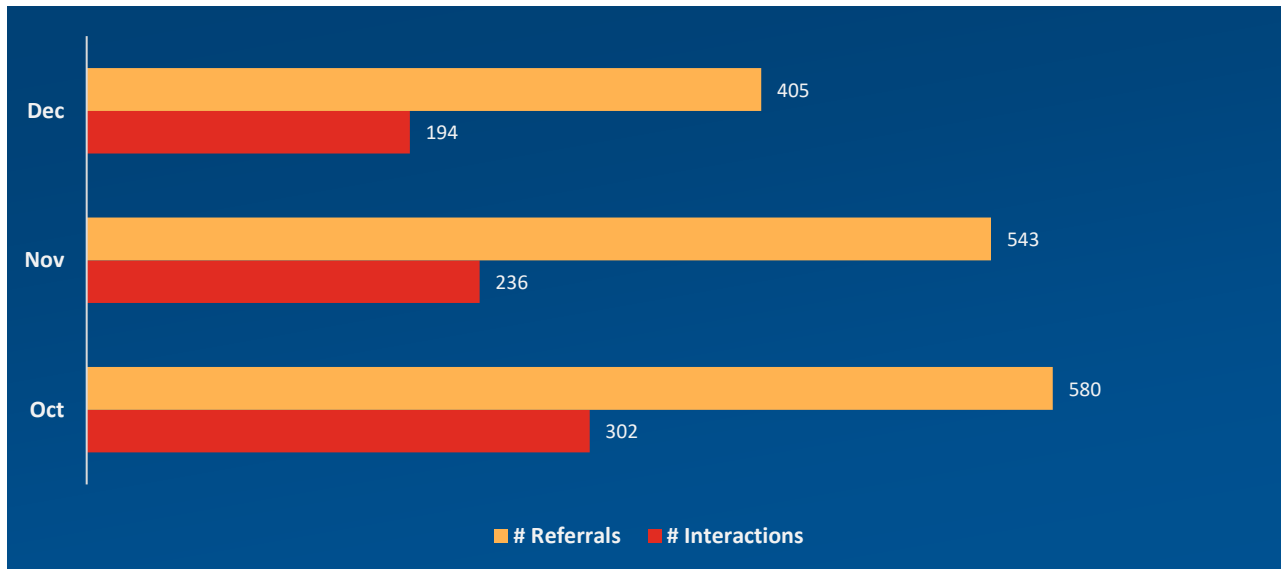


OCTOBER THROUGH DECEMBER 2023  
STATEWIDE INFORMATION AND REFERRAL REPORT



From October to December 2023, Wyoming 211 handled 732 calls (interactions) and provided 1,528 referrals statewide.

