



## NAVIGATING DISASTER FOR BOULDER COUNTY

### Recovering Navigators Monthly Report – February 2024

#### Major Activities and Accomplishments

Navigators continued to provide informational support to residents in February. Navigators met with residents for 54 appointments and assisted walk-in clients 40 times with information about current resources, current programs, and funding sources.

Some residents will be submitting applications for funding in the month of March and, thus, those cases remain open and 51% of open cases at the end of February are residents who are waiting for funding decisions on their applications. Many other cases closed by Navigators in recent months, and who were assisted by Navigators in completing online applications, remain pending at Impact Development Fund for the Housing Recovery Program (DOLA) and Community Foundation Funding Programs.

Important communication regarding resources and available services will continue to be available through the [Marshall Fire Recovery Newsletter](#) and the [Marshall ROC website](#).

#### Trends / Concerns

As stated previously, 51% of open cases are waiting for decisions regarding funding for repairs or rebuilding and some households are unable to make final decisions until they learn the exact amount of the funding that will be available to them. Many cases closed by Navigators are also waiting to hear about construction funding. Navigators will continue to advocate on behalf of applicants during the month of March, however, the issues regarding length of time it takes to receive answers for funding have been reported regularly to state and county personnel. This continues to be Navigators' highest concern. Many residents have expressed their appreciation for mental and emotional support being available to their families over the past two years. Navigators continue to provide information regarding available services.

#### Future Planning and Upcoming Activities

The Marshall ROC Center will have open hours through May for information and assistance as needed. Impact Development Fund staff will also be available by appointment for assistance with funding applications. [Get more information and hours of operation for the Marshall ROC Center](#).

Navigators will participate in Resiliency Workshops in mid-March to support resilience, well-being and emotional health of Navigators who have been working with the impacted population for 21 months.

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## Client Impact Stories

A client of the Navigator program expressed: “Thank you so much for all of your help, encouragement, insight and motivation throughout this process. There is no way that I could have gotten this far without you and all of the services and connections offered through the Recovery Navigation Program.” The client received assistance from a Recovery Navigator for more than a year with specific help in applying for and receiving the Community Foundation Rebuild grant, the Housing Recovery Program forgivable loan, and the Housing Recovery Program grant for home hardening. The household is below 80% Area Median Income and is made up of a single parent to three children.

Homeowners who initially did not know that they were eligible for funding were thrilled to receive \$5,000 from the Housing Recovery Program for mitigation as part of extensive repairs to their home.

The Community Foundation’s Unmet Needs program approved funding to replace a fence at a destroyed, and now rebuilt home, which was required for the owners to be able to re-open a children’s day care program. The business is back up and running and the residents are very appreciative of the financial help.

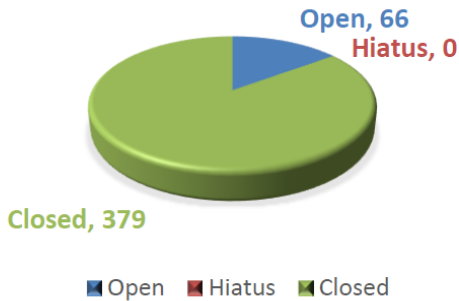
A Navigator requested financial assistance from Marshall ROC donors for one month of rental assistance for a household that faced financial hardship because the rebuild was unexpectedly extended by a short period of time. The household was very grateful for this unexpected assistance and the family moved into their home a few weeks ago and are thrilled to be back in their community.

Jewish Family Services assisted a household with several thousand dollars towards appliances needed for their rebuilt home. The household was very appreciative of this avenue of support, given the ongoing financial impact of recovery on the household.

