

LIVABILITY LAB

MUSKEGON COUNTY, MICHIGAN

LL 3.0: Hope. Empower. Act.

***Data Book
100-Day Challenge
2022***

Muskegon 2022 Livability Framework

The Muskegon Livability Framework summarizes the community’s goals related to creating a system that ensures livability for all Muskegon County residents, and was developed through over 450 resident to resident surveys, including 50 spanish language surveys. The **Livability Elements** (in blue) represent what people need to thrive and prosper in Muskegon County. The **Community Conditions** (in orange) represent what needs to be in place across the county to promote the Livability Elements and achieve the Vision. **This document is clickable, to support use and navigation. Please click on elements and conditions below to access local quantitative and qualitative data specific to that area. Each condition sheet also includes a clickable table to contents. Click on the Livability Lab logo at any time to return to this framework.** If you have any questions, please contact Samantha Cornell, Muskegon CHIR Director, scornell@access.health.org.



Livability Elements

<p>Education</p>	<p>Residents of all ages have knowledge and skills needed to thrive.</p>	<p>Metrics to Track Progress on Education:</p> <ul style="list-style-type: none"> ● Kindergarten Readiness ● Reading and Math Proficiency - 3rd Grade ● High School Graduation Rates ● Students Not College Ready ● Bachelor's Degree or Higher ● Adult Illiteracy
<p>Health</p>	<p>Residents are experiencing holistic health and well-being.</p>	<p>Metrics to Track Progress on Health:</p> <ul style="list-style-type: none"> ● Births With Less Than Adequate Prenatal Care ● Low Birth Weights ● Physical Inactivity ● Life Expectancy
<p>Economics</p>	<p>Residents are prospering and financially stable.</p>	<p>Metrics to Track Progress on Economics:</p> <ul style="list-style-type: none"> ● Poverty Rate ● Unemployment ● Asset Limited, Income Constrained Employed (ALICE) ● Median Household Income
<p>Safety and Security</p>	<p>Residents feel safe and secure at all times.</p>	<p>Metrics to Track Progress on Safety and Security:</p> <ul style="list-style-type: none"> ● Youth Safety – School ● Youth Safety – Neighborhood ● Child Abuse ● Adverse Childhood Experiences (ACEs)
<p>Social Connections And Trust</p>	<p>Residents and local settings have relationships that demonstrate a sense of belonging, loyalty, trust and responsibility.</p>	<p>Metrics to Track Progress on Social Connections and Trust:</p> <ul style="list-style-type: none"> ● Youth Receiving Social Support at Home ● Youth Receiving Social Support in Neighborhood ● Adults Receiving Social/Emotional Support ● Activity in Religious Congregation/Community ● Voter Participation Congregation/Community ● Voter Participation

Community Conditions

The Community Conditions and Root Causes below were identified from local conversations with 450+ individuals as well as local and national datasets/reports. Additional details are available in the Community Condition handouts. **These are a starting place and don't include ALL potential root causes.**

 <p>Access to Learning Environments</p>	<p>Goal: High-quality learning environments within local schools, organizations, and families are accessible to all.</p>	<p>Root Causes Getting in the Way of Access to Learning Environments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not enough affordable, quality preschool slots available in the county <input type="checkbox"/> Pandemic-related school closures and virtual learning caused significant disruptions <input type="checkbox"/> Concerns about violence, bullying disrupt learning and cause anxiety <input type="checkbox"/> School of Choice policies unintentionally disadvantage some schools <input type="checkbox"/> Some schools struggle to attract and retain quality, diverse teachers and staff. <input type="checkbox"/> Some education settings not effectively engaging families
 <p>Child, Dependand and Elder Care</p>	<p>Goal: Safe, trusted, affordable, dependable, high-quality child, dependent, and elder care is accessible to all who need it.</p>	<p>Root Causes Getting in the Way of Child, Dependent, and Elder Care:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Some employers lack policies to support workers with children <input type="checkbox"/> Insufficient number of childcare slots, particularly for infants <input type="checkbox"/> Childcare not affordable for many families <input type="checkbox"/> Many seniors need support to live independently
 <p>Health Care Access</p>	<p>Goal: Affordable healthcare supports to meet all physical and behavioral health needs are accessible to all.</p>	<p>Root Causes Getting in the Way of Health Care Access:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Muskegon County lacks healthcare providers, facilities, and staff <input type="checkbox"/> Increased demand for care due to COVID/stress/aging population <input type="checkbox"/> Healthcare/insurance costs cause many people to delay/avoid care <input type="checkbox"/> Lack of trust in the local health system/the medical profession
 <p>Healthy Food</p>	<p>Goal: Affordable, healthy food that meets nutritional needs on a daily basis is accessible to all.</p>	<p>Root Causes Getting in the Way of Healthy Food</p> <ul style="list-style-type: none"> <input type="checkbox"/> Many individuals/families cannot afford a sufficient amount of healthy food <input type="checkbox"/> Some communities lack access to grocery stores/fresh food retailers <input type="checkbox"/> Current eligibility requirements prevent many residents from accessing needed food assistance <input type="checkbox"/> Lack of food literacy prevents healthy eating
 <p>Economic Opportunity</p>	<p>Goal: Local living wage employment opportunities and the means to secure skills and resources for economic and personal growth are accessible to all.</p>	<p>Root Causes Getting in the Way of Economic Opportunity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Many jobs do not provide sufficient income and/or good benefits <input type="checkbox"/> Many people lack the education/training/opportunity to obtain good jobs <input type="checkbox"/> Many people lack the knowledge/support to open/sustain a business <input type="checkbox"/> Economic/pandemic instability is hurting individuals and businesses <input type="checkbox"/> Limited education on financial literacy <input type="checkbox"/> Job demands often conflict with personal values, needs, & opportunities <input type="checkbox"/> Discrimination in the workplace <input type="checkbox"/> Some immigrants lack documentation



Goal: Affordable and dependable transportation is available at the right time and the right place, for all who need it.

Root Causes Getting in the Way of Transportation:

- Lack of transportation options linked to jobs/training/healthcare/food
- Transportation routes do not extend to all of Muskegon County
- Transportation times not meeting the needs of all residents
- High gas/vehicle/repair costs
- Undocumented immigrants cannot obtain a driver's license



Goal: Affordable, safe, and healthy living environments are accessible to all.

Root Causes Getting in the Way of Housing and Utilities:

- Limited supply of safe, affordable housing
- Housing costs and related needs are increasing
- Many residents lack quality/any internet access
- Some populations are particularly vulnerable to becoming/staying homeless
- Some people struggle to qualify for rentals/mortgages
- Some homes are unsafe
- Housing difficulties are intensified by housing market, COVID/other losses



Goal: Vibrant community spaces, high-quality infrastructure, and thriving outdoor landscapes and waterways are accessible and safe for all.

Root Causes Getting in the Way of Neighborhood & Natural Environments

- Some neighborhoods experience high rates of violence and crime
- Some neighborhoods experience blight, poor roads, lack of street lights
- Some neighborhoods lack adequate, informed police presence
- The state of the climate, local environment limits comfort and enjoyment



Goal: The social and emotional needs of all county residents are respected and supported.

Root Causes Getting in the Way of Collective Well-Being:

- Muskegon County is highly segregated
- Hate crimes, racism, and discrimination
- Distrust, political polarization, and eroded civility
- Lack of support from family/friends/community
- Lack of trust in government officials



Goal: Local groups and organizations are meeting resident needs and working together to ensure efforts are coordinated and integrated.

Root Causes Getting in the Way of Countywide Capacity and Alignment:

- Some people have difficulty finding and accessing resources
- Resources are not available for everyone who needs them
- Supports not available in all areas of the county
- Many agencies have staffing problems and capacity issues
- Lack of processes and actions promoting interagency cooperation
- State and federal policies constrain local capacity



EDUCATION

LIVABILITY GOAL:

All residents have the knowledge & skills to thrive

KEY METRICS: HIGH SCHOOL GRADUATION ADULT LITERACY HIGHER EDUCATION READING & MATH PROFICIENCY

HIGHER EDUCATION

Bachelor's Degree or Higher

% of adults age 25+ with a bachelor's degree or higher

30.0% Michigan

19.7% Muskegon County

- 9.6% BLACK/AFRICAN AMERICAN
- 11.9% HISPANIC/LATINX
- 21.6% WHITE

Source: [2020 American Community Survey 5-Year Estimates](#)

ENGLISH* & MATH PROFICIENCY (3rd grade)

% of 3rd grade students scoring "proficient" or "advanced" on M-STEP Statewide Assessment, 2020-21 *English Language Arts (ELA)

Michigan	ELA: 41.6%	MATH: 41.5%
Muskegon County	ELA: 37.0%	MATH: 34.7%

- BLACK/AFRICAN AMERICAN ELA: 12.2% MATH: 13.7%
- HISPANIC/LATINX ELA: 27.2% MATH: 24.1%
- WHITE ELA: 46.2% MATH: 42.9%

Source: [MI School Data](#)

ADULT ILLITERACY

% of residents 16 years or older who function at the lowest literacy level.

18% Muskegon County
Approximately 25,000 adults

Source: [Read Muskegon](#)

HIGH SCHOOL GRADUATION

80.47% Michigan

- 64.71% MUSKEGON HEIGHTS PSA
- 77.14% HOLTON PUBLIC SCHOOLS
- 80.62% OAKRIDGE PUBLIC SCHOOLS
- 95.12% NORTH MUSKEGON PUBLIC SCHOOLS

Source: [The Center for Educational Performance and Information, MI School Data \(2020-21\)](#)



Education



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Community Conditions and Root Causes Related to Education

The Community Conditions and Root Causes listed below were identified from local conversations with 450+ individuals as well as local and national datasets/reports. Additional details are available in the individual Community Condition handouts. **These lists are a starting place and do not include ALL potential root causes.**

<p>Access to Learning Environments Goal: Affordable healthcare supports to meet all physical and behavioral health needs are accessible to all.</p>	<p>Countywide Capacity and Alignment Goal: Local groups and organizations are meeting resident needs and working together to ensure efforts are coordinated and integrated.</p>
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<p>Transportation Goal: Affordable healthcare supports to meet all physical and behavioral health needs are accessible to all.</p>	
<p>Root Causes Getting in the Way of Transportation:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Lack of transportation options linked to jobs/training/healthcare/food <input type="checkbox"/> Transportation routes do not extend to all of Muskegon County <input type="checkbox"/> Transportation times not meeting the needs of all residents <input type="checkbox"/> High gas/vehicle/repair costs <input type="checkbox"/> Undocumented immigrants cannot obtain a driver's license 	



HEALTH

LIVABILITY GOAL:

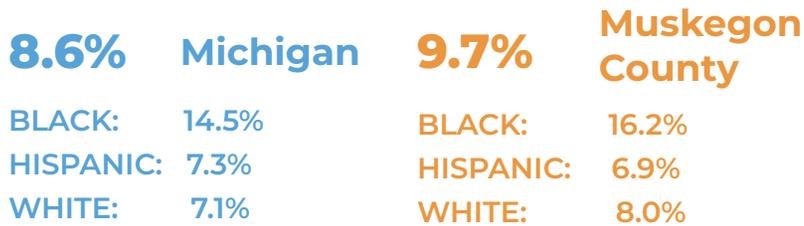
Residents are experiencing holistic health & wellbeing

KEY METRICS: PHYSICAL ACTIVITY ♦ PRENATAL CARE ♦ BIRTH WEIGHT ♦ LIFE EXPECTANCY

LOW BIRTH WEIGHT

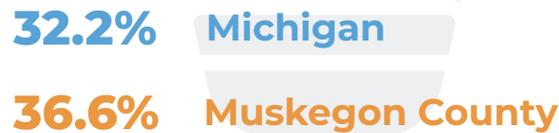
% of live births with low birth weight (< 2,500 grams)

Source: University of Wisconsin Population Health Institute, County Health Rankings. 2014-2020.



BIRTHS WITH LESS THAN ADEQUATE PRENATAL CARE

Measured by the month care began, number of prenatal visits, and length of pregnancy



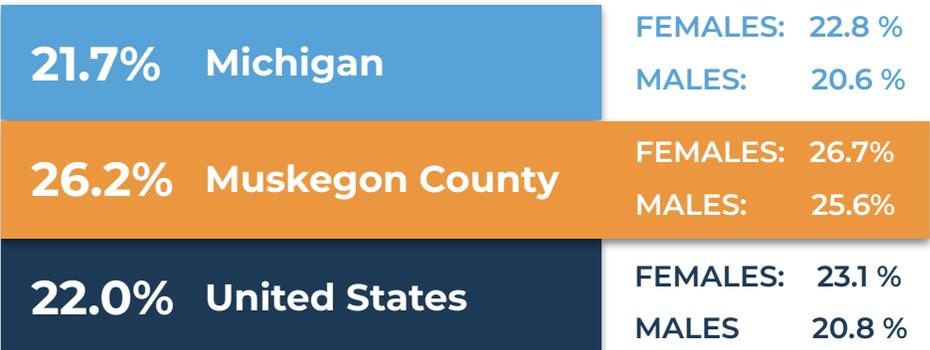
Source: Michigan Department of Health and Human Services, Division for Vital Records & Health Statistics, reported in Kids Count, 2020.

PHYSICAL INACTIVITY

% of adults who self-report no leisure time for physical activity



Centers for Disease Control & Prevention, Ntl Center for Chronic Disease Prevention & Health Promotion, 2019



LIFE EXPECTANCY

Average number of years a person can be expected to live

Source: www.countyhealthrankings.org (Files: 2018-20)



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Community Conditions and Root Causes Related to Health

The Community Conditions and Root Causes listed below were identified from local conversations with 400+ individuals as well as local and national datasets/reports. Additional details are available in the individual Community Condition handouts. **These lists are a starting place and do not include ALL potential root causes.**

<p>Health Care Access Goal: Affordable healthcare supports to meet all physical and behavioral health needs are accessible to all.</p>	<p>Collective Well-Being Goal: The social and emotional needs of all county residents are respected and supported.</p>
<p>Root Causes Getting in the Way of Health Care Access:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Muskegon County lacks healthcare providers, facilities, and staff <input type="checkbox"/> Increased demand for care due to COVID/stress/aging population <input type="checkbox"/> Healthcare/insurance costs cause many people to delay/avoid care <input type="checkbox"/> Lack of trust in the local health system/the medical profession 	<p>Root Causes Getting in the Way of Collective Well-Being:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Muskegon County is highly segregated <input type="checkbox"/> Hate crimes, racism, and discrimination <input type="checkbox"/> Distrust, political polarization, and eroded civility <input type="checkbox"/> Lack of support from family/friends/community <input type="checkbox"/> Lack of trust in government officials
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ECONOMICS

LIVABILITY GOAL:

Residents are prosperous and financially stable

KEY METRICS: POVERTY ♦ UNEMPLOYMENT ♦ ALICE HOUSEHOLDS ♦ MEDIAN HOUSEHOLD INCOME

UNEMPLOYMENT

% of people who are not working but are willing and able to do so

Source: Michigan Department Technology, Management & Budget, August 2022

4.0% Michigan

5.7% Muskegon County

3.8% United States



ASSET-LIMITED, INCOME-CONSTRAINED EMPLOYED (ALICE)

% of single adults or working families who are struggling to make ends meet. ALICE households earn just above the Federal Poverty Level. For a single adult, the threshold is \$23,400; for a family of 4, it is \$60,100.

Population living below the ALICE threshold:

38% Michigan

43% Muskegon County

70% MUSKEGON HEIGHTS

65% CITY OF MUSKEGON

28% NORTH MUSKEGON

Source: ALICE Threshold, 2019

MEDIAN HOUSEHOLD INCOME

The median household income divides income distribution into two equal groups: Half with an income below the median and half with an income above it

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates. S1903

\$59,234 Michigan

\$53,478 Muskegon County

\$30,806 BLACK/ AFRICAN AMERICAN

\$54,104 HISPANIC/ LATINX

\$57,715 WHITE

POVERTY RATE

% of people living in households with an income at or below the Federal Poverty Level (\$11,770 for individual or \$24,250 for a family of 4).

Source: US Census Bureau, American Community Survey. 2016-20

13.7% Michigan

27.5% BLACK/ AFRICAN AMERICAN

20.7% HISPANIC/LATINX

10.9% WHITE

14.1% Muskegon County

31.6% BLACK/AFRICAN AMERICAN

18.1% HISPANIC/LATINX

10.8% WHITE



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Community Conditions and Root Causes Related to Economics

The Community Conditions and Root Causes listed below were identified from local conversations with 450+ individuals as well as local and national datasets/reports. Additional details are available in the individual Community Condition handouts. **These lists are a starting place and do not include ALL potential root causes.**

<p>Economic Opportunity Goal: Local living wage employment opportunities and the means to secure skills and resources for economic and personal growth are accessible to all.</p> <p>Root Causes Getting in the Way of Economic Opportunity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Many jobs do not provide sufficient income and/or good benefits <input type="checkbox"/> Many people lack the education/training/opportunity to obtain good jobs <input type="checkbox"/> Many people lack the knowledge/support to open/sustain a business <input type="checkbox"/> Economic/pandemic instability is hurting individuals and businesses <input type="checkbox"/> Limited education on financial literacy <input type="checkbox"/> Job demands often conflict with personal values, needs, & opportunities <input type="checkbox"/> Discrimination in the workplace <input type="checkbox"/> Some immigrants lack documentation 	<p>Child, Dependent, and Elder Care Goal: Safe, trusted, affordable, dependable, high-quality child, dependent, and elder care is accessible to all who need it.</p> <p>Root Causes Getting in the Way of Child, Dependent, and Elder Care:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Some employers lack policies to support workers with children <input type="checkbox"/> Insufficient number of childcare slots, particularly for infants <input type="checkbox"/> Childcare not affordable for many families <input type="checkbox"/> Many seniors need support to live independently
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SAFETY & SECURITY

LIVABILITY GOAL:

Residents feel safe & secure at all times

KEY METRICS: YOUTH SAFETY - SCHOOL & NEIGHBORHOOD ✦ CHILD ABUSE ✦ ADVERSE CHILD EXPERIENCES

YOUTH SAFETY - SCHOOL

% of high school students who reported feeling unsafe or very unsafe at school

Source: Michigan Profile for Healthy Youth

6.6% Muskegon County

5.2% BLACK/ AFRICAN AMERICAN

9.9% HISPANIC/LATINX

5.7% WHITE

ADVERSE CHILDHOOD EXPERIENCES (ACEs)

% of adults experiencing 4 or more ACEs, which include the following:

- Physical abuse or neglect
- Emotional abuse or neglect
- Sexual abuse
- Exposure to domestic violence
- Household substance abuse
- Household mental illness
- Parental separation or divorce
- Incarcerated household members

14.3%

United States

31.4%

Muskegon County

Source: 2016 ACEs Muskegon Community Report, HealthWest

YOUTH SAFETY - NEIGHBORHOOD

% of high school students who reported feeling unsafe or very unsafe in their neighborhood

Source: Michigan Profile for Healthy Youth

3.9% Muskegon County

3.6% BLACK/ AFRICAN AMERICAN

3.9% HISPANIC/LATINX

3.5% WHITE



CHILD ABUSE

Confirmed victims of child abuse/neglect, ages 0-17, in 2021

12.1 per 1,000

Michigan

20.3 per 1,000

Muskegon County

800 total

Source: Michigan Department of Health and Human Services, Children's Protective Services, reported in Kids Count, 2021.



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Community Conditions and Root Causes Related to Safety & Security

The Community Conditions and Root Causes listed below were identified from local conversations with 400+ individuals as well as local and national datasets/reports. Additional details are available in the individual Community Condition handouts. **These lists are a starting place and do not include ALL potential root causes.**

<p>Neighborhood & Natural Environments Goal: Vibrant community spaces, high-quality infrastructure, and thriving outdoor landscapes and waterways are accessible and safe for all.</p>	<p>Collective Well-Being Goal: The social and emotional needs of all county residents are respected and supported.</p>
<p>Root Causes Getting in the Way of Neighborhood & Natural Environments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Some neighborhoods experience high rates of violence and crime <input type="checkbox"/> Some neighborhoods experience blight, poor roads, lack of street lights <input type="checkbox"/> Some neighborhoods lack adequate, informed police presence <input type="checkbox"/> The state of the climate, local environment limits comfort and enjoyment 	<p>Root Causes Getting in the Way of Collective Well-Being:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Muskegon County is highly segregated <input type="checkbox"/> Hate crimes, racism, and discrimination <input type="checkbox"/> Distrust, political polarization, and eroded civility <input type="checkbox"/> Lack of support from family/friends/community <input type="checkbox"/> Lack of trust in government officials
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SOCIAL CONNECTION AND TRUST

LIVABILITY GOAL:

Residents have relationships that demonstrate a sense of belonging, loyalty, trust & responsibility

KEY METRICS:

YOUTH SOCIAL SUPPORT (neighborhood) ✦

YOUTH SOCIAL SUPPORT (home) ✦

VOTER PARTICIPATION ✦

SOCIAL/EMOTIONAL SUPPORT (adults) ✦

ADULTS RECEIVING SOCIAL/EMOTIONAL SUPPORT

% of adults who report receiving support they need all or most of the time. *Source: CDC National Health Interview Survey, 2020*

77.5% United States

78.6% ADULTS WITHOUT DISABILITY

65.5% ADULTS WITH DISABILITY

YOUTH RECEIVING SOCIAL SUPPORT

In the Neighborhood

% of high school students who know adults in the neighborhood they could talk to about something important

45.4%

Muskegon County

39.5% BLACK/AFRICAN AMERICAN

32.6% HISPANIC/LATINX

49.7% WHITE

VOTER PARTICIPATION

% of the adult population who voted in the 2020 national elections

73.9% Michigan

70.3% Muskegon County

Data Source: Townhall.com Election Results, 2020



At Home

% of high school students who could ask their mom or dad for help with personal problems

76.2%

Muskegon County

73.9% BLACK/AFRICAN AMERICAN

70.9% HISPANIC/LATINX

79.1% WHITE

Source: Michigan Profile for Healthy Youth, 2021-2022.