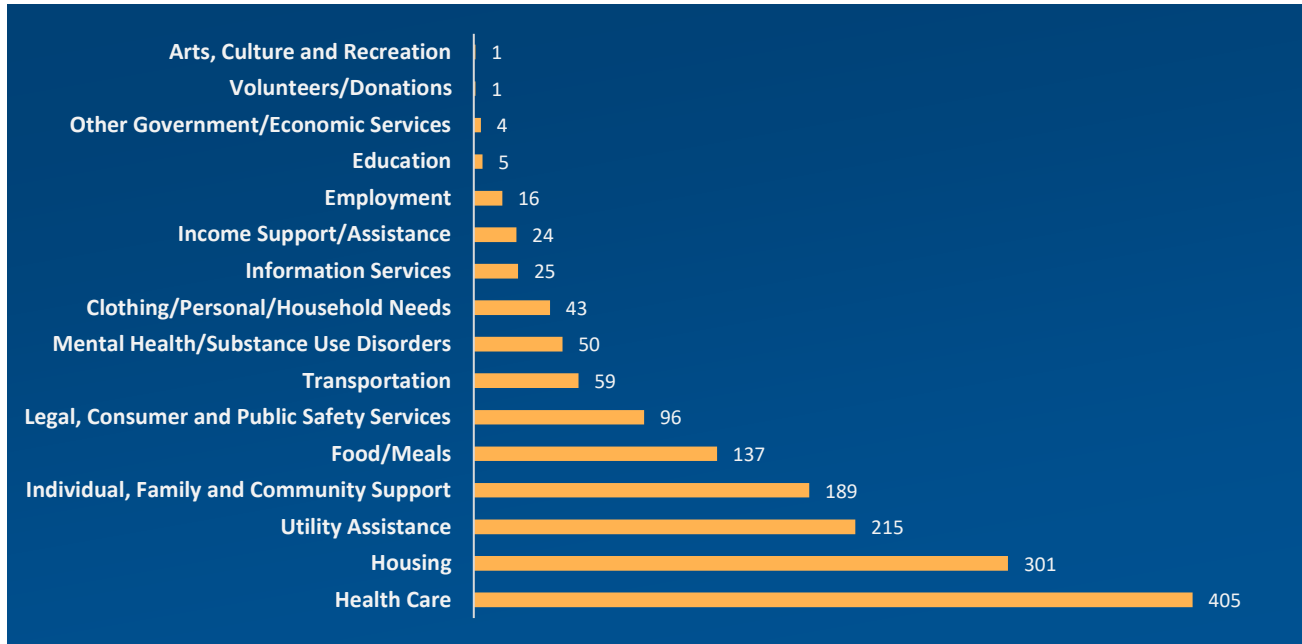


When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. A “referral” is the actual referral made to a particular resource.

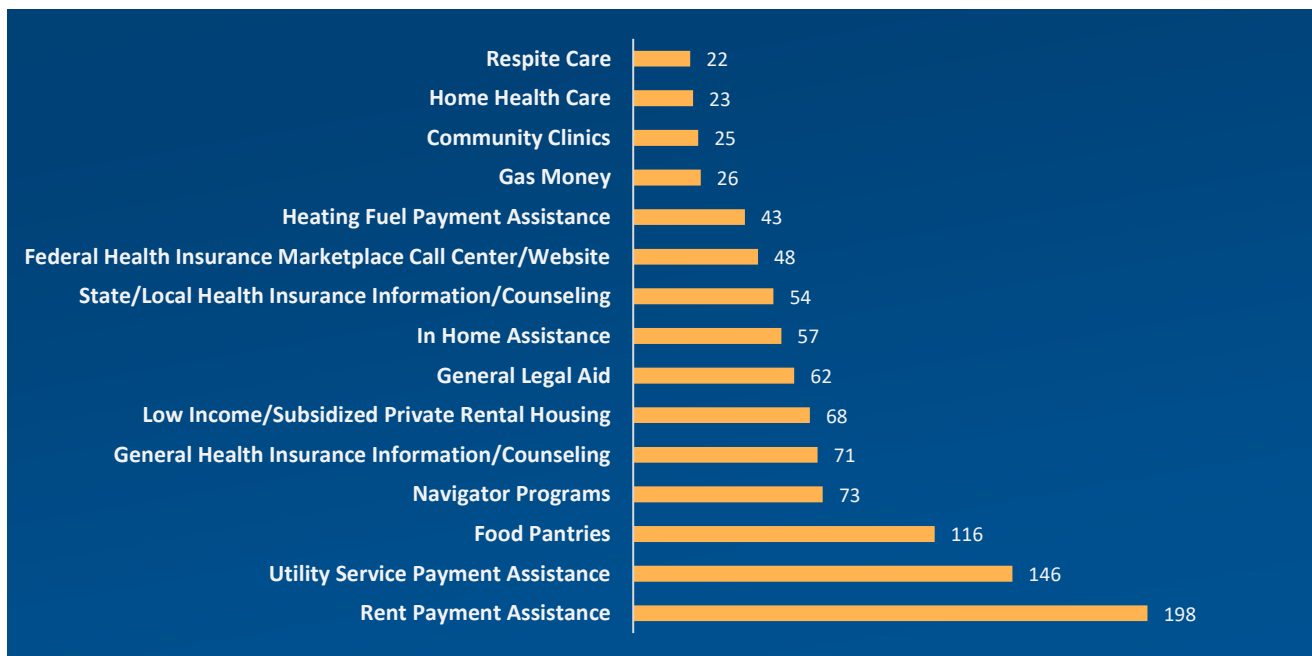
County	Total Referrals Per County Oct-Dec 2023	Total Calls per County Oct-Dec 2023	County	Total Referrals Per County Oct-Dec 2023	Total Calls per County Oct-Dec 2023
ALBANY	32	21	NIOBRARA	11	3
BIG HORN	27	7	PARK	32	25
CAMPBELL	131	46	PLATTE	21	7
CARBON	30	17	SHERIDAN	67	28
CONVERSE	21	9	SUBLETTE	19	7
CROOK	6	1	SWEETWATER	80	46
FREMONT	109	51	TETON	19	8
GOSHEN	15	10	UINTA	37	20
HOT SPRINGS	13	4	WASHAKIE	10	4
JOHNSON	14	6	WESTON	13	7
LARAMIE	545	250	Unknown/Out of State	24	35
LINCOLN	13	6	GRAND TOTAL	1528	732
NATRONA	239	114			

## Presenting Needs and Services

Healthcare, housing, utility assistance, individual, family and community support, food/meals, legal, consumer and public safety service are among the top categories of needs in the 4<sup>th</sup> quarter of 2023.

