



*Community Development Block Grant
Annual Action Plan
2022 – 2023*

City of Holland
Community and Neighborhood Services
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Executive Summary

AP-05 Executive Summary - 24 CFR 91.200(c), 91.220(b)

1. Introduction

The City of Holland's 2022 Annual Action Plan contained within this document is intended to comprise a strategy focused on improving housing and neighborhood conditions and the facilitation of expanded economic opportunities principally for low- and moderate-income persons. The plan sets forth how funding provided via the Community Development Block Grant (CDBG) will be used as a tool to achieve specific objectives and outcomes described below in Sections AP-20 and AP-35. The City has sought to follow HUD guidelines for citizen and community involvement in creating this plan.

2. Summarize the objectives and outcomes identified in the Plan

(This could be a restatement of items or a table listed elsewhere in the plan or a reference to another location. It may also contain any essential items from the housing and homeless needs assessment, the housing market analysis or the strategic plan.)

The stated goals of the CDBG program are to provide decent housing, a suitable living environment and enhanced economic opportunities, principally for the benefit of low-income residents. To that end, the City's goals for the 2022-2023 period focus on continuing to improve City neighborhoods and housing conditions by assisting with home repairs for low- to moderate-income homeowners, by making targeted improvements to City infrastructure in low- to moderate-income neighborhoods, by assisting low-income households with securing homeownership, and through financial support for targeted public services provided to some of the City's most vulnerable residents.

Specifically, the City will seek to accomplish the following through strategic use of its allocated CDBG funding:

1. Support low- to moderate-income homeowners with the costs of essential home repairs and energy efficiency improvements through its Home Repair Program.
2. Support the improvement of key city infrastructure (e.g., sidewalks, bus shelters, park improvements) within eligible and targeted neighborhoods.
3. Support critical services directed to homeless individuals and families and those at risk of homelessness through local partner organizations.
4. Support improved housing stability and homeownership by providing homeownership assistance in partnership with a local housing organization.

5. Support the ongoing provision of Fair Housing Services (education, outreach, enforcement) within the City.

3. Evaluation of past performance

(This is an evaluation of past performance that helped lead the grantee to choose its goals or projects.)

The City of Holland's primary means of evaluating past performance has been through completion of the Consolidated Annual Performance and Evaluation Report (CAPER). Each CAPER provides the objectives and outcomes identified in the respective year's Annual Action Plan and includes an evaluation of past performance. City staff also review other performance indicators that are not part of the CAPER in determining goals and projects for the next year.

4. Summary of Citizen Participation Process and consultation process

During the development of the Annual Action Plan, the City of Holland undertook the following steps with regard to seeking and obtaining citizen participation and consultation:

1. Placed a notice in the Holland Sentinel, on the City website, and emailed several dozen interest groups and residents announcing two public meetings held for the purpose of informing the public about the CDBG program and to solicit public comments regarding particular needs, opportunities and priorities. These meetings were held on January 24 and 25, 2022. Notes from these meetings are included as an attachment.
2. Used a web-and paper-based survey tool (Community Survey Regarding CDBG Funding) to gather feedback on local priorities. Response to the survey resulted in 65 completed surveys. Results from the survey are included as an attachment.
3. Discussed development of the Annual Action Plan, including prospective goals and priorities, during several meetings of the Neighborhood Improvement Committee, the citizen commission charged with providing guidance and oversight of the CDBG program.
4. Held a 30-day public comment period to accept comments on the draft Annual Action Plan from April 27, 2022 to May 31, 2022.
4. Held a public hearing on June 1, 2022 during a City Council Regular Meeting.

5. Summary of public comments

(This could be a brief narrative summary or reference an attached document from the Citizen Participation section of the Con Plan.)

A summary of comments received during the public outreach meetings can be found in an attachment to this plan. As a summary, comments received during all means of gathering public input focused on the following topics:

- need for continued attention to the issue of affordable and safe housing;
- access to supportive services needed by persons experiencing homelessness;
- access to supportive services needed by persons experiencing domestic violence;
- access to and adequacy of public transit;
- access to childcare services;
- access to services meeting basic needs, such as food security;
- access to supportive services for persons with disabilities;
- access to mental health supports;
- access to social services;
- access to services designed to prevent housing discrimination;
- access to job readiness and training for both youth and adults;
- improvements in general neighborhood conditions;
- support for neighborhood-based community development organizations; and,
- ensuring that residents are represented in the decision-making processes.

6. Summary of comments or views not accepted and the reasons for not accepting them

There were no comments received that were not accepted.

7. Summary

The City of Holland's 2022 Annual Action Plan has been prepared with the intention of ongoing development of a functioning and thriving urban community by providing decent housing, a suitable living environment, and expanded economic opportunity principally for low-income persons. A Citizen Participation Plan was used to gather public comments through public meetings, surveys, and public hearings. Information gathered from the public, review of available housing market analysis data, other community needs data, and data provided by HUD were used to identify the goals and the activities found within this Plan.

PR-05 Lead & Responsible Agencies – 91.200(b)

1. Agency/entity responsible for preparing/administering the Consolidated Plan

Describe the agency/entity responsible for preparing the Consolidated Plan and those responsible for administration of each grant program and funding source.

Agency Role	Name	Department/Agency
CDBG Administrator	HOLLAND	Community & Neighborhood Services

Table 1 – Responsible Agencies

Narrative (optional)

The City of Holland is the lead agency that oversees the entire CDBG grant. The City of Holland's Community & Neighborhood Services department directly administers its CDBG-funded home repair program. The City also partners and contracts with several local non-profit organizations to carry out the plan's goals relative to public services and fair housing services.

Like most municipal governments, the City Council acts as the legislative and policy-making body of the City. The City Council adopts and approves the City's CDBG Consolidated Plan and each corresponding Annual Action Plan. The City's Community Development Coordinator is responsible for most administrative and planning activities related to the CDBG grant, and is supervised by the Director of Community & Neighborhood Services. The Community Development Coordinator also provides staff support to the Neighborhood Improvement Committee, which is charged with providing general advice and oversight to the CDBG grant and related processes. The City's Community Development Specialist is responsible for day to day operations of the Home Repair Program.

Consolidated Plan Public Contact Information

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AP-10 Consultation – 91.100, 91.200(b), 91.215(I)

1. Introduction

The development of this Annual Action Plan began with two publicly noticed Consultation Meetings attended by residents and area service agency representatives. During the consultation meetings, a summary of the CDBG planning process was provided, followed by review of income, housing, and homelessness data. Each meeting also included open discussion of community needs and opportunities. After the discussion segment at each of the two meetings, a public hearing on the needs of the community was held. The consultation meetings took place at the Herrick District Library on January 24 and 25, 2022. A total of 15 persons attended the two meetings, along with several City of Holland staff members. Concurrent with these meeting, City staff also implemented a citizen survey which solicited feedback on CDBG priority activities. Sixty-five individual responses were received. All but 2 of the 65 respondents indicated being either a resident of the City of Holland or a representative of a human service organization that served City residents.

Provide a concise summary of the jurisdiction’s activities to enhance coordination between public and assisted housing providers and private and governmental health, mental health and service agencies (91.215(I))

The City of Holland's Community & Neighborhood Services department is generally involved in all public or other forms of assisted housing initiatives occurring within the City. This may involve being involved in zoning-related issues, site plan approval, recommendation for City-managed incentives, etc.

