



NAVIGATING DISASTER FOR BOULDER COUNTY

Recovering Navigators Monthly Report – November 2023

Major Activities and Accomplishments

Recovery Navigators responded to an increased number of requests for consultation during the month of November. There were a record number of visits to the Marshall ROC Center (MROC). Navigators continue to assist residents with online applications as needed and will do so in the coming months for Housing Recovery Program funding and the Community Foundation Boulder County. Navigators can provide information and answer questions regarding the programs and can assist with the document uploads and online application process.

The Navigating Disaster Program will continue to provide one-on-one support for disaster-impacted individuals and households through March 2024. Many cases remain open while the residents wait to hear about funding through the Housing Recovery Program processed by the Impact Development Fund. We anticipate that funding decisions will be made for those residents in the coming months at which time the Navigator will work with the resident to close that case. Reports will continue to show a change in number of open and closed cases in the coming months as Navigators close cases for those where primary needs have been met.

Navigators continue to assist residents with applications for Housing Support (Additional Living Expenses - ALE) through a Community Foundation program. That program does not provide for all circumstances, so Navigators continue to work with partners to identify additional funding sources to bridge the financial gap for the expiration of ALE funding.

Boulder County Recovery and Resiliency Division, Colorado Department of Local Affairs and MROC continue to meet with Navigators bi-weekly to plan for a smooth transition of services after the Recovery Navigator program ends in spring 2024. [Important communication regarding resources in the coming weeks will continue to be available through Boulder County's Marshall Fire Recovery Newsletter.](#)

Trends / Concerns

In November, inquiries continued to be about mental and emotional health supports. Some stated they were reaching out for support for the first time, some asked about extending sessions at Jewish Family Services and some inquired if there are new supports available. Several requests have been families with school-aged children. The holidays and anniversary, the ongoing and time-consuming recovery process, plus the many tasks associated with rebuilding add additional challenges for parents who are also trying to help their children with ongoing mental and emotional health struggles.

Insurance funding for Additional Living Expenses (ALE) will be expiring at the end of 2023 or early in 2024 for many households. Navigators are aware of more than 200 households with this concern. There is income-limited funding through Community Foundation Boulder County. Requesting an extension through the insurance company is the first step. There is also the option to speak with financial counselors who can work through managing housing costs. [Housing support applications are available online](#) and Navigators are prepared to assist with this process as needed.

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Navigators continue to work with many standing/smoke-damaged homes with damages ranging from moderate to severe. Many families remain displaced and continue to describe challenges in receiving ALE assistance from insurance companies. Some families are working to be reimbursed for ALE rent payments from many months back when they were unable to inhabit their home. Many have experienced significant financial loss. There are some funding sources to assist with some repairs and rent while displaced, and a Smoke Damage Task Force continues to advocate for this population and these circumstances. Navigators continue to hear about these families feeling like outliers in the recovery process.

Programmatic Challenges

A part-time Program Assistant joined the team in November and is providing much needed administrative support. Navigators continue to advocate for residents but have been unable to affect the length of time the funding processes requires since that is outside of their control. Work will continue behalf of residents in the coming months including advocacy for those in the funding queue.

Future Planning and Upcoming Activities

Navigators will continue to advocate for those whose applications for rebuilding funds are, and have been, in process for a period of time, and to work with residents towards reaching recovery goals and provide information and referrals for services as needed.

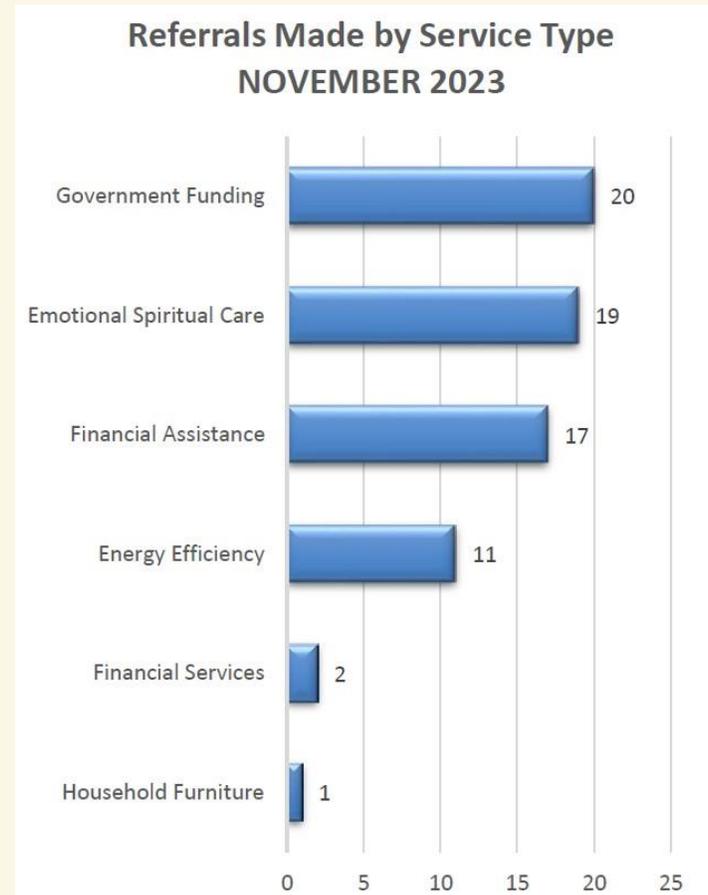
Navigators will also continue to work with partner recovery groups such as Marshall ROC to support town hall meetings and informational sessions. Administrative staff will be assisting with finalizing data and reports.

Client Impact Stories

- Recovery Navigators assisted an elderly retired veteran through the Housing Recovery Program (HRP) application and appeal, which resulted in additional rebuilding funds for his construction project. He signed his documents recently and shared how the funds would help him get to the finish line with his rebuild. He stated he was very grateful that Recovery Navigators were available to help him through a difficult and overwhelming process and how he would not have been able to sort through his insurance or work through the application without the help he received.
- A community member who has been struggling with the fire recovery process just recently became connected with a therapist via the Jewish Family Services (JFS) free sessions available to fire survivors. For several months, he acknowledged how the fire and the many steps in recovery have impacted him, but he was uncertain about how to access the mental and emotional health supports. A Recovery Navigator walked him through how to navigate those processes and the survivor registered with JFS. He was pleased to report that his therapist is a good fit for him and that he is glad he took the initiative to try something he had not done before.

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Program Data



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 Boulder County.

SUMMARY OF ASSESSED RECOVERY NEEDS Cumulative as of November 2023

