

CNS Staff Survey Results



CNS Staff Program Feedback

Total submissions: **10**

Date range: **Dec 01, 2025-Dec 04, 2025**

Total responses: **244**

Survey Summary

Programs:

- **Emergency Home Repairs** and **Homebuyer Down Payment Assistance** are rated highest for both effectiveness and community impact. Staff value their **direct, tangible benefits** for residents.
- Mid and Low Ranking Programs: Lower- and mid-ranking programs, such as **Infrastructure (Fire Station Bond), Rental Rehab, Senior Meals, Housing Ramps, and pass-through programs**, are generally valued but **perceived as less impactful** by CNS staff. We're assuming this is largely because staff **do not see direct outcomes** or are less involved in administration, rather than a reflection of program quality.

Strengths: Dedicated staff efficiently deliver **life-changing support**, helping low-income households maintain or achieve housing stability.

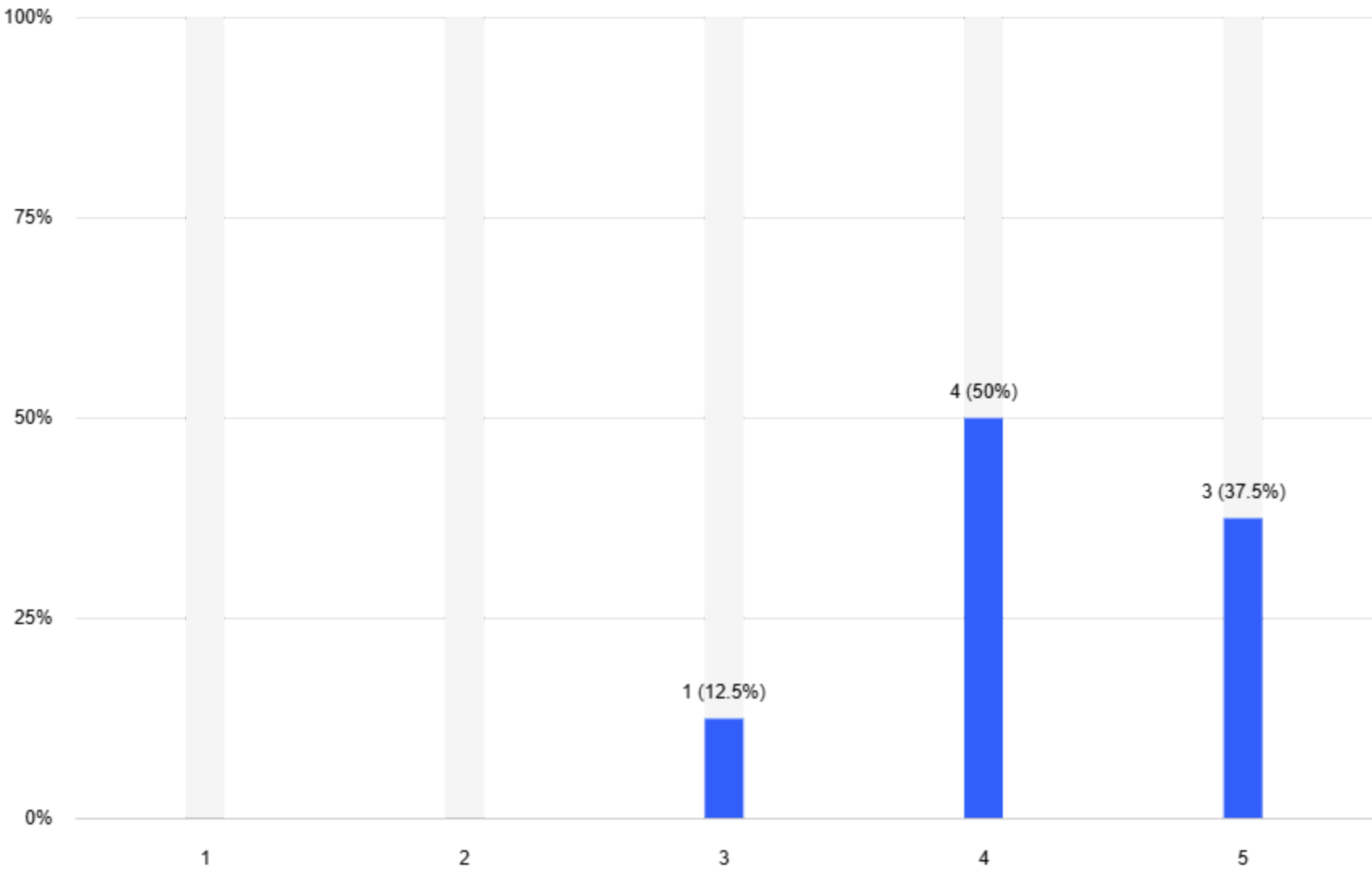
Challenges: **Funding limitations**, eligibility restrictions, and time constraints sometimes prevent full support for applicants.

Opportunities:

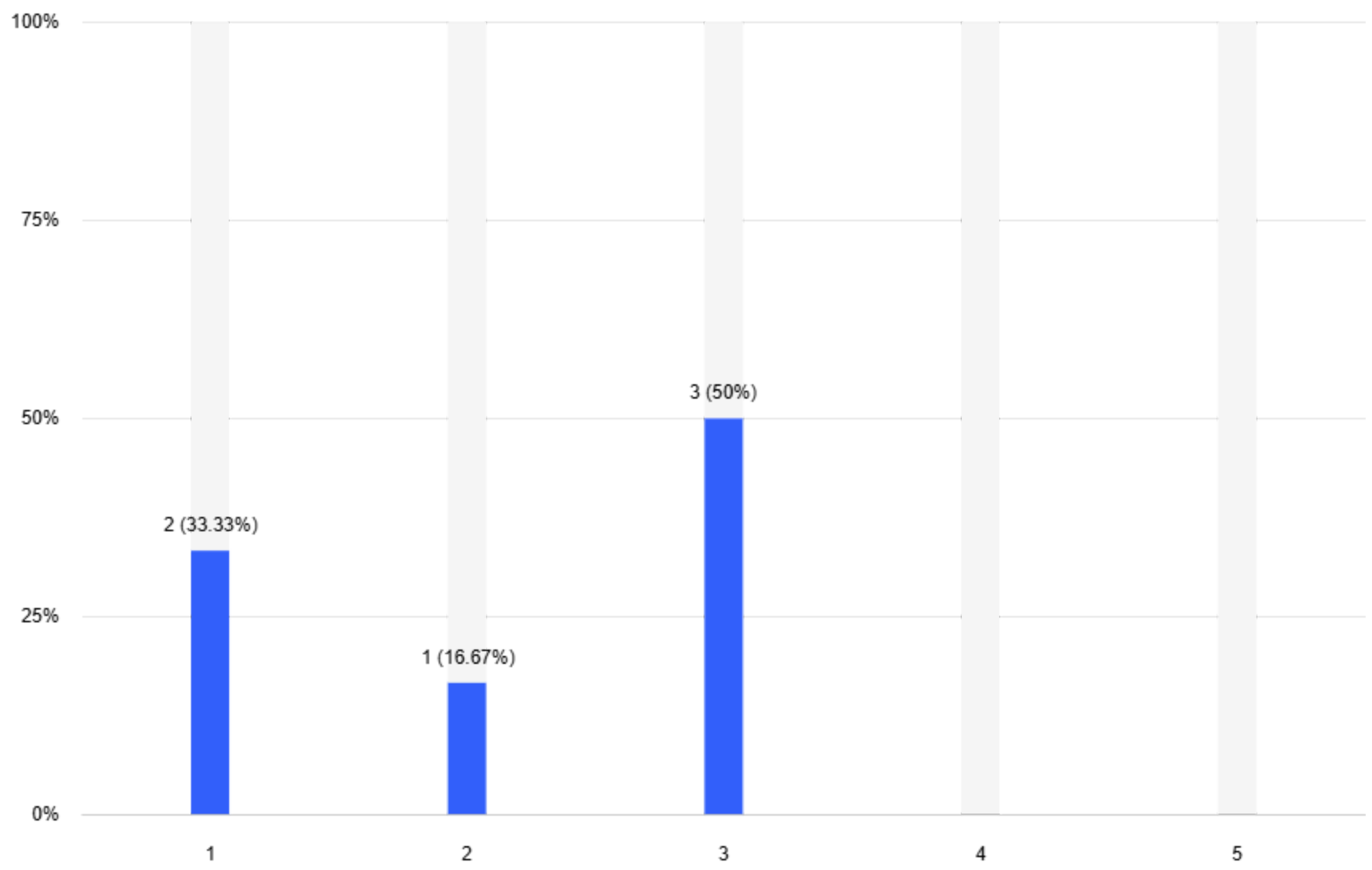
- Expand funding flexibility and geographic reach.
- Address **homelessness**, rent stabilization, and high-cost repairs.
- Improve **communication and awareness** internally and with residents.

Takeaway: CNS programs are highly effective where staff can directly impact residents. Expanding resources, reach, and new initiatives can further strengthen community outcomes.

