



## **NAVIGATING DISASTER**

**FOR BOULDER COUNTY**

### **MAJOR ACTIVITIES AND ACCOMPLISHMENTS**

In the fifth month of operation, recently hired Navigator staff continued training and made outreach calls - adding to the number of contacts made to unique households and helping to reduce the number of residents waiting for contact. A Program Assistant position was filled with an early January 2023 start date. The Program Assistant will add some much needed administrative support to the program.

Residents with recovery needs and challenges participated in ongoing work with Navigators to access resources and work towards meeting recovery goals. Contacts are in-person, phone and email with staff supporting residents with guidance, access assistance, and technology support for various applications. Monthly time spent with clients is dependent on the complexity of the case and the depth of need. Open, ongoing cases average 2 to 10 hours per household, per month with some complex cases requiring significantly more time.

Training and information sessions provided to Navigators in December included:

- Information and resources provided by Housing and Human Services Boulder County.
- Taxpayer Advocacy overview coordinated by Marshall ROC. Additional sessions to be held in January 2023, including a public session.
- Resiliency Training provided by Jewish Family Services was attended by half of the staff, with plans for the others to attend future trainings in early 2023.
- Housing Recovery Program information and training for the opening and roll-out of Housing Recovery funding. Navigators have been informing residents of this program for the past five months and will assist with referring to the call center and online portal, and will also assist with online applications as needed. Regular meetings are scheduled to stay abreast of program details.
- Insurance consultations continued both virtually and in-person. In-person appointments are intended for those residents who are unable to access technology and who are in need of additional support.
- Weekly meetings with FEMA representatives to work through the process of requesting additional rental assistance and other support.

Residents requested additional emotional support throughout the holiday season and anniversary dates and Navigators connected them with Colorado Spirit Team for support. Navigators were also available for conversations as needed, and some attended anniversary events to support the community. Five members of the Recovery Navigation team were personally impacted by the Marshall Fire and also appreciated support and community events as part of their own recovery.

## **DECEMBER 2022 MONTHLY REPORT**

With the addition of a Program Assistant, the Recovery Navigation Program is staffed with 12.75 FTE including:

- 7 Full-Time Recovery Navigators
  - 5 funded by Boulder County
  - 1 partially funded by Boulder County/partially funded by Lutheran Disaster Response
  - 1 funded by United Methodist Committee on Relief
- 3 Part-Time Recovery Navigators
  - 2 funded by Boulder County
  - 1 funded by United Methodist Committee on Relief
- 1 Program Assistant funded by Boulder County
- 1 Recovery Navigator Supervisor funded by Boulder County
- 1 Lutheran Family Services Rocky Mountains Director partially funded by Boulder County & partially funded by Lutheran Disaster Response
- 1 UMCOR Director funded by United Methodist Committee on Relief

### **SYSTEMIC BARRIERS**

- Some government partners, FEMA and the Small Business Administration, were less available during holiday weeks so meetings will start up again in January.
- Lack of defined Unmet Needs funding criteria has continued to be a challenge to the program. Traditional disaster models include a narrow definition of unmet needs that are related to the rebuilding or restoration process, and a vetting process that ensures that requests are not able to be covered by other sources such as insurance or other publicly available resources. The lack of guidance on unmet needs has contributed to confusion about what is and should be allowable.

### **PROGRAMMATIC CHALLENGES**

- Staff were hard hit by illnesses prevalent in the greater community in December. The program worked at less than full staffing many days and held more virtual appointments. Staff requested residents to re-schedule appointments if they were experiencing symptoms. The program has increased cleaning and sanitizing and added additional supplies for staff wellness.
- In recognition of the holiday season and the anniversary events, many residents desired to delay communication and appointments until the New Year. The program did set appointments but also sought to honor residents' needs during the season in acknowledgement of the difficult time of year.
- Reporting accurate data has continued to be difficult for the Recovery Navigation Program as the DART system currently lacks key case management and reporting functionality. Lutheran Family Services Rocky Mountains has begun building out additional database functionality to improve information gathering in order to provide better data to the community.

### **FUTURE PLANNING AND UPCOMING ACTIVITIES**

The program has developed a plan to follow-up with all remaining residents on the waitlist by mid-February, with an extensive push beginning in January. With navigators already working with heavy caseloads, the approach will utilize a differential response approach to ensure that urgent needs are met immediately, while other needs for appointments and information are scheduled in a timely manner.

