

CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

As part of the 2024 Action Plan, City staff assisted households in need of home repairs and supported local service agencies. The City assisted eleven (11) households with a range of repairs, including roof installations, bathroom remodels, and HVAC improvements to help homeowners remain in their residences while ensuring the safety and livability of their homes.

Funding also supported organizations serving seniors by providing transportation to non-emergency medical appointments, wellness activities for seniors, and additional resources through CALL 211. CALL 211 connected residents with essential services such as food assistance, education, employment, financial aid, and mental health support. In total, 1,156 Norton Shores residents utilized this service, primarily seeking help with housing, income, or financial needs. Additionally, AgeWell Services offered seniors opportunities for personal enrichment through exercise and social interaction classes. They also provided transportation for 68 senior residents needing access to medical appointments.

The City also partnered with the Fair Housing Center of West Michigan (FHCWM) to promote fair housing education. This included training for realtors, testing of rental properties, investigating complaints, and surveying local rental units. FHCWM regularly provided the City with updates on their activities, along with reports on both local and national fair housing efforts. City staff also participated in FHCWM-sponsored workshops to further support fair housing initiatives.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual outcomes/outputs, and percentage completed for each of the grantee’s program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected – Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected – Program Year	Actual – Program Year	Percent Complete
Acquisition Development Resale	Affordable Housing	CDBG: \$0 / HOME: \$0	Homeowner Housing Added	Household Housing Unit	10	0	0.00%			

Administration	Administer Programs	CDBG: \$0	Other	Other	8	0	0.00%	2	0	0.00%
Code Enforcement - Inspections	Non-Housing Community Development Housing Rehab	CDBG: \$0	Housing Code Enforcement/Foreclosed Property Care	Household Housing Unit	275	0	0.00%			
Code Enforcement - Neighborhood Clean-Up	Non-Housing Community Development	CDBG: \$0	Other	Other	10	0	0.00%			
Code Enforcement - Smoke and CO Detectors	Code Enforcement, Neighborhood Safety, Public Service	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	125	0	0.00%			
Code Enforcement: Inspections/Detectors/Clean-Up	Affordable Housing Non-Housing Community Development	CDBG: \$0	Other	Other	125	0	0.00%			
Community Housing Development Organizations	Affordable Housing	HOME: \$0	Homeowner Housing Added	Household Housing Unit	3	0	0.00%			
Demolition	Non-Housing Community Development Blight Fight	CDBG: \$0	Buildings Demolished	Buildings	35	0	0.00%			
Economic Development Opportunity	Non-Housing Community Development	CDBG: \$0	Businesses assisted	Businesses Assisted	5	0	0.00%			

Exterior Paint/Siding Housing	Neighborhood Stabilization, Enhancement, Code Enforcement, Preserving of Existing Housing Stock	CDBG: \$0	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	55	0	0.00%			
Exterior Paint/Siding Housing	Neighborhood Stabilization, Enhancement, Code Enforcement, Preserving of Existing Housing Stock	CDBG: \$0	Jobs created/retained	Jobs	5	0	0.00%			
Fair Housing	Non-Housing Community Development Fair Housing Activities	CDBG: \$5,940	Other	Other	20	0	0.00%	100	6	6.00%
Fire Station Bond	Non-Housing Community Development	CDBG: \$0	Other	Other	1	0	0.00%			
General Administration	Program Services and Assistance	CDBG: \$20,344.61	Other	Other	50	0	0.00%			

