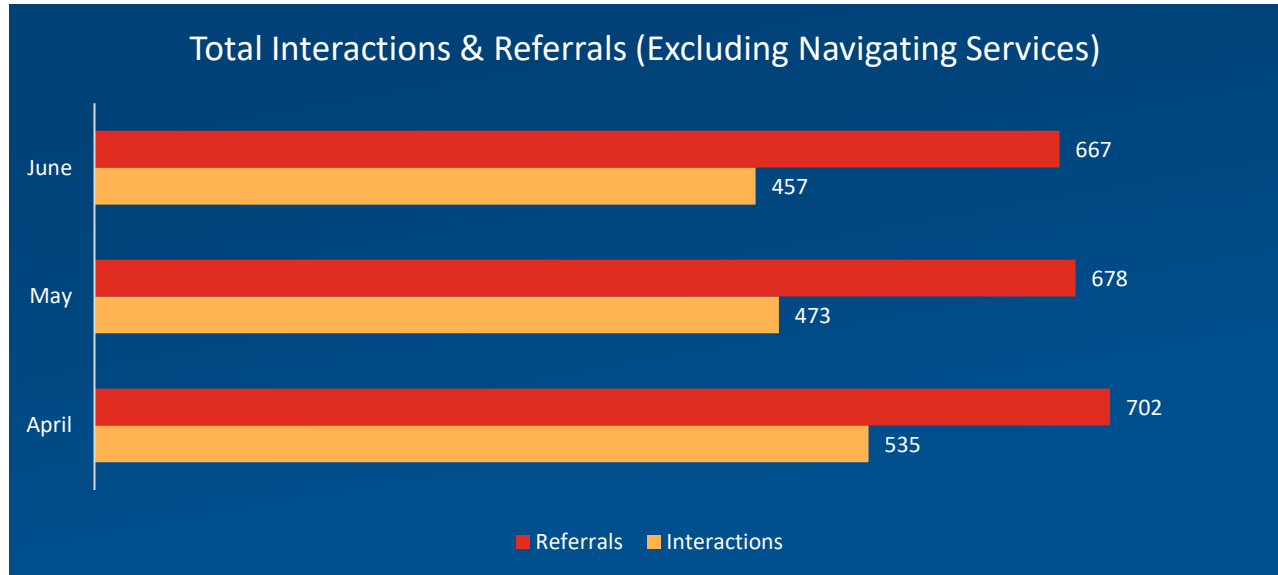




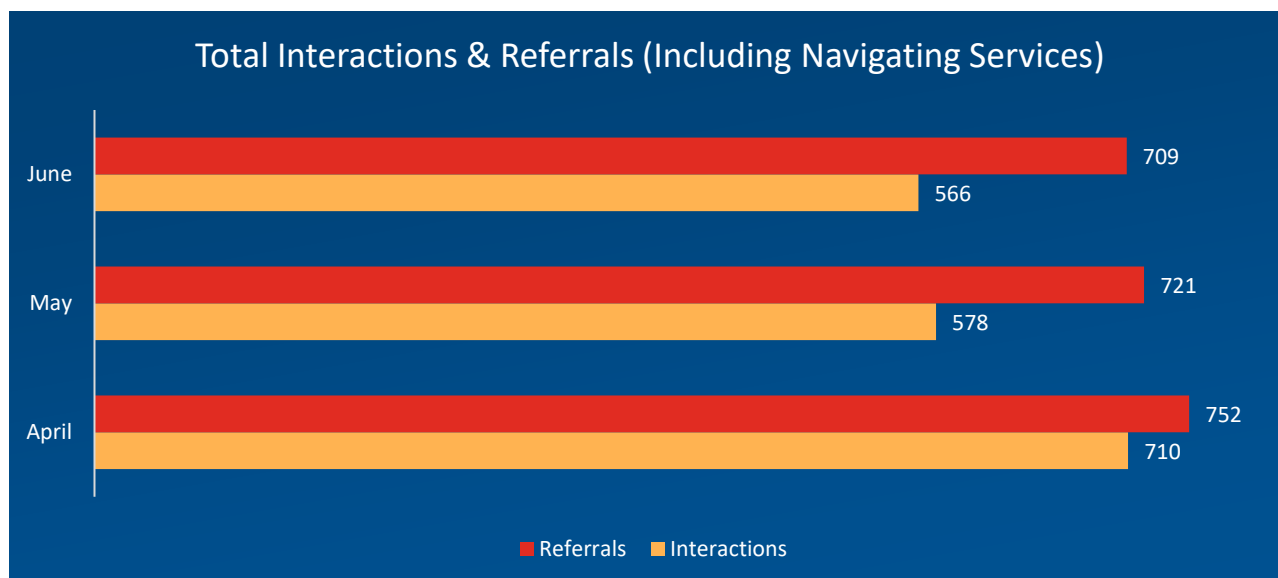
JULY THROUGH SEPTEMBER 2025
STATEWIDE INFORMATION AND REFERRAL REPORT



From July to September 2025, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,854 calls (interactions) and provided 2,182 referrals statewide.



