

Wyoming

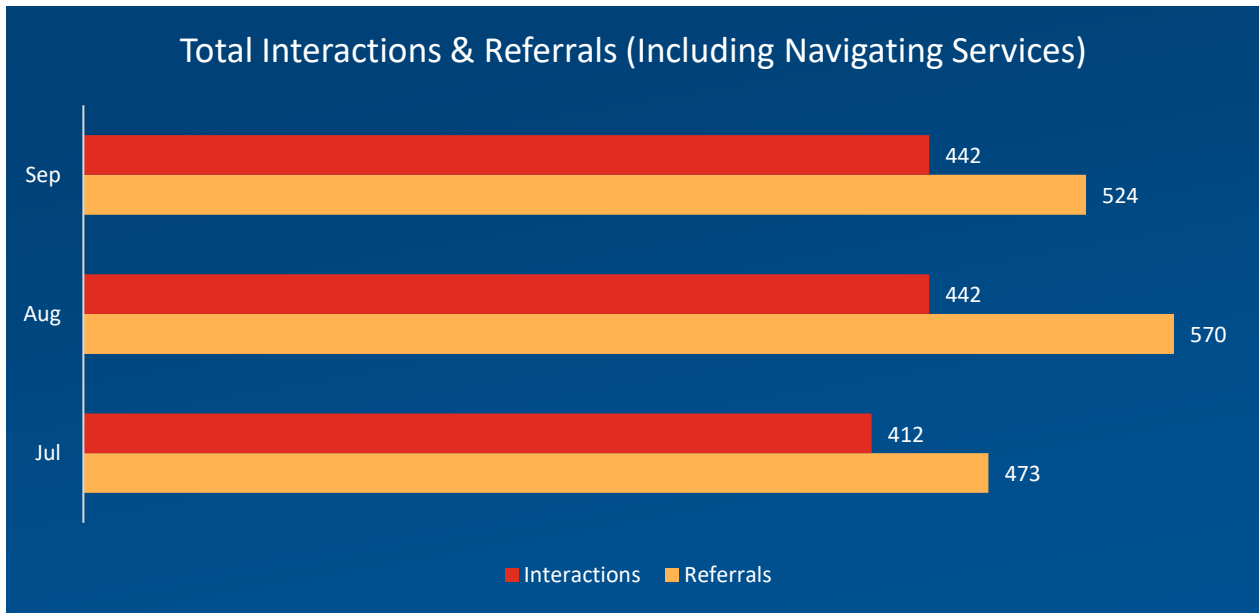
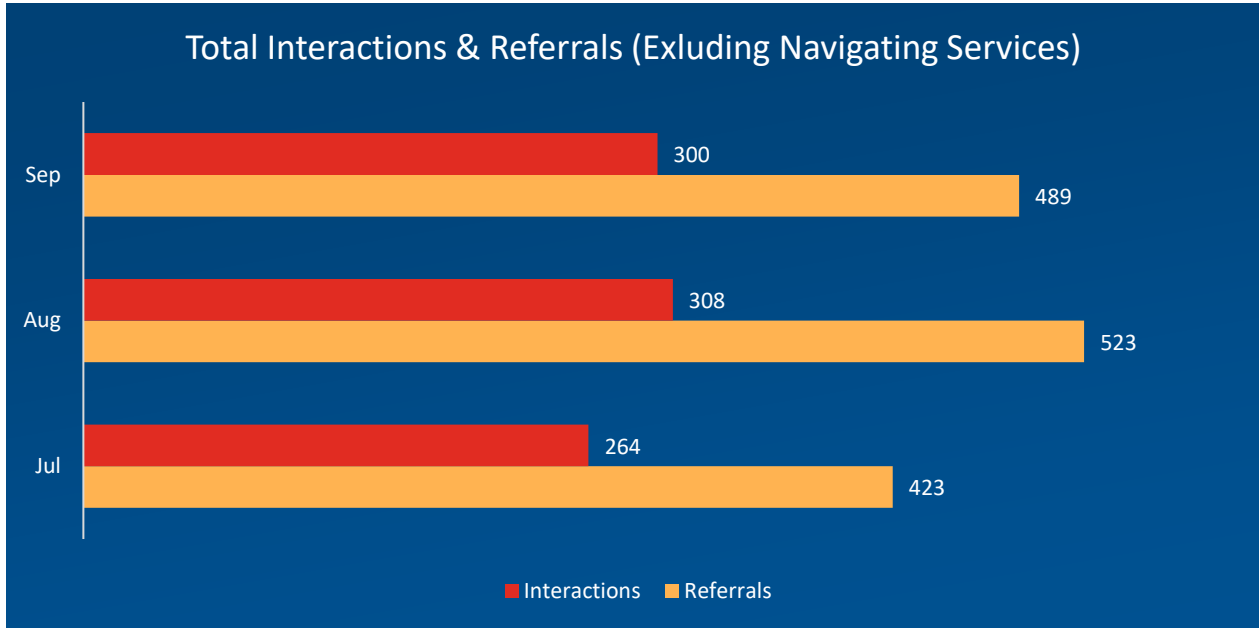


Get Connected. Get Help.™

JULY THROUGH SEPTEMBER 2024
STATEWIDE INFORMATION AND REFERRAL REPORT



From July to September 2024, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,296 calls (interactions) and provided 1,567 referrals statewide.