Other than with regard to housing and homelessness (see below), the City's Community Development staff do not engage in a central role in the coordination efforts pertaining to the health- or mental health-related service sector.

Describe coordination with the Continuum of Care and efforts to address the needs of homeless persons (particularly chronically homeless individuals and families, families with children, veterans, and unaccompanied youth) and persons at risk of homelessness.

The Lakeshore Housing Alliance (LHA) is the HUD-designated Continuum of Care planning entity for Ottawa County, within which the City of Holland is principally located. Much of the City’s efforts to be engaged in coordinated planning among human service and housing providers occurs through its active involvement with the LHA. The City has been an active member of the LHA for over 15 years. In addition to the City being an active agency member, the City's Community Development Coordinator is also a member of the LHA’s Executive Committee and also its Allocations and Accountability Committee. The City’s Community Development Coordinator is involved in most regional planning initiatives pertaining to persons experiencing homelessness or persons at risk of homelessness.

Describe consultation with the Continuum(s) of Care that serves the jurisdiction's area in determining how to allocate ESG funds, develop performance standards for and evaluate outcomes of projects and activities assisted by ESG funds, and develop funding, policies and procedures for the operation and administration of HMIS

As noted above, the City of Holland’s Community Development Coordinator is a member of both the Executive Committee and the Allocation and Accountability Committee of the local Continuum of Care, the latter of which is responsible for determining allocation of ESG funds among member agencies. This committee is also responsible for evaluating the outcomes of all COC-related projects, including HMIS administration.

2. Describe Agencies, groups, organizations and others who participated in the process and describe the jurisdiction’s consultations with housing, social service agencies and other entities

(See Table 2 below)

Table 2 – Agencies, groups, organizations who participated

1	Agency/Group/Organization	GOOD SAMARITAN MINISTRIES
	Agency/Group/Organization Type	Housing Services - Housing Services-homeless
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs Homeless Needs - Chronically homeless Homeless Needs - Families with children Homelessness Needs - Veterans Homelessness Needs - Unaccompanied youth Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency serves as the designated coordinated intake agency for homeless and at-risk households and is a key resource when discussing community needs. City staff are in frequent communication with agency personnel via participation in the Lakeshore Housing Alliance.
2	Agency/Group/Organization	FAIR HOUSING CENTER OF WEST MICHIGAN
	Agency/Group/Organization Type	Housing Service-Fair Housing
	What section of the Plan was addressed by Consultation?	Fair Housing
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency's executive director attended the CDBG Consultation Meeting, and the City of Holland contracts with the FHCWM to assist us with our efforts toward affirmatively furthering fair housing within the City.
3	Agency/Group/Organization	LAKESHORE NON-PROFIT ALLIANCE
	Agency/Group/Organization Type	Regional organization Planning organization

	What section of the Plan was addressed by Consultation?	Housing Need Assessment Public Housing Needs Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This organization serves as a coordinating resource among the non-profit organizations in the community.
4	Agency/Group/Organization	LAKESHORE HOUSING ALLIANCE/UNITED WAY
	Agency/Group/Organization Type	Housing Regional organization Planning organization
	What section of the Plan was addressed by Consultation?	Housing Need Assessment Homelessness Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This organization serves as the designated continuum of care planning entity for Ottawa County. The organization's director attended one of the two consultation meetings and offered feedback.
5	Agency/Group/Organization	COMMUNITY ACTION HOUSE
	Agency/Group/Organization Type	Services-homeless Services - poverty reduction, food security
	What section of the Plan was addressed by Consultation?	Homeless Needs - Chronically homeless Anti-poverty Strategy
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency is the lead agency providing food assistance and homeless outreach services within the larger Holland area. A representative attended the City's CDBG Consultation meeting and provided feedback.
6	Agency/Group/Organization	LAKESHORE HABITAT FOR HUMANITY
	Agency/Group/Organization Type	Services - Housing

	What section of the Plan was addressed by Consultation?	Affordable Housing Provider
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency is a lead provider of affordable home ownership services in the Holland area.
7	Agency/Group/Organization	RESILIENCE / CENTER FOR WOMEN IN TRANSITION
	Agency/Group/Organization Type	Services-Victims of Domestic Violence Services-homeless
	What section of the Plan was addressed by Consultation?	Homeless Needs - Families with children
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency is the lead agency providing services to victims of domestic violence within the greater Holland area.
8	Agency/Group/Organization	HOME COR
	Agency/Group/Organization Type	Housing Home repair assistance
	What section of the Plan was addressed by Consultation?	Home rehabilitation assistance
	Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?	This agency partners with the City in providing home rehabilitation assistance. The agency's director attended one of the CDBG Consultation meetings and provided feedback.
9	Agency/Group/Organization	ARBOR CIRCLE CORPORATION
	Agency/Group/Organization Type	Health Agency Child Welfare Agency
	What section of the Plan was addressed by Consultation?	Mental Health Services

<p>Briefly describe how the Agency/Group/Organization was consulted. What are the anticipated outcomes of the consultation or areas for improved coordination?</p>	<p>This agency is a central provider of mental health and child welfare services in the greater area. Several representatives attended one of the CDBG Consultation meetings and provided feedback.</p>
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Identify any Agency Types not consulted and provide rationale for not consulting

No agency types were knowingly or intentionally excluded from the City’s efforts to encourage participation in the consultation meetings held in January 2022. All known providers of housing and other core human services were invited via email to the meetings and were also invited to respond to the related survey.

Other local/regional/state/federal planning efforts considered when preparing the Plan

Name of Plan	Lead Organization	How do the goals of your Strategic Plan overlap with the goals of each plan?
Continuum of Care	Lakeshore Housing Alliance	Given that the City's Community Development Coordinator is closely involved with the CoC, much of the work of CoC is embedded within this plan.

Table 3 – Other local / regional / federal planning efforts

Narrative (optional)

(Intentionally blank)

AP-12 Participation – 91.105, 91.200(c)

1. Summary of citizen participation process/Efforts made to broaden citizen participation Summarize citizen participation process and how it impacted goal-setting

Every year the City of Holland holds Consolidated Plan Consultation Meetings where multiple agencies, groups, and organizations, as well as the general public, are invited to come and share their concerns and needs that they see in the community. Invitations are emailed and a notice is placed in the newspaper. At the end of these meetings, a public hearing allows for all who are present to have their comments recorded for City Council to review. This year, two meetings were provided at different times of day in order to encourage greater attendance. These meetings occurred on January 24 and 25, 2022 at the Herrick District Library, a commonly known and accessible location. A summary of information gathered during those meetings is provided in an attachment to this plan as well as below in the table accompanying this section.

Offers were also made via the emails promoting the consultation meetings to provide additional information gathering sessions with neighborhood groups, however no requests were made by way of this invitation.

This year, City staff also administered a survey (made available at various meetings and via the City's website) seeking input on community needs, opportunities and priorities.

Feedback received from these meetings was then presented to the Neighborhood Improvement Committee (NIC) during its meeting on February 15, 2022. The NIC is the City commission charged with providing input on and oversight of the CDBG planning process. Information was presented and discussed from both the consultation meetings and the survey results. This discussion concluded with committee members providing staff with general agreement on projects and activities for the 2022 CDBG program year.

