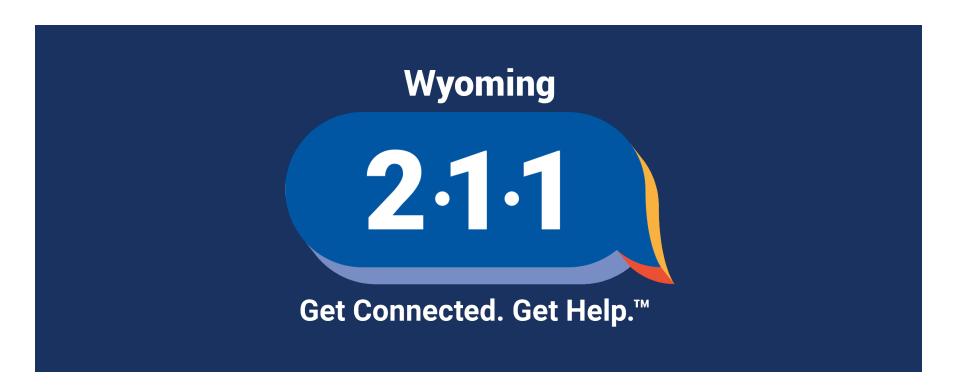
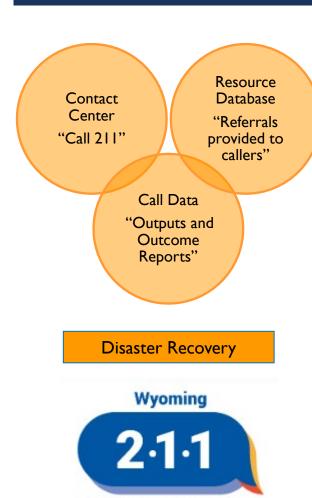
### WYOMING 211:YOUR COMMUNITY RESOURCE

PRESENTED BY: ANN CLEMENT, EXECUTIVE DIRECTOR



## HOW DOES WYOMING 211 HELP IMPROVE COMMUNITIES ACROSS THE STATE



Get Connected. Get Help."

- ✓ Wyoming 211 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 211 is a comprehensive, statewide provider of information and referral for Wyomingites.
- ✓ Wyoming 211 is a centralized access point to community information and referral services to provide individuals with information they need to access health and human services.
- ✓ 211 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 Nearly 3,000 resources statewide
- ✓ Wyoming 211 also provides information to communities to help them assess needs and gaps in services.
- ✓ Wyoming 211 is a partner in disaster recovery for information dissemination.

### 211 Nationwide Impact

- July 2000 FCC established 211 for the public to access community information
- 211 is available in all 52 states, as well as Canada and Puerto Rico.
- 211 reaches 99% of the US population.
- In the State of Wyoming, 100% of Wyoming residents have access to 211.

### 99% OVERALL COVERAGE





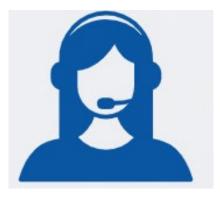
% of Population Covered\* by 211 in Each State



ata produced by United Way Worldwide: February 2023

\*Coverage is calculated by U.S. Census data

## WHEN IS WYOMING 211 AVAILABLE?



Call Center Location: Cheyenne, WY

Services Provided: STATEWIDE **Live support** is available: Monday - Friday 8AM to 5PM.

Dial 211 or 1-888-425-7138 or text your zip code to 898211, and a Community Resource Specialist will be happy to assist.

Language translation services are available.

\*If you are seeking resources after hours, you can either **message us** and let us know what you're looking for or use our **guided online search** for available resources.



