



NAVIGATING DISASTER

FOR BOULDER COUNTY

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

During the month of February, Recovery Navigators continued to make concentrated outreach to clear the backlog of households who had previously reached out to request services. As a result of the focus, 72 new cases were opened, 40 households were provided with information and referrals that met their needs, 27 households scheduled appointments for assistance submitting Impact Development Fund applications, and 20 households expressed no needs at this time. There were 37 households that were unable to be contacted despite multiple attempts. There were 17 households that had some contact but were still being screened for additional service needs. The remainder were either duplicates or not Marshall Fire related. In addition to the backlog outreach, Navigators continued to work through newly received referrals that came in January and February needing resources, funding options, technology support, and other services towards reaching recovery goals. Navigators also continued to provide services to already open clients and assisted with completing applications and uploading documents for residents to access funding opportunities. Although the Recovery Navigators are carrying caseloads well above recommended levels, timely response to inquiries is a priority and will be available going forward.

TRENDS / CONCERNS

Partner entities are attempting to understand why households have recently seemed to slow down in the process of rebuilding as indicated by fewer building permits and have asked Navigators about these trends. Although applications for funding sources are available, many households have only received conditional approval for funds and have not confirmed SBA loan approvals due to the lengthy wait to finalize insurance payouts, therefore creating uncertainty about the final dollar amount available to them. Navigators have received a number of calls from manufactured homeowners and will be assisting, in partnership with the City and County, to provide services and repairs. New funding sources are now available for ClimateWise improvements.

PROGRAMMATIC CHALLENGES

A new Disaster Response database has been built using private funding from Lutheran Family Services Rocky Mountains (LFSRM) and the program is preparing data to import to allow the system to be used. Once operational, the new system is anticipated to provide better data tracking of contacts, risk factors, service referrals, and aggregate data points identified by LFSRM and Boulder County. Staff training has been on-going and is anticipated to be very helpful in case management processes going forward.

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FUTURE PLANNING AND UPCOMING ACTIVITIES

To free up staff capacity and allow timely response to new inquiries and proactive outreach to affected households who did not reach out for help, Navigators will work to identify households on their caseload who may be ready to close or who may be ready to go on hiatus pending the next step in their recovery. The program has adjusted staffing models to allow Navigators to make contact and respond to inquiries in a timely manner moving forward, including both phone and email responses, as well as quicker scheduling of in-person appointments.

CLIENT IMPACT STORIES

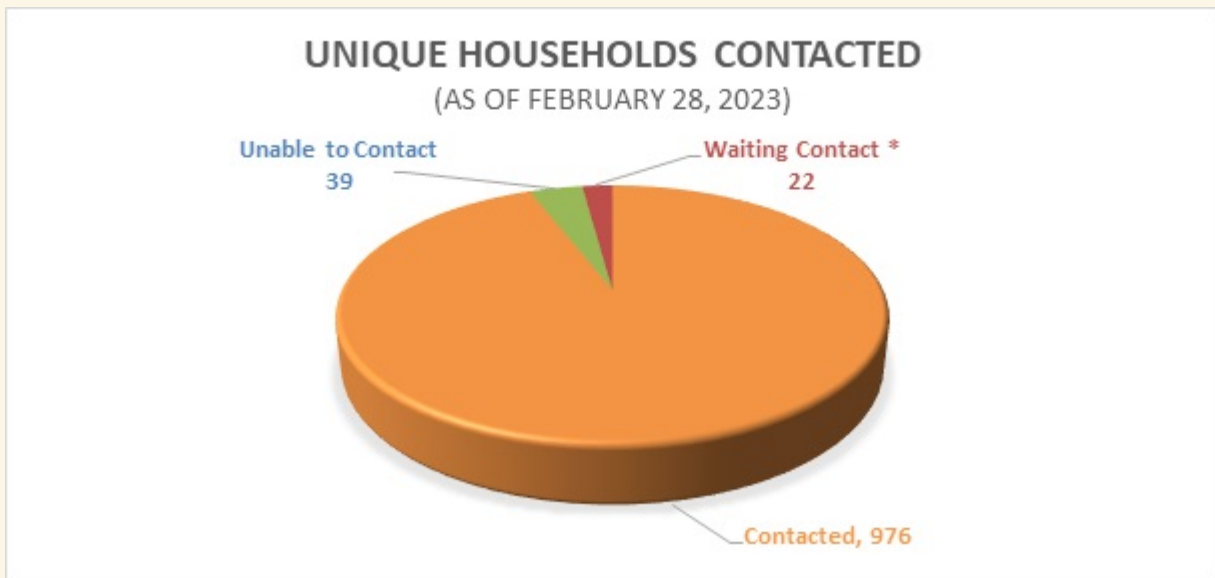
- While doing outreach calls, we connected with a couple that did not think they qualified or were eligible for any funding assistance. They were pleased to learn that they were eligible and have since received that funding.
- The home of a single senior with existing health issues suffered smoke damage but the property managers did not remediate the property. Donated funding was made available to purchase an air purifier and new soft furniture. She stated, "It fills me with great joy and helps me put some of the trauma of the fire behind me."
- A 7-year old girl was delighted to have a new bed of her own as she had been sleeping on a palette on the floor.
- A single senior who shared with a Navigator that lately it had been too difficult to make any decisions. She was encouraged by the Navigator to come in for an appointment very soon. She has since joined a weekly group sponsored by Colorado Spirit and is attending weekly appointments with her Navigator. They are working together to create a plan and finalize decisions moving forward.