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
1	Public Meeting	Non-targeted/broad community	<p>Consultation meetings were held on Jan 24 and 25, 2022. A total of 15 persons attended, representing human service providers, housing providers, neighborhood development organizations, and regional planning organizations, along with several City staff. This was a somewhat smaller attendance than the prior year, during which the meetings were held over an on-line platform. These meetings were advertised via an established email list, follow-up targeted emails, and a public posting in the local newspaper.</p>	<p>Comments received focused predominantly on the need for continued attention to the issue of affordable housing supply and access. Other issues noted included limited access to public transit, mental health supports, and childcare. A more detailed summary is provided as an attachment to this plan.</p>	<p>There were no comments made that were not accepted.</p>	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (If applicable)
2	Public Hearing	Non-targeted/broad community	Public hearings were held near the end of each the two consultation meetings noted above in entry #1 in this section. These hearings were advertised via an established email list, follow-up targeted emails, and a public posting in the local newspaper.	Two individuals made public comment: 1) Nancy Haynes, Executive Director of the Fair Housing Center of West MI spoke regarding the importance of local funding to support the full range of fair housing services in the greater Holland area. 2) Scott Rumpsa, Executive Director of Community Action House spoke about the need for funding to more adequately fund services for persons experiencing homelessness who are unsheltered.	There were no comments made that were not accepted.	

Sort Order	Mode of Outreach	Target of Outreach	Summary of response/attendance	Summary of comments received	Summary of comments not accepted and reasons	URL (if applicable)
3	Internet and Paper Survey	Non-targeted/broad community	Individual responses were received from 65 individuals.	Responses favored prioritization of services addressing affordable housing, access to social services, efforts to alleviate poverty, improving physical infrastructure, supportive services for persons experiencing homelessness, childcare services, and public transit.	There were no comments made that were not accepted.	

Table 4 – Citizen Participation Outreach

Expected Resources

AP-15 Expected Resources – 91.220(c)(1,2)

Introduction

The City of Holland has received notice that its annual allocation for the 2022 program year will be \$324,000. The City also estimates that it will receive \$10,000 in program income over this time period. No additional public or private resources are expected to be received to carry out the activities described in this plan.

Anticipated Resources

Program	Source of Funds	Uses of Funds	Expected Amount Available Year 1				Expected Amount Available Remainder of ConPlan \$	Narrative Description
			Annual Allocation: \$	Program Income: \$	Prior Year Resources: \$	Total: \$		
CDBG	public - federal	Acquisition Admin and Planning Economic Development Housing Public Improvements Public Services	322,894	7,106	0	330,000	1,100,000	

Table 5 - Expected Resources – Priority Table

Explain how federal funds will leverage those additional resources (private, state and local funds), including a description of how matching requirements will be satisfied

Federal funds are used to leverage additional program funding within the City's Home Repair Program. During the 2020-21 program year, 40% of project costs were contributed by the homeowners. Additional costs are provided by other partner organizations depending on individualized circumstances. The Home Repair Program provides assistance loans on a sliding scale based on the owner's income. The sliding scale was revised per approval from the City's Neighborhood Improvement Committee leading up to the 2022 program year. The co-payment percentages for homeowners range from 10% for extremely low-income homeowners (0-30% of AMI), to 50% for households earning 71-80% of AMI, with varying co-payment percentages in between. In addition, City of Holland regularly partners with other non-profit organizations to address urgent projects when homeowners need additional resources to get needed work done. Some of our partners include churches, civic and other non-profit organizations like Homecor, Lakeshore Habitat for Humanity, and the Ottawa County Community Action Agency.

If appropriate, describe publicly owned land or property located within the jurisdiction that may be used to address the needs identified in the plan

NA

Discussion

(Intentionally blank)

Annual Goals and Objectives

AP-20 Annual Goals and Objectives

Goals Summary Information

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
1	Home Repair Program	2020	2024	Affordable Housing	City of Holland	Affordable Housing	CDBG: \$115,000	Homeowner Housing Rehabilitated: 30 Household Housing Unit
2	Public Improvements	2020	2024	Non-Housing Community Development	City of Holland Low Income Areas	Public Improvements	CDBG: \$76,000	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit: 400 Persons Assisted
3	Affordable Housing Development	2020	2024	Affordable Housing	City of Holland	Affordable Housing	CDBG: \$39,000	Direct Financial Assistance to Homebuyers: 6 Households Assisted
4	Homeless Programs	2020	2024	Homeless	City of Holland	Public Services	CDBG: \$44,000	Public service activities other than Low/Moderate Income Housing Benefit: 200 Persons Assisted
5	Fair Housing Services	2020	2024	Fair Housing Services	City of Holland	Fair Housing Services	CDBG: \$11,000	Other: 300 Other

Sort Order	Goal Name	Start Year	End Year	Category	Geographic Area	Needs Addressed	Funding	Goal Outcome Indicator
6	Program Administration	2020	2024	Program Administration	City of Holland	Affordable Housing Public Improvements Fair Housing Services Public Services	CDBG: \$45,000	Other: 8500 Other

Table 6 – Goals Summary

Goal Descriptions

1	Goal Name	Home Repair Program
	Goal Description	The City of Holland Home Repair Program will assist low-income homeowners with necessary repairs and improvements to their homes. Eligible work will be repairs or replacement of basic home systems such as roofs, furnaces, water heaters, and plumbing, as well as structural repairs. In addition, residents can improve the energy efficiency of their homes by installing insulation, air sealing, etc.
2	Goal Name	Public Improvements
	Goal Description	CDBG funds will be used to improve targeted public facilities or infrastructure in eligible low-income neighborhoods. Potential projects include adding sidewalks in targeted neighborhoods, installation of bus shelters and benches, and park improvements.
3	Goal Name	Affordable Housing Development
	Goal Description	Homeownership assistance will be provided to eligible low-income households purchasing homes within the City of Holland. The City will partner with Lakeshore Habitat for Humanity as a subrecipient.

4	Goal Name	Homeless Programs
	Goal Description	CDBG funds will pay to provide critical supportive services to homeless individuals and families and those at risk of homelessness through partnerships with local service providers.
5	Goal Name	Fair Housing Services
	Goal Description	CDBG administrative funds will be used to provide fair housing services (education, advocacy and enforcement) to the residents of the City of Holland.
6	Goal Name	Program Administration
	Goal Description	CDBG Administration costs include personnel and other costs associated with the preparation of required Consolidated Planning documents, environmental reviews, fair housing activities and citizen participation activities associated with the delivery of CDBG programs. Also included is general program planning, administration and indirect costs associated with delivery of CDBG programs.

Projects

AP-35 Projects – 91.220(d)

Introduction

The City of Holland plans to use CDBG funds to accomplish projects in the areas of Housing Rehabilitation, Public Improvements, Public Services, Homeownership Assistance, Fair Housing, and General Administration. Affordable housing and homeless needs have been given high priority.

Projects

#	Project Name
1	Home Repair Program
2	Public Improvements
3	Homelessness Assistance
4	Home Buyer Assistance
5	Fair Housing
6	Administration

Table 7 - Project Information

Describe the reasons for allocation priorities and any obstacles to addressing underserved needs

Funding priorities have been outlined in the 2020-2024 City of Holland Consolidated Housing and Community Development Plan. All projects proposed to be funded in this Annual Action Plan are ranked as priority needs.

The primary obstacle to meeting the other community development needs facing the City is the limited availability of funding to do so. The City strives to coordinate and collaborate with local organizations working to achieve similar community development outcomes. One way it does this is by providing financial support to five existing neighborhood development organizations working in Holland neighborhoods with funding from the City's general fund.

