



## NAVIGATING DISASTER FOR BOULDER COUNTY

### Recovering Navigators Monthly Report – January 2024

#### Major Activities and Accomplishments

During the month of January, Navigators met with 96 residents through appointment or drop-in conversations to provide information about current resources, programs, and funding sources. As part of the Navigating Disaster Program ending, more than 100 cases were closed in January, however, Navigators continue to provide informational support to residents.

Navigators will continue to provide support into March of 2024, and will continue to assist with the application process for rebuild grants, housing support and unmet needs via donated dollars.

Of the open cases, 43% are residents who are waiting for funding decisions on their applications through the Housing Recovery Program (DOLA) and Community Foundation Funding Programs, both processed by Impact Development Fund or the Manufactured Home Wind Damage Repair Grant at the City of Boulder. Residents are likely to receive funding in the coming months at which time the Navigator will work to close the case.

Weekly meetings continue with Boulder County Recovery and Resiliency, DOLA and MROC to plan for a smooth transition of services after the Recovery Navigation Program ends. Important communication regarding resources will be sent in coming weeks and will continue to be available through the [Marshall Fire Recovery Newsletter](#) and the [Marshall ROC website](#).

#### Trends / Concerns

Navigators continue to work with individuals and families who remain uncertain about rebuilding and who are undecided about whether or not to complete applications for funding. Reasons vary, and are often complicated, but can be based on other life events that have occurred in the past two years or the shared experiences of others who have described very challenging processes. Some have determined that the possible funding appears inadequate to cover total costs and borrowing additional funds is not an option.

A wide range of individuals who were impacted continue to request information including renters at the time of the fire, individuals and families living in manufactured homes, and those who have not made decisions about moving or rebuilding. We believe that applications for funding for repairs, rebuilding or unmet needs such as furniture, appliances and housing expenses, will continue into the future months.

Although referrals for mental and emotional support were requested less in January, many residents describe their appreciation for those services being extended and describe benefits to themselves and their families while also still describing on-going emotional highs and lows.

## January 2024 Monthly Report

### Programmatic Challenges

As stated previously, 43% 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. Navigators will continue to work with, and on behalf of, residents to advocate for applicants in the funding queue. The issues regarding length of time it takes to receive answers for applications for funding have been reported regularly to state and county personnel for problem-solving.

### Future Planning and Upcoming Activities

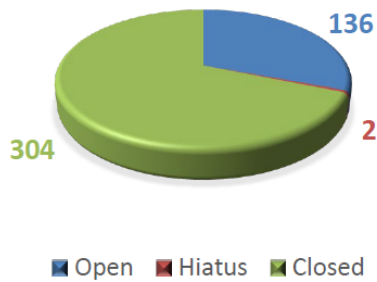
Navigators will continue to close cases while also providing information regarding resources. Verifying data is ongoing and will be reviewed and scrutinized for accuracy. Administrative staff will be assisting with finalizing data and reports. To support resilience, well-being and emotional health of Navigators who have been working with the impacted population for more than 1-1/2 years, Colorado Department of Public Health and Environment will present a workshop for the Team in mid-to late March. Navigators are also likely to experience grief associated with leaving this work position.

### Client Impact Stories

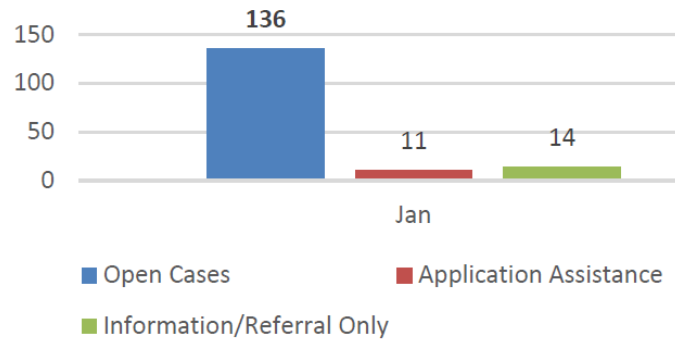
- A multi-generational family that includes small children received Housing Rental Assistance for six months through Community Foundation Programs. Their rent was \$500 per month pre-disaster and is now \$2,500 per month post. The family is grateful for the assistance.
- A family with two young children received verification that they were awarded a forgivable loan towards the rebuild. A Recovery Navigator assisted with the online application for funding, answered questions, and helped throughout the process. The couple is thrilled to receive assistance to help bridge their rebuilding gap.
- A badly wind-damaged mobile home was repaired in January. Recovery Navigators provided assistance with navigating the Mobile Home Wind Damage Repair Grant through the City of Boulder and funding through Marshall ROC for the additional weather-related damage while the roof remained in disrepair. The resident reported that the home is much warmer, her energy bills have gone down, and that she is very thankful for all of the help she received from Recovery Navigation, the City of Boulder Program and Marshall ROC.
- After residents' home completion date was pushed out by the builder, clients received three months of rent support from Marshall ROC. ALE ended in December and the landlord raised the rent creating an additional hardship on the family. The couple is relieved and thankful to the Marshall ROC donors for providing this support.
- Low-income clients who will be able to move into their rebuilt home in March were granted funds for furniture from the Community Foundation's Unmet Needs program. The couple have also received the Community Foundation Rebuild Grant and the Housing Recovery Program forgivable loan. The household has difficulties using technology, and Recovery Navigators provided assistance. They expressed how thankful they are for the support and clients state they "couldn't have done all of this" without help.