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Home Repairs - Moderate Repairs	Home Repairs	CDBG: \$122,410	Homeowner Housing Rehabilitated	Household Housing Unit	500	10	2.00%	8	11	137.50 %
Homebuyer Assistance/Education	Affordable Housing	CDBG: \$0 / HOME: \$	Homeowner Housing Added	Household Housing Unit	15	0	0.00%			
Housing	Affordable Housing	HOME: \$0	Homeowner Housing Added	Household Housing Unit	5	0	0.00%			
Housing	Affordable Housing	HOME: \$0	Jobs created/retained	Jobs	5	0	0.00%			
Improve Community Safety	Non-Housing Community Development	CDBG: \$0	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	125	0	0.00%			
Improve High-Speed Broadband Access	Non-Housing Community Development	CDBG: \$0	Other	Other	4	0	0.00%			
Improve Job Opportunity	Non-Housing Community Development	CDBG: \$0	Jobs created/retained	Jobs	5	0	0.00%			
Improved Neighborhoods	Non-Housing Community Development Economic Development	CDBG: \$0	Jobs created/retained	Jobs	5	0	0.00%			
Improved Neighborhoods	Non-Housing Community Development Economic Development	CDBG: \$0	Other	Other	3	0	0.00%			

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Legal Services	Education, Outreach, Public Service	CDBG: \$0	Other	Other	20	0	0.00%			
Match Funding	Non-Housing Community Development	CDBG: \$0	Other	Other	4	0	0.00%			
Neighborhood Infrastructure	Non-Housing Community Development	CDBG: \$0	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	10	0	0.00%			
Neighborhood Policing	Non-Housing Community Development	CDBG: \$0	Other	Other	20	0	0.00%			
Owner Occupied Rehabilitation - Priority Repairs	Home Repairs	CDBG: \$0	Homeowner Housing Rehabilitated	Household Housing Unit	350	0	0.00%			
Public Facilities Improvement	Non-Housing Community Development	CDBG: \$0	Other	Other	4	0	0.00%			
Public Service Opportunities	Non-Housing Community Development	CDBG: \$5,000	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	50	0	0.00%	1000	1156	0.00%
Public Service Opportunities	Non-Housing Community Development	CDBG: \$0	Homeowner Housing Rehabilitated	Household Housing Unit	10	0	0.00%			
Rehabilitation Administration	Program Services and Assistance	CDBG: \$0	Homeowner Housing Rehabilitated	Household Housing Unit	30	0	0.00%			

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Rental Rehabilitation Program	Affordable Housing	CDBG: \$0	Rental units rehabilitated	Household Housing Unit	15	0	0.00%			
Resilient/Smart Neighborhoods Program	Non-Housing Community Development	CDBG: \$3,000	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	0	0		300	292	97.33%
Resilient/Smart Neighborhoods Program	Non-Housing Community Development	CDBG: \$0	Other	Other	20	0	0.00%			
Senior Assistance	Non-Homeless Special Needs	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	375	0	0.00%			
Senior Assistance	Non-Homeless Special Needs	CDBG: \$4,248	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0		300	68	22.67%
Service Delivery	Housing Services	CDBG: \$0	Homeowner Housing Rehabilitated	Household Housing Unit	50	0	0.00%			
Streets	Non-Housing Community Development	CDBG: \$0	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	500	0	0.00%			
Transportation Services	Non-Housing Community Development	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	125	0	0.00%			

Youth Opportunities	Non-Housing Community Development Youth Experiences	CDBG: \$0	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2500	0	0.00%			
Youth Opportunities	Non-Housing Community Development Youth Experiences	CDBG: \$0	Jobs created/retained	Jobs	4	0	0.00%			

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction’s use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The primary focus of these activities is to support low-income residents of the City of Norton Shores. Funded through the Community Development Block Grant (CDBG) program from allocated funds from the U.S. Department of Housing and Urban Development, these initiatives provide assistance for home repairs, transportation, and access to vital information. Fair housing education also remains a continuous priority.

Each year, services are provided to residents demonstrating need, with the goal of addressing community challenges through targeted support. In 2024, Norton Shores assisted eleven households by improving homes that posed health and safety risks. Programs like these help low-income homeowners stabilize and maintain safe living conditions, made possible through CDBG funding.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted).