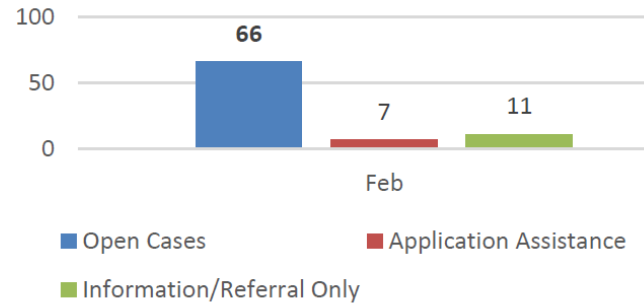
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**Program Data**

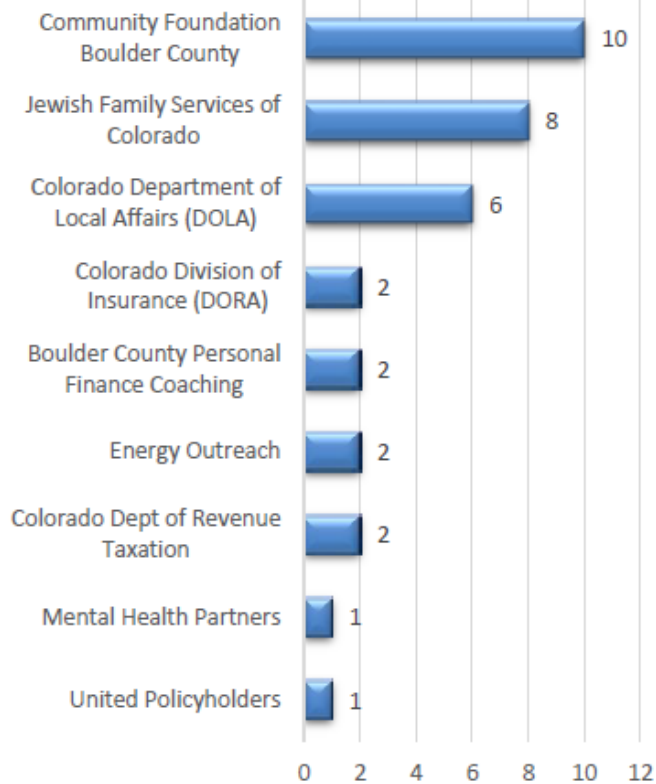
**CASE STATUS**  
AS OF FEBRUARY 2024



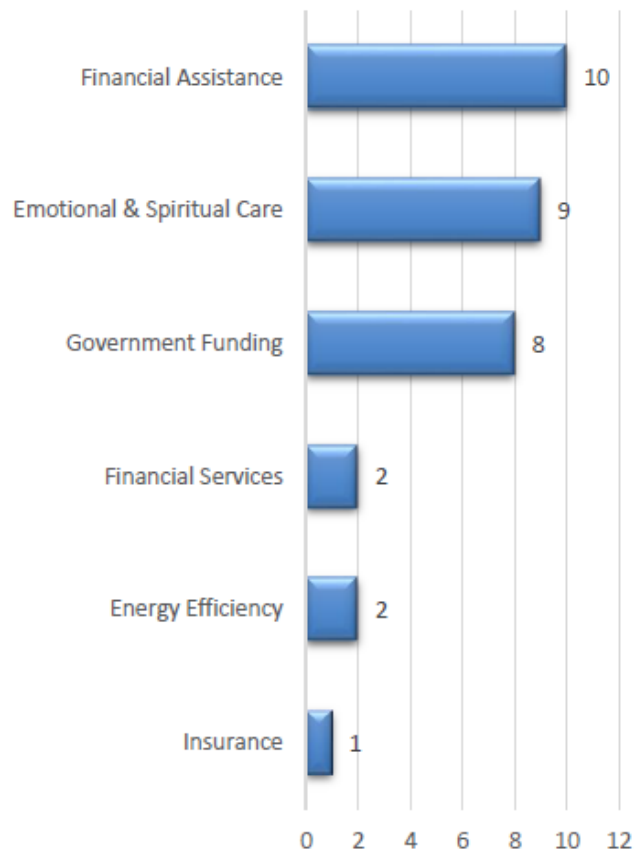
**NAVIGATION SERVICES**  
FEBRUARY 2024



**Referrals Made by Agency**  
FEBRUARY 2024



**Referrals Made by Service Type**  
FEBRUARY 2024



**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.**