Education



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Muskegon **CHIR**

LIVABILITY LAB

Community Conditions and Root Causes Related to Social Connections & Trust

The Community Conditions and Root Causes listed below were identified from local conversations with 400+ individuals as well as local and national datasets/reports. Additional details are available in the individual Community Condition handouts. **These lists are a starting place and do not include ALL potential root causes.**

<p>Neighborhood & Natural Environments Goal: Vibrant community spaces, high-quality infrastructure, and thriving outdoor landscapes and waterways are accessible and safe for all.</p>	<p>Collective Well-Being Goal: The social and emotional needs of all county residents are respected and supported.</p>
<p>Root Causes Getting in the Way of Neighborhood & Natural Environments</p> <ul style="list-style-type: none"> <input type="checkbox"/> Some neighborhoods experience high rates of violence and crime <input type="checkbox"/> Some neighborhoods experience blight, poor roads, lack of street lights <input type="checkbox"/> Some neighborhoods lack adequate, informed police presence <input type="checkbox"/> The state of the climate, local environment limits comfort and enjoyment 	<p>Root Causes Getting in the Way of Collective Well-Being:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Muskegon County is highly segregated <input type="checkbox"/> Hate crimes, racism, and discrimination <input type="checkbox"/> Distrust, political polarization, and eroded civility <input type="checkbox"/> Lack of support from family/friends/community <input type="checkbox"/> Lack of trust in government officials
<p>Housing & Utilities Goal: Vibrant community spaces, high-quality infrastructure, and thriving outdoor landscapes and waterways are accessible and safe for all.</p>	<p>Countywide Capacity & Alignment Goal: Local groups and organizations are meeting resident needs and working together to ensure efforts are coordinated and integrated.</p>
<p>Root Causes Getting in the Way of Housing and Utilities:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Limited supply of safe, affordable housing <input type="checkbox"/> Housing costs and related needs are increasing <input type="checkbox"/> Many residents lack quality/any internet access <input type="checkbox"/> Some populations are particularly vulnerable to becoming/staying homeless <input type="checkbox"/> Some people struggle to qualify for rentals/mortgages <input type="checkbox"/> Some homes are unsafe <input type="checkbox"/> Housing difficulties are intensified by housing market, COVID/other losses 	<p>Root Causes Getting in the Way of Countywide Capacity and Alignment:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Some people have difficulty finding and accessing resources <input type="checkbox"/> Resources are not available for everyone who needs them <input type="checkbox"/> Supports not available in all areas of the county <input type="checkbox"/> Many agencies have staffing problems and capacity issues <input type="checkbox"/> Lack of processes and actions promoting interagency cooperation <input type="checkbox"/> State and federal policies constrain local capacity
<p>Health Care Access Goal: Affordable healthcare supports to meet all physical and behavioral health needs are accessible to all.</p>	
<p>Root Causes Getting in the Way of Health Care Access:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Muskegon County lacks healthcare providers, facilities, and staff <input type="checkbox"/> Increased demand for care due to COVID/stress/aging population <input type="checkbox"/> Healthcare/insurance costs cause many people to delay/avoid care <input type="checkbox"/> Lack of trust in the local health system/the medical profession 	

Community Condition: Access to Learning Environments
Goal: High-quality learning environments within local schools, organizations, and families are accessible to all.

<p><i>"Socialization skills and academic skills in young people have decreased significantly."</i> - Local Agency</p>	<p><i>Dream: "I want to become a school teacher. My personal choice is early childhood."</i></p> <p><i>Barrier: "The cost of education." - Resident</i></p>	<p><i>"Helping students with school lessons that are far behind in their learning due to the ... shut down in person learning."</i> - Resident"</p>
<p><i>Demands of raising a child with special needs and not having the financial means to pay for it. Access to the education they need is not even available in our community."</i> - Resident</p>	<p><i>Dream: "To continue my education to pave the way for me and my son. To show my son that it's okay to go to school to get an education."</i> - Resident</p>	<p><i>"I have always been and grow increasingly more concerned about the divide that is accentuated by so many school districts in one county. Education equity suffers, as well as a countywide spirit of unity." - Local Educator</i></p>

The following summarizes data about the root causes getting in the way of countywide capacity and alignment in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Access to High-Quality Educational Opportunities

Root Cause: Not enough affordable, quality preschool slots available in county	2
Root Cause: Pandemic-related school closures and virtual learning caused significant disruptions.	4
Root Cause: Concerns about violence, bullying disrupt learning and cause anxiety	7
Root Cause: School of Choice policies unintentionally disadvantage some schools	8
Root Cause: Some schools struggle to attract and retain quality, diverse teachers and staff	8
Root Cause: Some education settings not effectively engaging families	9

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Root Cause: Not enough affordable, quality preschool slots available in county

What People in Muskegon County Are Saying:

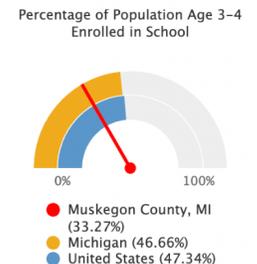
- *“Socialization skills and academic skills in young people have decreased significantly.” - Local Agency*
- *“Dream: “I want to become a school teacher. My personal choice is early childhood.”*
- *Barrier: “The cost of education.” - Resident*

Children Ages 3-4 Enrolled in School

According to US Census Bureau American Community Survey data, the percentage of children ages 3-4 who are enrolled in preschool in Muskegon County is over 10% lower than state and national levels. This is important because children who participate in high-quality preschool programs are more likely to be socially and cognitively ready for kindergarten.

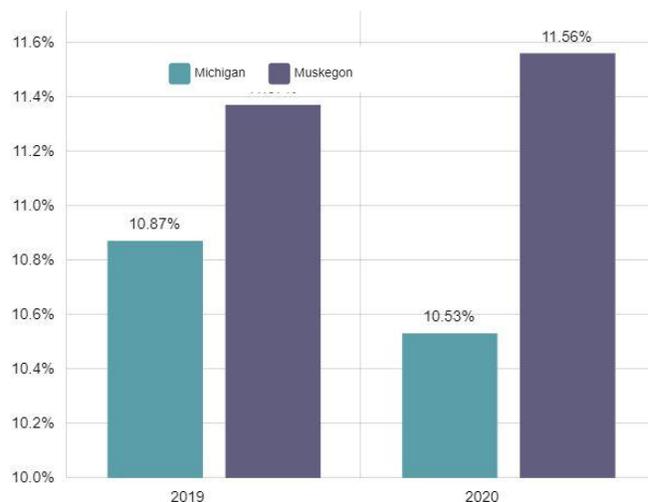
“Research shows that 80 percent of a child’s brain development occurs within the first 1,000 days of life – making those three years important for lifelong health, learning, and success.” - [University of Minnesota](#)

Report Area	Population Age 3-4	Population Age 3-4 Enrolled in School	Population Age 3-4 Enrolled in School, Percent
Muskegon County, MI	4,620	1,537	33.27%
Michigan	235,015	109,662	46.66%
United States	8,156,714	3,861,717	47.34%



Note: This indicator is compared to the state average.
Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract → [Show more details](#)

Children Born to Mothers without GED or Diploma

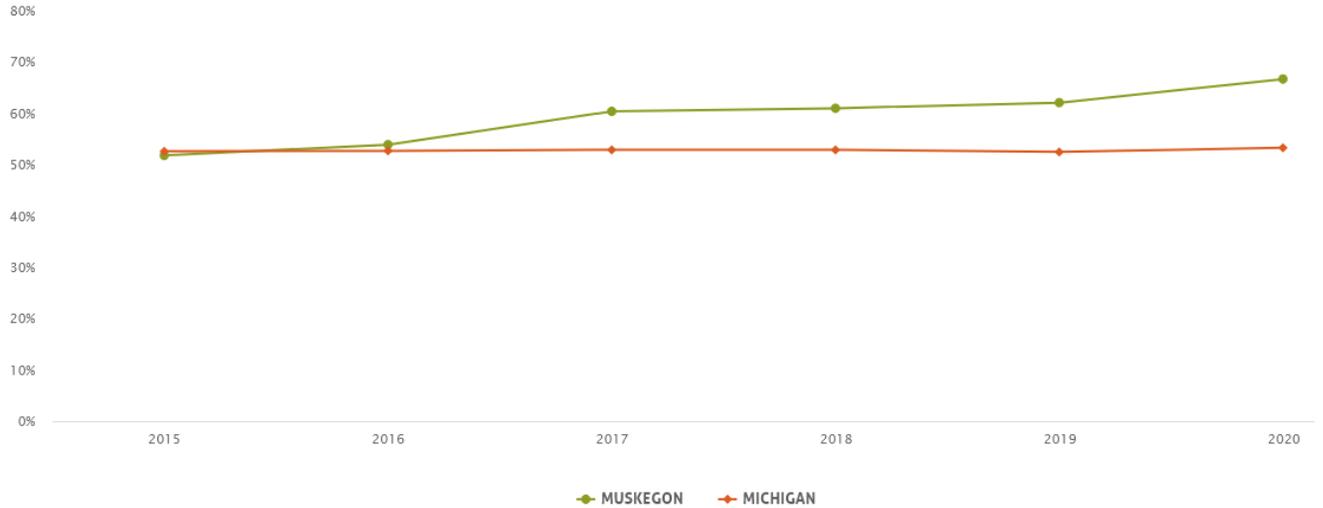


A mother’s education level is a key predictor of a child’s academic success. ([University of Michigan](#)).

Source: Michigan Department of Health and Human Services, Division for Vital Records and Health Statistics

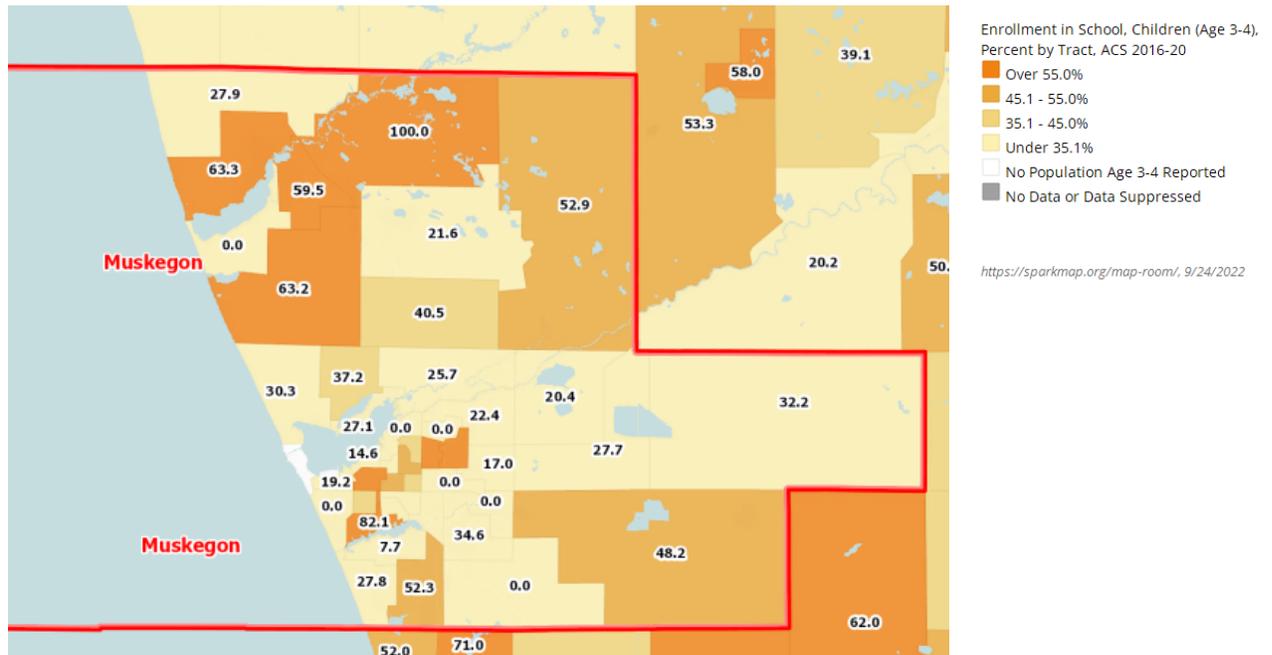
Children Ages 3-4 NOT in Preschool (Percent): 2015-2020

According to the KIDS COUNT Data Center, the percentage of Muskegon County children ages 3-4 enrolled in preschool has been declining every year since 2015. The chart below shows the percentage of children who are not in preschool.



The Annie E. Casey Foundation, KIDS COUNT Data Center, datacenter.kidscount.org

Muskegon County Enrollment in School, Children Ages 3-4, by census tract



[US Census Bureau American Community Survey data \(2016-20\)](#)

Root Cause: Pandemic-related school closures and virtual learning caused significant disruptions.

- *“More often than not my children were told their grades don't matter. I have struggled with countering that language to push my children to still work hard and learn.” - Parent*
- *A new challenge experienced in the past three years is: “Helping students with school lessons that are far behind in their learning due to the decision to shut down in person learning for far too long of time.” - Resident*
- *“Schools closed and life became unmanageable.” - Parent*
- *“I am afraid if COVID returns and schools close, my children will not be okay and I will have to stop working again. I never stop worrying.” - Parent*
- *“Online school sucks.” - High School Student*
- *“Due to closed schools and online learning, I feel like both of my kids are behind.” - Parent*
- *The school has been very supportive of our children, but when COVID closed schools, my children lost academic skills.” - Parent*

By the end of the 2020–21 school year, students were on average five months behind in math and four months behind in reading.

Cumulative months of unfinished learning due to the pandemic by type of school, grades 1 through 6

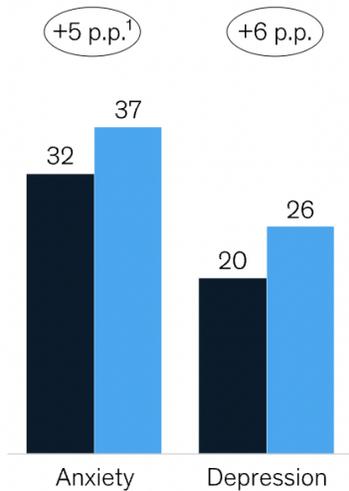
Learning gap	By race		By income		By location	
	Schools that are majority . . .		Household average, per school		School site	
Math 5 months behind 	Black	6	<\$25K	7	City	5
	Hispanic	6	\$25K–\$75K	5	Suburb ¹	5
	White	4	>\$75K	4	Rural	4
Reading 4 months behind 	Black	6	<\$25K	6	City	4
	Hispanic	5	\$25K–\$75K	4	Suburb ¹	4
	White	3	>\$75K	3	Rural	3

¹Town or suburb.

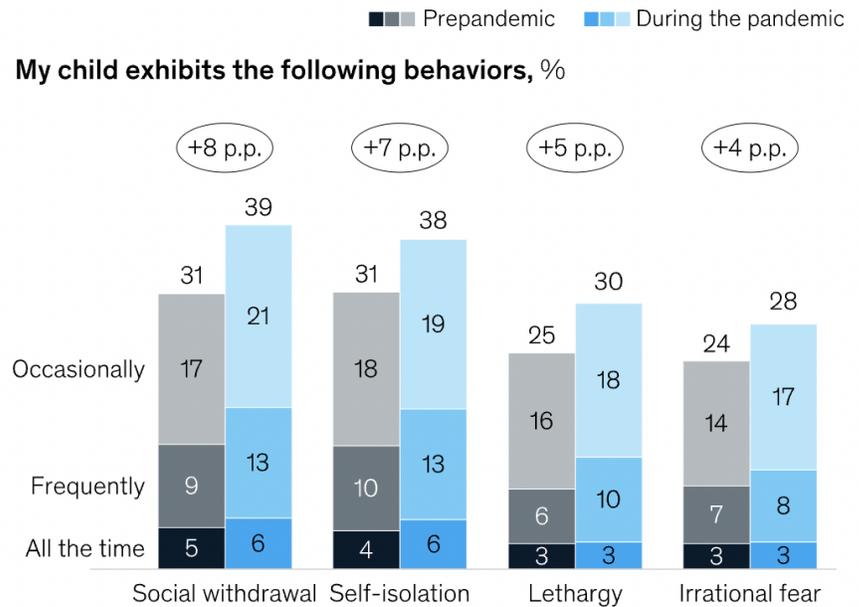
Source: COVID-19 and education: The lingering effects of unfinished learning, McKinsey & Company
Data Source: Curriculum Associates i-Ready assessment data

Parents reported increases in mental health conditions and concerning behaviors in their children.

My child suffers from the following conditions, %



My child exhibits the following behaviors, %

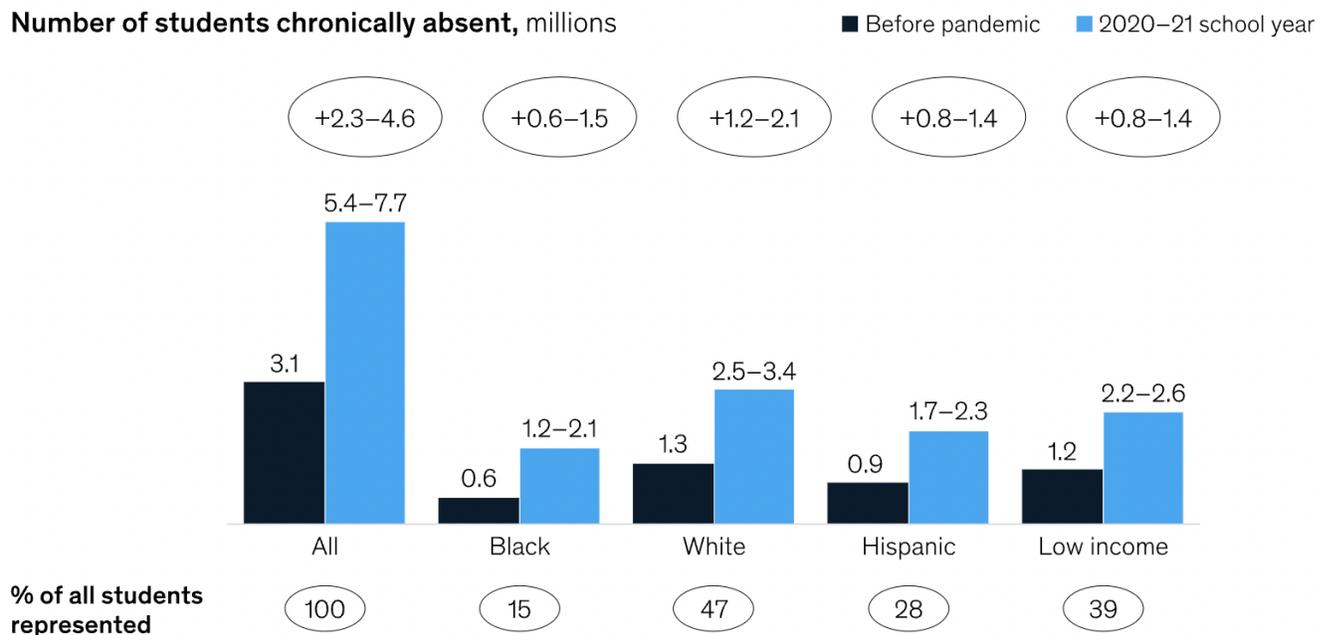


Note: Figures may not sum to totals, because of rounding.
¹Percentage points.
 Source: McKinsey survey of 16,370 parents across all 50 states

[Source: COVID-19 and education: The lingering effects of unfinished learning, McKinsey & Company](#)

Absenteeism among students in eighth through 12th grade increased significantly during the pandemic.

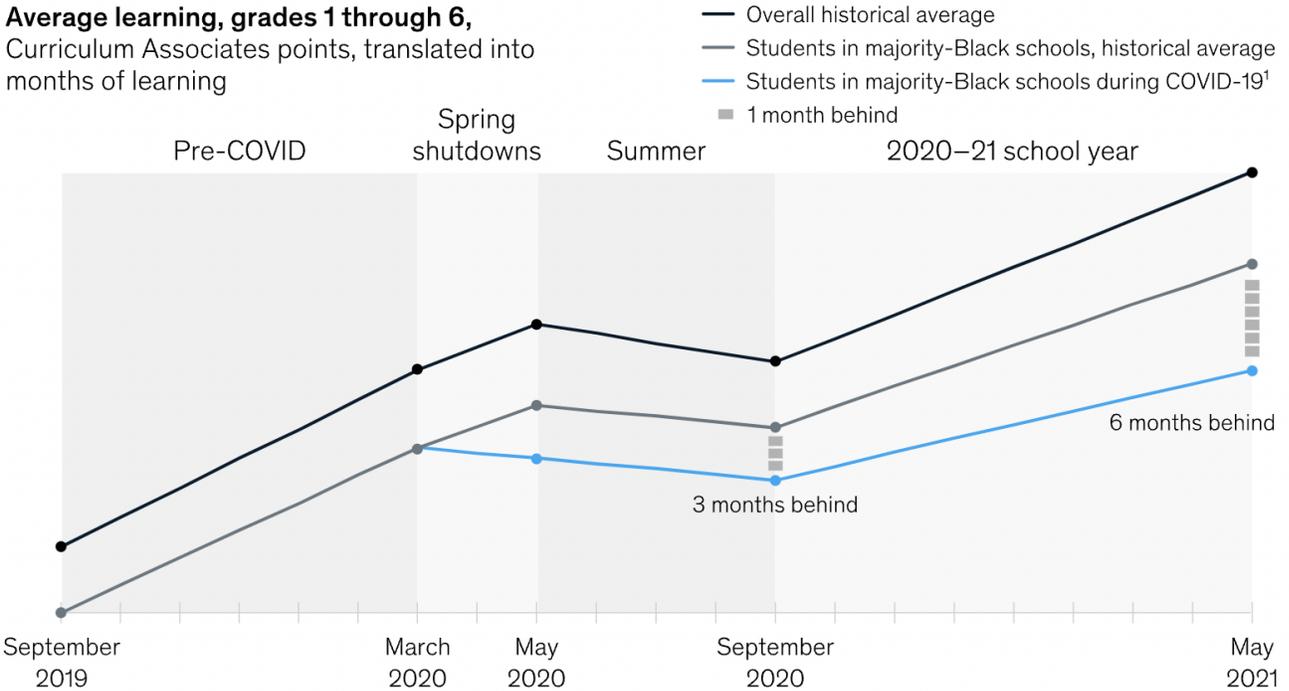
Number of students chronically absent, millions



[Source: COVID-19 and education: The lingering effects of unfinished learning, McKinsey & Company](#)

Unfinished learning through the pandemic exacerbates historical inequities, especially for Black students.

