



NAVIGATING DISASTER

FOR BOULDER COUNTY

MAJOR ACTIVITIES AND ACCOMPLISHMENTS

Recent new clients have primarily been residents who are rebuilding. Navigators have provided information about, or assisted with, applications for funding sources. As described in July's report, many inquiries are about the availability of funds to help with repair and rebuilding costs. Navigators provide resources for residents to complete the applications independently or assist with scanning/uploading documents and completing the online applications in the office if needed. Some residents have requested Navigator assistance with the online process which can take hours to complete and is often confusing.

Navigators bring unique situations to the attention of DOLA staff based on real-life resident experiences. This has supported the writing of policy and has helped move some applications through the process. Navigators continue to participate in bi-weekly meetings with DOLA and IDF personnel to review new programs and policies.

The number of new cases for repair work to manufactured homes damaged by the Straight-Line Wind Event has increased.

TRENDS / CONCERNS

Insurance funding for rent payments (Additional Living Expenses) will expire at the end of 2023 for many households. Residents should ask their insurance company for an extension if construction is under way. If insurance companies do not approve an extension, there is funding through Community Foundation Boulder County and there will be income-limited funding through a Temporary Rental Assistance Program within the Housing Recovery Program. Applications for both funding sources will be available online as we get closer to the end of the year and Navigators will be prepared to assist with this process if needed.

Standing or smoke-damaged homes continue to be a concern within the community, including concerns about safety and the financial burdens created by the length of time residents have been displaced. Residents continue to negotiate with insurance companies for payment of repairs and remediation. Some funding is available through Community Foundation Boulder County and the Housing Recovery Program, which can be applied for at cedproject.org/rebuild. Navigators can assist with the application process if needed.

Residents have expressed concern about Navigator Services coming to a close at the end of 2023. Lutheran Family Services Rocky Mountains is working collaboratively with Boulder County and Marshall ROC to investigate options that would allow the program to continue services through the first quarter of 2024 to assist residents through the expiration of ALE at end of the year.

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PROGRAMMATIC CHALLENGES

The Recovery Navigation Program has had recent changes in number of staff and is currently seeking to hire additional Navigators if possible. Hiring for a temporary position is challenging, however the program hopes to end the year with a robust team available to provide information, referrals, application assistance, and in-person meetings in the coming months. Navigators have consistently worked with higher than normal caseloads, and as program services wind down, Navigators will be closing cases and transitioning to an information and referral approach with new clients that will support individuals and households to move forward independently.

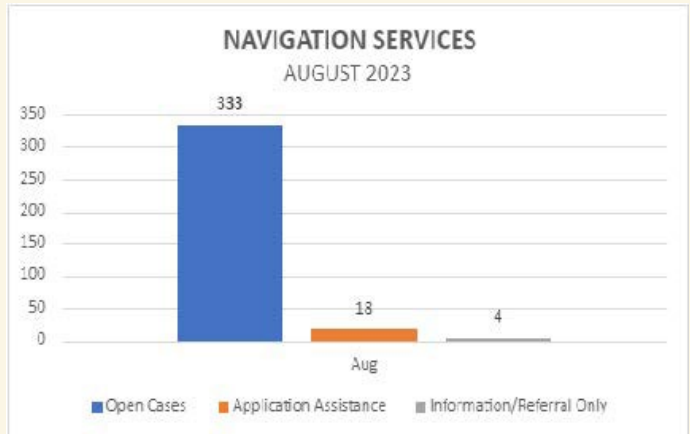
FUTURE PLANNING AND UPCOMING ACTIVITIES

Navigators will continue to assist with requests for information and resources as they work towards closing cases and ending the Navigator program. They're hopeful about continued outreach as there are still some residents who have not accessed services to date or are unfamiliar with programs that are available.

