

## CR-05 - Goals and Outcomes

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

This report is an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Our efforts were not as impactful as we had planned or desired. However, we were able to assist 4 families and communicated with more than 1,000 callers (citizens) who had questions concerning housing, food, programs, etc. We also provided transportation services to seniors and physically challenged individuals, while fostering fair housing practices through our Fair Housing Agency of West Michigan with testing and surveying of rental properties, investigate complaints, and training/educatin for groups about the laws that are in place to support citizens in their housing situations.

### 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: \$ / HOME: \$ | Homeowner Housing Added | Household Housing Unit | 10                        | 0                       | 0.00%            |                         |                       |                  |

|   |   |          |  |                        |     |   |       |  |  |  |
|---|---|----------|--|------------------------|-----|---|-------|--|--|--|
| Code Enforcement - Inspections            | Non-Housing Community Development Housing Rehab   | CDBG: \$ | Housing Code Enforcement/Foreclosed Property Care                                    | Household Housing Unit | 275 | 0 | 0.00% |  |  |  |
| Code Enforcement - Neighborhood Clean-Up  | Non-Housing Community Development   | CDBG: \$ | Other  | Other                  | 10  | 0 | 0.00% |  |  |  |
| Code Enforcement - Smoke and CO Detectors | Code Enforcement, Neighborhood Safety, Public Service   | CDBG: \$ | Public service activities other than Low/Moderate Income Housing Benefit             | Persons Assisted       | 250 | 0 | 0.00% |  |  |  |
| Demolition                                | Non-Housing Community Development Blight Fight  | CDBG: \$ | Buildings Demolished   | Buildings              | 35  | 0 | 0.00% |  |  |  |
| Exterior Paint/Siding Housing             | Neighborhood Stabilization, Enhancement, Code Enforcement, Preserving of Existing Housing Stock | CDBG: \$ | 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: \$            | Jobs created/retained           | Jobs                   | 5   | 0 | 0.00% |    |   |        |
| Fair Housing                   | Non-Housing Community Development Fair Housing Activities                                       | CDBG: \$            | Other                           | Other                  | 25  | 0 | 0.00% | 4  | 0 | 0.00%  |
| Home Repairs                   | Home Repairs  | CDBG: \$            | Homeowner Housing Rehabilitated | Household Housing Unit | 500 | 3 | 0.60% | 20 | 3 | 15.00% |
| Homebuyer Assistance/Education | Affordable Housing  | CDBG: \$ / HOME: \$ | Homeowner Housing Added         | Household Housing Unit | 15  | 0 | 0.00% |    |   |        |
| Housing                        | Affordable Housing  | HOME: \$            | Homeowner Housing Added         | Household Housing Unit | 5   | 0 | 0.00% |    |   |        |
| Housing                        | Affordable Housing  | HOME: \$            | Jobs created/retained           | Jobs                   | 5   | 0 | 0.00% |    |   |        |
| Improved Neighborhoods         | Non-Housing Community Development Economic Development  | CDBG: \$            | Jobs created/retained           | Jobs                   | 5   | 0 | 0.00% |    |   |        |

|                               |  |          |  |                        |     |      |           |     |     |         |
|-------------------------------|--|----------|--|------------------------|-----|------|-----------|-----|-----|---------|
| Improved Neighborhoods        | Non-Housing Community Development Economic Development | CDBG: \$ | Other  | Other                  | 3   | 0    | 0.00%     |     |     |         |
| Legal Services                | Education, Outreach, Public Service                    | CDBG: \$ | Other  | Other                  | 10  | 0    | 0.00%     |     |     |         |
| Match Funding                 | Non-Housing Community Development                      | CDBG: \$ | Other  | Other                  | 10  | 0    | 0.00%     |     |     |         |
| Neighborhood Policing         | Non-Housing Community Development                      | CDBG: \$ | Other  | Other                  | 25  | 0    | 0.00%     |     |     |         |
| Owner Occupied Rehabilitation | Home Repairs   | CDBG: \$ | Homeowner Housing Rehabilitated  | Household Housing Unit | 350 | 0    | 0.00%     |     |     |         |
| Public Facilities Improvement | Non-Housing Community Development                      | CDBG: \$ | Other  | Other                  | 3   | 0    | 0.00%     |     |     |         |
| Public Service Opportunities  | Non-Housing Community Development                      | CDBG: \$ | Public service activities other than Low/Moderate Income Housing Benefit | Persons Assisted       | 50  | 1228 | 2,456.00% | 175 | 263 | 150.29% |
| Public Service Opportunities  | Non-Housing Community Development                      | CDBG: \$ | Homeowner Housing Rehabilitated  | Household Housing Unit | 10  | 0    | 0.00%     |     |     |         |