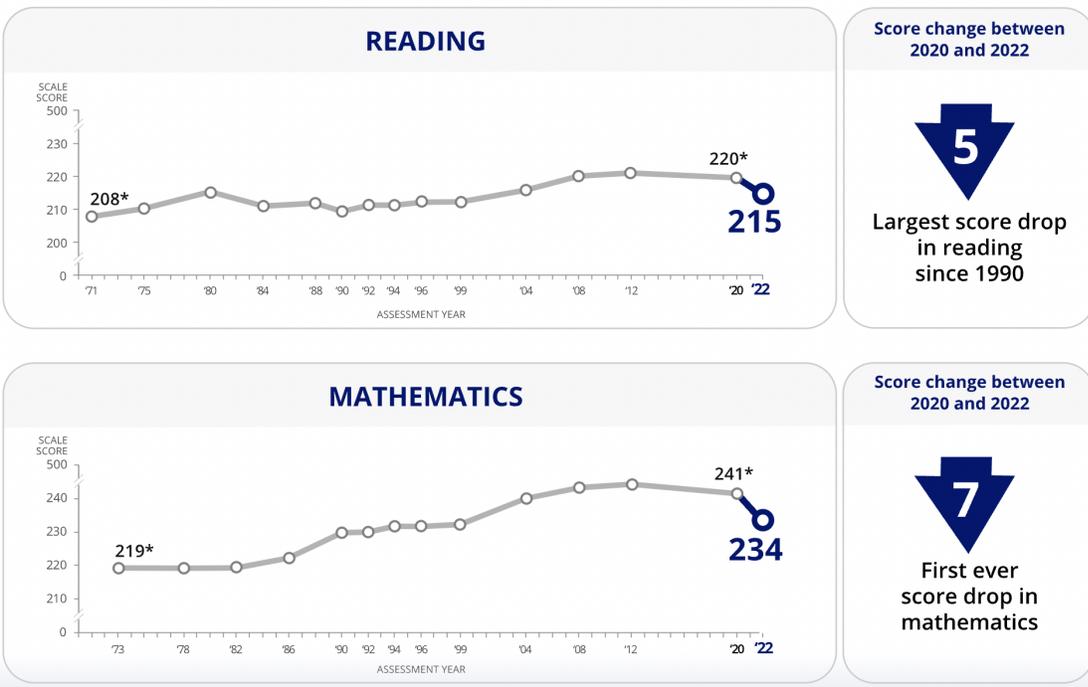
Average learning, grades 1 through 6,
Curriculum Associates points, translated into
months of learning



¹Average fall 2020 achievement and learning loss represents schools with students who are >50% Black, Indigenous, and people of color because there were not enough majority-Black schools that had in-school assessments; average spring 2020 achievement and learning loss represents schools with >50% Black enrollment.

Source: COVID-19 and education: The lingering effects of unfinished learning, McKinsey & Company
Data Source: Curriculum Associates i-Ready assessment data

Reading and mathematics scores decline during COVID-19 pandemic



Source: [National Center for Education Statistics Long Term Trend Assessment \(2022\)](#)

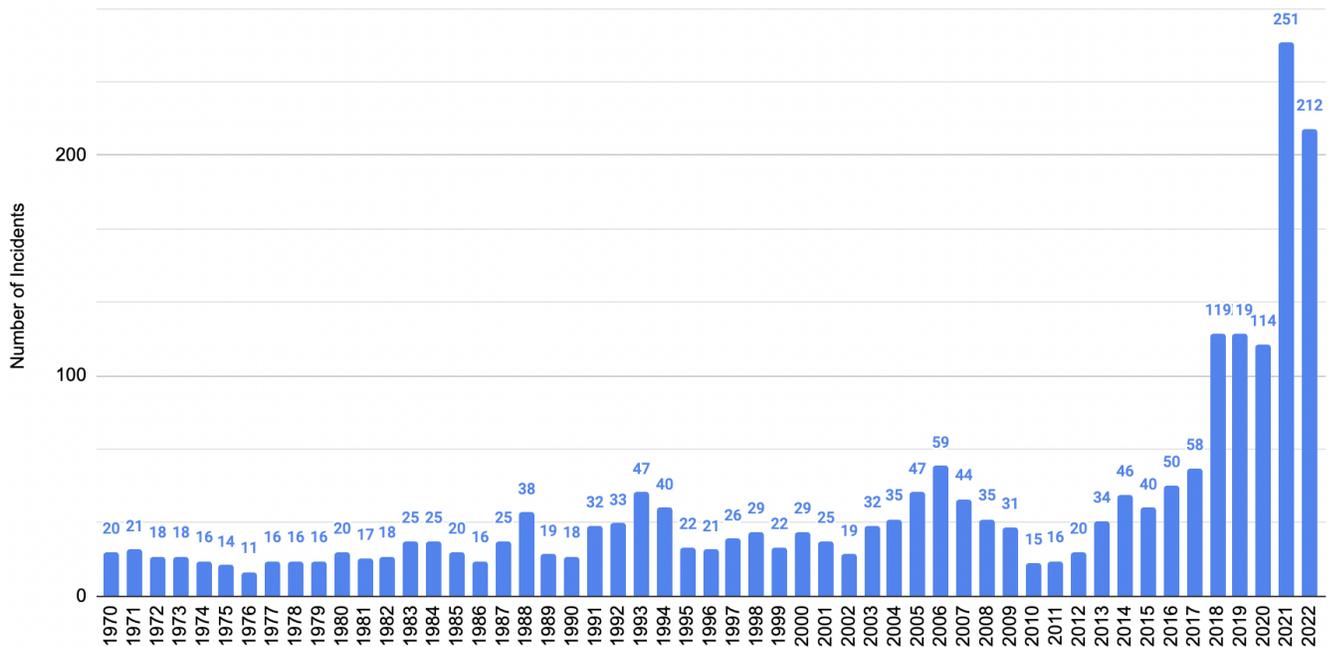
Root Cause: Concerns about violence, bullying disrupt learning and cause anxiety

What People in Muskegon County Are Saying:

"Will our children be safe at school?" - Resident

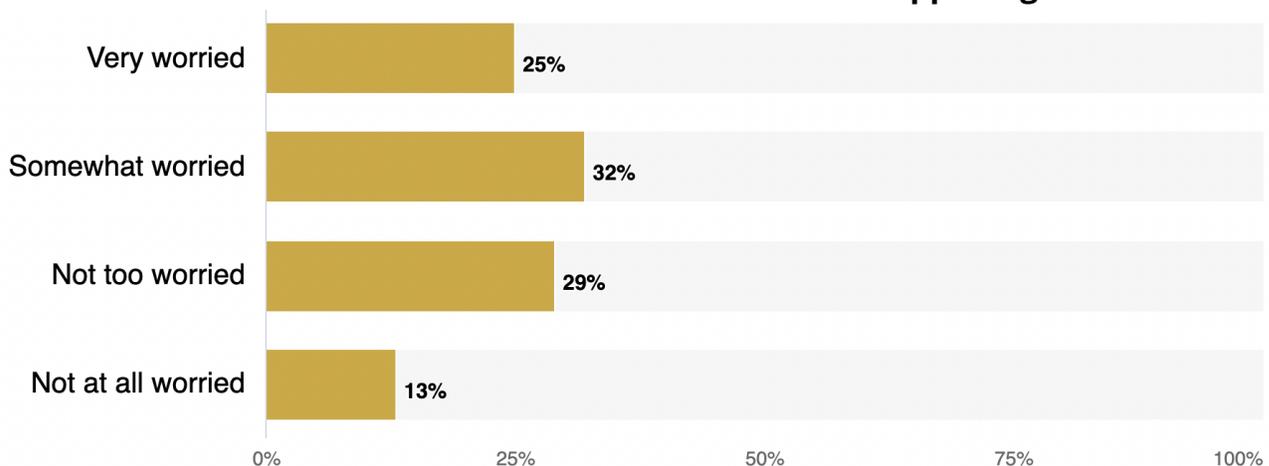
For data on school violence trends and impact, we look nationally. First, we see that the number of school shootings has been steadily increasing since 2010. (note that 2022 data is incomplete).

National Look: Number of K-12 School Shooting Incidents, by year (1970 - 2022)



Source: K-12 School Shooting Database (Sept. 2022)

National Look: How Worried are Students (13-17) about the possibility of a shooting happening at their school?



Source: Pew Research Center for the People & the Press

Root Cause: School of Choice policies unintentionally disadvantage some schools

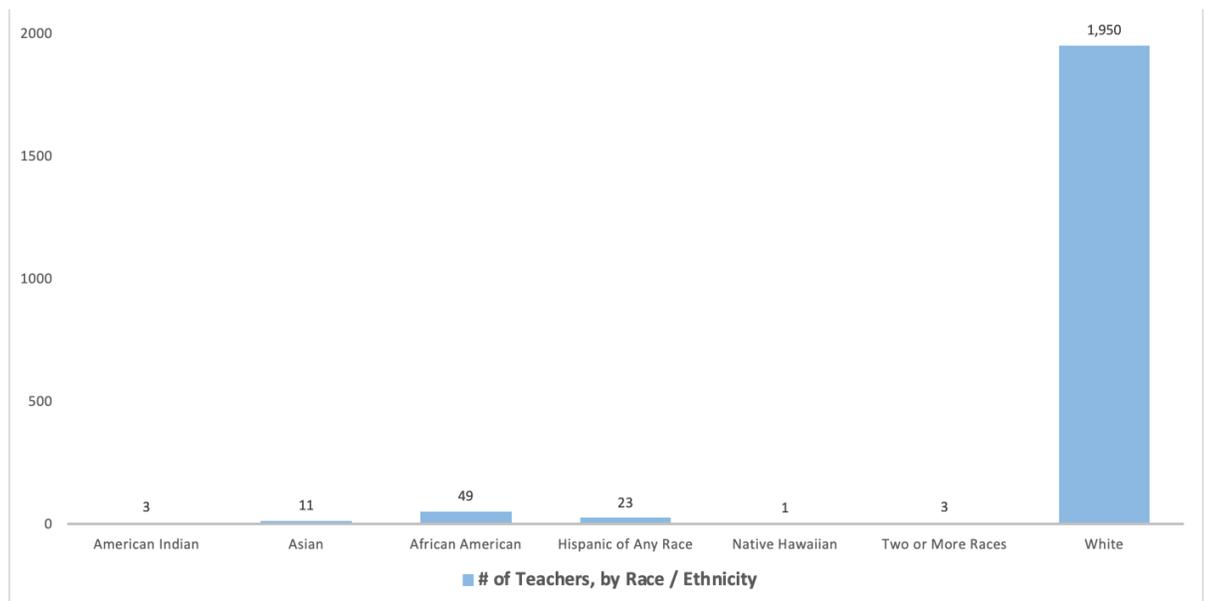
- *“I worry about the impact of school of choice has on families who cannot transport their student out of district. Our most vulnerable families are being left behind in some of our least-resourced schools. As students leave, funding decreases, and the gap widens. By solving the problem for some, we’re increasing the problem for others.” - Parent*
- *“When students leave schools with funding challenges to go to schools with more resources, the schools with funding challenges lose even more funding, because school funding is tied to enrollment.” - Teacher*

Root Cause: Some schools struggle to attract and retain quality, diverse teachers and staff

What People in Muskegon County Are Saying:

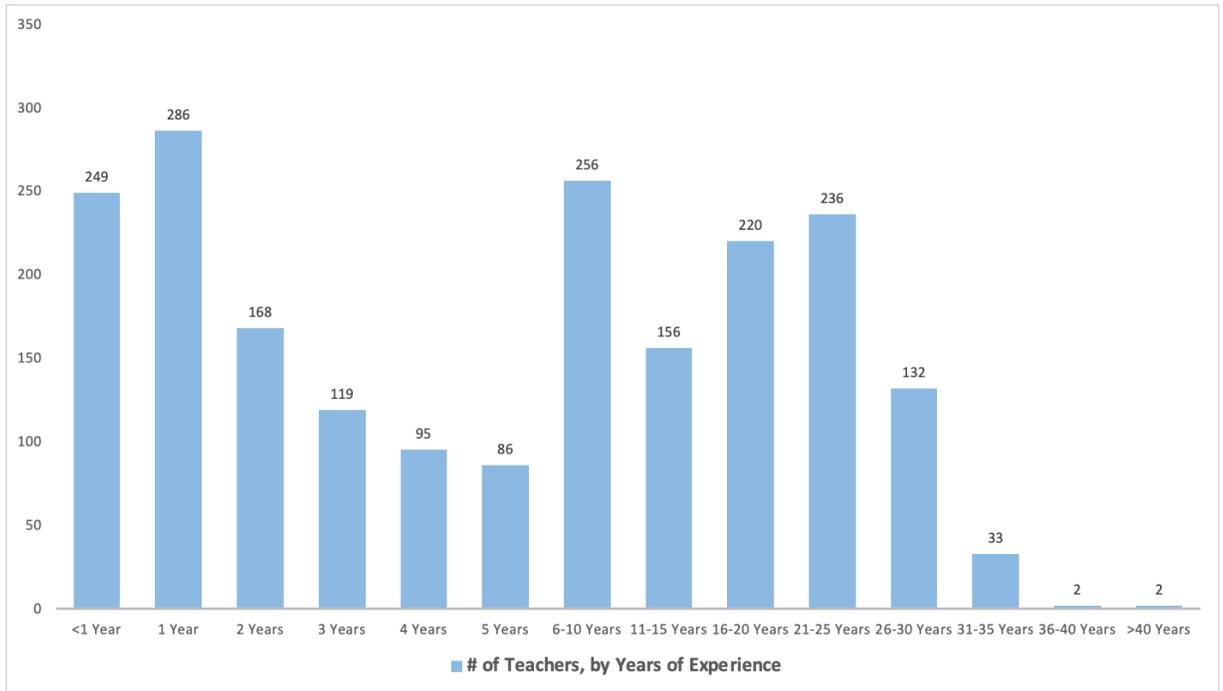
- *“Many professions have taken a beating, Education being one of them. Staff are stressed, stretched and ready for a bright spot.” - Local Educator*
- *“School teachers don't have enough resources.” - Resident*
- *“Wages in Education are not amazing. It’s a living wage, but not amazing.” - Local Educator*

Teacher Diversity: Number of Teachers, by Race and Ethnicity, in Muskegon Area Intermediate School Districts Schools (2020-21 School Year)



Source: MI School Data, 2022

Teacher Longevity: Number of Teachers, by Years of Teaching Experience, in Muskegon Area Intermediate School Districts Schools (2020-21 School Year)

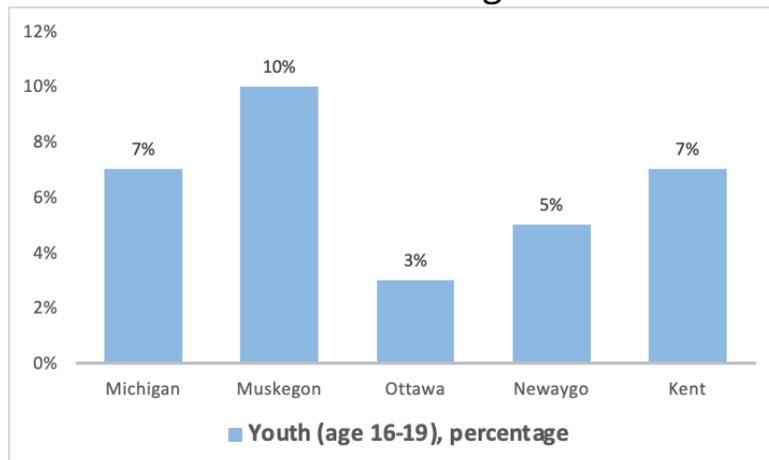


Source: MI School Data, 2022

Root Cause: Some education settings not effectively engaging families

- *“We are raising/parenting our grandchild. We are in our 70s. School has not been supportive of us.” - Resident*
- *Demands of raising a child with special needs and not having the financial means to pay for it. Access to the education they need is not even available in our community.” - Parent*

Disconnected Youth: Youth Ages 16-19 not Enrolled in School or Working



Several studies have shown that disconnected youth have a disproportionate share of related health problems including chronic unemployment, poverty, mental health disorders, criminal behaviors, incarceration, poor health, and early mortality.

US Census Bureau American Community Survey data (2016-20)

Appendix

Hopes

- *"I hope to become an elementary teacher in the next year. I hope to have a great income so that I'm living free for my family." - Resident*
- *"For my family to be happy, healthy and safe. For my kids to have the means to pursue their dreams" - Resident*
- *"To have my son graduate from high school." - Resident*
- *"To create a better living for my kids: safe environment, better education, thriving community." - Resident*
- *"The usual dreams of health and happiness, meaningful employment, good environment, safe neighborhood, quality schools, a community that takes care of all of its members." - Resident*
- *"A safe place for my grandchildren to learn and grow." - Senior resident*

Bright Spots

- *"Great schools and community partnerships." - Resident*
- *"Headstart really supported me as a single mother." - Resident*
- *"Our school community and parents." - Resident*
- *"The school has been very supportive of our children." - Resident*
- *"The other parents from school and sports teams." - Resident*
- *"Good schools with challenging curriculums." - Resident*

Community Condition: Child, Dependent, & Elder Care
Goal: Safe, trusted, affordable, dependable, high quality child/dependent care is accessible to all who need it.

"I have given birth twice in the past three years. Childcare concerns (price, location) also accessibility and availability have all become barriers."
- Resident

"Our grandchildren are always in flux about daycare."
- Senior resident

Hope: *"To be able to live comfortably. Special needs programs and childcare/daycare for kids and the elderly."* - Resident

"I want to work outside the home, but I have had to quit two different jobs when our sitter quit." - Resident

"Unable to work because of the high cost of childcare."
- Resident

Bright Spot: *"My family and my employer, who allowed me to bring my young daughter to work on a regular basis during COVID when there was NO daycare available."* - Resident

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

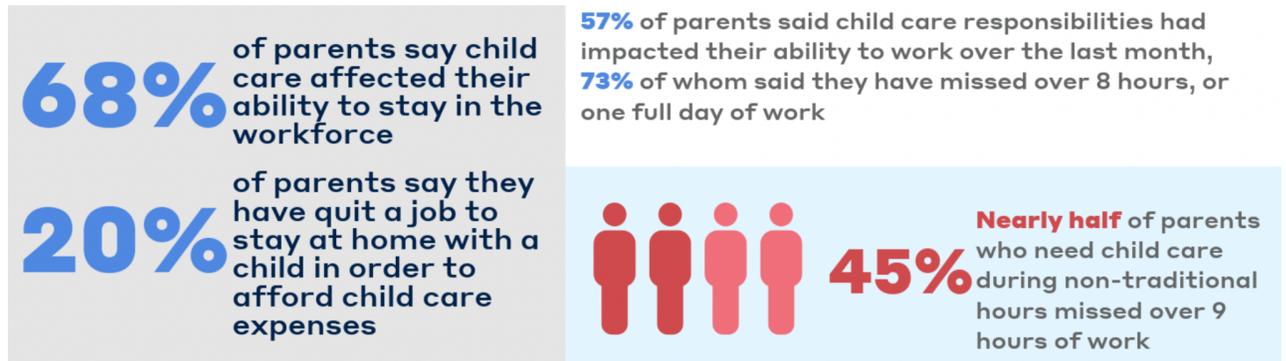
Root Causes Getting in the Way of Child, Dependent, & Elder Care

Root Cause: Some employers lack policies to support workers with children	2
Root Cause: Insufficient number of childcare slots, particularly for infants	2
Root Cause: Childcare is not affordable for many families	3
Root Cause: Many seniors need support to live independently	4
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Root Cause: Some employers lack policies to support workers with children

What People in Muskegon County Are Saying:

- *"I got fired from my job because I and my family had COVID."* - Resident
- *"I want to work outside the home, but I have had to quit two different jobs when our sitter quit."* - Resident
- *"I am afraid if COVID returns and schools close, my children will not be okay and I will have to stop working again. I never stop worrying."* - Resident



The Economic Impact of America's Child Care Gap, Bipartisan Policy Center, November 2021.

Root Cause: Insufficient number of childcare slots, particularly for infants

What People in Muskegon County Are Saying:

- *"I have given birth twice in the past three years. Childcare concerns (price, location) also accessibility and availability have all become barriers."* - Resident
- *"Our grandchildren are always in flux about daycare."* - Senior resident
- *"Not enough higher wage jobs for single working parents, a deficit in daycare."* - Local agency
- *"We don't have enough slots because we don't pay childcare workers a living wage."* - Local agency

Care is Even Harder to Find for Infants and Toddlers, 2020		
	Michigan	Muskegon
Total Number of Providers	8,292	215
Accepting Infants	5,210	148
• Centers	1,527	21
• Group Homes	1,575	67
• Family Homes	2,108	60
Average Cost of Infant Care/Month	\$708	\$579
Average Cost of Toddler Care/Month	\$683	\$575

Care is even harder to find for infants and toddlers. In 2020, only about 2 in 3 providers offer care for infants, and the average cost of care for infants and toddlers remains high.³

Both providers and families face high costs, as reimbursement rates from subsidies are not adequate to cover the full costs of providing high-quality care.

Sources: The number of providers is from Michigan Department of Licensing and Regulatory Affairs, November 2020 ; Cost of care: Early Childhood Investment Corporation, September 2020.

Root Cause: Childcare is not affordable for many families

What People in Muskegon County Are Saying:

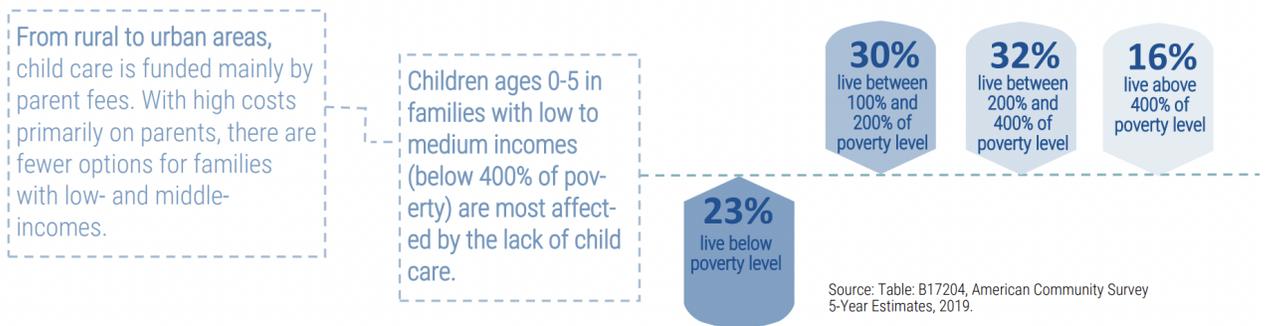
- “So hard to find good childcare we can afford.” - Resident
- “Unable to work because of the high cost of childcare.” - Resident
- “Childcare that is conveniently located, safe and affordable is a huge concern.” - Resident

Muskegon County: Low Capacity

Ages 0-5: 12,704
Capacity: 7,138
Ratio: **1.8** kids per spot

Source: MLPP Report, [Childcare: A Critical Need in Michigan, Muskegon County](#) (2021)

Families Most Affected by Lack of Child Care in Muskegon County



Source: Table: B17204, American Community Survey 5-Year Estimates, 2019.

Source: MLPP Report, [Childcare: A Critical Need in Michigan, Muskegon County](#) (2021)

Within each county, maps of child care deserts show patterns of economic inequality and racial segregation. Supply is concentrated in areas with high median incomes and housing values, where residents can more often afford to pay fees. Communities made vulnerable by lower incomes and disinvestment, often due to racial segregation or geographic isolation, tend to have lower supply.

Funding must be distributed equitably to those communities with low supply.

Children Ages 0-5 in Poverty, by Race and Ethnicity			
Muskegon County	Number	Poverty	Percent of poverty
American Indian or Alaska Native	140	108	77.1%
Asian	25	<10	*
Black or African American	1,986	1,059	53.3%
Hispanic or Latino	1,083	156	14.4%
Native Hawaiian or Pacific Islander	<10	<10	*
Some Other Race	44	<10	*
Two or More Races	1,125	386	34.3%
White, Non-Hispanic or Latino	7,991	1,101	13.8%

Source: Table: B17020, American Community Survey 5-Year Estimates, 2019.

