

**Wyoming**

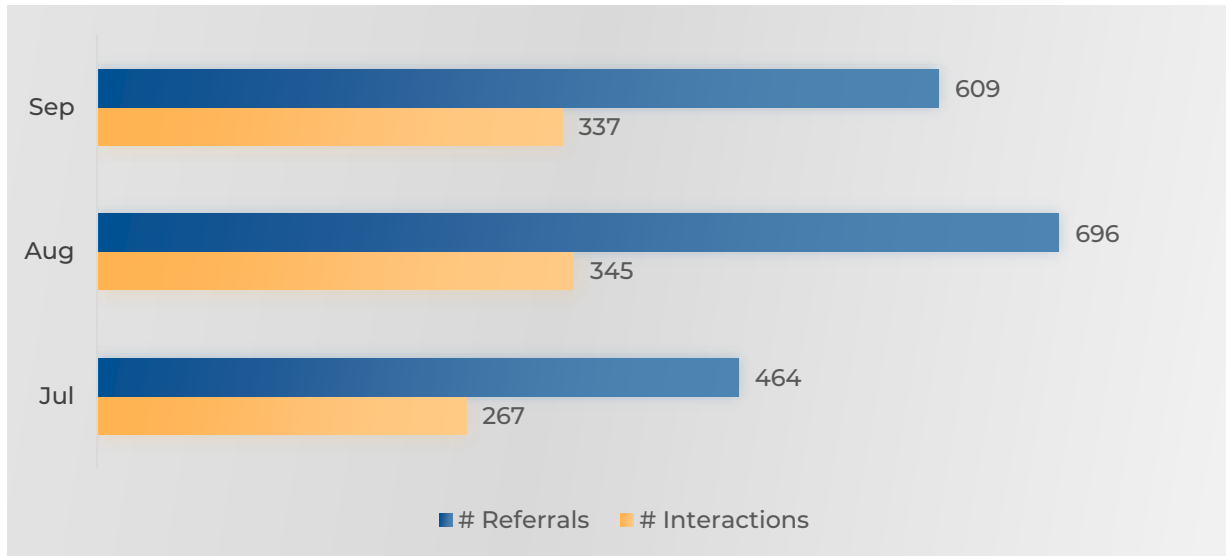


**Get Connected. Get Help.™**

JULY THROUGH SEPTEMBER 2023  
STATEWIDE INFORMATION AND REFERRAL REPORT



From July to September 2023, Wyoming 211 handled 949 calls (interactions) and provided 1,769 referrals statewide.