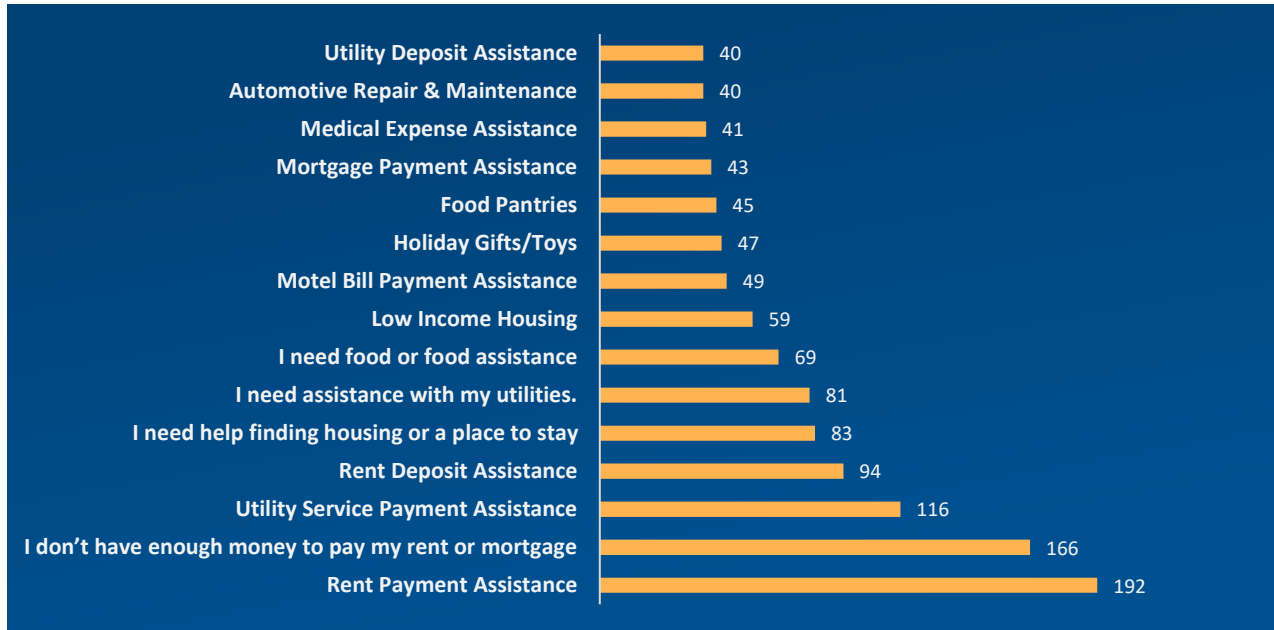


When broken down into service needs, rent assistance, utility service payment assistance, and food pantries are among the top three service needs in the 4<sup>th</sup> quarter of 2023.