Program Data

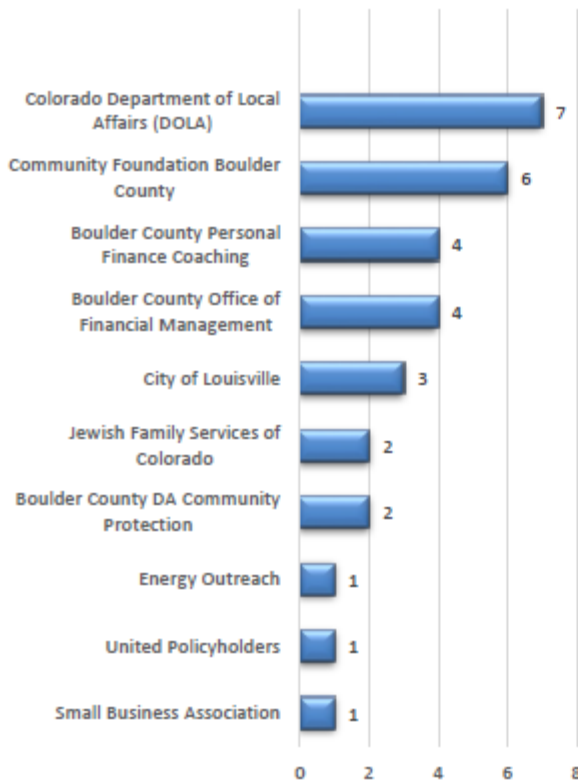
**CASE STATUS**  
AS OF JANUARY 2024



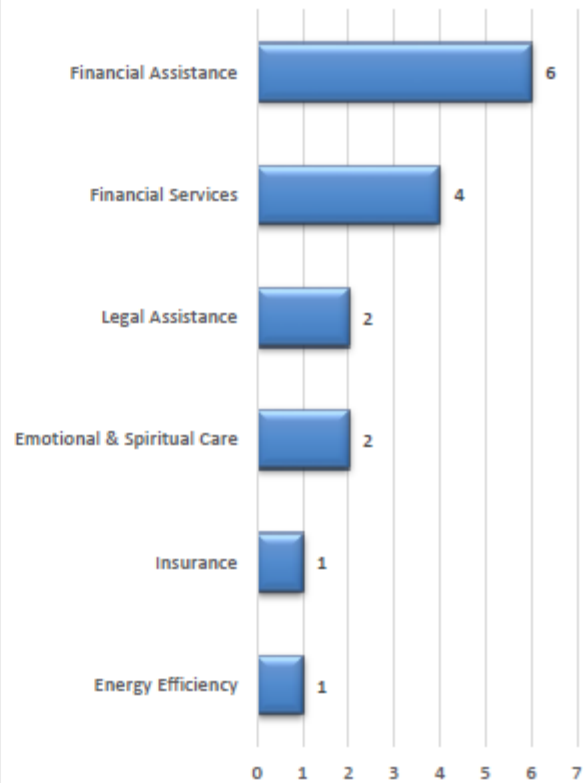
**NAVIGATION SERVICES**  
JANUARY 2024



**Referrals Made by Agency**  
JANUARY 2024



**Referrals Made by Service Type**  
JANUARY 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.