### WYOMING 211 STAFF – WE ARE GROWING!!

**Executive Director –** Ann Clement **Deputy Director, Director of Development & Marketing –** Olivia Schon Finance & Administration Coordinator – Angie Buchanan **Technology Operations Lead – Sarah Martin Call Center Supervisor**– Josie Moralez Community Resource Specialist – Natasha Moreno **Resource Database Supervisor –** Jane Cramb Resource Database Specialist / Call Center Support – Erik Saulness **Community Information Exchange Specialist – Nichole Coyne** Community Engagement Program Manager – Casey Quinn Kinship Program Manager – Chandra Ortiz **Kinship Navigator** – Gabby McGuire **ADRC Navigator – Kari Meyers** 

Community Information Exchange Navigator – Rachel Sullivan
Wind River ADRC Navigator – TBD

Who can benefit from using Wyoming 211?

Everyone! Including you!

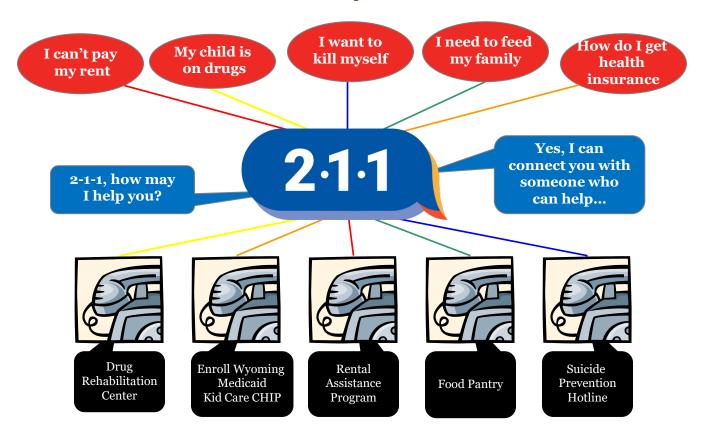


You call 9-1-1 when your house is on fire, but you call 2-1-1 when your life is on fire.



#### **How does Wyoming 211 Work?**

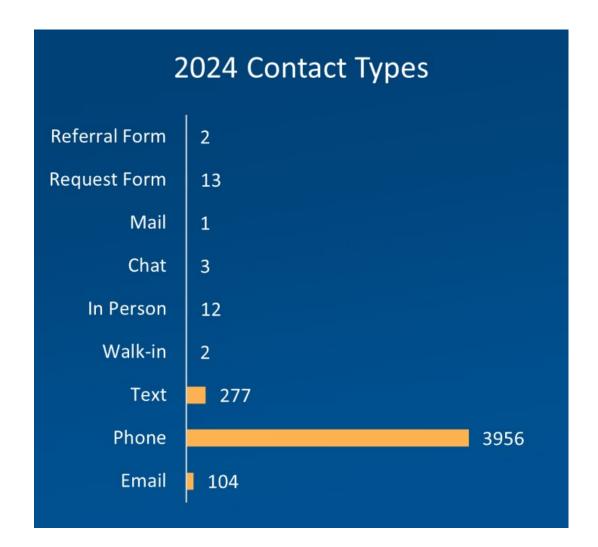
## Providing Access to Community Resources



## **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

Wyoming 211 2024 statewide Contact data





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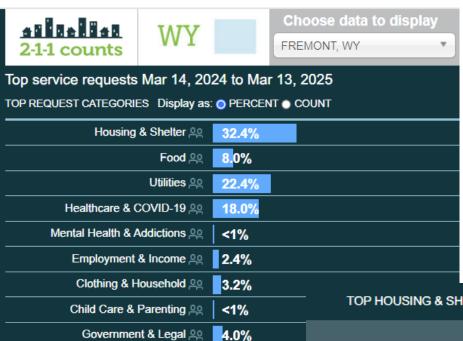
Programs & Partners ∨ Provider

