



QUARTERLY REPORT

July - September 2026

Statewide Information & Referral Report

QUARTER AT A GLANCE

Wyoming 211 and its related programs - ADRC, Kinship, and CommuniCare - recorded 1,676 interactions and provided 821 referrals statewide during Q3 2026.

Prepared for program, community, and stakeholder review

Executive Summary

This report summarizes statewide information and referral activity during the third quarter of 2026. Interactions remained near Q2 levels, while referrals declined. It covers service activity, presenting needs, online resource searches, program referral patterns, and the statewide resource database.

1,676

Total interactions

Contacts and service-navigation activity

821

Total referrals

Connections to a specific service or resource

49.0%

Referral ratio

Referrals as a share of interactions

17,105

Search engine users

Users recorded during Q3

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 September 30, 2026.

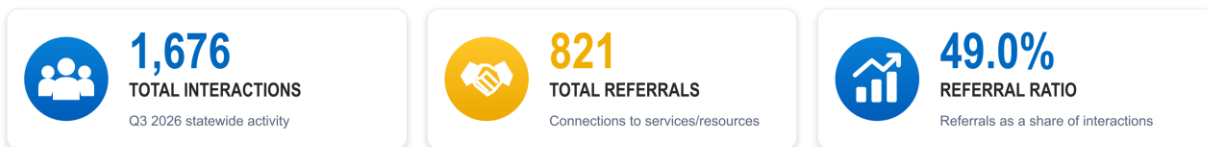
01 | COMMUNITY IMPACT

Interactions & Referrals

This chart summarizes Q3 statewide interactions and referrals and compares the quarter with Q2 2026. Interactions represent contacts and navigation activity; referrals represent connections to specific services or resources. The comparison shows how overall activity changed from the second to the third quarter.

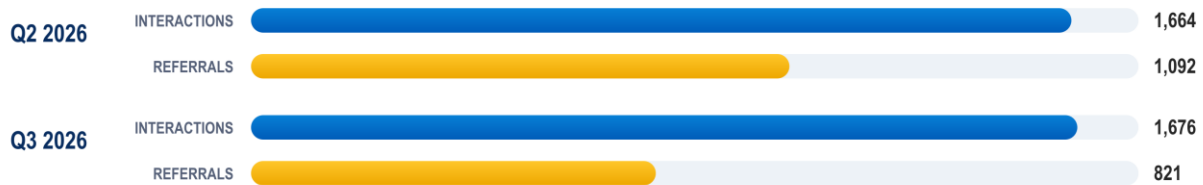
Q3 COMMUNITY IMPACT: INTERACTIONS & REFERRALS

WYOMING 211 | JULY - SEPTEMBER 2026



QUARTER-OVER-QUARTER VIEW

Q2 and Q3 totals shown on the same scale

**+0.7%** Interactions vs Q2**-24.8%** Referrals vs Q2**12** Additional interactions

KEY TAKEAWAY

Q3 closed with 1,676 interactions and 821 referrals statewide. Compared with Q2, interactions increased by 12 (0.7%), while referrals decreased by 271 (24.8%). The quarter-level referral ratio was 49.0%.

How to read this chart

- Compare the Q2 and Q3 bars 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 July through September 2026.

02 | COMMUNITY IMPACT

Activity by County

This view distributes Q3 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.

Q3 COMMUNITY IMPACT BY COUNTY

WYOMING 211 | JULY - SEPTEMBER 2026

LARGEST SERVICE AREA

LARAMIE COUNTY

502 Interactions | 221 Referrals

**1,676**

TOTAL INTERACTIONS

**821**

TOTAL REFERRALS

**23**

WYOMING COUNTIES SERVED

COUNTY	INTERACTIONS	REFERRALS
LARAMIE	502	221
NATRONA	355	154
OUT OF STATE/UNKNOWN	175	179
ALBANY	107	32
SWEETWATER	92	61
FREMONT	71	29
SHERIDAN	70	30
CAMPBELL	47	17
PARK	28	26
CARBON	24	2
WESTON	24	5
GOSHEN	22	6

COUNTY	INTERACTIONS	REFERRALS
UINTA	22	12
CONVERSE	21	5
TETON	21	4
WASHAKIE	19	1
LINCOLN	18	6
BIG HORN	16	14
PLATTE	16	3
JOHNSON	7	6
SUBLETTE	7	6
HOT SPRINGS	5	1
NIOBRARA	4	1
CROOK	3	0

KEY TAKEAWAY

Laramie County was the largest Wyoming service area, with 502 interactions and 221 referrals. Natrona County followed with 355 interactions and 154 referrals. The out-of-state/unknown category recorded 175 interactions and 179 referrals; a single interaction may generate multiple referrals.

