

Wyoming

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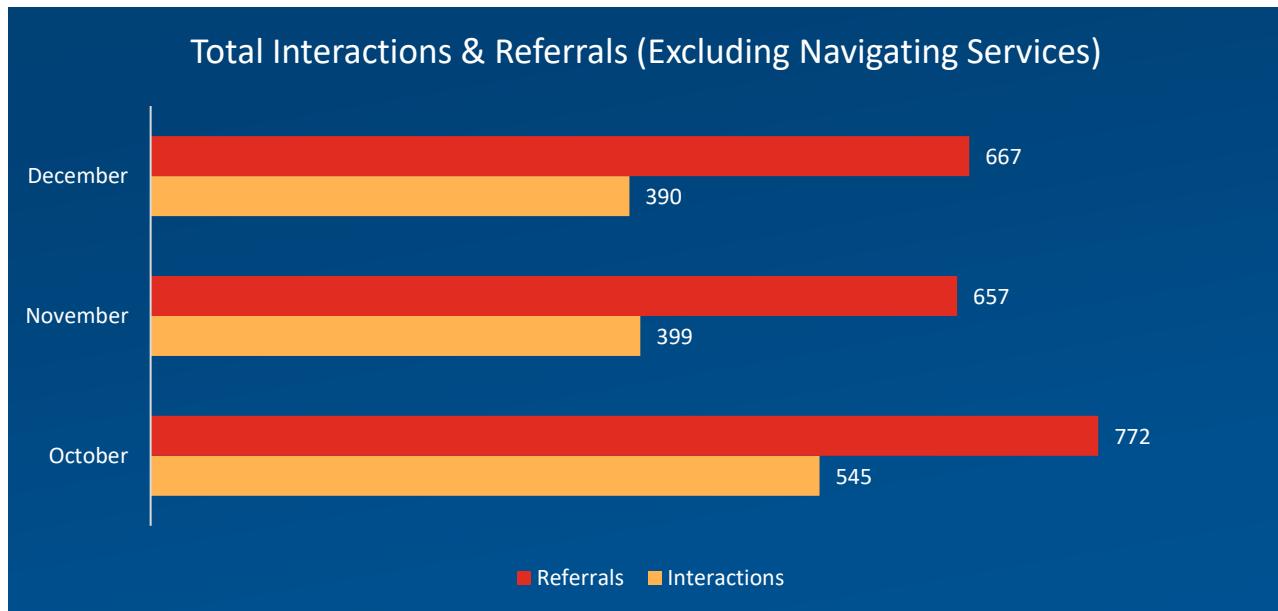
Get Connected. Get Help.™

OCTOBER THROUGH DECEMBER 2025

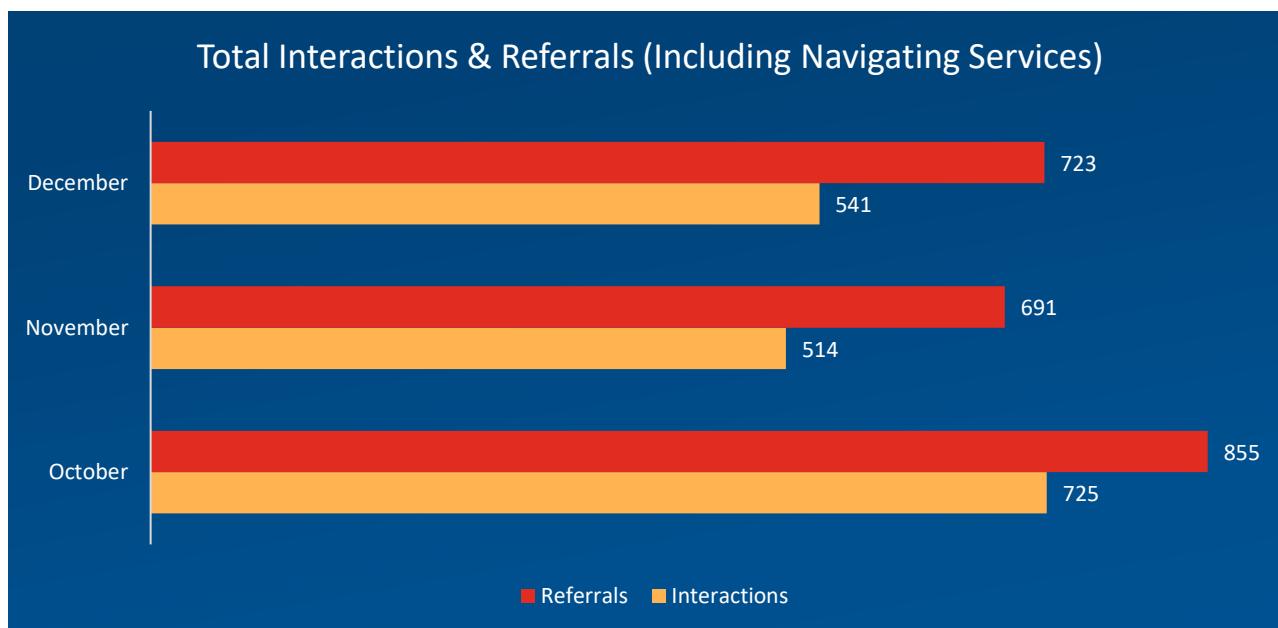
STATEWIDE INFORMATION AND REFERRAL REPORT



From October to December 2025, Wyoming 211, and its related programs (ADRC, Kinship, and CommuniCare) handled 1,780 calls (interactions) and provided 2,269 referrals statewide.