### 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 →



3.6%

0%

0%

4.8%

100%

Transportation Assistance 22

Total for top requests 🕰

Education 22

Disaster 22

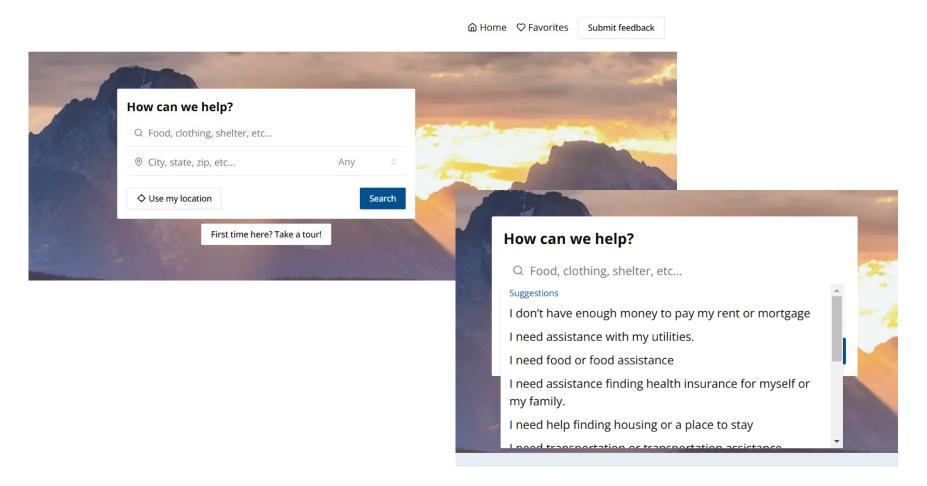
Other 22

9%
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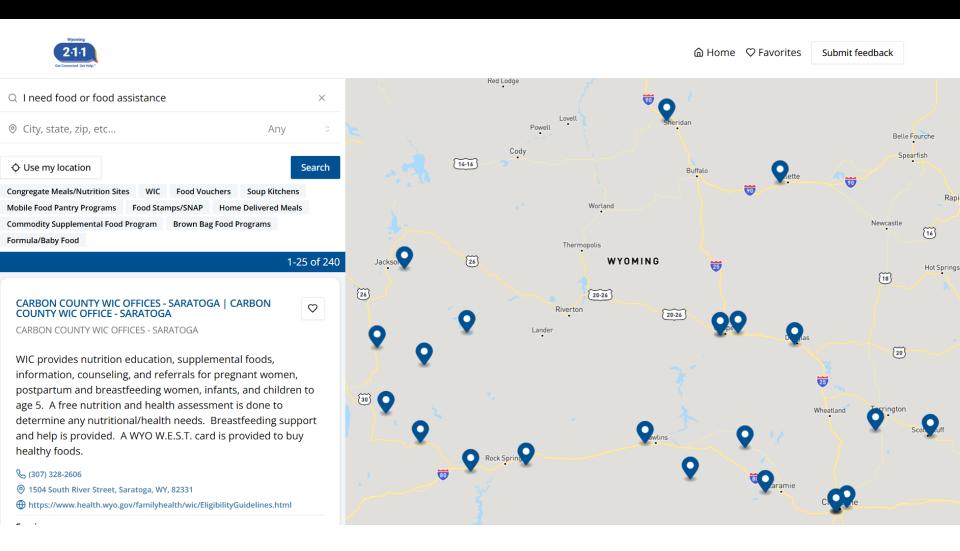


