

## CRRO Recovery Presentation

### Boulder County – How we transition from EOC to Recovery

1. Overall high-level recovery plan
  - a. Pre-planned organizational charts for multiple scenarios
  - b. Flexible and Adaptable
  - c. Org chart
2. Language Access
  - a. What languages does your community speak?
  - b. How is messaging prioritized to multiple languages since the beginning?
  - c. Live interpretation at town halls
  - d. Closed captioning
  - e. We hired a half time contract translator and interpreter
3. Damage assessment/DAC
  - a. Our damage assessment team is multi-departmental
  - b. Separate Damage assessment annex of the county recovery plan
  - c. DAC is a one stop shop – volunteer groups, SBA, FEMA
4. Community Town Halls
  - a. Best in person – COVID has necessitated virtual options
  - b. Video Recording on the website for after
  - c. Allow for questions – have speakers on all relevant topics
5. Outreach to affected neighborhoods
  - a. Find a neighborhood gatekeeper
  - b. Use pre existing cultural brokers for neighborhoods where there may distrust of local government
  - c. Always work on building relationships
  - d. Meet in the impacted neighborhood
  - e. Answer questions
  - f. Go in without an agenda
6. Recovery Navigators (Medium Term)
  - a. Traditional Case Management Services
  - b. Lower-touch connection to resources
  - c. Self-funded → not federally funded or regulated
  - d. One stop shop for residents to access
  - e. Remove unpleasant roadblocks to recovery and bypass confusing bureaucracy
  - f. Offer reassurance
7. Local/state/federal partners meeting
  - a. Meet and connect with partners regularly
  - b. Participate in long term recovery group
  - c. Maintain relationships
  - d. Good communication funnels

8. Define what we do and do not do
  - a. Define early on what your role in debris removal is
  - b. Local government does not get involved in donation management
  - c. Staff up to meet needs of projects you do take on
  - d. May have to stop doing normal operations
  - e. Get experienced project manager help
  - f. Figure out appreciation for re-assigned staff
  - g. Clearly define scope for new roles
  - h. There will always be continued asks of local government
9. Community Planning and Permitting – Article 19
  - a. Section of the land use code that address the needs of a specific disaster
  - b. Work with community for the update and what it looks like
  - c. Customizable to the disaster scope and needs
10. Advocate for residents
  - a. Easy to find contact information
  - b. Accessible staff people
  - c. Open office hours