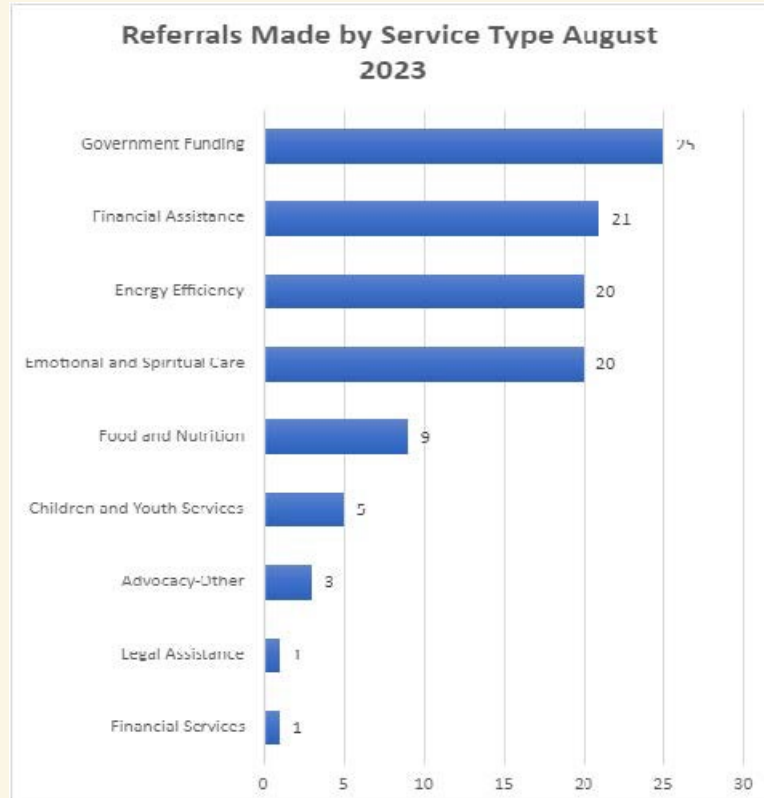
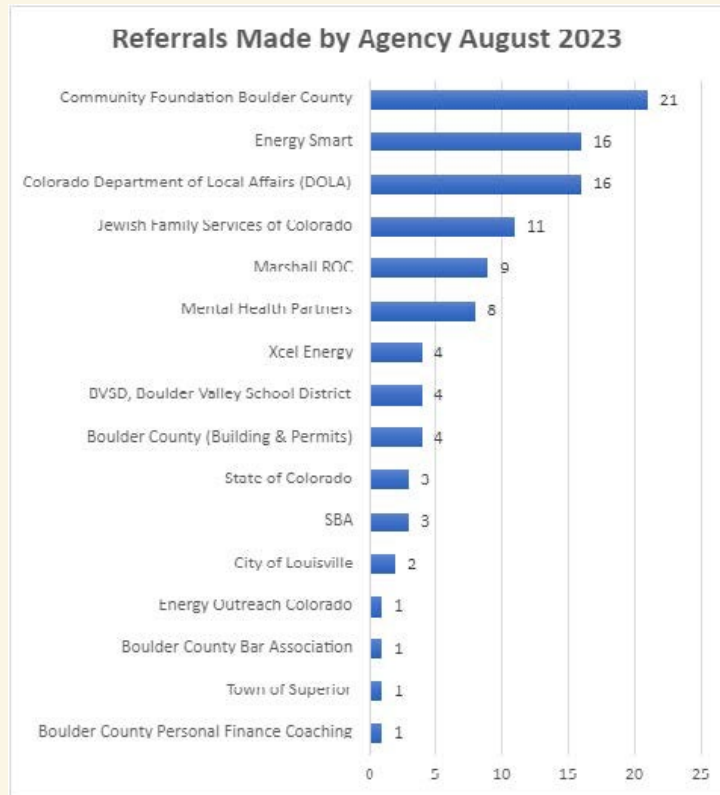
CLIENT IMPACT STORIES

- An individual had been struggling with excessive heating bills because of a hole in her roof from the straight-line wind event. With the help of a Recovery Navigator working through the City of Boulder's Wind Damage Repair & Efficiency Upgrade Grant Program, the roof has been repaired just in time for this coming winter!
- An owner of a rental property rebuilt a destroyed home and invited his prior tenant back to the property! The tenant was a self-employed individual that lost his tools and equipment in the fire. With the help of a Recovery Navigator, he applied for and was granted funds from the Community Foundation Boulder County to replace his tools and get back to work. This individual was displaced for quite some time, but is back home now and restarting his business working on the homes of others in the community!

PROGRAM DATA



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Referral Data Tracking has been revised to better represent the types of referrals made by the program. Government Funding includes municipal rebates, City Grants, Housing Recovery Program (DOLA), SBA and others. Financial assistance includes referrals to Community Foundation BOCO.

