

**Wyoming**

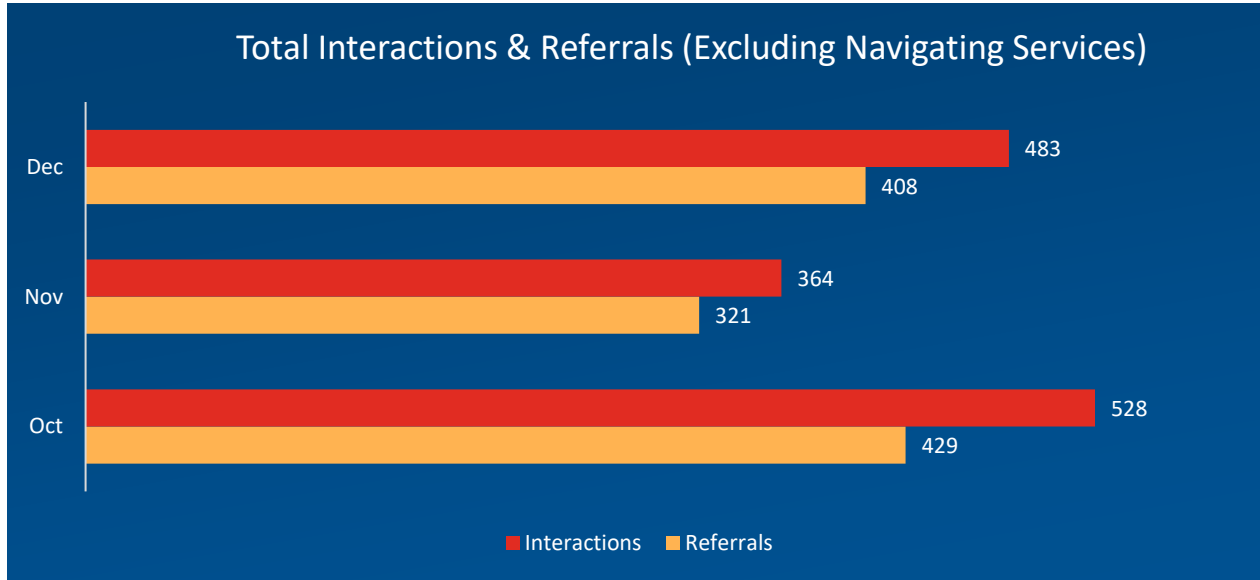


**Get Connected. Get Help.™**

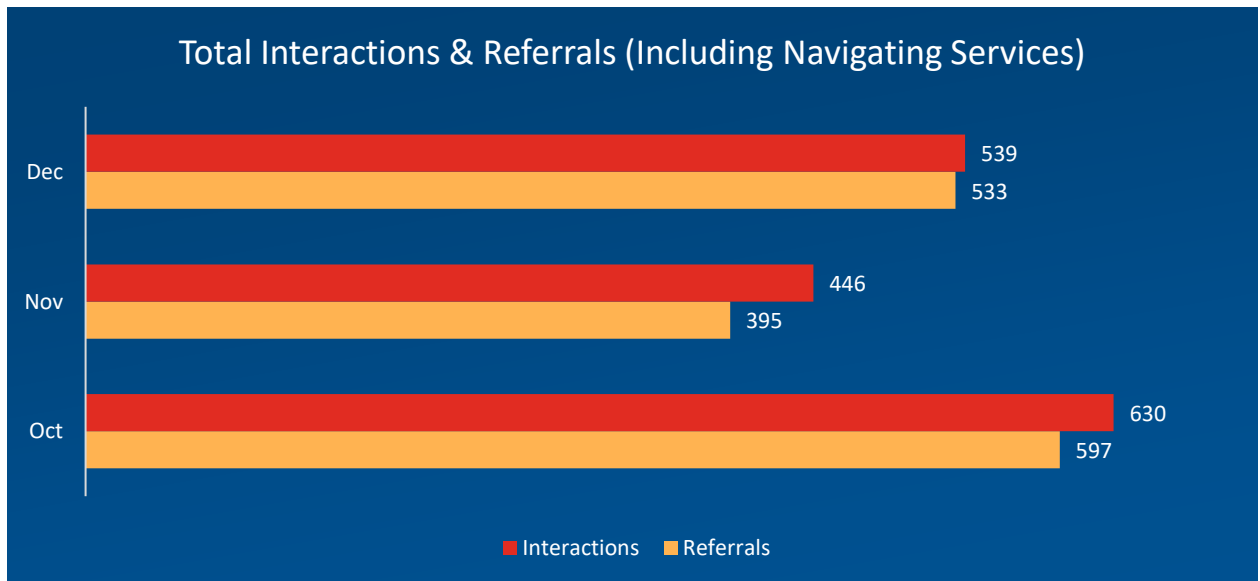
OCTOBER THROUGH DECEMBER 2024  
STATEWIDE INFORMATION AND REFERRAL REPORT



From October to December 2024, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,615 calls (interactions) and provided 1,525 referrals statewide.



