
WYOMING 211: YOUR COMMUNITY RESOURCE

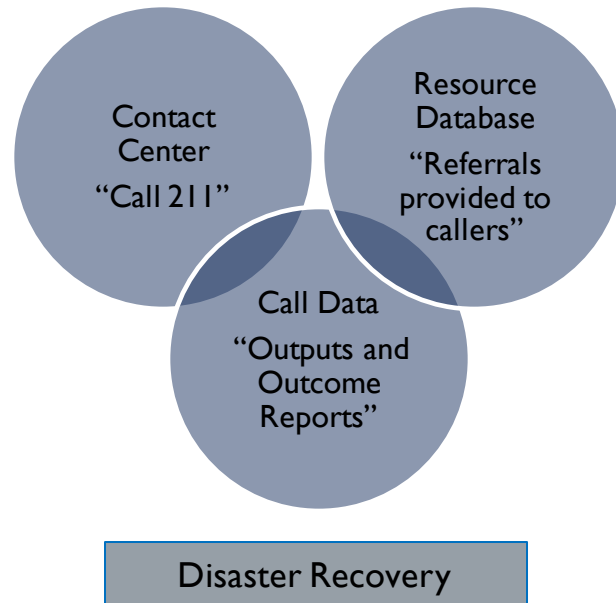
PRESENTED BY: OLIVIA SCHON, DEPUTY DIRECTOR

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 2,800 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 211 STAFF

Executive Director – Sabrina Lane

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 – Tammy Gamino

Community Engagement Manager – Casey Quinn

Community Information Exchange (CIE) Navigator – Rachel Sullivan

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.

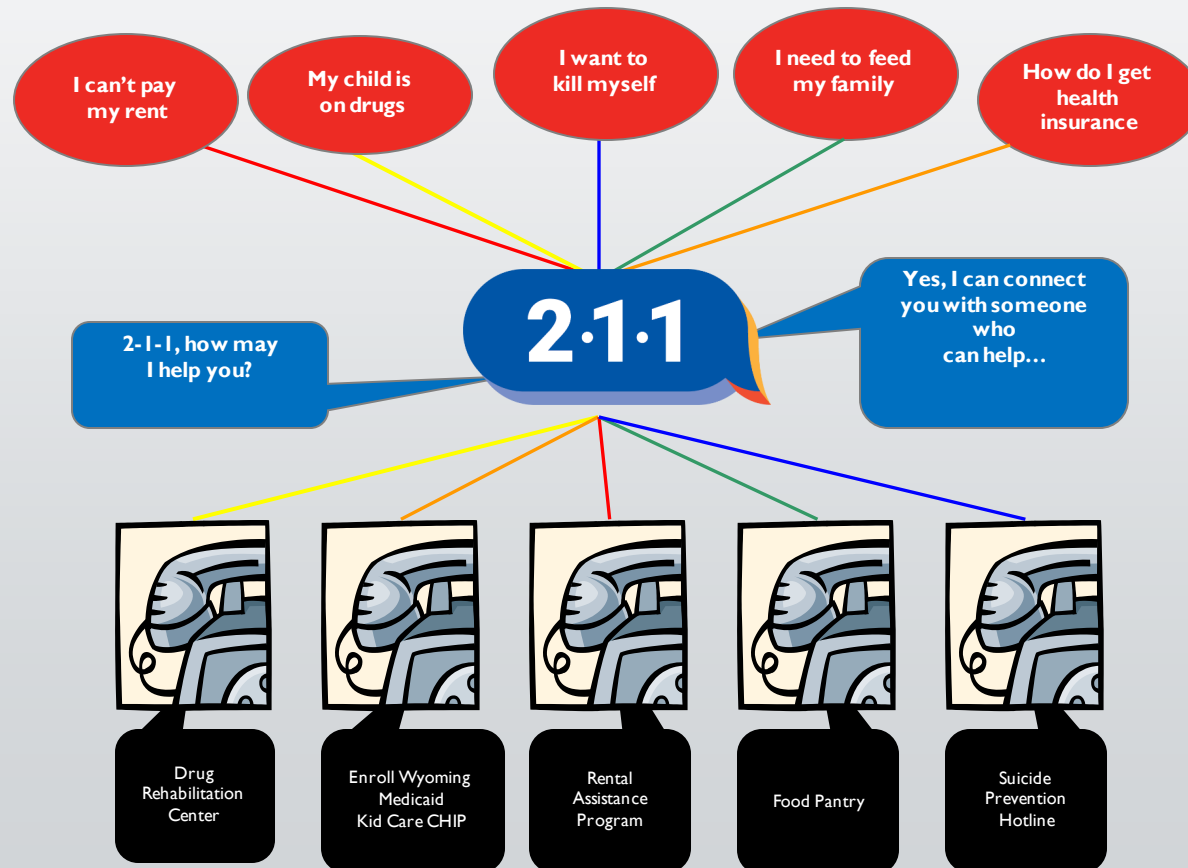
Services Provided:

STATEWIDE



PROVIDING ACCESS TO COMMUNITY RESOURCES

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



WHO CAN BENEFIT FROM USING WYOMING 2-1-1? EVERYONE!!