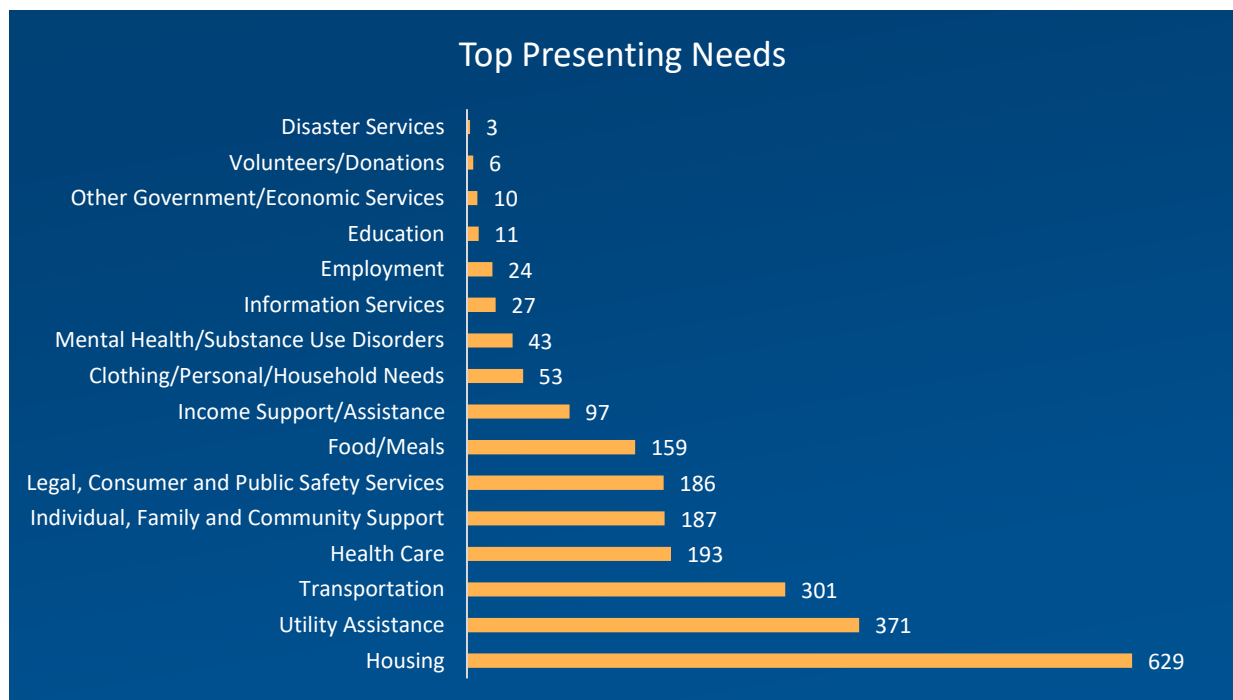
When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions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



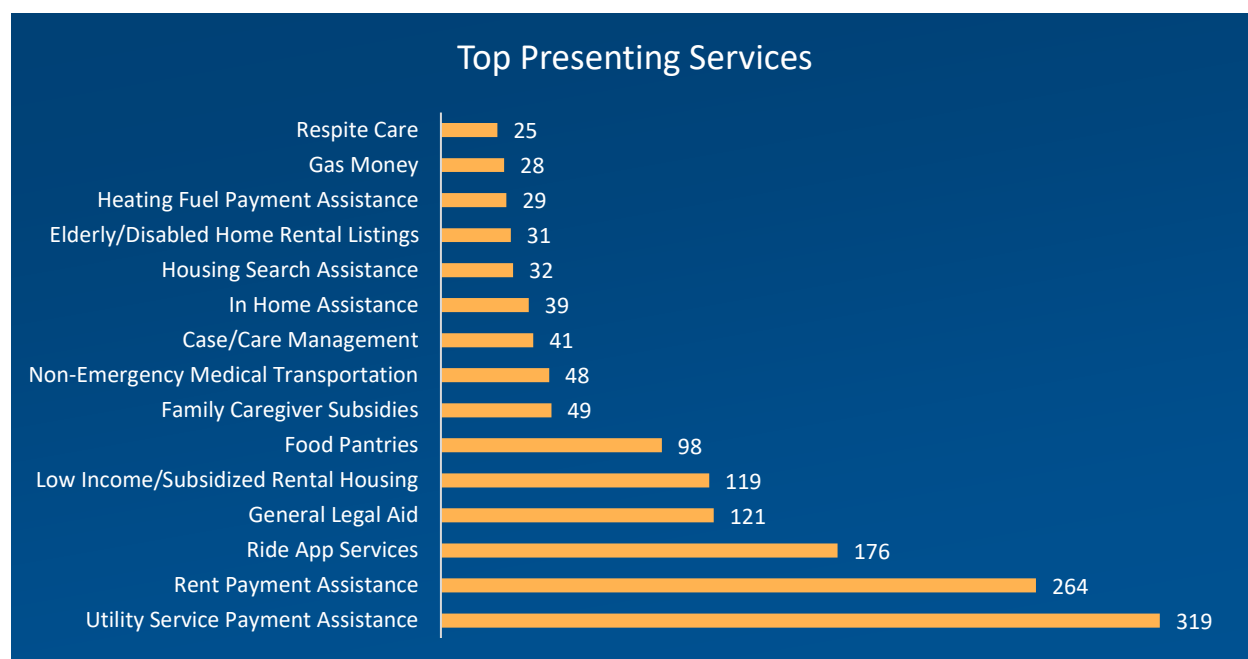
County	Total Calls per County July-Sept 2025	Total Referrals Per County July-Sept 2025	County	Total Calls per County July-Sept 2025	Total Referrals Per County July-Sept 2025
ALBANY	89	103			
BIG HORN	34	26	NIOBRARA	0	0
CAMPBELL	74	119	PARK	51	94
CARBON	39	55	PLATTE	16	26
CONVERSE	22	27	SHERIDAN	69	130
CROOK	2	2	SUBLETTE	14	15
FREMONT	115	161	SWEETWATER	86	99
GOSHEN	36	64	TETON	4	6
HOT SPRINGS	6	16	UINTA	49	53
JOHNSON	14	2	WASHAKIE	30	29
LARAMIE	661	637	WESTON	13	34
LINCOLN	13	33	Out of State/Unknown	41	19
NATRONA	376	432	GRAND TOTAL	1854	2182