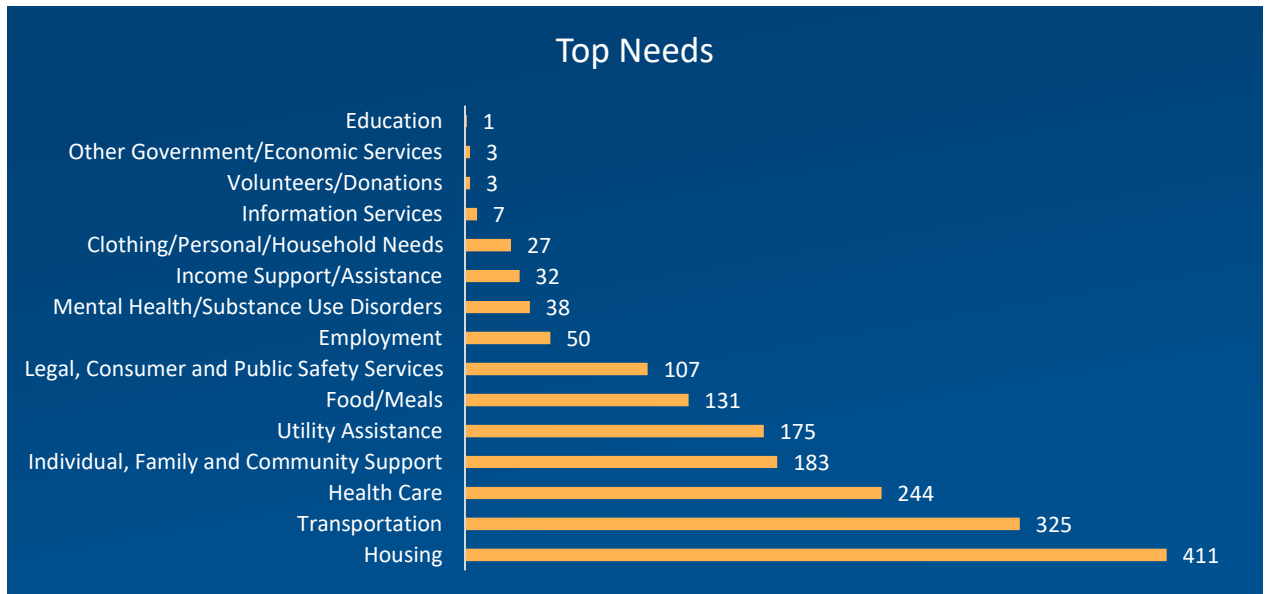
When an individual calls Wyoming 211 looking for information or a referral, we track that as an “interaction”. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions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



County	Total Calls per County Oct-Dec 2024	Total Referrals Per County Oct-Dec 2024	County	Total Calls per County Oct-Dec 2024	Total Referrals Per County Oct-Dec 2024
ALBANY	61	47	NIOBRARA	1	3
BIG HORN	13	16	PARK	44	37
CAMPBELL	53	55	PLATTE	11	16
CARBON	17	18	SHERIDAN	47	69
CONVERSE	19	16	SUBLETTE	10	12
CROOK	3	8	SWEETWATER	75	62
FREMONT	59	69	TETON	12	19
GOSHEN	22	15	UINTA	31	39
HOT SPRINGS	1	1	WASHAKIE	16	8
JOHNSON	7	8	WESTON	15	27
LARAMIE	614	513	Out of State/Unknown	30	7
LINCOLN	12	11	GRAND TOTAL	1656	1525
NATRONA	483	449			

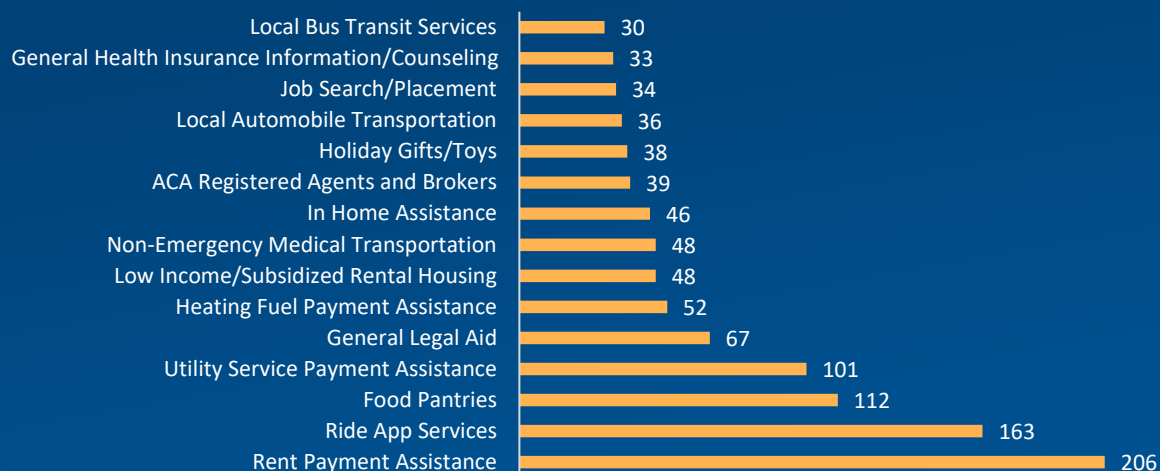
## Presenting Needs and Services

Housing, Transportation, Health Care, Individual, Family and Community Support, Utility Assistance, and Food/Meals Services are among the top categories of needs in the 4<sup>th</sup> quarter of 2024.



When broken down into service needs, Rent Payment Assistance, Ride App Services, Food Pantries, and Utility Service Payment Assistance are among the top three service needs in the 4<sup>th</sup> quarter of 2024.

