



## **NAVIGATING DISASTER**

**FOR BOULDER COUNTY**

### **MAJOR ACTIVITIES AND ACCOMPLISHMENTS**

During the month of May, Navigators continued assisting residents with locating resources and services in order to reach recovery goals. Navigators also responded to new inquiries as well as to residents who requested information in the past and are now ready to move forward with applications for funding. Navigators assisted residents with the application process for funds to assist with rebuilding - a process that averages 1.5 hours per client to complete.

On May 22, Tim Katers, Financial Assistance Manager with the Department of Local Affairs (DOLA), worked with Navigators at the Louisville office answering questions for residents. Tim also participated in entering and uploading documents for Housing Recovery Program applications and was able to observe in real time the challenges that are part of the process.

Weekly meetings with City, County and State partners to further develop assistance for manufactured homes damaged by the Straight-Line Wind Event continued throughout the month. Work is being done to coordinate services for multiple communities through a variety of funding sources.

Training and information sessions in the month of May included the following:

- The final monthly team meeting with FEMA representatives was held on May 3. We have been able to assist in specific situations, but individual assistance through FEMA will be ending on July 1 (18 months after the disaster declaration).
- Housing Recovery Program meetings occurred every other week to review specific questions, unique situations and new programs as they were developed. Meetings are attended by Navigators, DOLA personnel, IDF and CEDP staff members.
- Weekly training sessions were held for all staff on use of the new database.

### **TRENDS / CONCERNS**

Many construction/repair projects need to be completed for damaged manufactured homes and only a limited number of qualified contractors are available to complete the work. Damaged, and now leaking roofs, missing siding, skirting and other damage was caused by the Straight-Line Wind Event. Marshall ROC, in partnership with the Recovery Navigators will be hosting volunteer workdays to complete repairs for multiple homes.

### **PROGRAMMATIC CHALLENGES**

The team of Navigators continues to work with 1.5 fewer staff as they have been unable to hire a bilingual Navigator for this important but temporary position. They will continue to post ads in hopes of once again being fully staffed to serve the manufactured home communities and to do outreach to families who have not reached out for services to date.

There is ongoing work for data entry of past records and transition of system. Work will likely continue through the summer months.

**MAY 2023**  
**MONTHLY REPORT**

**FUTURE PLANNING AND UPCOMING ACTIVITIES**

In partnership with Marshall ROC, there will be equipment placed in the office space where the Navigators are housed for scanning and uploading documents to apply for rebuilding funds. This will be to assist more members of the community.

In partnership with Colorado Department of Local Affairs (DOLA), staff from DOLA will be on-site occasionally to answer questions and assist with the Housing Recovery Program application process as well.