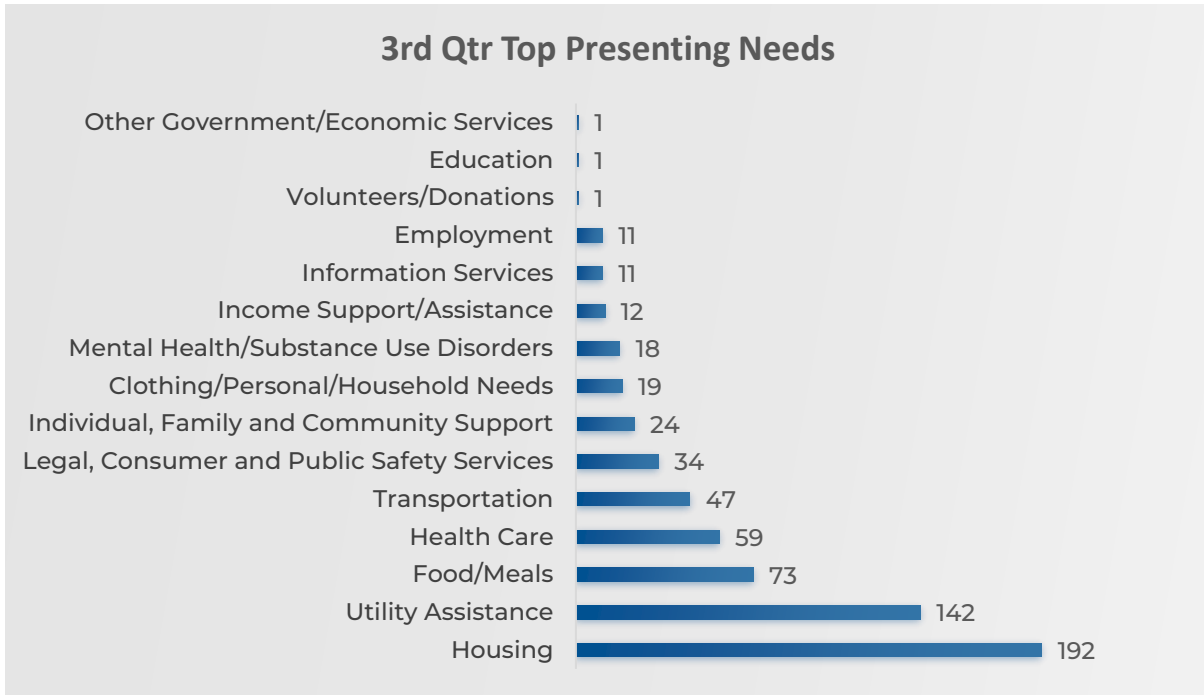


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

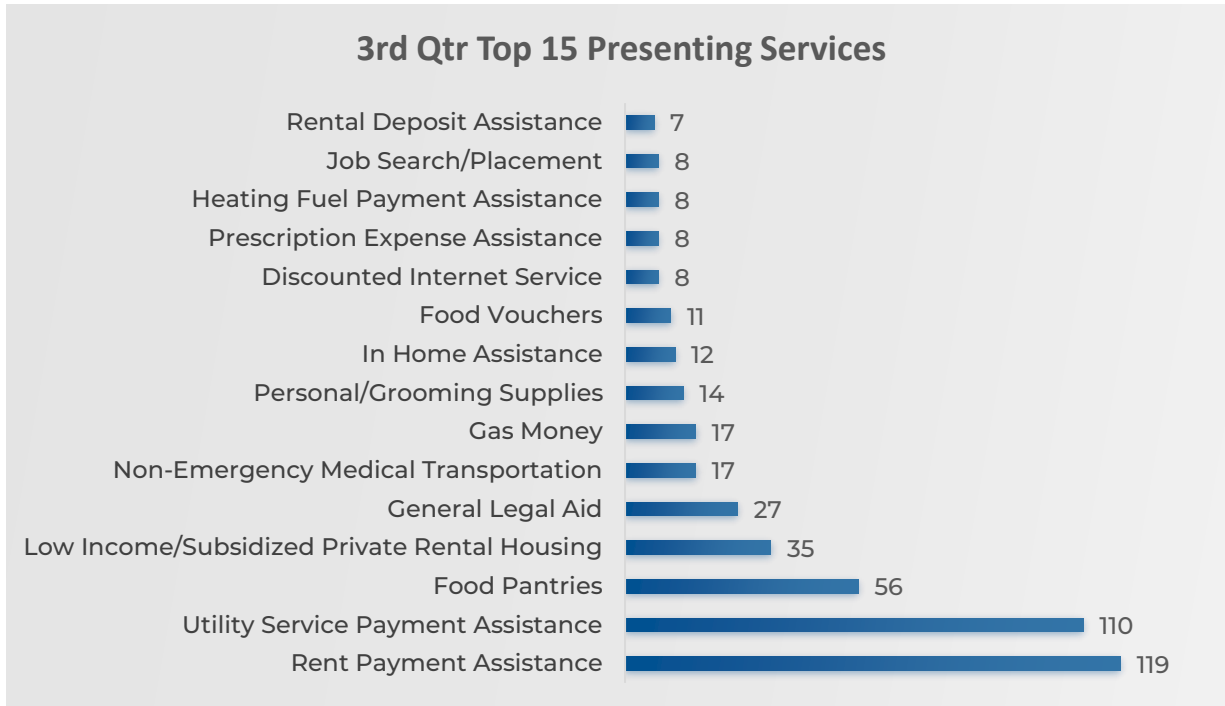
County	Total Calls per County July-Sept 2023	Total Referrals Per County Jul-Sept 2023	County	Total Calls per County Jul-Sept 2023	Total Referrals Per County Jul-Sept 2023
ALBANY	39	71	NIOBRARA	5	7
BIG HORN	20	18	PARK	14	16
CAMPBELL	45	99	PLATTE	9	25
CARBON	44	72	SHERIDAN	39	64
CONVERSE	11	9	SUBLETTE	6	12
CROOK	3	8	SWEETWATER	87	112
FREMONT	51	106	TETON	3	2
GOSHEN	13	27	UINTA	34	62
HOT SPRINGS	1	8	WASHAKIE	5	21
JOHNSON	7	9	WESTON	8	10
LARAMIE	337	674	Out of State/Unknown	24	17
LINCOLN	11	18	<b>GRAND TOTAL</b>	<b>949</b>	<b>1769</b>
NATRONA	133	302			

# Presenting Needs and Services

Housing, utility assistance, food/meals, healthcare and transportation are among the top categories of needs in the 3rd<sup>nd</sup> quarter of 2023.