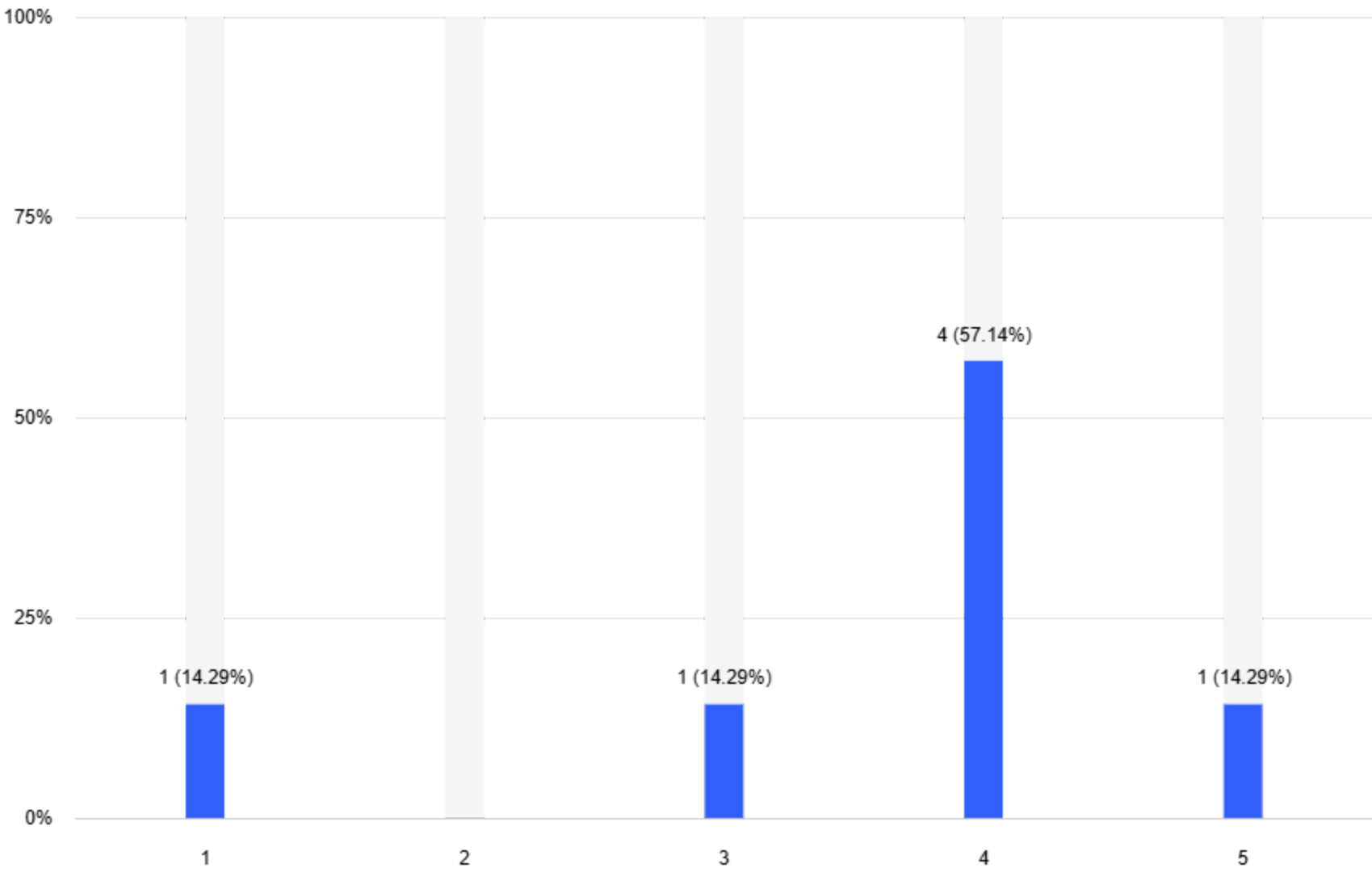
Rehabilitation of Vacant Homes



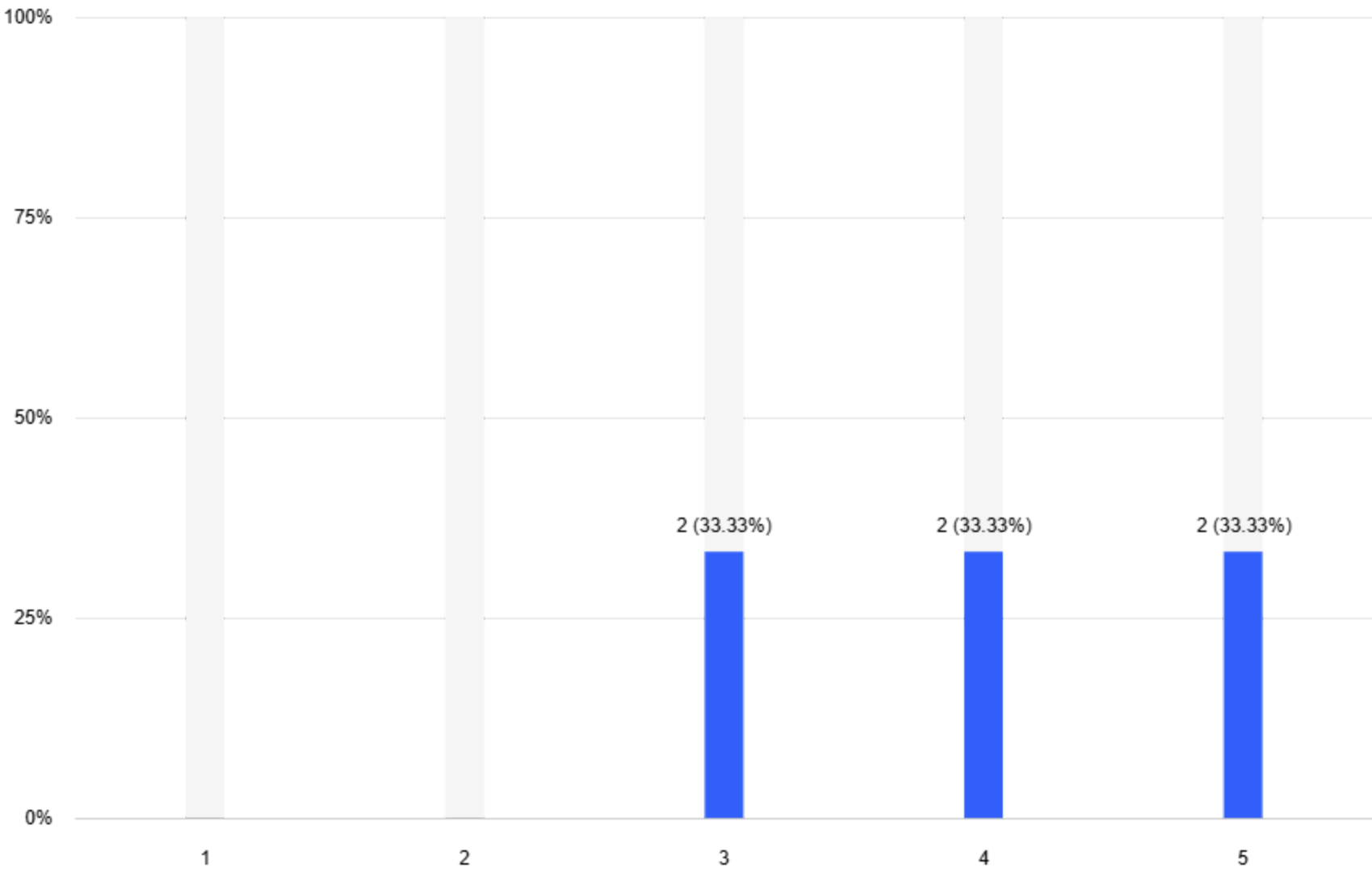
Infrastructure – Fire Station Bond