## New Website & Search Engine



## Search Options

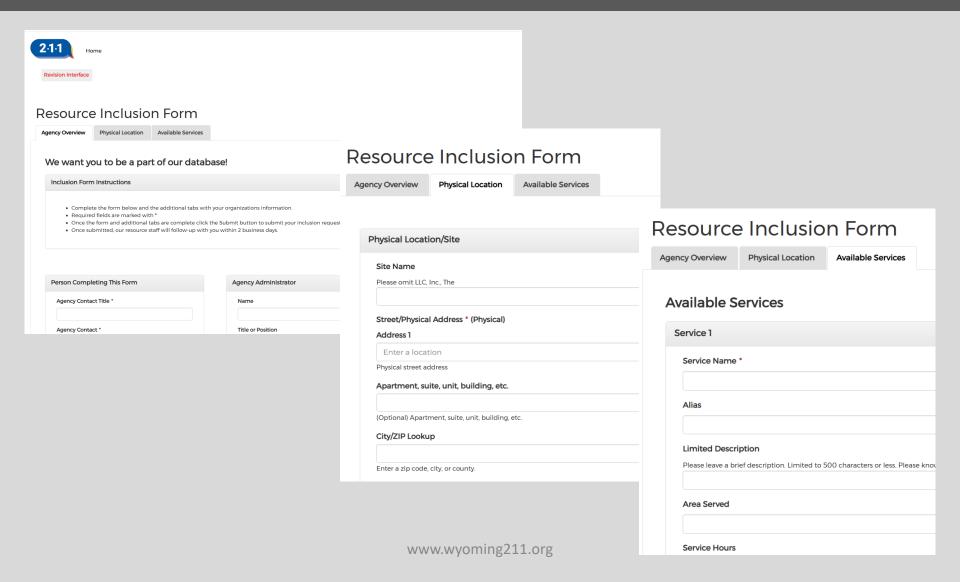
### **Search Results**



With COVID-19 Health Disparities Grant funding, we have created a mobile app available for use by both Apple and Android.



## Wyoming 211 Add & Update Agency Functions



#### Arts, Culture and Recreation

Dog Parks Military Museums Planetariums/Observatories Recreation Centers Recreational Facilities Specialty Galleries/Exhibits Youth Enrichment Programs

#### **Employment**

Comprehensive Job Assistance Centers Employment Job Search/Placement Temporary Employment Temporary Help Agencies Training and Employment Programs Vocational Rehabilitation

#### Clothing/Personal/Household Needs

Appliance Repair Automotive Repair and Maintenance Baby Clothing Children's Clothing Clothing Diapers Furnace Maintenance/Repair General Minor Home Repair Programs Home Rehabilitation Programs Household Goods Mobile Home Repair/Service Complaints Personal/Grooming Needs

#### Disaster Services

Thrift Shops

Disaster Donation Coordination Disaster Preparedness Disaster Services Disaster Victims FEMA Emergency Food/Shelter Administrative Agencies General Disaster Information

#### Wyoming 211's Taxonomy Guide

#### Food/Meals

Christmas Baskets Christmas Meals Commodity Supplemental Food Program Congregate Meals/Nutrition Sites Farmers Market Food Pantries

Food Stamps/SNAP Food Vouchers Home Delivered Meals Pet Food Sack Lunches/Dinners Soup Kitchens

Summer Food Service Programs

Thanksgiving Baskets Thanksgiving Meals WIC

#### Housing/Utilities

At Risk/Homeless Housing Related Assistance Programs Cable Service Payment Assistance Domestic Violence Shelters

Home Improvement/Accessibility

Home/Community Care Financing Programs

Homeless Drop In Centers Homeless Families

Homeless People Homeless Shelter **Housing Authorities** 

Housing Counseling

Housing Search Assistance

Low Income/Subsidized Rental Housing Mortgage Delinquency and Default Counseling

Mortgage Payment Assistance Motel Bill Payment Assistance Rent Payment Assistance Rental Deposit Assistance

Transitional Housing/Shelter Utility Assistance

Utility Deposit Assistance

#### Income Support/Assistance

AARP Tax Aide Program Sites Debt Management Disability Benefit Recipients Homeless Motel Vouchers Income Support and Employment Social Security Disability Insurance State Unemployment Insurance Tax Preparation Assistance Temporary Financial Assistance

#### Information Services

211 Systems Information and Referral Specialized Information and Referral

#### Education

Adult Basic Education Community Colleges Early Childhood Education English as a Second Language GED Instruction Graduation Requirements Programs Literacy Programs **Tutoring Services** 

ACA Registered Agents and Brokers

#### **Health Care**

Assistive Technology Equipment Assistive Technology Equipment Loan Certified Application Counselor Programs Children's Out of Home Respite Care CHIP Programs Chronic Disease Self-Management Programs Clinical Weight Loss Programs Colorectal Cancer Detection Community Clinics Community Wellness Programs Dental Care Dental Care Expense Assistance Dental Care Referrals