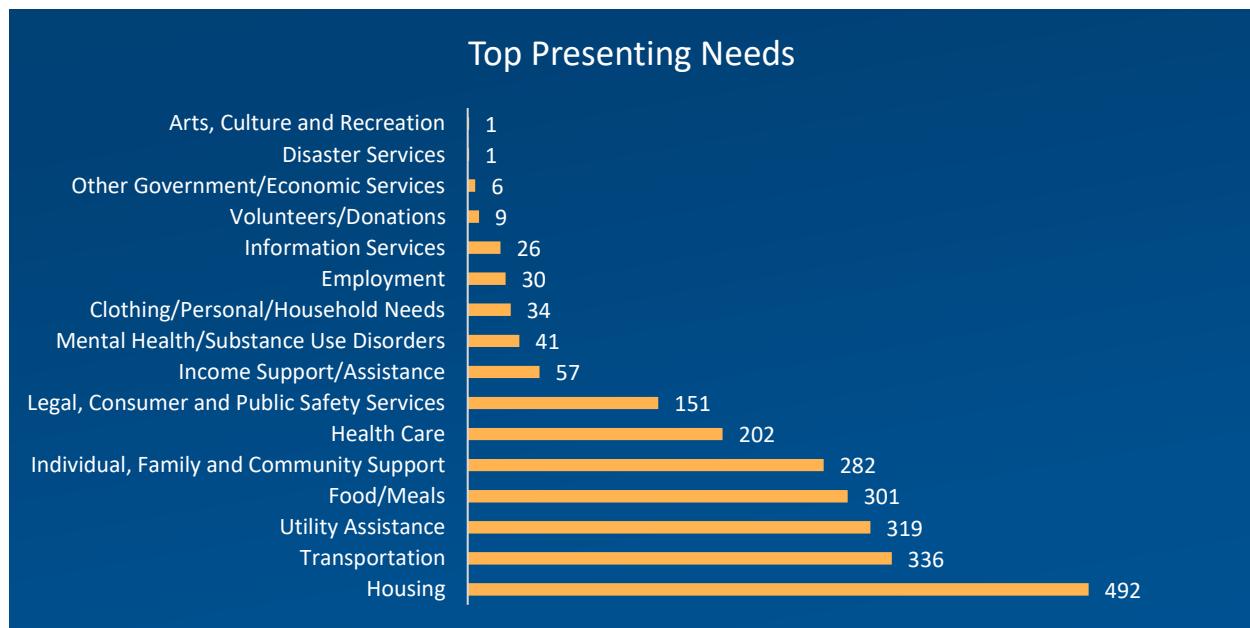
When an individual calls Wyoming 211 looking for information or a referral, we track that as an *“interaction”*. For the related 211 programs, ADRC, Kinship, and CommuniCare, navigation services or case management (CM) is offered to clients. Navigation services (CM) inherently add additional interactions 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 2025	Total Referrals Per County Oct-Dec 2025	County	Total Calls per County Oct-Dec 2025	Total Referrals Per County Oct-Dec 2025
ALBANY	74	130	NIOBRARA	6	15
BIG HORN	19	9	PARK	33	67
CAMPBELL	61	110	PLATTE	16	25
CARBON	35	61	SHERIDAN	63	98
CONVERSE	34	45	SUBLETTE	15	15
CROOK	6	18	SWEETWATER	81	94
FREMONT	111	159	TETON	4	2
GOSHEN	28	37	UINTA	34	37
HOT SPRINGS	4	7	WASHAKIE	18	35
JOHNSON	9	11	WESTON	6	17
LARAMIE	606	687	Out of State/Unknown	44	42
LINCOLN	4	9	GRAND TOTAL	1780	2269
NATRONA	469	539			