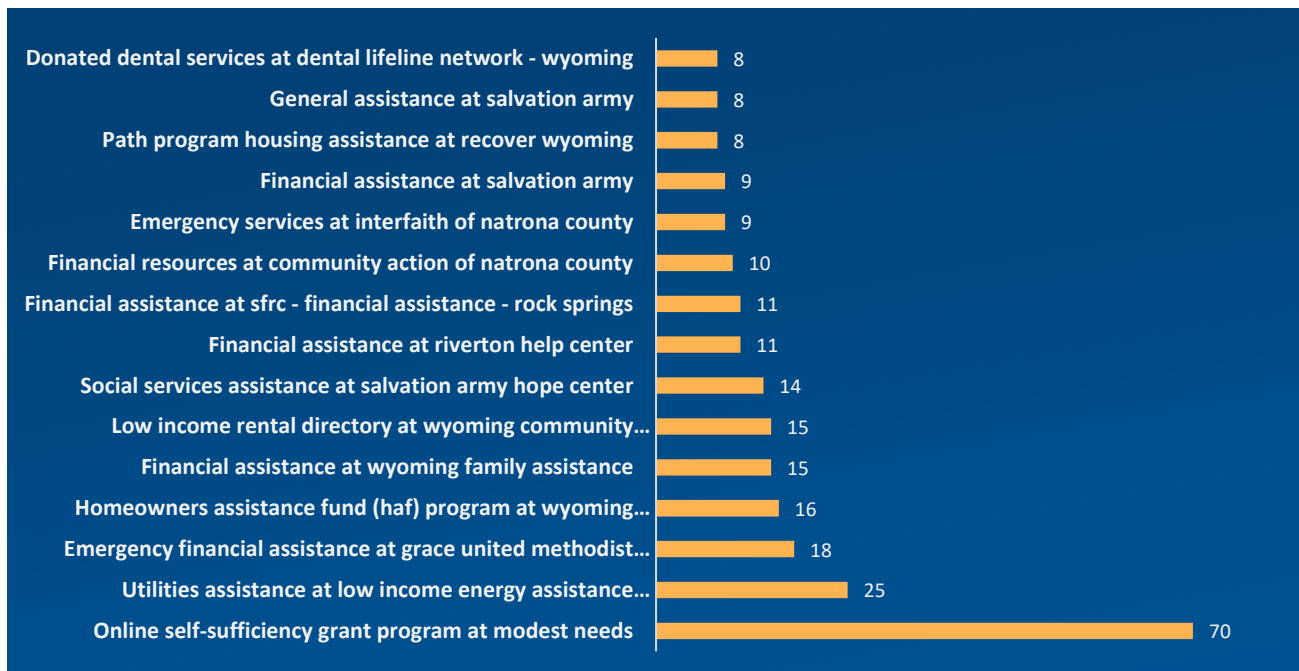


## Search Engine Statistics

In the 4<sup>th</sup> quarter of 2023, the search engine had 1,529 total users, with 3,428 searches totaling 7,676 page views. Rent payment assistance, the suggestion "I don't have enough money to pay my rent or mortgage", utility service payment assistance, and rent deposit assistance are among the top searches in the fourth quarter of 2023.



In the 4<sup>th</sup> quarter of 2023, the search engine generated 1,142 referrals. The 1,142 referrals included 68 phone clicks, 1,082 website clicks, and 25 direction clicks. The top referred resources included the online self-sufficiency grant program, the low income energy assistance program (lieap), and emergency financial assistance at Grace United Methodist Church.



## 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 211 database.

Reason/Unmet Need	# of Requests	Reason/Unmet Need	# of Requests
No referral given/Service unavailable	118	Dental Care Expense Assistance	1
Rent Payment Assistance	36	Heating Fuel Payment Assistance	1
Utility Service Payment Assistance	14	Discounted Internet Service	1
Gas Money	8	Holiday Gifts/Toys	1
Water Service Payment Assistance	5	Eye Care Expense Assistance	1
Household Goods	4	Home Maintenance and Minor Repair	1
Motel Bill Payment Assistance	4	Grants/Loans	1
Local Transportation	3	Personal Financial Counseling	1
Homeless Shelter	3	Client refused referral	33
Non-Emergency Medical Transportation	3	Utility Service Payment Assistance	12
Moving Expense Assistance	2	Heating Fuel Payment Assistance	4
Thanksgiving Meals	2	Mortgage Payment Assistance	4
Telephone Service Payment Assistance	2	Assisted Living Facilities	3
Automotive Repair and Maintenance	2	Medicaid	2
Low Income/Subsidized Private Rental Housing	2	Tenant Rights Information/Counseling	1
Prescription Medication Services	1	Supported Living Services for Adults With Disabilities	1
Utility Deposit Assistance	1	Weatherization Programs	1
Automobile Payment Assistance	1	Independent Living	1
Homeless Diversion Programs	1	Communities/Complexes	1
Water Well Construction Services	1	Water Service Payment Assistance	1
Burial/Cremation Expense Assistance	1	Long Distance Bus Fare	1
Family Support Centers/Outreach	1	Rent Payment Assistance	1
Christmas Meals	1	Pet Food	1
Transitional Housing/Shelter	1	Lack of funds	17
Kinship Care	1	Rent Payment Assistance	8
Veterinary Care Expense Assistance	1	Utility Service Payment Assistance	6
Dental Care	1	Utility Deposit Assistance	1
Prescription Expense Assistance	1	Prescription Expense Assistance	1
Alcohol Detoxification	1	Motel Bill Payment Assistance	1
		Client ineligible	12
		Rent Payment Assistance	4

Property Tax Agencies	1	Heating Fuel Payment Assistance	2
Low Income/Subsidized Rental Housing	1	Glasses/Contact Lenses	1
Social Security Disability Insurance	1	Prescription Medication Services	1
Medical Care Expense Assistance	1	Thanksgiving Baskets	1
General Legal Aid	1	Utility Service Payment Assistance	1
Medical Expense Assistance	1	Eye Care Expense Assistance	1
Travelers Assistance	1	Long Distance Bus Fare	1