PROGRAM DATA

Monthly summary - February 2023	February	Cumulative
Open/Ongoing Cases (Direct Assistance)	56	312*
Impact Development Fund Applications Submitted	40	302
Referrals to Community Services	163	1,248**
Households Contacted	115	976

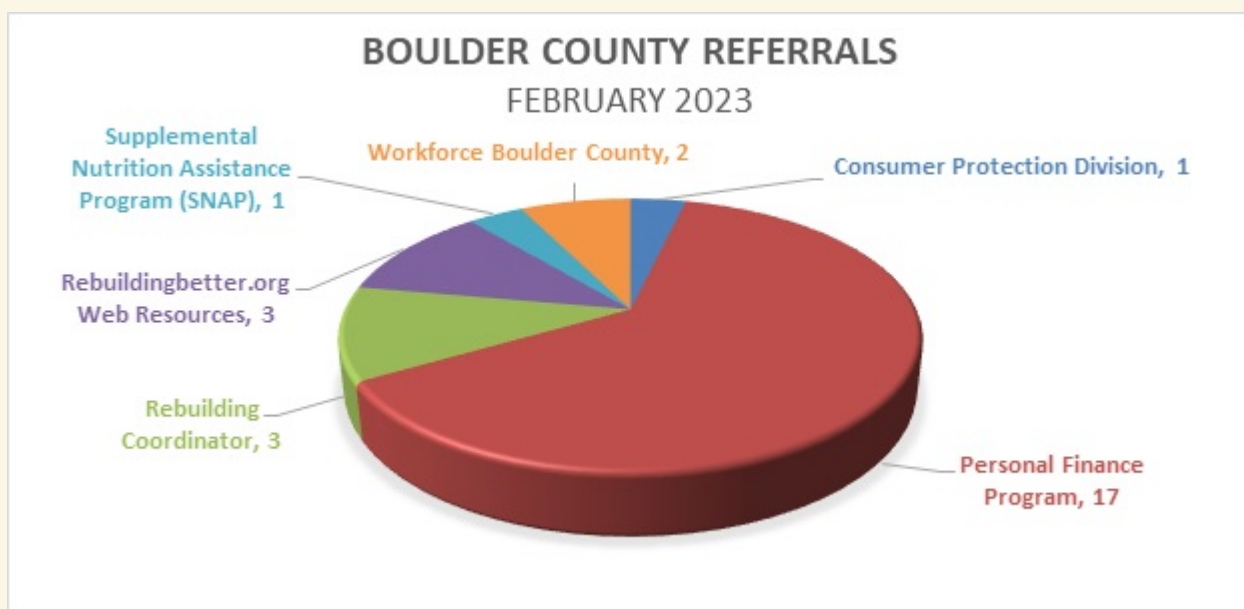
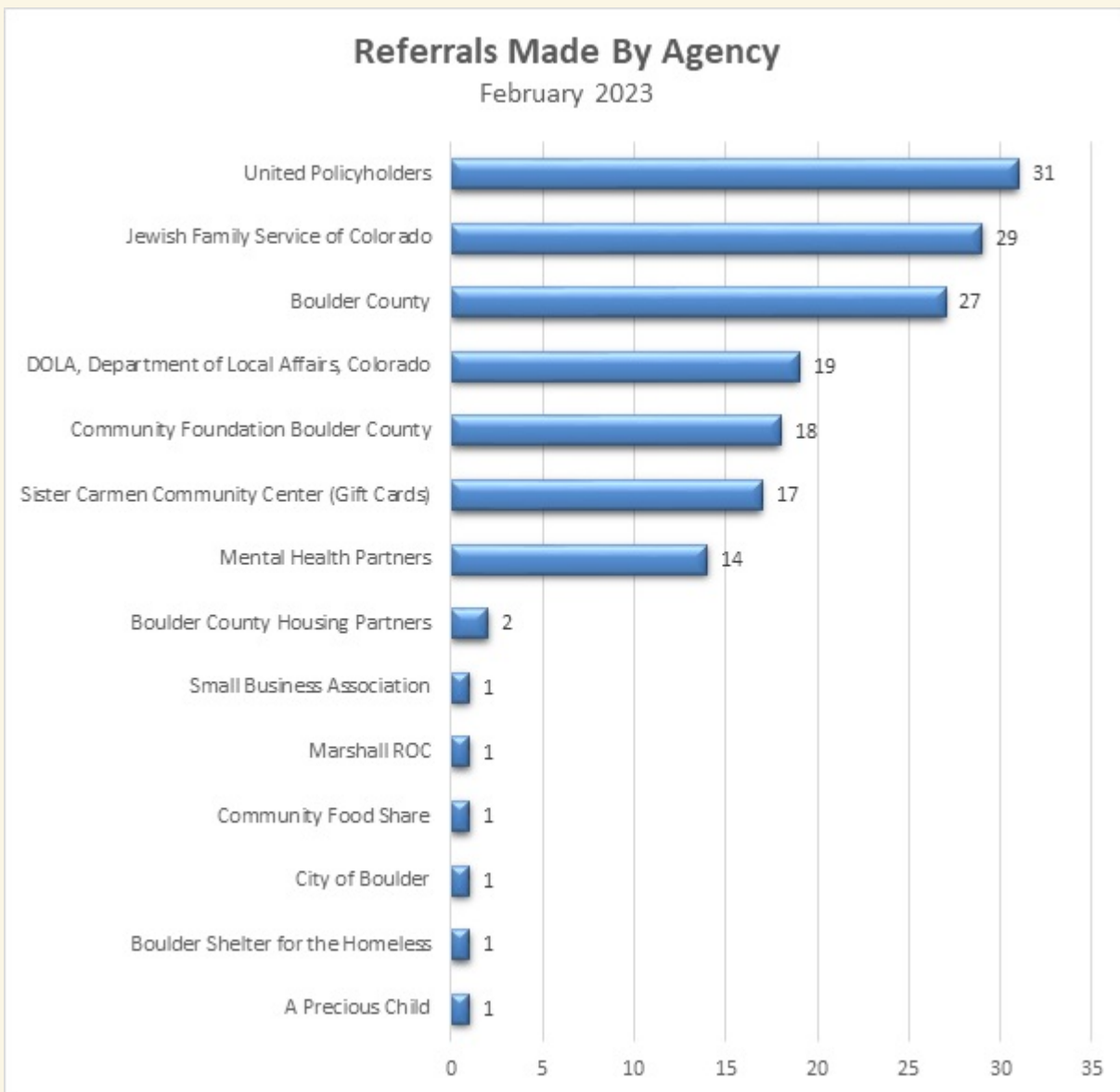
** # of cumulative Open/Ongoing cases increased by 2 from previous numbers due to data correction*

*** # of cumulative Referrals for Services increased by 5 from previous numbers due to data correction*



** 18 of the households waiting contact at the end of the month were new inquiries received in February*

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SUMMARY OF RECOVERY NEEDS

Cumulative as of February 28, 2023