- Librarians
- Case Managers and Care Givers
- Grandparents in need of assistance with their grandchildren
- Families seeking services for their children
- Law enforcement officers helping individuals in need – suicide ideologies, homeless, victim assistance, etc.
- Veterans seeking services specifically tailored to veterans
- **Individuals looking for health insurance**
- Seniors seeking information about financial scams
- Human Resource professionals helping an employee find resources for transportation, childcare, or their aging parents
- Laid-off workers struggling to find employment or feed their families
- Disaster victims seeking housing, food, counseling

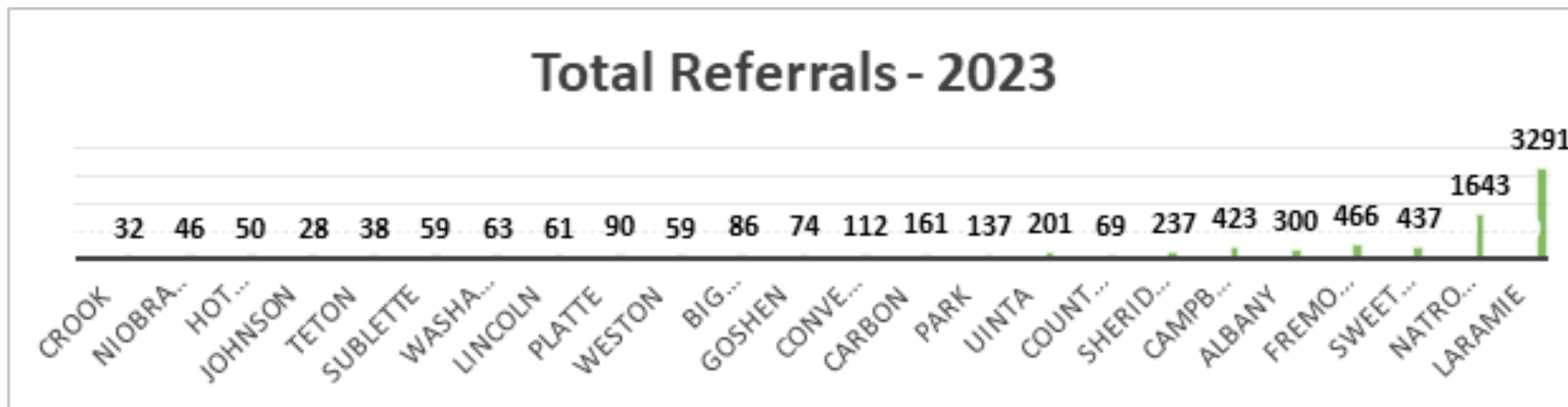
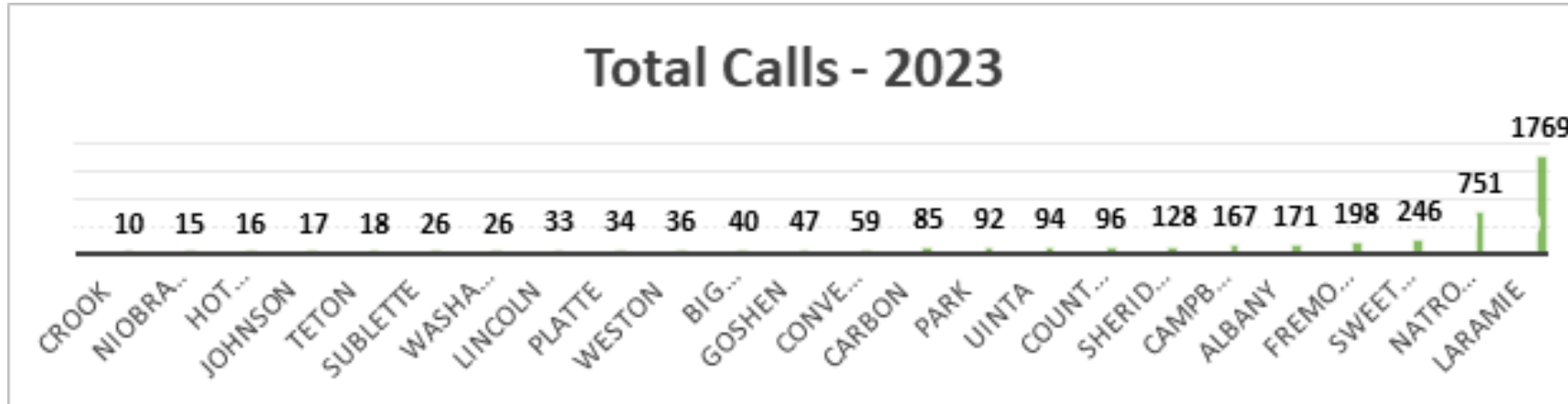
Helping Agencies (Resources/Services) and Community Leaders