91.520(a)

	CDBG
White	1,379
Black or African American	224
Asian	0
American Indian or American Native	0
Native Hawaiian or Other Pacific Islander	0
Total	1,603
Hispanic	7
Not Hispanic	1,596

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

The Home Repair program is the most important focus for the City of Norton Shores. We assisted eleven (11) households. AgeWell Services and Call 211 provides details of Norton Shores residents that utilize their transportation services and calls for services.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	124,988	85,355.11

Table 3 - Resources Made Available

Narrative

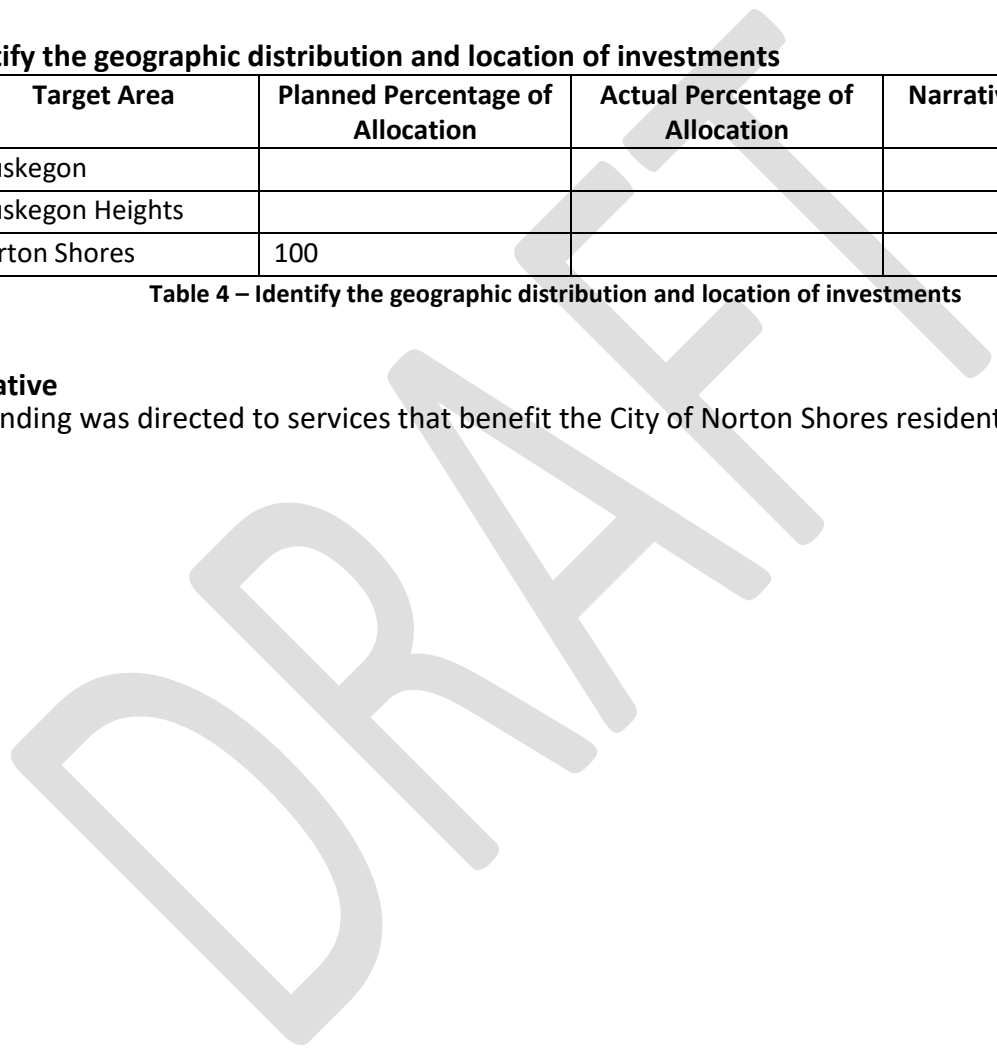
Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
Muskegon			
Muskegon Heights			
Norton Shores	100		

Table 4 – Identify the geographic distribution and location of investments

Narrative

All funding was directed to services that benefit the City of Norton Shores residents.



Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

No additional funding was provided for services with the CDBG program. All expenditures were paid from CDBG funds.

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CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be provided affordable housing units	0	0
Number of Non-Homeless households to be provided affordable housing units	0	0
Number of Special-Needs households to be provided affordable housing units	0	0
Total	0	0

Table 5 – Number of Households

	One-Year Goal	Actual
Number of households supported through Rental Assistance	0	0
Number of households supported through The Production of New Units	0	0
Number of households supported through Rehab of Existing Units	8	0
Number of households supported through Acquisition of Existing Units	0	0
Total	8	0

Table 6 – Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

Currently, we do not have any funds to promote affordable housing but are focused on assisting our low-income residents with funding to make necessary repairs to their homes to sustain quality homes free from blight and deterioration.

Discuss how these outcomes will impact future annual action plans.

The word of mouth by residents regarding our home repair program from our CDBG program has grown over the years, especially within the last two (2) years. There are many residents that reach out about options and needs to their home. City staff works with residents to assess eligibility and work with contractors and homeowners to complete the requested projects. We feel confident that this program will be utilized in the years to come.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	10	0
Low-income	1	0
Moderate-income	0	0
Total	11	0

Table 7 – Number of Households Served

Narrative Information

The programs offered to our citizens have been used annually and the program is beneficial to the community. The goal is to improve housing for qualified households and support families in need of resources.

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CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c)

Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

Our participation with the Continuum of Care serves as our action to help reduce and end homelessness.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City does not currently operate any emergency shelters or transitional housing facilities for individuals experiencing homelessness within the community. However, it does maintain several senior facilities, including two that have been built in the past three years, which serve the elderly population. Additionally, the City provides funding support to AgeWell Services, an organization that helps seniors with transportation to medical appointments, opportunities for social engagement, and Meals on Wheels. When local organizations encounter individuals experiencing homelessness, they may arrange temporary accommodations in nearby hotels or motels.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

We have three (3) public school districts in Norton Shores, all of which work with other service agencies to address the homeless youth segment of our population. To date, the City has not provided any financial assistance in this area.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

Helping our citizens with critical home repairs is a huge deterrent for families that may experience

homelessness, or those who may face homelessness due to the condition of their homes. Although the City does not have any program in place that will assist with the care of those who may be nearing homelessness, we do support CALL 211. CALL 211 provides information and assistance to families who are homeless or may soon become homeless.

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CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

There are no public housing facilities in the City of Norton Shores.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

There are no public housing facilities in the City of Norton Shores.

Actions taken to provide assistance to troubled PHAs

There are no public housing facilities in the City of Norton Shores.

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CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City's policies do not create a barrier to affordable housing. The Planning & Zoning and Building Divisions, along with the Finance Department, who assist administers the CDBG program, assist residents to increase their opportunities for future housing opportunities. The City will utilize the Continuum of Care and other service agencies that can offer residents more resources.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

The actions that are happening within the city offices to address obstacles that may limit the underserved include review and consideration of annual plan activities and programs. Administration is committed to serving the needs of this community and critical populations. Annual reports from the Fair Housing Agency of West Michigan help us to address identified areas of fair housing which affect the housing needs of any underserved.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

The home repairs that our program covers do not trigger lead -based paint hazard action. These repairs do not require remediation: electrical, plumbing, foundation and roof. Unless we have identified a Medicaid family in our city limits, we can take action to refer them to a local Lead program offered through the City of Muskegon.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

Poverty level families are provided interim assistance through CALL 211 by providing information about resources in the community that alleviate stress of poverty. The City of Norton Shores dedicates a portion of their annual allotment of CDBG funds to CALL 211.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

