
WYOMING 211: YOUR COMMUNITY RESOURCE

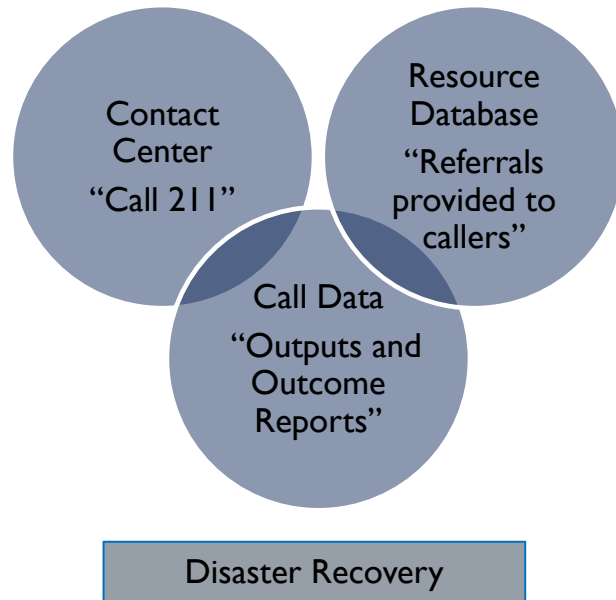
PRESENTED BY: OLIVIA SCHON, DEPUTY DIRECTOR

Wyoming

2·1·1

Get Connected. Get Help.™

WHO IS WYOMING 2-1-1 & HOW DOES WYOMING 2-1-1 HELP AND/OR IMPROVE COMMUNITIES ACROSS THE STATE



- ✓ **Wyoming 2-1-1** opened its doors in 2011 and started operating in seven Wyoming counties. It quickly expanded to 12 counties in 2012, and now serves all 23 Wyoming counties.
- ✓ **Wyoming 2-1-1** is a comprehensive, statewide provider of information and referral for Wyomingites.
- ✓ **Wyoming 2-1-1** is a centralized access point to community information and referral services to provide individuals with information they need to access health and human services.
- ✓ **2-1-1** is an easy to remember, free helpline for people looking for community services and resources, especially for those who need essential services, such as food, shelter, counseling, health insurance, employment assistance, and more.
- ✓ **Resource Database** – Over 2,900 resources statewide
- ✓ **Wyoming 2-1-1** also provides information to communities to help them assess needs and gaps in services.
- ✓ **Wyoming 2-1-1** is a partner in disaster recovery for information dissemination.
- ✓ **Wyoming 2-1-1** is a nonprofit with most of our funding coming from grants.

WYOMING 2-1-1 LOCATION AND HOURS

Call Center Location:

Cheyenne, WY

Office Hours:

Monday-Thursday, 8 a.m.-6 p.m.

Friday, 8 a.m. to 5 p.m.

Services Provided:

STATEWIDE



WYOMING 211 STAFF

Executive Director – Ann Clement

Deputy Director – Olivia Schon

Finance & Administrative Coordinator – Angie Buchanan

Call Center Supervisor – Josie Morales

Community Resource Specialist – Natasha Moreno

Resource Database Supervisor – Jane Cramb

Resource Database Specialist – Nichole Coyne

Kinship Program Manager – Chandra Ortiz

Kinship Navigator – Gabby McGuire

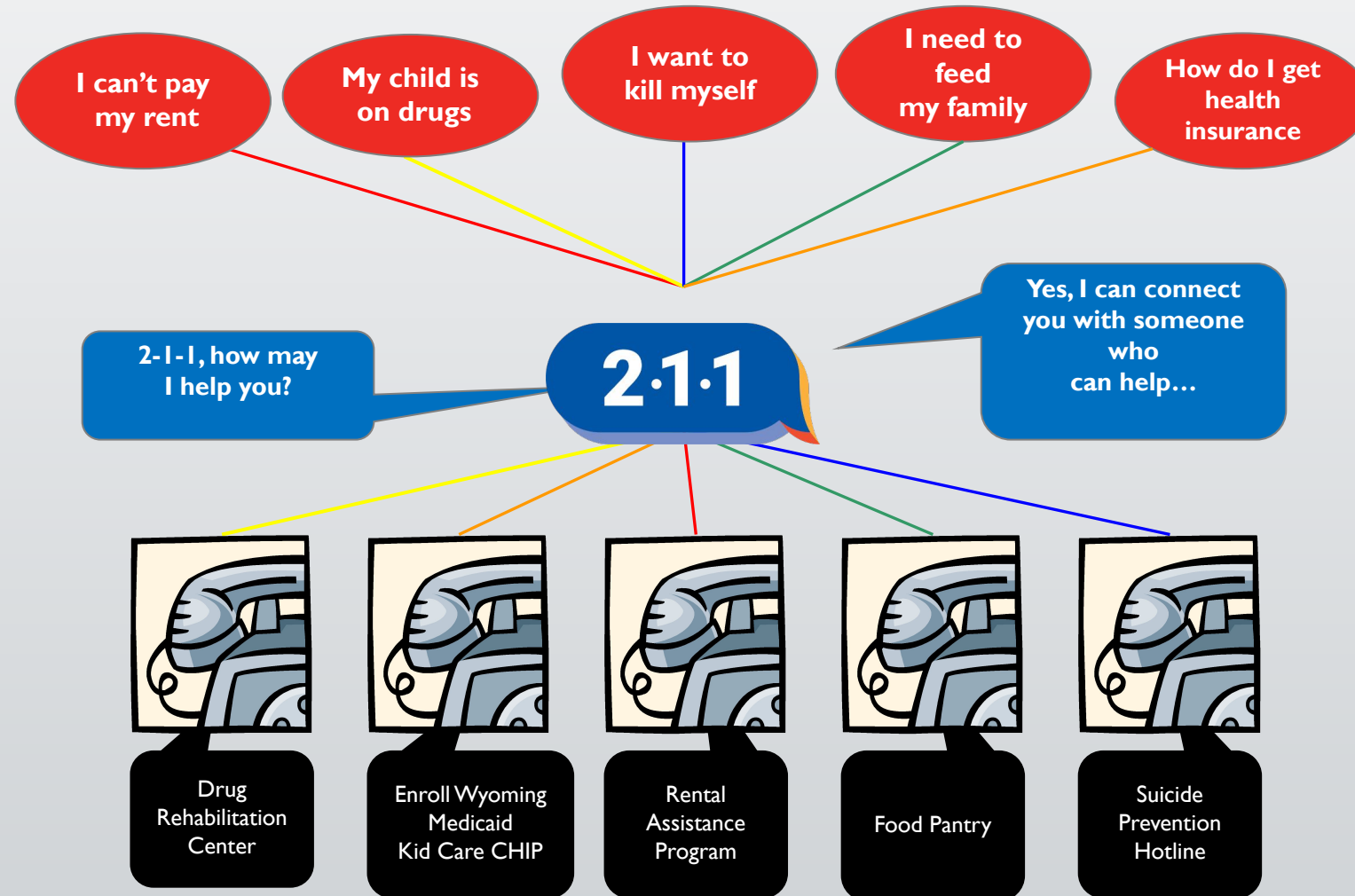
Information & Technology Specialist – Sarah Martin