ASSESSING COMMUNITY NEEDS AND FIND SOLUTIONS



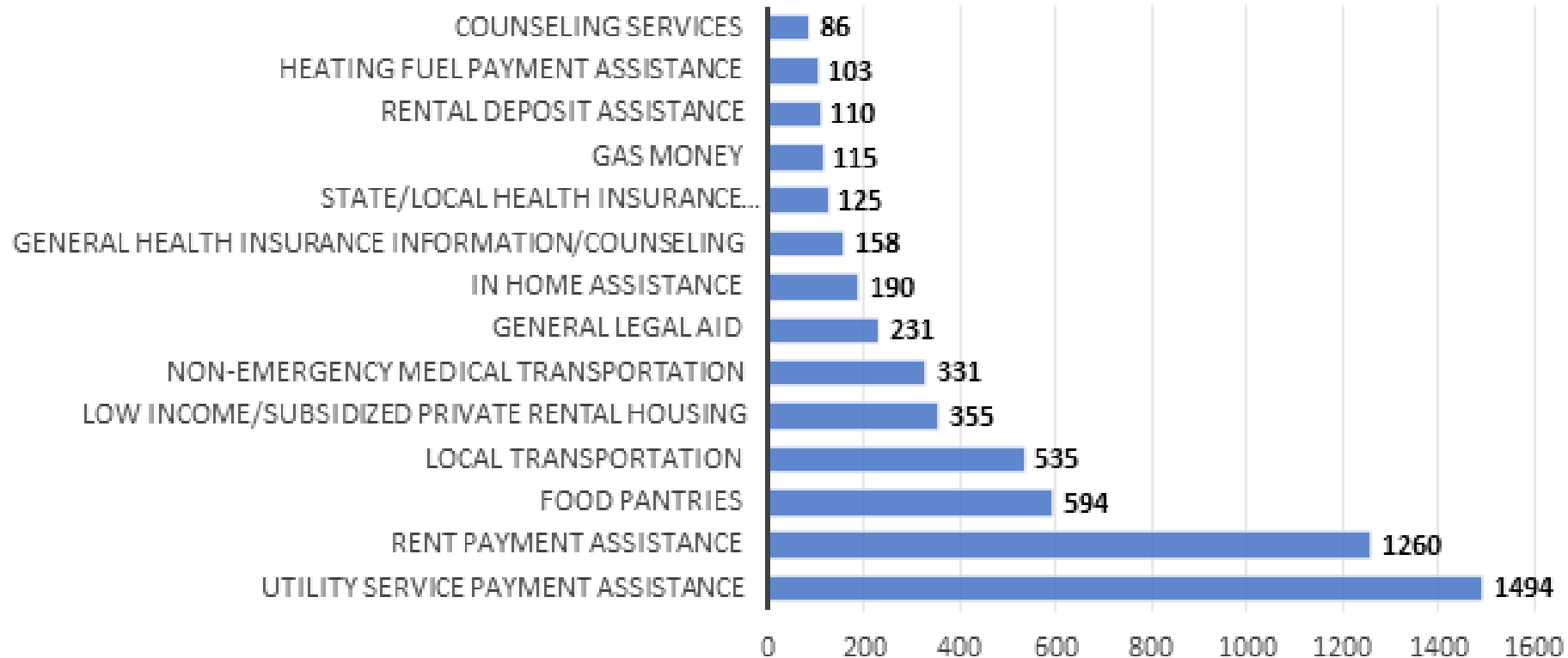
211 staff conduct follow-up surveys with callers to assess the caller's use and satisfaction of the referral agency along with the caller's satisfaction of 211 services.

