



NAVIGATING DISASTER

FOR BOULDER COUNTY

Recovering Navigators Monthly Report – November 2023

Major Activities and Accomplishments

Navigators continue to provide one-on-one support for households with open cases and application assistance for new clients. Although winding down, the program will continue to provide support into March 2024, including assisting with the application process for Housing Recovery Program funding (state and federal funding) and the Community Foundation Boulder County for rebuild grants, housing support and unmet needs via donated dollars.

Of open cases, 33% are residents who are waiting for funding decisions on their applications through the Housing Recovery Program (DOLA), which are processed by Impact Development Fund. Residents are likely to receive funding in the coming months, at which time the Navigator will work to close the case.

Recovery Navigators had contact with more than 1,000 households over the past 1-1/2 years and administrative staff has been working to update and add missing data to provide the most accurate picture of the services that have been provided. Boulder County Recovery and Resiliency, DOLA and MROC continue to meet with Navigators bi-weekly to plan for a smooth transition of services after the Recovery Navigation program ends in the spring 2024. Important communication regarding resources will be sent in coming weeks and will continue to be available through the [Boulder County Marshall Fire Recovery Newsletter](#).

Trends / Concerns

Sixty-two referrals were provided in December and again, mental and emotional support was the most requested service. Funding for rebuilding and financial assistance for unmet needs/rental support was also frequently identified as needs. The expiration of insurance funding for Additional Living Expenses (ALE) remains a concern, as do the challenges faced by residents with standing smoke damaged homes who are working hard to get insurance settlements to assist with costs. Recently the program encountered residents who have come to the Marshall ROC Center recently who did not know, and have not accessed, resources for rebuilding. This raises concerns that there may be others who could need assistance with applications.

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Programmatic Challenges

Navigators continue to advocate for those whose applications for rebuilding funds are, and have been, in process for a period of time. The length of time the funding processes require is outside of the program's control, but Navigators will continue to work with, and on behalf of, residents in the coming months to advocate for those in the funding queue. The issues have been reported regularly to state and county personnel for problem-solving.

Future Planning and Upcoming Activities

Monthly reports will show a decrease in number of open cases in the coming weeks as Navigators close services for those where primary needs have been met. Administrative staff will be assisting with finalizing data and reports as a contractor for Boulder County.

As part of winding down, data will continue to be reviewed and scrutinized for accuracy and verifying data is ongoing. Demographic data from contacts that were made, but that did not result in open cases, is being added before the end of the program to provide the most accurate picture of services.

Total numbers changed this month indicating an increase in cases, which is not because of opening more in December but because of finding data entry errors that did not count records in prior months. It is likely that slight changes will be noted each month in overall count as data is refined.

Client Impact Stories

Quotes from residents who worked with a Recovery Navigator on their exit surveys after case closure:

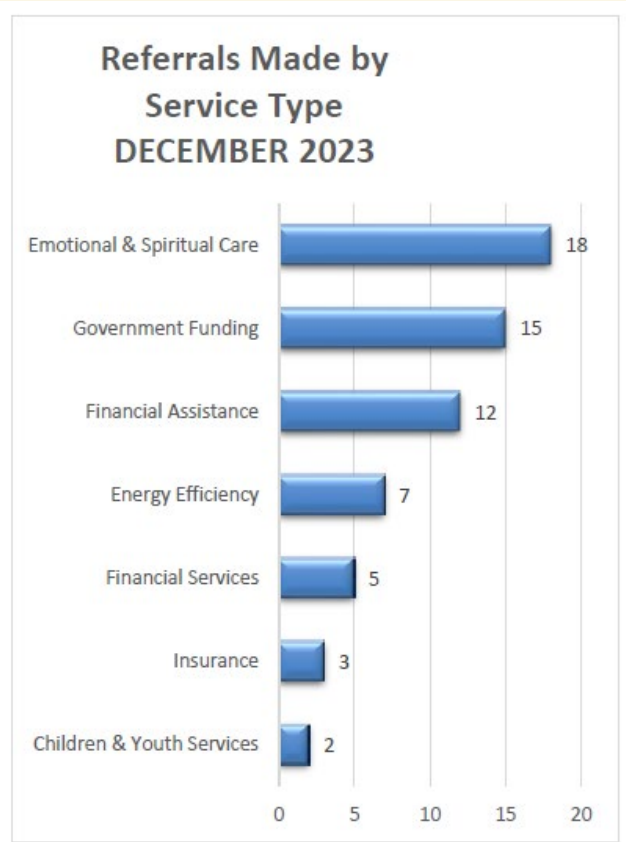
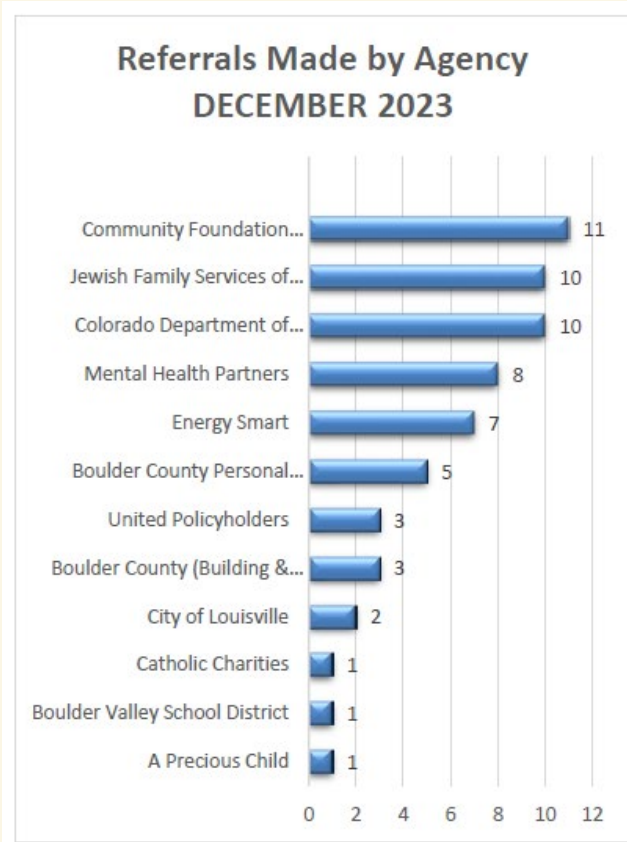
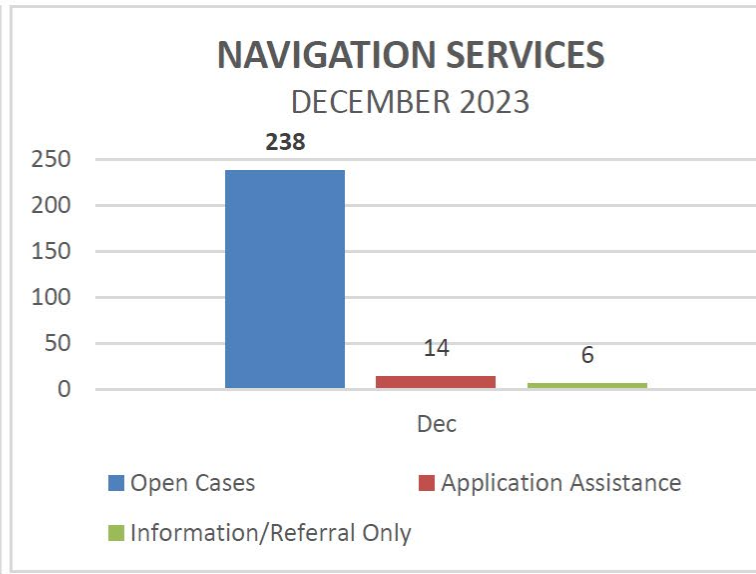
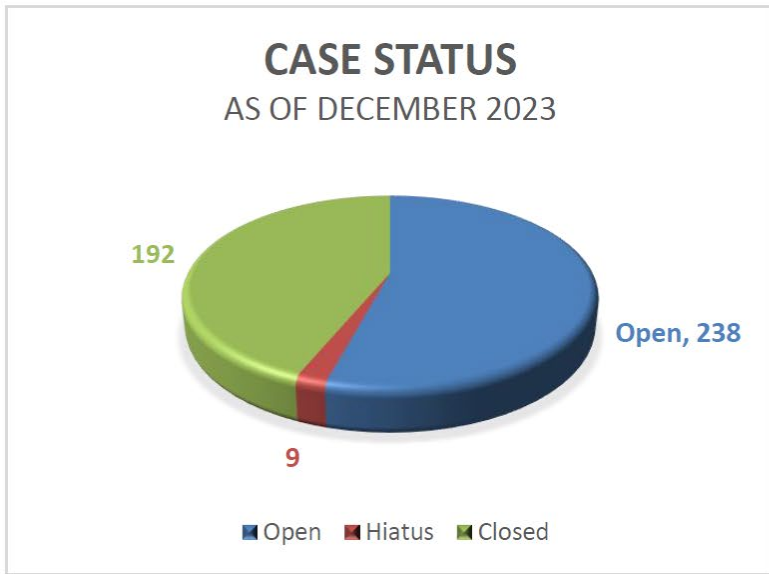
"Our Navigator has been a lifeline for us throughout this horrible experience. She has been a warm caring soul which we needed so desperately."

"We would not have been able to understand all the benefits we were entitled to, and she helped us fill out forms that we were confused about."

"Our Navigator has been an asset to our recovery process. She has been a light that guided us through the endless maze of paperwork and deadlines. She made us feel welcome and gave us a sense of peace."

"We appreciate the compassion and expert support."

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.

