



# From Hello to Help, 211 is Here

## WHAT IS WYOMING 211

- Wyoming 211 is a free, confidential referral and information helpline and website that connects people of all ages and from all communities nationwide to the essential health and human services they need.
- 211 serves 100% of the Wyoming population.
- Wyoming 211 works directly with nonprofit, government, and faith-based programs to maintain a comprehensive database of Wyoming-based programs to deliver services to Wyomingites when and where they need them.
- Wyoming 211 can connect individuals to over 3,100 programs across Wyoming.
- Until Wyoming 211, there had been no single, comprehensive statewide provider of information and referrals for Wyoming.

## MORE ON WYOMING 211

The Federal Communications Commission (FCC) designated 211 as the nonemergency number in 2000, partly as a way to alleviate the burden on 9-1-1 call centers, enabling operators to focus on life-or-death crisis situations. The FCC further charged each state with developing its own 211 network. "211" is a free, confidential referral and information helpline and website that connects people of all ages and from all communities nationwide to the essential health and human services they need. This network of call centers covers 96% of the U.S. population, with Wyoming 211 serving 100% of the Wyoming population.

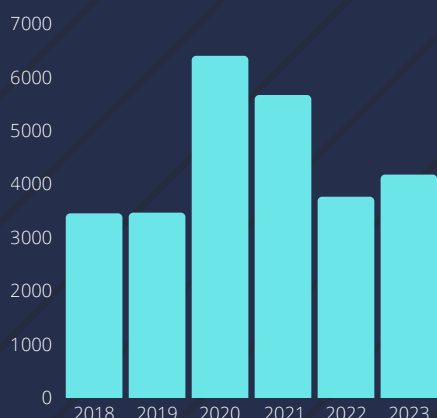
## WYOMING 211 IS A NONPROFIT, INDEPENDENTLY OPERATED

It became a part of this nationwide network of call centers in 2011. The groundwork for Wyoming 211 began in 2008 through the collaborative efforts United Way of Laramie County, Laramie County Community Partnership, information and referral service advocates and other interested parties. Wyoming 211 was originally funded by a variety of funding sources including United Way Agencies, community foundations, local, state and federal government funds. Today, the organization continues to be funded by local, state and federal grants, individual donations and contracts for services.

## WYOMING 211 CAN CONNECT INDIVIDUALS TO OVER 3,000 PROGRAMS ACROSS WYOMING

Services such as shelter, food, physical and mental health resources, employment support services, programs for children, youth and families, support for veterans, seniors and persons with disabilities, and support for community crisis and disaster recovery can all be found in our database. 211 can be accessed by phone or computer. A toll-free call to 211 connects you to a community resource specialist in Wyoming who can put you in touch with local organizations that provide critical services that can improve—and save—lives. No matter the situation, the specialists at 211 listen, identify underlying problems, and connect people in need with resources and services in their community that improve their lives.

Annual Interaction/Call Volume



62% Female



33% Male

5% Other

### 2024 STATS

Total Interactions: 5,188  
Ave # Interactions Per Day: 14.2  
Total Callers Served: 3,245  
# of Referrals Made: 9,802  
# of Resources: 2,905

Presenting Needs