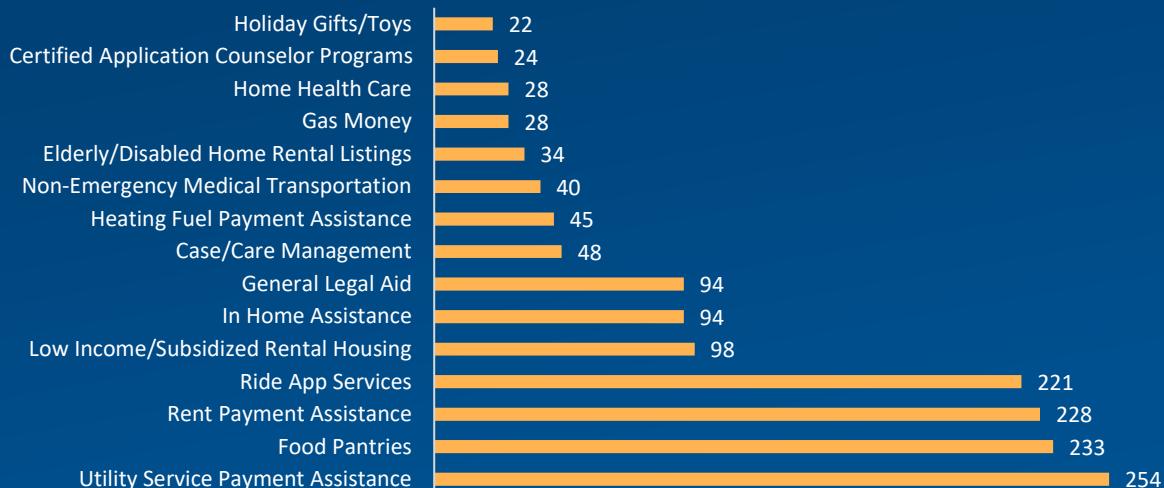
Presenting Needs and Services

Housing, Transportation, Utility Assistance, and Food/Meals are among the top categories of needs in the 4th quarter of 2025.



When broken down into service needs, Utility Service Payment Assistance, Food Pantries, Rent Payment Assistance, and Ride App Services are among the top service needs in the 4th quarter of 2025.

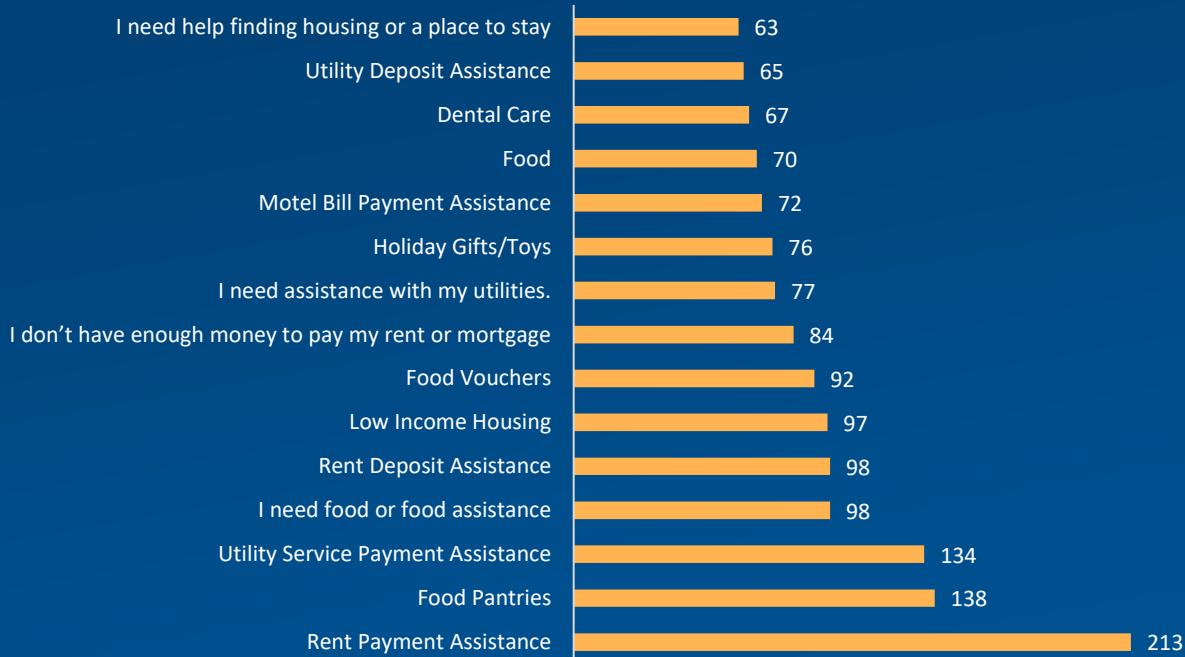
Top Presenting Services



Search Engine Statistics

In the 4th quarter of 2025, the search engine had 20,835 total users, with 5,089 searches totaling 9,814 page views. Rent Payment Assistance, Food Pantries, and Utility Service Payment Assistance are among the top searches in the 4th quarter of 2025.

