



QUARTERLY REPORT

April - June 2026

Statewide Information & Referral Report

QUARTER AT A GLANCE

Wyoming 211 and its related programs - ADRC, Kinship, and CommuniCare - recorded 1,664 interactions and provided 1,092 referrals statewide during Q2 2026.

Prepared for program, community, and stakeholder review

Executive Summary

This report provides a concise view of statewide information and referral activity during the second quarter of 2026. It combines service interactions, referrals, presenting needs, online resource-search activity, program-level referral patterns, and the size and reach of the statewide resource database.

1,664

Total interactions

Contacts and service-navigation activity

1,092

Total referrals

Connections to a specific service or resource

65.6%

Referral ratio

Referrals as a share of interactions

21,771

Search engine users

Users recorded during Q2

DEFINITIONS THAT MATTER

An interaction is a contact with Wyoming 211 or related navigation/case-management activity. A referral is a connection to a specific service or resource. Because navigation and case management can involve planning, coordination, and follow-up, a single interaction may generate more than one referral. County referral totals may therefore exceed interaction totals in some locations.

Report guide

- Community impact: statewide interactions and referrals, including quarter-over-quarter context and county-level distribution.
- Needs and searches: the service needs most often associated with referrals and the resources users searched for online.
- Program snapshots: referral patterns for ADRC, CommuniCare, and Kinship Connections.
- Database: the statewide resource inventory and county resource availability as of June 30, 2026.

01 | COMMUNITY IMPACT

Interactions & Referrals

This chart summarizes Q2 statewide interactions and referrals and compares the quarter with Q1 2026. Interactions represent contacts and navigation activity; referrals represent connections to specific services or resources. The comparison provides context for how overall service activity changed from the first to the second quarter.

Q2 COMMUNITY IMPACT: INTERACTIONS & REFERRALS

WYOMING 211 | APRIL - JUNE 2026



1,664
TOTAL INTERACTIONS
Q2 2026 statewide activity



1,092
TOTAL REFERRALS
Connections to services/resources



65.6%
REFERRAL RATIO
Referrals as a share of interactions

QUARTER-OVER-QUARTER VIEW

Q1 and Q2 totals shown on the same scale



+23.4% Interactions vs Q1

+1.4% Referrals vs Q1

315 Additional interactions

KEY TAKEAWAY

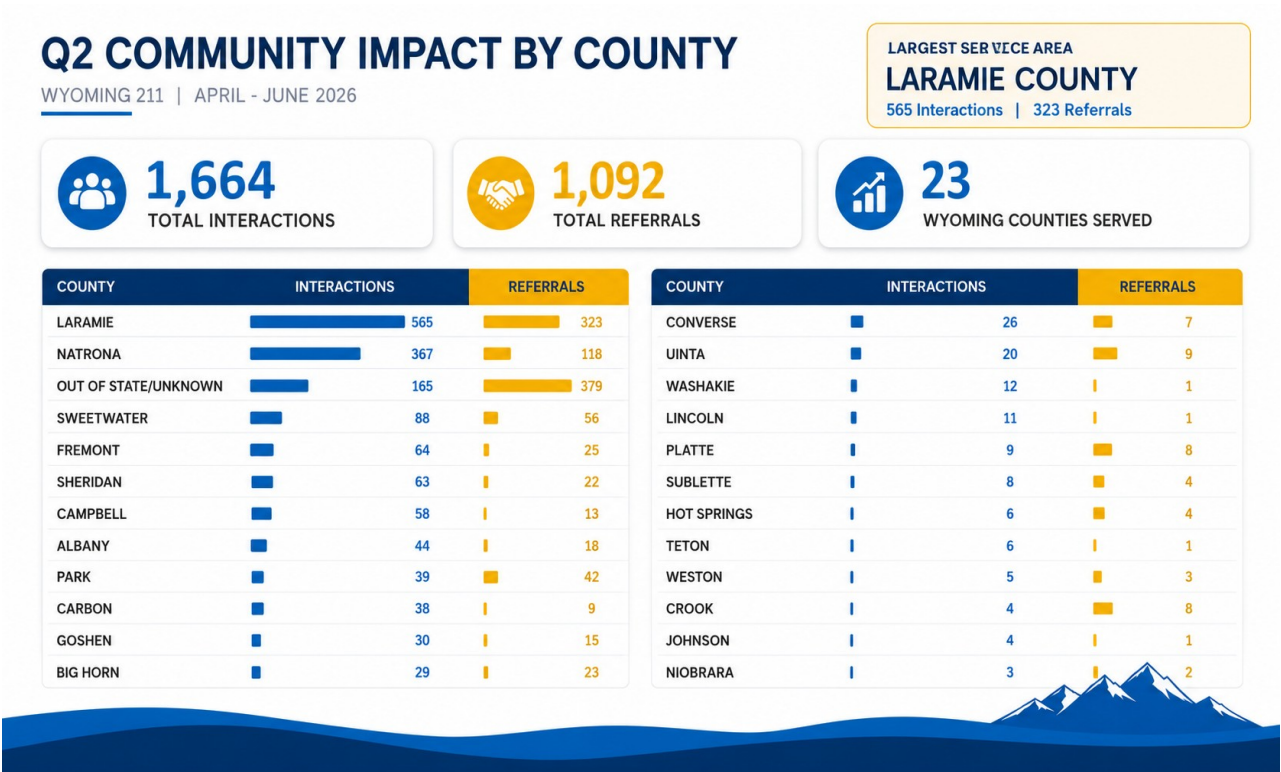
Q2 closed with 1,664 interactions and 1,092 referrals statewide. Compared with Q1, interactions increased by 315 (23.4%), while referrals increased by 15 (1.4%). The quarter-level referral ratio was 65.6%.

