



NAVIGATING DISASTER

FOR BOULDER COUNTY

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

- In the third month of operation, Recovery Navigators relocated to a larger office space, located at 357 McCaslin Blvd Suite 115-B in Louisville, hosted by Marshall ROC (Restoring Our Community).
- Four new navigators have been offered positions and will be trained and on board in November.
- A training session with HUD Counselors was held in October for navigators, and more time with Housing and Human Services - Boulder County, is planned for November.
- Insurance consultations provided by United Policyholders were previously only offered virtually but expanded in October to offer some in-person appointments designed.
- Work continued with partners to support the successful roll-out of the Housing Recovery Program funding from the State of Colorado and to identify the role of Recovery Navigators in the process.
- The Assistant Emergency Manager from Boulder County and a Board Member from Community Foundation continued to meet with the Recovery Navigator leadership to clarify expectations for disbursement of Community Foundation Unmet Needs funding and develop new guidance for processes and procedures.

| October | Category | Cumulative to date |
|----------------|---------------------------------------|---------------------------|
| 31 | Emails/voicemails/web forms | 1,615 |
| | Unique households (delete duplicates) | 622 |
| 135 | Contact – outbound by Navigators | 495 |
| 76 | Appointments | 246 |
| | Future scheduled appointments | 78 |
| 183 | Screenings / response to mass email | 183 |



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BARRIERS AND CHALLENGES

- Although the new office space has room for more navigators, the number of private meeting rooms is similar to the prior location, which continues to limit the number of in-person, one-on-one meetings available. Over time, an assessment will be made on the need for adding additional meeting rooms and the feasibility of leasing additional shared office spaces within same building.
- A significant amount of staff time is spent on the Rebuilding Funds application process and preparing for appointments with insurance consultants, both of which are valuable services for clients, however, these activities reduce the team's ability to conduct additional outreach calls. However, adding additional staff in November will help to reduce this bottleneck, allowing for more outreach to other residents waiting for support.

LESSONS LEARNED

- The screening form, sent as part of a mass email in late September, provided valuable information and helped the Recovery Navigation team identify residents in particularly high need and those whose rental assistance via insurance coverage will be ending soon. The team has been able to assist these families and their areas of need have been prioritized.

ADDITIONAL INFORMATION & FUTURE ACTIVITIES

- Lutheran Family Services Rocky Mountains has hired four navigators who will begin work in November. The search continues for a Program Assistant to assist with office administration, including data entry support and reporting.
- With additional staff and the move, options may be explored for small group intake sessions to streamline the process. The team is hopeful to clear the backlog of calls and emails by mid- December.

