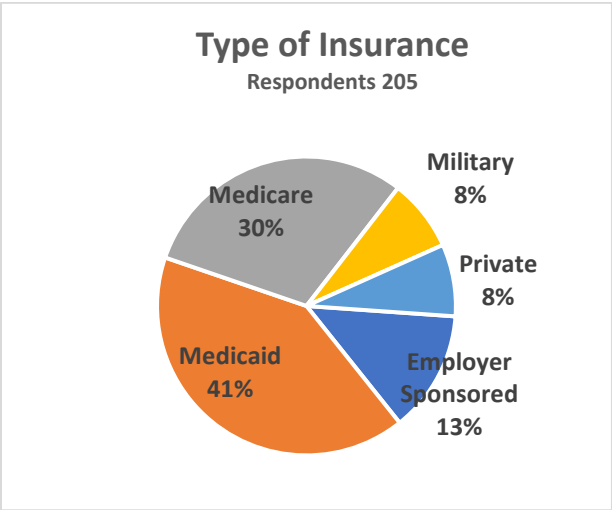
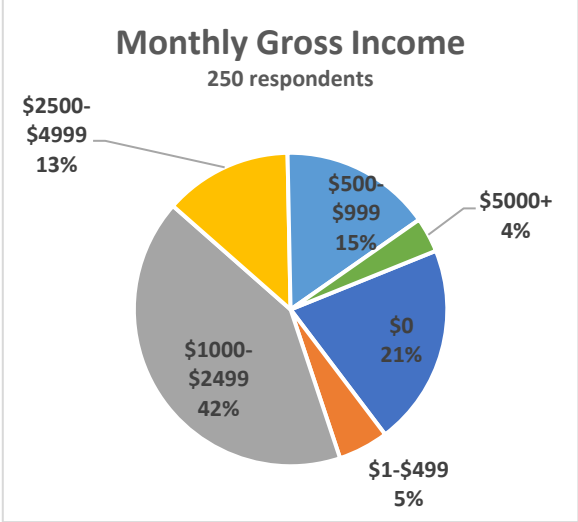
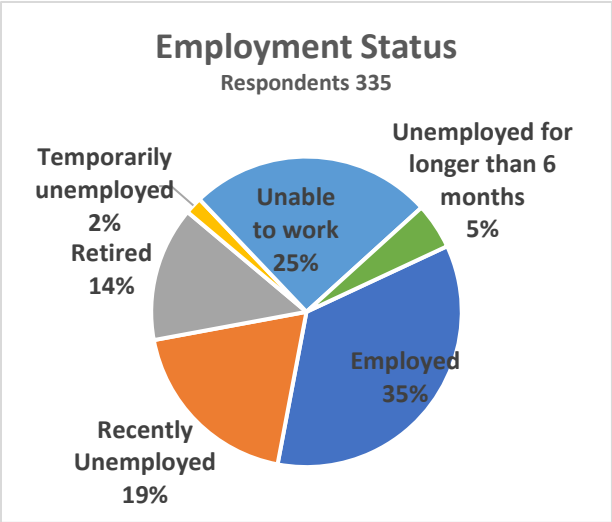
## Enroll Wyoming

Since 2013, Wyoming 2-1-1 has partnered with Enroll Wyoming to help navigate the health insurance market place. There are two community resource specialists on staff who are trained annually as a Insurance Navigator to help individuals in need of health insurance understand the Affordable Care Health Insurance Market place and review coverage options with them. If the individuals needs more specialized assistance, such as completing the application, our community resource specialists will refer the individual to a Navigator with Enroll Wyoming. Since January, 192 individuals have call seeking health insurance. Of those, 56 individuals, or 24% fell into the Medicaid Gap.

## 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 Community Resource Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between July through September 2022.

- 99 out of 306 families or 32% reported being on food stamps
- 44 out of 311 individuals or 14% reported having some form of disability (developmental, hearing, mental, physical, or some combination)





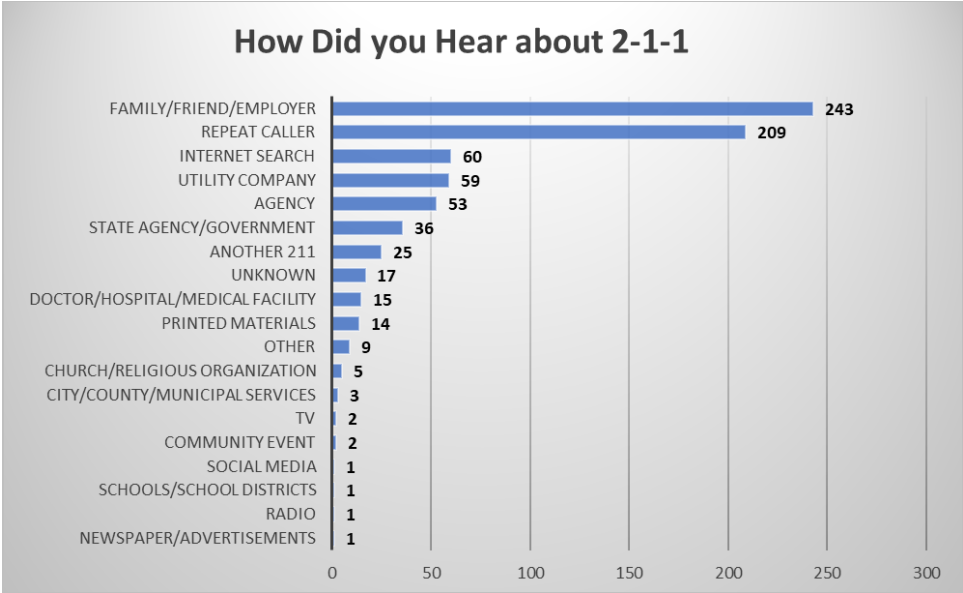
## 2-1-1 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 2-1-1. Since the beginning of 2022, Wyoming 2-1-1 has experienced an 11% increase in new resources in the database. As of 9/30/22, the number of agencies, services and sites are as follows:

**Total Active Agencies    1009      Total Active Services                    2652      Total Active Sites                    2282**

	Resources/ Services Available			Resources/ Services Available		% Increase	Total Resources Per County as of 9/30/22	Total % Increase
	County Specific as of 12/31/21	County Specific as of 9/30/22	% Increase over last year	Multi-county and Statewide Services as of 12/31/21	Multi-county and Statewide Services as of 9/30/22			
ALBANY	124	128	3%	419	487	16%	615	10%
BIG HORN	57	69	21%	394	461	17%	530	19%
CAMPBELL	88	86	-2%	387	455	18%	541	8%
CARBON	89	94	6%	407	475	17%	569	11%
CONVERSE	59	62	5%	401	464	16%	526	10%
CROOK	34	35	3%	389	454	17%	489	10%
FREMONT	140	139	-1%	387	459	19%	598	9%
GOSHEN	54	55	2%	418	484	16%	539	9%
HOT SPRINGS	39	39	0%	395	461	17%	500	8%
JOHNSON	46	52	13%	394	461	17%	513	15%
LARAMIE	284	282	-1%	422	491	16%	773	8%
LINCOLN	87	89	2%	390	453	16%	542	9%
NATRONA	208	211	1%	398	457	15%	668	8%
NIOBRARA	29	29	0%	394	459	16%	488	8%
PARK	99	100	1%	392	460	17%	560	9%
PLATTE	50	51	2%	414	477	15%	528	9%
SHERIDAN	93	98	5%	393	464	18%	562	12%
SUBLETTE	50	52	4%	383	447	17%	499	10%
SWEETWATER	86	110	28%	387	454	17%	564	23%
TETON	67	68	1%	383	447	17%	515	9%
UINTA	67	74	10%	390	452	16%	526	13%
WASHAKIE	39	42	8%	392	456	16%	498	12%
WESTON	40	42	5%	390	456	17%	498	11%
<b>AVERAGE INCREASE IN RESOURCES</b>			<b>5%</b>			<b>17%</b>	<b>11%</b>	<b>11%</b>

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



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

- 92% were satisfied with the 211 service
- 98% found the 211 specialists to be helpful
- 100% would call again for assistance
- 82% learned about new resources
- 94% found the information to be correct
- 91% would recommend the 211 service to others

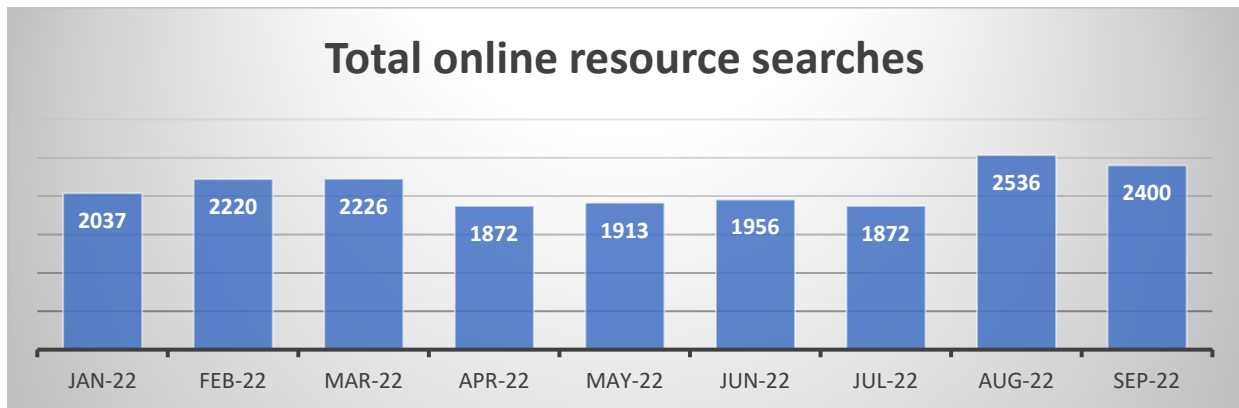
**55% received assistance from services referred to**

**Reason Why Service Not Received:**

Agency referred to couldn't help	41%
Application completed/application pending approval	7%
Came to another solution	11%
Ineligible for service	2%
Other	7%
Waiting to see if things change before making contacts	2%
Will make contacts later	30%

## 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 at by providing different options to reach Wyoming 211. One of the most widely used feature is the online database resource search feature. The graphic below shows how many times the search engines were used over time.



Wyoming 211 does a lot of outreach including a monthly newsletter, social media (over 2600 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