|                               |   |             |   |                        |      |    |        |    |    |       |
|-------------------------------|---|-------------|---|------------------------|------|----|--------|----|----|-------|
| Rental Rehabilitation Program | Affordable Housing                                  | CDBG:<br>\$ | Rental units rehabilitated  | Household Housing Unit | 15   | 0  | 0.00%  |    |    |       |
| Senior Assistance             | Non-Homeless Special Needs                          | CDBG:<br>\$ | Public service activities other than Low/Moderate Income Housing Benefit                    | Persons Assisted       | 375  | 75 | 20.00% | 0  | 75 |       |
| Senior Assistance             | Non-Homeless Special Needs                          | CDBG:<br>\$ | Public service activities for Low/Moderate Income Housing Benefit                           | Households Assisted    | 0    | 0  |        | 75 | 0  | 0.00% |
| Streets                       | Non-Housing Community Development                   | CDBG:<br>\$ | Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit | Persons Assisted       | 500  | 0  | 0.00%  |    |    |       |
| Youth Opportunities           | Non-Housing Community Development Youth Experiences | CDBG:<br>\$ | 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:<br>\$ | 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.**

Priorities are serving the families that are at income levels below 80% of the area median income. The intention of the program is to assess housing needs in the community that prevent families from experiencing safe living and healthy lifestyle. We have set aside most of our allocation to address the needs of our citizens. The priority of this program is to reduce blight, correct housing deficiencies inside and out that if left uncorrected would remedy the home condemned for human occupation.

Regionally, the cities of Muskegon Heights and Muskegon are working along side us to complete the same objectives and above are the results of their efforts combined with ours. Collectively, we are using unified efforts to impact this region through the programs listed to correct housing issues, streets and infrastructure, youth, rentals, legal services, necessary demolitions, code enforcement, and housing purchases. All of the activities applied in our partnership address the priorities and specific objectives of our Regional Consolidated Plan.

**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)**

|   | <b>CDBG</b> |
|---|-------------|
| White                                     | 116         |
| Black or African American                 | 12          |
| Asian                                     | 0           |
| American Indian or American Native        | 0           |
| Native Hawaiian or Other Pacific Islander | 0           |
| <b>Total</b>                              | <b>128</b>  |
| Hispanic                                  | 0           |
| Not Hispanic                              | 128         |

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

**Narrative**

Jurisdiction wide, City of Norton Shores has served and assisted 4 families that received housing repairs. Above are the number of total families across our communities that have been helped through our programs.

See also - Chart attached #1

## 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            | CDBG   | 117,421                  | 83,987                              |
| HOME            | HOME   |                          |                                     |
| HOPWA           | HOPWA  |                          |                                     |
| ESG             | ESG    |                          |                                     |
| Other           | Other  |                          |                                     |

Table 3 - Resources Made Available

### Narrative

Our available resources have remained constant for the last two years. Recently the number of citizens applying for services is on the decline. As a result, we are not spending our allotted resources in a 12 month cycle, and Norton Shores has unspent funds from the 2017 program.

### Identify the geographic distribution and location of investments

| Target Area   | Planned Percentage of Allocation | Actual Percentage of Allocation | Narrative Description |
|---------------|----------------------------------|---------------------------------|-----------------------|
| Norton Shores | 0                                |                                 |                       |

Table 4 – Identify the geographic distribution and location of investments

### Narrative

Geographically, Norton Shores will utilize its funds in our city limits and the other participating jurisdictions do as well. Our focus is city-wide because we know that families that qualify can live anywhere in our community.

We have at our focus the census tracts that are known to represent low-income residents and this year the city has invested their money to replace sewer lines and repair roads in the 26.01 area.

## 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.**

In addition to the resources used for infrastructure, CDBG funds were leveraged to remove a blighted structure that was ultimately demolished and the site cleared. The building had been a long-time nuisance to the citizens, public safety agencies, and the county.

## 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  | 175           | 0        |
| Number of Special-Needs households to be provided affordable housing units | 75            | 0        |
| <b>Total</b>   | <b>250</b>    | <b>0</b> |

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       | 20            | 4        |
| Number of households supported through Acquisition of Existing Units | 0             | 0        |
| <b>Total</b>   | <b>20</b>     | <b>4</b> |

Table 6 – Number of Households Supported

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

Families who could benefit from our programs did not qualify because they reside in a Mobile Home and not on a privately-owned parcel of property. Private owner requests were few in number and we did not meet our goal of 20. As the other cities report their successes, the chart will be completed with accomplishments arrived during the 2017 year.

**Discuss how these outcomes will impact future annual action plans.**

Having a sizable balance of unexpended funds, we have to plan our strategy for maximum impact.

