



NAVIGATING DISASTER FOR BOULDER COUNTY

Recovery Navigators Final Monthly Report

Recovery Navigation Overview

Navigating Disaster for Boulder County began scheduling appointments for individuals and families impacted by the Marshall Fire and Straight-Line Wind Event on July 25, 2022. The program utilized trained Navigators working in a time-limited collaboration with survivors to develop recovery plans and identify and access available resources. Navigation services were provided by **Lutheran Family Services Rocky Mountains (LFSRM)** and **United Methodist Committee on Relief (UMCOR)**, in partnership with **Boulder County** which provided funding, services and support. Additional support and services provided by:

- **211 Colorado and Mile High United Way**
 - Made outreach calls, attempting to reach 1,500 impacted households to identify short-term needs and provide specific resource information
- **City of Louisville**
 - Donated initial office space for Navigators to meet with impacted individuals and families
- **United Policyholders**
 - Provided insurance consultations/reviews
- **Marshall ROC (Restoring Our Community)**
 - Provided office space and conference rooms to meet with impacted individuals and families
- **Community Foundation Boulder County**
 - Partially funded program services and supported initial year of program
- **Lutheran Disaster Response**
 - Provided a portion of program funding for duration of the program

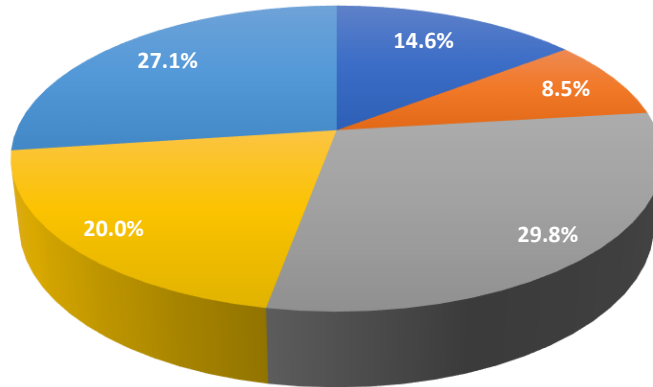
Navigators met with disaster survivors to conduct an intake process, assess short and long-term needs, and engage in client advocacy. Many of the recovery funding resources have been accessed via online portals, and applications required personal documents. The use of private conference rooms allowed Navigators to effectively assist clients in uploading confidential information and discuss questions regarding financial information.

Marshall ROC provided combined use space which created opportunities for Navigators to work with clients while also helping to connect residents with community meetings and group sessions provided by Colorado Spirit, mental health appointments through Jewish Family Services, access to a food pantry and donated goods. The combined use space has been highly successful and would be a recommendation when a future event occurs.

Navigators began working with residents through screening interviews to identify needs that could be met through information and referral, and triaged those that would benefit from more comprehensive services due to urgent needs and risk factors.

