

# WYOMING 2-1-1 HELPLINK



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## Wyoming 2-1-1 Welcomes New Executive Director

Wyoming 2-1-1 is excited to welcome our new Executive Director, Linda Reynolds. Linda brings a breadth of knowledge and experience to our organization with over 29 years of experience in State Government, including positions with the Governor's office, Department of Game and Fish, State Parks and Cultural Resources Department and Laramie County School District No. 1. Linda's academic achievements include coursework at Laramie County Community College and the University of Wyoming. Linda has a particular interest in working with the State legislature and possesses years of experience in the assessment and development of legislative issues that affect our State.

Linda had expectations that the position of Executive Director for Wyoming 2-1-1 would be a challenge, however, that challenge has proven to be a good experience for her. Linda indicates she is becoming more aware of the needs and service gaps in our communities and is proud to be associated with agencies that seek to provide solutions for those in need.

Linda joined Wyoming 2-1-1 on December 07, 2011, and has hit the ground running. In addition to learning the daily activities of the organization, she is persistent in her endeavors to seek stable funding mechanisms to maintain operations and continue our efforts for expansion. Linda has also conducted a great deal of outreach, both locally and in other counties; thus increasing the visibility of Wyoming 2-1-1 to an extent that has resulted in a historical increase of incoming calls for Information and Referral services.

Linda enjoys traveling with her husband and experiencing the outdoors. Linda has also been actively involved with Cheyenne Frontier Days for 20 years, and is a past President of the Cowgirls of the West.

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## Information & Referral Specialist Gina Rowland

Wyoming 2-1-1 is pleased to announce the addition of a new staff member to our organization. Gina Rowland joined Wyoming 2-1-1 on December 27, 2011, as an Information and Referral Specialist. Gina has an extensive work history in office administration and is a former member of the Wyoming Army National Guard. Gina is also bilingual, bringing a much needed skill to our organization. Gina has lived in Wyoming for most of her life and enjoys spending time with her husband and two children.

## Wyoming 2-1-1 Services Impact Access to Resources

Following our first year of operations, it is important to reflect on the services we have provided to the community and assess the impact of those services to the population we serve. One way to measure the success of Wyoming 2-1-1 is through a systematic approach to conducting follow-up calls with our clients. A significant trend suggests the impact of our services in educating our clients about additional resources that they may not have been aware of, or did not connect such services to their specific situation. Consequently, clients indicate that referrals to new resources and alternate approaches to utilizing known resources have had the greatest impact in receiving the assistance they need.

## Wyoming Free Tax Service

With Federal Income Tax return season in full swing, Wyoming Free Tax Service has announced the locations, hours and eligibility requirements for individuals seeking free tax preparation services. Individuals seeking such services can dial 2-1-1 for additional information and referral to the appropriate location in their area. Additionally, it is important to note that the deadline for filing Federal Income Tax returns has been extended by one day for 2012, due to April 15th falling on a holiday this year.

## Low Income Energy Assistance Program (LIEAP) Application Deadlines

The Low Income Energy Assistance Program (LIEAP) application deadlines for 2012 are February 29, 2012, for regular applications and April 15, 2012, for crisis applications. If you have questions regarding the application process, or the status of your submitted application, please contact the LIEAP office at 800.246.4221, or by visiting their office at 1401 Airport Parkway, Suite 300 in Cheyenne.

### Top Ten Presenting Needs October 01, 2011 - January 15, 2012