Presenting Needs and Services

Housing, Utility Assistance, Transportation, and Health Care Services are among the top categories of needs in the 3rd quarter of 2025.

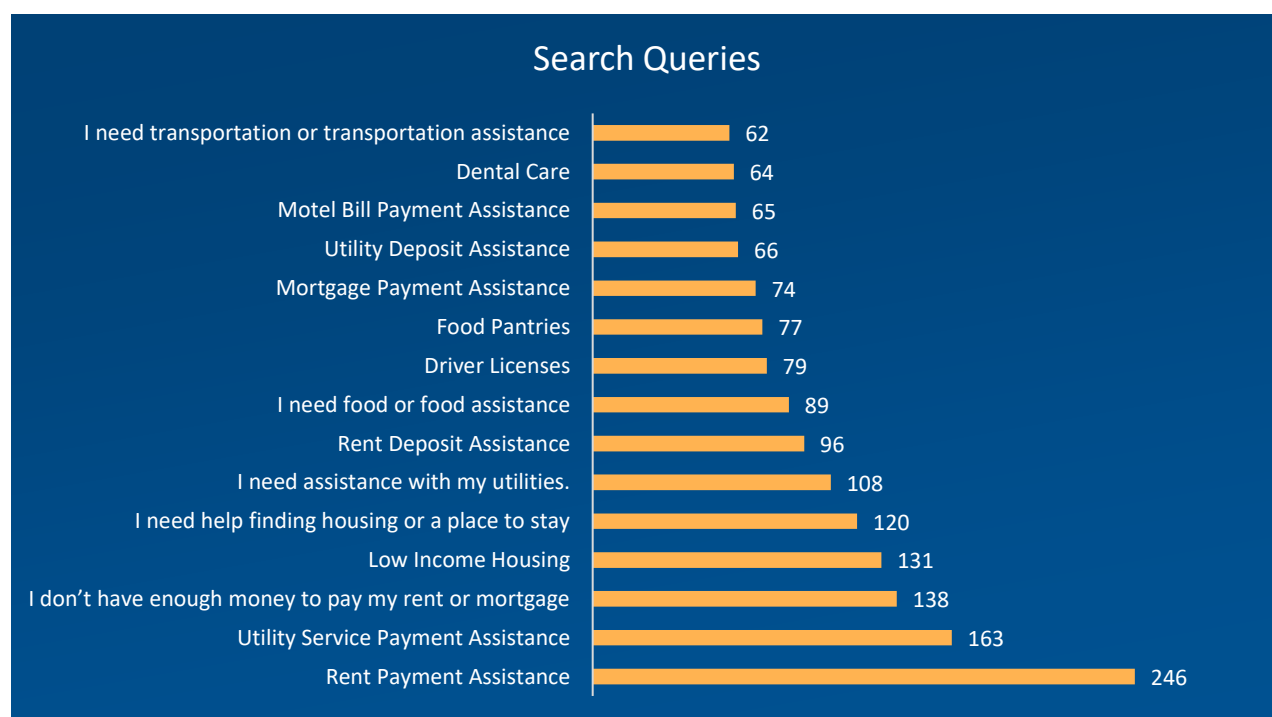


When broken down into service needs, Utility Service Payment Assistance, Rent Payment Assistance, Ride App Services, and General Legal Aid are among the top service needs in the 3rd quarter of 2025.