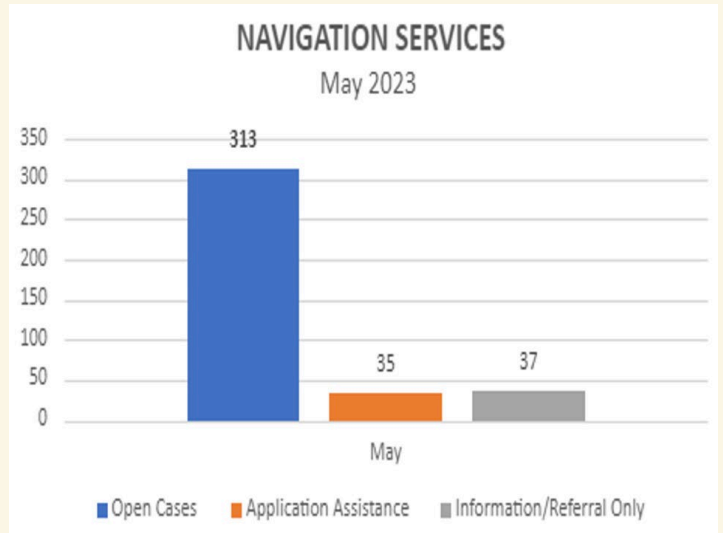
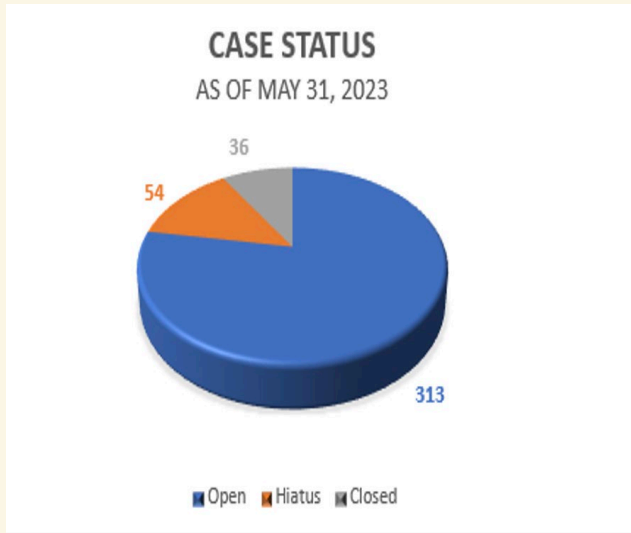
In partnership with Marshall ROC, volunteer workdays to assist with home repairs will be scheduled in summer months.

**CLIENT IMPACT STORIES**

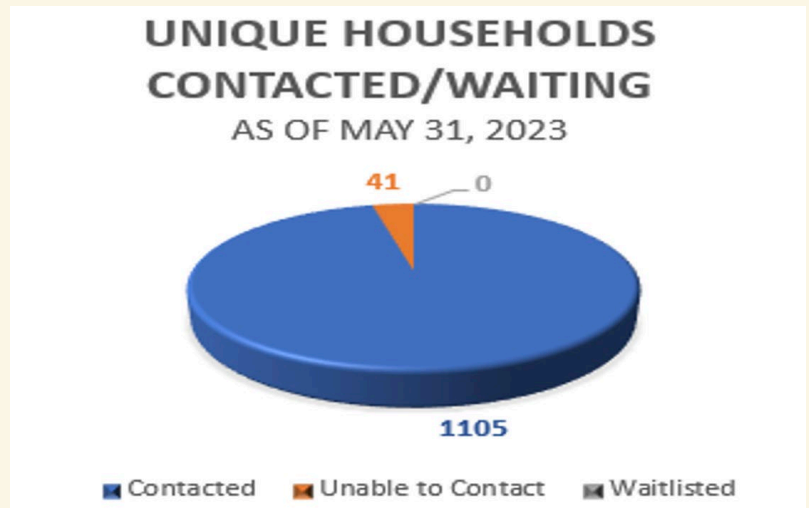
Residents were pleased to learn of new funding sources and rebates they had not known about previously. The residents had spoken with a Navigator a few months ago and are now moving forward to rebuild. They were thrilled to learn of new resources and that the Navigator could assist them in applying for the funds. They were also pleased to learn that new ALE funding options might be available to them after December of 2023. (Funding will require an application process.)

Navigators assisted residents with disaster recovery resources with the goal of returning to safe and stable housing. For one household, the new rental unit is many times what they were paying before the fire which has adversely affected the household budget. The Navigator was able to assist with an application to a non-profit charitable fund that paid a sizable medical bill which will help the family get back on their feet.