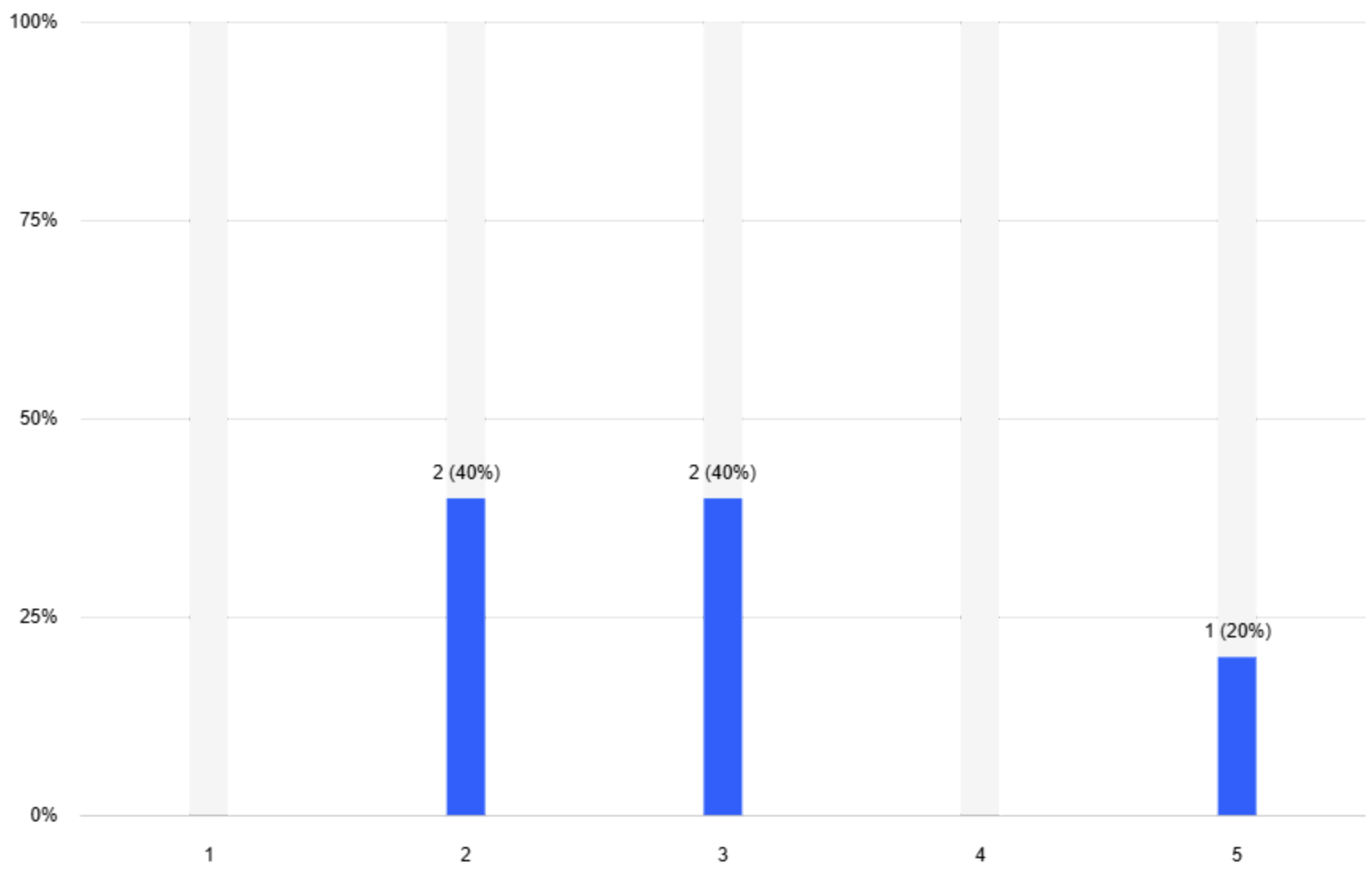
Pass Through Funding: Youth Programs



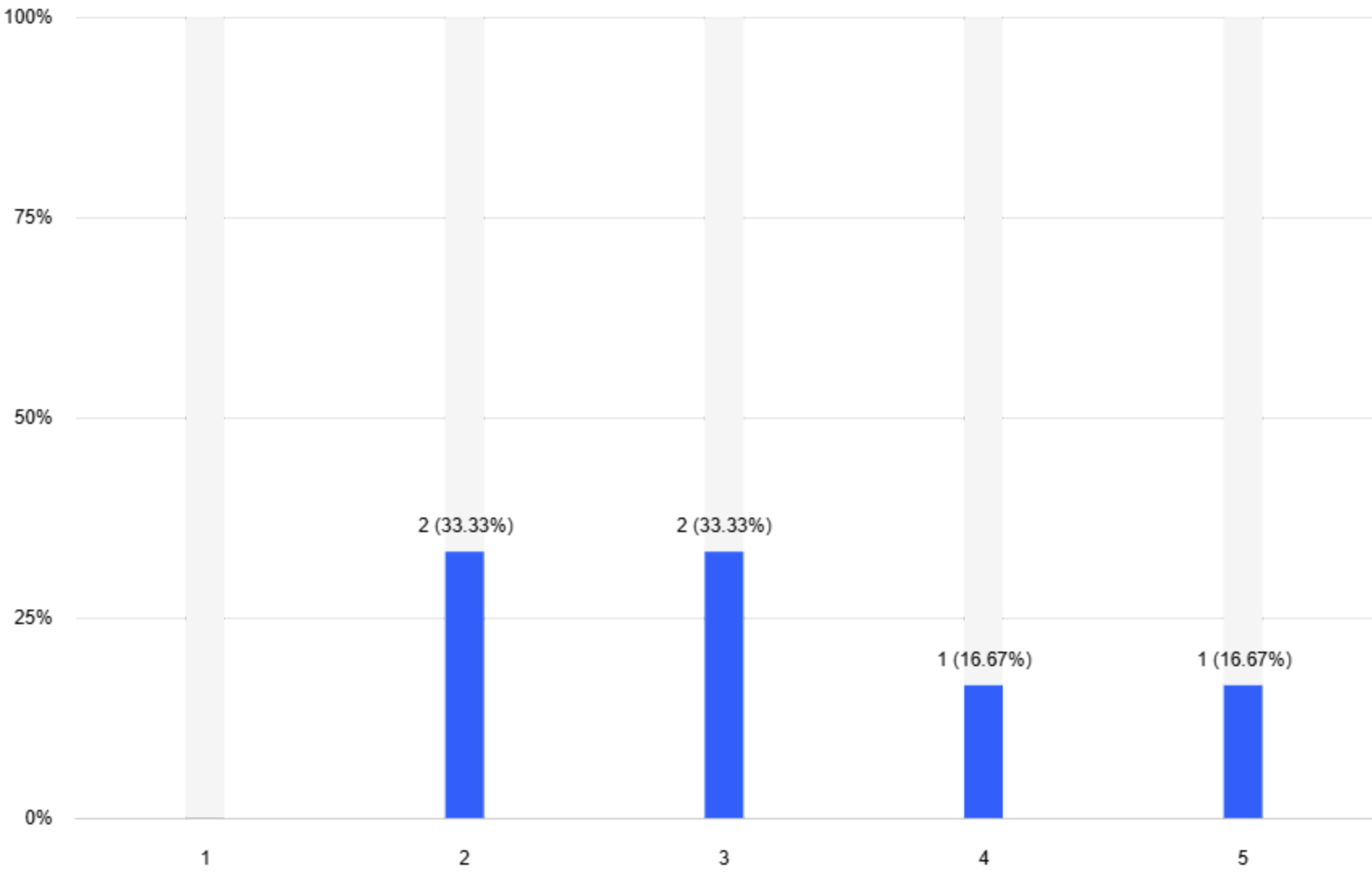
Pass Through Funding: Eviction Prevention Program