Search Queries



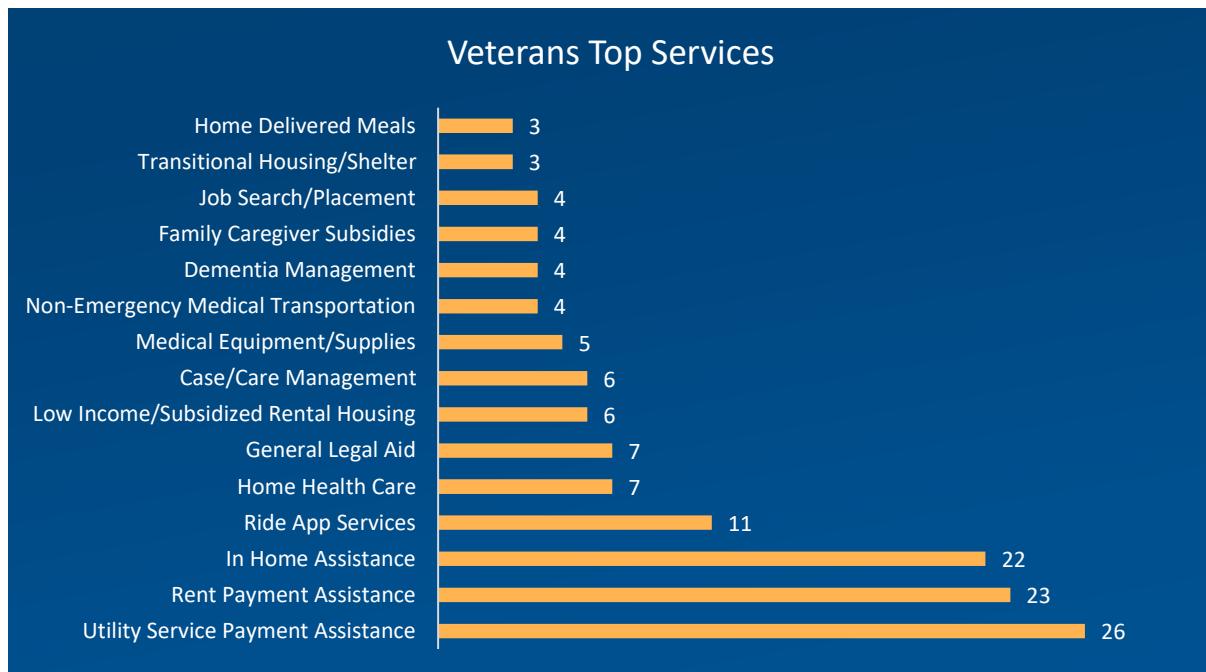
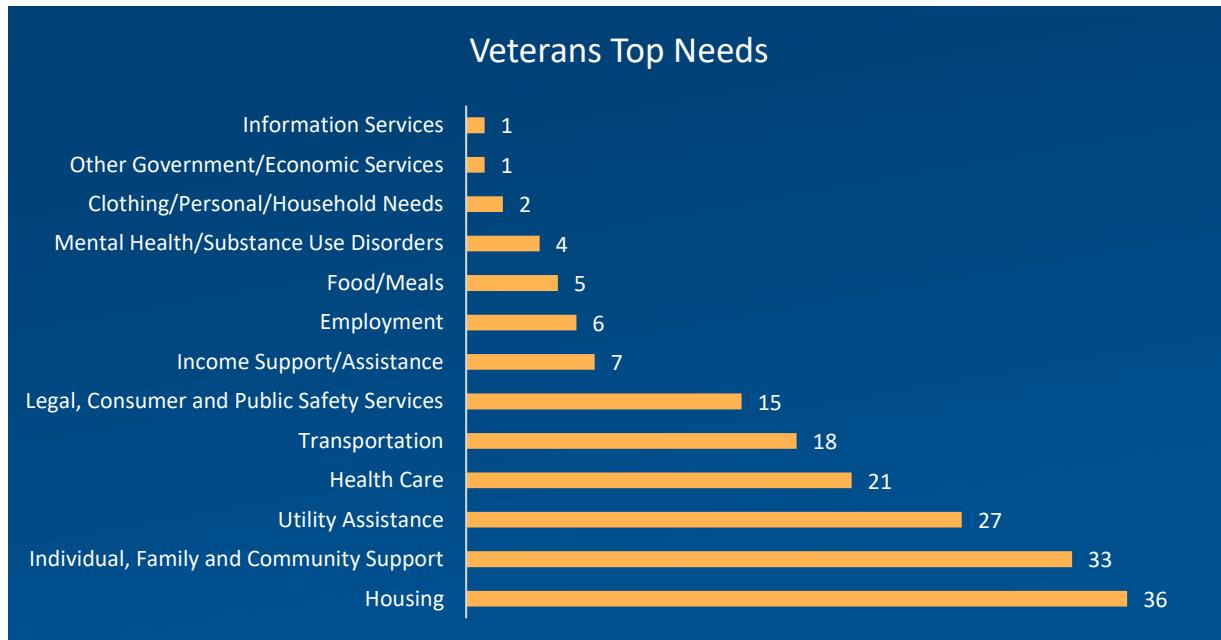
Unmet Needs: Reason and Request