ADRC Navigator – Kari Meyers

Community Engagement Manager – Casey Quinn

Community Information Exchange (CIE) Navigator – Rachel Sullivan

PROVIDING ACCESS TO COMMUNITY RESOURCES



SNAPSHOT OF RESOURCES IN DATABASE

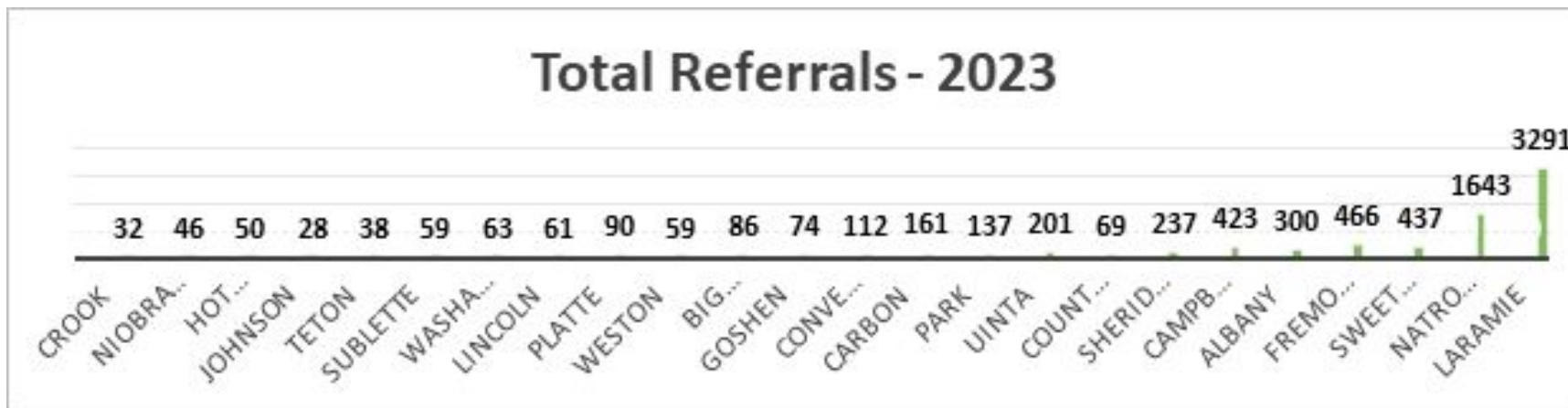
Adolescent/Adult Immunizations	Alcohol Use Disorder Support Groups	Boys & Girls Club & Big Brothers Big Sisters	CASA	Community Clinics
Community Mental Health Agencies	Comprehensive Job Assistance Centers	Domestic Violence Support Groups	Family Support Centers	Food Pantries
Free Tax Assistance	Head Start & Developmental Preschools	Job Training	Local Bus Fare	Motel Bill Payment Assistance
Prescription Expense Assistance	Rent Payment Assistance	Sheriff	Temporary Financial Assistance	Transitional Housing/Shelter
Utility Service Payment Assistance	Veteran Benefits Assistance	Veterans Fly Fishing	WIC	YMCA

2024 STATS as of 11/26/24

Total Calls Answered - 4,552

Two-way Text Message Conversations - 241

Total Calls and Referrals - Statewide



Presenting Needs - Statewide

Top 12 Presenting Needs - Statewide 2023



Helping Agencies (Resources/Services) and Community Leaders

ASSESSING COMMUNITY NEEDS AND FIND SOLUTIONS



211 staff conduct follow-up surveys with callers to assess the caller's use and satisfaction of the referral agency along with the caller's satisfaction of 211 services.

211 Counts – Real-time Data Dashboard

The image shows two overlapping screenshots of the Wyoming 211 website. The left screenshot is the homepage, featuring a scenic background of mountains and a lake at sunset. It includes the Wyoming 211 logo with the tagline "Get Connected. Get Help.™", a navigation menu with "About", "Programs & Partners", and "Providers", and a large heading "Wyoming 211". Below the heading is a sub-heading "We make it easy to connect you to resources for food, job training assistance, and so much more." and a red button labeled "Search Resources →". The right screenshot is a page titled "211 Counts Makes It Easy To View Monthly And Yearly Trends". It features the same Wyoming 211 logo and navigation menu. The main heading is "211 Counts Makes It Easy To View Monthly And Yearly Trends". Below this is a paragraph: "Would you like to know how many of those people live in a particular ZIP code, county or legislative district?". This is followed by another paragraph: "Near real-time data is now available via an initiative called 211 Counts, which Wyoming 211 joined in early 2019. A “dashboard” at wy.211counts.org can be customized to help document community needs and create reports for use by governments, nonprofits, service providers or anyone with an interest in community well-being." At the bottom of this page is a red button labeled "Go Now →".

Wyoming
211
Get Connected. Get Help.™

About Programs & Partners Providers

Who We Are
Community Data & Reports
Disaster Response

Wyoming 211

We make it easy to connect you to resources for food, job training assistance, and so much more.

[Search Resources →](#)

www.wyoming211.org

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211
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About Programs & Partners Provider




211 Counts Makes It Easy To View Monthly And Yearly Trends

Would you like to know how many of those people live in a particular ZIP code, county or legislative district?