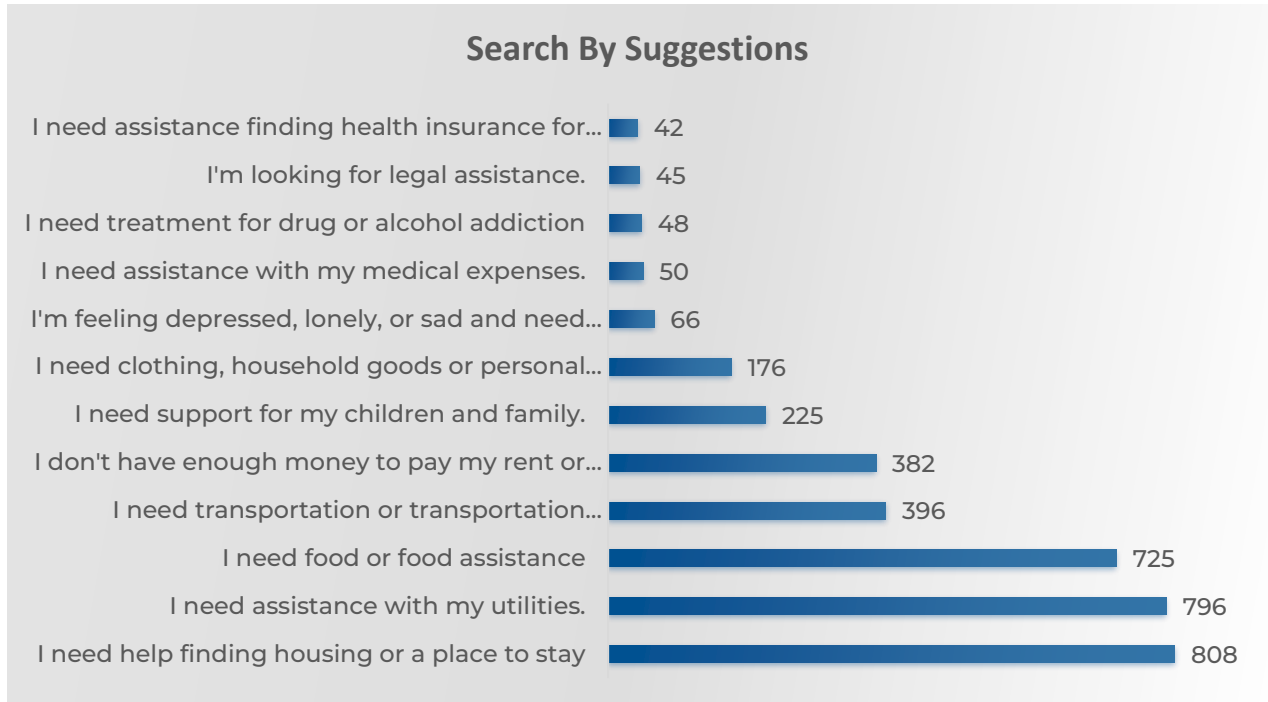


When broken down into service needs, rent assistance, utility service payment assistance, and food pantries are among the top three service needs in the 3<sup>rd</sup> quarter of 2023.