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	37	Rent Payment Assistance	3
Rent Payment Assistance	6	Utility Service Payment Assistance	2
Water Service Payment Assistance	5	Food Pantries	2
Gas Money	5	Motel Bill Payment Assistance	1
Telephone Service Payment Assistance	3	Dental Care	1
Motel Bill Payment Assistance	3	Low Income/Subsidized Rental Housing	1
Travelers Assistance	2	Barriers	9
Dental Care Expense Assistance	1	Rent Payment Assistance	4
Rental Deposit Assistance	1	Utility Service Payment Assistance	3
Long Distance Bus Fare	1	Certificates/Forms Assistance	1
Automobile Payment Assistance	1	Senior Center Bus Services	1
Long Distance Transportation	1	Client ineligible	6
Rental Application Fee Payment Assistance	1	Rent Payment Assistance	3
Mortgage Payment Assistance	1	Utility Service Payment Assistance	1
Financial Services	1	Homeless Shelter	1
Automobile Insurance Payment Assistance	1	Medical Care Expense Assistance	1
Utility Deposit Assistance	1	Lack of funds	5
Motor Vehicle Registration Fee Payment Assistance	1	Rent Payment Assistance	4
Home Purchase/Mortgage Refinance Loans	1	Utility Service Payment Assistance	1
Moving Expense Assistance	1	Unable to connect with Client/Service Provider to Close the Loop	1
Client refused referral	10	Child Advocacy Centers	1

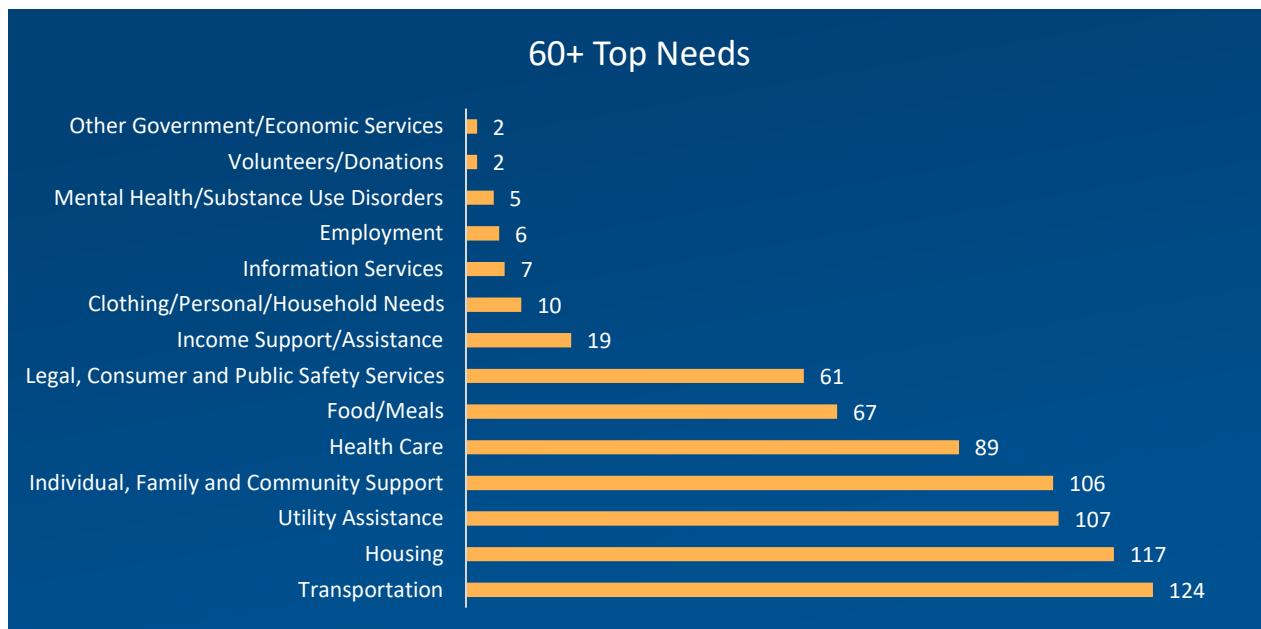
Veterans

Between October through December, 63 current or former military members and an additional 13 individuals with a current or former military spouse contacted Wyoming 211. Of those, 18 were receiving VA Benefits and 21 were enrolled in the VA Healthcare program. In addition, 59 veterans rented their homes, 11 owned their homes, and 5 were homeless. The following table represents the top presenting needs and corresponding services for veterans during the 4th quarter of 2025.