Source: MLPP Report, [Childcare: A Critical Need in Michigan, Muskegon County](#) (2021)

Root Cause: Many seniors need support to live independently

What People in Muskegon County Are Saying:

- *"I've had to go back to work almost full-time to help support extended family, including my elderly mother" - Senior resident*
- *"I don't drive, it's hard to get places, like appointments and things." - Senior resident*
- *"Not a lot of senior programs or information; transportation is a barrier for many." - Rural resident*
- *"HUGE issues due to lack of home care aides. It limited the aides that could come to my home due to them getting COVID. If I don't have an aide to take care of my mom, then I can't go to work because she requires 24 hours care. I lost 8 clients." - Resident*

Population Age 65+

Of the estimated 173,679 total population in the report area, an estimated 29,433 persons are adults aged 65 and older, representing 16.95% of the population. These data are based on the latest U.S. Census Bureau American Community Survey 5-year estimates. The number of older adults in the report area is relevant because this population has unique needs which should be considered separately from other age groups.

Report Area	Total Population	Population Age 65+	Population Age 65+, Percent
Muskegon County, MI	173,679	29,433	16.95%
Michigan	9,973,907	1,712,841	17.17%
United States	326,569,308	52,362,817	16.03%

Data Source: US Census Bureau, American Community Survey, 2016-20. Source geography: Tract



Population Age 65+, Percent by Tract, ACS 2016-20

- Over 20.0%
- 16.1 - 20.0%
- 12.1 - 16.0%
- Under 12.1%
- No Data or Data Suppressed
- Muskegon County, MI



Total Count of Registered Participants per Program



Participants up to 6/30/2022

Category	Provider Name	Service Name	Participants
Health			
	AgeWell Services	Health Promotions	40
	Association for the Blind & Visually Impaired	Low Vision Rehabilitation	172
	Christians for Health	Matter of Balance	39
	Senior Resources Contracted Service	Case Coordination and Support	364
	Senior Resources Contracted Service	Community Living Supports	75
	Senior Resources Contracted Service	Homemaker	210
	Senior Resources Contracted Service	Medication Management	26
	Senior Resources Contracted Service	Personal Care	37
	Senior Resources Contracted Service	Personal Emergency Response System	215
	Senior Resources Contracted Service	Respite Care	25
	United Way of the Lakeshore	Retired & Senior Volunteer Support	83
	Volunteer for Dental	Dental Care	93
	Volunteer for Dental	Dentures	25
	Volunteer for Dental	Preventative Services	46
Housing			
	City of Muskegon	Home Repair	54
	City of Muskegon Heights	Major Home Repair	109
	Community enCompass/Bethany Housing	Major Home Repair	23
	Living Word Church	Lawn Care	221
	Senior Resources Contracted Service	Outdoor Chore Services	145
	Trinity Village Nonprofit Housing Corp.	Major Home Repair	44
Mobility			
	AgeWell Services	Senior Transportation Program	494
	Disability Network of West Michigan	Transportation	60
	Living Word Church	Snow Removal	247
	Love INC	Ramps	36
	Ravenna Township	Grocery Trip	41
Nutritional			
	AgeWell Services	Congregate Meals	429
	AgeWell Services	Home Delivered Meals	831
	Casnovia Township	Monthly Luncheon	226
	Fruitport Lions Club	Power of Produce	4,249
	Muskegon YMCA	Veggie Van	616
	Senior Resources Contracted Service	Home Delivered Meals	30
	Senior Resources Contracted Service	Nutritional Supplements	23

Appendix

Hopes

- *"To stay in our home, not end up in a nursing home." - Rural senior resident*
- *"To be able to live comfortably. Special needs programs and childcare/daycare for kids and the elderly." - Resident*
- *Dream: "Live at home as long as possible." - Senior resident*

Bright Spots

- *"My family and my employer, who allowed me to bring my young daughter to work on a regular basis during COVID when there was NO daycare available." - Resident*
- *"The Senior Services program mows our lawn & clears snow from our driveway. That is a tremendous help!" - Senior Resident*
- *"My organization allows me to work and have flexibility to raise my children while providing me with financial compensation to provide for my family." - Resident*
- *"I get a lot of support from LifeCircles for my Mom." - Resident*

Community Condition: Health Care Access

Goal: Affordable healthcare supports to meet all physical and behavioral health needs are accessible to all.

"No urgent care anymore! Five hour wait at Mercy ER was miserable!" - Resident

Challenge:
"Trying to get basic healthcare, can't get appointments for 3-6 months, not enough providers."
- Resident

"Perhaps the cost of healthcare is the biggest barrier and the biggest expense I have." - Resident

Challenge:
"Self employed, health issues, bad health insurance."
- Rural resident

"Downsizing of hospitals and staff. It is getting impossible to get timely quality care in our community."
- Resident.

"Many nurses are burned out and leaving the field."
- Healthcare worker

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Health Care Access

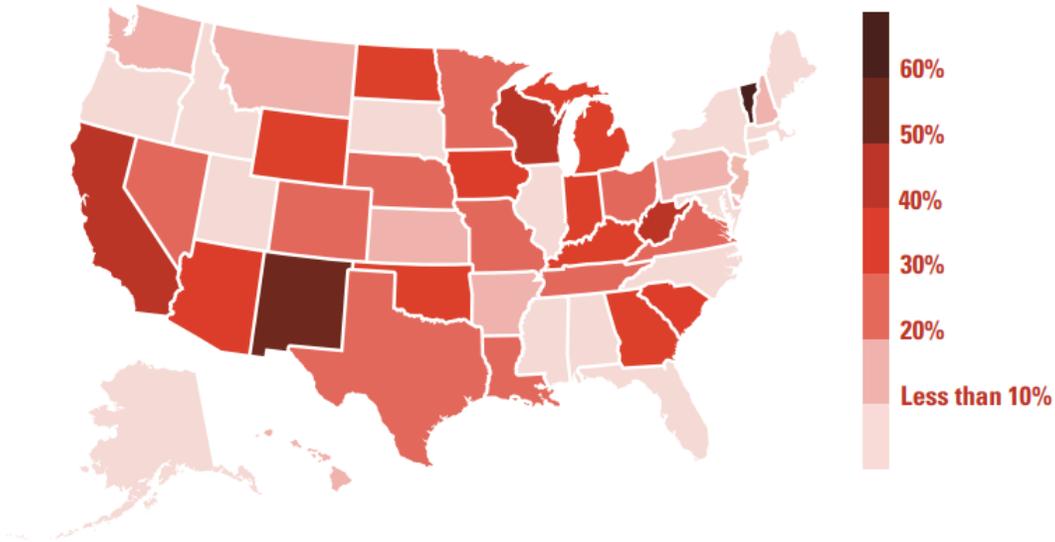
Root Cause: Muskegon County lacks healthcare providers, facilities, and staff	2
Root Cause: Increased health issues due to COVID/stress/aging population	4
Root Cause: Healthcare/insurance costs cause many people to delay/avoid care	5
Compared to higher-income people, those with lower incomes spend a significantly higher share of their income on health premiums and out-of-pocket expenses	8
Root Cause: Lack of trust in the local health system/the medical profession	9
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Root Cause: Muskegon County lacks healthcare providers, facilities, and staff

What People in Muskegon County Are Saying:

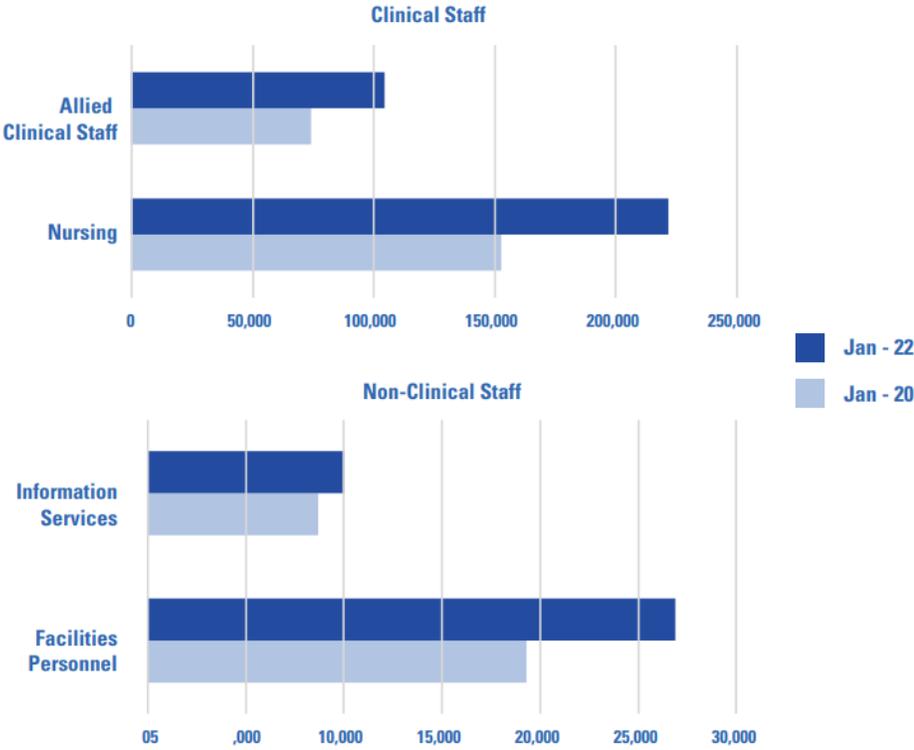
- *"Can't find a doctor or get an appointment." - Resident*
- *"Failing healthcare system in Muskegon. Need to go out of town for real healthcare." - Resident*
- *"Muskegon needs urgent care and more than one hospital!" - Resident*
- *"Downsizing of hospitals/staff. It is getting impossible to get timely quality care in our community." - Resident*
- *"Hospitals can't take care of Muskegon." - Resident*
- *Barrier: "Monopoly Trinity has on our healthcare system." - Resident*
- *"Help is not easy to get. You have to wait way too long to get in to see a doctor." - Senior resident*
- *"Many nurses are burned out and leaving the field." - Healthcare*
- *"Mental health issues are a significant concern. not just for the general population, but also for the mental health workforce supporting the population." - Local agency*
- *"High job turnover. I am a nurse and am directly affected." - Healthcare*
- *"All areas of our community are short-staffed, especially healthcare. " - Resident*
- *" No urgent care anymore! Five hour wait at Mercy ER was miserable!" - Resident*
- *"Muskegon does not have long term residential treatment for addiction." - Resident*
- *"Too much turnover in healthcare providers, now we don't even have after hours or weekend urgent care in our community. Trinity cannot handle being the provider for Muskegon." - Resident*
- *"Can't get help when it's needed. Days/weeks wait to see a doctor. No after hours care anymore in Muskegon." - Business owner*
- *"Help is not easy to get. You have to wait way too long to get in to see a doctor." - Resident*

Percent of Hospitals Reporting a Critical Staffing Shortage, as of January 19, 2022



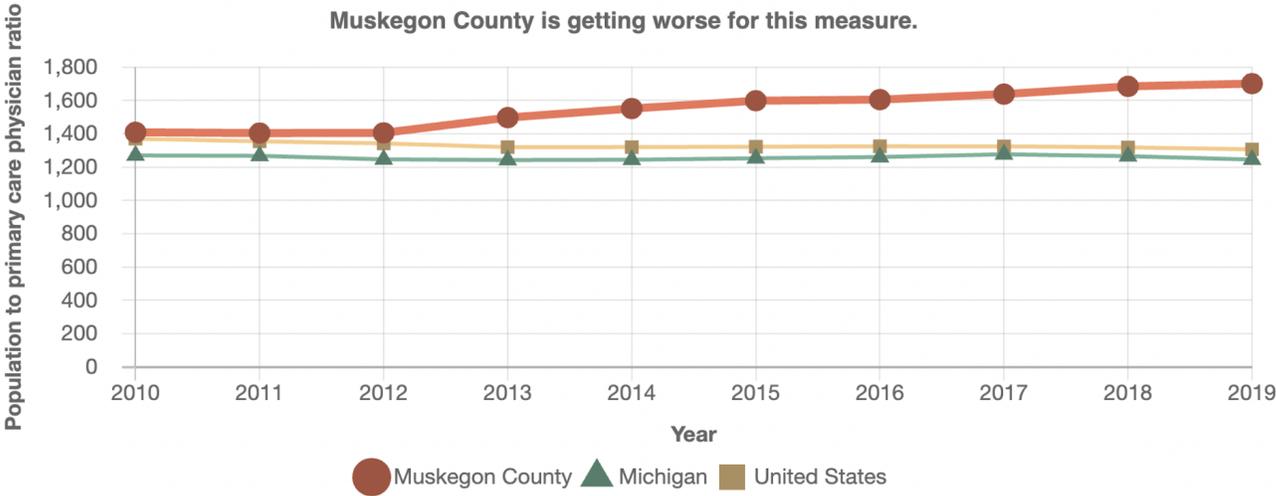
Source: HHS COVID-19 Community Profile Report, via the American Hospital Association
<https://www.aha.org/system/files/media/file/2022/01/Data-Brief-Workforce-Issues-012422.pdf/>

Trends in US Health Care Industry Job Postings, January 2020 to January 2022



Source: LiquidCompass.com, via the American Hospital Association,
<https://www.aha.org/system/files/media/file/2022/01/Data-Brief-Workforce-Issues-012422.pdf/>

Ratio of population to primary care physicians



Notes:
The data in this table reflect the average population served by a single primary care physician.

[Source: Quality of Care | County Health Rankings & Roadmaps \(2019\)](#)

Ratio of population to mental health providers

Location	Data Type	2018	2019	2020
Michigan	Number	24,658	26,794	28,098
	Rate	404:1	373:1	355:1
Muskegon County	Number	341	365	382
	Rate	509:1	476:1	454:1

Data Provided by Michigan League for Public Policy
Source: [Mental health providers \(ratio of population to provider\) | KIDS COUNT Data Center](#)

Root Cause: Increased health issues due to COVID/stress/aging population

What People in Muskegon County Are Saying:

- *“Addiction has increased during the pandemic.” - Resident*
- *“I am a single senior citizen. I was very lonely.” - Senior resident*
- *“It's crazy out here, I am in survival mode every day.” - Resident*
- *“Health issues due to having long COVID .” - Resident*
- *“Gaining weight due to depression, COVID and financial hardship.” - Resident*

- *“Aging is presenting new healthcare issues not related to COVID.” - Local agency*
- *“I am still ill and disabled with long COVID .” - Resident*
- *“My wife died of COVID at the beginning of the pandemic. We couldn't even have a proper funeral. Sometimes I don't want to get out of bed.” - Senior resident*
- *“Increased caseloads and increased mental health crises.” - Healthcare (CMH)*
- *“Now there's more anxiety, depression and suicidal thoughts that has come from the COVID. There are not enough providers in the area.” - Resident*

County Health Rankings

Even prior to the pandemic, Muskegon ranked among the least healthy counties in Michigan.

Muskegon (MU)



Health Outcomes

Muskegon (MU) is ranked among the least healthy counties in Michigan (Lowest 0%-25%)



Health Factors

Muskegon (MU) is ranked among the least healthy counties in Michigan (Lowest 0%-25%)

Source: <https://www.countyhealthrankings.org/app/michigan/2022/rankings/muskegon/county/outcomes/overall/snapshot>

Root Cause: Healthcare/insurance costs cause many people to delay/avoid care

What People in Muskegon County Are Saying:

- *“Perhaps the cost of healthcare is the biggest barrier and the biggest expense I have.” - Resident*
- *“Health insurance. Pay more, get less.” - Resident*
- *“The opportunity to pay higher deductibles for less healthcare!” - Resident*
- *Barrier: “[H]igh deductible on health insurance.” - Resident*
- *“Having our bills always on top of us is burdensome because when one gets sick it costs a lot of money. I got sick after the 2nd vaccine and I was sent to the hospital. I haven't even started*

*paying that hospital bill yet because I just had cataract surgery and first I have to pay that bill.”
- Resident*

- *“Self employed, hard to get health coverage.” - Business owner*
- *“Self employed, health issues, bad health insurance.” - Rural resident*
- *“We don't have medical insurance. We have to pay the bills and medical ones are very expensive.” - Resident*
- *“We need healthcare desperately. We have not had health insurance since my husband lost his job during the pandemic.” - Resident*

2021 CHNA Community Survey - Affordability of Care

Muskegon County respondents who reported that cost prevented them from getting the following care/services in the past year	
Dental Care	21.4%
Vision Care	12.2%
Medical Care	12.0%
Mental Health Care	10.9%
Prescription Medication	9.1%
Hearing Services	5.2%
Flu Shot	1.3%
Substance Use Disorder Treatment	0.8%

Based on a survey of residents, April 1 - May 10, 2021

Source: <https://mchp.org/wp-content/uploads/2021/07/Mercy-Health-Muskegon-2021-CHNA-Report.pdf>

Medical Debt as an Economic Barrier

		Muskegon County	Michigan
Overall Debt	Share with any Debt in Collections	35%	28%
	Median Amount of Debt	\$1,379	1,505
Medical Debt	% Medical Debt in Collections	20%	15%
	Median Amount of Medical Debt in Collections	\$459	\$492
	% Uninsured	6%	8%

Source: [Debt in America: An Interactive Map \(urban.org\)](#) - Feb. 2022

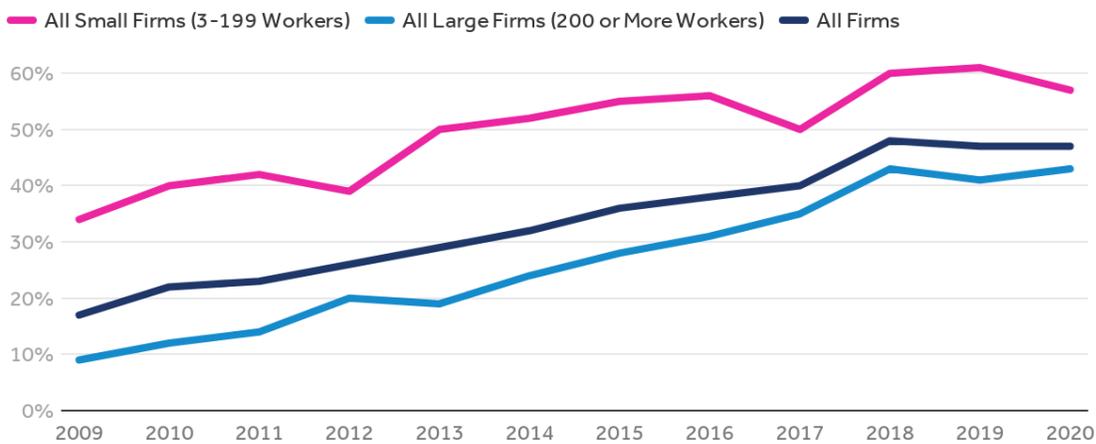
Types of Health Coverage, by age

	Under 19			19-34			35-64		
	Muskegon County	Michigan	United States	Muskegon County	Michigan	United States	Muskegon County	Michigan	United States
Employer based only	50%	53%	48%	55%	58%	55%	59%	62%	59%
Direct purchase only	3%	4%	5%	4%	7%	8%	6%	7%	9%
Medicare only	0%	0%	0%	0%	0%	0%	3%	2%	2%
Medicaid / means tested public coverage only	37%	32%	33%	23%	18%	14%	14%	12%	10%
No health coverage	2%	3%	5%	15%	10%	10%	6%	6%	10%

Source: U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates. B27010.

Enrollment in High Deductible Plans is Increasing (National Look)

Percentage of covered workers enrolled in a plan with a general annual deductible of \$1,000 or more for single coverage, reduced by any HRA/HSA contributions, by firm size, 2009-2020



Note: These estimates include workers enrolled in HDHP/SO and other plan types. The net liability for covered workers enrolled in a plan with an HSA or HRA is calculated by subtracting the account contribution from the single coverage deductible. HRAs are notional accounts, and employers are not required to actually transfer funds until an employee incurs expenses. General annual deductibles are for in-network providers.

Source: KFF Employer Health Benefits Survey, 2020

Peterson-KFF
Health System Tracker

Health Coverage Premiums have Increased More Quickly than Earnings

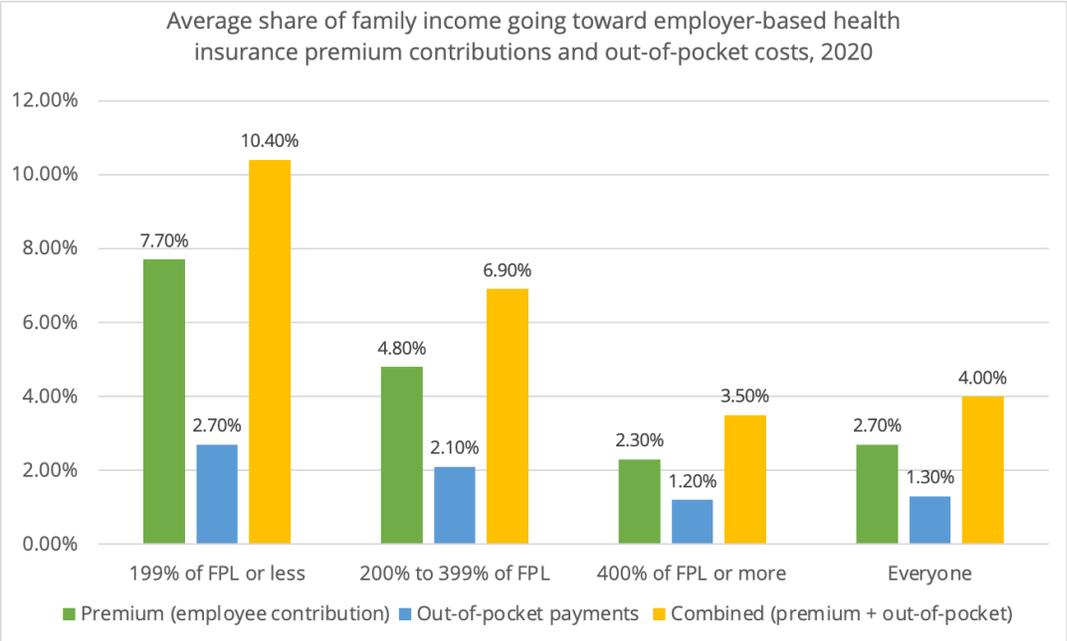
Cumulative Premium Increases, Inflation, and Earnings for Covered Workers With Family Coverage, 2001-2021

	Premium Increases	Overall Inflation	Workers' Earnings
2001 to 2006	63%	13%	15%
2006 to 2011*	31%	11%	17%
2011 to 2016*	20%	7%	10%
2016 to 2021	22%	11%	18%

* Percentage change in family premium is statistically different from previous five year period shown (p < .05).