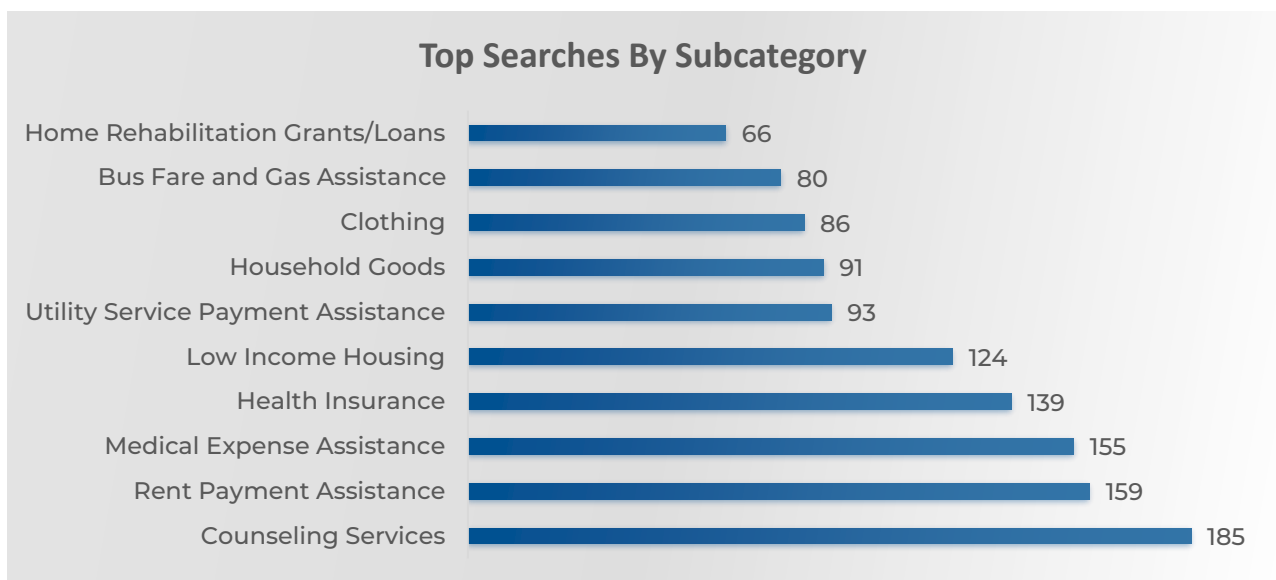


# Search Engine Presenting Needs

There are various ways to perform a search. Searching utilizing the dropdown menu allows a user to select from 12 different prompt suggestions. According to our data, the top three searched suggestion prompts were “I need help finding housing or a place to stay,” “I need assistance with my utilities,” and “I need food assistance.”



Users can also search using our top 12 service categories, which provides them with several subcategories and a quick link to help them quickly get to the resources they need. According to our data the top three searched subcategories were counseling services, rent payment assistance, and medical expense assistance.



If users already know the resources they are looking for, they are more likely to search by individual resources. According to our data, the top three searches by individual resources were rent payment assistance, mortgage payment assistance, and utility service payment assistance.



## 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 also tracked within the 2-1-1 database.

Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
Client ineligible	20	Rental Deposit Assistance	2
Rent Payment Assistance	11	Home Improvement/Accessibility	2
Utility Service Payment Assistance	3	Gas Money	2
Low Income/Subsidized Private Rental Housing	2	Telephone Service Payment Assistance	2
In Home Assistance	2	In Home Assistance	2
Food Stamps/SNAP	1	Local Transportation	2

Long Distance Bus Fare	1	Bereavement and Grief Support Groups	1
Client refused referral	3	Beds	1
Bankruptcy Assistance	1	Automotive Repair and Maintenance	1
Utility Service Payment Assistance	1	Dog Guides	1
HUD Approved Counseling Agencies	1	Utility Deposit Assistance	1
Lack of funds	33	Appliance Donation Programs	1
Rent Payment Assistance	16	Automobile Payment Assistance	1
Utility Service Payment Assistance	14	Low Income/Subsidized Private Rental Housing	1
Rental Deposit Assistance	1	Taxi Fare	1
In Home Assistance	1	Food Vouchers	1
Gas Money	1	Travelers Assistance	1
No referral given/Service unavailable	59	Personal/Grooming Supplies	1
Utility Service Payment Assistance	10	Home Maintenance and Minor Repair Services	1
Motel Bill Payment Assistance	9	Pet Care Expense Assistance	1
Rent Payment Assistance	7	Relocation Assistance	1
Home Health Care	3	Long Distance Bus Fare	1
Water Service Payment Assistance	2		

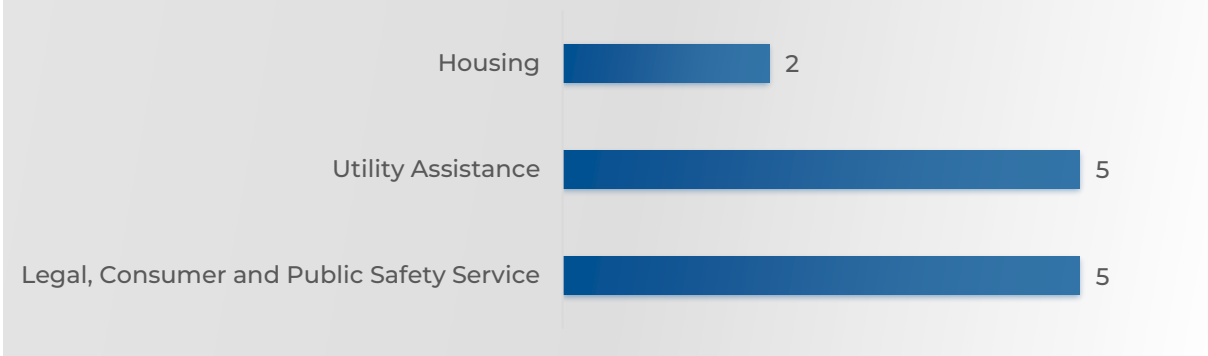
## COVID-19

### COVID-19

Wyoming 2-1-1 and the Wyoming Department of Health (WDH) partnered in 2020 to provide a public telephone helpline for COVID-19 questions and information. This partnership has continued into 2023. However, we have seen a steady decline in the number of calls from consumers, with a slight peak in April 2023. From April to June of 2023, Wyoming 211 handled 37 calls related to COVID. These calls represent 3% of all calls received and handled by Wyoming 211 Community Resource Specialists in the 2<sup>nd</sup> quarter of 2023.