AP-38 Project Summary
Project Summary Information

(see Table below)

1	Project Name	Home Repair Program
	Target Area	City of Holland
	Goals Supported	Home Repair Program
	Needs Addressed	Affordable Housing
	Funding	CDBG: \$115,000
	Description	The City will continue operation of its Home Repair Program to help low income homeowners with needed repairs.
	Target Date	6/30/2023
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that 30 low- to moderate-income households will be assisted through this program.
	Location Description	Various homeowner sites located throughout the City of Holland.
Planned Activities	Financial assistance to low- to moderate-income households for eligible repairs to their homes, including repair or replacement of major systems and installation of energy improvements. Homeowners assisted contribute to the total cost of the project based on a sliding scale with the lowest income households contributing the least.	
2	Project Name	Public Improvements
	Target Area	City of Holland Low Income Areas
	Goals Supported	Public Improvements
	Needs Addressed	Public Improvements
	Funding	CDBG: \$76,000
	Description	The City of Holland will install new sidewalks on routes to City Parks and public schools in low- to moderate-income neighborhoods along with other targeted public facility improvements.
	Target Date	12/31/2022
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that 400 individuals residing in eligible low-income neighborhoods will benefit from the public improvements paid for in part with CDBG funding.

	Location Description	One targeted location for sidewalk installation is the section of Central Avenue between 48th Avenue and the location where the existing sidewalk ends north of Hwy 31. If other locations are considered, they will be in eligible low-income areas of the City.
	Planned Activities	Improvements to public infrastructure, such as new sidewalk in areas near public parks and schools, the addition of benches or shelters on bus routes, or park improvements.
3	Project Name	Homelessness Assistance
	Target Area	City of Holland
	Goals Supported	Homeless Programs
	Needs Addressed	Public Services
	Funding	CDBG: \$44,000
	Description	Funds will be used to increase the capacity of programs assisting persons experiencing homelessness or at risk of homelessness with obtaining needed supports and seeking permanent housing.
	Target Date	6/30/2023
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that 200 individuals will benefit from public services provided by partner subrecipients.
	Location Description	Persons assisted will be residents of the City of Holland.
Planned Activities	Services will include linking persons experiencing homelessness and those at risk of homelessness with needed services and resources with the goal of securing stable, permanent housing.	
4	Project Name	Home Buyer Assistance
	Target Area	City of Holland
	Goals Supported	Affordable Housing Development
	Needs Addressed	Affordable Housing
	Funding	CDBG: \$39,000
	Description	Assistance to low-income homebuyer purchasing through a partner agency with closing costs, principal reduction, down-payment assistance, etc.
	Target Date	6/30/2023

	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that six low-income homebuyers will be assisted with an affordable home purchase.
	Location Description	Homes being purchased by eligible home buyers will be located in various locations throughout the City of Holland.
	Planned Activities	Financial assistance provided to low-income home buyers in the form of assistance with closing costs, principal reduction, down-payment, or other eligible expenses.
5	Project Name	Fair Housing
	Target Area	City of Holland
	Goals Supported	Fair Housing Services
	Needs Addressed	Fair Housing Services
	Funding	CDBG: \$11,000
	Description	Provide Fair Housing Services to residents of the City of Holland.
	Target Date	6/30/2023
	Estimate the number and type of families that will benefit from the proposed activities	It is estimated that 300 persons will benefit from the education, outreach and enforcement services to be provided.
	Location Description	Services will be provided city-wide.
	Planned Activities	The Fair Housing Center of West Michigan will provide education, outreach and enforcement activities within the City of Holland.
6	Project Name	Administration
	Target Area	City of Holland
	Goals Supported	Program Administration
	Needs Addressed	Affordable Housing Public Improvements Public Services Fair Housing Services
	Funding	CDBG: \$45,000

Description	The City of Holland will provide effective administration of the CDBG Program.
Target Date	6/30/2023
Estimate the number and type of families that will benefit from the proposed activities	It is estimated that the total population of the city, approximately 8,500 persons, will benefit from the administrative outcomes of the CDBG program.
Location Description	Administrative services will have a city-wide benefit.
Planned Activities	Activities will include general grant and program administration.

AP-50 Geographic Distribution – 91.220(f)

Description of the geographic areas of the entitlement (including areas of low-income and minority concentration) where assistance will be directed

The City of Holland is not planning on engaging in any geographic targeting as a basis for funding priorities. Most of the activities are planned to be operated city-wide, however, the actual operationalizing of the programs based on resident demand, such as with the Home Repair Program, tends to concentrate in low-income areas where the Five-Year Consolidated Plan has identified concentration in several need categories, including low-income households and minority households. Other projects, such as public improvements and non-housing community development will occur only in eligible low- and moderate-income neighborhoods.

Geographic Distribution

Target Area	Percentage of Funds
City of Holland Low Income Areas	24
City of Holland	76

Table 8 - Geographic Distribution

Rationale for the priorities for allocating investments geographically

The City is not proposing to prioritize its investments geographically other than to restrict all public improvement projects to eligible low- to moderate-income neighborhoods.

Discussion

(Intentionally blank)

Affordable Housing

AP-55 Affordable Housing – 91.220(g)

Introduction

The City's primary effort to foster affordable housing through the use of its allocated CDBG funds is to provide financial assistance to low-income homeowners with needed home repairs and improvements in order to maintain housing affordability and habitability. The City is also planning on using CDBG funds to provide home buyer assistance to a number of low-income home buyers. This project will occur in partnership with Lakeshore Habitat for Humanity.

One Year Goals for the Number of Households to be Supported	
Homeless	15
Non-Homeless	30
Special-Needs	0
Total	45

Table 9 - One Year Goals for Affordable Housing by Support Requirement

One Year Goals for the Number of Households Supported Through	
Rental Assistance	15
The Production of New Units	0
Rehab of Existing Units	30
Acquisition of Existing Units	0
Total	45

Table 10 - One Year Goals for Affordable Housing by Support Type

Discussion

The City of Holland will continue to work with local partners, notably Housing Next and the Lakeshore Housing Alliance, to encourage and promote access to affordable housing within the larger Holland Metro Area.

AP-60 Public Housing – 91.220(h)

Introduction

All public housing located in the City of Holland is administered either by HUD directly or via the Michigan State Housing Development Authority, and not by a local Public Housing Authority.

The City of Holland seeks to work cooperatively with local subsidized apartment developments that are governed by MSHDA as the PHA. The City of Holland has approved PILOTs on several occasions in order to assist developers applying to the Michigan State Housing Development Authority for funding or seeking to maintain their projects in a tax credit category.

Actions planned during the next year to address the needs to public housing

The City of Holland will continue to consult as needed with the MSHDA Housing Choice Voucher agent and subsidized projects on issues relevant to public housing. In addition, City of Holland Community Development staff anticipate assisting as able with the newly established Ottawa County Housing Authority (PHA) in order to improve local access to funding for housing vouchers and to secure other funding for affordable housing.

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

City of Holland staff, through participation on the Lakeshore Housing Alliance (CoC), will support local efforts to encourage public housing residents to pursue more active roles in project management, as well as with seeking opportunities to transition toward homeownership. MSHDA operates a program, entitled Key to Own, which allows select Housing Choice Voucher recipients to transition to homeownership through retention of the voucher's benefits.

Through close participation in our local CoC, the City remains aware of programs that support public housing residents and is in a position to assist with those programs when needed. Community Action House, a CoC member agency and close partner with the City, provides homeownership counseling to all interested persons, and regularly markets those services to public housing recipients and other partner service providers.

