

**SEPTEMBER 2022
MONTHLY**



**NAVIGATING DISASTER
FOR BOULDER COUNTY**

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- In the second full month of operation, Navigators continued to meet with residents to provide referrals for services and identify additional needs. While prioritizing new appointments and maintaining on-going contact with open cases, Navigators also participated in several training sessions.
- Training sessions were coordinated by Lutheran Family Services Rocky Mountains (LFSRM) in partnership with the United Methodist Committee on Relief (UMCOR) and included UMCOR Case Management sessions, Energy Rebates in the County, Unmet Needs, and on-going Disaster Assistance Response Team (DART) training.
- Navigators continue to schedule appointments with residents interested in learning about funding sources for rebuilding, and more recently, they have worked with families living in temporary housing with concerns about future financial resources to pay rent (rent is now higher than before the fire). More residents are identifying smoke-damaged properties with expensive remediation and no funding sources. And requests for behavioral health services continue to be high.

SEPTEMBER TOTALS

September	Category	Cumulative to date
527	Emails/voicemails/web forms	1,584
126	Unique households	595
---	2-1-1 Outreach (from the unique households number above)	143
146	Contact – outbound by Navigators	360
65	Appointments	170
---	Future scheduled appointments	20
---	Info &Referral / i.e. waiting for permit before scheduling appointment	106



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BARRIERS AND CHALLENGES

- Current office space continues to limit the number of appointments. [Larger office space will be available on Oct. 31](#) when Navigators move into their new space at 357 McCaslin Blvd., Suite 115-B. An [open house will take place on Oct. 29](#).
- Training is on-going and will continue for staff throughout the year to support thorough and comprehensive case management.
- Developing procedures with partners has been on-going, including further development of the Unmet Needs process to include answers to questions that Navigators are hearing from residents.
- Streamlining the Rebuilding Funds application process in response to residents' input has helped with the amount of time spent on each application, however, .75 FTE of a Navigator's time is spent with rebuilding cases, making less time to meet other needs for residents.
- Appointments with Insurance Consultants (program with United Policyholders) is popular among residents. These appointments require preparation time between the Navigator and the client.

LESSONS LEARNED

- To address the current backlog, a mass email was sent to residents on Sept. 30 requesting the completion of a screening form to identify specific and urgent needs. So far, 137 responses have been received.
- Residents have expressed a sense of urgency to apply for reconstruction funding and have identified circumstances that did not fit within the original funding parameters. The funders have modified the program in response to those situations.

ADDITIONAL INFORMATION & FUTURE ACTIVITIES

- Lutheran Family Services Rocky Mountain has posted to hire additional staff; however, applicants have been fewer at this time than earlier in the year. We know that we are not alone in experiencing hiring challenges as some County partners throughout the State have shared that they are running at 60-70% staff capacity and other human service agencies are also experiencing hiring challenges.