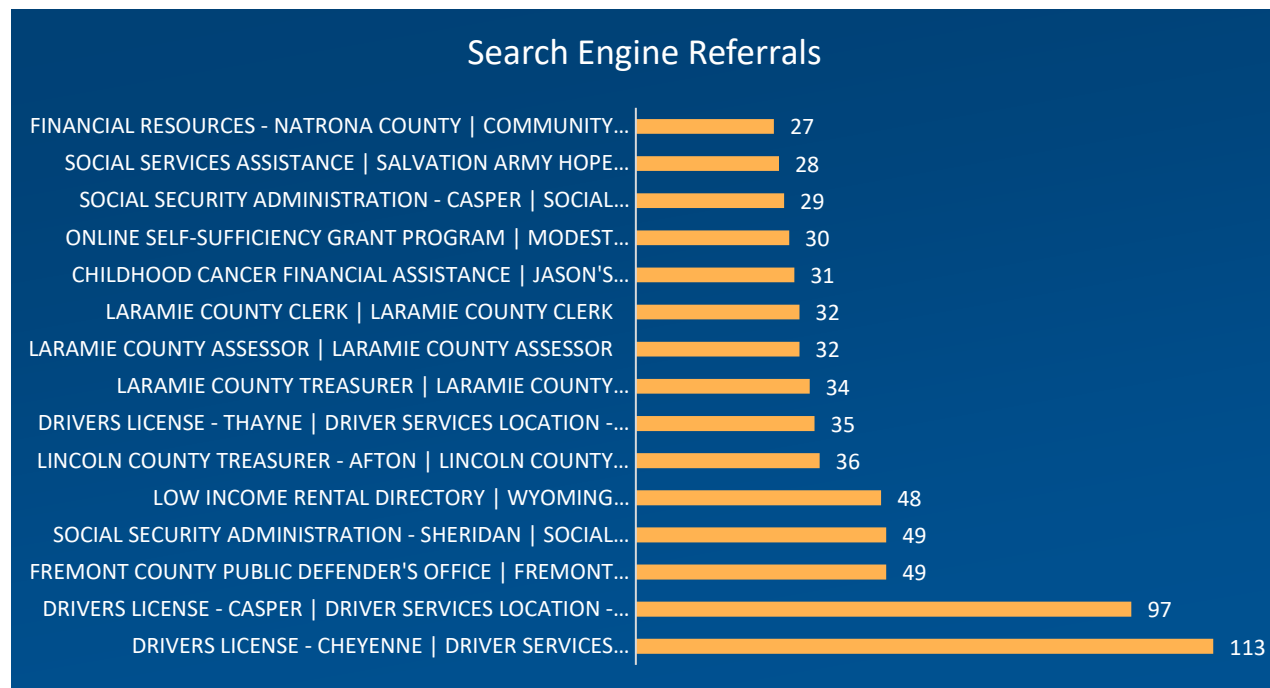


Search Engine Statistics

In the 3rd quarter of 2025, the search engine had 15,058 total users, with 4,971 searches totaling 9,562 page views. Rent Payment Assistance, Utility Service Payment Assistance, and the suggestion "I don't have enough money to pay my rent or mortgage" are among the top searches in the 3rd quarter of 2025.



In the 3rd quarter of 2025, the search engine generated 4,069 referrals. The referrals included 1,026 call clicks, 3,012 website clicks, and 192 direction clicks. The below chart shows the top referred resources from within the Wyoming 211 search engine in the 3rd quarter of 2025.



Unmet Needs: Reason and Request

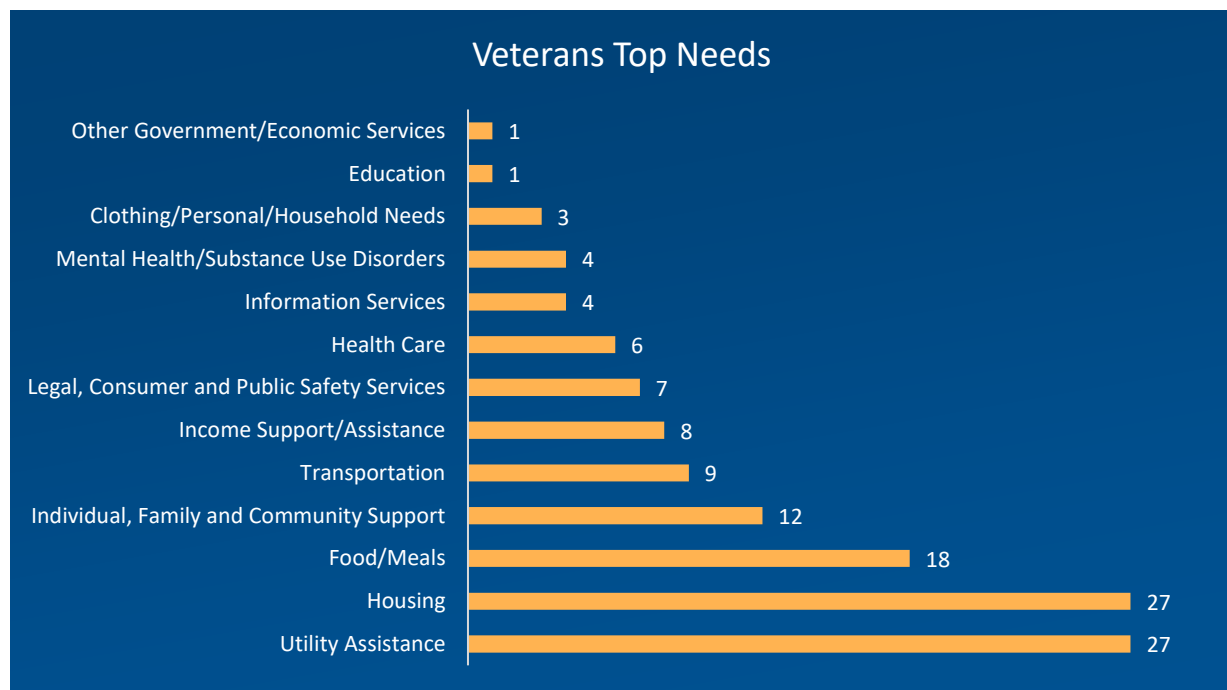
Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high-need areas in our communities. Through the follow-up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client 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
Client ineligible	19	Travelers Assistance	1
Automotive Repair and Maintenance	1	Vehicle Donation Programs	1
Bathroom Modification Services	1	Lack of funds	16
Food Pantries	1	Bathroom Modification Services	1
Homeless Shelter	3	Mortgage Payment Assistance	1
Homemaker Assistance	1	Rent Payment Assistance	6
Long Distance Bus Fare	1	Rental Deposit Assistance	2
Personal/Grooming Supplies	1	Utility Deposit Assistance	1
Prescription Expense Assistance	1	Utility Service Payment Assistance	5
Rent Payment Assistance	2	Client refused referral	16
Transitional Housing/Shelter	2	Burial/Cremation Expense Assistance	1