Near real-time data is now available via an initiative called 211 Counts, which Wyoming 211 joined in early 2019. A “dashboard” at wy.211counts.org can be customized to help document community needs and create reports for use by governments, nonprofits, service providers or anyone with an interest in community well-being.

[Go Now →](#)

November 2023-November 2024 Laramie County needs




 Choose data to display
 LARAMIE, WY LAST 365 DAYS
TOTAL REQUESTS FOR YOUR FILTERS
1,817
2-1-1

Top service requests Nov 14, 2023 to Nov 12, 2024

TOP REQUEST CATEGORIES Display as: PERCENT COUNT

Housing & Shelter	24.3%
Food	8.5%
Utilities	11.8%
Healthcare & COVID-19	23.4%
Mental Health & Addictions	2.6%
Employment & Income	3.9%
Clothing & Household	2.9%
Child Care & Parenting	1.4%
Government & Legal	5.1%
Transportation Assistance	8.6%
Education	<1%
Disaster	<1%
Other	6.6%
Total for top requests	100%

TOP HOUSING & SHELTER REQUESTS

Shelters	18.6%	5%
Low-cost housing	26.9%	3%
Home repair/ maintenance	6.6%	7%
Rent assistance	44.1%	41%

UNMET

Demographics- Housing & Shelter | Rent assistance

Display as: PERCENT

Gender:

Female	64.6%
Male	29.2%
Not Available	6.2%

Age:

<18	0%
18-29	1.5%
30-39	3.1%
40-49	3.1%
50-59	4.1%
60 and above	2.1%
Not Available	86.2%

November 2023- November 2024 Natrona County needs

2-1-1 counts **WY** Choose data to display NATRONA, WY LAST 365 DAYS TOTAL REQUESTS FOR YOUR FILTERS **960** 2-1-1

Top service requests Nov 27, 2023 to Nov 25, 2024

TOP REQUEST CATEGORIES Display as: PERCENT COUNT

Housing & Shelter	23.2%
Food	5.4%
Utilities	13.9%
Healthcare & COVID-19	20.2%
Mental Health & Addictions	2.4%
Employment & Income	4.3%
Clothing & Household	1.4%
Child Care & Parenting	1.0%
Government & Legal	4.7%
Transportation Assistance	15.8%
Education	<1%
Disaster	<1%
Other	6.9%
Total for top requests	100%

TOP HEALTHCARE & COVID-19 REQUESTS

UNMET ⓘ

Health insurance	47.9%	0%
Medical expense assistance	6.2%	0%
Medical providers	4.1%	0%
Dental & eye care	7.7%	20%
Prescription medications	4.1%	0%

Demographics- Healthcare & COVID-19 | Health insurance

Display as: PERCENT

Gender:

Female	52.7%
Male	47.3%
Not Available	0%

Age:

<18	0%
18-29	0%
30-39	2.2%
40-49	1.1%
50-59	4.3%
60 and above	2.2%
Not Available	90.3%

Partnerships, Collaborations and Initiatives

Enroll Wyoming

- Partnered with Enroll Wyoming since 2013
- Wyoming 2-1-1 Community Resource Specialists are trained navigators to assist callers with enrollment and eligibility calculations
- Refer callers to navigators to assist them with enrollment assistance

Neighbors Helping Neighbors



HealthCare.gov



Kinship Connections of Wyoming

Kinship Connections of Wyoming is free program is designed to help link grandparents, relatives, and other caregivers to a broad range of services and supports to help them meet the needs of the children in their care.

- Program has been in existence since November 2019 - Piloted program in Laramie and Natrona Counties, but accepted kinship families outside of those areas if they contacted us
- In 2021, Joined a cross-site collaboration partnering with Casey Family Program, Generations United and with other kinship programs across the country to further develop a kinship model that meets the clearinghouse requirements.
- In February 2022, Launched services statewide and began a program evaluation as required by the Title IV-E program.
 - Evaluation report will be submitted in 24-36 months to the Title IV-E Prevention Clearinghouse with the goal of qualifying as an evidence-based program through the Family First Act.
 - 5 Case Counties: Albany, Laramie, Natrona, Sheridan, Converse, and Sweetwater
 - Evaluation Team - University of Wyoming and University of Montana