How to read this chart

- Compare the Q1 and Q2 rows to see how total interactions and referrals changed from one quarter to the next.
- Blue represents interactions and gold represents referrals; the KPI totals summarize all activity reported for April through June 2026.

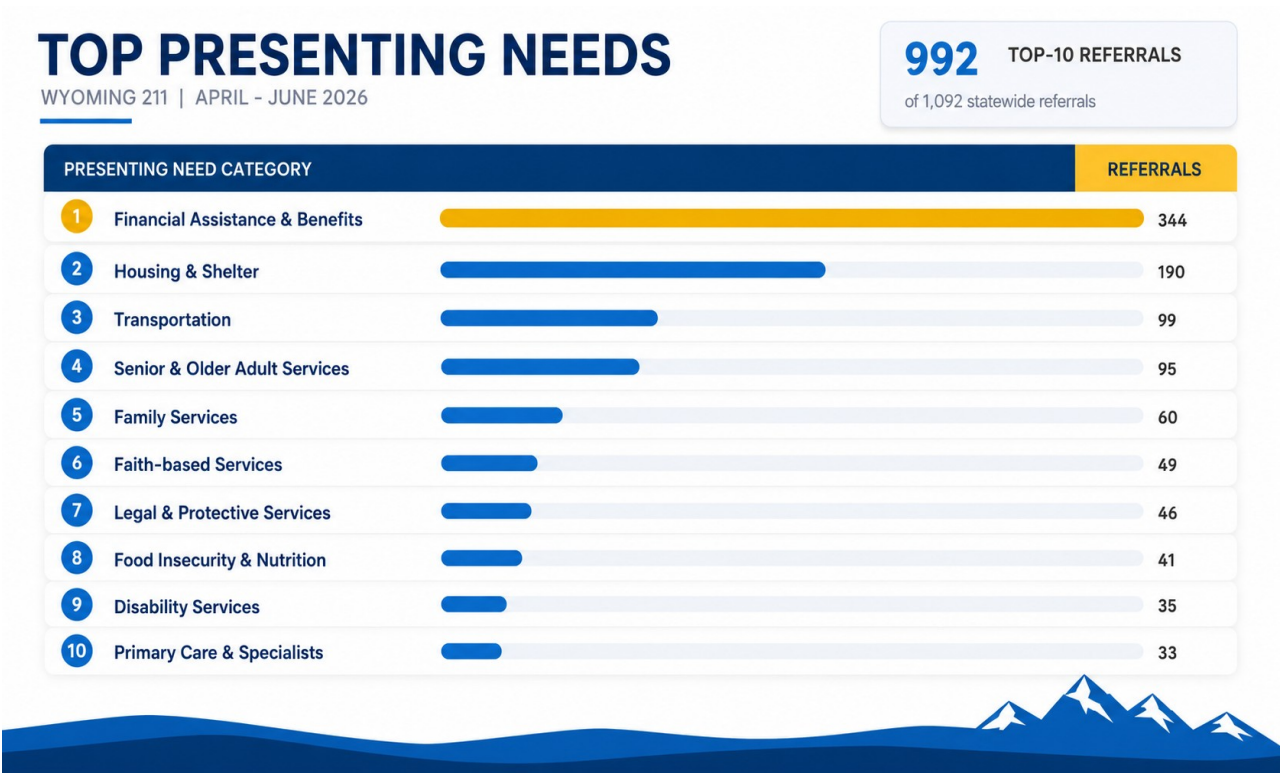
Activity by County

This view distributes Q2 activity across Wyoming counties and the out-of-state/unknown category. It identifies where interactions and referrals were concentrated while preserving the full statewide footprint across all 23 Wyoming counties.