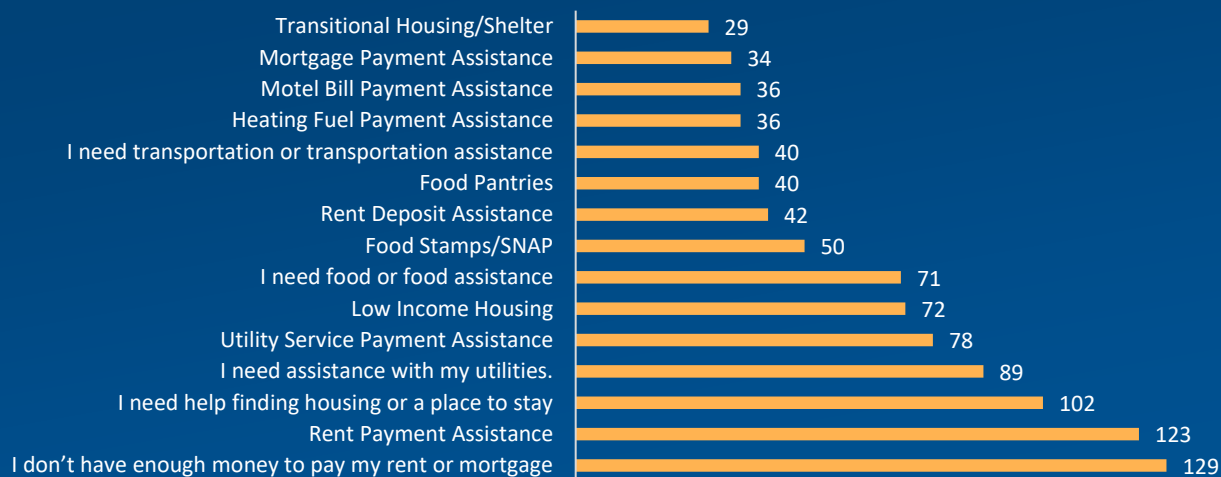
## Top Services



## Search Engine Statistics

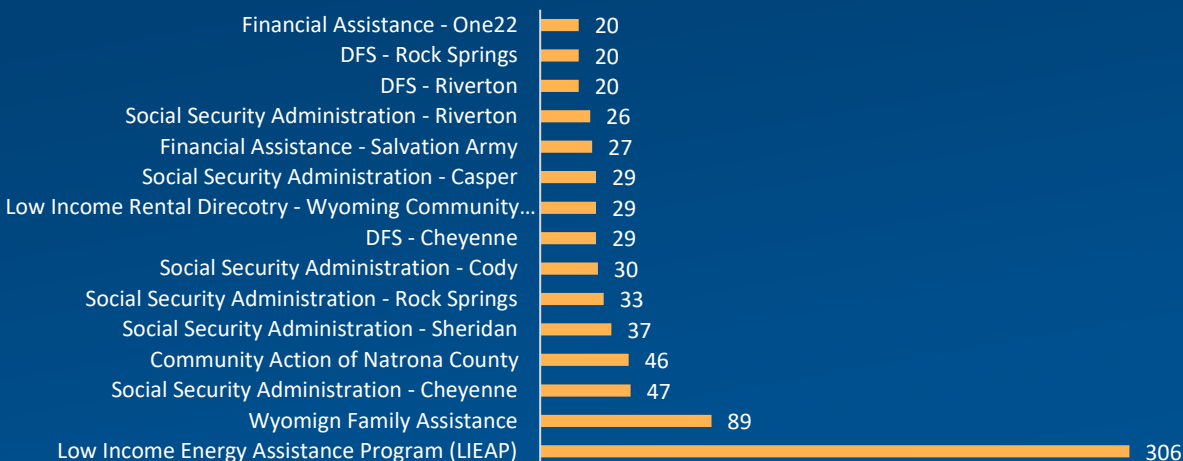
In the 4<sup>th</sup> quarter of 2024, the search engine had 8,838 total users, with 3,333 searches totaling 8,611 page views. The suggestion "I don't have enough money to pay my rent or mortgage", Rent Payment Assistance, and the suggestion "I need help finding housing or a place to stay" are among the top searches in the 4<sup>th</sup> quarter of 2024.

## Search Queries



In the 4<sup>th</sup> quarter of 2024, the search engine generated 2,674 referrals. The referrals included 376 phone clicks, 2,240 website clicks, and 146 direction clicks. The top referred resources included Low Income Energy Assistance Program (LIEAP) and Financial Assistance through Wyoming Family Assistance.