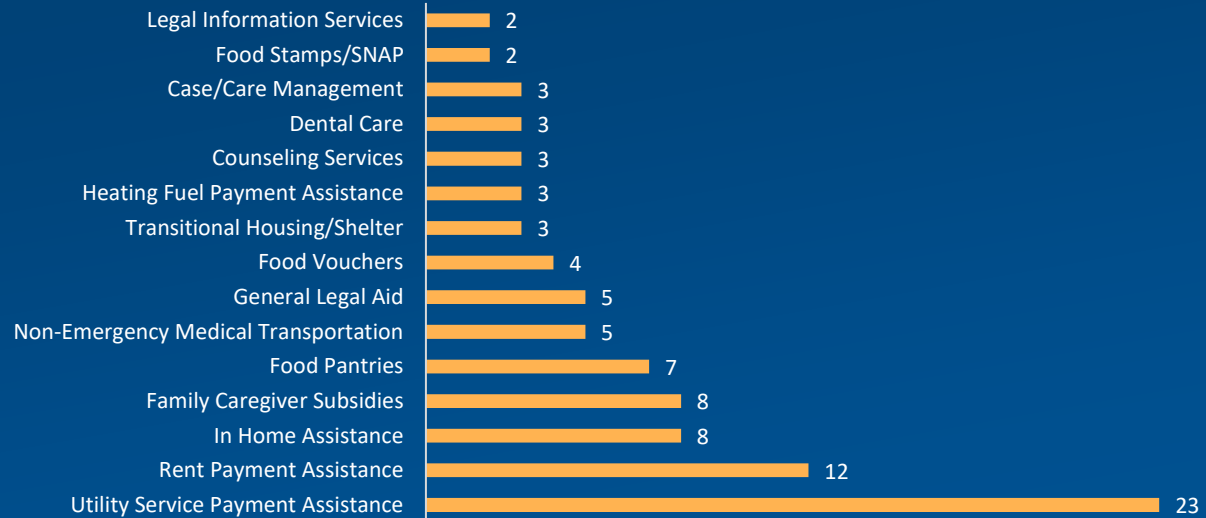
Utility Service Payment Assistance	5	Food Pantries	1
No referral given/Service unavailable	18	Local Bus Transit Services	1
Automobile Insurance Payment Assistance	1	Medicare Enrollment	1
Dental Care Expense Assistance	1	Medicare Information/Counseling	1
Dermatology	1	Non-Emergency Medical Transportation	3
Laundry Vouchers	1	Rent Payment Assistance	3
Long Distance Bus Fare	1	Transitional Housing/Shelter	1
Medical Care Expense Assistance	1	Utility Service Payment Assistance	4
Motel Bill Payment Assistance	2	Barriers	14
Propane/Home Heating Oil Suppliers	1	Legal Information Services	1
Relocation Assistance	1	Motel Bill Payment Assistance	1
Rent Payment Assistance	1	Personal/Grooming Supplies	1
Rental Deposit Assistance	2	Rent Payment Assistance	7
Telephone Service Payment Assistance	2	Utility Service Payment Assistance	4
Thanksgiving Baskets	1		

Veterans

Between July through September, 26 current or former military members and an additional 18 individuals with a current or former military spouse contacted Wyoming 211. Of those, 15 were receiving VA Benefits and 15 were enrolled in the VA Healthcare program. In addition, 26 veterans rented their homes, 9 owned their homes, and 5 were homeless. The following table represents the top presenting needs and corresponding services for veterans during the 3rd quarter of 2025.