Top Presenting Needs

This chart ranks the 10 leading presenting-need categories associated with statewide referrals during Q2. The ten categories shown total 992 referrals, or approximately 91% of the quarter's 1,092 statewide referrals, and help illustrate the types of assistance most often connected to Wyoming 211 resources.



KEY TAKEAWAY

Financial Assistance & Benefits was the leading presenting need with 344 referrals, followed by Housing & Shelter with 190. Together, those two categories account for 534 referrals - more than half of the referrals represented among the top 10 presenting needs.

How to read this chart

- The ranking is based on referral counts associated with each presenting-need category, not the number of unique people.
- Transportation and Senior & Older Adult Services were the next largest categories, followed by family, faith-based, legal/protective, food, disability, and primary-care needs.

Search Engine Statistics

The online search section shows how people used the Wyoming 211 resource-search platform during Q2 and which needs were searched most often. The quarter recorded 21,771 users, 8,895 searches, 36,804 page views, and 12,927 resource views, along with direct connection actions to provider websites, phone numbers, and directions.



KEY TAKEAWAY

Rent Payment Assistance was the most searched need, with 406 searches, followed by Low Income Housing with 278 and Utility Service Payment Assistance with 203. The platform also recorded 1,566 searches with zero results - about 17.6% of all searches - providing a useful signal for database development and search optimization.

How to read this chart

- Use the ranking to identify the specific resources people were actively seeking online; housing and financial-assistance terms are prominent among the top queries.
- Searches, users, page views, resource views, and click actions measure different types of activity and should be interpreted separately rather than added together.

ADRC

The ADRC chart shows the leading presenting needs among referrals made through the program during April-June 2026. The program recorded 31 total referrals for the quarter, with senior and older adult services representing the largest category.



TOP PRESENTING NEEDS

WYOMING ADRC | APRIL - JUNE 2026

31

TOTAL REFERRALS
Q2 2026

PRESENTING NEED CATEGORY		REFERRALS
Senior & Older Adult Services		14
Housing & Shelter		6
Financial Assistance & Benefits		4
Disability Services		3
Transportation		1
Mental Health Services		1
Health Information & Insurance		1
Food Insecurity & Nutrition		1

WHAT STANDS OUT

Senior & Older Adult Services led ADRC referrals with 14, followed by Housing & Shelter with 6, Financial Assistance & Benefits with 4, and Disability Services with 3.

Referral mix

- Senior & Older Adult Services: 14 referrals.
- Housing & Shelter: 6 referrals.
- Financial Assistance & Benefits: 4 referrals.
- Disability Services: 3 referrals; Transportation, Mental Health Services, Health Information & Insurance, and Food Insecurity & Nutrition: 1 each.

CommuniCare

The CommuniCare chart summarizes the program's presenting needs for Q2 and shows how referrals were distributed across 13 service categories. The program recorded 43 referrals during April-June 2026.



TOP PRESENTING NEEDS

WYOMING COMMUNICARE | APRIL - JUNE 2026

43

TOTAL REFERRALS
Q2 2026

PRESENTING NEED CATEGORY		REFERRALS
1	Housing & Shelter	9
2	Food Insecurity & Nutrition	7
3	Legal & Protective Services	6
4	Primary Care & Specialists	5
5	Financial Assistance & Benefits	4
6	Jobs & Training	3
7	Education & Literacy	2
8	Family Services	2
9	Disability Services	1
10	Senior & Older Adult Services	1
11	Addiction & Substance Abuse	1
12	Transportation	1
13	Faith-based Services	1

WHAT STANDS OUT

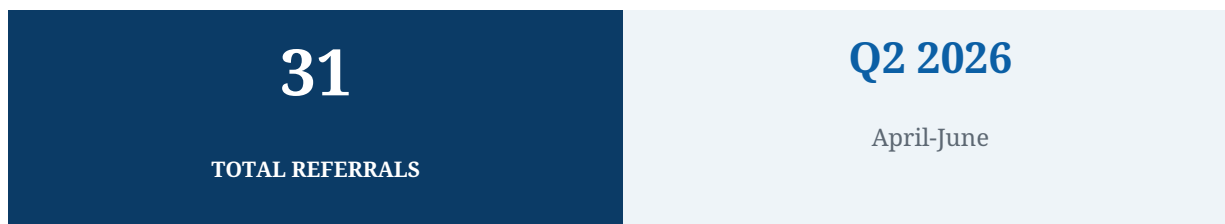
Housing & Shelter was the largest category with 9 referrals, followed by Food Insecurity & Nutrition with 7 and Legal & Protective Services with 6. Together, those three categories represented just over half of CommuniCare referrals.