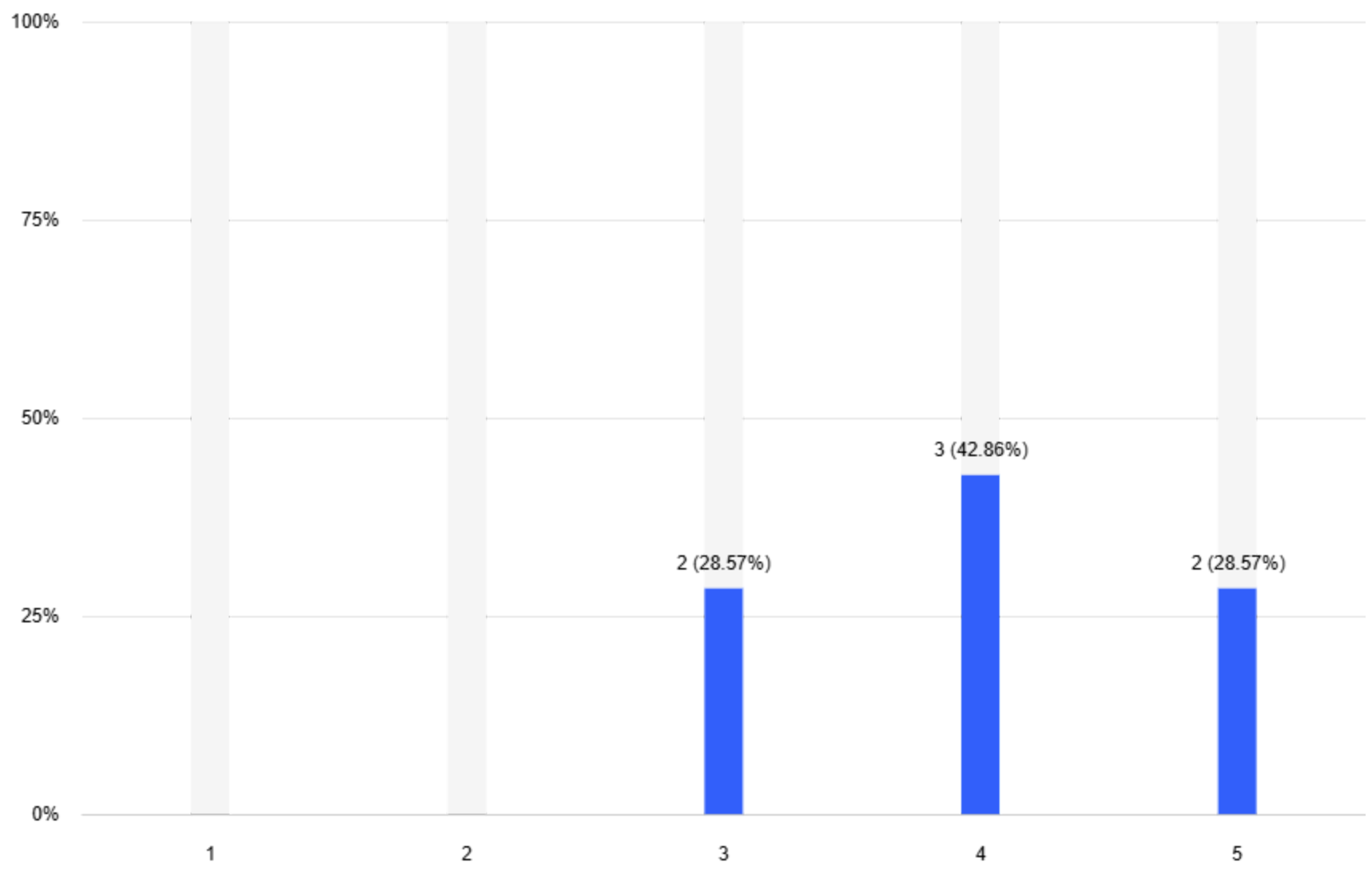
Pass Through Funding: Senior Meals



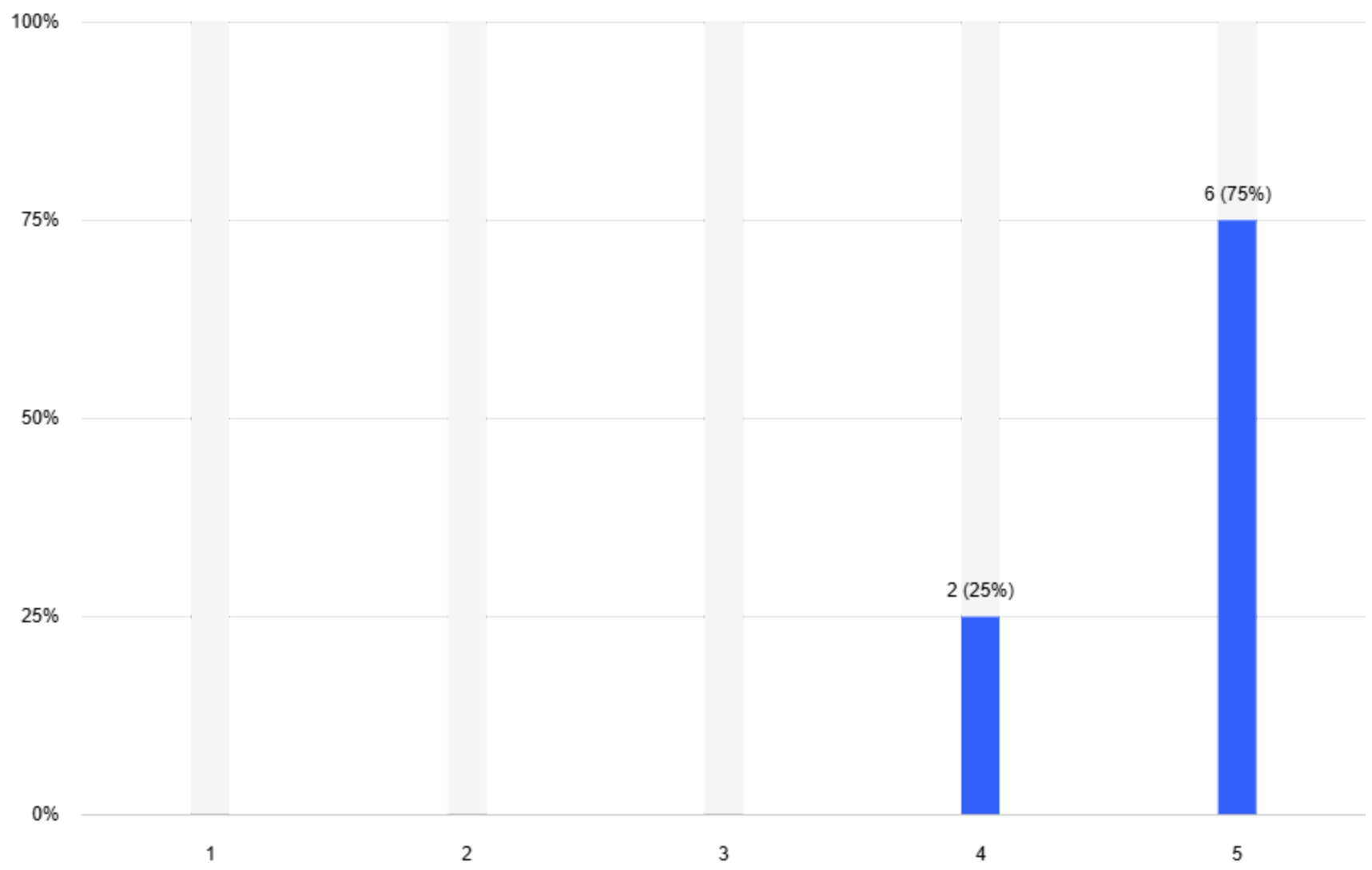