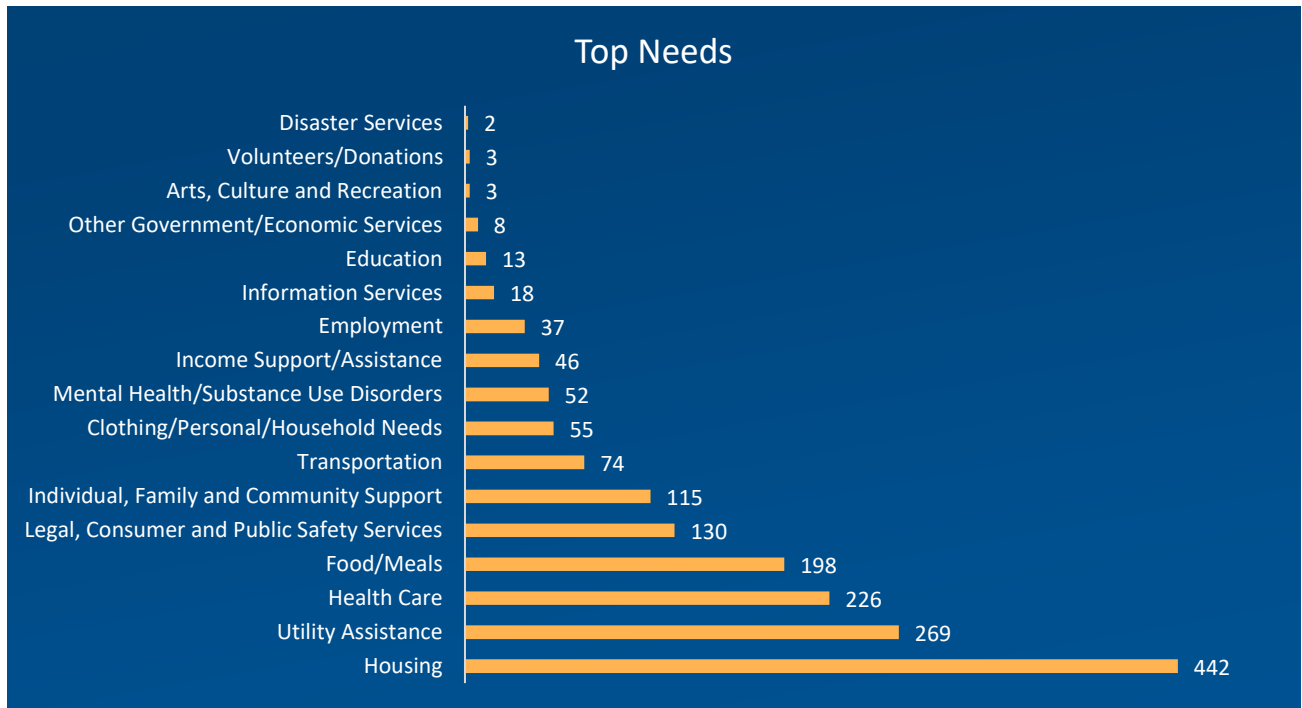


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions related to service planning and follow-up. A “referral” is the actual referral made to a particular resource.

County	Total Calls per County Jul-Sept 2024	Total Referrals Per County Jul-Sept 2024	County	Total Calls per County Jul-Sept 2024	Total Referrals Per County Jul-Sept 2024
ALBANY	49	71			
BIG HORN	15	7	NIOBRARA	2	1
CAMPBELL	60	82	PARK	34	50
CARBON	16	27	PLATTE	13	15
CONVERSE	23	28	SHERIDAN	63	48
CROOK	7	19	SUBLETTE	3	6
FREMONT	70	82	SWEETWATER	106	100
GOSHEN	22	51	TETON	12	12
HOT SPRINGS	7	15	UINTA	27	42
JOHNSON	12	9	WASHAKIE	8	2
LARAMIE	456	495	WESTON	14	26
LINCOLN	6	7	Out of State/Unknown	28	10
NATRONA	243	362	GRAND TOTAL	1296	1567

Presenting Needs and Services

Housing, Utility assistance, Health Care, Food/Meals, Legal, Consumer, and Individual, Family and Community Support, and Public Safety Services are among the top categories of needs in the 3rd quarter of 2024.