If the PHA is designated as troubled, describe the manner in which financial assistance will be provided or other assistance

NA

Discussion

The City of Holland will seek opportunities to work collaboratively with public housing residents, the MSHDA-designated HCV agent, and other relevant groups to enhance affordable housing opportunities within the City.

AP-65 Homeless and Other Special Needs Activities – 91.220(i)

Introduction

The City of Holland actively participates in several capacities with the Lakeshore Housing Alliance (the designated CoC) and supports its efforts to address the needs of persons experiencing homelessness in the greater Holland community. This Annual Action Plan includes provision of funding support for critical supportive services to homeless individuals and families.

Describe the jurisdictions one-year goals and actions for reducing and ending homelessness including:

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

The City expects to use CDBG funds to support a homeless outreach program operated by a local non-profit partner, Community Action House. This service is deemed critical in addressing the immediate health and safety needs of persons who are homeless and unsheltered by connecting them to critical resources, including permanent housing.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City of Holland and surrounding communities are served by the Gateway Mission and Resilience, which each provide emergency shelter services. A third agency, Good Samaritan Ministries, is the lead provider of rapid re-housing and other forms of homelessness prevention assistance. The City plans to provide funding to Good Samaritan Ministries as a subrecipient for a prevention/re-housing program serving homeless and at-risk households. The City also provides technical or other means of support to these organizations, as needed, as it relates to housing inspections through our rental inspection program, letters of support, etc.

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

The greater Holland community is fortunate to have several non-profit social service organizations that provide the services mentioned above. These organizations are members of the Lakeshore Housing Alliance and are therefore a part of the network of agencies in regular communication and seeking to collaborate effectively. City staff assist these organizations as able with technical or other means of support when able. The City is planning to use Public Services funding to enhance capacity of an existing

program of Good Samaritan Ministries which provides critical supportive assistance to homeless individuals and families seeking to secure permanent housing.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: 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); or, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs.

The greater Holland community is fortunate to have several non-profit social service organizations that provide the services mentioned above. These organizations are most often members of the Lakeshore Housing Alliance and are therefore engaged in service coordination efforts. City staff assist these organizations as able with technical or other means of support when able.

Discussion

The needs of persons experiencing homelessness is a continuing and urgent concern. The City of Holland will continue to assess ways in which it can be instrumental in addressing and impacting those experiencing homelessness, such as through active support of the Lakeshore Housing Alliance and partnerships with direct service providers.

AP-75 Barriers to affordable housing – 91.220(j)

Introduction:

The City of Holland, like most cities, is finding that the production of new affordable housing is not keeping pace with the population growth in general and in particular with the growth of the number of households with increasingly limited assets available for housing. The City seeks to identify all feasible means of helping to correct this trend by supporting multiple efforts to increase affordable housing supply and housing choice, as described below.

Actions it planned 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

The strategy to address barriers to affordable housing and to develop mixed income neighborhoods is being addressed in several ways. The City has recently implemented a housing development support policy which will encourage the inclusion of affordable units within mixed income developments through strategic use of city-managed financial incentives. Also, as noted, the City is working collaboratively with Housing Next, which is developing a strategy to address the gaps in affordable and accessible housing in our county. This effort includes education and advocacy for the development of new housing in our community. More education is necessary for people to understand why affordable housing is needed and desirable as a community development goal.

In addition, the City of Holland recently approved a new comprehensive zoning ordinance. Among other things, this new ordinance allows for modest density increases in both existing neighborhoods and new developments. For example, the new codes will encourage mixed use developments in areas where only commercial development would have been permitted previously, and allows for increased opportunities to convert single family to multi-family residences.

Finally, the City of Holland will continue to seek ways to work with neighboring municipal governments to develop more scattered-site affordable housing. In addition, City of Holland Community Development staff anticipate assisting as able with the newly established Ottawa County Housing Authority (PHA) in order to improve local access to funding for housing vouchers and other means of increasing affordable housing.

Discussion:

Access to affordable housing for low-income households seeking either to rent or become homeowners within the City is a high priority need. Efforts to reduce barriers and increase access to affordable housing is an ongoing priority.

AP-85 Other Actions – 91.220(k)

Introduction:

See specific sections below regarding the City's role in addressing various concerns. In all areas, the City seeks to effectively and equitably address local matters that tend to have the greatest impact on low- to moderate-income persons and households.

Actions planned to address obstacles to meeting underserved needs

Consolidated Planning and the use of a Consolidated Plan Strategy is a primary tool that the City of Holland uses to identify community needs and address obstacles to meeting those needs. Other needs come to the City's attention through the City's close and ongoing connection to the neighborhood-based development groups working in the City, as well as through the Neighborhood Improvement Committee or other City commissions that intersect with needs from underserved individuals or areas of the City. When such needs come to the attention of City staff, they are likely to be considered by the Neighborhood Improvement Committee, City Council and eventually agencies and City departments with the hope that a solution is identified that is designed to address the need. This process of identifying needs and addressing the obstacles until the needs are met by an activity in the Consolidated Strategy and eventually by a program, agency, or grassroots community initiative is precisely what the Consolidated Plan is intended to do. The process helps create an environment in which community resources and partner agencies are triggered to organize around solutions.

Actions planned to foster and maintain affordable housing

The City will assist low- to moderate-income homeowners with home repairs or improvements designed to ensure housing stability and affordability. In addition, home buyer support will be provided to low-income home buyers purchasing homes from the Lakeshore Habitat for Humanity. Finally, the City will maintain broad support for local partners working to develop both rental and owner-occupied affordable units.

Actions planned to reduce lead-based paint hazards

The City will continue educational efforts to inform residents of lead-based paint hazards. All CDBG housing assistance program participants receive specific notices regarding lead-based paint hazards, and all contractors are required to adhere to lead-based paint safe work practices during all home improvement projects.

Actions planned to reduce the number of poverty-level families

The overall anti-poverty strategy of the City of Holland is to seek to improve the physical and social conditions within the community that promote economic stability and increased opportunities for

growth. A core strategy for reducing incidence of poverty is to seek to ensure and maintain housing affordability and stability for low-income households. The City intends to place continued priority on maintaining its Home Repair Program due to its effectiveness in preventing worsening conditions and economic difficulties among families that could lead to poverty.

The City of Holland also supports local economic development efforts designed to encourage employment opportunities for residents. The City seeks to use economic incentives offered to local businesses in such a way that encourages wages that provide their workforce with a sustainable living standard. Unfortunately, local wages in general have not kept up with housing costs.

Actions planned to develop institutional structure

The responsible organizations for implementing the activities of this one-year plan have been described and discussed in each of the activity descriptions. Additionally, the City of Holland provides services directly to citizens through several city departments where management and delivery of services is monitored through the City's annual review process. The combination of highly capable and well-run non-profit service agencies and well-managed city departments has provided an institutional structure that has been effective in meeting the goals set forth in the City's Consolidated Plan and Annual Action Plan.

Actions planned to enhance coordination between public and private housing and social service agencies

The City of Holland is a voting member of the Lakeshore Housing Alliance (the designated CoC). This high-functioning planning body engages in ongoing coordination activities that have been discussed elsewhere in this plan. The City also has a history of effective collaboration with several neighborhood-based groups engaged in grassroots-level neighborhood development.