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. This quarter Wyoming 211 took 12 calls related to COVID-19. Callers were looking for utility assistance, legal services and housing.

### Top COVID-19 Needs July - September 2023



## Veterans

Between July through September, 21 veterans and an additional 9 individuals with a veteran spouse contacted Wyoming 211. Of those, 9 were receiving VA Benefits and 11 were enrolled in the VA Healthcare program. In addition, 17 veterans rented their home, 7 owned their home and 2 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 2023.

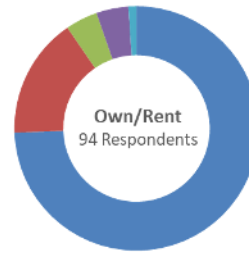
### Veterans Presenting Needs



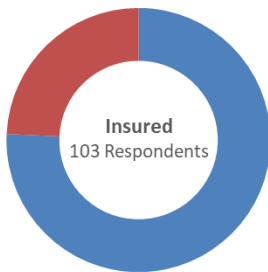
# Aging Population: 60+ Demographics



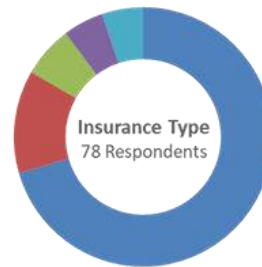
- 62% ■ Unable to work
- 14% ■ Employed
- 13% ■ Retired
- 9% ■ Recently Unemployed
- 2% ■ Unemployed for longer than 6 months



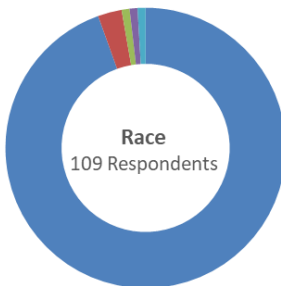
- 75% ■ Rent home
- 16% ■ Own home
- 4% ■ Homeless
- 4% ■ Own mobile home, rent lot
- 1% ■ HMIS-Residential project or halfway house with no homeless criteria



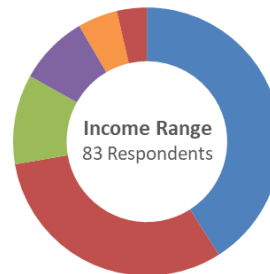
- 76% ■ Yes
- 24% ■ No



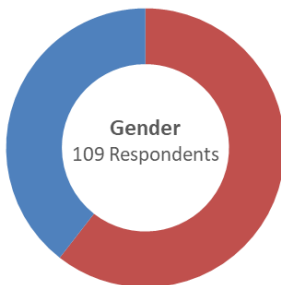
- 71% ■ Medicare
- 13% ■ Medicaid
- 6% ■ Employer Sponsored
- 5% ■ Private
- 5% ■ Military



- 94% ■ White
- 3% ■ Declined to Answer
- 1% ■ American Indian or Alaska Native
- 1% ■ Black or African American
- 1% ■ Not Indicated



- 41% ■ \$1,000-\$2,499
- 31% ■ \$500-\$999
- 11% ■ \$0
- 8% ■ \$2,500-\$4,999
- 5% ■ \$2-\$499
- 4% ■ \$5,000+