## Search Referrals



## Unmet Needs: Reason and Request

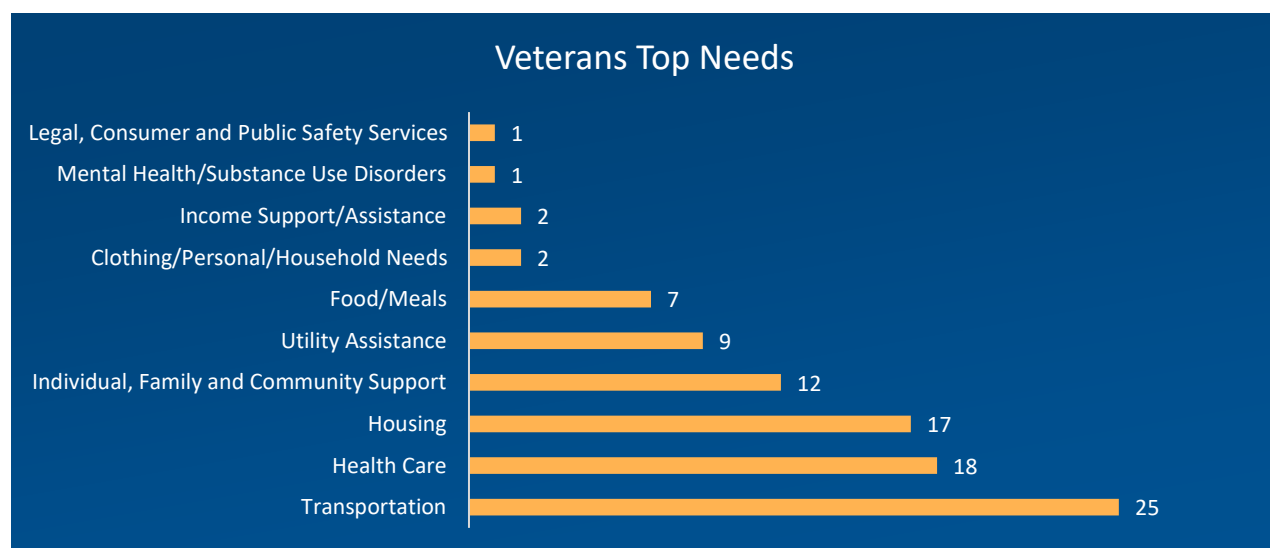
Whenever we are unable to find an adequate referral, we record an unmet need to help us track gaps in service or high-need areas in our communities. Through the follow-up call process, we are also able to identify whether a need was met. There are a variety of reasons why a need goes unmet. A client 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	41	Medicare Enrollment	2
Automobile Payment Assistance	2	Prescription Expense Assistance	1
Automobiles	1	Rent Payment Assistance	1
Automotive Repair and Maintenance	1	Ride App Services	1
Christmas Trees	1	Senior Center Bus Services	1
Clothing Vouchers	1	Training and Employment Programs	1
Dental Care Expense Assistance	2	Utility Service Payment Assistance	1
Disability Rights Groups	1	Client ineligible	11
Food Vouchers	1	Case/Care Management	1
Gas Money	2	Dental Care Expense Assistance	1
Internet Service Payment Assistance	1	Family Caregiver Subsidies	1
Job Training Expense Assistance	1	Gas Money	1
Long Distance Bus Fare	1	Rent Payment Assistance	4
Medical Care Expense Assistance	1	Utility Service Payment Assistance	3
Mortgage Payment Assistance	2	Lack of funds	9
Motel Bill Payment Assistance	5	Rent Payment Assistance	5

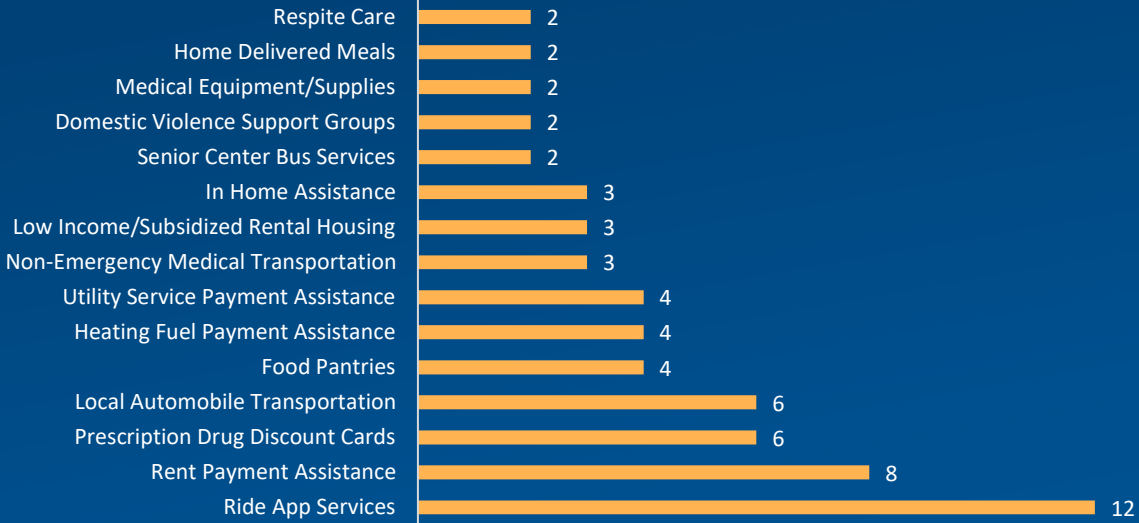
Property Tax Payment Assistance	1	Rental Deposit Assistance	2
Rent Payment Assistance	13	Utility Service Payment Assistance	2
Sewer Service Payment Assistance	1	Client refused referral	7
Social Security Disability Insurance Applications	1	Case/Care Management	1
Telephone Service Payment Assistance	2	Food Pantries	2
Unable to connect with Client/Service Provider to Close the Loop	23	Gas Money	1
ACA Registered Agents and Brokers	1	Local Automobile Transportation	2
Central Intake/Assessment for Mental Health Services	1	Senior Center Bus Services	1
Child Support Assistance/Enforcement	1	Barriers	6
Community Clinics	1	Gas Money	1
Emergency Shelter	1	Heating Fuel Payment Assistance	1
General Legal Aid	2	Local Bus Transit Services	2
Home/Community Based Care Waiver Programs	2	Non-Emergency Medical Transportation	1
Homelessness Prevention Programs	1	State Medicaid Waiver Programs	1
Local Automobile Transportation	1	No Show	2
Low Income/Subsidized Rental Housing	3	Community Mental Health Agencies	1
Medicaid	1	Homelessness Prevention Programs	1

## Veterans

Between October through December, 17 veterans and an additional 5 individuals with a veteran spouse contacted Wyoming 211. Of those, 5 were receiving VA Benefits and 6 were enrolled in the VA Healthcare program. In addition, 13 veterans rented their homes, and 2 owned their homes. The following table represents the top presenting needs and corresponding services for veterans during the 4<sup>th</sup> quarter of 2024.