Institutional knowledge is key to the structure of our city. Staff can provide necessary guidance and input when changes are needed. The actions taken by city administrators allow programs and activities that strengthen our city as it relates to offering assistance to our citizens and supporting the development of strong programs.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The City has not coordinated efforts between private housing and social service agencies. The City has become more proactive in the past few years to help meet the housing demand. However, the City has to extend beyond using only the number of units as a metric, but also ensure there is a diversity of housing options at all price points.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

Because of our commitment to Fair Housing choice, we continue our contract with the Fair Housing Center of West Michigan (FHCWM) whose mission is to educate, test and survey our community. These efforts enlighten us on impediment issues that our jurisdiction faces. The FHCWM provides us with reports that give us insight into what we have to do to address barriers in our city. Fair Housing rights, trends, or effects of disparity for housing or personal discrimination are presented through reports and education of a variety of groups in our community that help us take action.

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CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

Monitoring activities and programs is the tool we use to show accomplishments of our local partners. Our region has been working with homeless populations although our city has not been impacted in a great way. There are programs designed to assist homeless, low-income, or disadvantaged individuals with necessary resources through our CALL 211 business contractor. Other agencies that we support improve the programs offered to meet the needs of our region, further our plans, and increase minority businesses who are contracted to improve the objectives.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

Our citizen participation plan identifies that we post hearings on a bulletin board located outside our city hall, submit public notices in our local paper and use our website to inform the public. We provide hard copies of our Annual Action Plan and CAPER at our City Hall and Library located in the City. Public Hearings take place at scheduled City Council meetings to ensure that we receive public comments and report the performance of our annual programs.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

The expected outcomes proved success within our programs. No changes to our activities are needed because the objectives were met and the reported accomplishments support it. It is the jurisdiction's objective to continue the home repair program, continue senior assistance with transportation and wellness as well as investing in the services of CALL 211 that provide referral sources in our community.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No.

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

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CR-45 - CDBG 91.520(c)

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Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No.

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

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CR-58 – Section 3

Identify the number of individuals assisted and the types of assistance provided

Total Labor Hours	CDBG	HOME	ESG	HOPWA	HTF
Total Number of Activities	0	0	0	0	0
Total Labor Hours					
Total Section 3 Worker Hours					
Total Targeted Section 3 Worker Hours					

Table 8 – Total Labor Hours

Qualitative Efforts - Number of Activities by Program	CDBG	HOME	ESG	HOPWA	HTF
Outreach efforts to generate job applicants who are Public Housing Targeted Workers					
Outreach efforts to generate job applicants who are Other Funding Targeted Workers.					
Direct, on-the job training (including apprenticeships).					
Indirect training such as arranging for, contracting for, or paying tuition for, off-site training.					
Technical assistance to help Section 3 workers compete for jobs (e.g., resume assistance, coaching).					
Outreach efforts to identify and secure bids from Section 3 business concerns.					
Technical assistance to help Section 3 business concerns understand and bid on contracts.					
Division of contracts into smaller jobs to facilitate participation by Section 3 business concerns.					
Provided or connected residents with assistance in seeking employment including: drafting resumes, preparing for interviews, finding job opportunities, connecting residents to job placement services.					
Held one or more job fairs.					
Provided or connected residents with supportive services that can provide direct services or referrals.					
Provided or connected residents with supportive services that provide one or more of the following: work readiness health screenings, interview clothing, uniforms, test fees, transportation.					
Assisted residents with finding child care.					
Assisted residents to apply for, or attend community college or a four year educational institution.					
Assisted residents to apply for, or attend vocational/technical training.					
Assisted residents to obtain financial literacy training and/or coaching.					
Bonding assistance, guaranties, or other efforts to support viable bids from Section 3 business concerns.					
Provided or connected residents with training on computer use or online technologies.					
Promoting the use of a business registry designed to create opportunities for disadvantaged and small businesses.					
Outreach, engagement, or referrals with the state one-stop system, as designed in Section 121(e)(2) of the Workforce Innovation and Opportunity Act.					

Other.					
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Table 9 – Qualitative Efforts - Number of Activities by Program

Narrative

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