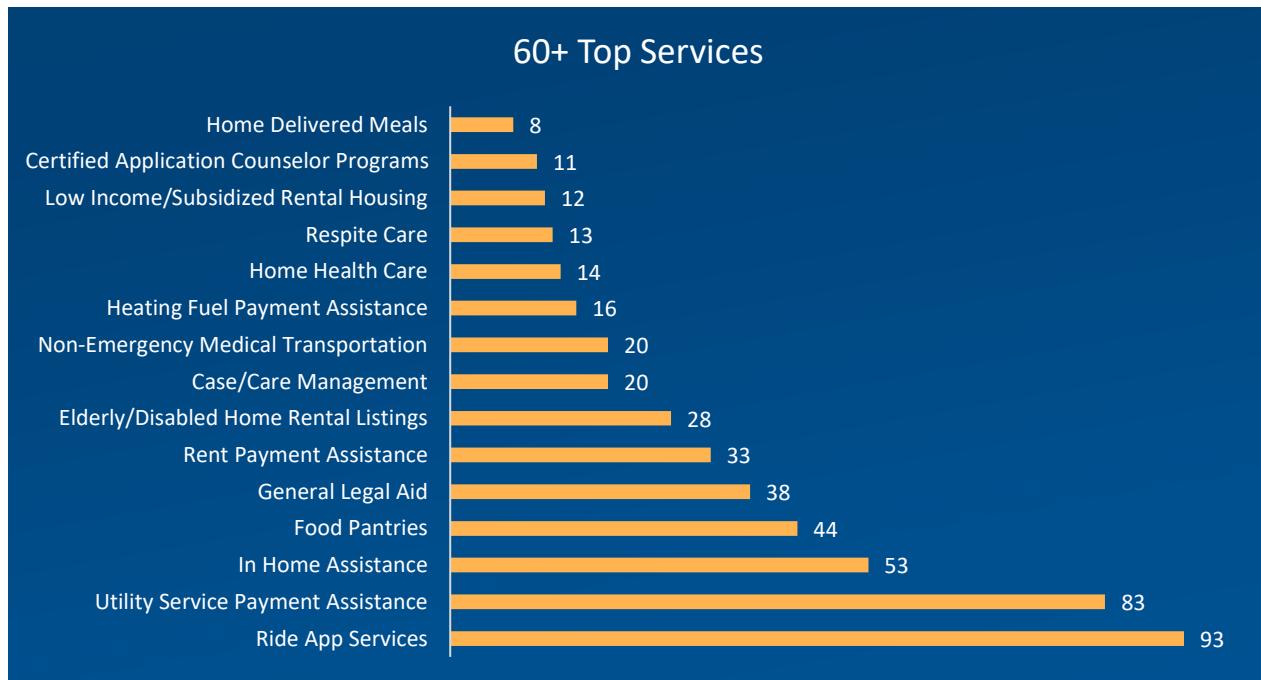


Aging Population

Below are the top presenting needs for 60+ aged individuals in the 4th quarter of 2025. Transportation, Housing, and Utility Assistance were among the top presenting needs.