ADRC - Aging and Disability Resource Center



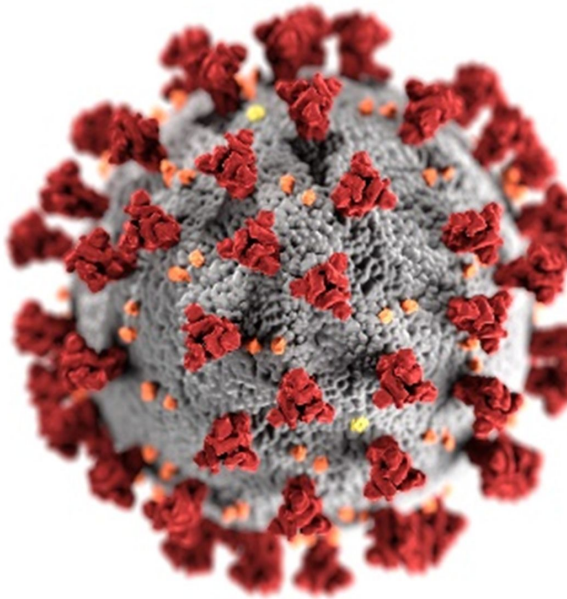
- Wyoming 211 is working with the University of Wyoming and the Wyoming Center for Aging on the ADRC website and database
- We will power the ADRC database with resources and will manage the upkeep of these resources
- We hired an ADRC Navigator.





CommuniCare is a new initiative that aims to improve access to community services, health, and equity by improving coordination and communication between service providers in Wyoming as a Community Information Exchange (CIE).

A Community Information Exchange (CIE) is a network of cross-sector partners who commit to sharing information and coordinating care with each other. Partners can access a variety of tools and Wyoming 211's comprehensive resource database where they contribute to a single longitudinal client record, share information important to care, and make bi-directional, closed-loop referrals. As a result, their shared clients will have more efficient access to the care and support they need to improve their health and quality of life.



This Photo by Unknown Author is licensed under CC BY-SA

Disaster / Crisis Response

2-1-1 enhances public safety and crisis recovery efforts

Wyoming

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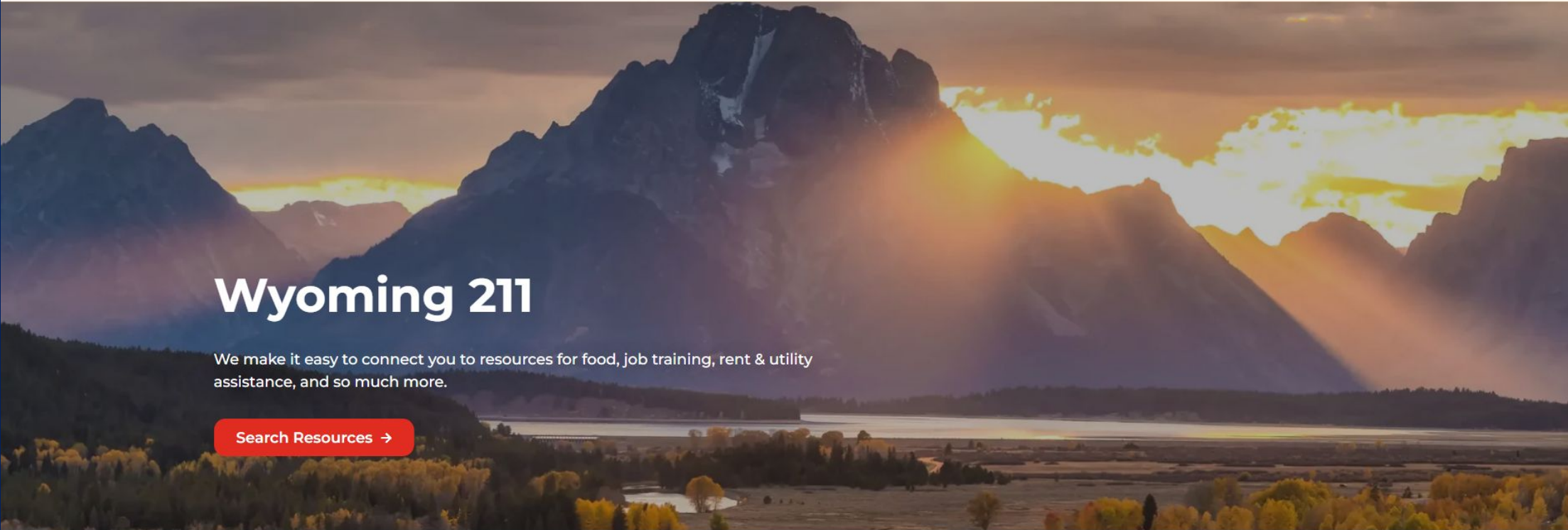