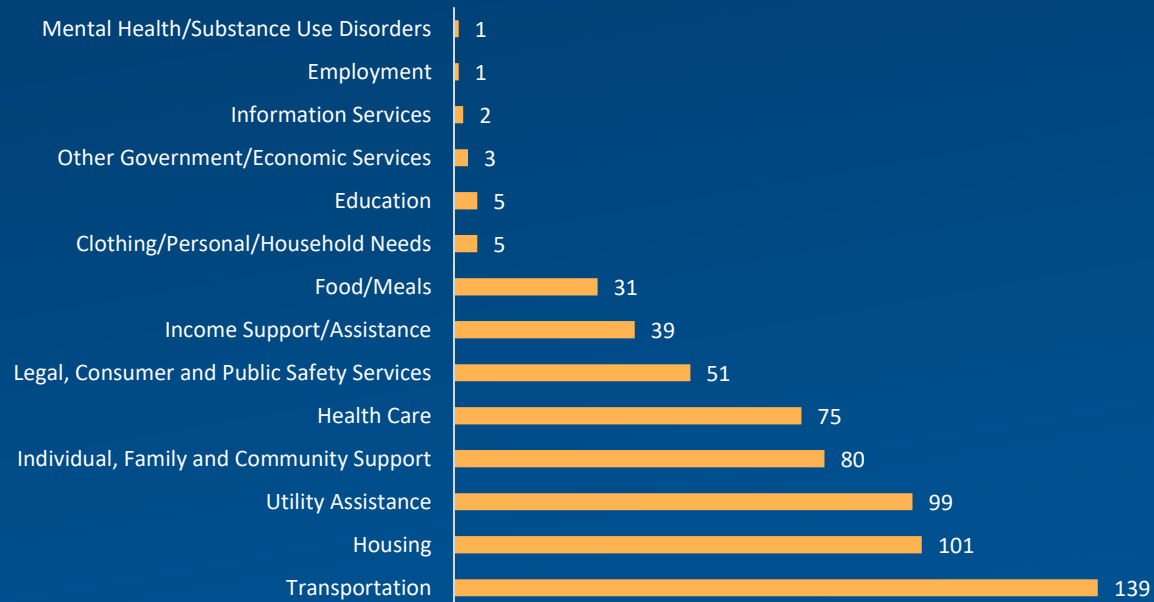
Veterans Top Services



Aging Population

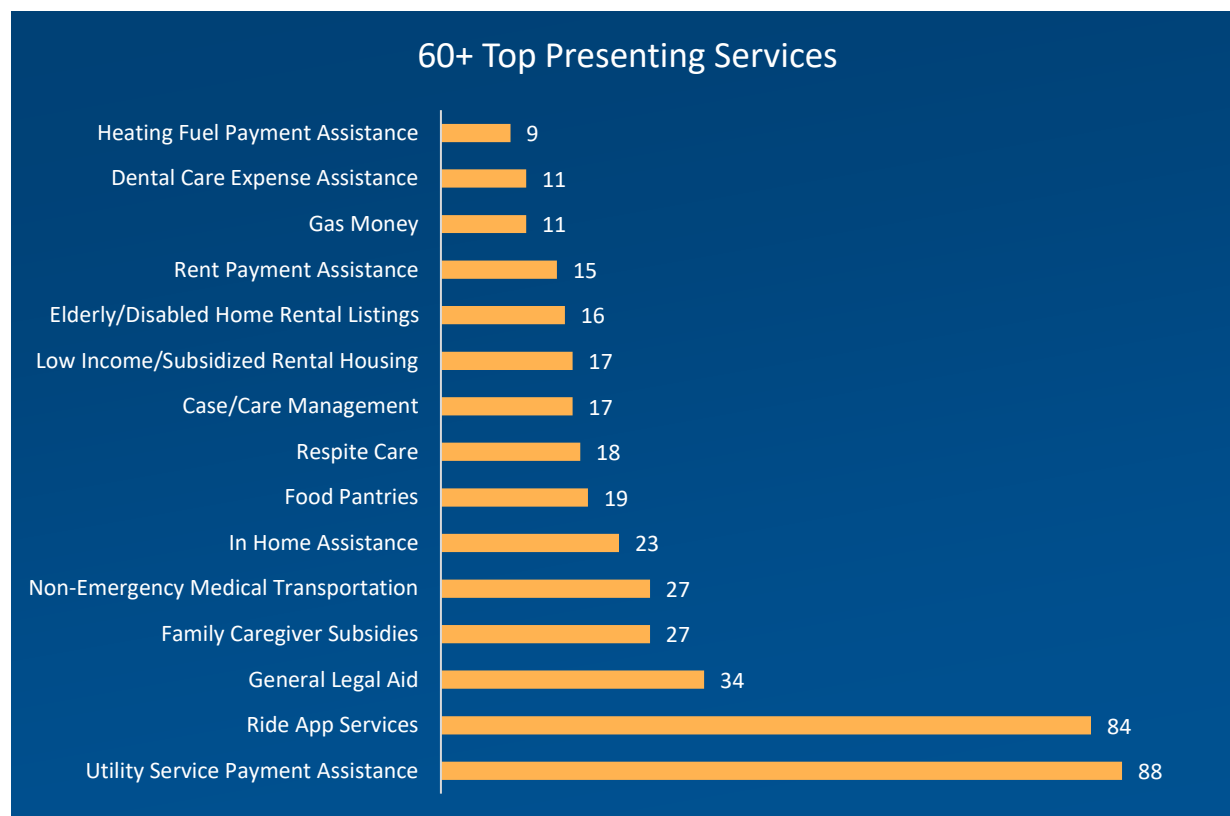
Below are the top presenting needs for 60+ aged individuals in the 3rd quarter of 2025. Transportation, Housing, and Utility Assistance were among the top presenting needs.