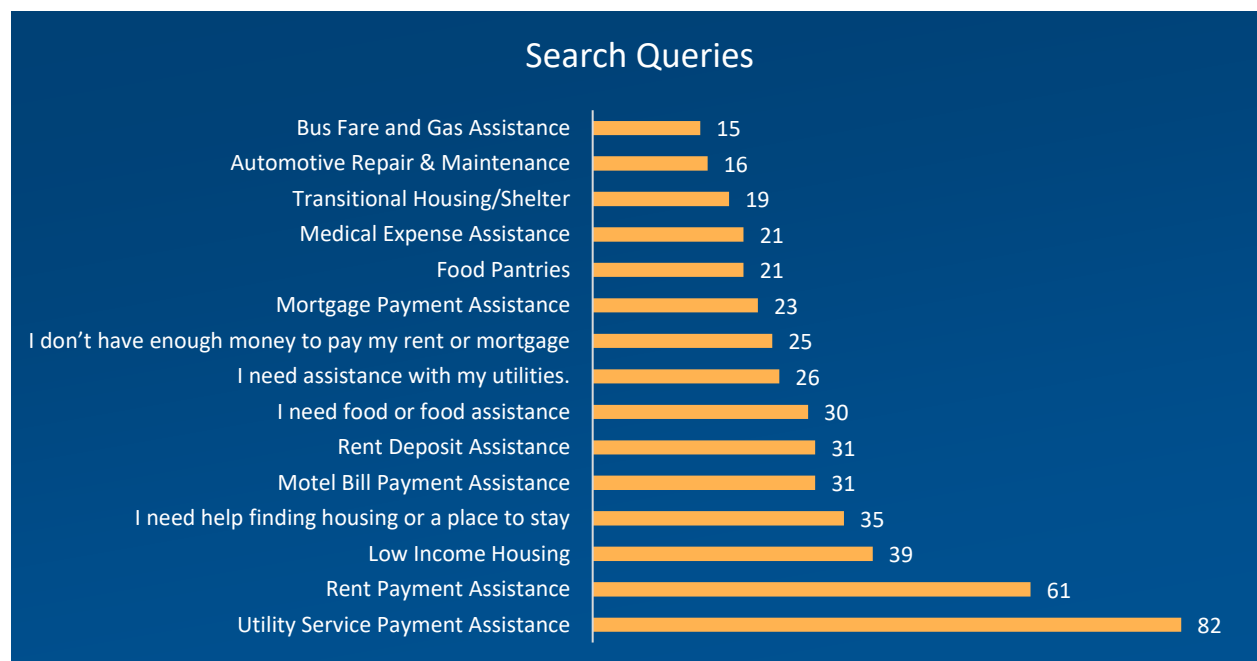


When broken down into service needs, Utility Service Payment Assistance, Rent Payment Assistance, and Food Pantries are among the top three service needs in the 3rd quarter of 2024.



Search Engine Statistics

In the 3rd quarter of 2024, the search engine had 5,704 total users, with 4,024 searches totaling 9,137 page views. Rent Payment Assistance, Utility Service Payment Assistance, the suggestion "I don't have enough money to pay my rent or mortgage", and the suggestion "I need help finding housing or a place to stay" are among the top searches in the 3rd quarter of 2024.



In the 3rd quarter of 2024, the search engine generated 2,540 referrals. The referrals included 166 phone clicks, 2,124 website clicks, and 160 direction clicks. The top referred resources included the Financial Assistance through Wyoming Family Assistance, and the homeowner’s assistance fund (HJAF) program



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 tracked within the 211 database.

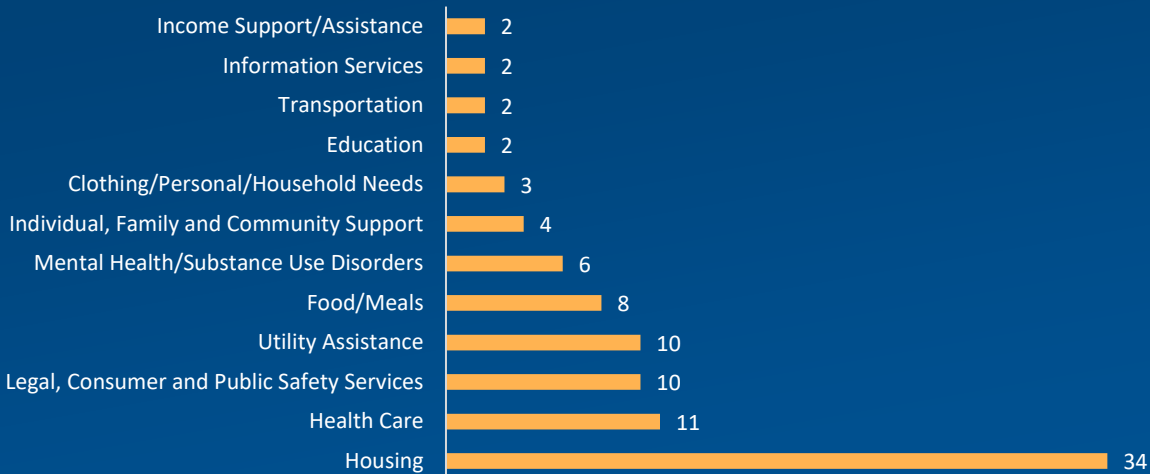
Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
No referral given/Service unavailable	61	Barriers	20
Utility Service Payment Assistance	16	Utility Service Payment Assistance	8
Rent Payment Assistance	9	Elderly/Disabled Home Rental Listings	2
Motel Bill Payment Assistance	8	Mortgage Payment Assistance	1
Automotive Repair and Maintenance	5	Rent Payment Assistance	1
Travelers Assistance	4	Long Distance Bus Fare	1
Dental Care Expense Assistance	2	Gas Money	1
Appliance Donation Programs	2	Ramp Construction Services	1
Personal Loans	1	General Legal Aid	1
Traffic/Parking Violation Assistance	1	Section 8 Housing Choice Vouchers	1
School Supplies	1	Heating Fuel Payment Assistance	1