Technology and Systems

NEW WEBSITE & SEARCH ENGINE



[Donate](#)



Wyoming 211

We make it easy to connect you to resources for food, job training, rent & utility assistance, and so much more.

[Search Resources →](#)



ONLINE DATABASE OF SERVICES AND RESOURCES



[Home](#) [Favorites](#)

[Submit feedback](#)

How can we help?

Q Food, clothing, shelter, etc...

Suggestions

I don't have enough money to pay my rent or mortgage

I need assistance with my utilities.

I need food or food assistance

I need assistance finding health insurance for myself or my family.

I need help finding housing or a place to stay

I need transportation or transportation assistance

Categories

Financial Assistance

Utility Deposit Assistance

Mortgage Payment Assistance

Health Services

Medical Expense Assistance

General Acute Care Hospitals

Food

Summer Food Service Programs

Food Vouchers

Transportation

Bus Fare and Gas Assistance

Non-Emergency Medical Transportation

ONLINE DATABASE OF SERVICES AND RESOURCES



[Home](#) [Favorites](#)

[Submit feedback](#)

How can we help?

Q Older Adult/Disability Related Supportive Housing X

Taxonomies

Disease/Disability Specific
Screening/Diagnosis

LF-4900

Social Security Disability Insurance

NS-1800.8000

Disability Awareness Training

PH-6200.18...

Social Security Disability Insurance
Applications

NS-1800.80...

Older Adult/Disability Related Supportive

Categories



Financial Assistance

Utility Deposit Assistance

Mortgage Payment Assistance

Rent Deposit Assistance



Health Services

Medical Expense Assistance

General Acute Care Hospitals

Home Health Care



Food

Summer Food Service Programs

Food Vouchers

SNAP



Transportation

Bus Fare and Gas Assistance

Non-Emergency Medical
Transportation

HERITAGE COURT APARTMENTS | HERITAGE COURT APARTMENTS

HERITAGE COURT APARTMENTS

We provide low income senior housing 62+ y/o. HUD rent based on income (30%)