#### Health Care (continued)

Developmental Screening Diabetes Diabetes Managment Clinics Diabetes Screening Disease Prevention Programs Disease/Disability Information Eve Care Expense Assistance Familites/Friends of People with Alzheimer's Disease Family and Community Medicine

Family Planning

Federal Health Insurance Marketplace Call

Center/Website

General Health Education Programs

General Health Insurance Information/Counseling

General Laboratory tests General Medical Care

Glasses/Contact Lenses

Government Subsidized Prescription Drug

Benefits

Health Care Referrals

Health Literacy Programs Health/Disability Related Support Groups

Healthy Eating Programs

Home Glucose Monitoring Systems

Home Health Care

Hospitals Immunizations

Insurance Companies

Long Term Care Options Counseling

Mammograms Medicaid

Medicaid Information/Counseling

Medical Care Expense Assistance Medical Equipment Expense Assistance

Medical Equipment/Supplies Medicare Information/Counseling

Navigator Programs

Non-Clinical Weight Loss Programs

Nutrition Education





## Other Services

## Helping Agencies (Resources/Services) and Community Leaders

# 211 Call Data CAN BE USED TO ASSESS NEEDS AND FIND SOLUTIONS in communities.

211 tracks caller demographics, presenting needs, unmet needs and referrals made. Data gathered provides information about gaps in services and duplication of services which is beneficial for health care leaders and community planners.

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

## Presenting Needs - Statewide

#### **Top 5 Needs**

#### Housing



- 1. Rent Payment (660)
- 2. Low Income/Subsidized Rental Housing (189)
- 3. Motel Bill Payment Assistance (86)
- 4. Elderly/Disabled Home Rental Listings (78)
- 5. Transitional Housing/Shelter (72)

#### **Utilities**



- 1. Utility Service Payment Assistance (716)
- 2. Heating Fuel Payment Assistance (80)
- 3. Discounted Telephone Service (20)
- 4. Discounted Internet Service (16)
- 5. Water Service Payment Assistance (10)

#### Food/Meals



- 1. Food Pantries (520)
- 2. SNAP (43)
- 3. Food Vouchers (40)
- 4. Home Delivered Meals (14)
- 5. Formula/Baby Food (11)

#### **Transportation**



- 1. Ride App Services (168)
- 2. Non-Emergent Medical Transportation (109)
- 3. Gas Money (103)
- 4. Local Automobile Transportation (47)
- 5. Local Bus Transit Services (40)

#### Individual, Family and Community Support

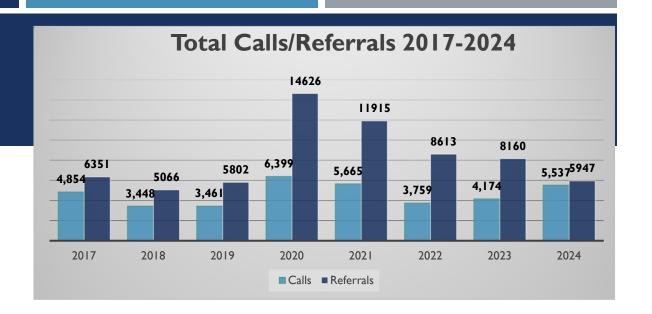


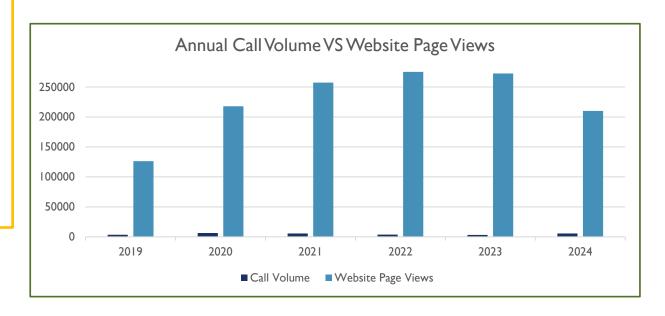
- 1. In Home Assistance (212)
- 2. Case/Care Management (95)
- 3. Respite Care (64)
- 4. Holiday Gifts/Toys (38)
- 5. Senior Centers (33)