Total Calls and Referrals- Statewide



Presenting Needs - Statewide

Top 12 Presenting Needs - Statewide 2023



211 Counts – Real time Data Dashboard

Wyoming
211
Get Connected. Get Help.™

About Programs & Partners

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 →](#)

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 →](#)

www.wyoming211.org

January 2023- January 2024 Laramie County needs




Choose data to display

LARAMIE, WY

LAST 365 DAYS















TOTAL REQUESTS
FOR YOUR FILTERS

2,308












Top service requests Jan 22, 2023 to Jan 21, 2024

TOP REQUEST CATEGORIES Display as: PERCENT COUNT

Housing & Shelter 	23.7%
Food 	6.5%
Utilities 	14.8%
Healthcare & COVID-19 	14.7%
Mental Health & Addictions 	2.6%
Employment & Income 	2.9%
Clothing & Household 	3.8%
Child Care & Parenting 	<1%
Government & Legal 	3.9%
Transportation Assistance 	21.4%
Education 	<1%
Disaster 	<1%
Other 	4.6%
Total for top requests 	100%

TOP HOUSING & SHELTER REQUESTS


Shelters 	8.8%
Low-cost housing 	24.8%
Home repair/ maintenance 	2.7%
Rent assistance 	61.9%
Mortgage assistance 	1.1%
Landlord/ tenant issues 	<1%
Contacts 	<1%
Other housing & shelter 	0%
0 = No requests made Not Available = Data not collected Some requests are only computed at the category level	

UNMET 

4%
<1%
0%
13%
0%
0%
0%
0%
Requests >100 AND > 50%

January 2023- January 2024 Laramie County needs






Choose data to display

LARAMIE, WY

LAST 365 DAYS

TOTAL REQUESTS
FOR YOUR FILTERS

2,308



Top service requests Jan 22, 2023 to Jan 21, 2024

TOP REQUEST CATEGORIES Display as: PERCENT COUNT

TOP HEALTHCARE & COVID-19 REQUESTS

UNMET i

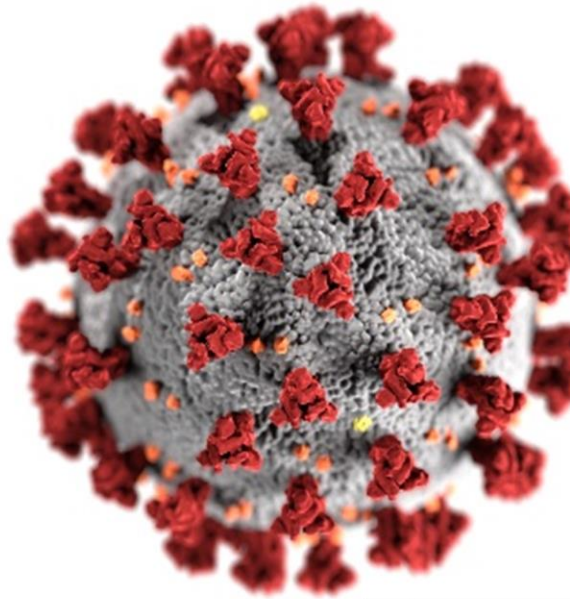
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Education <small>00</small>	<1%
Disaster <small>00</small>	<1%
Other <small>00</small>	4.6%
Total for top requests <small>00</small>	100%

Health insurance <small>00</small>	36.9%	2%
Medical expense assistance <small>00</small>	7.7%	12%
Medical providers <small>00</small>	7.4%	0%
Dental & eye care <small>00</small>	11.8%	5%
Prescription medications <small>00</small>	5.9%	0%
Nursing homes & adult care <small>00</small>	21.5%	3%
Death related <small>00</small>	<1%	50%
Public health & safety <small>00</small>	1.2%	0%
COVID testing <small>00</small>	0%	0%
COVID vaccination <small>00</small>	0%	0%
All other COVID <small>00</small>	0%	0%
Other health services <small>00</small>	6.8%	0%
Contacts <small>00</small>	<1%	0%
Other healthcare <small>00</small>	0%	0%

0 = No requests made
Not Available = Data not collected

Requests >100
AND > 50%

Partnerships, Collaborations and Initiatives



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Disaster / Crisis Response

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

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- Tammy Gamino





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.

Collaborations to Assist Vulnerable Populations

Wyoming Department of Health

- COVID – Statewide Hotline

Wyoming Department of Family Services

- ADRC Navigator
- Kinship Program

Wyoming Department of Agriculture

- Wyoming 2-1-1 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.

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 2-1-1 participates in the coordinated entry (HMIS) process

Prevention and Awareness

- Work with Prevention Coalitions across the state
- 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.