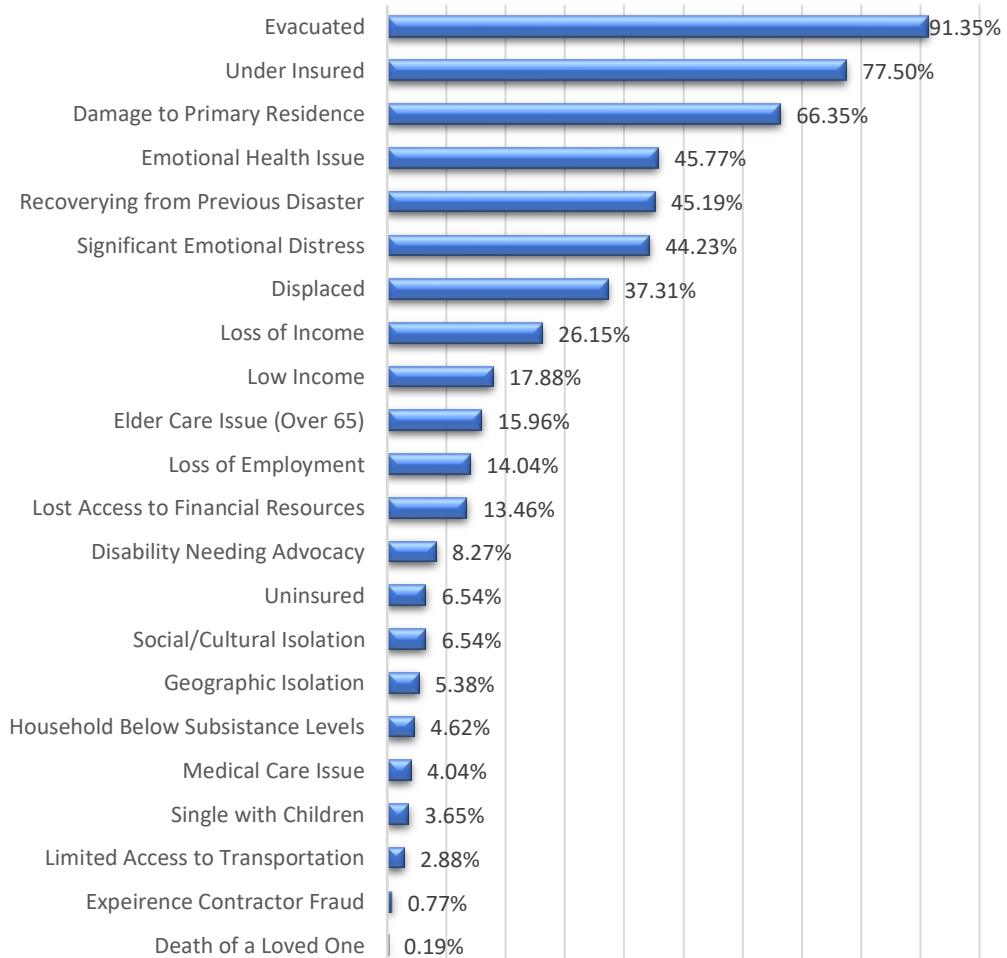
Graphs below indicate assessments and risk factors, followed by a wide range of service referrals. Referrals to funding sources for unmet needs and rebuilding were the highest category followed closely by emotional support.

Household Priority Assessment



- 1. Urgent Needs w/3+ Risk Indicators
- 2. Urgent Needs w/2 Risk Indicators
- 3. No Urgent Needs with 1 Risk Indicator
- 4. No Urgent Needs with No Risk Factors
- Not Rated