Discussion:

(Intentionally blank)

Program Specific Requirements

AP-90 Program Specific Requirements – 91.220(I)(1,2,4)

Introduction:

The City does not expect there to be any program income from the 2021 program year that will carry over into the 2022 program year.

The City does not plan to use any of its CDBG funds for Urgent Need activities.

Community Development Block Grant Program (CDBG) Reference 24 CFR 91.220(I)(1)

Projects planned with all CDBG funds expected to be available during the year are identified in the Projects Table. The following identifies program income that is available for use that is included in projects to be carried out.

1. The total amount of program income that will have been received before the start of the next program year and that has not yet been reprogrammed	0
2. The amount of proceeds from section 108 loan guarantees that will be used during the year to address the priority needs and specific objectives identified in the grantee's strategic plan.	0
3. The amount of surplus funds from urban renewal settlements	0
4. The amount of any grant funds returned to the line of credit for which the planned use has not been included in a prior statement or plan	0
5. The amount of income from float-funded activities	0
Total Program Income:	0

Other CDBG Requirements

1. The amount of urgent need activities	0
2. The estimated percentage of CDBG funds that will be used for activities that benefit persons of low and moderate income. Overall Benefit - A consecutive period of one, two or three years may be used to determine that a minimum overall benefit of 70% of CDBG funds is used to benefit persons of low and moderate income. Specify the years covered that include this Annual Action Plan.	80.00%

The City of Holland will include the years 2021, 2022, and 2023 in determining the percentage of program funds used to benefit persons of low- and moderate-income over the course of the three program years.

Attachment: Citizen Participation Comments

CDBG Community Input Meetings and Public Hearing Notes

**Meeting Dates: Monday, January 24, 2022 at 2:00 p.m.
Tuesday, January 25, 2022, at 6:00 p.m.**

Attendees:

- Nancy Haynes, Fair Housing Center of West Michigan
- Amy Alderink, Homecor
- Daniel Unekis, Community Action House
- Scott Rumpsa, Community Action House
- Allison Land, Arbor Circle
- Jackie Navarete, 3sixty
- Lori Appeldorn, 3sixty
- Lisa Kasten, Washington School Nbrs
- Mandy Bullers-Hutchison, Heights of Hope
- Lyn Raymond, City Council/Nbhd Imp Committee
- Nicki Arendshorst, City Council
- Steve DeYoung, Nbhd Imp Committee
- Justin Lambers, Nbhd Imp Committee
- John Crawford, Nbhd Imp Committee

Staff Present:

- Mark Kornelis
- Mark Vanderploeg
- Mallory Huizenga

Summary of the meetings (combined):

Kornelis introduced the purpose of the meeting and began the presentation by providing an overview of the CDBG program, annual cycle, eligible activities, and funding history.

Kornelis presented some contextual data by summarizing the demographic profile of the City, and also offered data on population growth trends, rates of poverty, housing affordability and availability, and homelessness.

Kornelis invited open conversation and discussion regarding three key topics: 1) what additional data is needed to tell a more accurate story of Holland’s community development-related needs, 2) what are the pressing needs and concerns, and 3) what are some opportunities to address needs or concerns.

- 1) What other data is needed:
 - a. The number of youth (18-22 or so) aging out of their family homes, along with youth aging out of foster care, with no or few housing options.
 - b. The number of residents without access to cars due to unaffordability, and the impact of that reality on health food access and access to employment options.
 - c. The number of youth who are unable to obtain driver’s licenses due to driver’s training costs, and the impact on access to employment.
 - d. The number of housing vouchers that get turned back due to lack of availability of eligible units (recipients have limited time to locate a unit and be approved by the landlord).

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- e. The number of renters who fail to report unsafe conditions to either the landlord or City rental inspection unit out of fear of upsetting their landlord and risking eviction or rent increases.
 - f. Extent of increases in overcrowding in housing units.
 - g. Extent of health disparities in neighborhoods.
 - h. The current trends in the proportion of renter vs owner-occupied units.
 - i. The number of "absentee landlords" and whether that is increasing.
 - j. The number of landlords utilizing month to month leases and the number moving to required electronic payment methods, and the challenges these possible trends are creating for tenants.
 - k. Which rental properties are using excessive energy due to poor insulation, etc.?
 - l. Number of persons working in Holland that are living outside of the City due to housing unaffordability.
 - m. Number of youth experiencing homelessness.
 - n. The extent to which developers are unable to build new housing supply due to increasing construction costs.
- 2) Needs and Concerns:
- a. Limited availability of public transit
 - b. Need for continuation of Home Repair Program and continued collaboration with partners.
 - c. Lack of adequate numbers of volunteers for community-based projects (i.e., neighborhood cleanups).
 - d. Individuals being reticent to seek available assistance, such as from Neighborhood Connector organizations.
 - e. Overall lack of resources for persons in need and difficulty locating available resources.
 - f. Lack of neighborhood commercial options, especially restaurants and coffee shops located within certain neighborhoods.
 - g. Shortage of quality rental housing; need to find ways to incentivize landlords to keep rents affordable.
 - h. Overall need for more multi-family rental units.
 - i. Need for increased access to mental health services.
 - j. A broader range of options to meet the emergency shelter needs of persons experiencing homelessness.
 - k. Need for tenants to have access to legal counsel when facing eviction or other challenges with landlords.
- 3) Opportunities:
- a. More neighborhood-based community clean-ups.
 - b. Creation of a city-wide "bulletin board" to alert residents to neighborhood events, services, etc.
 - c. Use of a system for "real-time" information on rental conditions.
 - d. Continued expansion of the City's sidewalk network.
 - e. Finding ways to increase the engagement with landlords and increase trust.
 - f. Maximization of the neighborhood connection network through increasing their capacity, reach, collaboration, etc.

2 of 3

Both meetings concluded with Kornelis offering thanks to those attending and for offering thoughts and feedback. Kornelis also reminded those present of the availability of the brief survey regarding CDBG priorities (available in paper form and on-line at CDBG page on the City's website).

1/24/22 Public Hearing:

Opened Public Hearing

Scott Rumpsa, Executive Director of Community Action House:

Mr. Rumpsa described the homeless outreach services provided by Community Action House noting the ongoing need for this service given the current reality that the agency's outreach team has served over 80 unsheltered homeless persons in the last three months. He expressed gratitude for prior support from CDBG for this program and his hope for continued partnership.

Nancy Haynes, Executive Director of the Fair Housing Center of West Michigan:

Ms. Haynes noted that with support for fair housing services by the City, residents have access to the full range and services available by the FHCWM, including education and outreach, as well as testing and enforcement. She noted that the center has seen an increase in calls, in particular since the end of the eviction moratorium. She expressed gratitude for support provided from the City's administrative funds in the past.