Wyoming

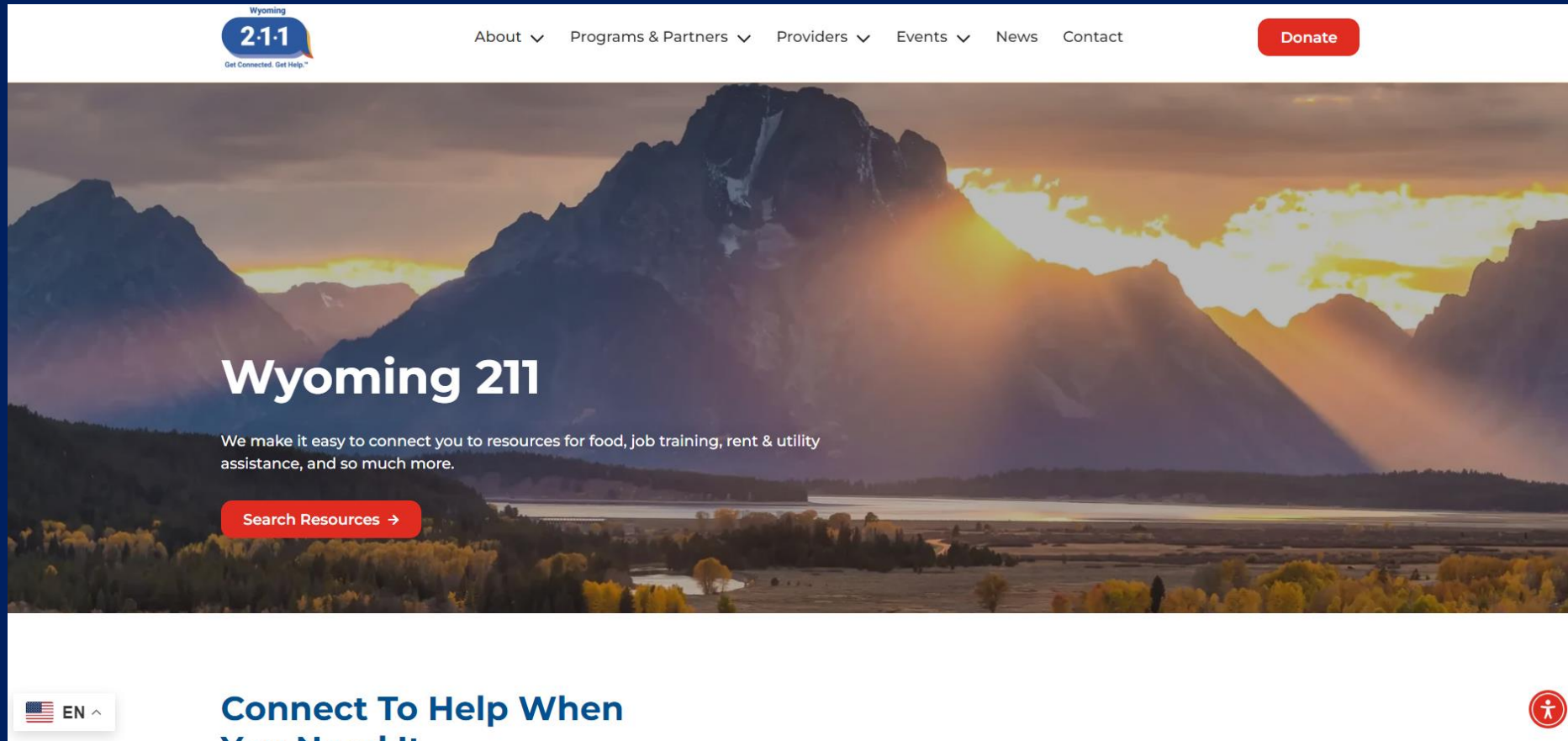
2·1·1

Get Connected. Get Help.™



Technology and Systems

New Website & Search Engine



ONLINE DATABASE OF SERVICES AND RESOURCES

Wyoming 2-1-1 Get Connected. Get Help.™

Home Favorites

Home Favorites Submit feedback

How can we help?

Food, clothing, shelter, etc... Search

City, state, zip, etc... Any

Use my location

First time here? Take a tour! **New!**

How can we help?

Food, clothing, shelter, etc... Search

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

Categories

Financial Assistance	Health Services	Food	Transportation
Utility Deposit Assistance	Medical Expense Assistance	Summer Food Service Programs	Bus Fare and Gas Assistance
Mortgage Payment Assistance	General Acute Care Hospitals	Food Vouchers	Non-Emergency Medical Transportation
Rent Deposit Assistance	Home Health Care	SNAP	Automotive Repair & Maintenance
Water Service Payment Assistance	Dental Care	Food Pantries	Travelers Information and Assistance
Motel Bill Payment Assistance	Community Clinics	Commodity Foods	Bus and Taxi Services
	Health Insurance	Soup Kitchens	

Teledicine X Search

City, state, zip, etc... Any

Use my location

LV-8500

1-25 of 54

ALCOHOL AND DRUG ABUSE TREATMENT at FRONTIER PSYCHOLOGICAL ASSOCIATES

We are state certified to complete drug and alcohol evaluations to clarify the problem and provide recommendations. This includes conducting SAP (Substance Abuse Professional) evaluations for those whose job requires compliance with Federal DOT rules such as truck drivers. We offer Level 1 individual drug and alcohol