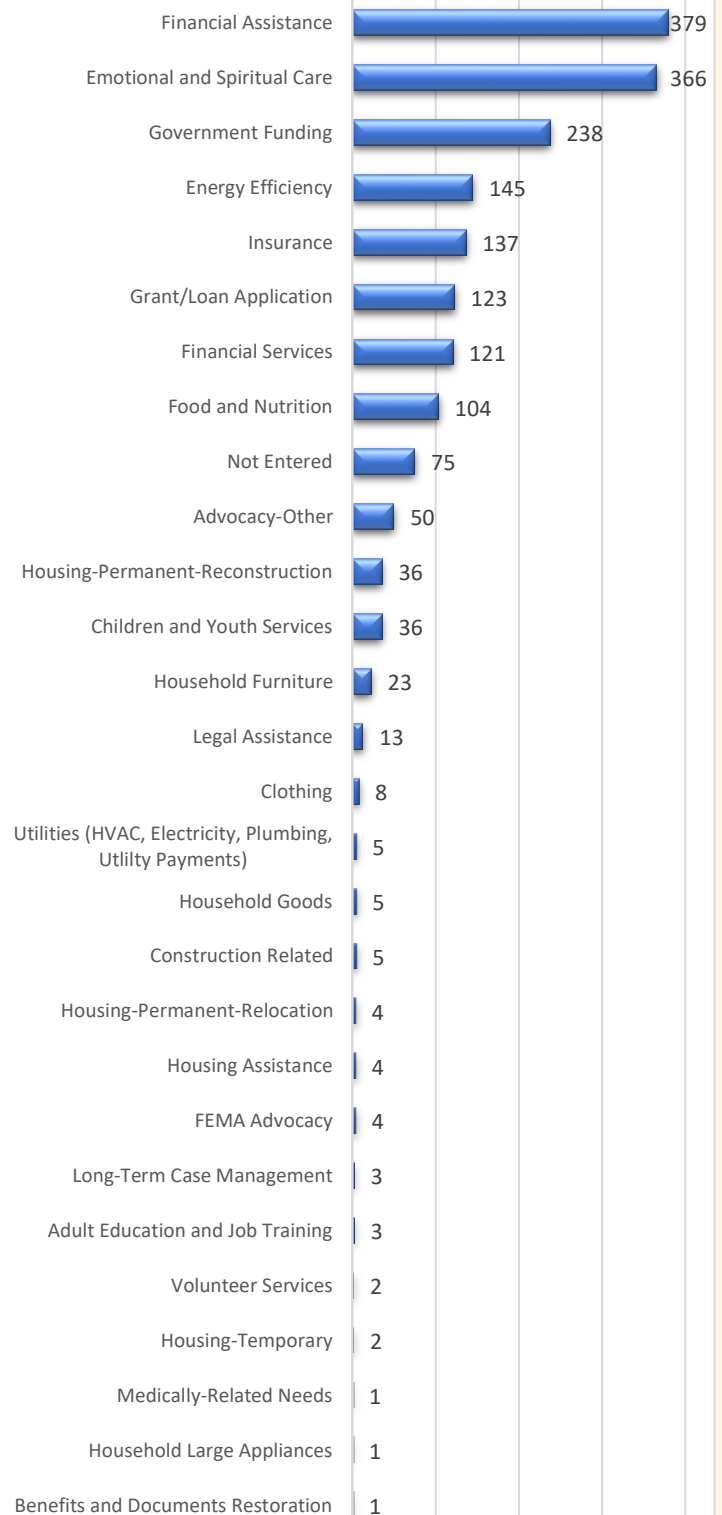
Primary Risk Factors at Intake



Referral Organizations - Final LFSRM & UMCOR



Referral Type - Final LFSRM & UMCOR



Funding

Referrals to funding sources for unmet needs and rebuilding funds were most requested, followed closely by emotional support.

Navigators assisted clients with applications for funding through both the Community Foundation Boulder County and Marshall ROC, and were also referred to other funds available through A Precious Child, Catholic Charities, Jewish Family Services and Serve 6.8.

Navigators assisted with applications to the Community Foundation for Rebuild Grants from July 2022 until an online portal was made available for residents to apply independently. Navigators also assisted with applications for Housing Recovery Program funding through DOLA, processed by Impact Development Fund, throughout the life of the program.

Navigators assisted with 317 Community Foundation Rebuild Grants in the early months and assisted with the Housing Recovery Program (HRP) as soon as the portal opened. The initial application included a Full Form with one application for multiple products, thus, tracking does not accurately reflect the number of products applied for (ex: the Full Form included both the Community Foundation’s Rebuild Grant and Housing Recovery Program funding). Residents who applied for the Rebuild Grant before the HRP funds became available would have had to apply a second time.

Recovery Navigators assisted with a total of 528 applications online, including the original Rebuild Grant applications. Applications were submitted for unmet needs, rebuilding funds, mitigation and tax rebates. Navigators also provided information regarding links on a regular basis including 146 referrals in the first two months when the online portal for Community Foundation Unmet Needs became available.

Lutheran Family Services Rocky Mountains (LFSRM) requested information from Impact Development Fund regarding dollar amounts approved or pending for the many applications that were uploaded by the Recovery Navigation Program, but the data was not made available for this report.