Closed Public Hearing

1/25/22 Public Hearing:

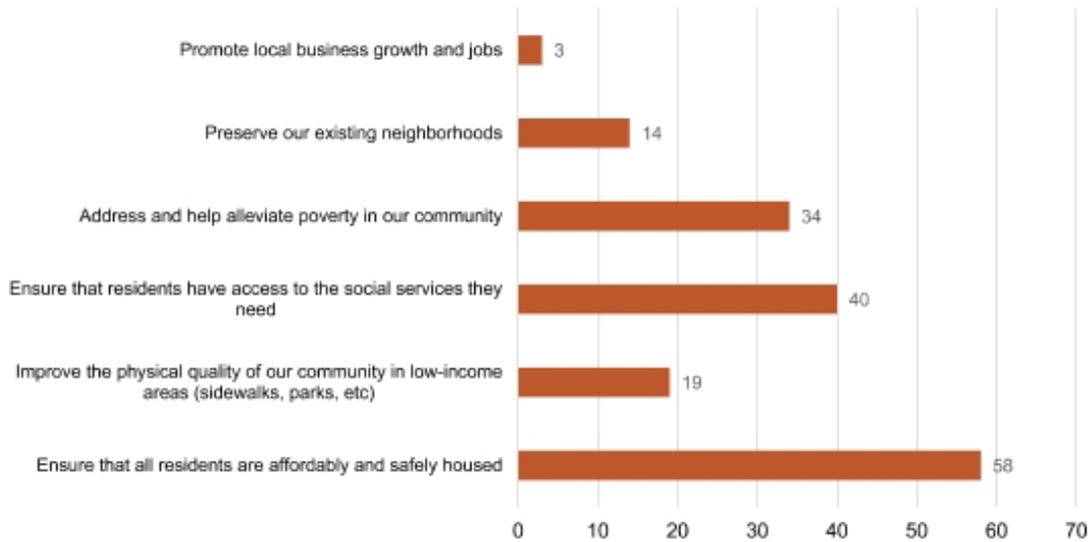
No formal public comment was provided during the 1/25/22 meeting.

Results from the community survey conducted between early January and February 9, 2022.

Total surveys submitted/received: 65

- Respondents who identified as a City resident: 49 (75%)
- Respondents who identified as an employee or representative of a human service organization: 31 (48%)
- Respondents who identified as neither: 2 (3%)

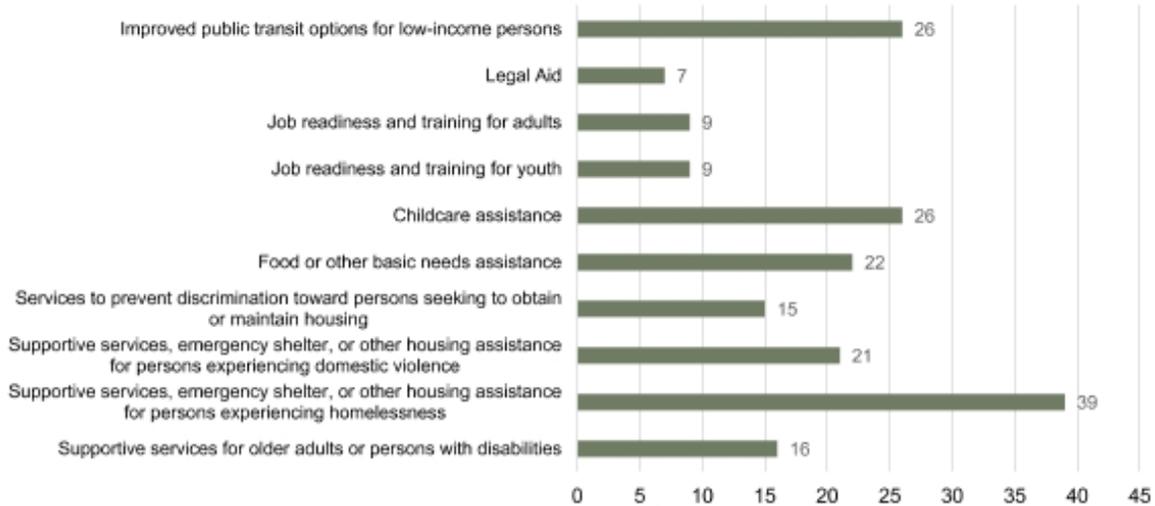
Q1: What would you suggest should be the City's main community development goals in the coming year (select up to three):



Other:

- Conservation and regenerating of natural resources and landscapes
- Diversity, equity, inclusion - work toward cultural shifts to make Holland a more welcoming and comfortable place for people of color.
- Expand food assistance programs for ALICE community members.
- Improved access to fruits and vegetables, more healthy food options at food banks
- Improve young family support through public restroom access; diaper changing areas; breastfeeding rooms for mothers.

Q2: A maximum of 15% of the total grant (or approximately \$48,000) may be used to support social services. If the City does allocate some of the CDBG funds to support social services, which of the following issue areas do you feel should receive support (select up to three):



Other:

- We need something better, with higher dignity, and more flexibility than The Mission (or Gateway) for persons experiencing homelessness. We also need to pour money into the Max Bus so that people feel it is a viable option to use. We need to support individuals and organizations that are doing racial equity work (such as I Am Academy or LAUP). It is only through these trusted organizations that we can operationalize diversity, equity, and inclusion. Holland is going to keep losing talent and retain its "rich, racist town" reputation if we don't get serious about addressing the white culture present. Let's put dollars toward this and see what magic happens!
- Mental health support for youth.
- Youth and families involved with child welfare (CPS and FC)
- Sending mental health professionals instead of police when appropriate
- Mental health care, especially for youth.

Q3: What is the most important thing the City could do to support individuals and families with low incomes?

(Responses clustered by topic)

HOUSING

- Addressing housing needs
- A policy and financial framework that incentivizes a substantial increase in affordable housing, through both preservation and construction.
- Supporting affordable housing options
- Working to find community solutions to the affordable housing crisis, especially in terms of zoning and policy.
- Provide more affordable housing options. Families are stuck in poverty if they continue to spend such a high percentage of their earnings on rent, without the ability to build equity.
- Housing First! Affordable housing, provide more housing options that accept Housing Choice Vouchers.
- Ensuring that affordable housing remains despite the continuing increase in the housing market and rent costs. Access to housing that is affordable, livable, and safe.
- Keep rents reasonable
- Help adults find homes that are all adults only.
- Safe, secure, and affordable housing.
- All people that apply for rental assistance should be in a budgeting class.
- Ensuring affordable housing that does not discriminate.
- I know that it will be super tough, but the reason so many residents are struggling financially right now is because housing in Holland is unaffordable.
- Affordable housing
- Creating opportunities for nice housing - as in housing that the people who work for the city would actually live in as opposed to unappealing/dingy/"low-income housing"
- Ensuring affordable housing options.
- Affordable housing
- Help with housing and utilities.
- Ensuring affordable housing options are available.
- More AFFORDABLE housing! We need housing for hard working families, not young professionals
- Affordable housing
- Provide appropriate low-income housing options and medical care.
- Ensuring that they have access to safe and affordable housing in neighborhoods of their choice.
- Enforce housing ordinances.
- Increase the supply of affordable housing--which could possibly result in lower rents and more families able to become homeowners. Consider subsidies for landlords/tenants. Assist Good Sam/CAH/Refresh/Lakeshore Housing Alliance and other programs and ministries that do this work.
- Adequate housing.
- Access to housing by encouraging the development of a "home share" program in Holland through which home owners with extra space take in a house mate in exchange for rent or some other consideration: help with yard, help with cooking, etc. Rob and Maya Bechtal are putting plans in place for such a program through their NGO, NOLA (no one lives alone). This is an excellent way to allow for more use of existing housing

stock while meeting the housing needs of young professionals (and others) with limited income and help seniors (especially) continue living at home.

- Offering assistance to provide more stable and affordable housing, whether it's to rent or to buy.
- Housing needs.
- Affordable housing options within neighborhoods (not just apartments with high density needs)
- Assist in creating low-income housing.