How to read this chart

- The two county measures are listed separately: interactions and referrals.
- Laramie County accounted for about 30% of statewide interactions and 27% of statewide referrals during Q3.
- All 23 Wyoming counties are included, along with an out-of-state/unknown category, so the chart reflects the full reported geographic distribution.

Top Presenting Needs

This chart ranks the 10 leading presenting-need categories associated with statewide referrals during Q3. These categories total 742 referrals, or 90.4% of the quarter's 821 statewide referrals. All 22 reported presenting-need categories together reconcile to the statewide total.

TOP PRESENTING NEEDS

WYOMING 211 | JULY - SEPTEMBER 2026

742 TOP-10 REFERRALS
of 821 statewide

PRESENTING NEED CATEGORY		REFERRALS
1	Financial Assistance & Benefits	241
2	Housing & Shelter	125
3	Transportation	87
4	Senior & Older Adult Services	72
5	Legal & Protective Services	60
6	Disability Services	52
7	Family Services	39
8	Food Insecurity & Nutrition	29
9	Primary Care & Specialists	20
10	Mental Health Services	17

KEY TAKEAWAY

Financial Assistance & Benefits was the leading presenting need with 241 referrals, followed by Housing & Shelter with 125. Together, those two categories account for 366 referrals - 44.6% of the quarter's statewide referrals.

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 legal/protective, disability, family, food, primary-care, and mental-health needs.

Search Engine Statistics

The resource-search platform recorded 17,105 users, 12,191 searches, 6,579 page views, and 10,655 resource views during Q3. Connection actions included 3,054 website clicks, 1,250 phone clicks, 125 directions clicks, and 2 SMS clicks. Searches increased by 37.1% compared with Q2.

TOP SEARCHED NEEDS

WYOMING 211 RESOURCE SEARCH | JULY - SEPTEMBER 2026

SEARCH QUERY		SEARCHES
1	Rent Payment Assistance	717
2	Utility Service Payment Assistance	315
3	Low Income Housing	263
4	Food Pantries	225
5	Rent Deposit Assistance	170
6	Low Income/Subsidized Rental Housing	144
7	Motel Bill Payment Assistance	141
8	Mortgage Payment Assistance	113
9	Dental Care	107
10	Transitional Housing/Shelter	97

Data reflects activity on the Wyoming 211 resource-search platform during Q3 2026.

12,191
TOTAL SEARCHES

17,105
TOTAL USERS

6,579
PAGE VIEWS

10,655
RESOURCE VIEWS

4,307
ZERO-RESULT SEARCHES

CONNECTION ACTIONS

• Website clicks	3,054
• Phone call clicks	1,250
• Directions clicks	125
• SMS clicks	2

KEY TAKEAWAY

Rent Payment Assistance led with 717 searches, followed by Utility Service Payment Assistance with 315 and Low Income Housing with 263. Searches with zero results totaled 4,307 (35.3%), up from 1,566 (17.6%) in Q2, warranting review of search terms and resource coverage.

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 presenting needs among referrals made through the program during July-September 2026. The program recorded 52 referrals, compared with 31 in Q2, with disability services representing the largest category.

52

TOTAL REFERRALS

Q3 2026

July-September

TOP PRESENTING NEEDS

WYOMING ADRC | JULY - SEPTEMBER 2026

52

TOTAL REFERRALS
Q3 2026

PRESENTING NEED CATEGORY		REFERRALS
1	Disability Services	12
2	Housing & Shelter	6
3	Mental Health Services	5
4	Financial Assistance & Benefits	5
5	Health Information & Insurance	5
6	Senior & Older Adult Services	4
7	Transportation	4
8	Legal & Protective Services	3
9	Food Insecurity & Nutrition	2
10	Primary Care & Specialists	2
11	Faith-based Services	2
12	Outpatient & Ambulatory	1
13	Youth Services	1

WHAT STANDS OUT

Disability Services led ADRC referrals with 12, followed by Housing & Shelter with 6. Mental Health Services, Financial Assistance & Benefits, and Health Information & Insurance each recorded 5.

Referral mix

- Disability Services: 12 referrals.
- Housing & Shelter: 6 referrals.
- Mental Health Services, Financial Assistance & Benefits, and Health Information & Insurance: 5 each.
- Senior & Older Adult Services and Transportation: 4 each; the remaining categories recorded 3 or fewer referrals each.