## COVID-19

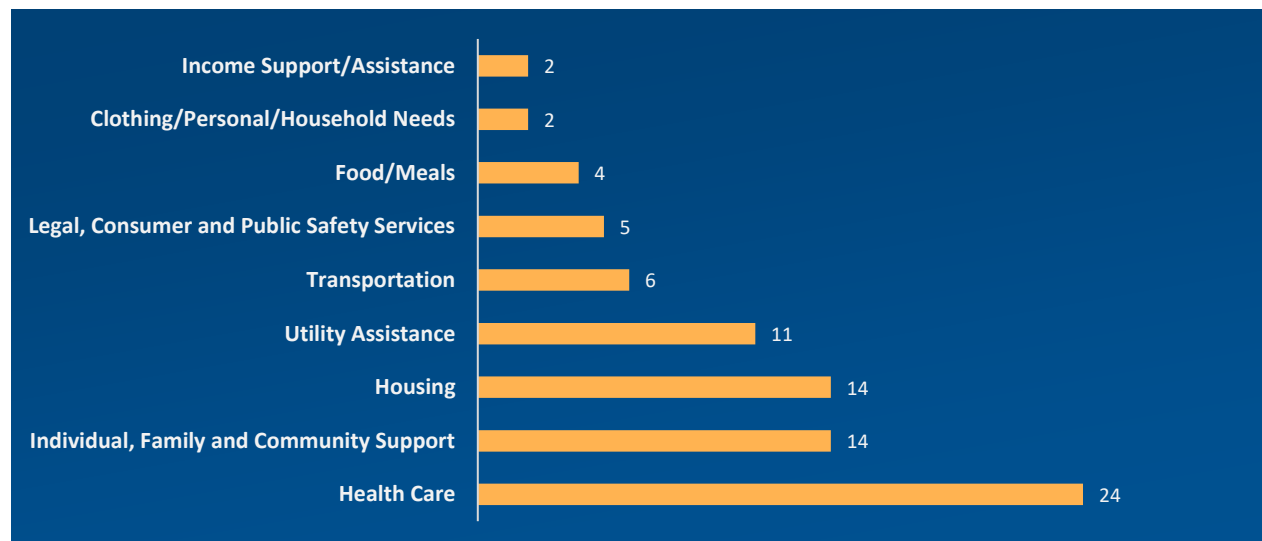
### COVID-19

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. 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.

Over the course of 2023 we saw a steady decline in the number of calls from consumers. The last COVID related calls were in October. The callers were looking for mortgage payment assistance.

## Veterans

Between October through December, 18 veterans and an additional 9 individuals with a veteran spouse contacted Wyoming 211. Of those, 12 were receiving VA Benefits and 12 were enrolled in the VA Healthcare program. In addition, 14 veterans rented their home, 4 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 4<sup>th</sup> quarter of 2023.