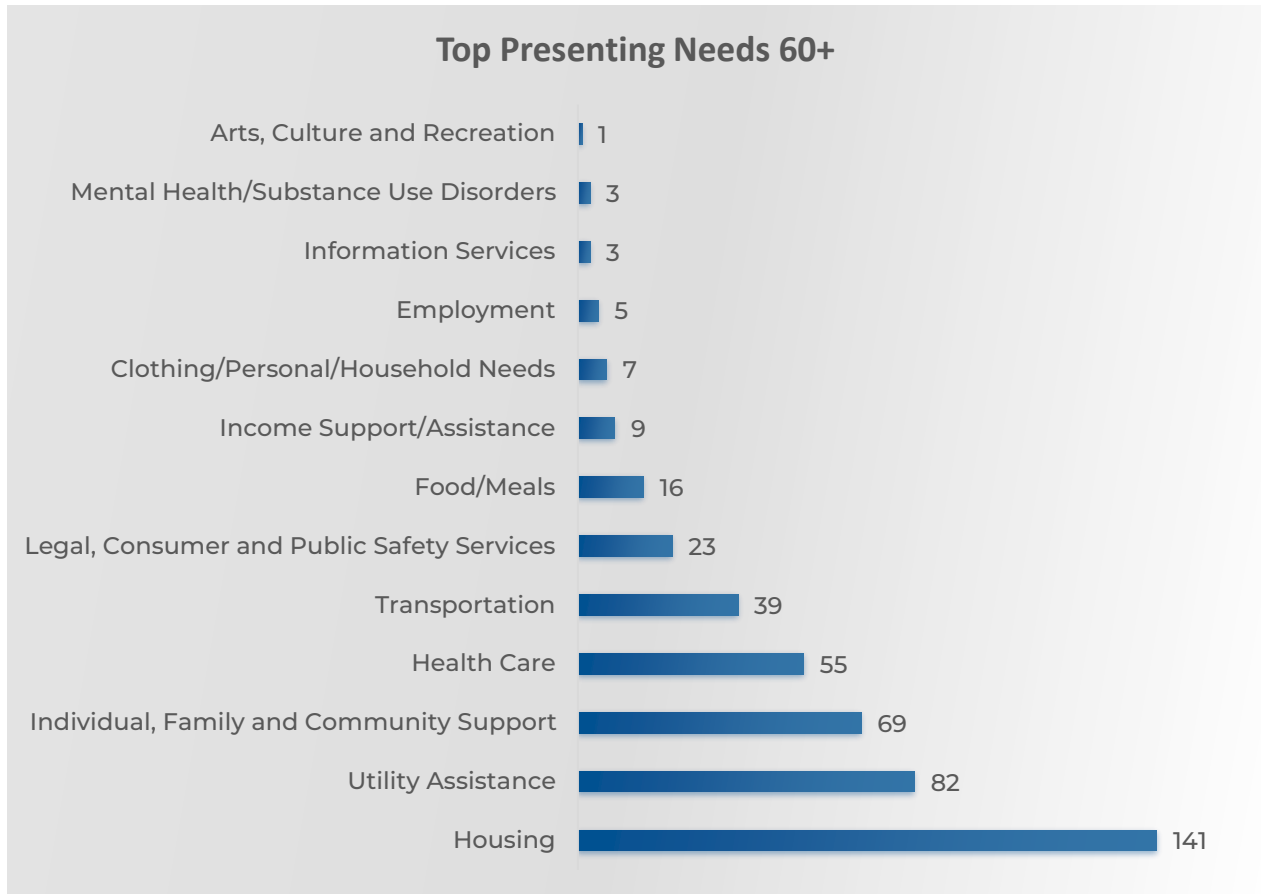


- 61% ■ Female
- 39% ■ Male



## Aging Population: 60+ Continued...

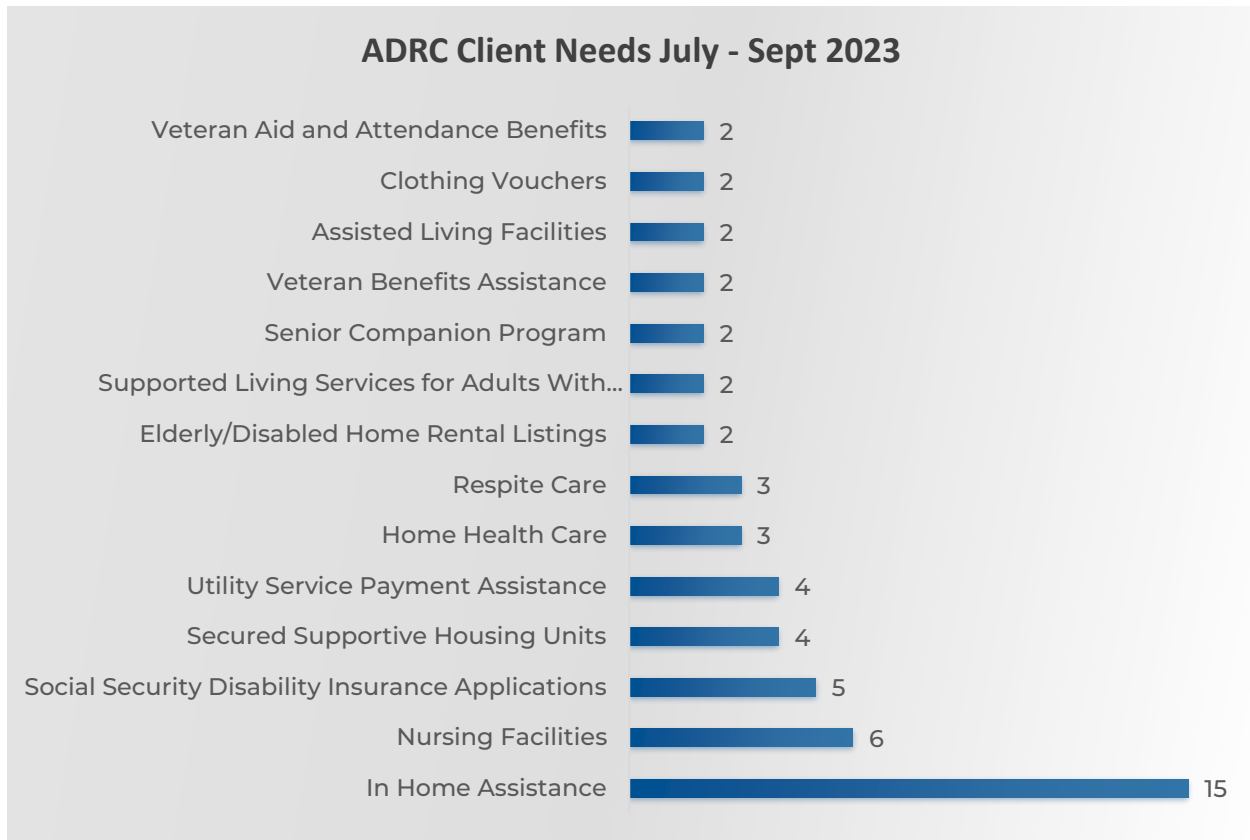
- 16 out of 96 families or 17% reported being on food stamps
- 14 out of 97 individuals or 14% reported having some form of disability (developmental, hearing, mental, physical, or some combination)