Identification Card Fee		Dental Care	1
Payment Assistance	1	Homebuyer/Home Purchase	
Health Insurance Premium		Counseling	1
Assistance	1	Client refused referral	19
Large Appliances	1	Utility Service Payment Assistance	3
Food Vouchers	1	Rent Payment Assistance	2
Waste Management Services	1	Household Goods	2
Telephone Service Payment		Social Security Disability Insurance	
Assistance	1	Applications	1
Emergency Shelter	1	Non-Emergency Medical	1
Gas Money	1	Transportation	
Moving Expense Assistance	1	Automobile/Van Adaptations	1
Household Goods	1	Personal/Grooming Supplies	1
Parks/Recreation Areas	1	General Legal Aid	1
Medical Care Expense		Gas Money	1
Assistance	1	Senior Center Bus Services	1
Lack of Funds	50	Housing Search Assistance	1
Utility Service Payment		Community Clinics	1
Assistance	27	Transitional Housing/Shelter	1
Rent Payment Assistance	21	Information and Referral	1
Housing Related Coordinated		Local Bus Transit Services	1
Entry	1	Unable to connect with Client/Service	
Rental Deposit Assistance	1	Provider to Close the Loop	18
Client Ineligible	23	Vocational Rehabilitation	2
Rent Payment Assistance	5	Case/Care Management	2
Utility Service Payment		Low Income/Subsidized Rental	
Assistance	3	Housing	1
Mortgage Payment Assistance	2	Grocery Ordering/Delivery	1
Motel Bill Payment Assistance	2	Public Showers/Baths	1
Rental Deposit Assistance	1	ADA Implementation Assistance	1
Ramp Construction Services	1	Food Pantries	1
Senior Centers	1	Community Clinics	1
Food Vouchers	1	Homeless Drop In Centers	1
Home Maintenance and Minor		Congregate Meals/Nutrition Sites	1
Repair Services	1	Non-Emergency Medical	
General Legal Aid	1	Transportation	1
Senior Center Bus Services	1	Counseling Services	1
Dental Care Expense		Utility Service Payment Assistance	1
Assistance	1	Errand Running/Shopping Assistance	1
Medicaid	1	ACA Registered Agents and Brokers	1
Property Tax Payment		Family Caregiver Subsidies	1
Assistance	1		
Property Tax Exemption			
Information	1		

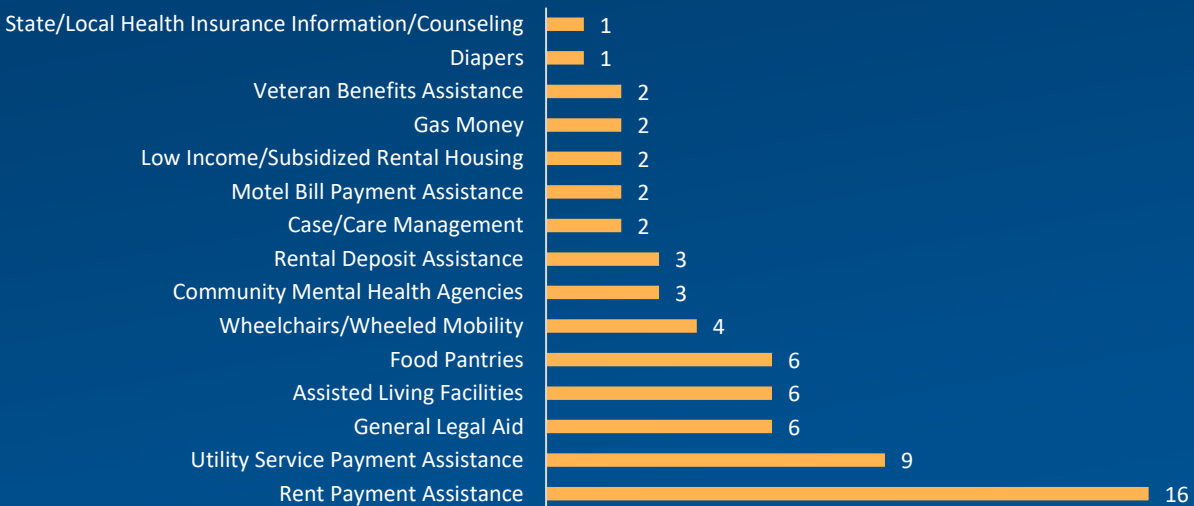
Veterans

Between July through September, 25 veterans and an additional 10 individuals with a veteran spouse contacted Wyoming 211. Of those, 15 were receiving VA Benefits and 17 were enrolled in the VA Healthcare program. In addition, 23 veterans rented their homes, and 6 owned their homes. The following table represents the top presenting needs and corresponding services for veterans during the 3rd quarter of 2024.