 (307) 638-2130

 3912 Gregg Way, Cheyenne, WY, 82009

 <https://www.accessiblespace.org/heritage-court-apartments>

Services

Elderly/Disabled Home Rental Listings

Older Adult/Disability Related Supportive Housing

 Call

 View website

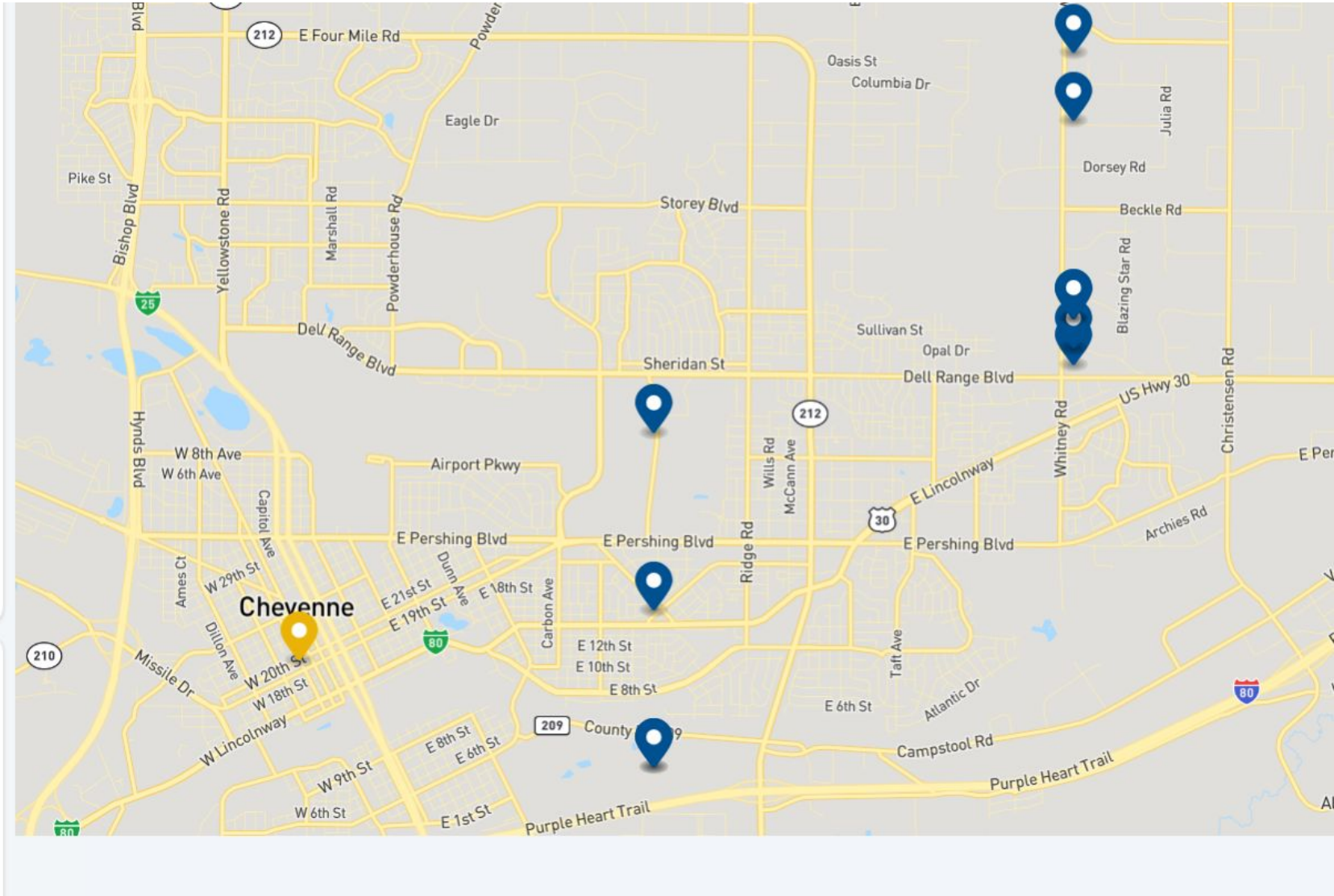
 Get directions

 View details

LIFE CARE CENTER OF CHEYENNE | LIFE CARE CENTER OF CHEYENNE

LIFE CARE CENTER OF CHEYENNE

Full service rehabilitation, inpatient and outpatient, physical therapy, occupational therapy and speech therapy services,



HERITAGE COURT APARTMENTS | HERITAGE COURT APARTMENTS

HERITAGE COURT APARTMENTS

We provide low income senior housing 62+ y/o. HUD rent based on income (30%)

Services

Elderly/Disabled Home Rental Listings

Older Adult/Disability Related Supportive Housing



Call



View website



Get directions



Physical Address

3912 Gregg Way, Cheyenne, WY 82009

Hours

Monday 10:00am - 3:00pm; Tuesday 10:00am - 3:00pm; Wednesday 10:00am - 3:00pm; Thursday 10:00am - 3:00pm; Friday 10:00am - 3:00pm

Voice

(307) 638-2130

Voice

(307) 638-2130

Website

<https://www.accessiblespace.org/heritage-court-apartments>

Email

ddale@accessiblespace.org

Application process

Website



Older Adult/Disability Related Supportive Housing

Casper, Wyoming, United States 45 Miles

Use my location Search

Older Adult/Disability Related Supportive Housing

1-8 of 8

4.2 Miles

EDGEWOOD MEADOW WIND | EDGEWOOD MEADOW WIND

EDGEWOOD MEADOW WIND

Edgewood Meadow Wind's Assisted Living and Memory Care services offer area seniors a continuum of care to meet all your care needs, while providing countless opportunities for socialization, enrichment and activity. Plus, our residents also enjoy the benefit of having on-site Therapy Services, Home Health and Hospice provided by Edgewood's healthcare services division, CaringEdge.