### WYOMING 211 2022 STATEWIDE DATE

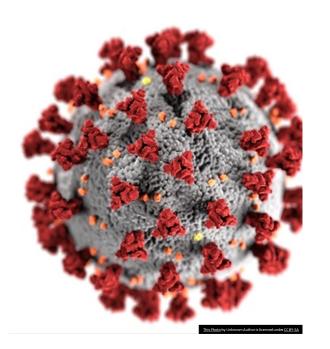
From January 2017 through December 2024, Wyoming 211 handled over 37,000 calls and provided nearly 66,000 referrals statewide.

We reach even more residents through our website.









## Disaster/Crisis Response

211 enhances public safety and crisis recovery efforts.

**Wyoming** 

2.1.1

**Get Connected. Get Help.™** 



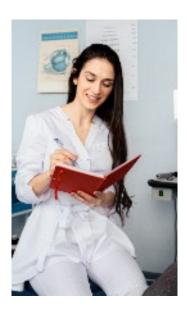
## Partnerships, Collaborations and Initiatives

#### **Neighbors Helping Neighbors**



www.wyoming211.org

HealthCare.gov



## **Enroll Wyoming**

- Partnered with Enroll Wyoming since 2013
- Wyoming 211 Community
  Resource Specialists are trained
  navigators to assist callers with
  enrollment and eligibility
  calculations
- Refer callers to navigators to assist them with enrollment assistance



#### What is Ride United?

Wyoming 211 has partnered with United Way Worldwide and Lyft to address pressing transportation needs to help people access services for specific and needed situations, such as essential medical services, complete education programs, get to job interviews, and more.

Ride United provides up to ten (10) free or discounted round trip rides per month via Lyft for eligible individuals who have transportation challenges.

#### **Eligibility Requirements**

Open to all residents age 18 years and older who are in need of transportation for one of the listed purposes where Lyft ride service is available.

#### **Rides Can be Scheduled for:**

- Medical
- Employment
- Food
- Education
- Legal
- Housing
- Financial Services

Limited rides may be available to assist clients in getting connected to needed services and should not be used for long distance and/or on- going transportation needs. The 211 Specialist will explore long- term transportation options for future needs, if needed.





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 less than 12 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

## Wyoming ADRC Aging and Disability Resource Center

Empowering older adults, people with disabilities and caregivers to successfully navigate their quality of life and independence with the tools and knowledge needed to choose the best path for themselves. Wyoming ADRC streamlines access to supports and services through a "No Wrong Door" system to ensure they receive the "right service at the right time."

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.

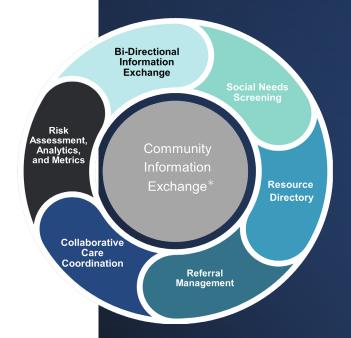


## CommuniCare (CIE)

CommuniCare is a Community Information Exchange (CIE), a network of service providers who share information and coordinate care with each other from a centralized technology platform.

Partners can access a variety of tools that help them identify client needs, close the loop on referrals, communicate with others working with shared clients, and better identify available resources.

Result: Shared clients have more efficient access to the services, care, and support they need to improve their health, functioning, and quality of life.