Veteran Top Needs



Veteran Top Services

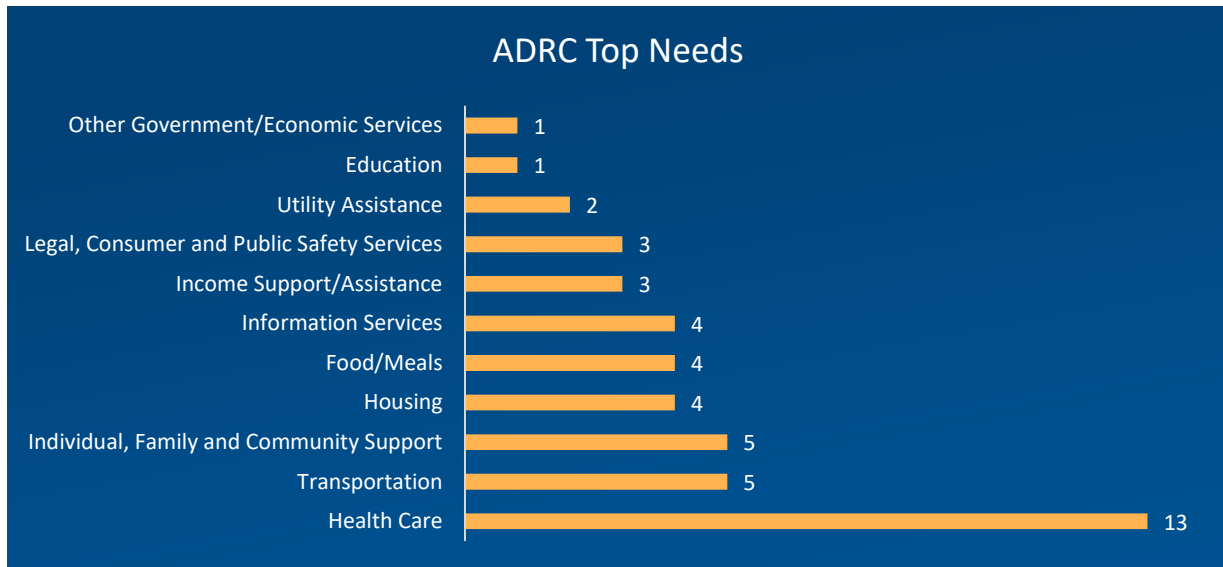


ADRC & Aging Population

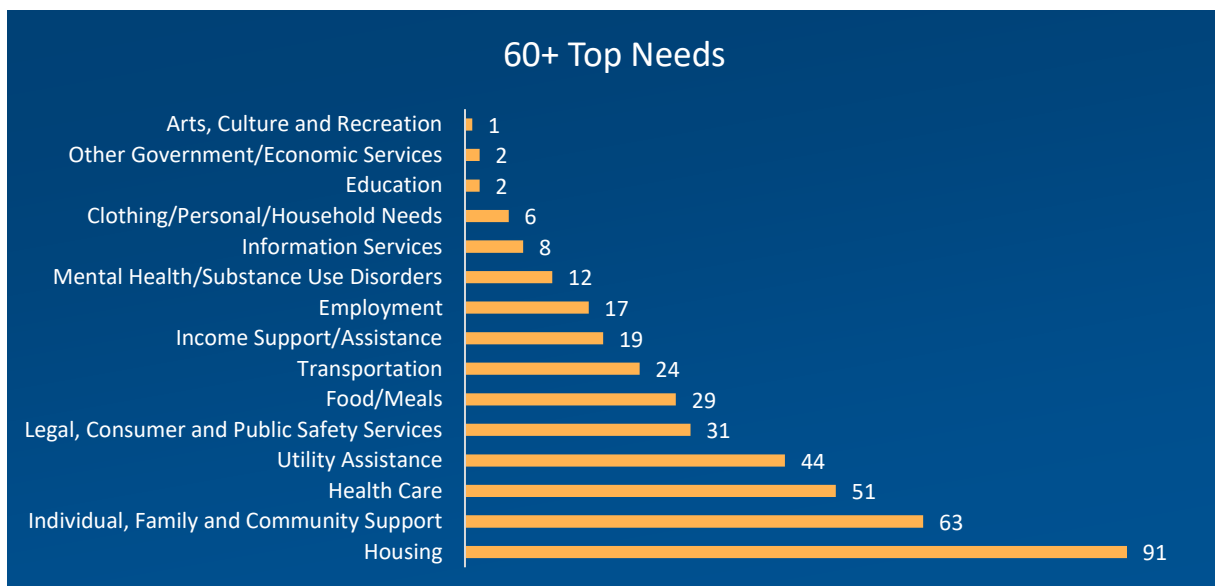
Wyoming 211, Wyoming Department of Family Services, and the Wyoming Department of Health partnered to establish the Wyoming Aging & Disability Resource Center (ADRC) in March 2023.

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 that individual comprehensive information and referrals.