SOURCE: KFF Employer Health Benefits Survey, 2018-2021; Kaiser/HRET Survey of Employer-Sponsored Health Benefits, 2001-2017. Bureau of Labor Statistics, Consumer Price Index, U.S. City Average of Annual Inflation, 2001-2021; Bureau of Labor Statistics, Seasonally Adjusted Data from the Current Employment Statistics Survey, 2001-2021.

Compared to higher-income people, those with lower incomes spend a significantly higher share of their income on health premiums and out-of-pocket expenses



Note: This analysis is among non-elderly people with employer-based coverage in households with a full-time worker and a policy holder. FPL stands for Federal Poverty Level. In 2020, the poverty level for a family of four was \$26,200. Source: [KFF analysis of Current Population Survey](#)

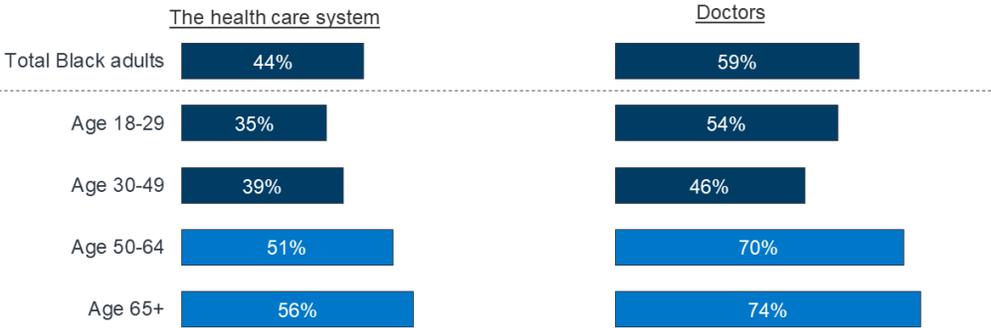
Root Cause: Lack of trust in the local health system/the medical profession

What People in Muskegon County Are Saying:

- *“I don't know the truth but we've been lied to and that comes from nurses and doctors.” - Resident*
- *“Distrust of the medical profession following COVID.” - Urban core resident*
- *People have been downright cruel to medical professionals through all of this.” - Health Care*

Younger Black Adults Less Likely To Trust Doctors And The Health Care System

AMONG BLACK ADULTS: Percent who say they can **trust** ... to do what is right for them or their community **almost all of the time or most of the time:**



Source: KFF/The Undeclared Survey on Race and Health, conducted Aug. 20-Sept. 14, 2020). <https://www.kff.org/report-section/kff-the-undefeated-survey-on-race-and-health-main-findings/>

Appendix

Hopes

- *“To be healthy and have a long life.” - Resident*
- *“To stay healthy. To stay active. Some dancing.” - Resident*
- *“I want my family to be happy and healthy.” - Resident*
- *“To see people have the opportunity to heal from the disease of addiction.” - Resident*

Bright Spots

- *"My HealthWest caseworker supports me." - Resident*
- *"Resources like this health fair." - Resident at the Health, Wellness & Recovery Picnic*
- *"I really love the new drop in center, Life Align." - Resident*

Community Condition: Healthy Food
Goal: Affordable, healthy food that meets nutritional needs on a daily basis is accessible to all.

<p><i>Hope: "A resilient local food system for the Muskegon Heights community." - Local Agency</i></p>	<p><i>"During COVID, I couldn't get/keep help. Now the cost of food and restaurant supplies has tripled!" - Local Business Owner</i></p>	<p><i>"I am unable to get food within the community food desert." - Urban Core Resident</i></p>
<p><i>"I navigate a lack of public transportation and no local places to shop for food." - Urban Core Senior</i></p>	<p><i>"High priced grocery store or gas station is the only place to purchase groceries." - Rural Resident</i></p>	<p><i>"Since COVID, I've struggled to afford enough food. I lost my peace of mind." - Resident</i></p>

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Access to Healthy Food

Root Cause: Many individuals/families cannot afford a sufficient amount of healthy food	2
Root Cause: Some communities lack access to grocery stores/fresh food retailers	4
Root Cause: Current eligibility requirements prevent many residents from accessing needed food assistance	6
Root Cause: Lack of food literacy prevents healthy eating	7
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Root Cause: Many individuals/families cannot afford a sufficient amount of healthy food.

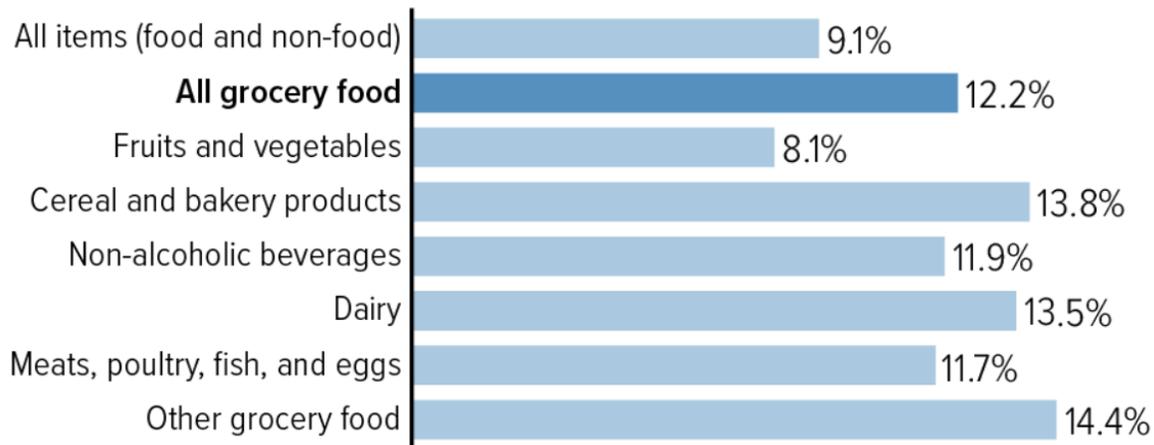
What People in Muskegon County Are Saying:

- *“It’s hard to afford everyday things like food and gas.” - Rural Resident*
- *“The pandemic EBT helped a lot of neighbors, but those who weren’t eligible for SNAP beforehand still needed to utilize our food pantry on a monthly basis” - Local Non-Profit Organization*
- *“With the pandemic, individuals who never needed community help were reaching out for help, individuals were/are needing more help from community programs that cannot always keep up. An increase in funding is needed for community programs that help with necessities like food, clothing, baby items, sanitary items, rent, and utilities.” - Local Non-Profit Organization*
- *“Living is so expensive. It doesn’t feel like I can ever earn enough or have time for an actual life. Rent eats most of my paycheck. No money left for food, gas, everything else.” - Resident*

The Cost of Food is Increasing:

Food Prices

Percent change, June 2021-June 2022



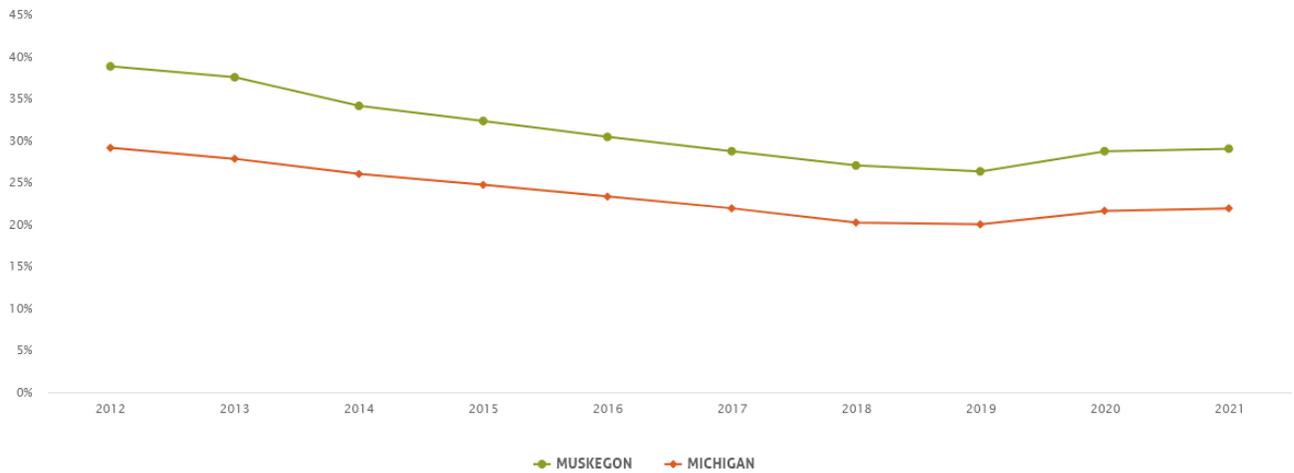
Source: Bureau of Labor Statistics, Consumer Price Index for All Urban Consumers (CPI-U)

Source: <https://www.cbpp.org/food-prices-have-risen-rapidly>

More Muskegon Children receive food assistance than the state as a whole, by percentage.

According to the KIDS COUNT Data Center, the percentage of children ages 0-18 receiving food assistance in Muskegon County is higher than the rate for Michigan as a whole.

CHILDREN AGES 0-18 RECEIVING FAP (FOOD ASSISTANCE) (PERCENT) - 2012-2021

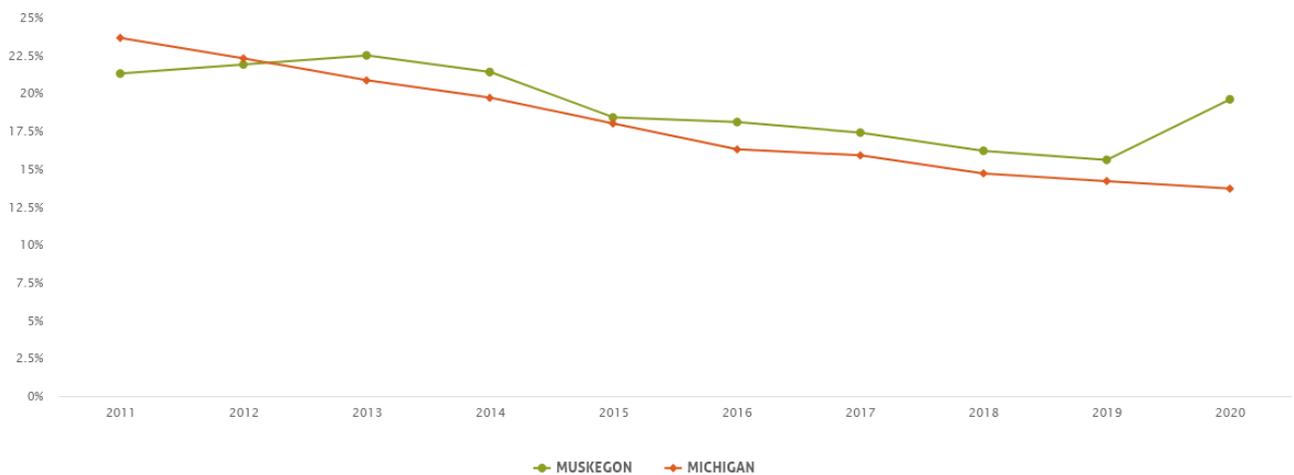


[The Annie E. Casey Foundation, KIDS COUNT Data Center](#)

Muskegon’s rate of food insecurity increased, while Michigan’s rate decreased.

The percentage of Muskegon County children with food insecurity has increased significantly since 2019, while the rate statewide has declined.

CHILDREN WITH FOOD INSECURITY (PERCENT) - 2011-2020



[The Annie E. Casey Foundation, KIDS COUNT Data Center](#)

Root Cause: Some communities lack access to grocery stores/fresh food retailers

What People in Muskegon County Are Saying:

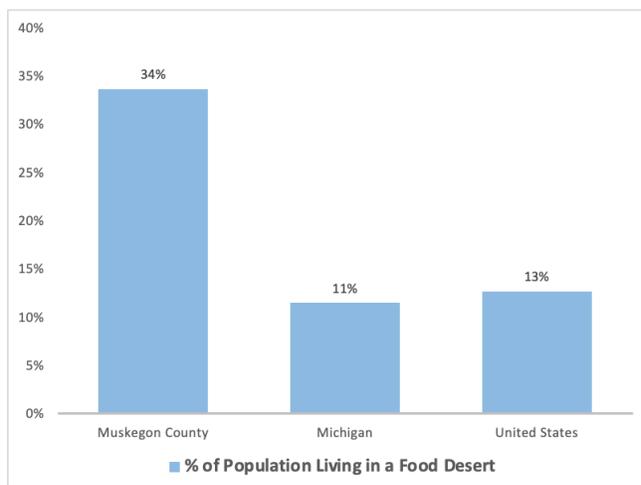
- *Hope: "A resilient local food system for the Muskegon Heights community." - Local Agency*
- *"One challenge is that pockets of food deserts remain within the county." - Local Non-Profit Organization*
- *"Transportation is a barrier for many, high priced grocery store or gas station is the only place to purchase groceries." - Rural Resident*
- *"No grocery store in the Heights." - Local Resident*
- *"Lack of transportation (public); no local places to shop for food." - Urban core resident*

Food Environment - Neighborhoods in Food Deserts (2019)

This reports the number of neighborhoods in the report area that are within food deserts (neighborhood that lack healthy food sources due to income level, distance to supermarkets, or vehicle access.)

	<i>Population (2010)</i>	<i># of Food Desert Census Tracts</i>	<i>Food Desert Population</i>	<i>% of Population Living in a Food Desert</i>
Muskegon County	172,188	16	57,892	34%
Michigan	9,883,640	339	1,131,629	11%
United States	308,745,538	9,293	39,074,974	13%

Data Source: US Department of Agriculture, Economic Research Service, [USDA - Food Access Research Atlas](#). 2019.



Data Source: US Department of Agriculture, Economic Research Service, [USDA - Food Access Research Atlas](#). 2019.

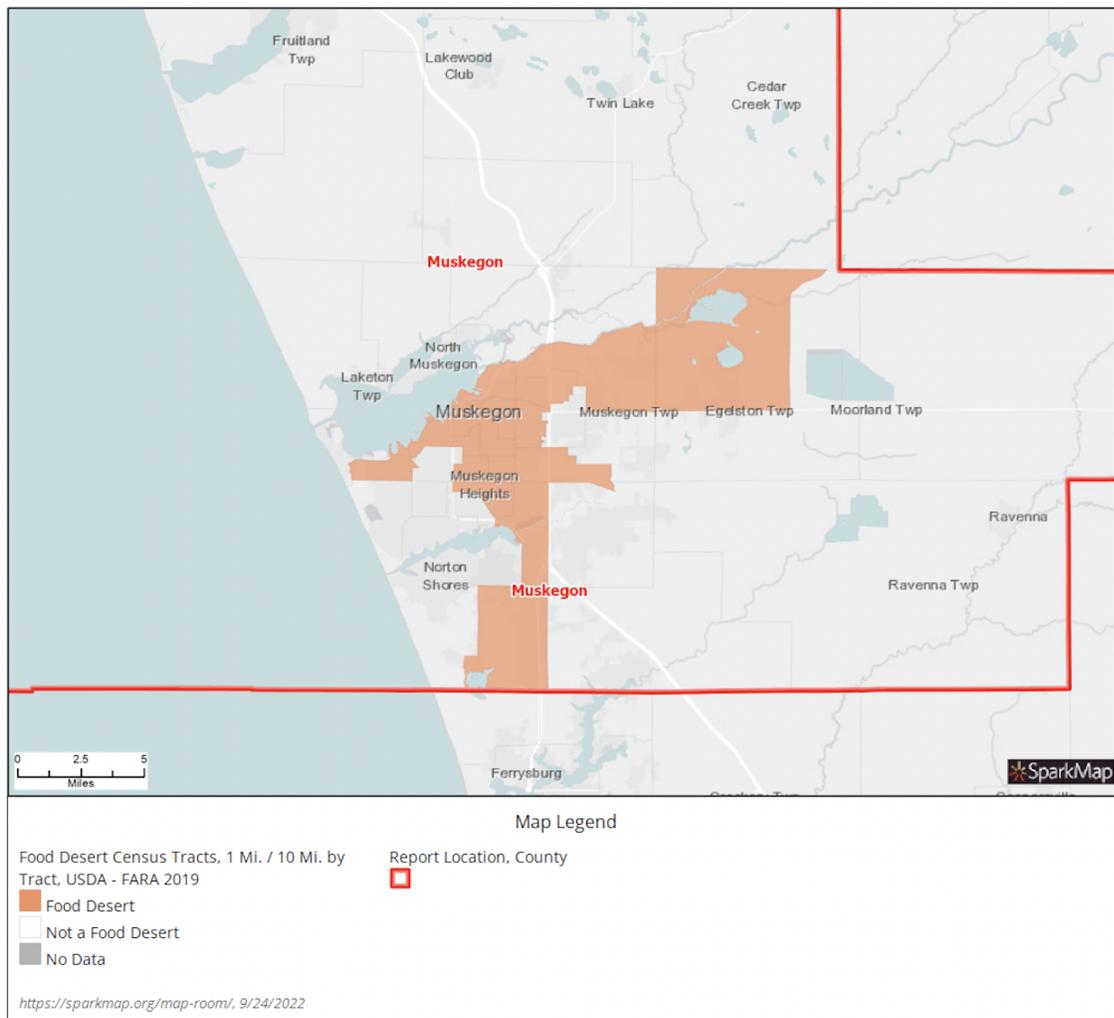
Food Deserts in Muskegon - by Census Tracts (2019)

1 mile from grocery store (urban) / 10 miles from grocery store (urban)

Food Desert: a low-income census tract where a substantial number or share of residents has low access to a supermarket or large grocery store. Some census tracts that contain supermarkets or large grocery stores may be a food desert if many people within that census tract are more than 1 mile (urban areas) or 10 miles (rural areas) from the nearest supermarket.

Food Desert Tract: at least 33 percent of the people living in that census tract (or a minimum of 500 people) must have low access to a supermarket or large grocery store.

Low-Income Census Tract: the poverty rate for that tract is at least 20 percent (for tracts not located within a metropolitan area, the median family income is below 80 percent of statewide median family income).

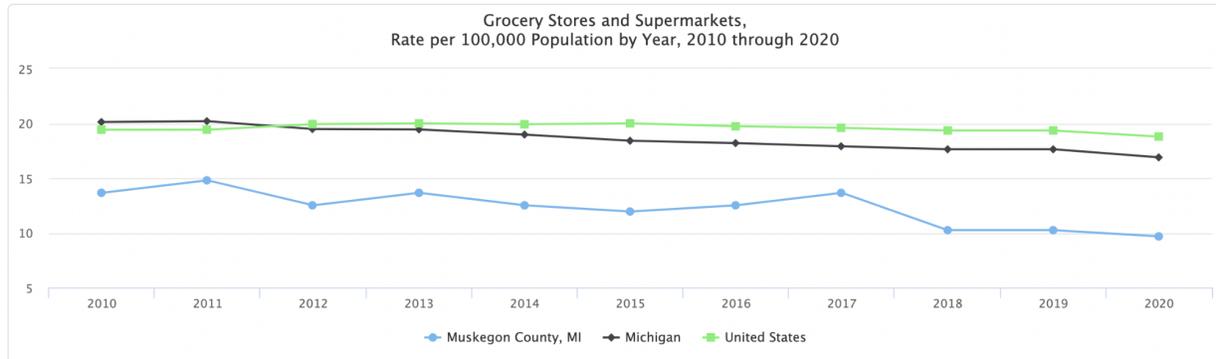


Data Source: US Department of Agriculture, Economic Research Service, USDA - Food Access Research Atlas . 2019.

Grocery Stores and Supermarkets in Muskegon: Trends from 2010-2020

The number of grocery stores and supermarkets, per capita, in Muskegon County has been falling since 2017, and is well below the state and national averages.

Report Area	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
Muskegon County, MI	13.65	14.79	12.51	13.65	12.51	11.94	12.51	13.65	10.24	10.24	9.67
Michigan	20.12	20.2	19.48	19.44	18.97	18.41	18.19	17.9	17.63	17.63	16.89
United States	19.42	19.42	19.93	20	19.91	20	19.73	19.59	19.35	19.35	18.79



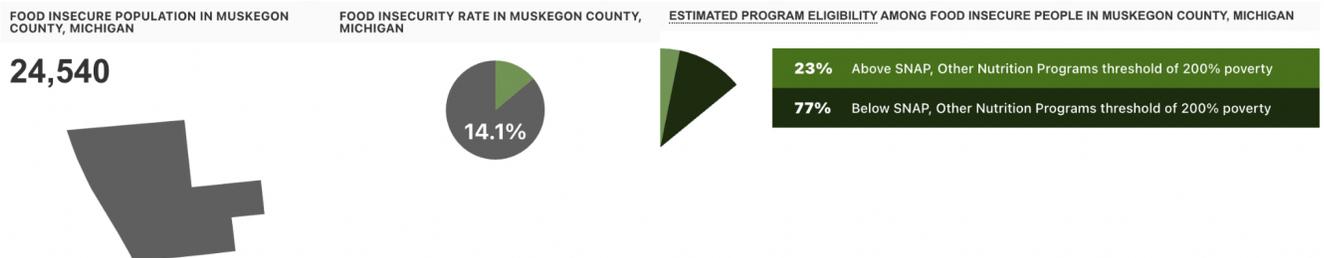
Data Source: US Census Bureau, [County Business Patterns](#). Additional data analysis by [CARES](#). 2020

Root Cause: Current eligibility requirements prevent many residents from accessing needed food assistance.

What People in Muskegon County Are Saying:

- *"People have spent a lot of extra money they couldn't afford due to the rising costs of food, gas, services, housing and other expenses when the poor and middle class can least afford it and are so vulnerable yet as things start to improve salaries aren't keeping up!" - Faith-Based Volunteer*
- *"Too many restrictions on getting services." - Senior resident*
- *"We seem to earn just enough money to not qualify for assistance of any type." - Resident*
- *"We don't have the same opportunities as those who are documented, because we are not eligible for assistance." - Resident*

2020 Overall (All Ages) Food Insecurity In Muskegon County, Michigan



Source: [Feeding America Mind the Map \(2020\)](#)

Root Cause: Lack of food literacy prevents healthy eating

What People in Muskegon County Are Saying:

“Students need to really understand where their food comes from in order to make healthy eating choices.” - Local educator

US Students and Food Education

The following data is from a 2014 study of school nutrition instruction throughout the US:

Hours of Nutrition Education Needed for Behavior Change::	40-50
Hours of Instruction Provided by:	
Elementary School:	4.6
Middle School:	5.6
High School:	7.0
Percentage of Schools Providing Nutrition Instruction in 2000:	84.6%
Percentage of Schools Providing Nutrition Instruction in 2014:	74.1%

Data from CDC’s School Health Policies and Practices Study, 2014
Source: https://www.cdc.gov/healthyschools/nutrition/pdf/308155-A_FS_SchoolNutritionEd-508.pdf

Appendix

Hopes

- *“Access to good health care, dental care, and healthy food. College education for grandkids.” - Local agency.*
- *“A resilient local food system for the Muskegon Heights community.” - Local agency*

Bright Spots

- *“New programs offered in our county for education on better health care and farmers markets with incentives to help stretch food dollars.” - Local agency*
- *“Getting help here and there, with food trucks and clothing drives.” - Resident*
- *“Budget classes, food pantries, support groups.” - Local agency*
- *“Orchard View senior program provides us with good meals 4x week” - Resident*

- *“Participatory organizations willing to learn, partner, build a more resilient local food system” - Local Non-Profit Organization*
- *“Agewell has been a big support for me. I am getting Meals on Wheels.” - Senior resident*
- *“I have received support with nutrition from the YMCA.” - Resident*
- *“Double up food bucks at the farmer's market.” - Resident*
- *“I am grateful for the lunches for our kids-that really helped us.” - Resident*

Community Condition: Economic Opportunity

Goal: Local living wage employment opportunities and the means to secure skills and resources for economic and personal growth are accessible to all.