## ADRC – Aging & Disability Resource Center

In March 2023, Wyoming 211, Wyoming Department of Family Services and the Wyoming Department of Health partnered to establish the Wyoming Aging & Disability Resource Center through Wyoming 211. Wyoming's Aging & Disability Resource Center (ADRC) is a one-stop call center providing information on local services for older adults, people with disabilities and family caregivers in Wyoming. Based on the needs of each individual, the ADRC navigator will provide comprehensive information and referrals on public and private programs, service providers, health insurance options, and a wide range of community resources.

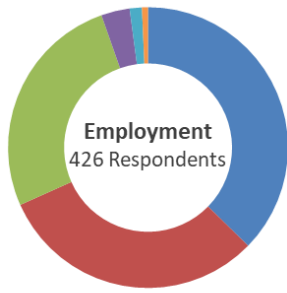
Individuals accessing our ADRC navigator in the 3<sup>rd</sup> quarter were primarily looking for individual support, health care and legal services.



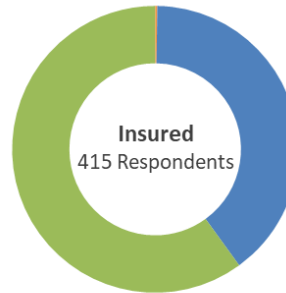
## Demographics of Callers

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 asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between January through March 2023.

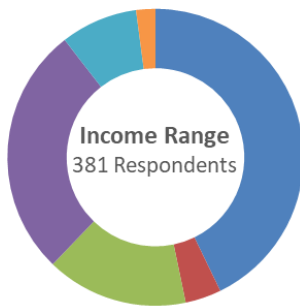
- 124 out of 410 families or 30% reported being on food stamps
- 32 out of 413 individuals or 8% reported having some form of disability (developmental, hearing, mental, physical, or some combination)



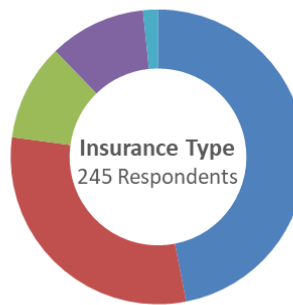
- 37% ■ Recently Unemployed
- 31% ■ Employed
- 26% ■ Unable to work
- 3% ■ Retired
- 2% ■ Unemployed 6+ months
- 1% ■ Temporarily unemployed



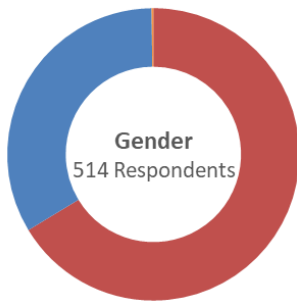
- 0.2% ■ Declined to Answer
- 40% ■ No
- 60% ■ Yes



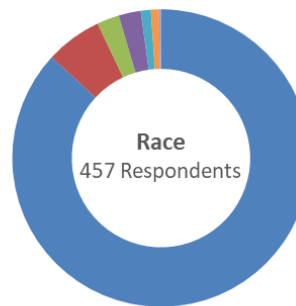
- 43% ■ \$0
- 4% ■ \$2-\$499
- 16% ■ \$500-\$999
- 27% ■ \$1,000-\$2,499
- 8% ■ \$2,500-\$4,999
- 2% ■ \$5,000+



- 47% ■ Medicaid
- 30% ■ Medicare
- 10% ■ Employer Sponsored
- 11% ■ Private
- 2% ■ Military