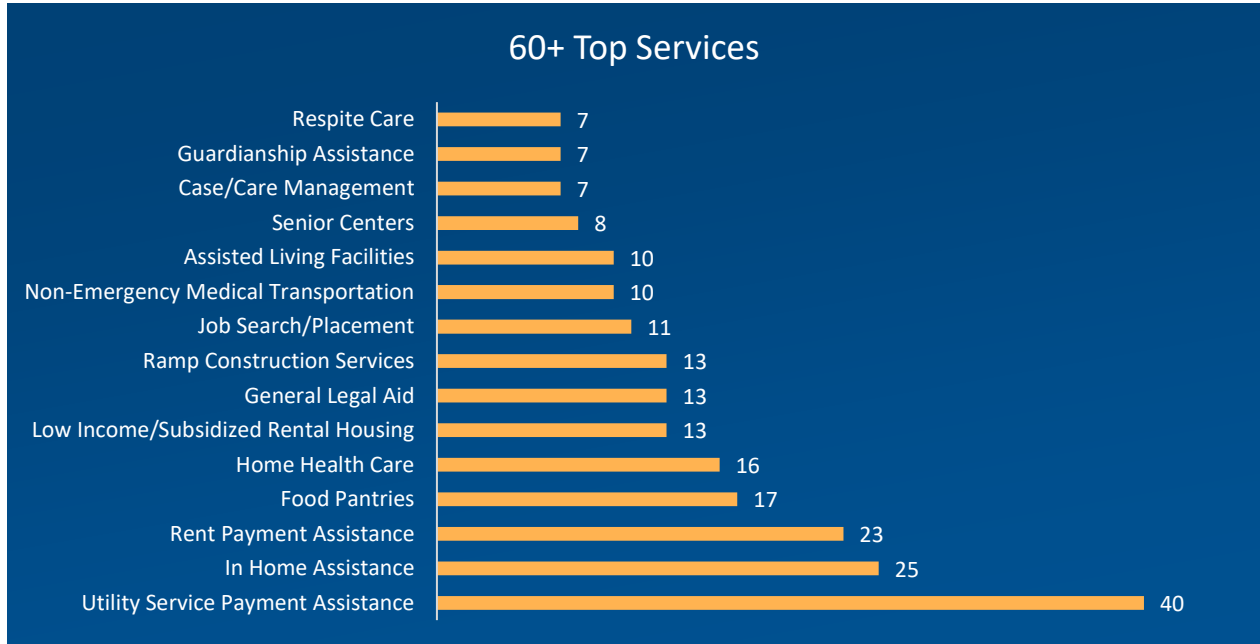
Individuals in the ADRC Program in the 3rd quarter of 2024 were primarily looking for Health Care, Transportation, and Individual, Family and Community Support.



Below are the top presenting needs for 60+ aged individuals in the 3rd quarter of 2024. Housing, Individual, Family and Community Support, Health Care, and Utility Assistance were among the top presenting needs.



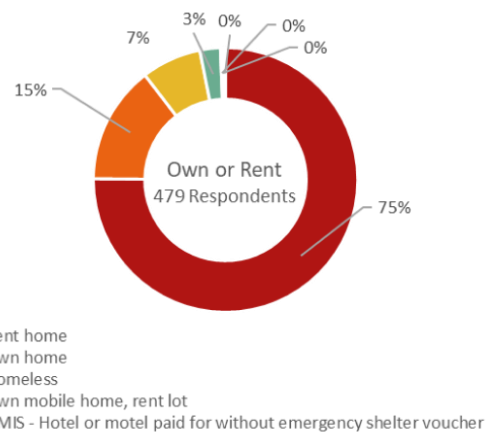
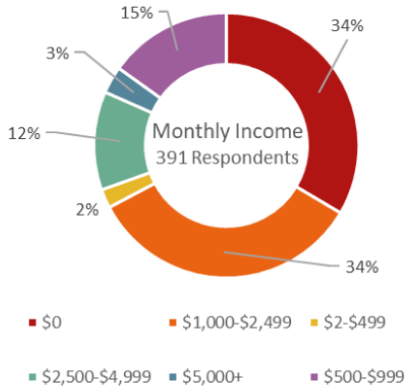
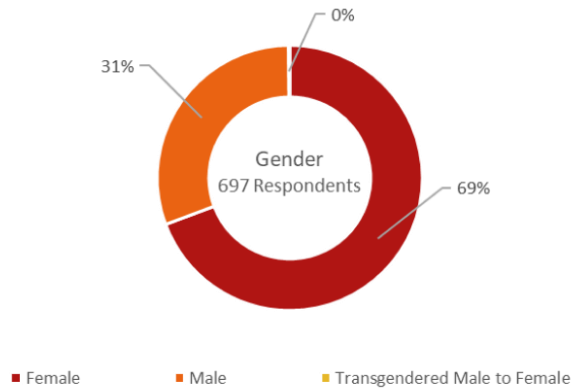
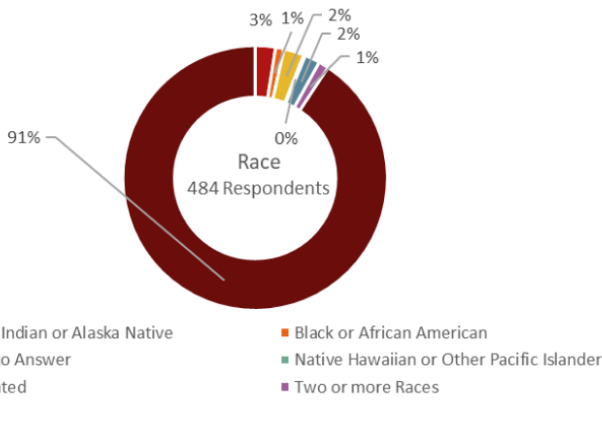
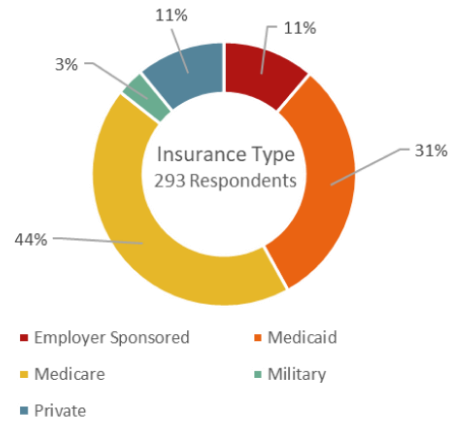
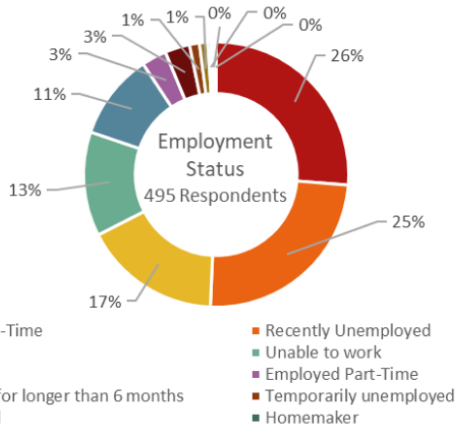
Below are the top presenting services for 60+ aged individuals in the 3rd quarter of 2024. Utility Service Payment Assistance, In-Home Assistance, and Rent Payment Assistance were among the top presenting services in the 3rd quarter of 2024 for the aging population.



