



NAVIGATING DISASTER

FOR BOULDER COUNTY

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

In the fourth month of operation, recovery navigator staff expanded from 3.5 to 7.25 employees, plus a supervisor and director. Training is on-going, but new staff were able to make outreach calls and conducted appointments with clients, with oversight by experienced navigators. Navigators held ongoing calls and meetings with individuals and families who are challenged by the financial impact of the past 11 months. Outreach calls are made for screening, however work with families is ongoing after identifying needs and challenges in recovery and searching for the best and most appropriate resources to support the challenges of rebuilding. Most households are seen and talked to multiple times through their process.

A November training and information session with Boulder County Housing and Human Services was rescheduled until December 2.

- Insurance consultations continued with appointments held both virtually and in-person.
- On-going work continued to prepare staff to support the roll-out of Housing Recovery Program funding from the State of Colorado and to further clarify the role of Recovery Navigators once the Call Center is opened. Additional training will be held in December.
- Regular meetings were held with the Assistant Recovery Manager and a Community Foundation Board Member to clarify expectations and develop new guidance for processes and procedures for the distribution of Foundation Unmet Needs Funding.
- Weekly meetings were held with FEMA representatives to work through the process of requesting additional rental assistance to obtain funding for clients whose Additional Living Expense (ALE) coverage is running out.

BARRIERS AND CHALLENGES

- In last month's report, limited in-person meeting rooms were identified as a potential barrier, however, this has not proven to be a considerable challenge. Navigators have been able to alternate and use the large conference room, in addition to increasing the number of virtual meetings. The program will continue to assess the need for additional meeting rooms as new navigators increase the number of appointments.
- The identification of families who had pressing needs due to rental assistance via insurance coverage (ALE) ending at the end of 2022 was helpful in prioritizing outreach. However, the availability of funding sources and options to resolve the financial shortages proved challenging. Navigators were able to refer households in need of assistance to partners such as the Boulder Community Foundation, Boulder County, Colorado Division of Insurance, Marshall ROC, Superior Rising, and Marshall Together. Those organizations were able to provide additional information to residents.



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- The program has received requests for additional data analysis. This has been slowed due to the organization’s migration from ETO to Salesforce, which would typically be used to compile information from multiple sources. This, along with data being stored in multiple systems, has made reporting on more detailed data slower than would normally be available.

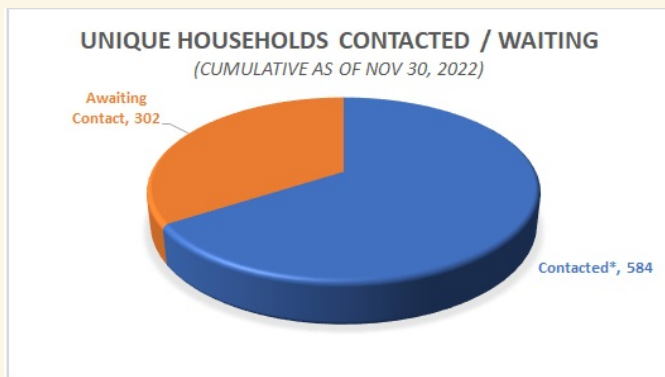
LESSONS LEARNED

- The program is looking forward to bringing on a full-time program assistant in early January to assist with insurance appointments and other administrative tasks that are currently part of the navigators’ responsibility. A significant amount of staff time is spent preparing for appointments with insurance consultants, which are a valuable service for clients, however these tasks reduce the team’s ability to conduct additional outreach calls.

ADDITIONAL INFORMATION & FUTURE ACTIVITIES

The program plans to explore options for small group intake sessions to streamline the process and increase client visits in January, which is anticipated to help with clearing the backlog by the end of January. December is expected to be slower due to the holidays and the Marshall Fire one-year mark, which might be a particularly difficult time. The program is continuing improvement of the temporary database and information gathering systems to provide improved reporting to include an overview of identified needs and assistance provided.

DATA



* Contacted = Actual personal contact made / services offered