- 66% ■ Female
- 34% ■ Male
- 0.2% ■ Refused



- 87% ■ White
- 6% ■ Not Indicated
- 3% ■ Black or African American
- 2% ■ Declined to Answer
- 1% ■ American Indian or Alaska Native
- 1% ■ Two or more Races
- 0.2% ■ Some Other Race

# 211 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2023, Wyoming 211 has experienced a 8% increase in new resources in the database. As of 9/30/23, the number of agencies, services and sites are as follows:

**Total Active Agencies**    1108            **Total Active Services**            2812            **Total Active Sites**            2473

County	County Specific as of 9/30/23	% Increase over last year	Multi-county and Statewide Services as of 9/30/23	% Increase	Total Resources Per County as of 9/30/23	Total % Increase
ALBANY	125	-2%	555	8%	680	6%
BIG HORN	72	9%	519	8%	591	17%
CAMPBELL	89	5%	518	8%	607	13%
CARBON	97	4%	531	8%	628	12%
CONVERSE	57	-5%	530	8%	587	3%
CROOK	36	9%	513	8%	549	17%
FREMONT	143	3%	516	8%	659	11%
GOSHEN	53	2%	543	8%	596	9%
HOT SPRINGS	41	3%	515	7%	556	10%
JOHNSON	52	0%	521	8%	573	8%
LARAMIE	292	5%	560	8%	852	13%
LINCOLN	98	16%	512	8%	610	24%
NATRONA	220	4%	534	8%	754	12%
NIobrara	30	7%	519	8%	549	15%
PARK	107	6%	517	8%	624	14%
PLATTE	55	8%	541	8%	596	16%
SHERIDAN	103	1%	525	8%	628	9%
SUBLETTE	50	0%	509	9%	559	9%
SWEETWATER	122	4%	517	8%	639	13%
TETON	68	6%	510	9%	578	14%
UINTA	77	5%	511	8%	588	14%
WASHAKIE	45	2%	511	8%	556	10%
WESTON	41	-5%	514	8%	555	3%
<b>AVERAGE INCREASE IN RESOURCES</b>		<b>4%</b>		<b>8%</b>		<b>12%</b>

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



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

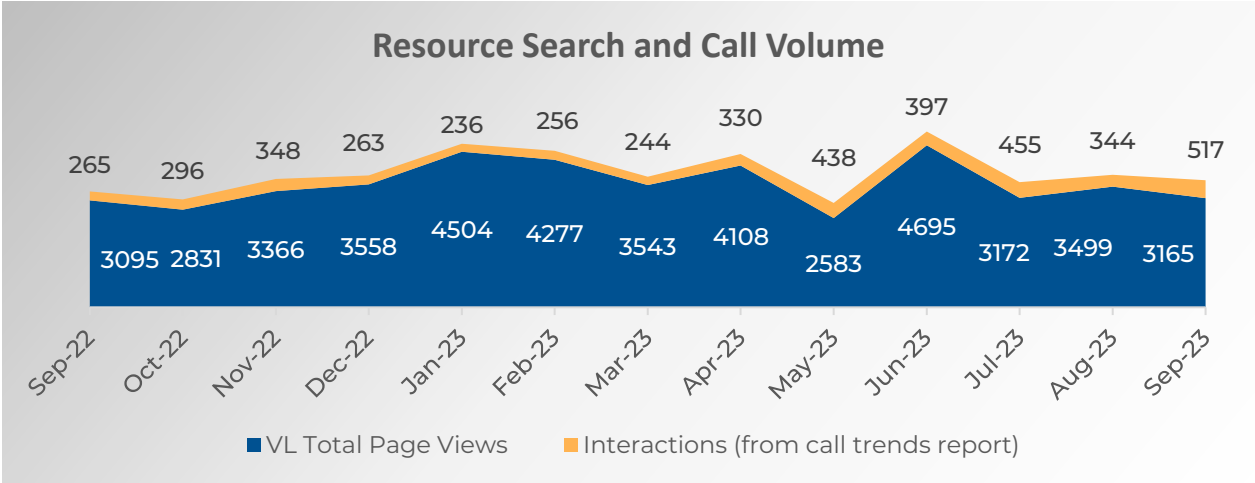
- 91% were satisfied with the 211 service.
- 100% found the 211 specialists to be helpful.
- 100% would call again for assistance.
- 85% learned about new resources.
- 100% found the information to be correct.
- 45% received assistance from services they were referred to.

**Reason Why Service Not Received:**

Agency referred to couldn't help	34%
Will make contacts later	26%
Came to another solution	11%
Other	11%
Waiting to see if things change before making contacts	9%
Ineligible for service	6%
Application completed/application pending approval	3%

## 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 combined with the monthly call volume.



Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 2700 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