Hope - *"To be able to help and support my family through gainful employment and operate a business that has a positive impact on the community."*
- Local agency

"To be in a better place financially and live comfortably. I don't want to live paycheck to paycheck." - Resident

Hope: *"To have just enough to be comfortable. Health care, dental care, safe home, food, clothing. To not struggle just for the basics and maybe have something extra to share with my neighbor."* - Resident

"I need a job with regular hours and health insurance!"
- Resident

"By not having enough support for free college or trades training, no affordable housing worth living in. The reason suicide, substance abuse and violence are everywhere is because you can't dream in a broken system!" - Resident

"I thought we were going to have to close our business due to lack of customers and supply shortages-I don't always receive the entire product order-we receive about 60% of what we order." - Business owner

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Economic Opportunity

Root Cause: Many jobs do not provide sufficient income and/or good benefits	2
Root Cause: Many people lack the education/training/opportunity to obtain good jobs	3
Root Cause: Many people lack the knowledge/support to open/sustain a business	4
Root Cause: Economic/pandemic instability is hurting individuals and businesses	5
Root Cause: Limited education on financial literacy	6
Root Cause: Job demands often conflict with personal values, needs, & opportunities	6
Root Cause: Discrimination in the workplace	7
Root Cause: Some immigrants lack documentation	7

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Root Cause: Many jobs do not provide sufficient income and/or good benefits

What People in Muskegon County Are Saying:

- *“New job, bad health insurance, went back to old job because of health insurance.” - Resident*
- *No decent work.” - Resident*
- *“Lots of jobs, few with enough pay/benefits to support a family.” - Resident*
- *“My husband has employment, but none of the jobs he has found offer benefits, only hourly pay and overtime.” - Resident*
- *“I need a job with regular hours and health insurance!” - Resident*
- *Dream: “To be in a better place financially and live comfortably. I don’t want to live paycheck to paycheck.” - Resident*
- *“It’s tough when good jobs with good local organizations have to go through temp agencies. I’ve had to pass up jobs that would be a good fit for me and my family because I need to be directly employed, not through a temp agency.” - Local agency*

Selected Economic Characteristics, Muskegon County, 2020

OCCUPATION	Estimate	Percent
Civilian employed population 16 years and over	76,653	
Management, business, science, and arts occupations	21,998	28.7%
Service occupations	14,363	18.7%
Sales and office occupations	15,079	19.7%
Natural resources, construction, and maintenance occupations	6,246	8.1%
Production, transportation, and material moving occupations	18,967	24.7%

HEALTH INSURANCE COVERAGE	Estimate	Percent
Civilian noninstitutionalized population 19 to 64 years	98,229	98,229
In labor force:	75,457	76.8%
Employed:	70,185	71.5%
With health insurance coverage	65,159	92.8%
With private health insurance	57,060	81.3%
With public coverage	10,065	14.3%
No health insurance coverage	5,026	7.2%

INCOME AND BENEFITS (IN 2020 INFLATION-ADJUSTED DOLLARS)	
Median earnings for male full-time, year-round workers (dollars)	47,790
Median earnings for female full-time, year-round workers (dollars)	37,893

Source: 2016-2020 American Community Survey 5-Year Estimates <https://api.census.gov/data/2020/acs/acs5/profile>

Root Cause: Many people lack the education/training/opportunity to obtain good jobs

What People in Muskegon County Are Saying:

- *“Hybrid work that doesn't pay well if you don't have a degree or even a high school diploma. How can you pay bills making \$15/hour with a family?” - Resident*
- *“There is a school that teaches English but it's complicated for me to attend because I work 3rd shift.” - Resident*
- *“Lack of qualified candidates leaves many jobs unfilled.” - Resident*
- *“I am a newly released felon, no one will hire me.” - Resident*
- *“I want to obtain my GED but I don't know where I can do that and learn more English.” - Resident*
- *“Employers won't consider people who have made mistakes.” - Resident*

- *“Education is a barrier. In order for me to obtain a GED I need to understand more English. But I only completed 3rd grade of elementary school and I only know basic math. English is a barrier.” - Resident*

Educational Attainment, 2016-2020 ACS 5-Year Estimates

	Muskegon County, Michigan			
	Total*	Percent*	Percent Male*	Percent* Female
AGE BY EDUCATIONAL ATTAINMENT				
Population 18 to 24 years	14,378			
Less than high school graduate	2,458	17.1%	19.6%	14.4%
High school graduate (includes equivalency)	5,023	34.9%	36.5%	33.2%
Some college or associate's degree	6,134	42.7%	40.6%	44.9%
Bachelor's degree or higher	763	5.3%	3.4%	7.4%
Population 25 years and over	119,223			
Less than 9th grade	3,113	2.6%	3.1%	2.1%
9th to 12th grade, no diploma	7,196	6.0%	6.7%	5.4%
High school graduate (includes equivalency)	40,041	33.6%	36.4%	30.9%
Some college, no degree	30,754	25.8%	25.9%	25.7%
Associate's degree	14,587	12.2%	9.9%	14.5%
Bachelor's degree	16,386	13.7%	12.4%	15.0%
Graduate or professional degree	7,146	6.0%	5.6%	6.4%
High school graduate or higher	108,914	91.4%	90.2%	92.5%
Bachelor's degree or higher	23,532	19.7%	18.0%	21.4%

Source: <https://data.census.gov/cedsci/table?q=muskegon%20county&t=>

Root Cause: Many people lack the knowledge/support to open/sustain a business

What People in Muskegon County Are Saying:

- *“To remain healthy and become a successful businessman.” - Resident*
- *Dream: “To be able to help and support my family through gainful employment and operate a business that has a positive impact on the community.” - Local agency*
- *“For our farm to stay in our family for generations to come.” - Rural resident*
- *“Not as much opportunity as there used to be. More support needed for small businesses and entrepreneurs trying to start new businesses.” - Resident*
- *Dream: “Launch my own business.” - Resident*
- *Barrier: “No help for small businesses.” - Business owner*

Muskegon County Businesses: Employee Statistics

Muskegon County has a large number of small businesses. In fact, 58.49% have only 1-4 employees.



Source: Greater Muskegon Economic Development,
<https://www.developmuskegon.org/data-resource-center/county-demographics/>

Root Cause: Economic/pandemic instability is hurting individuals and businesses

What People in Muskegon County Are Saying:

- *"I thought we were going to have to close our business due to lack of customers and supply shortages-I don't always receive the entire product order-we receive about 60% of what we order."* - Business owner
- *"Three local businesses closed."* - Rural resident
- *"I got Covid and couldn't work so I lost my job. I'm working now but I'm behind."* - Resident
- *"I've had to go back to work almost full-time to help support extended family, including my elderly mother."* - Senior resident
- *"The pandemic really set millions of people back, lost jobs, lost wages, layoffs."* - Resident
- *"I've had to change jobs three times because of layoffs and shutdowns."* - Rural resident

- *"Couldn't get/keep help, now cost of food and restaurant supplies has tripled!"* - Business owner
- *"The cost of fuel hits every aspect of our farm."* - Rural resident
- *"I had to pivot my business model three times before finding one that worked with the craziness of the pandemic."* - Business Owner

Root Cause: Limited education on financial literacy

What People in Muskegon County Are Saying:

- *"Poor money management on my part. Not having a business to add to my main income. The lack of resources and education on how to make different streams of income."* - Resident
- *"I want my family to learn to invest, have financial stability and to be healthy."* - Resident

Root Cause: Job demands often conflict with personal values, needs, & opportunities

What People in Muskegon County Are Saying:

- *"Personally challenged to find a better balance of personal and professional life."* - Resident
- *"Labor shortages. I haven't had a vacation in 3 years."* - Resident
- *"I stopped working 9-5 to have more personal time."* - Resident
- *"High job turnover. I am a nurse and am directly affected."* - Healthcare
- *"I want to work outside the home, but I have had to quit two different jobs when our sitter quit."* - Resident
- *"Long commute to work, want to work from home."* - Resident

Root Cause: Discrimination in the workplace

What People in Muskegon County Are Saying:

- *"The community does not value professionals of color and offer many opportunities for leadership positions in our organizations."* - Resident

- *“Unfortunately, discrimination is a factor. If we are not saying “yes” or “we agree 100%” to those in power or directly connected to the decision makers, we are out of luck.” - Local agency*
- *“There are always more hurdles for the Hispanics.” - Resident*
- *“ [A] lot of Latinos are still held back, lowered down, due to being a minority.” - Resident*

2021 CHNA Community Survey

31% of Black respondents in Muskegon County report having not been hired or promoted because of discrimination.*

* Based on a survey of residents, April 1 - May 10, 2021

Source: <https://mchp.org/wp-content/uploads/2021/07/Mercy-Health-Muskegon-2021-CHNA-Report.pdf>

Root Cause: Some immigrants lack documentation

What People in Muskegon County Are Saying:

- *“One isn't here legally, but I am adjusting my status. I hope to God that I am given my employment authorization. That's what I am waiting for.” - Resident*
- *Barriers: “Not being able to obtain a driver's license. Not being able to obtain legal documents (legal status).” - Resident*
- *“I did end up receiving my employment authorization. Now I want to search for better employment-but for that, I need to learn English. I want to learn English and earn a GED.” - Resident*
- *“I was able to draw unemployment for a short while when I wasn't working. But there are many who could not get unemployment benefits because they weren't eligible (due to lack of legal status).” - Resident*
- *“Much of the Hispanic community - we received the stimulus's - but those that don't have legal documentation or young children were not helped.” - Resident*
- *“Those who have proper legal status were assisted, but those of us that are immigrants were not helped. It was very difficult.” - Resident*

Period of Naturalization, ACS 5-Year Estimates, 2020

Muskegon County, Michigan	
Label	Estimate
Total:	3,483
Not a U.S. citizen	1,557
Naturalized citizens:	1,926
Naturalized 2015 or later	144
Naturalized 2010 to 2014	260
Naturalized 2005 to 2009	138
Naturalized 2000 to 2004	139
Naturalized 1995 to 1999	268
Naturalized 1990 to 1994	118
Naturalized before 1990	859

Source: [Census Bureau Tables](#)

Appendix

Hopes

- *"To have just enough to be comfortable. Health care, dental care, safe home, food, clothing. To not struggle just for the basics and maybe have something extra to share with my neighbor." - Resident*
- *"To be financially successful and leave a legacy." - Resident*
- *"Retire without worry." - Resident*
- *"To know we can make ends meet every month.." - Resident*
- *"Stable job for my husband, continuing education for myself." - Resident*
- *"To be successful in the workplace and provide for my children." - Resident*
- *"To go to bed at night knowing I have enough money to pay my bills." - Resident*
- *"To be happy and financially successful." - Resident*
- *"To have enough money for my family to be okay and a little extra." - Resident*
- *"To be financially stable, to travel and to afford retirement." - Resident*

Bright Spots

- *"Muskegon Promise paid for my associates degree, getting me one step closer to my dream." - Rural resident*
- *"Library services." - Senior resident*
- *"I am going through the expungement process." - Resident*
- *"Very loyal customers." - Business owner*
- *"Job Opportunities program." - Resident*
- *"Covid relief money, retention bonuses, double overtime opportunities." - Resident*
- *"We spend a lot of our fixed income supporting our children and grandchildren." - Senior resident*
- *"My hobby became something I could use to earn a little extra money. It made Christmas possible for my kids." - Resident*
- *"My parents, but I know they are also struggling." - Resident*
- *"College counselors and advisors. Study sessions to pass the MTTC. Financial advisors to help me manage money." - Resident*
- *"Different programs, Michigan Works." - Resident*
- *"We have been helping [our kids and their kids] out financially during the pandemic, we have been their safety net. It's not easy but we are willing to make the sacrifice." - Senior resident*
- *"Learned to do stocks, marijuana no longer a job related issue." - Resident*
- *"I got to meet someone who has my dream business." - Resident*

Community Condition: Transportation
Goal: Affordable and dependable transportation is available at the right time and the right place, for all who need it.

<p><i>"Transportation is a barrier for many" - Rural Resident</i></p>	<p><i>Hope: "Reliable, affordable, handicap accessible public transportation." - Resident</i></p>	<p><i>"[My elderly parents] are safe in their home, but no longer drive. Appointments, shopping,, etc. They need lots of help." - Resident</i></p>
<p><i>"No bus service when I need it on evenings and weekends." - Resident</i></p>	<p><i>"The inability to obtain legal documents (legal status). The inability to obtain a driver's license-one wants to go to different places but can't drive without a license." - Resident</i></p>	<p><i>"I don't drive, it's hard to get places, like appointments and things." - Senior resident</i></p>

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Transportation

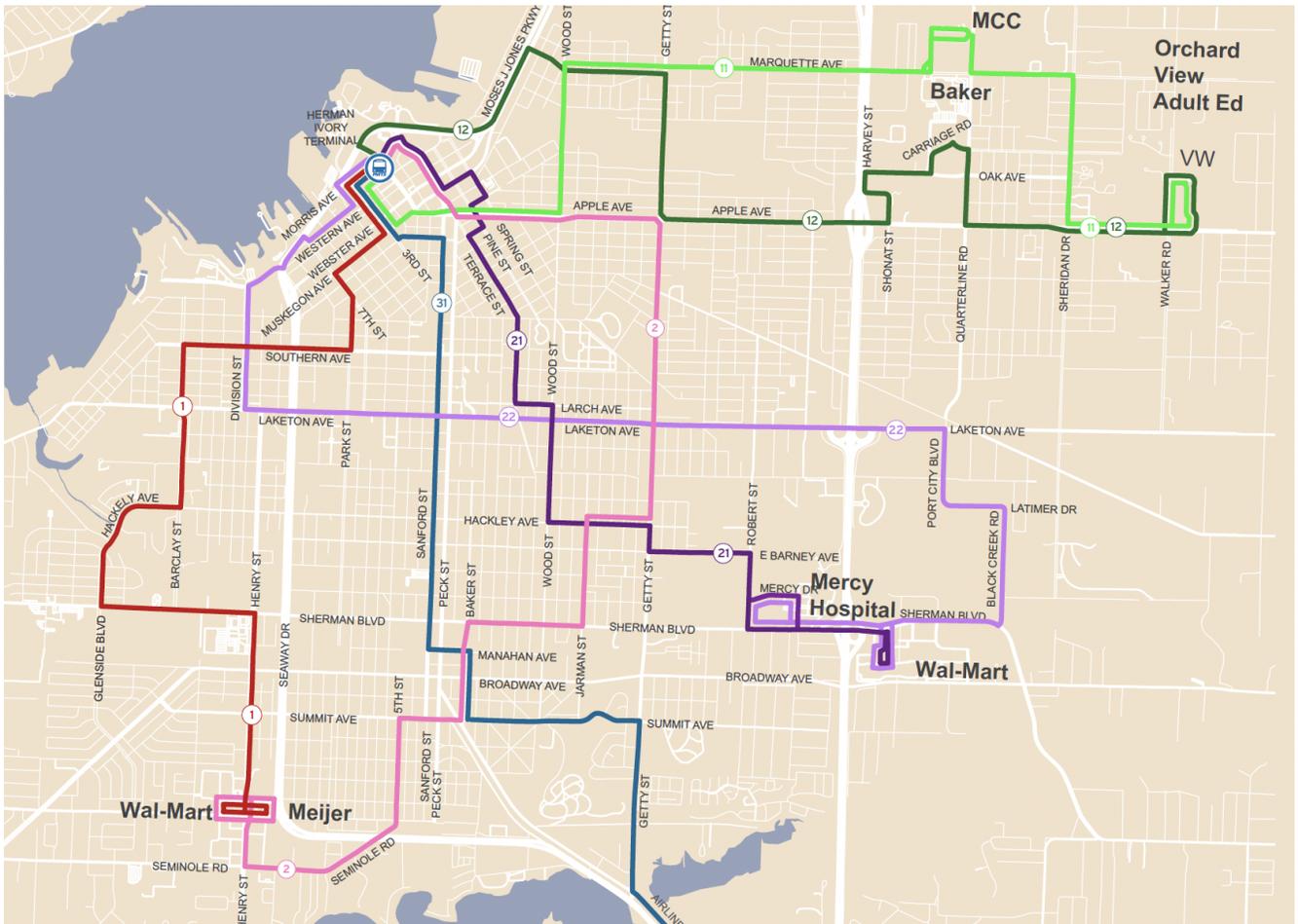
Root Cause: Lack of transportation options linked to jobs/training/healthcare/food	2
Root Cause: Transportation routes do not extend to all of Muskegon County	2
Root Cause: Transportation times not meeting the needs of all residents	4
Root Cause: High gas/vehicle/repair costs	5
Root Cause: Undocumented immigrants cannot obtain a driver's license	6
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Hopes	7
Bright Spots	7
Additional Data - Local Public Transportation	7

Root Cause: Lack of transportation options linked to jobs/training/healthcare/food

What People in Muskegon County Are Saying:

- “Every job means you have to have a car. My wife and I keep struggling to share one crappy vehicle.” - Resident
- “I don't drive, it's hard to get places, like appointments and things.” - Senior resident
- “Lack of transportation (public); no local places to shop for food.” - Urban core resident

Muskegon Area Transit System (MATS) Bus Routes in the Urban Core



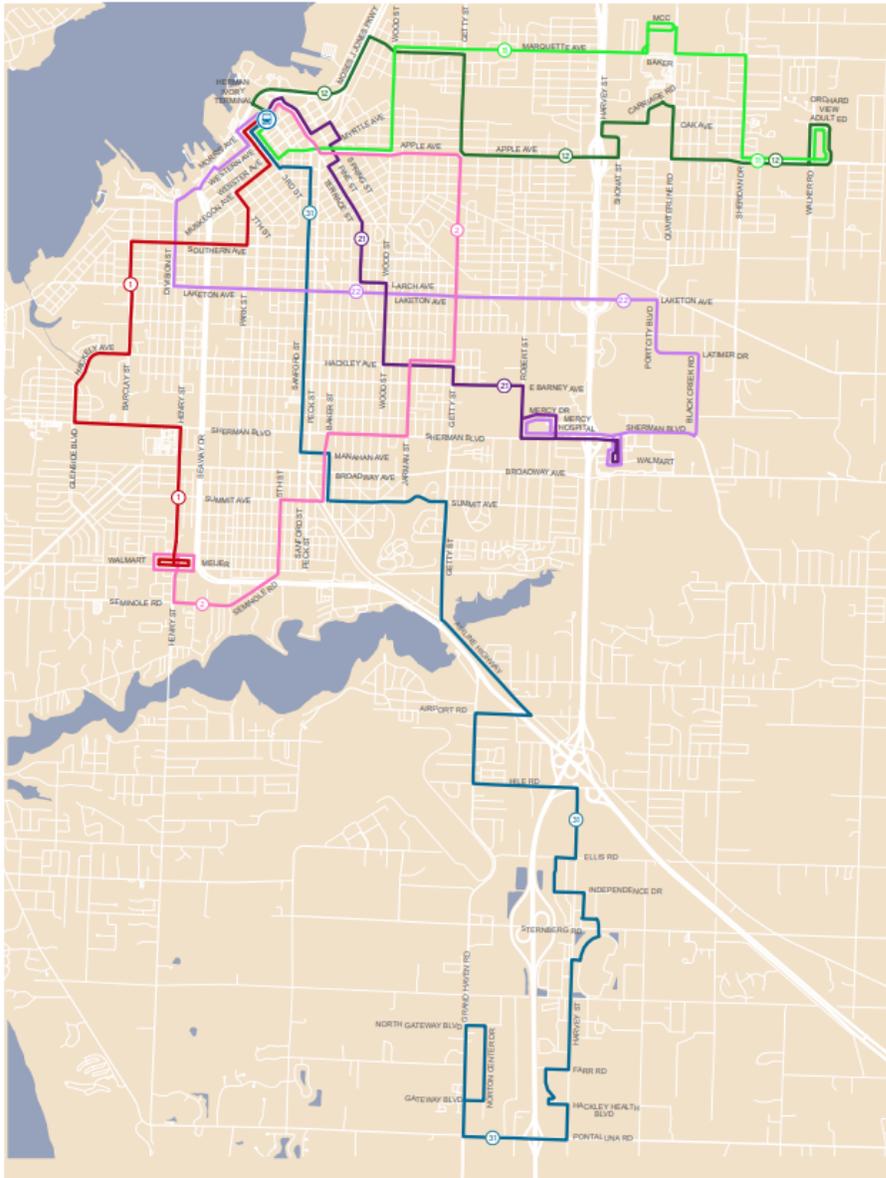
Root Cause: Transportation routes do not extend to all of Muskegon County

What People in Muskegon County Are Saying:

- “Transportation is a barrier for many.” - Rural resident
- “Transportation to resources is lacking for rural individuals to mental health care, many need outreach to understand their own mental health needs.” - Healthcare Worker

- Barrier: *“Getting to appointments in town.”* - Rural senior resident
- *“Lack of pubic supports for out county residents, transportation, broadband, affordable/reliable cell coverage: Eggleston, Ravenna, Casnovia.”* - Rural resident
- *“Harder to access wheelchair transportation, limited service area.”* - Resident

MATS System Map (No Longer Containing Any Regional Routes)



Root Cause: Transportation times not meeting the needs of all residents

What People in Muskegon County Are Saying:

- *“No bus service when I need it on evenings and weekends.”* - Resident

MATS Bus Routes and Times in 2019

Route	Weekday Service	Weekend Service
Route 10 - Henry	6:55 am - 5:51 pm	No
Route 15 - Sixth	6:28 am - 10:40 pm	9:50 am - 5:40 pm
Route 20 - Apple 1	6:35 am - 5:54 pm	No
Route 25 - Apple 2	6:50 am - 10:40 pm	9:50 am - 5:40 pm
Route 30 - Getty-Wood	6:28 am - 10:40 pm	9:50 am - 5:40 pm
Route 35 - Lakeshore-Sherman	6:50 am - 5:40 pm	No
Route 40 & 45 - Peck-Sanford	6:43 am - 6:02 pm	No
Route 50 - Harvey	6:37 am - 10:36 pm	9:37 am - 5:21 pm
Route 55 - East Sherman	6:34 am - 10:34 pm	9:34 am - 5:34 pm
Route 60 - Lakeshore-Henry	5:40 pm - 10:40 pm	9:50 am - 5:40 pm
Route 115 - Montague	6:45 am - 5:15 pm	No