Show more

724 Front Street, Evanston, WY, 82930

(307) 789-6773

Call View website Get directions

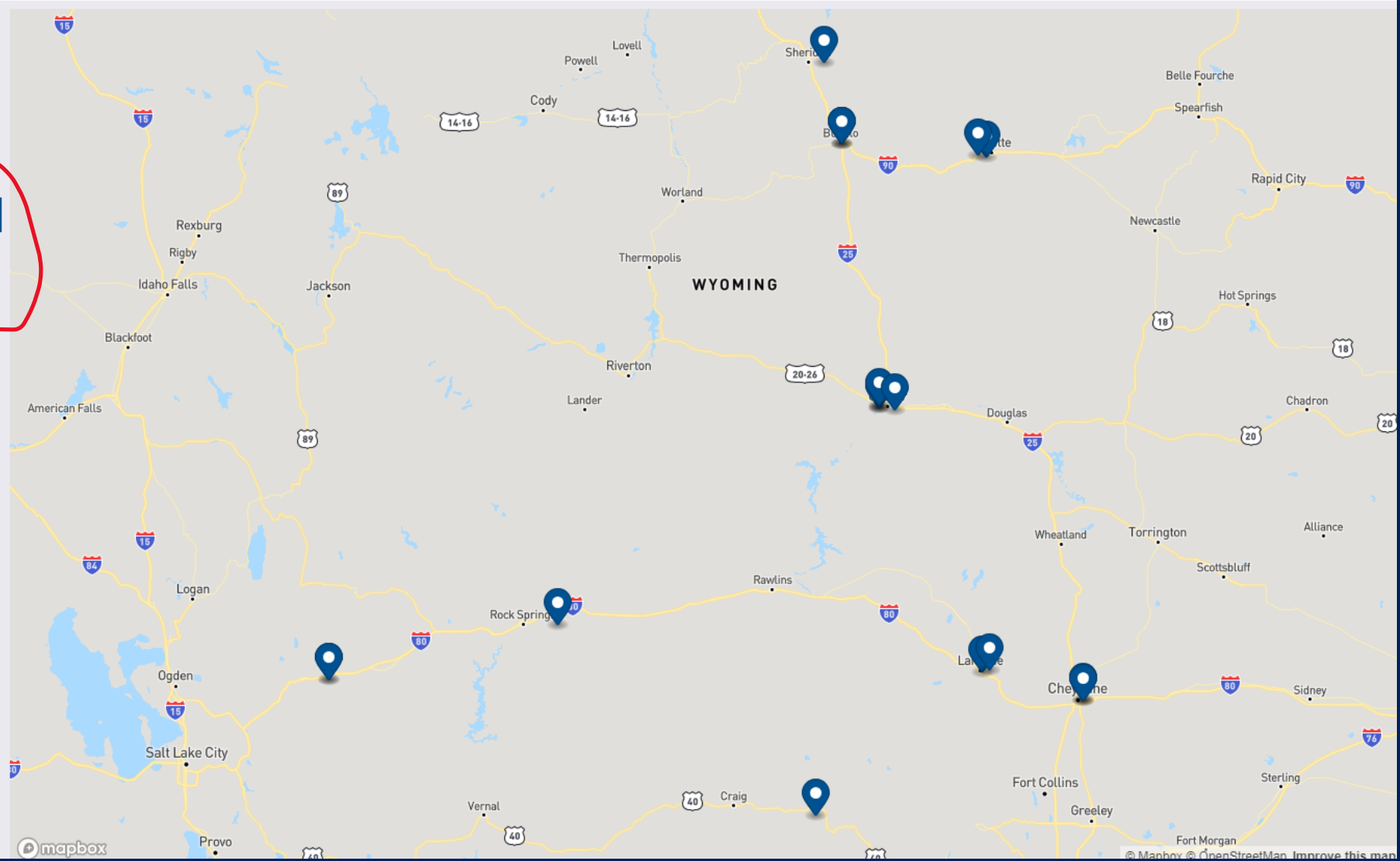
View details

REMOTE COACHING at FACE IT TOGETHER

Meet with a coach through secure video from anywhere. Through our digital platform, schedule appointments, take assessments and join video coaching sessions remotely.

Address unavailable

(955) 520-0275



ALCOHOL AND DRUG ABUSE TREATMENT at FRONTIER PSYCHOLOGICAL ASSOCIATES

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Show more

724 Front Street, Evanston, WY, 82930

(307) 789-6773



View website

Get directions

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REMOTE COACHING at FACE IT TOGETHER

Meet with a coach through secure video from anywhere. Through our digital platform, schedule appointments, take assessments and join video coaching sessions remotely.