(307) 577-3045

3955 East 12th Street, Casper, WY, 82609



EDGEWOOD MEADOW WIND | EDGEWOOD MEADOW WIND

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Services

Assisted Living Facilities

Secured Supportive Housing Units

 Call

 View website

 Get directions



Physical Address

3955 East 12th Street, Casper, WY 82609

Voice

(307) 577-3045

Voice

(307) 577-3045

Website

<https://www.edgewoodhealthcare.com/community/meadow-wind/>

Email

info@edgewoodhealthcare.com

Application process

Website;Walk-In;Call

Fee

We are private pay. However, we do accept long-term care insurance, Veteran's benefits, and Medicaid Waiver.

RESOURCE DATABASE SHARING



988



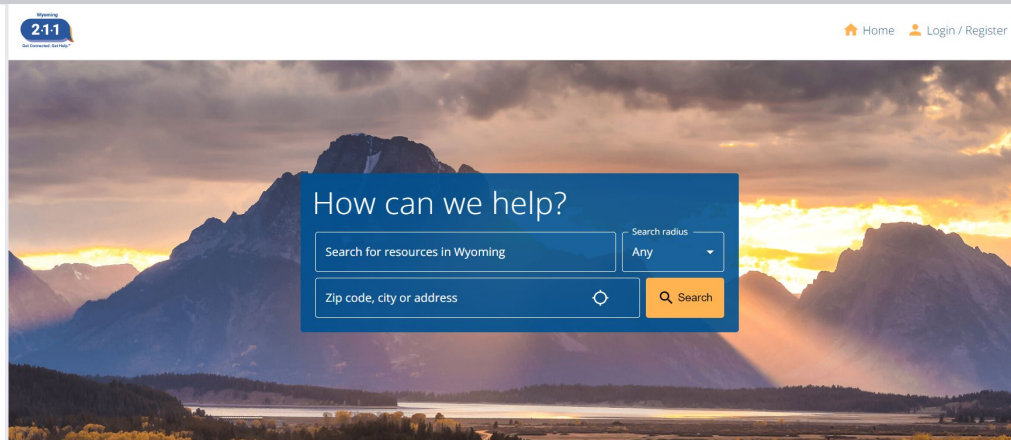
Cheyenne Regional Medical Center - EPIC



Excel Exports

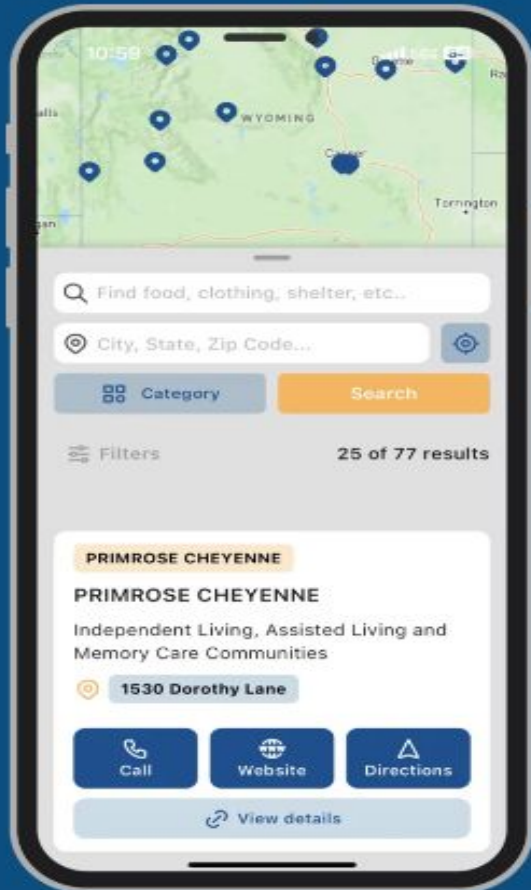


Sharing URL – Branding to each org (\$500/mo)



Wyoming 211 App

Check out the new
Wyoming 211 App in the
Apple App Store today!



**With COVID-19 Health
Disparities Grant
funding, we have
created a mobile app!**

**Head to your app store
and search Wyoming
211 or visit
Wyoming211.org from
your smartphone by
finding the link to
download on our
homepage.**

Thank you!! QUESTIONS??

CONTACT INFORMATION

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