FINANCIAL ASSISTANCE

- Offer any assistance that doesn't require eligibility guidelines and also making the effort to meet people where they are at.
- Assistance for heat and food.
- Heating and cooling assistance. There seem to already be many options for food
- Provide funds to make sure needs are met.
- Ensuring they have equal access to all services, including healthy food.

CHILDCARE

- Currently childcare is in serious demand. When parents cannot find appropriate childcare, it is hard to find a job able to accommodate. The City needs safe and AFFORDABLE child care options especially for the ALICE population.

LEGAL AID

- Legal aid is an interesting idea that would fill a gap not met such as food assistance.

EMPLOYMENT

- Help them find or get to their jobs.

DECISION-MAKING METHODS AND PROCESSES

- Have those individuals and families at the decision-making table. More than focus groups and surveys of this group but actual representation with a vote and input on how data from surveys like this and data collected from focus groups is interpreted and implemented.
- Consider these individuals and families with every decision made regarding the city. Currently, it is perceived the majority of the city's decisions are made with wealthy individuals and families as the top priority.
- Embrace them! Connect with low-income families, pay for child care and transportation so that parents can attend meetings and get into roles of leadership and influence.
- Go where they are, they will not step forward.

MISC / MULTIPLE TOPICS

- Let them know about and help them use the services and programs available
- Help people obtain services for basic needs.... housing, childcare, food, parenting assistance, transportation. (Ensure services are not provided by religious groups that press their beliefs)
- Making sure they know about services that are available to them.
- Ensure that services are actually made accessible to the people who need them most, by making the broader community aware of the options that are available, making application for services as easy and intuitive as possible, and providing materials in a variety of languages to reach local people in need.
- Programs that redistribute wealth.

- Recognize it!!! Holland is very polarized. Either wealthy or poor. Improve the neighborhoods of the poor.
- Advocating for a fair living wage for all citizens and supporting families through affordable childcare and professional development opportunities, for workers who are not yet receiving a living wage
- Support programs already in place
- Referrals to jobs in the area and food assistance
- Support initiatives to coordinate resources in schools that support students' and their families' basic needs and mental and physical health.
- Make opportunities known to the public.
- Higher minimum wage/guaranteed minimum income level.

Q4: What is the most important thing the City could be doing to support neighborhoods that have a significant percentage of households with low incomes? (Responses clustered by topic)

GENERAL NEIGHBORHOOD IMPROVEMENT

- Improve neighborhoods with parks, good sidewalks, access to transportation
- Create spaces for wellness--good bus routes, accessibility to books, flowers/trees/park spaces, family-friendly activities, etc.
- The City needs to have a positive presence in these areas and work to eliminate an "us versus them" view. Police aren't always seen in a positive light-especially in low-income areas-so finding creative ways to build trust in the community in the efforts to make them safer would be ideal.
- Provide opportunity for activity. There are no nice parks where ALL people are accepted. Encourage outdoor activity and provide safe spaces.
- Supporting activities and opportunities for youth who are without supervision because the adult(s) in their household work at least full time, if not full time+
- Help current residents remain in neighborhoods (avoid being displaced by improvement/development); make sure all neighborhoods are neighborhoods of opportunity.
- Understand the needs of the neighborhood(s) and respond to those needs by connecting them to appropriate services. current neighborhood organizations (ex: Westcore) seem to want to solve issues between neighbors.... the reason there are services is to assist people. these organizations need to provide residents information they need and help them obtain services.
- Safe gathering places outside to host city and community events.
- Quality sidewalks, lighting, parks, etc.
- Recognize the assets that already present in that neighborhood and build upon those assets.
- Help keep their homes neat and clean and painted so they can also help themselves to a better way of living.
- Build out these neighborhoods in the same way as others - maintain the parks and sidewalks to create community and continuity.

SUPPORT FOR NEIGHBORHOOD-BASED ORGS/PROGRAMS

- Support to the organizations already working with these individuals so they can continue to support and provide for them in difficult times. Increasing transportation options and safe travel by foot/bicycle.
- Encourage participation, active involvement in their community, volunteering, supporting, giving back, etc.
- Support individual neighborhood groups/organizations financially, structurally and as a support to those neighborhoods which currently are not represented as a collaborative group - Holland Heights is a beautiful example of neighbors helping neighbors - also the mid-town neighborhood.
- Support neighborhood centers; make sure that streets, sidewalks are in good repair; create or upgrade parks in these neighborhoods. Expand child care services. School/city/nonprofits/neighborhood partnerships.
- Encourage even more neighborhood groups like Westcore Neighbors.
- Support the neighborhood development groups (Westcore, Heights of Hope, etc.).
- Helping neighborhoods establish groups that help support people in their own communities.

HOUSING SUPPLY/PLANNING/ZONING

- A policy and financial framework that incentivizes a substantial increase in affordable housing, through both preservation and construction.
- Work to implement zoning policies that encourage and incentivize affordable housing or mixed income housing.
- Enforce housing ordinances.

HOUSING ASSISTANCE

- Promote healthy stable homes: assist with rent, utilities,
- Ensuring access to funds to prevent eviction.
- Ensure SAFE housing, hold landlords accountable for substandard housing. Keep rent affordable. No more dirt floors or getting away with possible high lead contamination or other hazards in a rental home.
- Improve homes that are not taken care of physically.
- Make sure that landlords maintain rental properties at a good general level of safety and appearance for the renters' well-being without excessively detailed requirements
- Protections for tenants. Increasing tenants' rights through legal means.
- Ensure funding for the Home Repair Program.
- Help maintain homes and lots.
- Adequate housing and safety.
- Holding landlords to a higher quality of living for their tenants and making sure they are offering a stable lease agreement so tenants are not able to be evicted if they complain of any issues with the property.
- Help with house repairs.

DECISION-MAKING METHODS, PUBLIC OUTREACH

- Finding ways to hear their responses to questions like this.
- Asking the people in those neighborhoods what they need.
- Ask them what they need.
- Combat NIMBYism
- Give them a hand up and listen to what their needs are.

TRANSPORTATION

- Provide better public transportation options for those who truly need it, so that transportation is not a barrier for accessing employment, food or healthcare. More options are needed for those working second and third shift. Routes should be expanded to include more grocery stores, workplaces, etc. Transportation is needed to/from other cities, not just Holland.
- Overcoming transportation barriers by bringing services to the neighborhood.
- Transportation
- Increase public transportation, provide free medical care options, address food scarcity, and increase options for public transit.
- Help support a sense of community and connectedness. Pride in ownership of an idea or collective project for the betterment of Holland or their corner of the city. Facilitate and financially support neighborhood's community ideas they present to help foster this sense of bettering their community and ownership.

FINANCIAL ASSISTANCE

- Aid with utilities.
- Provide grants to help with heating, food, or other basic necessities.
- Food and housing assistance.

MISC / MULTIPLE TOPICS

- Suggestions for higher paying jobs
 - Provide stipends for home renovation and winterizing. Hold more City of Holland events near low-income areas on both the North and South side of Holland. Pay low-income individuals for their time to come to meetings, town halls, and more so that they become a part of the conversation and we can build trust.
 - Make pathways to employment through access to immigration and legal services, transportation, childcare and basic needs and health supports.
 - Create a budgeting program.
 - Ensuring equal opportunity for all residents to receive the services they need. We have seen affordable childcare as a huge need in our community.
 - How to manage a budget and set priorities.
 - Providing services to prevent domestic violence and providing more assistance to help understand the resources available to them.
 - Make programs and opportunities known to the public.
-

Survey Participation (number of residents, agency reps, and total):