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 ask the callers specific questions about themselves. The following charts represent the demographics of individuals served in the 3rd quarter of 2024.

- 125 out of 455 families or 27% reported being on food stamps
- 102 out of 477 individuals or 21% reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 273 out of 431 Individuals or 63% reported having health insurance



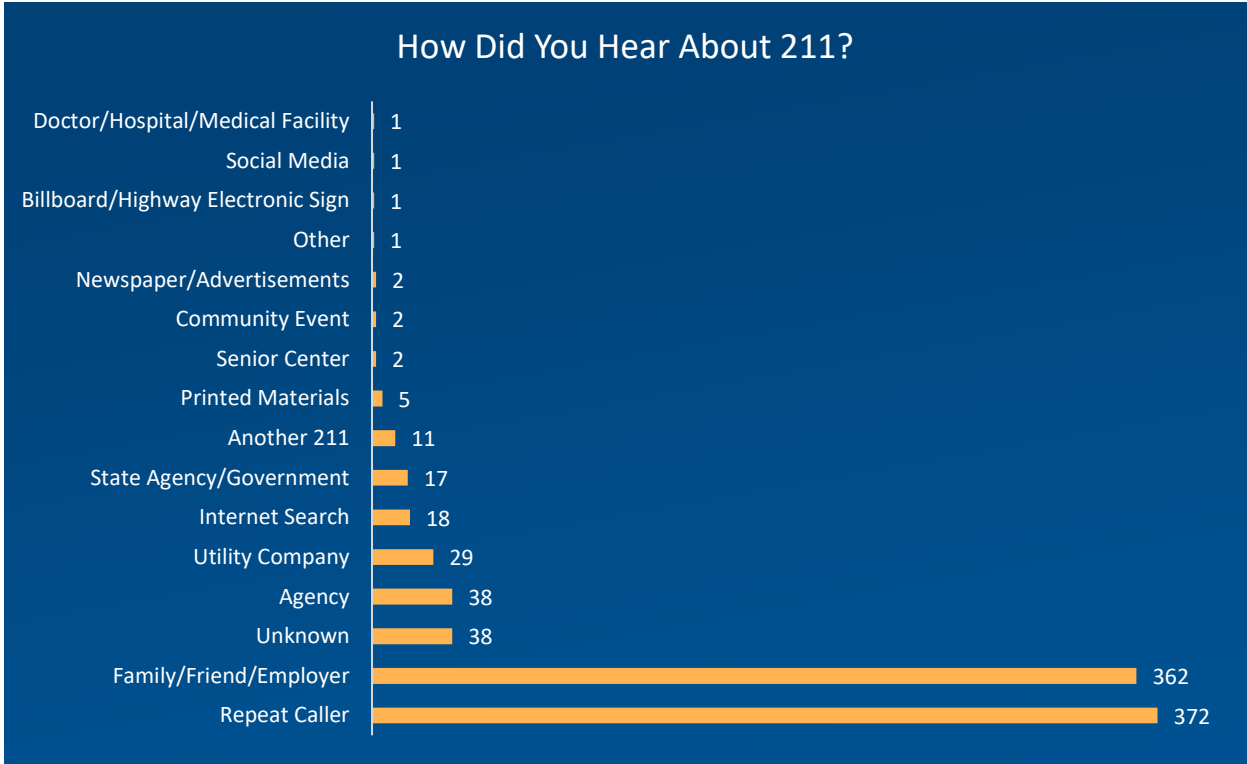
211 Database

Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2024, Wyoming 211 has experienced a 7% increase in new resources in the database. As of 9/30/24, the number of agencies, services, and sites are as follows:

Total Agencies 1173 **Total Services** 2952 **Total Sites** 2605

County	County Specific as of 9/30/24	County Specific % Increase over last year	Multi-county and Statewide Services as of 9/30/2024	Multi-County % Increase over last year	Total Resources Per County as of 9/30/24	Total Resources % Increase This Year
ALBANY	129	2%	603	7%	732	7%
BIG HORN	72	-1%	566	7%	638	6%
CAMPBELL	95	3%	563	7%	658	6%
CARBON	101	4%	577	7%	678	7%
CONVERSE	62	7%	570	7%	632	7%
CROOK	37	0%	557	7%	594	6%
FREMONT	156	4%	562	7%	718	7%
GOSHEN	58	2%	588	7%	646	6%
HOT SPRINGS	42	2%	560	7%	602	6%
JOHNSON	56	8%	563	7%	619	7%
LARAMIE	302	3%	606	7%	908	6%
LINCOLN	99	1%	556	7%	655	6%
NATRONA	227	2%	578	7%	805	6%
NIobrara	29	-3%	559	7%	588	6%
PARK	105	-2%	566	7%	671	6%
PLATTE	59	7%	588	7%	647	7%
SHERIDAN	109	5%	565	6%	674	6%
SUBLETTE	51	0%	553	7%	604	7%
SWEETWATER	126	2%	561	7%	687	6%
TETON	71	3%	555	7%	626	7%
UINTA	81	5%	557	8%	638	7%
WASHAKIE	44	-2%	560	7%	604	7%
WESTON	42	2%	559	7%	601	7%
AVERAGE INCREASE IN RESOURCES		2%		7%		7%

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



When we followed up with callers...

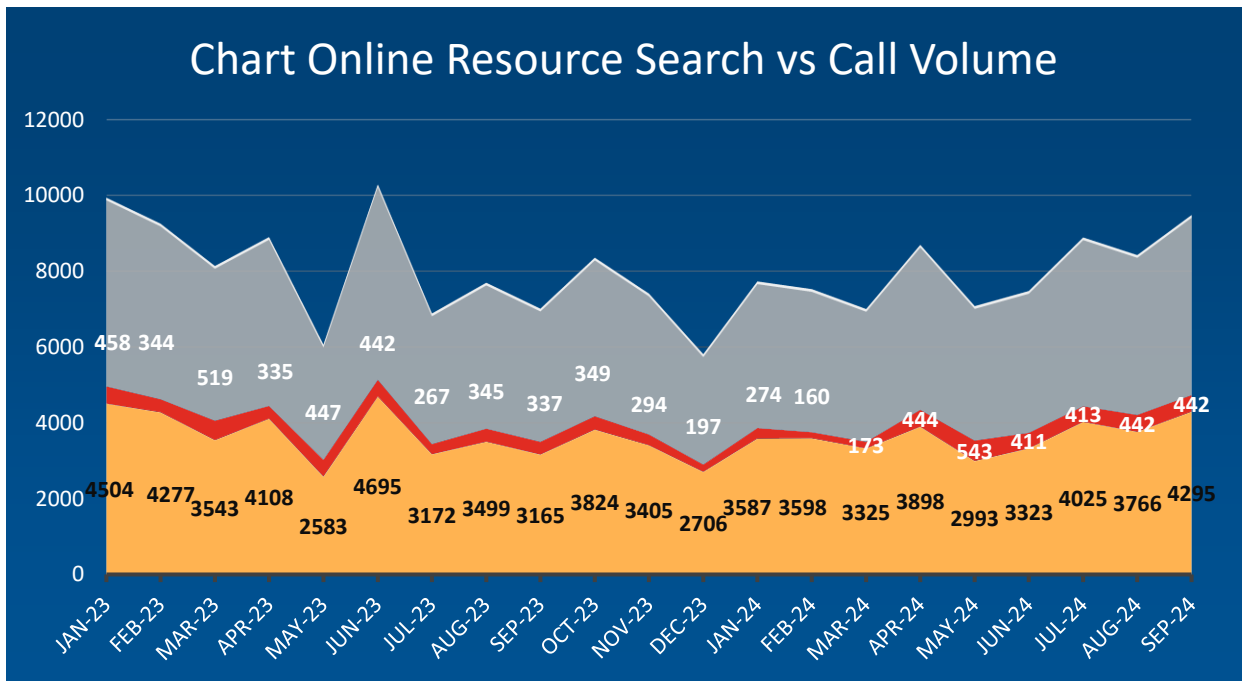
- 90% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 94% would call again for assistance
- 95% learned about new resources
- 100% found the information to be correct
- 95% would recommend 211 to others
- 57% received assistance from services they were referred to

Reason Why Service Not Received:

Other	10%
Will make contacts later	5%
Agency referred to couldn't help	5%
Came to another solution	5%
Ineligible for service	2%
Application completed/application pending approval	2%

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 by providing different options to reach Wyoming 211. One of the most widely used features is the online database resource search engine. 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.