### What Does CommuniCare Offer?

- Standardized Intake
- Direct Referrals and Outcomes
- Access to all 2,900 resources in WY211 Database
- Referral Dashboard
- Case Management and Care-Team tools
- Document Uploader Vault
- Dozens of pre-built Evaluations and Assessments
- Access to Electronic Master Patient Index (EMPI)
   via Contexture HIE
- Direct Access to WY211 CommuniCare, ADRC, and Kinship Navigators



## Why CommuniCare?

#### Our Vision for a Stronger, Healthier Community:

- Empowering Lives: Enhancing health and well-being by ensuring individuals and families thrive, not just survive.
- Bridging Gaps in Care: Addressing unmet needs and coordinating services to ensure seamless care delivery and prevent anyone from falling through the cracks.
- Streamlining Access: Reducing the burden on individuals by simplifying navigation through healthcare and social support systems.
- Promoting Long-Term Wellness: Supporting preventive strategies and robust referral tracking to reinforce continuity, accountability, and wellness.



## Statewide Launch Coming Spring of 2025



#### Wyoming Family Resource Centers Collective

The Wyoming Family Resource Centers Collective is a collaborative statewide network that has been formed to help establish Family Resource Centers or strengthen existing Centers across the state. The Collective is connecting organizations with grant funding and providing grantees with technical assistance and best practices for establishing a Family Resource Center in their community.

## Wyoming Family Resource Centers

Family Resource Centers provide on-site health and wellness programs, services, resources and referrals, activities, and classes all in one place. They meet the needs of their communities, strengthening Wyoming families and individuals.

## Find Your Local Family Resource Center

Find the nearest location in your county and who to contact!

### **Wyoming Family Resource Centers Collective**

#### Albany

 Big Brothers Big Sisters of Wyoming, 1010 S 6<sup>th</sup> St, Laramie; M-Thurs, 9-6, Fri 9-3; 307-742-2227

#### Big Horn

- One Health, 229 E Main, Lovell, M,T,W,Th 8-5; closed Friday; 307-548-9123
- One Health, 444 Graybull Ave, Graybull; M-Th 8-5; closed Friday; 307-765-1450

#### Campbell

 Yes House, 905 N Gurley Ave, Bldg D, Gillette; M-Th 9-5; Fri 9-12; 307-686-0669, x2107

#### Carbon

2100 East Cedar Street Suite D, Rawlins WY; 307-269-8482

#### Converse

 Healthcare for the Homeless; 1514 E 12<sup>th</sup> St, Casper; M-Th 8-4:30; Fri 8-12; 307-235-6116

#### Crook

 103 S. Belle Fourche Ave. Moorcroft WY 82721 307-269-8481

#### Fremont

Child Development Services; 100 Push Root Rd, Lander; M-F 8-5; 307-332-5508

#### Goshen

Goshen Food Pantry; 1933 Main St, Torrington, WY 82240

#### Hot Springs

Hot Springs Senior Center, 206 Senior Ave, Thermopolis; M-F 8-4; 307-864-2151

#### Johnson

Johnson County School District, 601 W Lott St, Buffalo; M-F 8-4; 307-684-9571

#### Laramie

Boost Center, 2300 Chestnut Dr, Cheyenne; M-F 9-4; 307-829-7586

#### Lincoln

Kindness Matters EDU, app in progress, no physical location available

#### Natrona

 Community Action of Natrona County, 606 S David St, Casper; M-Th 9-4; 307-232-0124

#### Niobrara

617 S. Oak, Lusk WY 82225; 307-683-9330

#### Park

- One Health, 902 Blackburn Ste F, Cody; M,T,Th 8-5, W 8-7; 307-291-0447
- One Health, 128 N Bent St, Powell; M,W 8-5, T, Th 8-7; 307-764-4107

#### Platte

Platte County Public Health, T,Th 8-5 and every other M and F; 307-881-2423

#### Sheridan

One Health, 201 E 5<sup>th</sup> St, Sheridan; M 7:30-5, T-Th 7:30-6; 307-674-6995

#### Sublette

Sublette County Family Resource Center; 665 N Tyler Ave, Rm 108, Pinedale; M-Th
 7-12 or by appointment 307-231-7953

#### Sweetwater

 Sweetwater Family Resource Center; 649 N Front St, Unit A; T-F 10-4; closed 12-1pm; 307-362-6549 ext 3