## Veterans Top Services



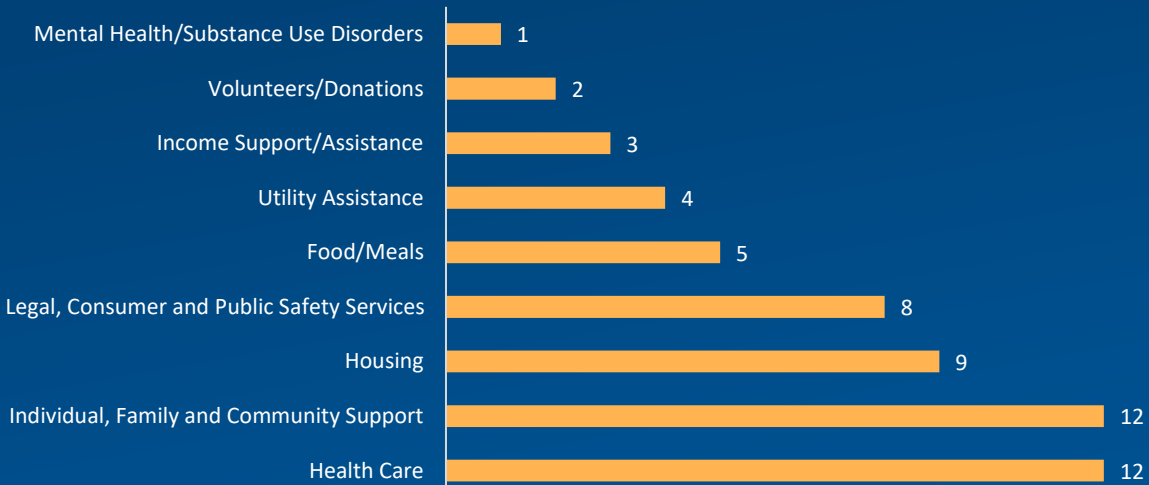
## ADRC & Aging Population

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.

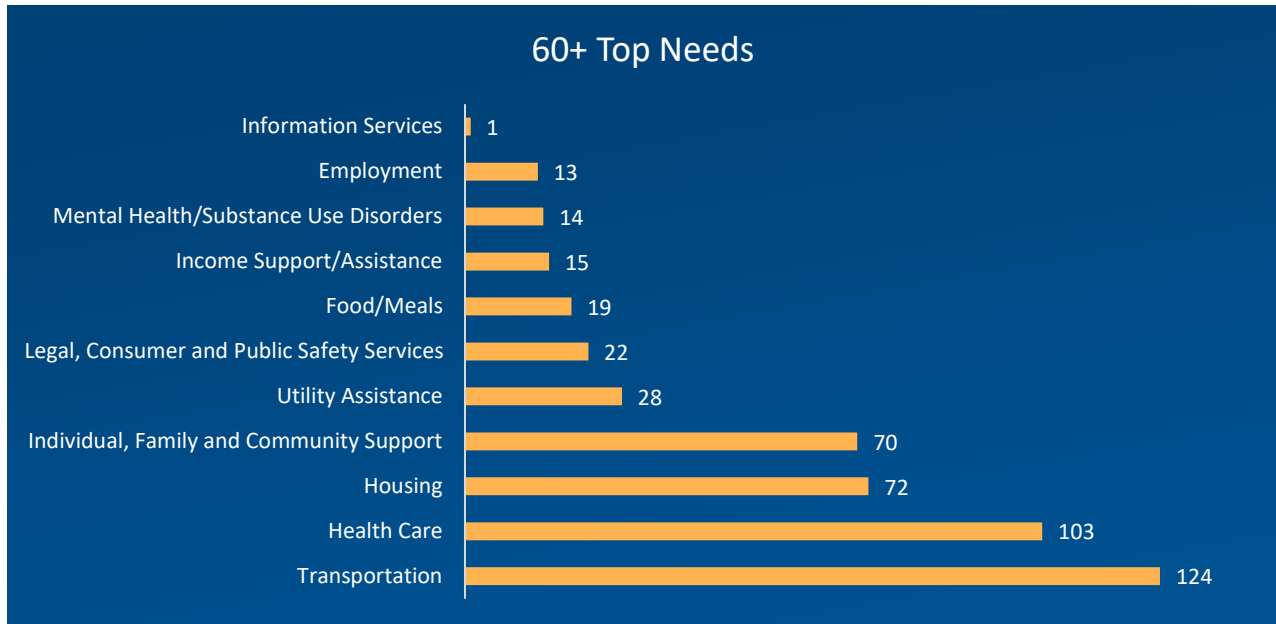
ADRC is a one-stop call center providing information on local services for older adults, people with disabilities and family caregivers in Wyoming. Based on the needs of each individual, the ADRC navigator will provide that individual comprehensive information and referrals.