60+ Top Presenting Needs



Below are the top presenting services for 60+ aged individuals. Utility Service Payment Assistance, Ride

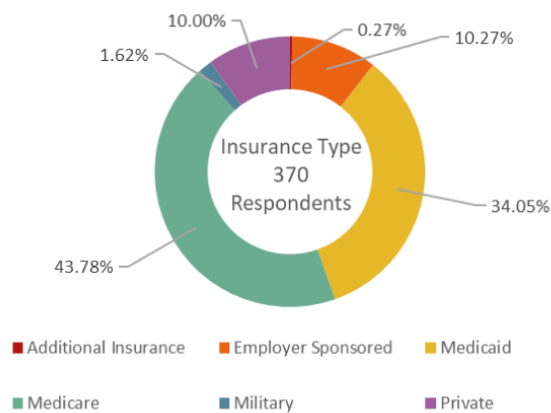
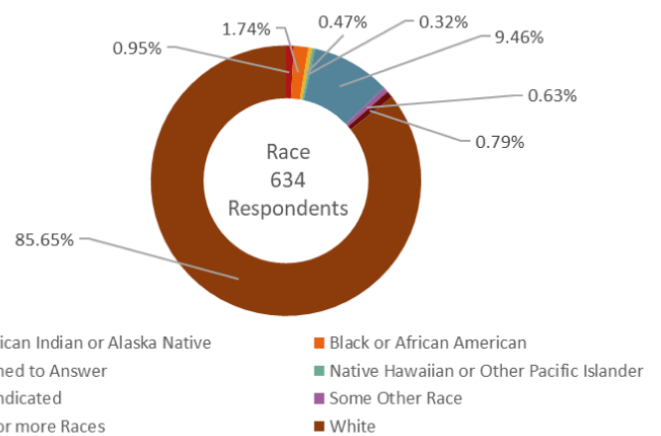
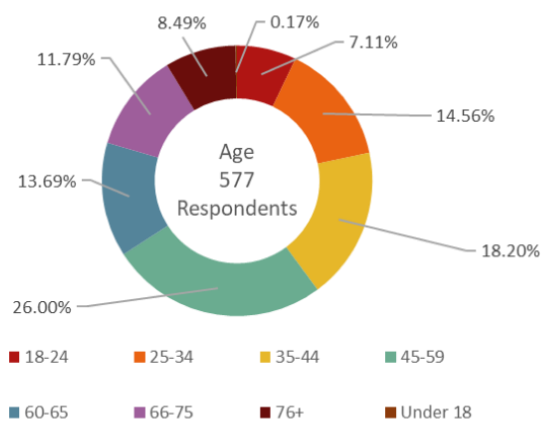
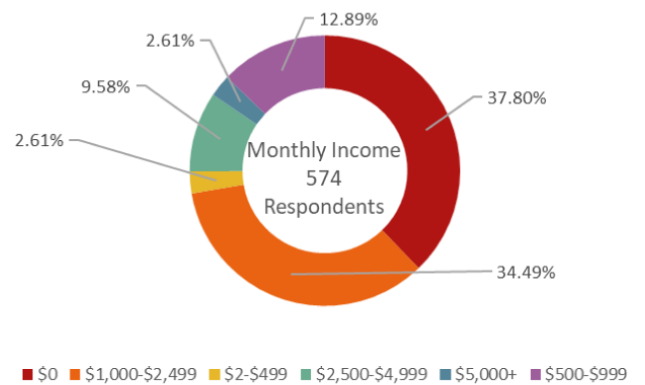
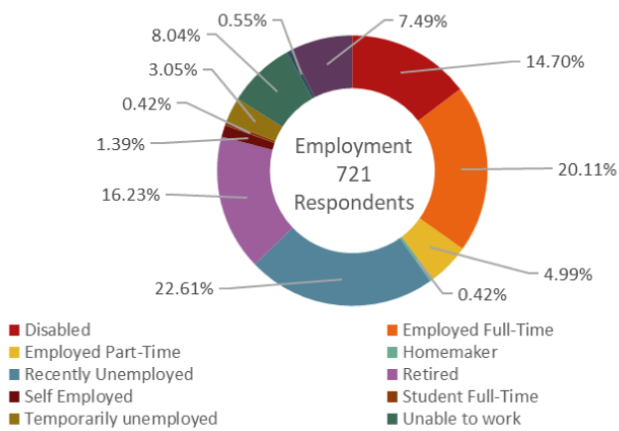
App Services, and General Legal Aid were among the top presenting services in the 3rd quarter of 2025 for the aging population.



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 2025.

- 132 out of 616 families or 21% reported being on food stamps
- 155 out of 766 individuals or 20% reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 407 out of 626 Individuals or 65% reported having health insurance
- 320 out of 1033 Individuals or 31% of callers reported being male
- 713 out of 1033 Individuals or 69% of callers reported being female