Referral mix

- Housing & Shelter: 9 referrals.
- Food Insecurity & Nutrition: 7 referrals.
- Legal & Protective Services: 6 referrals.
- Primary Care & Specialists: 5 referrals; Financial Assistance & Benefits: 4; the remaining categories recorded 3 or fewer referrals each.

Kinship Connections

The Kinship Connections chart shows the leading presenting-need categories recorded for referrals during April-June 2026. The program recorded 31 total referrals, with family services representing the largest share of the quarter's activity.



TOP PRESENTING NEEDS

KINSHIP CONNECTIONS OF WYOMING | APRIL - JUNE 2026

31

TOTAL REFERRALS
Q2 2026

PRESENTING NEED CATEGORY	REFERRALS
Family Services	14
Food Insecurity & Nutrition	5
Housing & Shelter	3
Financial Assistance & Benefits	2
Primary Care & Specialists	2
Faith-based Services	1
Outpatient & Ambulatory	1
Disability Services	1
Legal & Protective Services	1
Education & Literacy	1

WHAT STANDS OUT

Family Services was the leading presenting need with 14 referrals - approximately 45% of the referrals shown - followed by Food Insecurity & Nutrition with 5 and Housing & Shelter with 3.

Referral mix

- Family Services: 14 referrals.
- Food Insecurity & Nutrition: 5 referrals.
- Housing & Shelter: 3 referrals.

08 | RESOURCE INFRASTRUCTURE

Database & Resource Availability

As of June 30, 2026, Wyoming 211's resource database contained 1,326 agencies, 3,313 services, and 2,977 sites. The chart below shows county-specific and multi-county/statewide resource availability and year-over-year change.

RESOURCE AVAILABILITY BY COUNTY

WYOMING 211 | AS OF JUNE 30, 2026

DATABASE TOTALS

1,326 Agencies | 3,313 Services | 2,977 Sites

County	COUNTY SPECIFIC		MULTI-COUNTY & STATEWIDE		TOTAL RESOURCES PER COUNTY	
	As of 6/30/26	% vs last year	Services as of 6/30/26	% vs last year	Total as of 6/30/26	% this year
ALBANY	139	0%	689	2%	828	1%
BIG HORN	82	4%	657	2%	739	2%
CAMPBELL	111	3%	660	3%	771	3%
CARBON	115	6%	669	3%	784	3%
CONVERSE	63	-2%	663	2%	726	2%
CROOK	41	0%	655	3%	696	3%
FREMONT	184	4%	654	2%	838	3%
GOSHEN	55	-4%	674	1%	729	1%
HOT SPRINGS	42	0%	651	2%	693	2%
JOHNSON	59	0%	659	3%	718	3%
LARAMIE	327	4%	699	2%	1026	3%
LINCOLN	106	1%	654	2%	760	2%
NATRONA	241	0%	674	3%	915	2%
NIOBRARA	32	0%	650	2%	682	2%
PARK	111	0%	658	2%	769	2%
PLATTE	65	-3%	673	2%	738	1%
SHERIDAN	123	4%	663	3%	786	3%
SUBLETTE	55	0%	647	2%	702	2%
SWEETWATER	132	2%	654	2%	786	2%
TETON	76	7%	649	2%	725	3%
UINTA	88	4%	649	2%	737	2%
WASHAKIE	46	0%	648	2%	694	2%
WESTON	47	0%	654	3%	701	3%
AVERAGE INCREASE IN RESOURCES		1%		2%		2%

KEY TAKEAWAY

The database continued to expand in Q2, adding 31 agencies, 88 services, and 83 sites since March 31. Average year-over-year growth was 1% for county-specific resources and 2% for both multi-county/statewide services and total resources per county.

How to read this chart

- County-specific counts vary by county, while multi-county and statewide services provide a consistent layer of access across Wyoming.
- Percentages show year-over-year change. Teton had the largest county-specific increase (+7%); Goshen (-4%), Platte (-3%), and Converse (-2%) decreased.
- Snapshot date: 6/30/26. Highest total resource counts were Laramie 1,026; Natrona 915; Fremont 838; and Albany 828.