As a partner in the combined use office of Marshall ROC and as collaborative partners in MROC – Long Term Recovery Group - Navigators were also able to facilitate pass-through of some donated goods.

Financial Assistance to Clients thru Recovery Navigation: \$549,885

Unmet Needs thru Community Foundation Aug 22-Feb 23 (71): \$325,724

Marshall ROC Unmet Needs (68 households): \$167,661

Target gift cards – Community Foundation Boulder County: \$12,000

Target gift cards – Marshall ROC: \$13,000

Restaurant gift cards donated by Sister Carmen fire fund: \$20,000

Donated Goods through Marshall ROC (includes computer tablets from ITRDC and Kids’ Bikes from Can’d Aid): \$11,500

Income data was self-reported by 49% of households served. Other financial information was not kept by Navigators and only used to submit applications for funding through Community Foundation Boulder County and Housing Recovery Programs at Impact Development Fund and not kept by Navigators. The table below provides a summary of Area Median Income from those self-reporting households.

Area Median Income	30%	60%	80%	100%	120%	150%
	41	62	33	40	23	69
	15.3%	23.1%	12.3%	14.9%	8.6%	25.7%

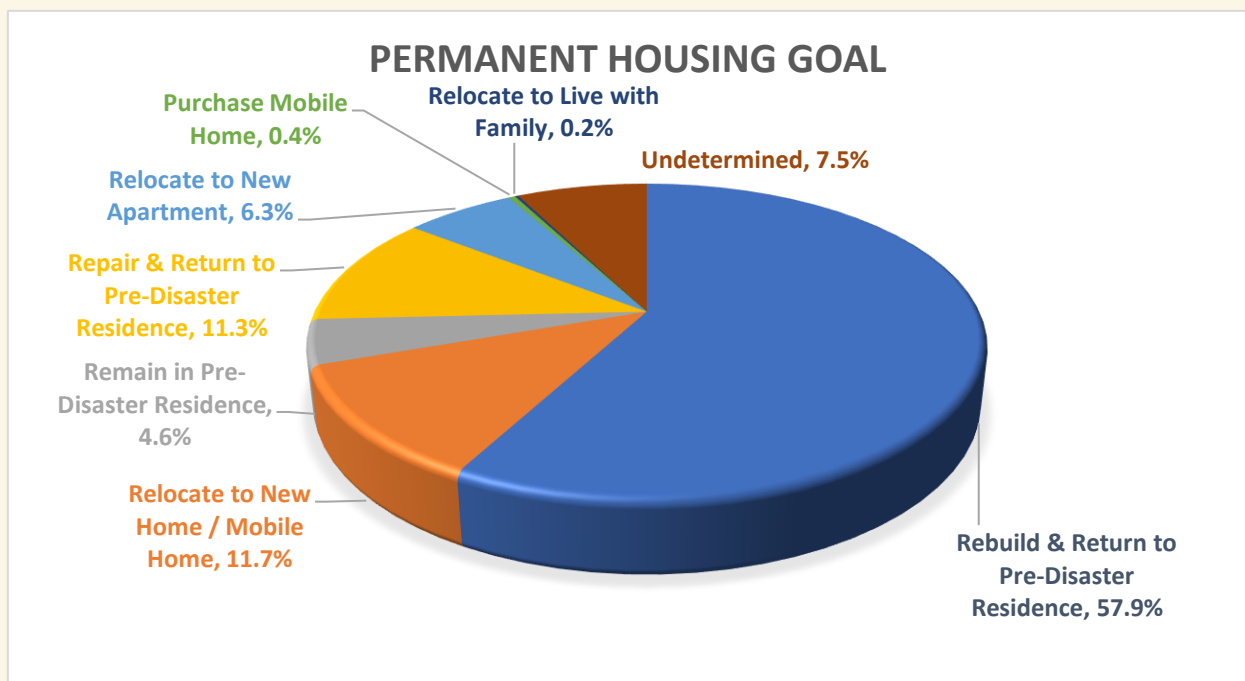
May 2024

Navigation services were provided by **Lutheran Family Services Rocky Mountains (LFSRM)** and **United Methodist Committee on Relief (UMCOR)**, in partnership with **Boulder County** which provided funding, services and support. Both Agencies, **LFSRM** and **UMCOR**, have experience in Colorado providing disaster case management services in prior disasters.