Individuals in the ADRC Program in the 4<sup>th</sup> quarter of 2024 were primarily looking for Health Care, Individual, Family and Community Support, and Housing.

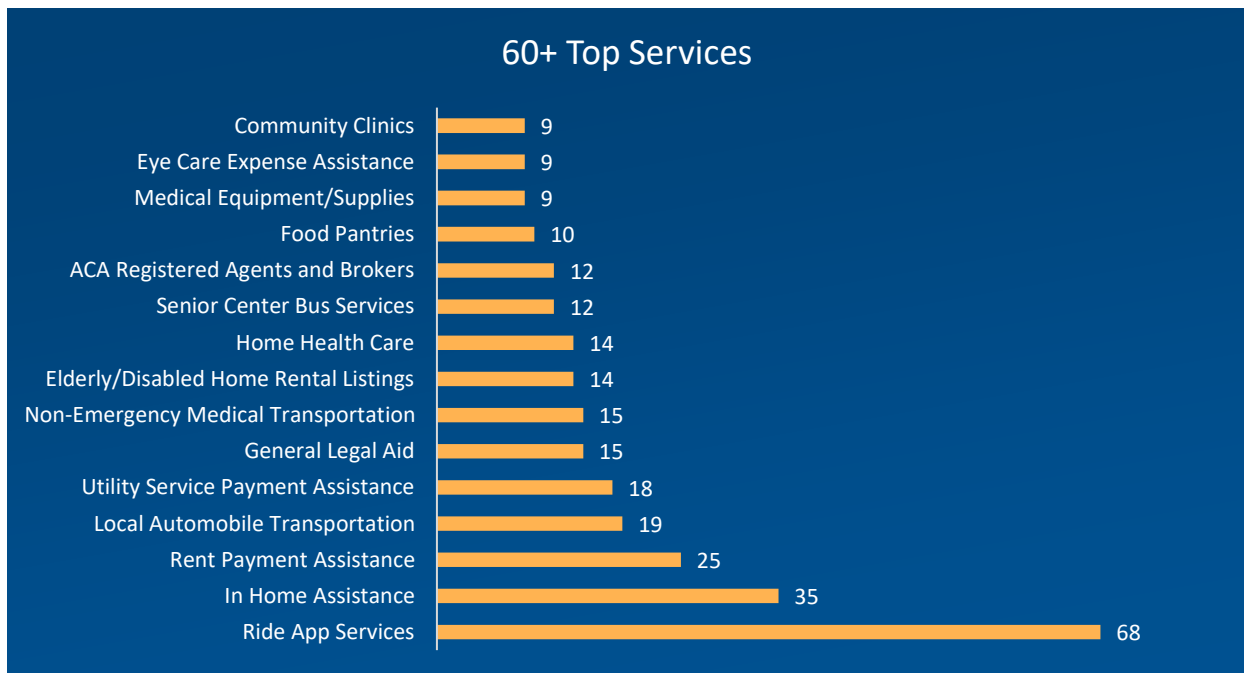
## ADRC Top Needs



Below are the top presenting needs for 60+ aged individuals in the 4<sup>th</sup> quarter of 2024. Transportation, Health Care, Housing, Individual, Family and Community Support, and Utility Assistance were among the top presenting needs.



Below are the top presenting services for 60+ aged individuals in the 4<sup>th</sup> quarter of 2024. Ride App Services, In-Home Assistance, and Rent Payment Assistance were among the top presenting services in the 4<sup>th</sup> quarter of 2024 for the aging population.

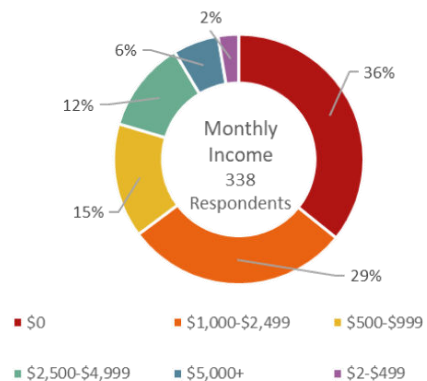
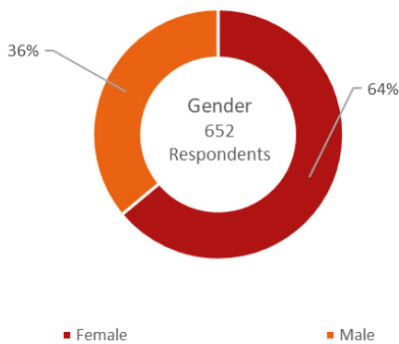
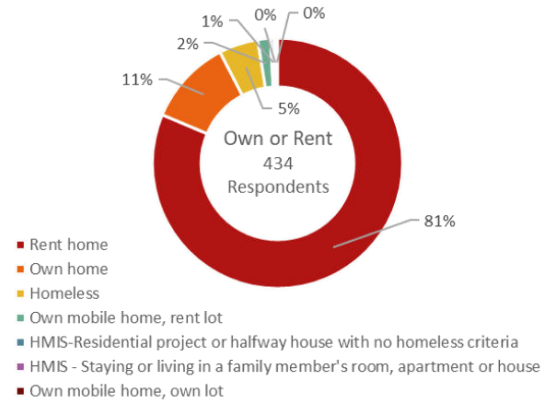
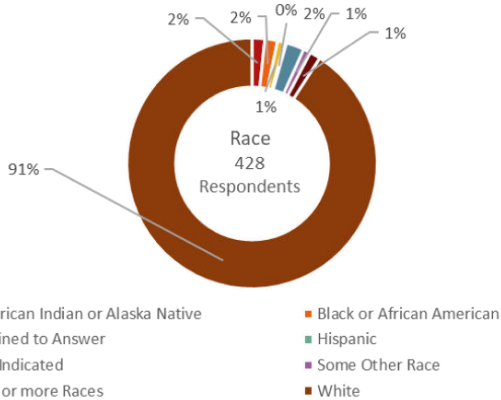
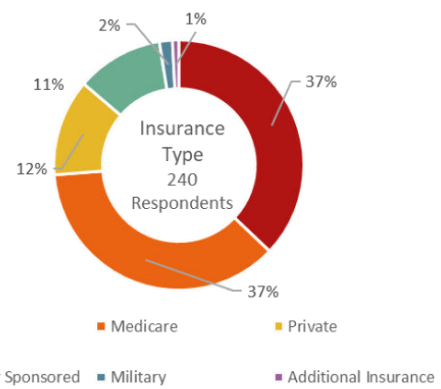
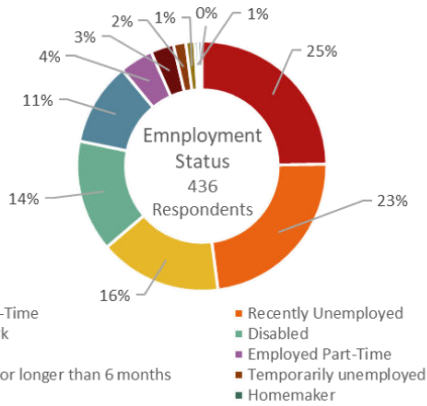