211 Database

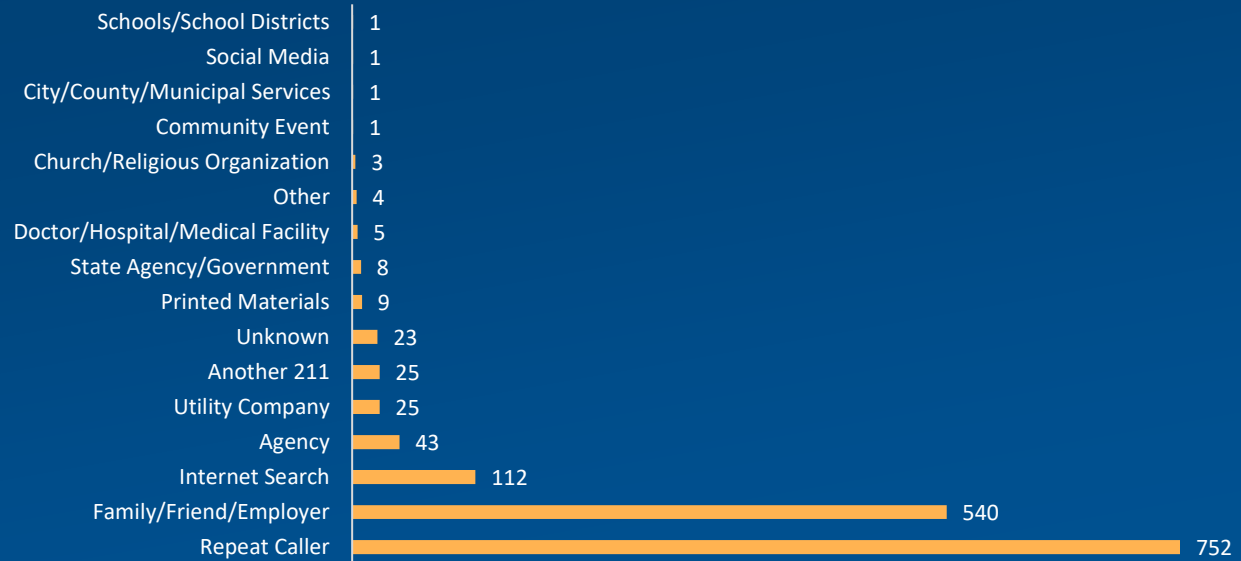
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2025 Wyoming 211 has experienced a 8% average increase in new resources in the database. As of 9/30/25, the number of agencies, services, and sites are as follows:

Total Agencies 1258 Total Services 3153 Total Sites 2815

County	County Specific as of 9/30/25	County Specific % Increase over last year	Multi-county and Statewide Services as of 9/30/25	Multi-County % Increase over last year	Total Resources Per County as of 9/30/25	Total Resources % Increase This Year
ALBANY	141	8%	668	7%	809	7%
BIG HORN	80	11%	635	8%	715	8%
CAMPBELL	110	12%	630	8%	740	8%
CARBON	108	7%	644	7%	752	7%
CONVERSE	65	7%	643	9%	708	8%
CROOK	41	11%	625	8%	666	8%
FREMONT	159	3%	631	8%	790	7%
GOSHEN	58	4%	657	8%	715	7%
HOT SPRINGS	43	5%	630	8%	673	8%
JOHNSON	59	4%	631	8%	690	8%
LARAMIE	312	3%	678	8%	990	6%
LINCOLN	108	9%	629	9%	737	9%
NATRONA	241	2%	650	8%	891	6%
NIOBRARA	32	10%	629	8%	661	9%
PARK	111	6%	635	8%	746	8%
PLATTE	66	12%	655	7%	721	8%
SHERIDAN	118	9%	634	8%	752	8%
SUBLETTE	54	6%	622	8%	676	8%
SWEETWATER	129	4%	629	8%	758	7%
TETON	72	0%	625	9%	697	8%
UINTA	85	6%	624	8%	709	8%
WASHAKIE	47	9%	626	8%	673	8%
WESTON	46	7%	625	8%	671	8%
AVERAGE INCREASE IN RESOURCES		7%		8%		8%

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

How Did You Hear About WY211?



When we followed up with callers...

- 100% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 100% would call again for assistance
- 100% learned about new resources
- 100% found the information to be correct
- 100% would recommend 211 to others
- 77% received assistance from services they were referred to

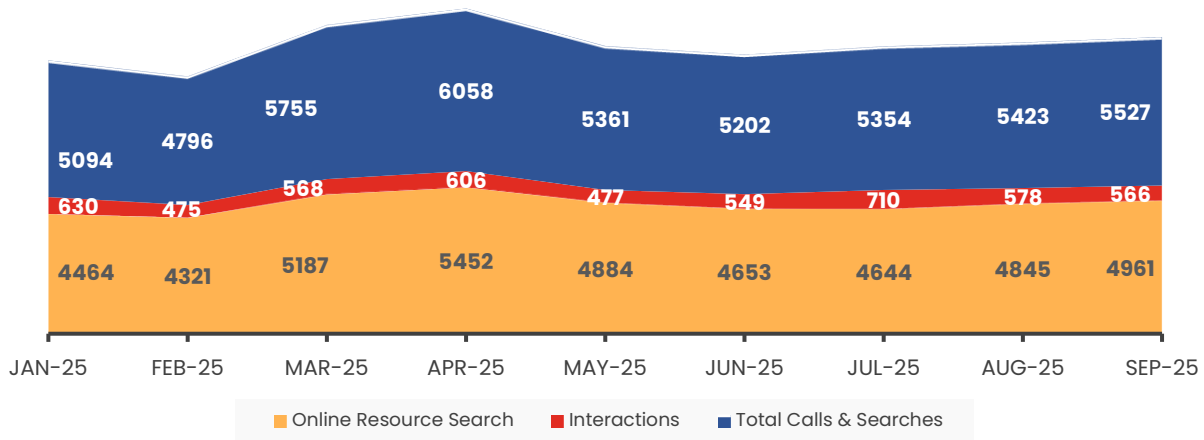
Reason Why Service Not Received:

Agency referred to couldn't help	25%
Application completed/application pending approval	63%
Came to another solution	13%

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.

2025 Online Resource Search vs Call Volume



Wyoming 211 does a lot of outreach, including a monthly newsletter, social media (over 3000 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