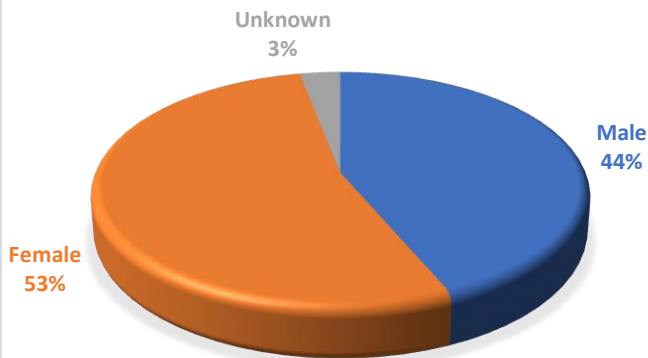
- 39.5% open cases for comprehensive services
- 51.4% information and referral only
- 9.1% inquiries only
- 1,226 in-person appointments
- Navigators responded to 1,215 incoming contacts (voicemail, email, county forms, web screeners and 211 referrals) (includes many duplicates)

The following permanent housing goals were stated by residents who worked with Navigators over the many months and demographic data of clients follows:

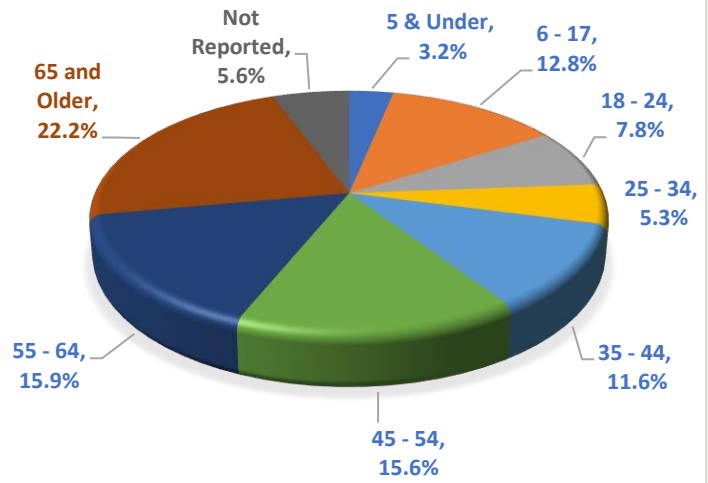


Demographic Data

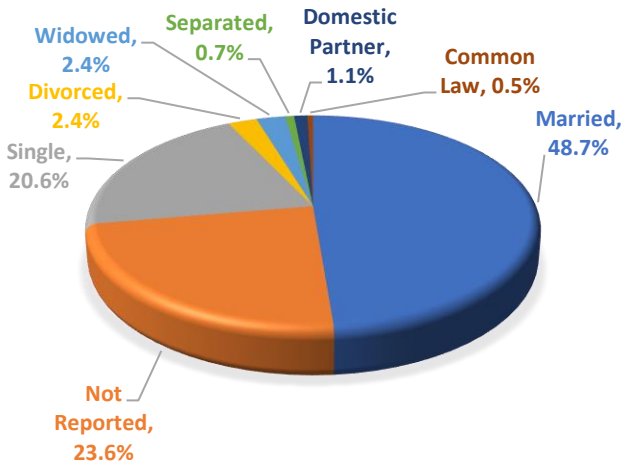
GENDER



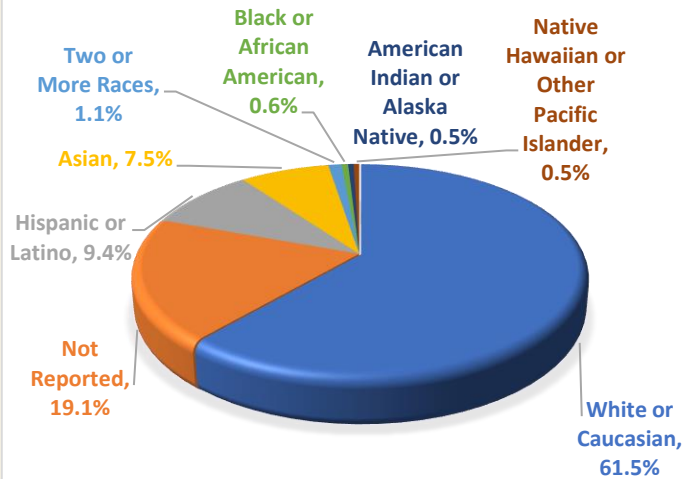
INDIVIDUALS SERVED - AGE



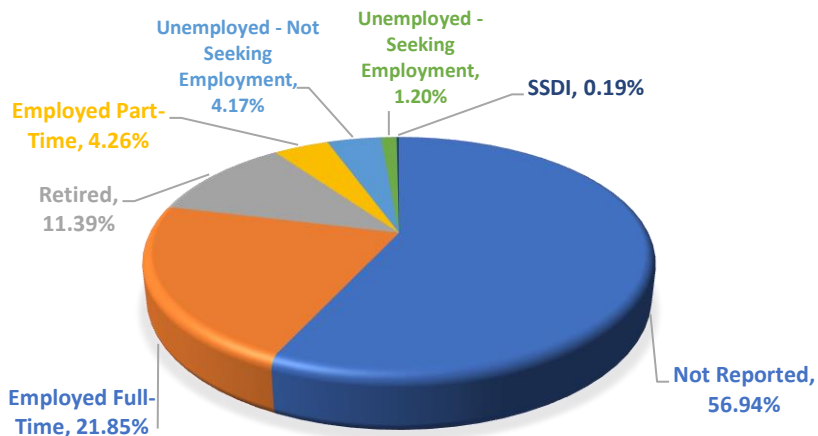
INDIVIDUALS SERVED - MARITAL STATUS



INDIVIDUALS SERVED - RACE



EMPLOYMENT STATUS

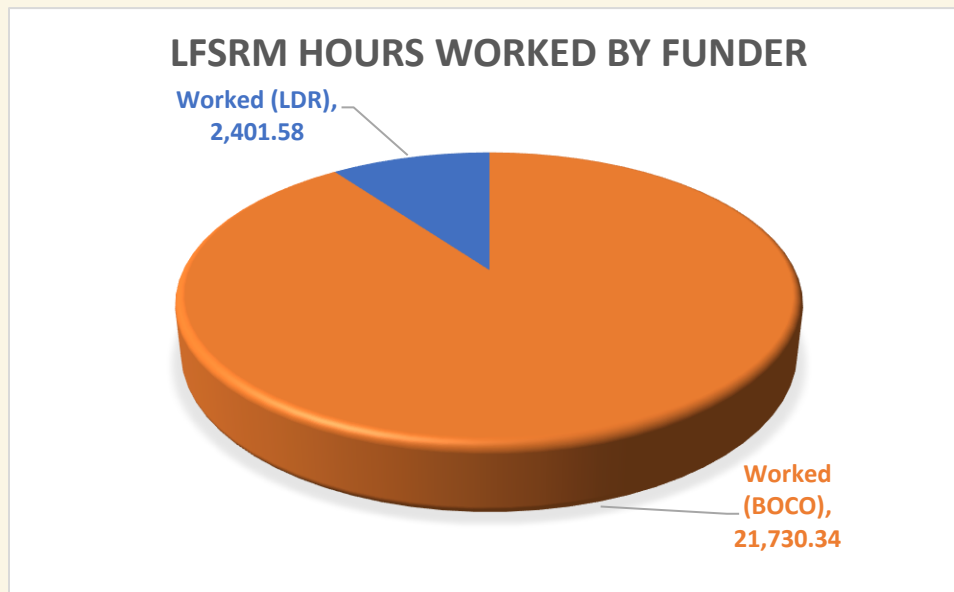


May 2024

Staffing

- Program Director – providing team oversight and support
- Recovery Navigator Supervisor – providing oversight and support to Case Managers
- 8 Recovery Navigators – client intake, advocacy and recovery planning (there were Navigators that left the program and others joined the team in various months.)
- Program Assistant – providing administrative support

There were 15 members of the team that worked in the Recovery Navigator program over 21 months. UMCOR worked in partnership with a Director and two Navigators from August 2022 thru December 2023.



Quotes from residents who worked with a Recovery Navigator

“Navigators were critical. They helped support, guide and navigate the myriad of forms, and links.”

“Our Navigator was very knowledgeable and would always ask others if she didn't know something. Courteous, professional, with great follow through. She didn't miss or drop an action item in nearly 2 years working together. The overall program was a Godsend - there is so much to know/navigate and we were so traumatized by the fire that it would have taken us much longer to find out about and receive the resources available. Everything from community events to onsite mental health services/information was/is greatly appreciated. Thank you”

“My Navigator provided me with empathetic and knowledgeable support with a high degree of compassion and respect.”