Address unavailable

(855) 539-9375



View website

Get directions

View details

HOME TELEHEALTH PROGRAM at CHEYENNE VA MEDICAL CENTER

Home Tele-Health Program provides in the home monitoring of many different health conditions and diseases, to include chronic disease management, diabetes, high blood pressure, oxygen levels, mental health, and peak flow

2360 East Pershing Boulevard, Cheyenne, WY, 82001

(307) 778-7550



View website

Get directions

View details

TELEHEALTH PROVIDER SEARCH at NORTHWEST REGIONAL TELEHEALTH RESOURCE CENTER

This telehealth finder has been provided by the Northwest Regional Telehealth Resource Center (NRTRC). Find in-person and telehealth providers in the NRTRC seven-state region (AK, WA, OR, MT, ID, WY, UT). Also, find open Telehealth Access Points (TAPs) to have your telehealth appointment.

Address unavailable

(833) 747-0643



View website

Get directions

View details

PEDIATRIC CLINIC at LARAMIE PEDIATRICS

We take care of kids from birth to 25 years of age.

1252 North 22nd Street, Laramie, WY, 82072

(307) 745-3704



AFFINITY FAMILY PRACTICE

AFP was borne from the desire of local nurse practitioners who wanted to offer better healthcare to the community. Forged from the ideas and experiences of both providers and patients, AFP has created an accessible, quality healthcare clinic where patients can feel comfortable and cared for. AFP believes strongly in

Show more

903 South Greeley Highway, Suite A, Cheyenne, WY, 82007

(307) 514-1523



View website

Get directions

View details

HEALING WARRIORS PROGRAM

At Healing Warriors Program, we provide clinical care with acupuncture, craniosacral therapy and Healing Touch therapy to alleviate pain, help restore sleep and achieve improvement in overall health and well-being.

Address unavailable

(970) 776-8387



View website

Get directions

View details

DUBOIS MEDICAL CLINIC - COMMUNITY HEALTH CENTER OF CENTRAL WYOMING at FREMONT COMMUNITY HEALTH CENTER

Providing complete family medicine, seeing all types of patients for all conditions including adults, seniors, children and women for any medical condition. Onsite X-ray and lab work as well. Sliding fee scale for low income individuals. Dubois Clinic is an authorized Provider of urgent care walk-in services for Veterans.

8185 Wyoming 789, Lander, WY, 82520

(307) 455-2516



View website

Get directions

View details

DUBOIS MEDICAL CLINIC - COMMUNITY HEALTH CENTER OF CENTRAL WYOMING at RIVERTON PEDIATRICS

Providing complete family medicine, seeing all types of patients for all conditions including adults, seniors, children and women for any medical condition. Onsite X-ray and lab work as well. Sliding fee scale for low income individuals. Dubois Clinic is an authorized Provider of urgent care walk-in services for Veterans.

1035 Rose Lane, Riverton, WY, 82501

(307) 455-2516



View website

Get directions

View details

PEDIATRIC CLINIC at LARAMIE PEDIATRICS

PEDIATRIC CLINIC

We take care of kids from birth to 25 years of age.

[View website](#)[Get directions](#)

Location

1252 North 22nd Street, Laramie, WY 82072

Email

Jackie@LaramieKids.com

Website

<https://laramiekids.com/>

Hours

Monday through Friday 9:00am - 5:00pm

Application process

Call to schedule an appointment.

Required documents

Identification, insurance, referral if any

Eligibility

Children birth to 25

Fee

Fee may vary based on insurance

Service area

Albany

Agency info

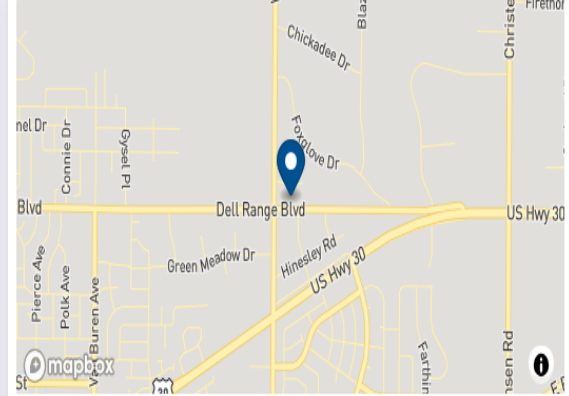
LARAMIE PEDIATRICS

Pediatric clinic

OUTPATIENT MENTAL HEALTH at LIV HEALTH

OUTPATIENT MENTAL HEALTH

A comprehensive psychiatric evaluation aimed at providing a two-pronged approach to treatment; medication combined with therapy. Our Psychiatric Nurse Practitioners can prescribe medication to treat mental illness and monitor your progress on the medication. Monitoring your medication, any side effects, and outcomes can help put you at ease and feel comfortable with your treatment. For more information, give us a call.