# Demographics of Callers

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 4<sup>th</sup> quarter of 2024.

- 103 out of 402 families or 26% reported being on food stamps
- 100 out of 460 individuals or 22% reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 236 out of 356 Individuals or 66% reported having health insurance



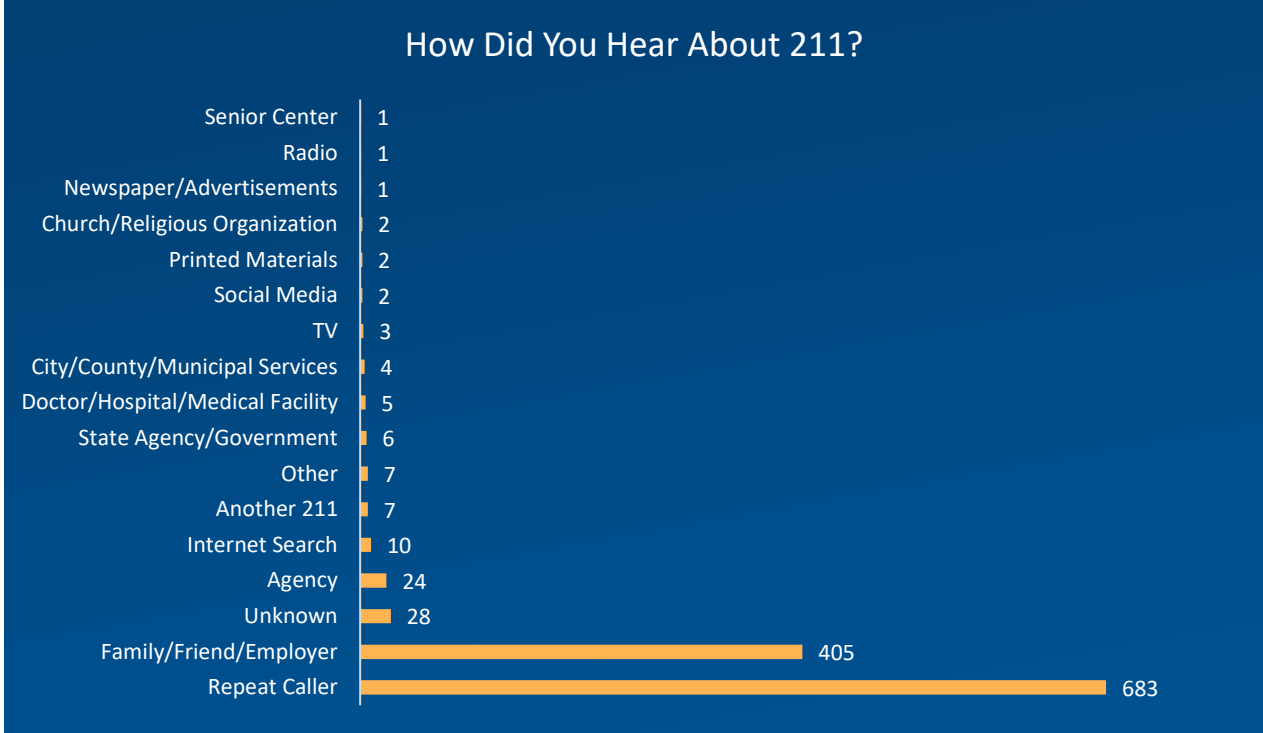
# 211 Database

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 10% increase in new resources in the database. As of 12/31/24, the number of agencies, services, and sites are as follows:

**Total Agencies      1181                      Total Services      2987                      Total Sites      2632**

County	County Specific as of 12/31/24	County Specific % Increase over last year	Multi-county and Statewide Services as of 12/31/2024	Multi-County % Increase over last year	Total Resources Per County as of 12/31/24	Total Resources % Increase This Year
ALBANY	131	4%	625	11%	756	10%
BIG HORN	72	-1%	587	11%	659	9%
CAMPBELL	98	7%	585	11%	683	11%
CARBON	101	4%	600	12%	701	10%
CONVERSE	61	5%	592	11%	653	10%
CROOK	37	0%	578	11%	615	10%
FREMONT	155	3%	583	11%	738	10%
GOSHEN	56	-2%	610	11%	666	10%
HOT SPRINGS	41	0%	581	11%	622	10%
JOHNSON	57	10%	584	11%	641	11%
LARAMIE	303	3%	630	11%	933	8%
LINCOLN	99	1%	578	11%	677	10%
NATRONA	236	6%	601	12%	837	10%
NIOBRARA	29	-3%	580	11%	609	10%
PARK	105	-2%	587	11%	692	9%
PLATTE	59	7%	610	11%	669	11%
SHERIDAN	108	4%	586	10%	694	9%
SUBLETTE	51	0%	575	11%	626	10%
SWEETWATER	124	0%	582	11%	706	9%
TETON	72	4%	575	11%	647	10%
UINTA	80	4%	578	12%	658	11%
WASHAKIE	43	-4%	581	12%	624	10%
WESTON	43	5%	581	11%	624	11%
<b>AVERAGE INCREASE IN RESOURCES</b>		<b>2%</b>		<b>11%</b>		<b>10%</b>

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



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

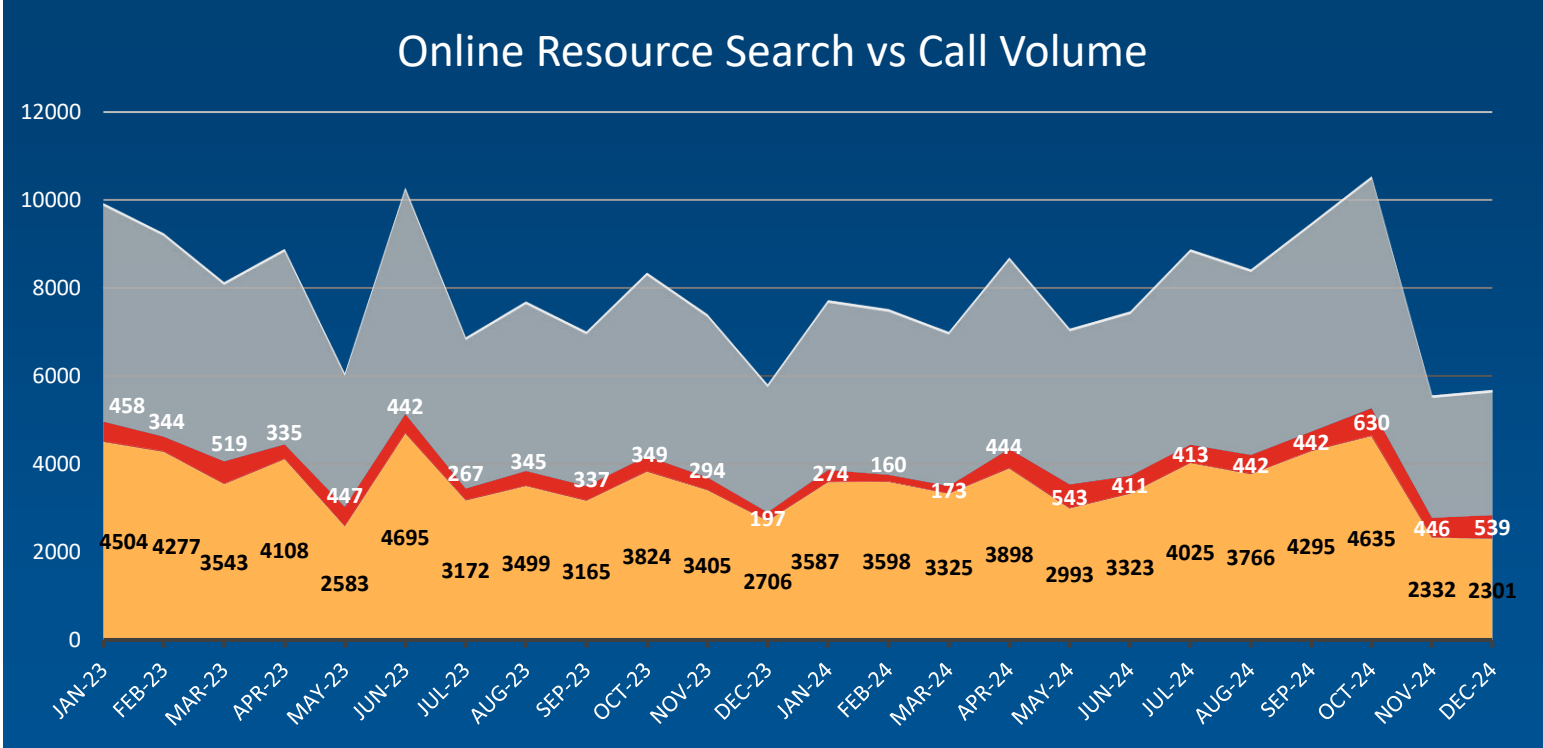
- 100% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 100% would call again for assistance
- 86% learned about new resources
- 100% found the information to be correct
- 100% would recommend 211 to others
- 50% received assistance from services they were referred to

**Reason Why Service Not Received:**

Agency referred to couldn't help	50%
Came to another solution	50%

## 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.