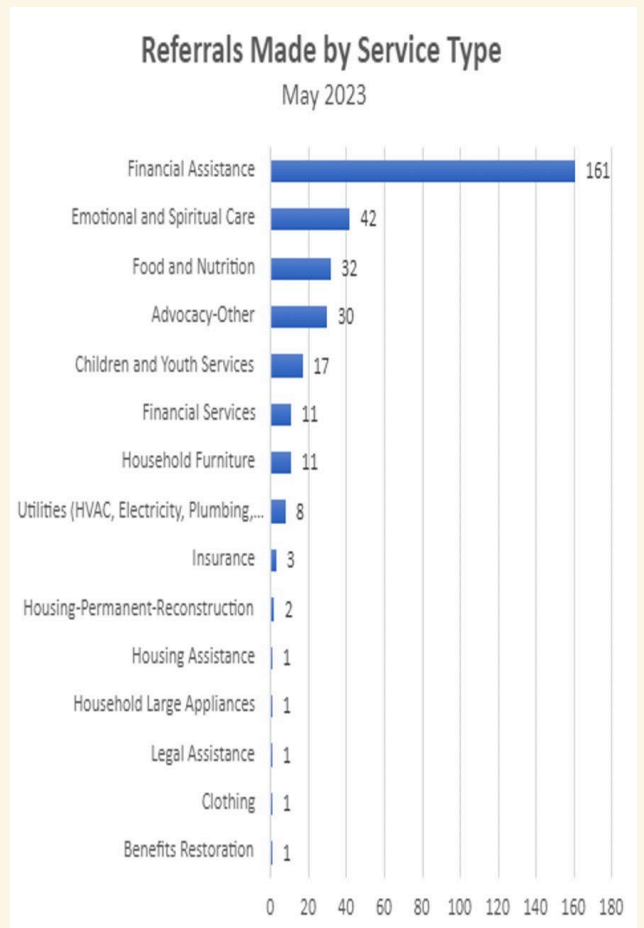
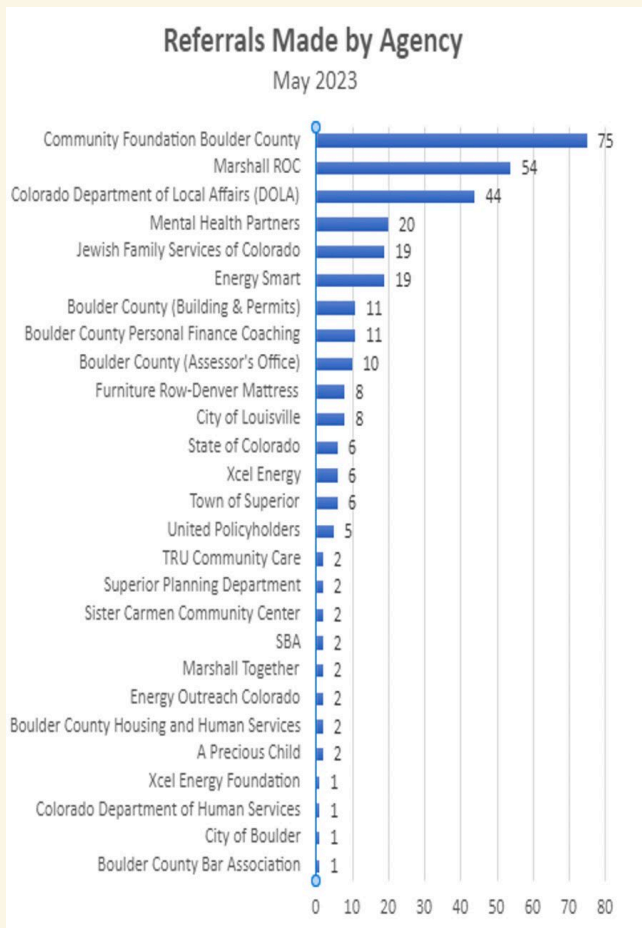
**PROGRAM DATA**



**MAY 2023  
MONTHLY REPORT**



- 51 new inquiries were received in May. All were contacted or received phone and email attempts to contact.
- Navigators held 110 appointments with residents in May, completed 46 new Risk and Need Assessments, opened 37 new cases, and logged 596 household contacts, not including research, preparation or other work done on behalf of clients.



## SUMMARY OF ASSESSED RECOVERY NEEDS

Cumulative as of May 2023