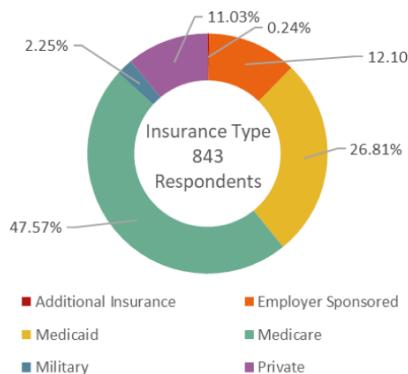
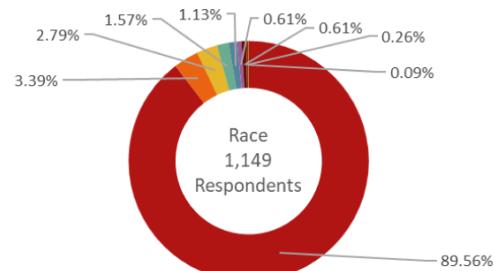
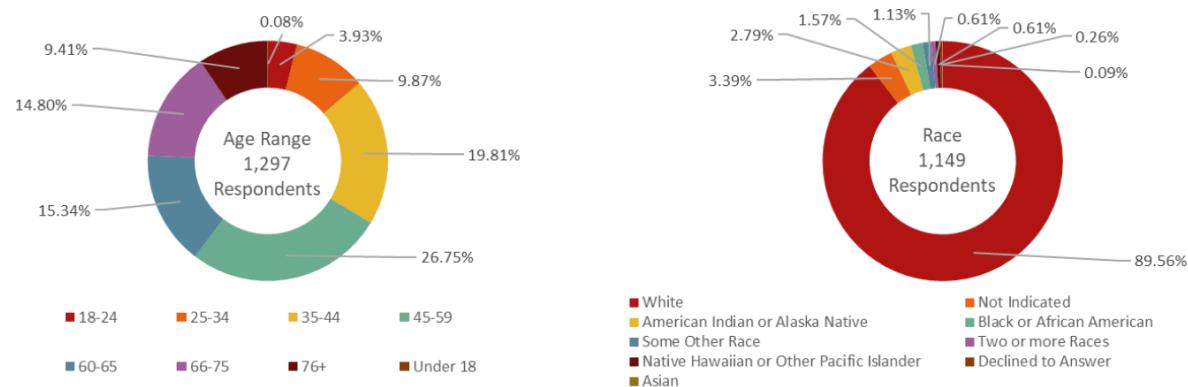
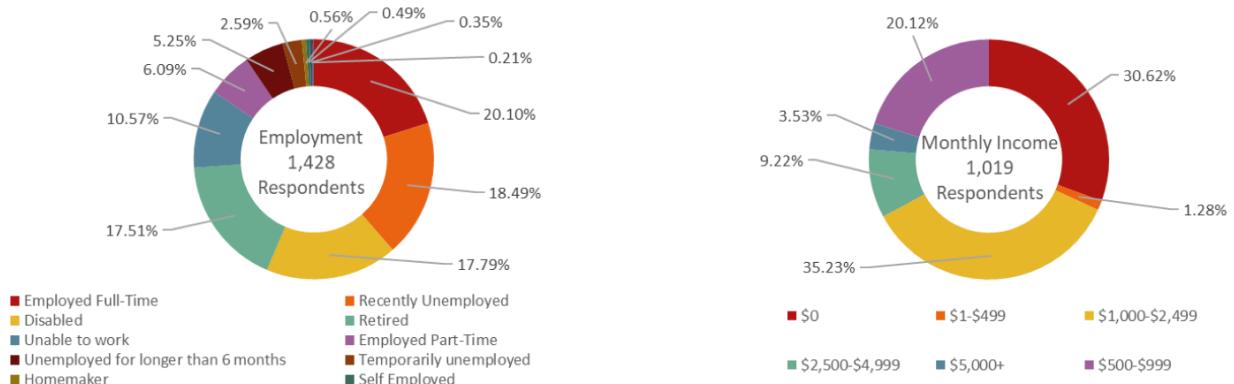
Below are the top presenting services for 60+ aged individuals. Ride App Services, Utility Service Payment Assistance, and General Legal Aid were among the top presenting services in the 4th quarter of 2025 for the aging population.



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 4th quarter of 2025.

- 280 out of 1,103 families or 25% reported being on food stamps
- 287 out of 1,290 individuals or 22% reported having some form of disability (developmental, hearing, mental, physical, or some combination)
- 878 out of 1,243 Individuals or 71% reported having health insurance
- 519 out of 1,707 Individuals or 30% of callers reported being male
- 1,188 out of 11707 Individuals or 70% of callers reported being female



211 Database

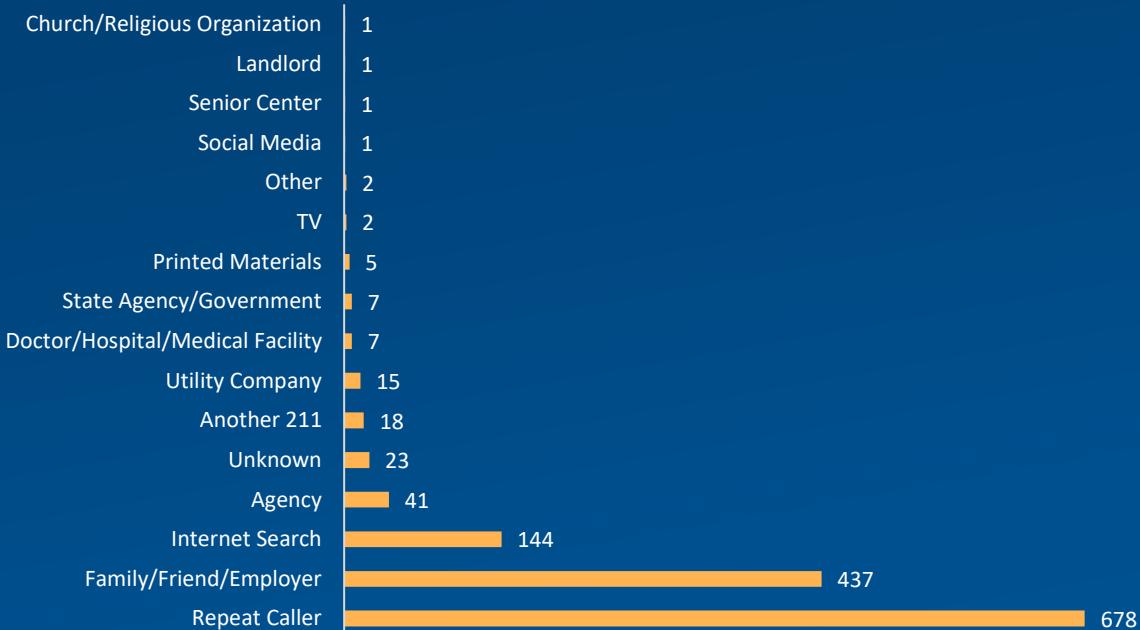
Adding, updating, and inactivating resources to the database continues to be a high priority at Wyoming 211. Since the beginning of 2025 Wyoming 211 has experienced a 9% average increase in new resources in the database. As of 12/31/25, the number of agencies, services, and sites are as follows:

Total Agencies 1275 **Total Services** 3178 **Total Sites** 2857

County	County Specific as of 12/31/25	County Specific % Increase over last year	Multi-county and Statewide Services as of 12/31/25	Multi-County % Increase over last year	Total Resources Per County as of 12/31/25	Total Resources % Increase This Year
ALBANY	139	6%	677	8%	816	8%
BIG HORN	79	10%	644	10%	723	10%
CAMPBELL	108	10%	642	10%	750	10%
CARBON	108	7%	652	9%	760	8%
CONVERSE	64	5%	651	10%	715	9%
CROOK	41	11%	637	10%	678	10%
FREMONT	177	14%	640	10%	817	11%
GOSHEN	57	2%	665	9%	722	8%
HOT SPRINGS	42	2%	639	10%	681	9%
JOHNSON	59	4%	641	10%	700	9%
LARAMIE	314	4%	686	9%	1000	7%
LINCOLN	105	6%	640	11%	745	10%
NATRONA	240	2%	657	9%	897	7%
NIOBRARA	32	10%	639	10%	671	10%
PARK	111	6%	645	10%	756	9%
PLATTE	67	14%	662	9%	729	9%
SHERIDAN	118	9%	644	10%	762	10%
SUBLETTE	55	8%	633	10%	688	10%
SWEETWATER	130	5%	639	10%	769	9%
TETON	71	-1%	636	11%	707	9%
UINTA	85	6%	634	10%	719	9%
WASHAKIE	46	7%	635	9%	681	9%
WESTON	47	9%	635	9%	682	9%
AVERAGE INCREASE IN RESOURCES		7%		10%		9%

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

How Did You Hear?



When we followed up with callers...

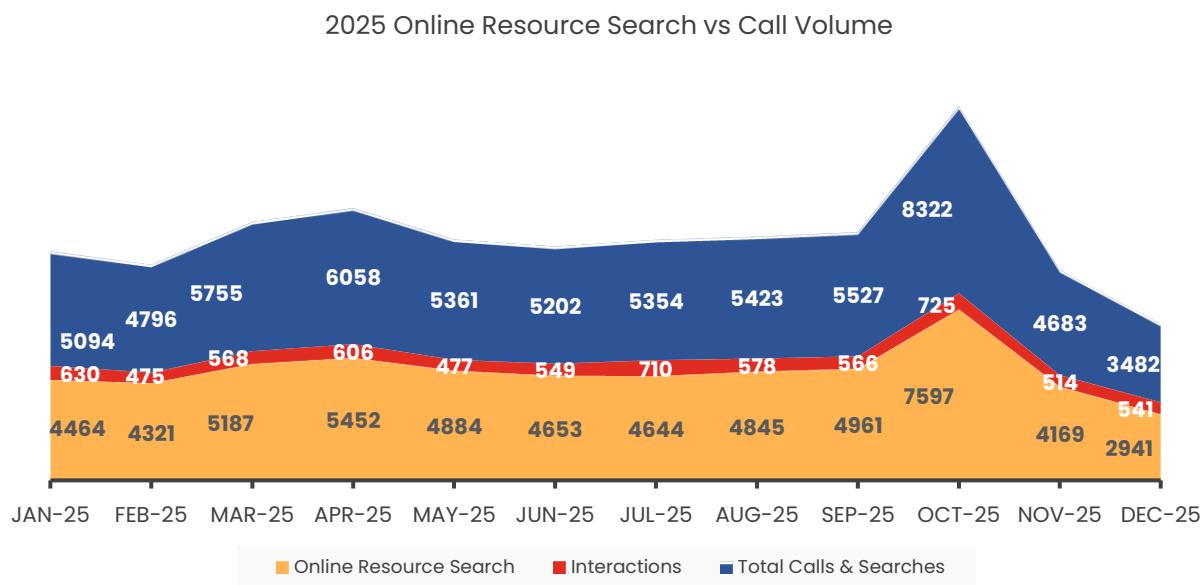
- 100% were satisfied with the 211 service
- 100% found the 211 specialists to be helpful
- 100% would call again for assistance
- 100% learned about new resources
- 100% found the information to be correct
- 100% would recommend 211 to others
- 44% received assistance from services they were referred to

Reason Why Service Not Received:

Agency referred to couldn't help	20%
Came to another solution	20%
Transportation	20%
Will make contacts later	40%

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 3000 followers), outreach events, radio, and more. Our newsletter has recently received national recognition with 211.org.