Pass Through Funding: Housing Ramps



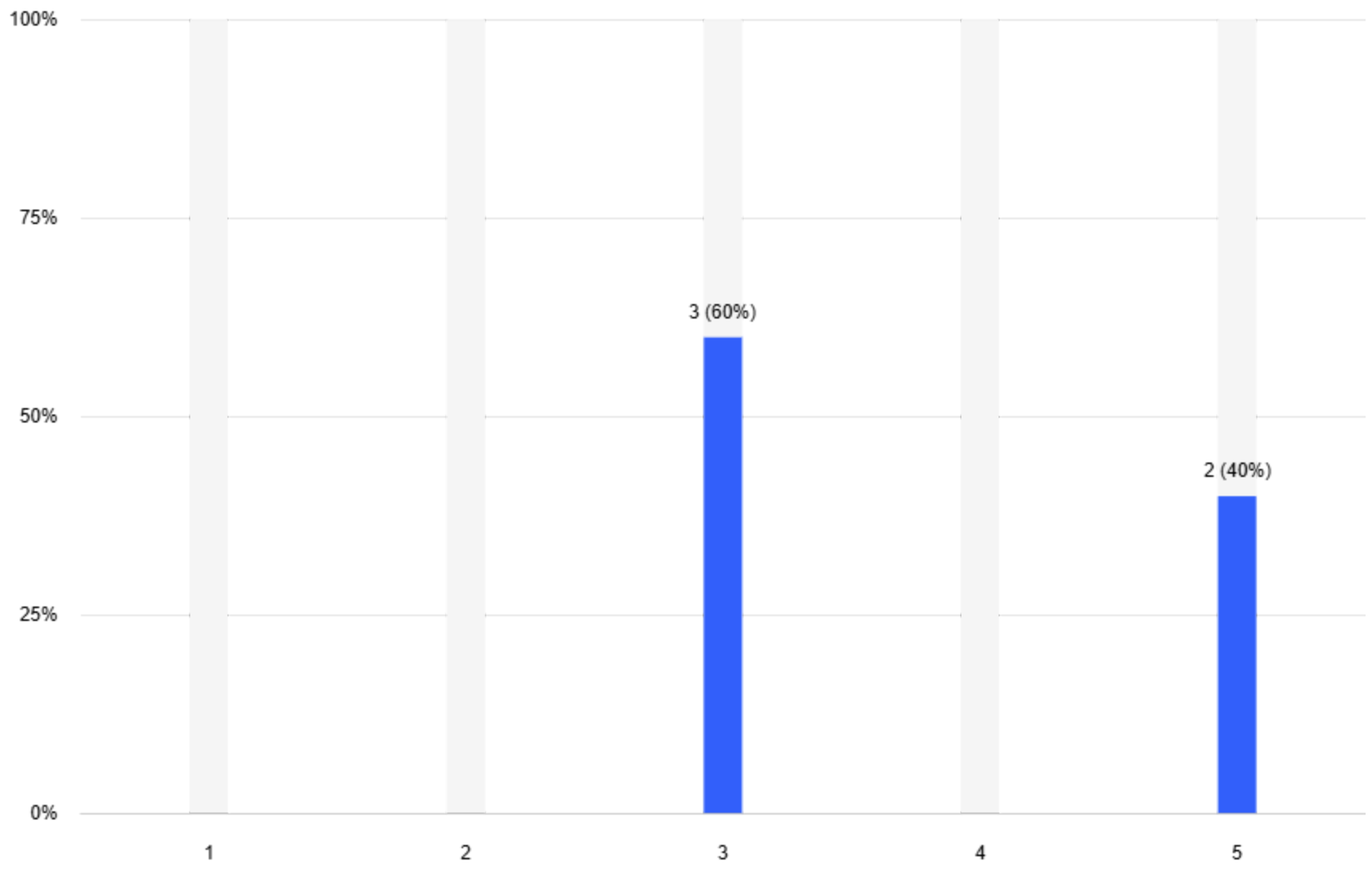
Pass Through Funding: Community Housing Development Organization