[View website](#)[Get directions](#)

Location

2622 Pioneer Avenue, Cheyenne, WY 82001

Email

info@livhealth.org

Website

<https://livhealth.org>

Hours

Monday through Friday 9-5

Application process

Call or see online for process

Required documents

Call or see online for documents needed

Eligibility

Those that are needing outpatient help

Fee

Fee varies based on insurance and income

Service area

Albany, Big Horn, Campbell, Carbon, Converse, Crook, Fremont, Goshen, Hot Springs, Johnson, Laramie, Lincoln, Natrona, Niobrara, Park, Platte, Sheridan, Sublette, Sweetwater, Teton, Uinta, Washakie, Weston

RESOURCE DATABASE SHARING



988



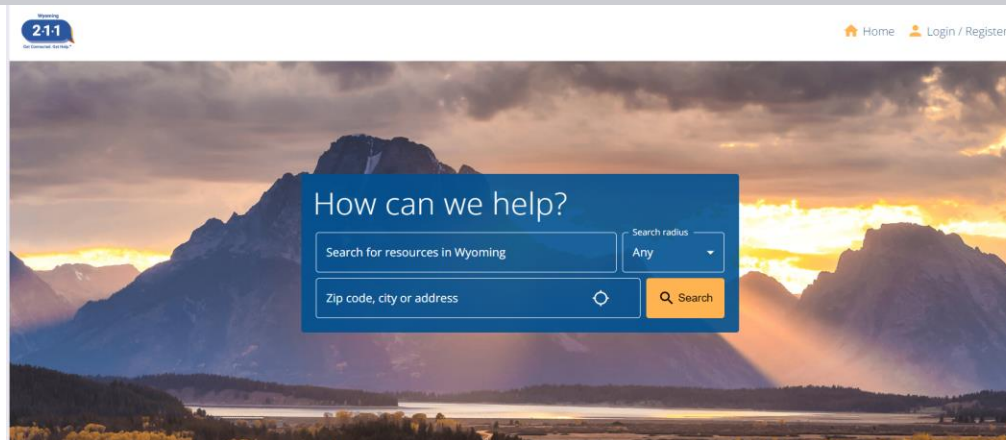
Cheyenne Regional Medical Center - EPIC



Excel Exports



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



Wyoming 2-1-1 Add & Update Agency Functions

Add Your Agency as a Resource

We are always looking to list new health and human services as well as government programs in the Wyoming 211 database. Inclusion in the Wyoming 211 database is free to qualified agencies. If you are interested in listing your organization in the database, please read our **Inclusion/Exclusion Policy**. The policy outlines eligibility for program and service listings.

To add your Agency to the Wyoming 211 database, please click on the button below.



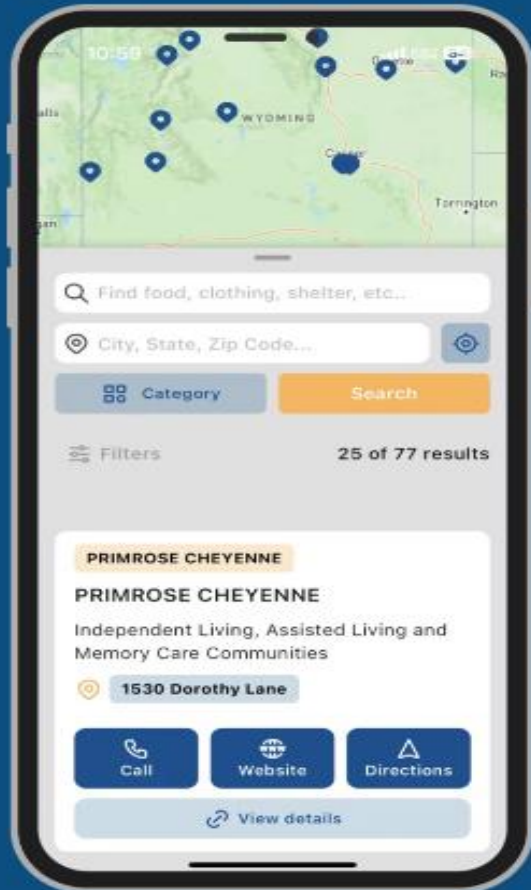
Update Your Agency in the Wyoming 211 database

Please help us ensure your information remains accurate. Search for your agency and request updates by clicking on the button below.



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 smart phone by
finding the link to
download on our
homepage.**

Thank you!! QUESTIONS??

CONTACT INFORMATION

Olivia Schon, Deputy Director
Wyoming 211

2617 East Lincolnway, Suite E
Cheyenne, WY 82001
307-757-0064

development@wyoming211.org

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