CommuniCare

The CommuniCare chart summarizes the program's presenting needs for Q3 across 13 service categories. The program recorded 54 referrals during July-September 2026, compared with 43 in Q2.

54

TOTAL REFERRALS

Q3 2026

July-September

TOP PRESENTING NEEDS

WYOMING COMMUNICARE | JULY - SEPTEMBER 2026

54

TOTAL REFERRALS
Q3 2026

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

WHAT STANDS OUT

Financial Assistance & Benefits led with 13 referrals, followed by Housing & Shelter with 12 and Food Insecurity & Nutrition with 6. Together, those categories represented 57.4% of CommuniCare referrals.

Referral mix

- Financial Assistance & Benefits: 13 referrals.
- Housing & Shelter: 12 referrals.
- Food Insecurity & Nutrition: 6 referrals.
- Family Services, Animal Services, Faith-based Services, and Disability Services: 3 each; the remaining categories recorded 2 or fewer referrals each.

Kinship Connections

The Kinship Connections chart shows the seven presenting-need categories recorded during July-September 2026. The program recorded 20 referrals, compared with 31 in Q2, with family services representing half of the quarter's referrals.

20

TOTAL REFERRALS

Q3 2026

July-September

TOP PRESENTING NEEDS

KINSHIP CONNECTIONS OF WYOMING | JULY - SEPTEMBER 2026

20

TOTAL REFERRALS
Q3 2026

PRESENTING NEED CATEGORY		REFERRALS
1	Family Services	10
2	Legal & Protective Services	3
3	Unspecified	2
4	Youth Services	2
5	Disability Services	1
6	Food Insecurity & Nutrition	1
7	Jobs & Training	1

WHAT STANDS OUT

Family Services led with 10 referrals (50%), followed by Legal & Protective Services with 3. Unspecified needs and Youth Services each recorded 2 referrals.

Referral mix

- Family Services: 10 referrals; Legal & Protective Services: 3.
- Unspecified and Youth Services: 2 referrals each.
- Disability Services, Food Insecurity & Nutrition, and Jobs & Training: 1 each.
-

Database & Resource Availability

As of September 30, 2026, Wyoming 211's resource database contained 1,328 agencies, 3,318 services, and 2,983 sites. The table shows county-specific and multi-county/statewide resource availability and year-over-year change.

RESOURCE AVAILABILITY BY COUNTY

WYOMING 211 | AS OF SEPTEMBER 30, 2026

DATABASE TOTALS

1,328 Agencies | 3,318 Services | 2,983 Sites

County	COUNTY SPECIFIC		MULTI-COUNTY & STATEWIDE		TOTAL RESOURCES PER COUNTY	
	As of 9/30/26	% vs last year	Services as of 9/30/26	% vs last year	Total as of 9/30/26	% vs last year
● ALBANY	137	-1%	695	3%	832	2%
● BIG HORN	82	4%	664	3%	746	3%
● CAMPBELL	114	6%	666	4%	780	4%
● CARBON	116	7%	675	4%	791	4%
● CONVERSE	63	-2%	668	3%	731	2%
● CROOK	41	0%	660	4%	701	3%
● FREMONT	178	1%	659	3%	837	2%
● GOSHEN	55	-4%	681	2%	736	2%
● HOT SPRINGS	41	-2%	658	3%	699	3%
● JOHNSON	60	2%	666	4%	726	4%
● LARAMIE	324	3%	705	3%	1029	3%
● LINCOLN	103	-2%	660	3%	763	2%
● NATRONA	237	-1%	679	3%	916	2%
● NIOBRARA	32	0%	657	3%	689	3%
● PARK	110	-1%	665	3%	775	3%
● PLATTE	65	-3%	680	3%	745	2%
● SHERIDAN	119	1%	670	4%	789	4%
● SUBLETTE	57	4%	653	3%	710	3%
● SWEETWATER	132	2%	662	4%	794	3%
● TETON	78	10%	657	3%	735	4%
● UINTEA	88	4%	655	3%	743	3%
● WASHAKIE	46	0%	655	3%	701	3%
● WESTON	47	0%	662	4%	709	4%
AVERAGE INCREASE IN RESOURCES		1%		3%		3%

KEY TAKEAWAY

The database added 2 agencies, 5 services, and 6 sites since June 30. Reported average year-over-year growth was 1% for county-specific resources and 3% 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 (+10%); Goshen (-4%) and Platte (-3%) had the largest decreases.
- Snapshot date: 9/30/26. Highest total resource counts were Laramie 1,029; Natrona 916; Fremont 837; and Albany 832.