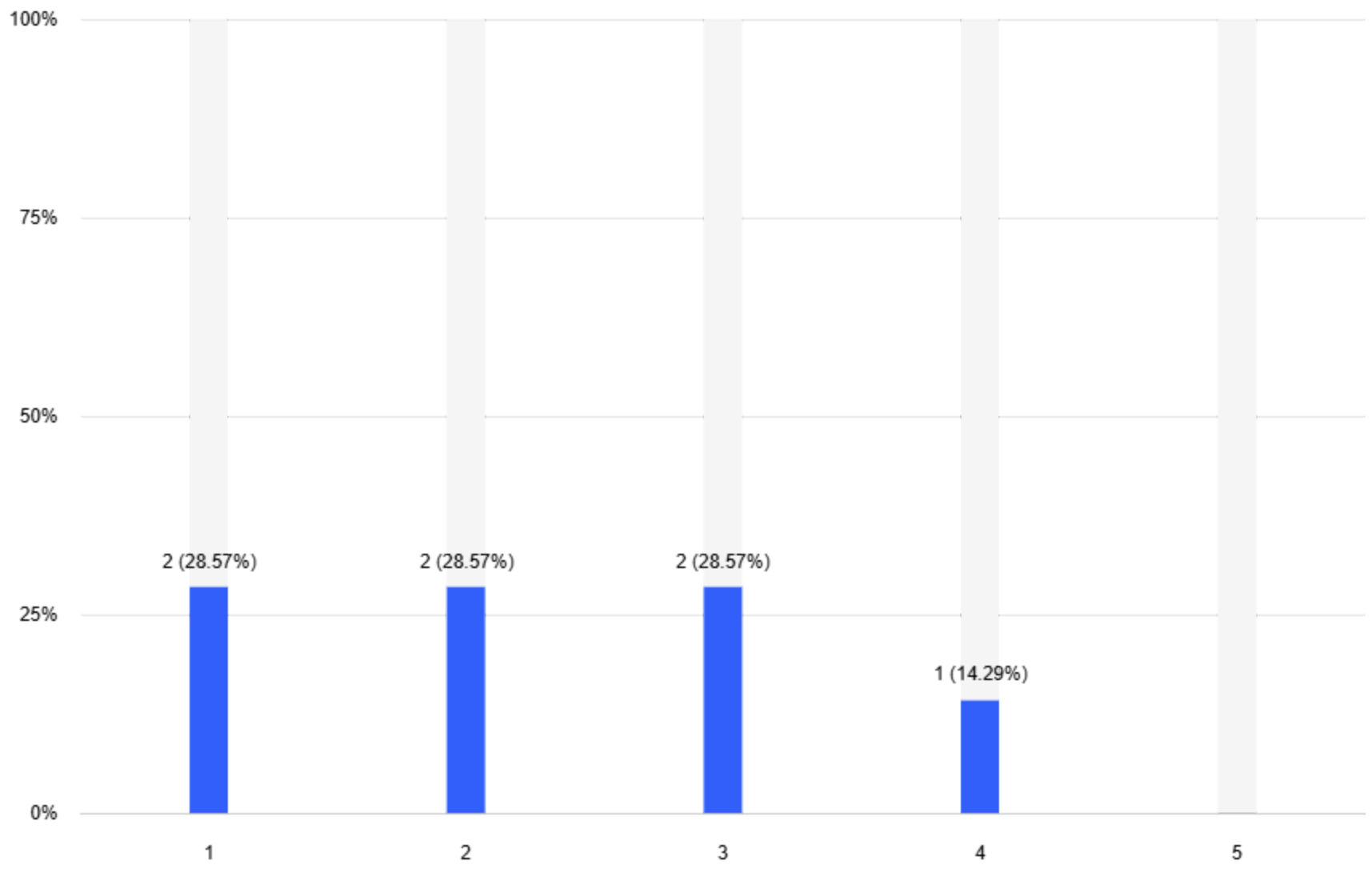
Homebuyer Down Payment Assistance



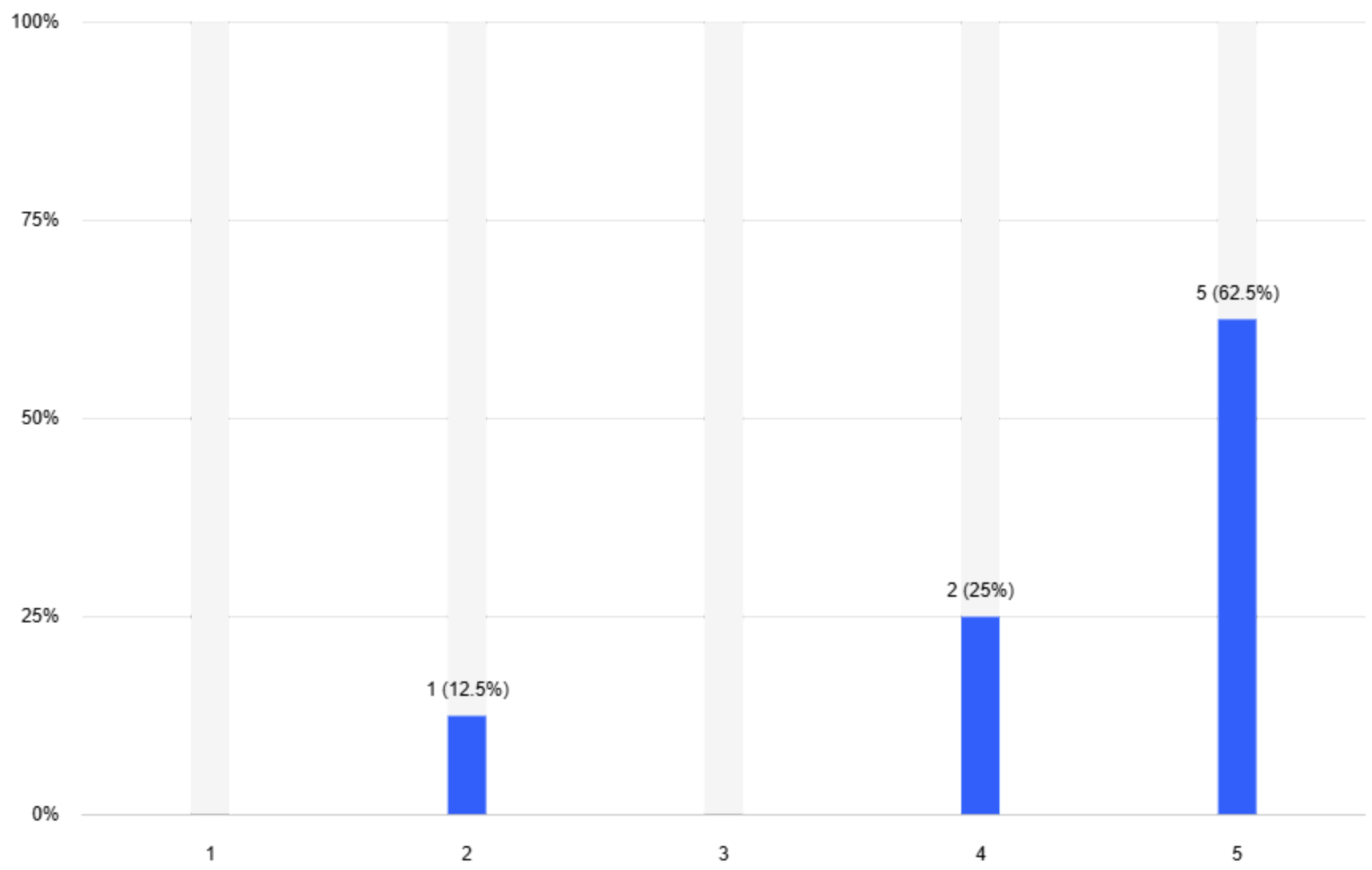
Covid Funding



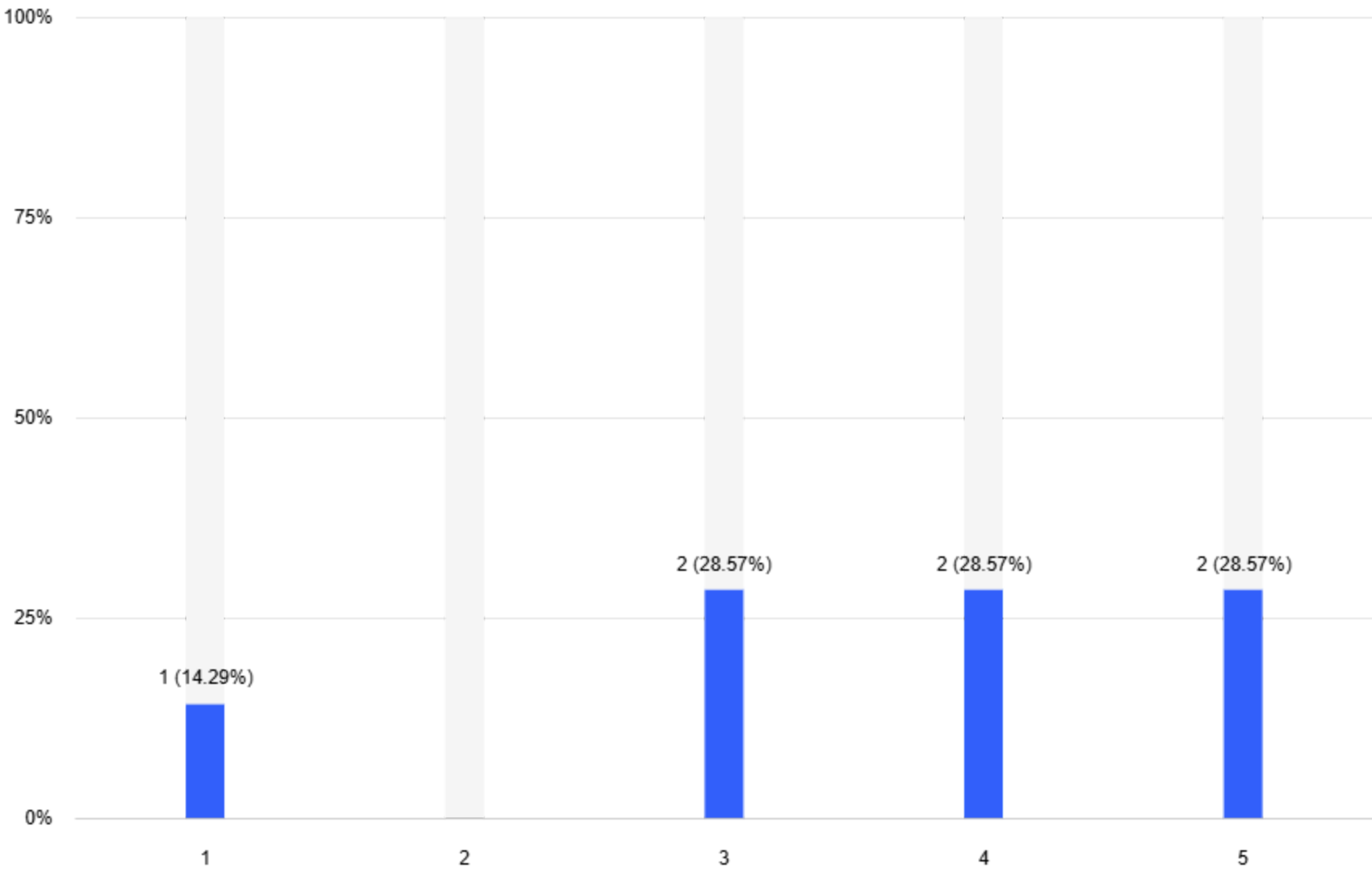
Rental Rehab



Fair Housing Staff Training



Public Facilities



Based on your experience, please rank the programs by their quality of impact on the community **not by quantity.



In your experience, what are the strongest aspects of the program(s)?

1. The strongest aspects of the programs is the staff that administers the programs. After that it would be our
2. Helping those in need when the requirements are met.
3. I would say the ability to directly help residents is the strongest aspect of the program. Directly offering aid, money, repairs, etc.
4. not clear on all programs.
5. Assisting residents with life changing repairs
6. That they help low income households in the community with staying in their homes or being able to find homes

What challenges or barriers do you encounter when assisting applicants or administering any program?

1. Gap funding, funding that is unrestricted so we can do more on projects when federal funding is exhausted.
2. The program/funding requirement cannot provide what the homeowner needs.
3. N/A
4. time...

5. Not enough funding.
6. Some applicants are right above the AMI where they are not qualified

Are there areas where applicants' needs are not fully met or programs could do more?

1. Yes, people always ask for window replacements, but this is a service that can become very expensive.
2. Yes. When they live out of the City Limit or their repairs needs are more than what the requirement can cover.
3. I believe if Dev Services had more funding, every current program could do more.
4. what I hear is that individuals want things fixed right away.
5. Programs outside of the City are some what limited.
6. N/A

Do the tools, resources, and support (e.g., application system, funding information, inter-department collaboration) allow you to work effectively?



What changes or improvements would you suggest to better serve applicants and the community?

1. Communication and education regarding resources and tools throughout the community internally and externally.
2. There are still a lot of people who do not know or understand what it is that we do.
3. Having more funding sources that can reach beyond the city limits.
4. The CNS team serves residents well and efficiently.
5. not clear on all programs.
6. N/A

Any additional feedback about the programs or your experience administering them?

1. na
2. N/A
3. no
4. N/A

Are there new programs or services you think the department should consider offering? What?

1. If there were more federal dollars to directly support Muskegon non-profits to address homelessness.
2. Rent grants to stabilize residents that are in danger of losing housing or have none. 1-2 years at minimum.
3. no.

Are there needs in the community that are currently not addressed by any of our programs? Please describe.

1. Homelessness. There should be a fund that expands both of the shelters in the City of Muskegon. I don't believe the City is moving fast enough to address the problem.
2. See above.
3. ask churches.