**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.**

| <b>Number of Households Served</b> | <b>CDBG Actual</b> | <b>HOME Actual</b> |
|------------------------------------|--------------------|--------------------|
| Extremely Low-income               | 1                  | 0                  |
| Low-income                         | 2                  | 0                  |
| Moderate-income                    | 1                  | 0                  |
| <b>Total</b>                       | <b>4</b>           | <b>0</b>           |

**Table 7 – Number of Households Served**

**Narrative Information**

We assisted 4 households:

1) new exterior siding was installed, 2) a new roof installed, 3) mechanical (furnace) replacement, and 4) mechanical (furnace) replacement. All of the citizens that applied indeed qualified at the 80% income threshold but we have to improve our outreach. One of the strategies that is working for us is to have brochures available in the lobby when citizens come to city hall for other services. We are getting more inquiries and have recently approved 3 families in the 1st quarter of the new year and we have funds from previous years to continue our work.

## **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**

One of our challenges has been to reach homeless persons in our community. Evaluation of our objectives show that we have a connection to the Continuum of Care (CoC) network of agency and their representatives. Our objectives state that we are available to assist the CoC with homeless persons but nothing has been asked of us to date.

### **Addressing the emergency shelter and transitional housing needs of homeless persons**

The Shelters and housing agencies who work with the homeless population are not located in our community but they are within the region. Shelter needs of the homeless are being met through their efforts. It is well known that some homeless will avoid the system but our position is to be available to the CoC if there is any way for Norton Shores to help address homelessness in our communities.

### **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**

Our programs are designed to help homeowners remain in their homes. If a roof or foundation threaten the families ability to remain sheltered, we can make necessary repairs to abate the housing threat and secure a safe home. As families leave shelters, institutions and other facilities, we are aware of those organizations (Department Human Services, CALL 211) as well as other sources of public and private agencies as a referral to families in need.

We have an organization that is prepared to give information about all of the help organizations in our region and we provide funding to them for this reason- to help individuals who don't know where to turn and who to call for program assistance.

**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.**

We will certainly help, but unfortunately we do not have a program in place to help directly. Norton Shores is available to partner with CoC and others to be an active participant in the fight against chronic homelessness.

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

### **Actions taken to address the needs of public housing**

We do not have programs to take action for the needs of public housing.

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

Because our city is without a local Public Housing Authority (PHA), our closest PHA is in Muskegon Heights. We do have a relationship with the municipality but not with the PHA.

Currently, the jurisdiction can count on us but the PHA does not have a homeownership program.

### **Actions taken to provide assistance to troubled PHAs**

The local PHAs in our jurisdiction are not troubled.

### **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)**

We are under contract with the Fair Housing Agency of West Michigan to test and survey our local rental projects, investigate complaints and educate groups about housing laws. In addition, the Fair Housing agency will survey and review our local banks with regard to their lending practices. Our actions are designed to keep services accessible and to ultimately remove barriers.

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

Obstacles that we face include a lack of awareness of the services offered and that our assistance is not one of citation. If we can work more diligently at our approach to advertise, we can reach more through a concerted effort to present our programs that are available.

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

Lead based hazards are usually addressed through our partnerships with agencies who have a program in place. We have worked with the County of Muskegon to fund some of the costs of remediation as our current action plan. A continuation of services between local Lead Abatement grants and our Housing Repair program is vital.

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

Reducing the number of families who are at poverty level is our goal and we are actively working on a strategy to set these goals. One thing is certain, we are creating an atmosphere to reduce poverty with the programs being offered.

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

Through partnerships with other grantees, we have regional institutional structure. Without the sharing of opportunities, programs or coverage of services, our region would be lacking. Continued partnerships and coordinated representation at local events and meeting keep us strong.

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

To be inclusive when we plan for the year and when we plan for the next five years. We continue to coordinate with public and private housing/social agencies to get their expertise about how we are able to help.

Action Plans, Consolidated Plans, local city boards and commissions, and being accessible throughout the year will help us serve the citizens of this community.

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

We have committed to correct impediments through an Analysis of Impediment studies in which we are contracting the Fair Housing Agency of West Michigan to conduct as a group. Each municipality is funding the effort to review the lending practices of our local banking institutions. We are removing impediments one at a time upon discovery.

## **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**

Norton Shores is a partner with our municipalities who are active in their roles to include women and minority businesses. We have no tangible objectives that can be evaluated to reduce homelessness other than our Housing Repair program; which includes utilizing contractors to make the repairs or replacement of deficient housing systems

As we look for contractors to fill our needs (serve our citizens), our request for proposals will further the plan to recruit minority and women owned businesses for future programs.

## **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.**

Each year, we place a copy of our CAPER on our website and advertise in our local paper that the CAPER is available for review. The City of Norton Shores then holds a Public Hearing during the public comment period before approval and final submittal to HUD.

**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.**

Our inability to meet the set goals with respect to citizens served this past year has prompted us to increase our outreach and advertisement of available programs. Citizen Advisory Committee meetings are ways to reach and help those who may be be aware of our programs se we can increase the number of families served.

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

No

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

# Attachment

## Households Assisted