MATS Bus Routes and Times in 2022

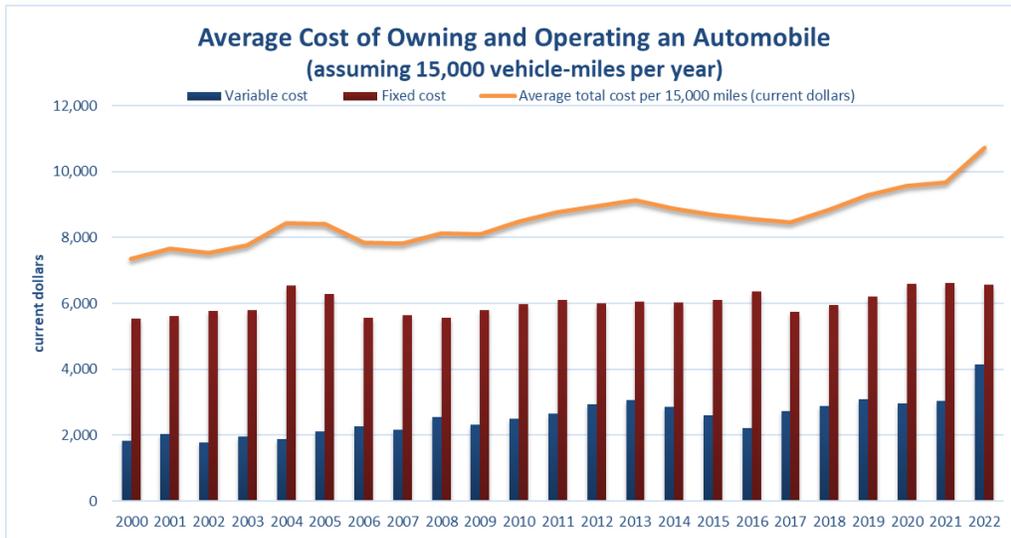
Route	Weekday Service	Weekend Service
Route 1- HIT*-Henry-Norton	7:00 am - 5:51 pm	No
Route 2 - HIT-Getty-Norton	7:00 am - 5:51 pm	No
Route 11 - HIT-Marquette-OV	7:00 am - 5:51 pm	No
Route 12 - HIT-Apple-OV	7:00 am - 5:51 pm	No
Route 21 - HIT-Terrace-Sherman	7:00 am - 5:51 pm	No
Route 22 - HIT-Laketon-Sherman	7:00 am - 5:51 pm	No
Route 31 - HIT-Sanford-Harvey	7:00 am - 5:50 pm	No

* Herman Ivory Terminal

Root Cause: High gas/vehicle/repair costs

What People in Muskegon County Are Saying:

- “Gas prices have really hit me hard, I commute 30 plus miles every day for work.” - Resident
- “Trying to survive/thrive working 3 part-time jobs, car repairs, price of gas.” - Resident
- “Spending money on repairs due to the crappy roads in my whole community.” - Muskegon Heights resident



Source: [Average Cost of Owning and Operating an Automobile | Bureau of Transportation Statistics](#)

Local Gas Prices, as of October 6, 2022

Grand Rapids-Muskegon-Holland				
	Regular	Mid	Premium	Diesel
Current Avg.	\$4.337	\$4.590	\$5.037	\$5.096
Yesterday Avg.	\$4.191	\$4.526	\$4.946	\$5.096
Week Ago Avg.	\$4.160	\$4.487	\$4.885	\$5.131
Month Ago Avg.	\$3.608	\$3.993	\$4.369	\$5.366
Year Ago Avg.	\$3.166	\$3.461	\$3.783	\$3.405
HIGHEST RECORDED AVERAGE PRICE				
		Price	Date	
Regular Unleaded		\$5.185	6/8/22	
Diesel		\$5.981	6/22/22	

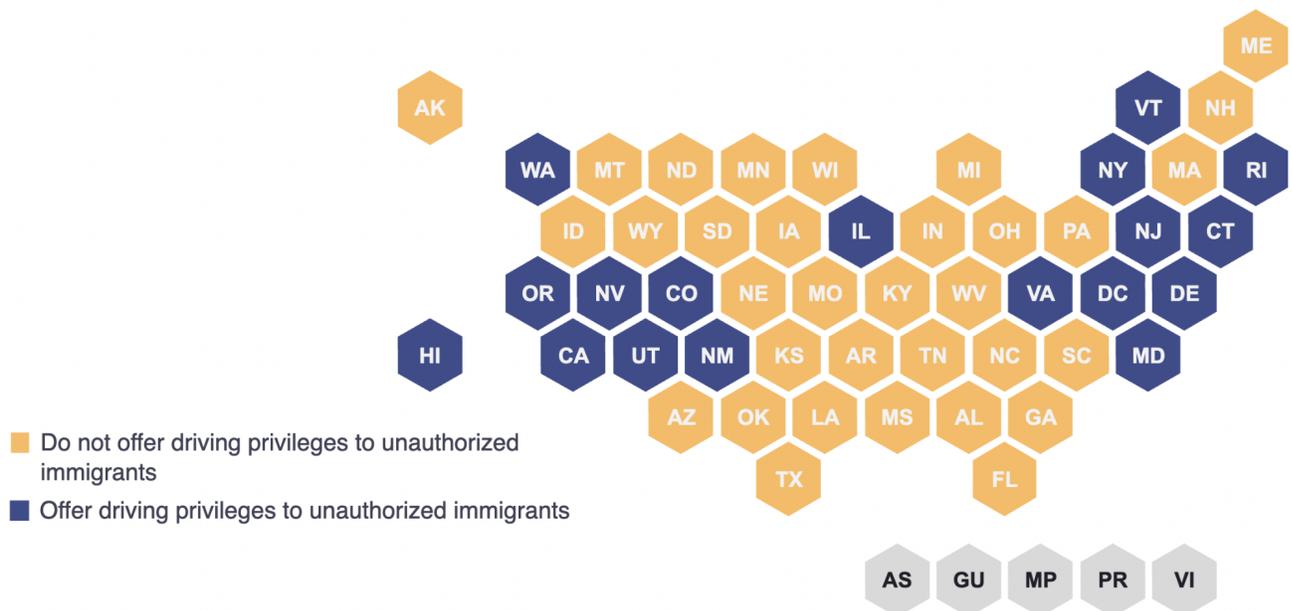
Source: [michigan average gas prices aaa](#)

Root Cause: Undocumented immigrants cannot obtain a driver's license

What People in Muskegon County Are Saying:

- *"The inability to obtain legal documents (legal status). The inability to obtain a driver's license-one wants to go to different places but can't drive without a license."* - Resident
- *"I have a driver's license but there are many who don't have it and many who don't have work authorization."* - Resident
- *"We cannot obtain a driver's license to go to work, or to buy groceries, etc. I am divorced and have a son, sometimes he wants me to take him places and I can't."* - Resident
- *"Not having a driver's license - sometimes one can't do anything."* - Resident
- *"For me and the people that I know (that are Hispanic), not having a valid driver's license is the biggest barrier. One cannot take their children to school and go to work-since one always has fear.... Not having a driver's license is horrible. If your kids get sick and you have to take them to the hospital-one goes with fear due to not having a driver's license. In Lansing and Detroit-they don't know how the people suffer for not having a driver's license. We will pay for our driver's license and insurance-we are not asking for it to be gifted to us."* - Resident

Immigrants and Driver's Licenses



Source: National Conference of State Legislatures [States Offering Driver's Licenses to Immigrants](#) (2022)

Appendix

Hopes

What People in Muskegon County Are Saying:

"I hope additional trail connections and development of more pedestrian and bike-friendly routes in the urban areas continues, and... train connections to GR and Holland." - Resident

Bright Spots

What People in Muskegon County Are Saying:

"People in my church check in on me. I don't drive anymore and they help me get to appointments." - Senior resident

"We finally got a second car." - Resident

Additional Data - Local Public Transportation

MATS Pricing

MATS FARES

	Reduced*		
	Standard	Senior	Disabled
One-Way	\$ 1.25	\$ 0.60	\$ 0.60
Ten-Rides	\$12.50	\$ 6.00	\$ 6.00
Monthly	\$50.00	\$30.00	\$30.00

Exact change only

Children under 42" tall may ride FREE when accompanied by an adult.

Go2

MATS also offers Go2, which is a ride service scheduled via app or telephone call.

Service Hours:

Monday-Friday
5am-midnight
Saturday 8am-5pm

Service Zone:

City of Muskegon*
Roosevelt Park*
Norton Shores*
Muskegon Heights

* Indicates community is participating in the financial support of this service

Individual Rider Fare Pricing

	Standard Fare	Reduced Fare (Senior & Disabled)
On-Demand Trips	\$4.00	\$2.00

Premium Services

Premium Fare

Pre-Booked or Recurring Trips	\$8.00
Muskegon Heights*	\$8.00
Agency Bookings	\$9.00

*Exception: No Premium Fare for Muskegon Family Care, Hackley Community Care, DHS, and the MATS Building

Companion (+1) Fare Pricing

	Standard Companion Fare	Personal Care Attendant	Child <42" Tall
On-Demand Trips	\$2.00	FREE	FREE

Premium Services

Premium Companion Fare

Personal Care Attendant

Child <42" Tall

Pre-Booked or Recurring Trips	\$4.00	FREE	FREE
Muskegon Heights	\$4.00	FREE	FREE
Agency Bookings	\$4.00	FREE	FREE

Community Condition: Housing & Utilities
Goal: Affordable, safe, and healthy living environments are accessible to all.

<p><i>"Support from family because everyone is struggling. I would like to own a home someday and it is becoming hard to pay the rent."</i> - Local agency</p>	<p><i>Dream: "One day I want to move from Hartford Terrace into my own home."</i></p> <p><i>Concern: "No way to become a homeowner, not a renter."</i> - Resident</p>	<p><i>"[A] number of people... received services and now will be without housing because of the extreme shortage of affordable housing units in the core cities."</i> - Local agency</p>
<p><i>Dream: "Safe housing"</i></p> <p><i>Concern: "Not seeing a way out of our present condition."</i> - Resident</p>	<p><i>"I want to obtain home ownership and hope my parents are able to keep their home and live comfortably."</i> - Local agency</p>	<p><i>Dream: "To get out of the trailer park and into a house."</i> - Resident</p>

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Housing & Utilities

Root Cause: Limited supply of safe, affordable housing	2
Root Cause: Housing costs and related needs are increasing	3
Root Cause: Many residents lack quality/any internet access	5
Root Cause: Some populations are particularly vulnerable to becoming/staying homeless	6
Root Cause: Some people struggle to qualify for rentals/mortgages	8
Root Cause: Some homes are unsafe	9
Root Cause: Housing difficulties are intensified by housing market, COVID/other losses	11
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Root Cause: Limited supply of safe, affordable housing

What People in Muskegon County Are Saying:

"[A] number of people... received services and now will be without housing because of the extreme shortage of affordable housing units in the core cities." - Local agency

"Decent housing is unaffordable and impossible to find." - Urban core resident

"Finding a place I could afford was almost undoable." - Resident

"Rising rent, no resources, lack of available affordable housing." - Resident

"I think there are efforts underway to address the housing issue, but more needs to be done to provide affordable housing. Also, there are many homes in Muskegon, Muskegon Heights, and the rural townships that would benefit from a facade improvement program of some kind." - Resident, Government sector

Muskegon County Housing List, from the Muskegon County Homeless Continuum of Care Network (CoC), 10/07/2022

A = All, N = None, W = Water, G = Gas, T = Trash, E = Electric, B = Basement				
Bedrooms	Address	Rent	Contact / Source	Phone
2	1768 McIlwraith	\$850	Lighthouse Properties	231-903-4427
1-2	2270 S. Getty St. 4 units	\$650-750	Lighthouse Properties	231-903-4427
2	257 Harrison Blvd.	\$850	Lighthouse Properties	231-903-4427
3	2437 Maffett St.	\$1,050	Lighthouse Properties	231-903-4427
2	1023 Marquette Ave.	\$925	Lighthouse Properties	231-903-4427
3	373 E. Holbrook Ave.	\$1,025	Lighthouse Properties	231-903-4427
2	884 Emerson	\$1,150	Lighthouse Properties	231-903-4427
3	3101 6th St.	\$900	Blue Bay Capital	616-871-1316
1	1502 Peck St.	\$695	Lighthouse Properties	231-903-4427
2	2628 Wood St.	\$825	Lighthouse Properties	231-903-4427
1	1848 Franklin St #5	\$650	Westshore Properties	231-798-6430

2	925 Fleming	\$895	Lighthouse Properties	231-903-4427
1	1515 Peck St. #2 & #3	\$750	Westshore Properties	231-798-6430
2	2129 Jarman St.	\$850	Choice Properties	231-722-1444
4	2059 Henry St.	\$1,400	Choice Properties	231-722-1444
2	1229 Peck St.	\$825	Blue Bay Capital	616-871-1316
2	1848 Commerce St.	\$1,275	Blue Bay Capital	616-871-1316
1	1692 McGraft St. #2	\$750	Choice Properties	231-722-1444
3	790 W. Southern	\$1,000	Westshore Properties	231-798-6430
1	81 Delaware Ave.	\$655	Lighthouse Properties	231-903-4427
2	2696 Vulcan	\$1,000	Westshore Properties	231-798-6430
2	4528 Grand Haven Rd.	\$850	Lighthouse Properties	231-903-4427
2	923 W. Southern	\$800	Westshore Properties	231-798-6430
2	2262 Lincoln Park Dr.	\$1,025	Choice Properties	231-722-1444
2	914 W. Southern Ave. #2	\$900	Choice Properties	231-722-1444
3	2109 Reynolds St.	\$875	Choice Properties	231-722-1444
1	319 E. Forest Avae.	\$875	Blue Bay Capital	616-871-1316

Source: <http://www.muskegoncoc.org/housing-resources.html>

Root Cause: Housing costs and related needs are increasing

What People in Muskegon County Are Saying:

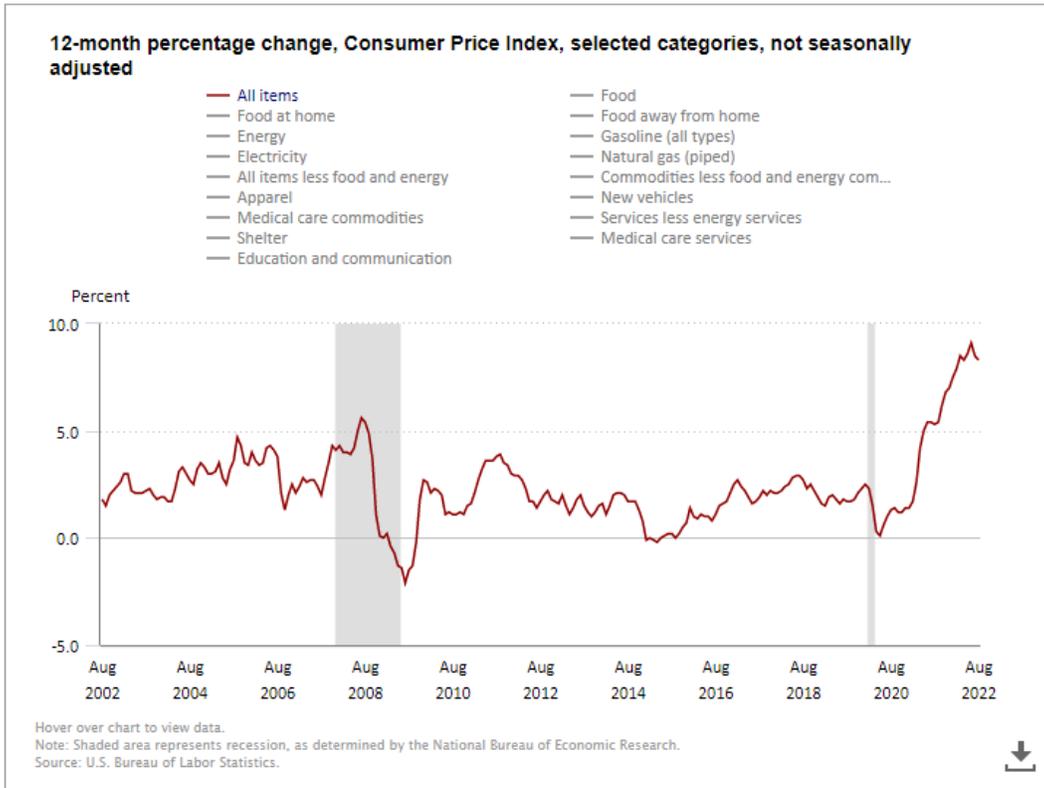
"Apartment rent keeps going up, I am on a fixed income." - Resident

"Living is so expensive. \$1500/month for rent? Doesn't feel like I can ever earn enough or have time for an actual life. Rent eats most of my paycheck. No money left for food, gas, everything else." - Resident

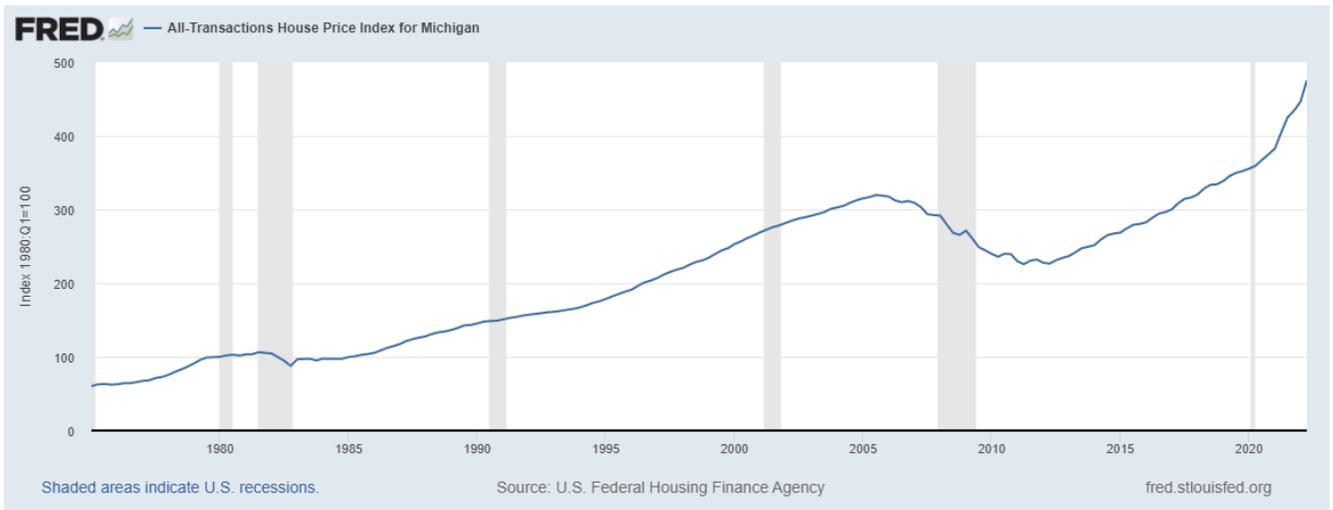
"Had to move out of our apartment because rent went way up, also impacted our family's mental health." - Resident

"I live on a fixed income and can't keep up with the rising cost of everything." - Senior resident

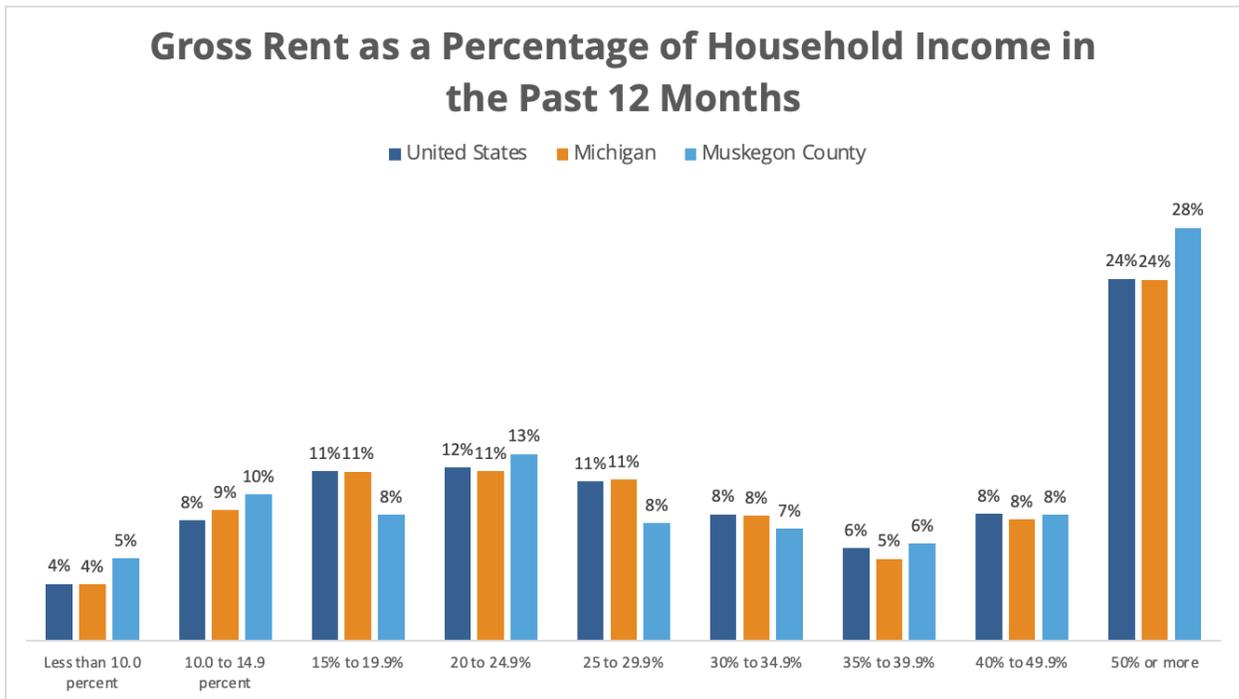
"Now that CERA is gone, additional funding is needed for rent and utilities. There are also needs for hotel/motel vouchers, although I know those come with their own issues. Although MIHAF exists for homeowners, they are several months behind in applications." - Resident



Source: <https://www.bls.gov/cpi/>



Source: [All-Transactions House Price Index for Michigan \(MISTHPI\) | FRED | St. Louis Fed \(stlouisfed.org\)](https://fred.stlouisfed.org/series/MISTHPI)



[U.S. Census Bureau, 2021 American Community Survey 1-Year Estimate. B25070.](#)

Root Cause: Many residents lack quality/any internet access

What People in Muskegon County Are Saying:

- *Barrier: "Crappy internet and cell service." - Rural resident*
- *"If we had better internet, I could work from home sometimes." - Rural resident (Fruitport)*
- *"Lack of public supports for out county residents, transportation, broadband, affordable/reliable cell coverage: Eggleston, Ravenna, Casnovia." - Rural resident*
- *"Poor Internet, technology issues." - Rural resident (Holton)*

Urban and Rural Population

This indicator reports the percentage of population living in urban and rural areas. Urban areas are identified using population density, count, and size thresholds. Urban areas also include territory with a high degree of impervious surface (development). Rural areas are all areas that are not urban. Of the report areas 172,188 population, 132,043 or 76.69% of the population is classified urban while 40,145 or 23.31% is rural.