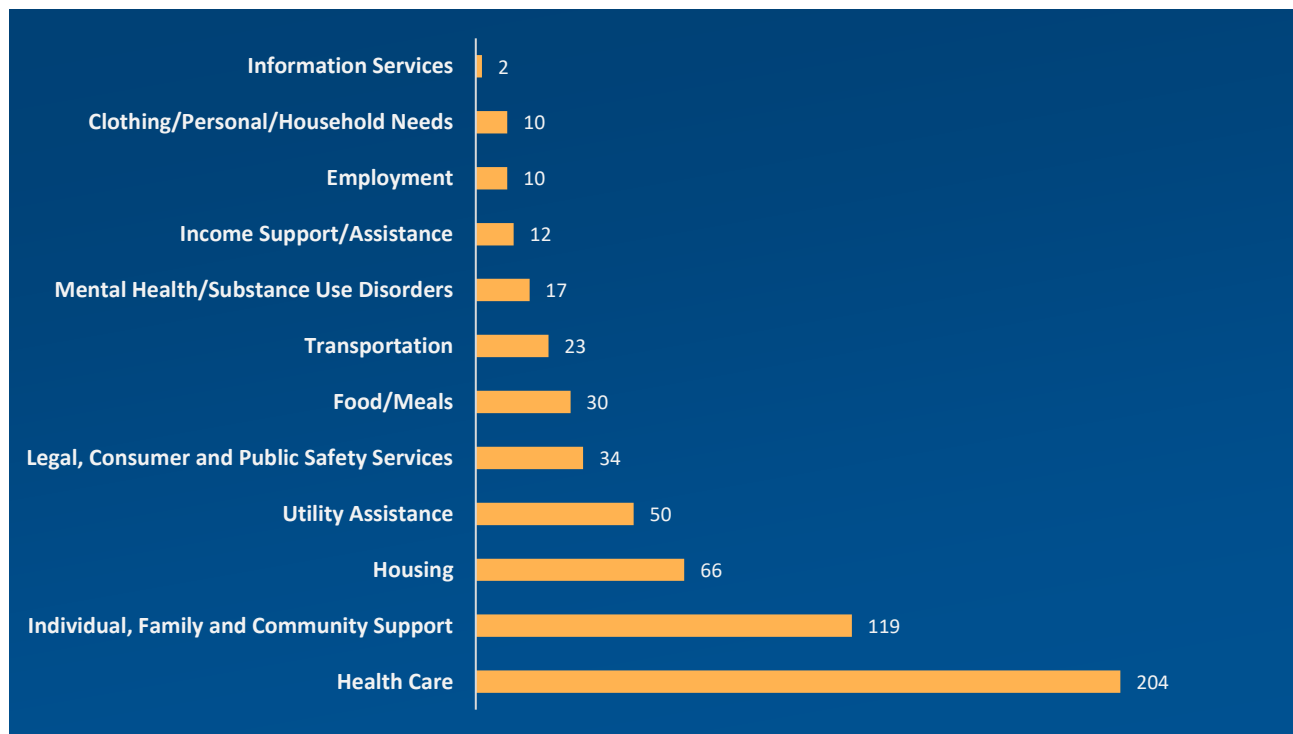
## ADRC – Aging & Disability Resource Center

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 4<sup>th</sup> quarter were primarily looking for individual support, health care and legal services.



Below are the top presenting needs for 60+ aged individuals in the 4<sup>th</sup> quarter of 2023. Health care, individual, family and community support, and housing were among the top presenting needs in the 4<sup>th</sup> quarter of 2023 for the aging population.

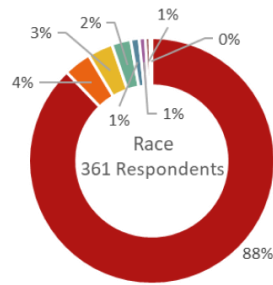


## Demographics of Callers

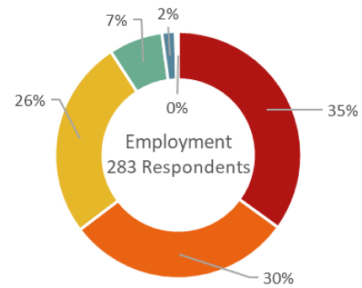
Wyoming 211 collects demographic information on individuals calling to understand their consumer base. This information is generally collected through an intake process where the Community Resource Specialists asks the callers specific questions about themselves. The following charts represent the demographics of individuals served between October through December 2023.

- 64 out of 273 families or 23% reported being on food stamps
- 23 out of 277 individuals or 8% reported having some form of disability (developmental, hearing, mental, physical, or some combination)

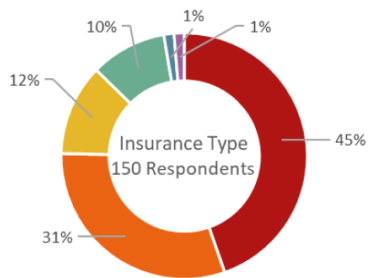




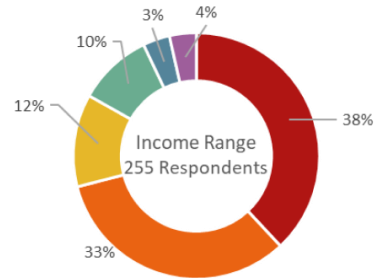
- White
- Not Indicated
- Some Other Race
- Two or more Races
- Declined to Answer
- American Indian or Alaska Native
- Black or African American
- Native Hawaiian or Other Pacific Islander



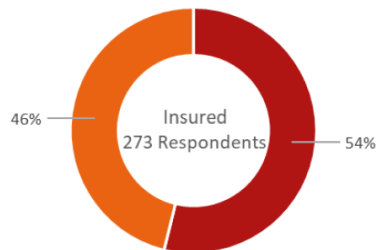
- Employed
- Recently Unemployed
- Unable to work
- Retired
- Unemployed for longer than 6 months