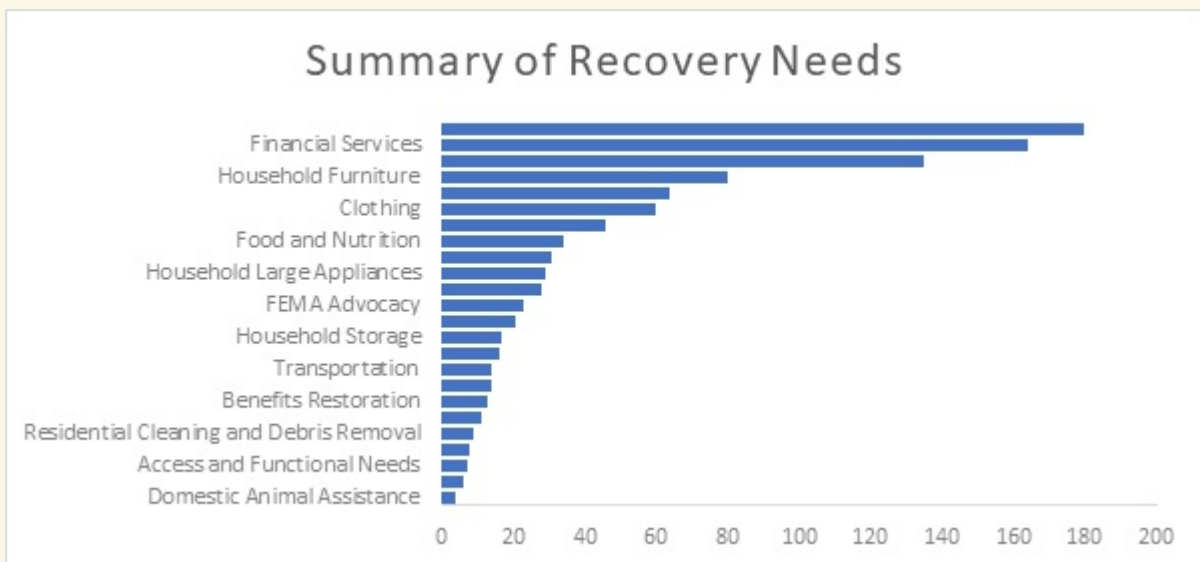
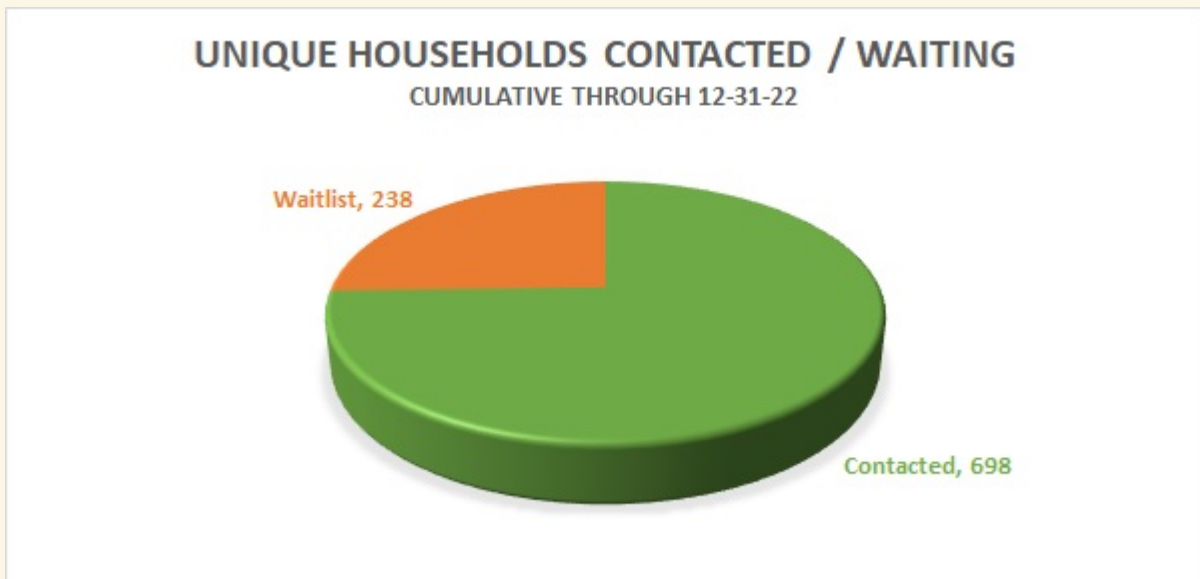
### **SUCCESS STORY**

This month, a Recovery Navigators assisted a senior client in need of immediate housing assistance. The client had been notified their lease would end on Dec. 13, 2022. The Navigator advocated on his behalf with the property manager, assisted with all electronic communications, obtained and provided required income paperwork, and assisted the client with writing letters and communicating with the property manager to show that the client qualified under the Housing Program. The client's lease was extended for another 12 months. This client had been highly stressed and shared that they were relieved and grateful for the assistance.