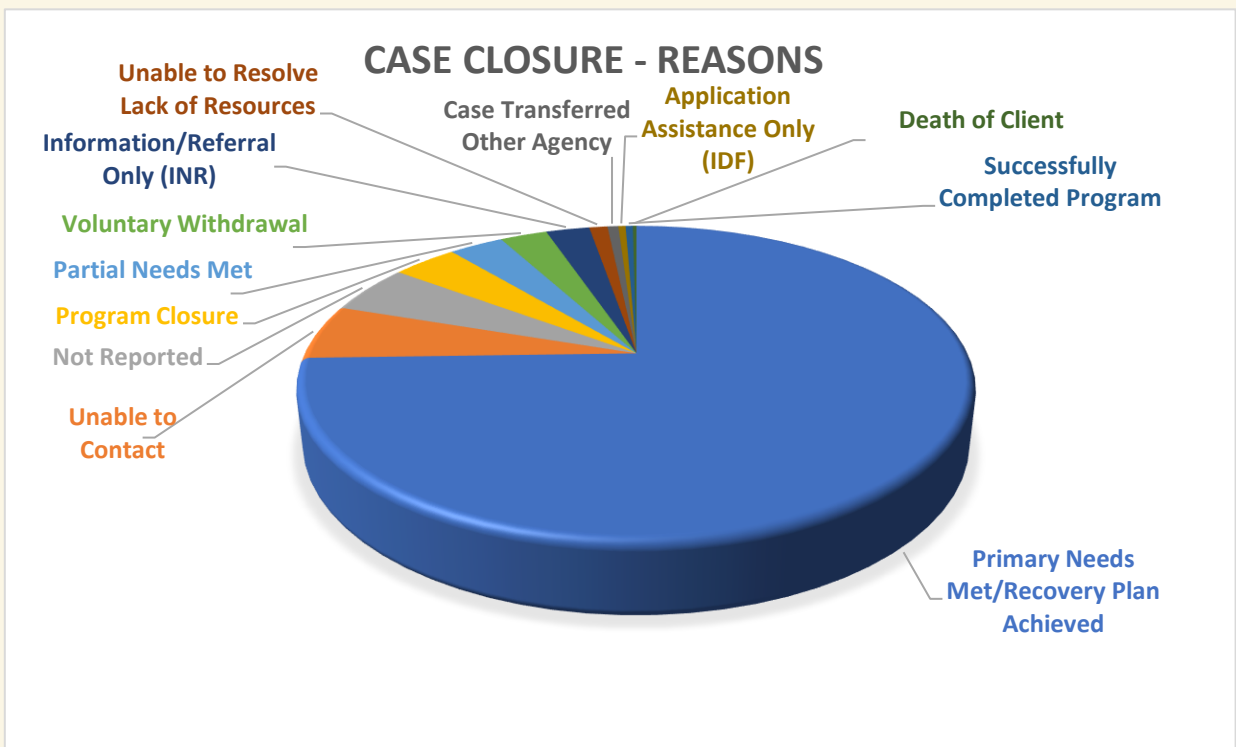
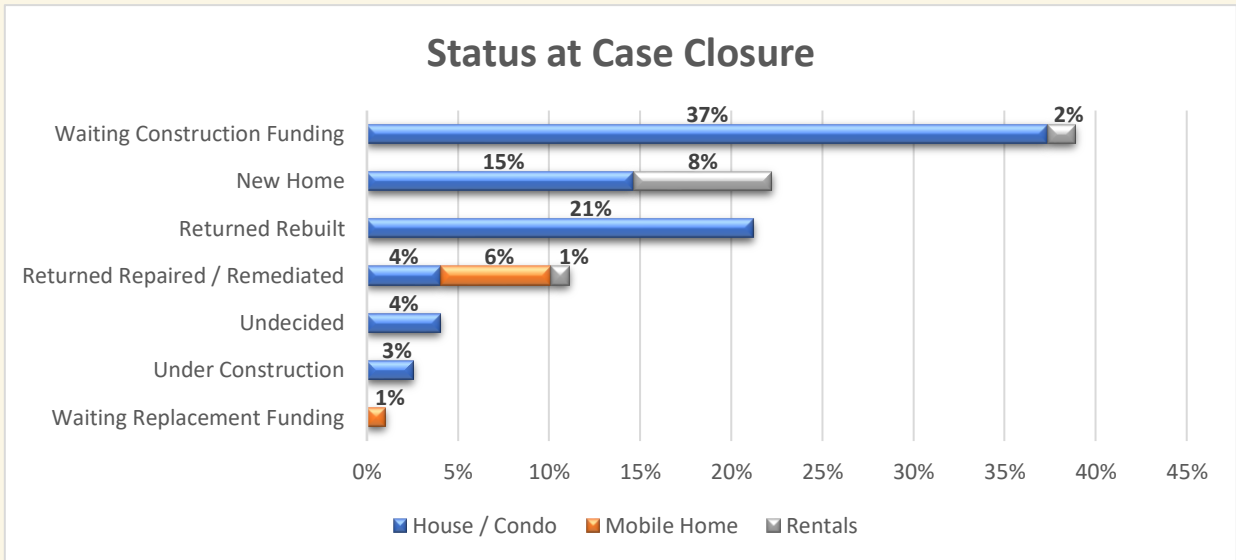
“My Navigator was excellent!! She was sympathetic and conversational and yet also very professional. She always followed up and helped me find resources that I didn't know were available. Thank you so much!”

“A big thank you to everyone who worked on my case. It was a tremendous help on my journey to rebuild, both financially and knowing that I was not alone on my journey.”

“This resource was most effective and helpful and a greatly appreciated model for community response.”

Program Ending

Current housing status based on sample of 200 families that worked with Recovery Navigators.



The FEMA definition of Disaster Case Management includes ‘time-limited program.’ The graph above indicates case status at time of closure. Primary Needs Met does not mean that the household is fully through the lengthy process of recovery, but that the individuals feel they are moving in that direction and that services that can be provided by a Navigator have been completed. The majority of cases were closed with primary needs met or partial needs met.