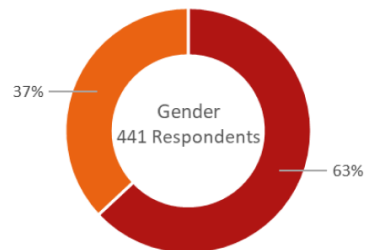
- Medicaid
- Medicare
- Employer Sponsored
- Private
- Additional Insurance
- Military



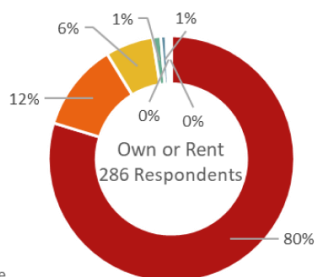
- \$0
- \$1,000-\$2,499
- \$2,500-\$4,999
- \$500-\$999
- \$5,000+
- \$2-\$499



- Yes
- No



- Female
- Male



- Rent home
- Homeless
- Own home
- Own mobile home, rent lot
- HMIS - Staying or living in a family member's room, apartment or house
- HMIS - Staying or living in a friend's room, apartment or house
- Own mobile home, own lot

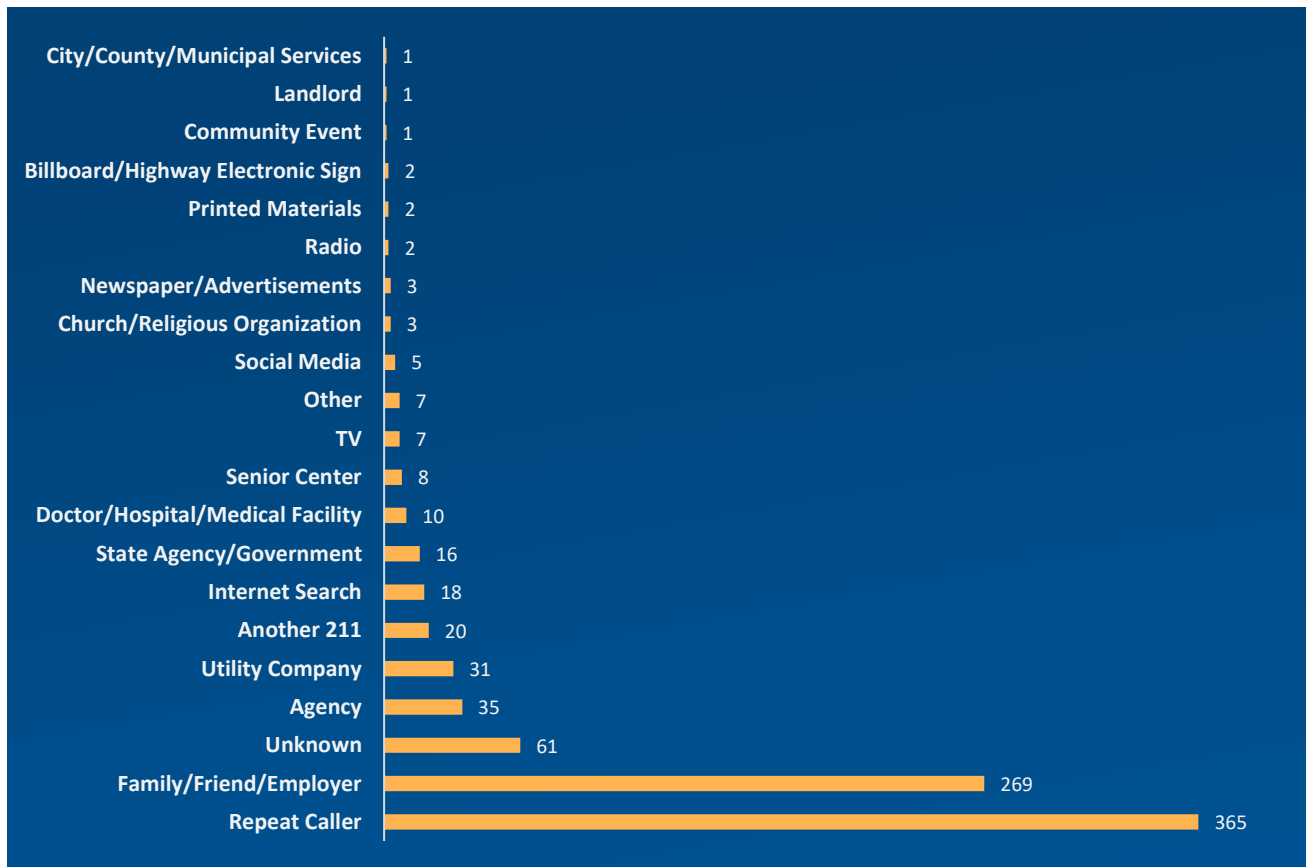
## 211 Database

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 12% increase in new resources in the database. As of 12/31/23, the number of agencies, services and sites are as follows:

**Total Agencies      1132      Total Services      2943      Total Sites      2556**

County	County Specific as of 12/31/23	% Increase over last year	Multi-county and Statewide Services as of 12/31/23	% Increase	Total Resources Per County as of 12/31/23	Total % Increase
ALBANY	126	-2%	561	8%	687	6%
BIG HORN	73	9%	530	8%	603	17%
CAMPBELL	92	5%	526	8%	618	13%
CARBON	97	4%	538	8%	635	12%
CONVERSE	58	-5%	533	8%	591	3%
CROOK	37	9%	521	8%	558	17%
FREMONT	150	3%	523	8%	673	11%
GOSHEN	57	2%	550	8%	607	9%
HOT SPRINGS	41	3%	525	7%	566	10%
JOHNSON	52	0%	528	8%	580	8%
LARAMIE	294	5%	566	8%	860	13%
LINCOLN	98	16%	519	8%	617	24%
NATRONA	222	4%	538	8%	760	12%
NIOBRARA	30	7%	524	8%	554	15%
PARK	107	6%	528	8%	635	14%
PLATTE	55	8%	549	8%	604	16%
SHERIDAN	104	1%	532	8%	636	9%
SUBLETTE	51	0%	516	9%	567	9%
SWEETWATER	124	4%	523	8%	647	13%
TETON	69	6%	518	9%	587	14%
UINTA	77	5%	518	8%	595	14%
WASHAKIE	45	2%	521	8%	566	10%
WESTON	41	-5%	522	8%	563	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...

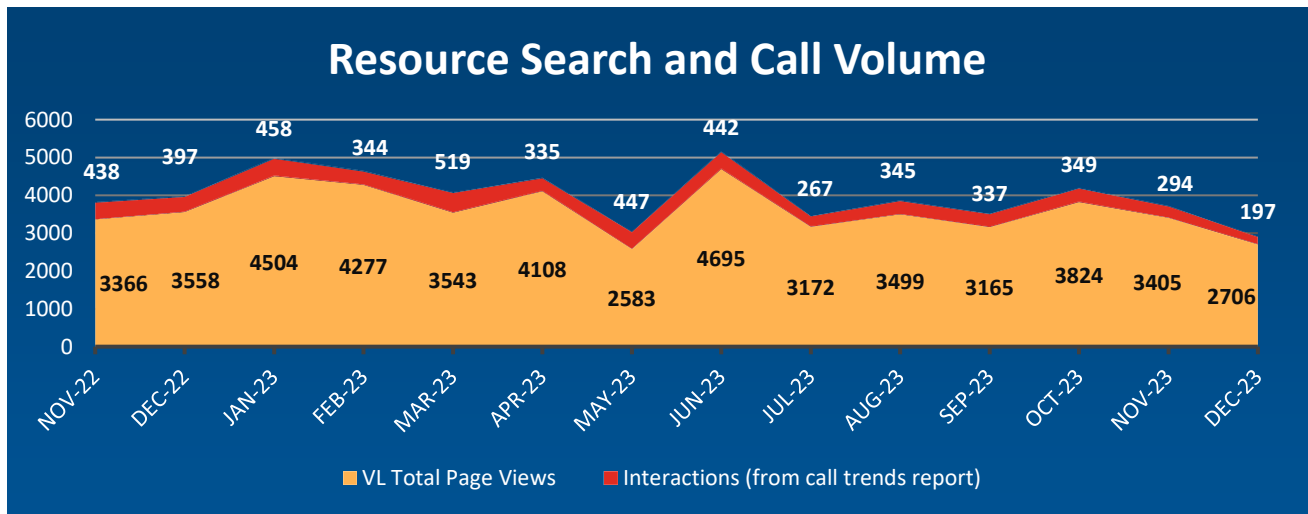
- 95% were satisfied with the 211 service
- 94% found the 211 specialists to be helpful
- 94% would call again for assistance
- 95% learned about new resources
- 94% found the information to be correct
- 63% received assistance from services they were referred to

### Reason Why Service Not Received:

Agency referred to couldn't help	47%
Came to another solution	26%
Application completed/application pending approval	11%
Other	11%
Situation went away on its own	5%

## 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.