**DECEMBER 2022  
MONTHLY REPORT**

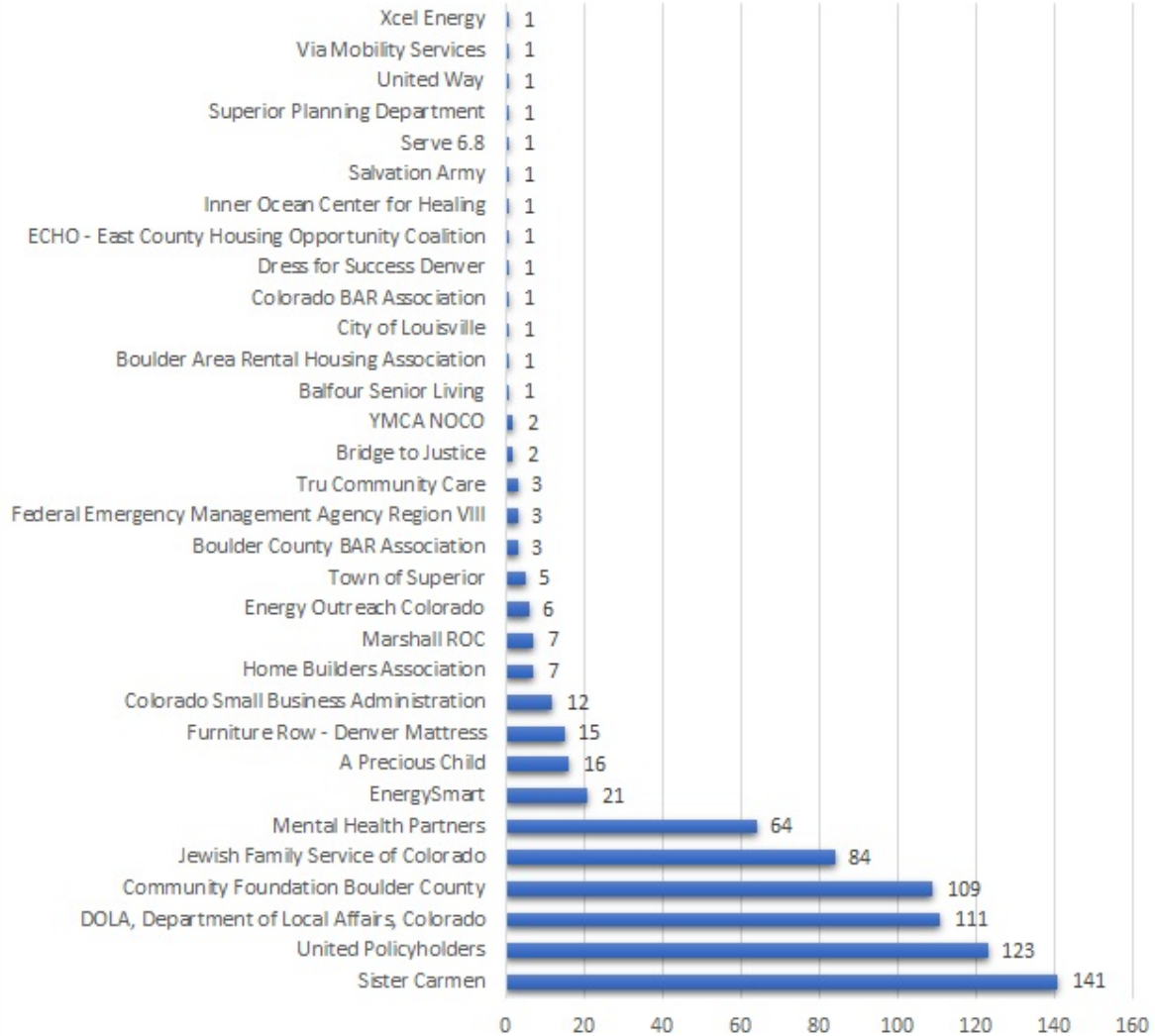
**PROGRAM DATA**

Monthly Summary – December 2022	December	Cumulative
Open/Ongoing Cases (Direct Assistance)	28 New	216 Open
Impact Development Fund Applications Submitted	25	203
Referrals for Services	107	831
Waitlisted Households Contacted	114	698



### REFERRALS MADE BY AGENCY

Cumulative through 12-31-22



### BOULDER COUNTY REFERRALS

CUMULATIVE THROUGH 12-31-22

