



## **NAVIGATING DISASTER**

**FOR BOULDER COUNTY**

### **MAJOR ACTIVITIES AND ACCOMPLISHMENTS**

During the month of April, Recovery Navigators responded to and assisted new inquiries from residents while continuing work with open client cases. Navigators assisted residents who lacked technology or needed assistance to complete applications and upload documents for Community Foundation Grant funding and the Housing Recovery Program, a process that averages 1-1/2 hours per client to complete. Navigators continued to assist residents with locating resources and other services towards reaching recovery goals.

Weekly meetings with city, county, and state partners to further develop outreach and assistance for manufactured homes damaged by the Straight-Line Wind Event are ongoing. Work is being done to coordinate services for multiple communities and individual cases are reviewed by the group as needed.

Training and information sessions included the following:

- Monthly meeting with FEMA representatives was held on April 5
- Housing Recovery Program meetings every other week to review specific questions, unique situations, and changes to programs as they are further developed
- Weekly training sessions on use of the new database

### **TRENDS / CONCERNS**

Navigators have had discussions with residents about the likely end of Additional Living Expense (ALE) funding from insurance companies at the end of this year. Families living in rented properties will become responsible for both their mortgage payment on their destroyed home and their monthly rent payment when ALE expires. There are funding sources to assist with additional payments through the Community Foundation's Unmet Needs program and there will be assistance through the Housing Recovery Program, Colorado Department of Local Affairs, but those funds will require an application and will only be available for a limited time. This is an area of concern for many families who have not yet started rebuilding.

### **PROGRAMMATIC CHALLENGES**

Although a job opportunity for a bilingual navigator was posted throughout April, the program has been unable to fill this important but temporary position. The team is working with 1-1/2 fewer navigators but will continue to post the open positions in hopes to be fully staffed to serve the manufactured home communities and to do outreach to families who have not reached out for services to date.

April included continued work to clean up data and train staff on functionality of the new data system. The new system is being utilized daily for new cases. Uploads to track previous work will continue through early summer.

**APRIL 2023  
MONTHLY REPORT**

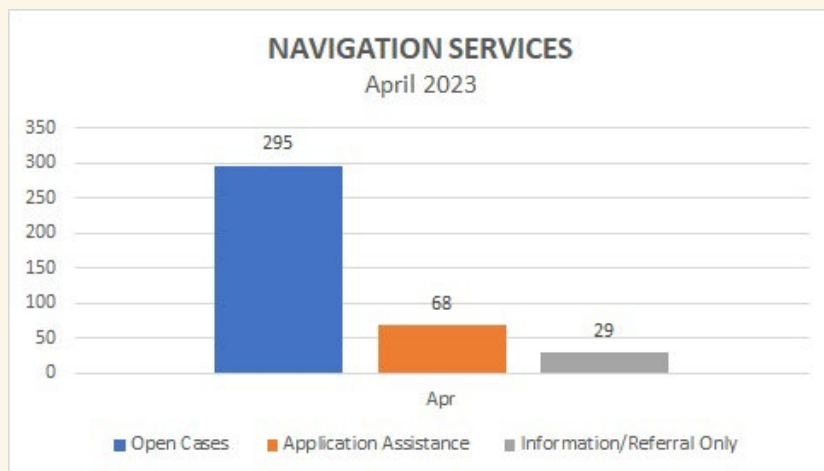
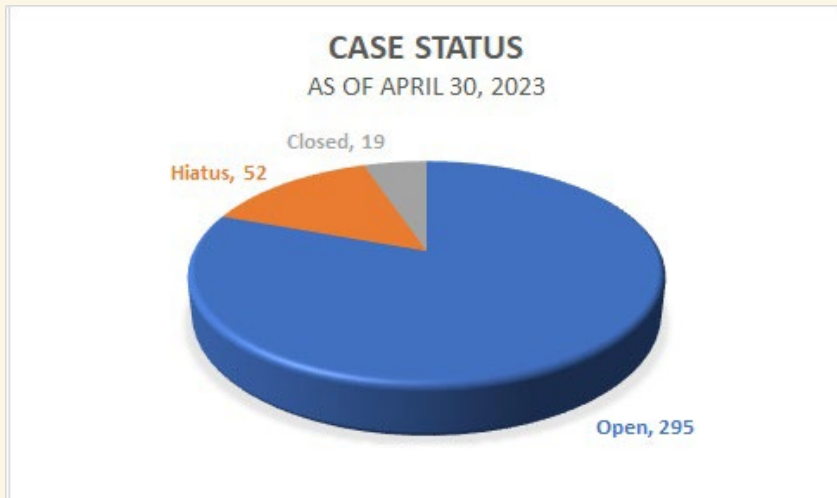
**FUTURE PLANNING AND UPCOMING ACTIVITIES**

Ongoing needs to assist residents with the application process for rebuilding funds, which can be challenging and time-consuming, are anticipated. More equipment will be added to the Marshall ROC office space where the navigators are housed for scanning and uploading documents. Staff from the Colorado Department of Local Affairs (DOLA) will be on site occasionally to answer questions and assist with the Housing Recovery Program application process as well.

**CLIENT IMPACT STORIES**

- Funding was provided to purchase equipment that helped a mother get back to work in a home-based business. This support allowed her to return to a life-long passion and begin earning money for the family again.
- An elderly client was told by their insurance company that because they had not shown progress towards a rebuild, their ALE rental coverage would be ending before the two years stated in the insurance contract. The Recovery Navigator spoke with the adjuster and explained the steps the client is taking towards a rebuild, resulting in ALE coverage being reinstated. The Recovery Navigator also assisted the client in securing a new rental closer to the property on which they are rebuilding.
- A client wanted assistance applying for Unmet Needs Funding for appliances as the family is due to move into their rebuilt home in early June. Funding was approved to purchase a refrigerator, washer, and dryer. The client was thrilled to have the financial support as they have a large rebuild gap and appreciated the assistance with the online application.

**PROGRAM DATA**



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- 33 new inquiries were received in April. All were contacted or received phone and email attempts to contact.
- Navigators held 83 appointments with residents in April, completed 19 new risk and need assessments, opened 11 new intensive cases, and logged 397 household contacts, not including advocacy, research, preparation, or other work done on behalf of clients.