#### Teton

One22 Resource Center; 180 S Willow St, Jackson; M-F 9-5; 307-203-4500

#### Uinta

Wells Fargo Bldg, 724 Front St Ste 450, Evanston; 307-677-1266

#### Washakie

- 723 Big Horn Ave, Worland WY 82401; 307-269-8487

#### Weston

128 W. Main Street, Suite G, Newcastle WY 82701; 307-269-8489



- Statewide Volunteer program
- Currently covering 12 counties
- Trainings take place monthly
- Ambassadors learn the
  - General 211 presentation,
  - Call center education,
  - Taxonomy training,
  - Website tour,
  - Family Resource Center connections,
  - Goals and vision for the ambassador role

## Collaborations to Assist Vulnerable Populations

#### **Wyoming Department of Health**

- Statewide Hotline
- Aging Division

#### **Wyoming Department of Family Services**

- ERAP (Emergency Rental Assistance Program)
- ADRC Navigator

#### **Farmers and Ranchers - AgriStress**

 Wyoming 211 has partnered with the Wyoming Department of Agriculture and the Farm and Ranch Stress Assistance Network to provide information and referral to resources and services that may assist farmers and ranchers in need of support or assistance. We have resources to help farmers and ranchers in coping with the stress and demands that are unique to their industry.

#### **Veterans**

• Collaborating with Wyoming Department of Health to increase access to quality health care for rural Wyoming veterans, with an emphasis on increased access to mental health care services.

#### **Wyoming Homeless Collaborative**

Wyoming 211 participates in the coordinated entry (HMIS) process

#### **Wyoming VOAD**

Disaster Response and Recovery

## Collaborations to Assist Vulnerable Populations, contd.

#### **Prevention and Awareness**

- Direct connection to the 988 Suicide Crisis hotlines located in Casper and Graybull through an API that allows these call centers to directly connect to the 211 database to best assist their callers with any presenting needs.
- Work with Prevention Coalitions and Community Prevention Specialists located in each county.
- Contributed resources to help people with the opioid epidemic to the Department of Health GIS Mapping projection
- Child Abuse and Neglect Helping parents and caregivers identify and access resources may help prevent the stress that sometimes precipitates child abuse and/or neglect. When parents and caregivers have their concrete needs met, they are more likely able to provide a safe and stable environment for their children, which is what we are all striving for.

### RESOURCE DATABASE SHARING



988



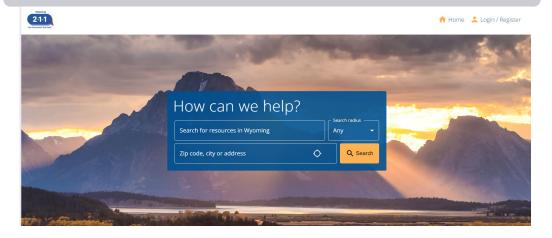
Cheyenne Regional Medical Center



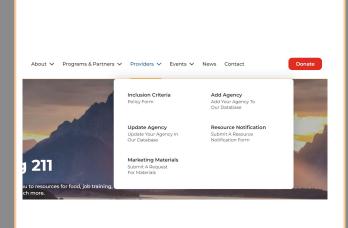
**Excel Exports** 



Sharing URL – Branding to each org (fee-based)







Materials	Contact Info	
8.5 x 11 Poster		
3.5 x 4 Wallet Card	b	
8.5 x 3.5 English/S	panish Rack Card	
8.5 x 11 'Hello to He	elp' poster	
Wyoming Comm	uniCare Brochure	

## Thank you! Questions? How can we best support you?

**CONTACT INFORMATION** 

**FOLLOW US ON SOCIAL MEDIA** 

Ann Clement, Executive Director

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307-757-0987

manager@wyoming211.org

www.wyoming211.org

Facebook:

https://www.facebook.com/WY211/

Instagram:

https://www.lnstagram.com/wyoming211/

LinkedIn:

www.linkedin.com/Wyoming211