Report Area	Total Population	Urban Population	Rural Population	Urban Population, Percent	Rural Population, Percent
Muskegon County, MI	172,188	132,043	40,145	76.69%	23.31%
Michigan	9,883,640	7,369,957	2,513,683	74.57%	25.43%
United States	312,471,327	252,746,527	59,724,800	80.89%	19.11%

Data Source: US Census Bureau, Decennial Census. 2010. Source geography: Tract

Root Cause: Some populations are particularly vulnerable to becoming/staying homeless

What People in Muskegon County Are Saying:

- *“Servicing homeless and vulnerable people who shared housing with family members but have now been put out due to COVID, lost work due to COVID, lost family members due to COVID and have spent a lot of extra money they couldn't afford due to the rising costs of food, gas, services, housing and other expenses when the poor and middle class can least afford it and are so vulnerable yet as things start to improve salaries aren't keeping up!” - Local agency*
- *“Housing for the Mentally Ill, with integrated, WRAP programs should be developed.” - Healthcare*

The Homeless Population in Michigan

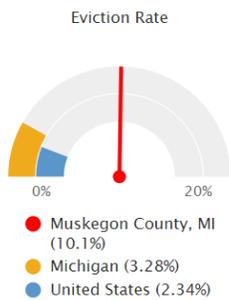
Total Homeless Population	8,638
Total Family Households Experiencing Homelessness	1,026
Veterans Experiencing Homelessness	639
Persons Experiencing Chronic Homelessness	1,109
Unaccompanied Young Adults (Aged 18-24) Experiencing Homelessness	484

Source: <https://www.usich.gov/homelessness-statistics/mi/>

Eviction in Muskegon County

Report Area	Renter Occupied Households	Eviction Filings	Evictions	Eviction Filing Rate	Eviction Rate
Muskegon County, MI	17,545	3,374	1,772	19.23%	10.1%
Michigan	1,037,704	138,169	34,016	13.31%	3.28%
United States	38,372,860	2,350,042	898,479	6.12%	2.34%

Note: This indicator is compared to the state average.

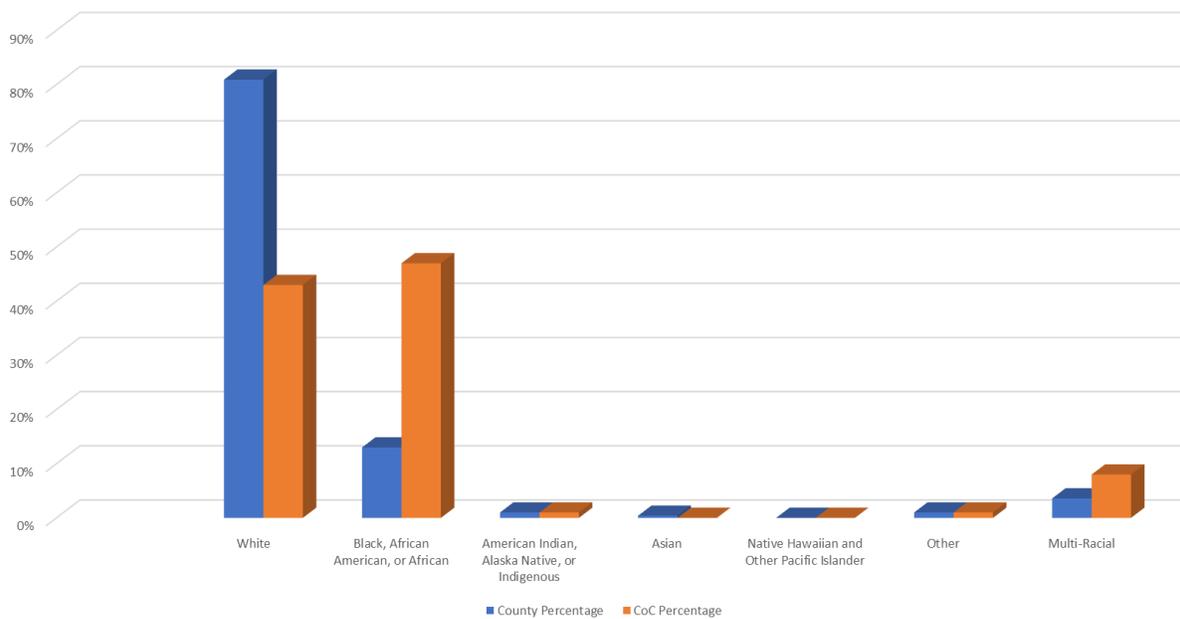


Source: Eviction Lab. 2016, sparkmap.org

Data from the Muskegon County Homeless Continuum of Care Network (CoC) shows that in 2021:

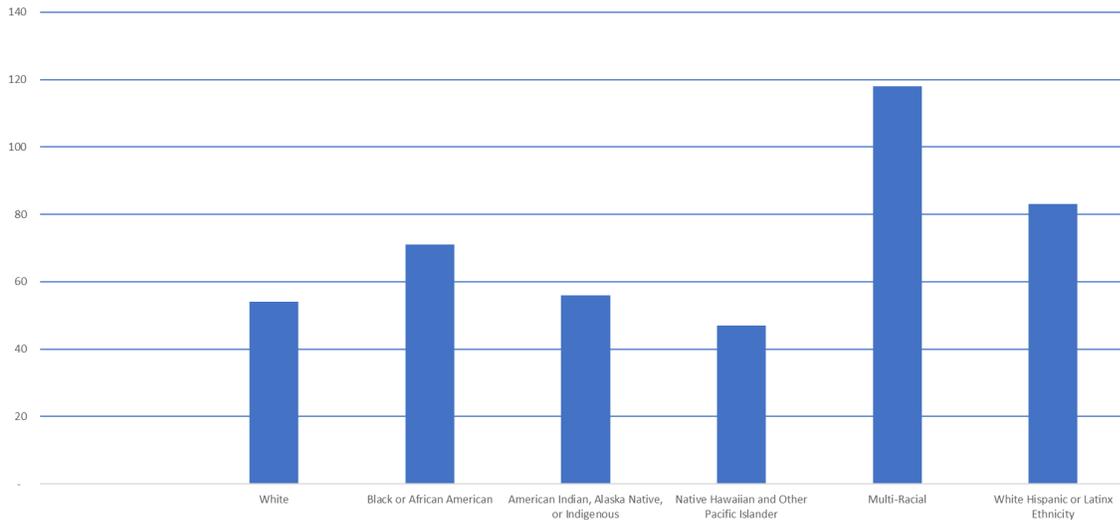
- 492 individuals in the county experienced homelessness
 - 397 Adults
 - 95 Children
 - 57.72% Male
 - 41.67% Female
 - .61% Other, including Transgender and Non-Binary
- 377 Muskegon county households experienced homelessness
 - 328 individuals
 - 52 families

Comparing the Populations of Muskegon County and the CoC Network



In addition to racial disparities in the percentages of individuals experiencing homelessness, CoC data also found differences by race/ethnicity in the average number of days homeless.

Average Days Homeless Population Comparison



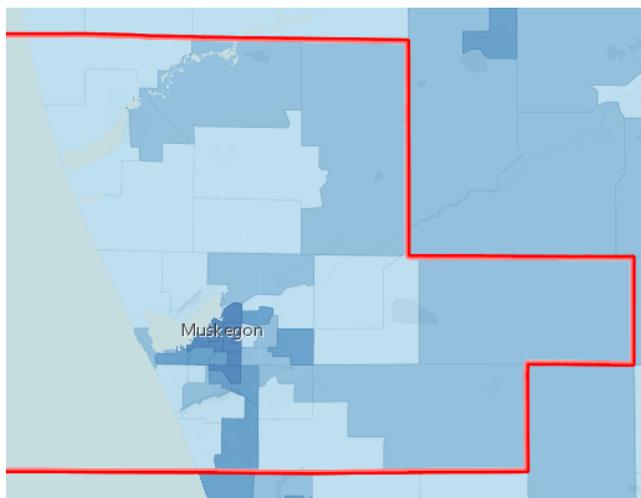
Root Cause: Some people struggle to qualify for rentals/mortgages

What People in Muskegon County Are Saying:

- *“Landlords are discriminating against applicants who received CERA funding and will not rent to them.” - Local agency*
- *“Strict limitations on qualifying for home ownership.” - Resident*
- *“I didn't have a valid social security number and I couldn't buy a house because the bank wouldn't provide me a loan.” - Resident*
- *Barrier: “Not having a social security number. The bank won't give you a loan (credit) even though you show you can prove you have good credit standing and you pay everything on time and you pay your taxes. I pay my taxes.” - Resident*

Families with High Housing-Cost Burden

Report Area	Total Households	Cost Burdened Households (Housing Costs Exceed 30% of Income)	Cost Burdened Households, Percent
Muskegon County, MI	66,064	15,793	23.91%
Michigan	3,980,408	1,041,695	26.17%
United States	122,354,219	37,128,748	30.35%



Cost Burdened Households (Housing Costs Exceed 30% of Household Income), Percent by Tract, ACS 2016-20

- Over 35.1%
- 28.1 - 35.0%
- 21.1 - 28.0%
- Under 21.1%
- No Data or Data Suppressed
- Muskegon County, MI

Source: US Census Bureau, *American Community Survey*, 2016-20, sparkmap.org

Root Cause: Some homes are unsafe

What People in Muskegon County Are Saying:

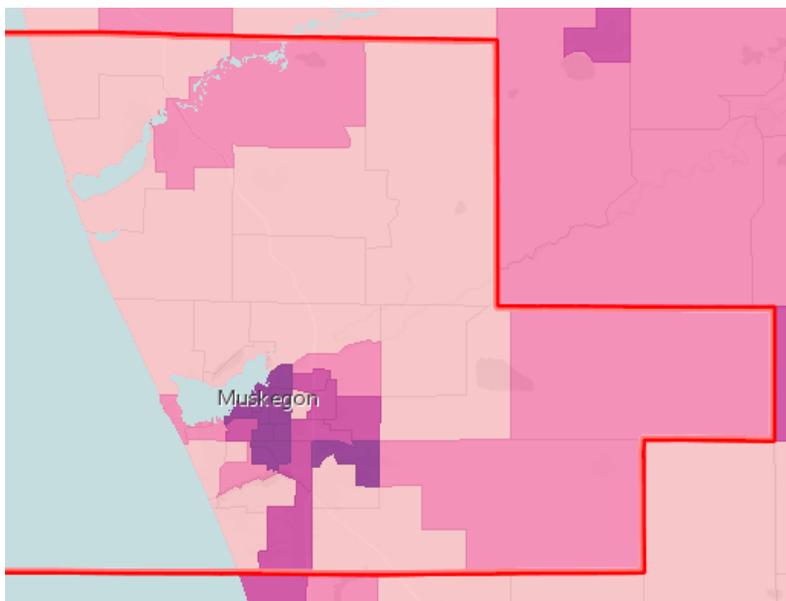
- *"Housing is very lacking and of low quality, many individuals are sick/ cycling through the ED departments due to environmental issues." - Healthcare*
- *Dream: "A safe and cleaned up home." - Resident*
- *"Absent landlords, lack of zoning enforcement." - Resident*
- *"I heard that the City of Muskegon and Muskegon Heights received funds/grants to help with home improvements such as windows, lead paint, etc. but they don't help those that don't have social security numbers." - Resident*
- *"Landlords not keeping up properties, not held accountable for maintaining city codes." - Resident*
- *"I signed up to get my windows changed, but they have such a long waiting list (city of Muskegon). I'm like number 40 something." - Resident*
- *Dream: "To get my home repaired/restored so I can breathe clean air again." - Resident*

Housing Quality - Substandard Housing

Report Area	Total Occupied Housing Units	Occupied Housing Units with One or More Substandard Conditions	Occupied Housing Units with One or More Substandard Conditions, Percent
Muskegon County, MI	66,064	16,270	24.63%
Michigan	3,980,408	1,051,720	26.42%
United States	122,354,219	38,476,032	31.45%

Source: US Census Bureau, American Community Survey, 2016-20, sparkmap.org

Housing Quality - Substandard Housing



Substandard Housing Units, Percent of Total by Tract, ACS 2016-20

- Over 34.0%
- 28.1 - 34.0%
- 22.1 - 28.0%
- Under 22.1%
- No Data or Data Suppressed
- Muskegon County, MI

Root Cause: Housing difficulties are intensified by housing market, COVID/other losses

What People in Muskegon County Are Saying:

- *“My husband died of Covid 2 years ago, I'm fighting to keep my home. I make less than [he] did. It took both of us to have our house.” - Resident*
- *“Divorce and the challenge of maintaining a house on only my income.” - Resident*
- *“Housing prices going up, limited inventory.” - Resident*
- *“Business has quadrupled because people are losing homes and I work in underpinning mortgages.” - Resident*
- *“I am a landlord of houses and apartments and due to the pandemic I didn't receive rent (payments) for a year.” - Resident*

Number & Percent Distribution of Deaths by Sex and Marital Status
Muskegon County Health Department,
Michigan 2020

Marital Status	Males		Females	
	Number	Percent	Number	Percent
Total	1,097	100.0	1,099	100.0
Never Married	172	15.7	110	10.0
Divorced	229	20.9	221	20.1
Widowed	194	17.7	515	46.9
Married	501	45.7	251	22.8

Source: 2020 Geocoded Michigan Death Certificate Registry.
<https://www.mdch.state.mi.us/osr/chi/Deaths/marstat/MarriageStatusAtDeathTrends.asp?AreaCode=38&AreaType=L&IS=No>

Appendix

Hopes

- *“My hope is that Muskegon's urban areas will continue to grow, provide new jobs, and provide a variety of housing options for young people just starting out and starting their families.” - Resident, Government sector*
- *“One day I want to move from Hartford Terrace into my own home.” - Resident*
- *“Home ownership. Place for kids to play safely.” - Resident*

Bright Spots

- *“Starting to improve streetlights.” - Resident*
- *Supports: “A safe neighborhood, good housing.” - Resident*
- *Supports: “Helping with a place to stay so I am not homeless.” - Resident*

Community Condition: Neighborhood & Natural Environments

Goal: Vibrant community spaces, high-quality infrastructure, and thriving outdoor landscapes and waterways are accessible and safe for all.

"We don't always feel safe, especially after dark." - Urban core resident

Dream: "to raise my family in a safe, clean environment surrounded by good people and in good schools." - Healthcare

"The community needs a watch group to help keep us safe. We need to have each other's back." - Urban core resident

Support: "Our neighborhood and association." - Muskegon Heights resident

"We live in a beautiful lakeshore community that provides opportunities for recreation and to easily "get away" from the day to day and enjoy time as a family." - Resident

"Due often to lack of resources [my community] does not always provide for safe roads, fire and police protection. It could do better in attending to environmental issues for a healthier environment." - Resident

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Neighborhood & Natural Environments

Root Cause: Some neighborhoods experience high rates of violence and crime	2
Root Cause: Some neighborhoods experience blight, poor roads, lack of street lights	3
Root Cause: Some neighborhoods lack adequate, informed police presence	5
Root Cause: The state of the climate, local environment limits comfort and enjoyment	5
Appendix	7
Hopes	7
Bright Spots	7

Root Cause: Some neighborhoods experience high rates of violence and crime

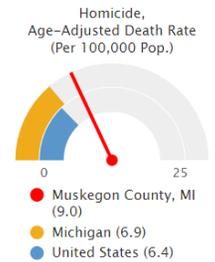
What People in Muskegon County Are Saying:

- “We don't always feel safe, especially after dark.” - Urban core resident
- “The community needs a watch group to help keep us safe. We need to have each other's back.” - Urban core resident
- “Guns, violence, feeling unsafe.” - Urban core resident
- “Crime and gun violence.” - Resident

Mortality - Homicide

Report Area	Total Population, 2016-2020 Average	Five Year Total Deaths, 2016-2020 Total	Crude Death Rate (Per 100,000 Population)	Age-Adjusted Death Rate (Per 100,000 Population)
Muskegon County, MI	173,628	72	8.3	9.0
Michigan	9,967,988	3,248	6.5	6.9
United States	326,747,554	101,419	6.2	6.4

Note: This indicator is compared to the state average.
Data Source: Centers for Disease Control and Prevention, CDC - National Vital Statistics System. Accessed via CDC WONDER, 2016-2020. Source geography: County → Show more details



Homicide Mortality, Age Adj. Rate (Per 100,000 Pop.) by County, CDC NVSS 2016-20

- Over 9.0
- 6.1 - 9.0
- 3.1 - 6.0
- Under 3.1
- Data Suppressed (<20 Deaths)
- Muskegon County, MI

Crime Statistics by City

Municipality	Crime Index*	Crime Rate per 1,000 Residents		
		Violent	Property	Total
Muskegon	11	6.94	26.91	33.85
Muskegon Heights	2	18.86	40.54	59.39
Montague	72	.41	6.62	7.03
Norton Shores	21	2.12	22.21	24.33
Whitehall	58	1.38	8.59	9.97

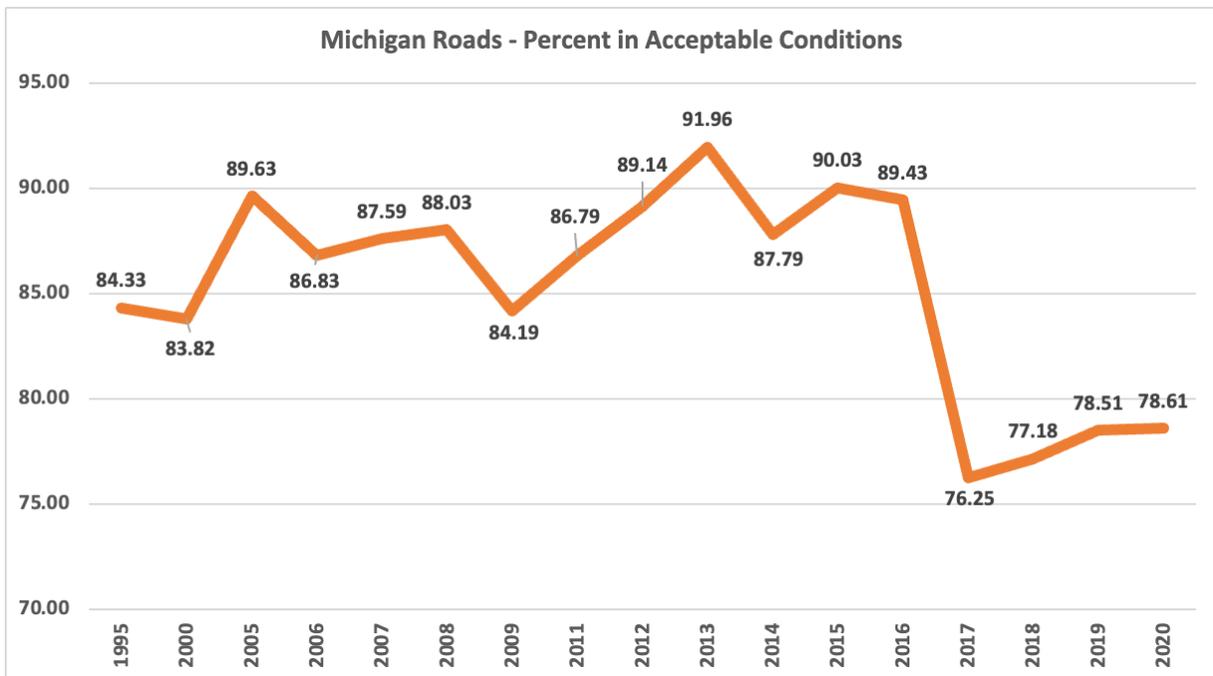
*100 is safest

Source: <https://www.neighborhoodscout.com/> (2020)

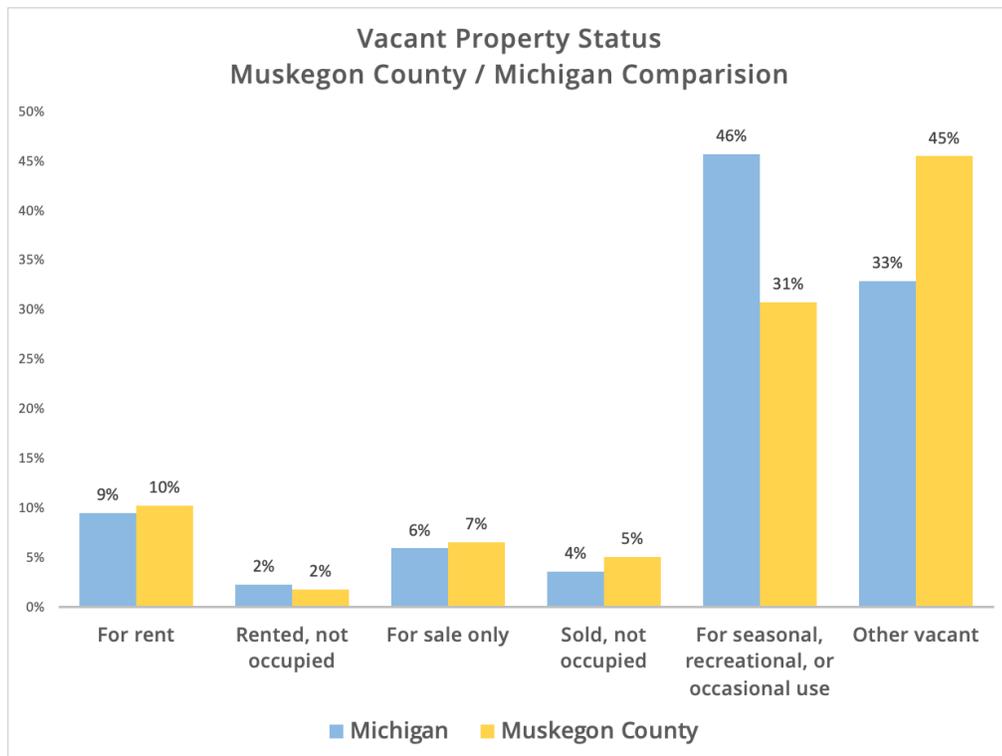
Root Cause: Some neighborhoods experience blight, poor roads, lack of street lights

What People in Muskegon County Are Saying:

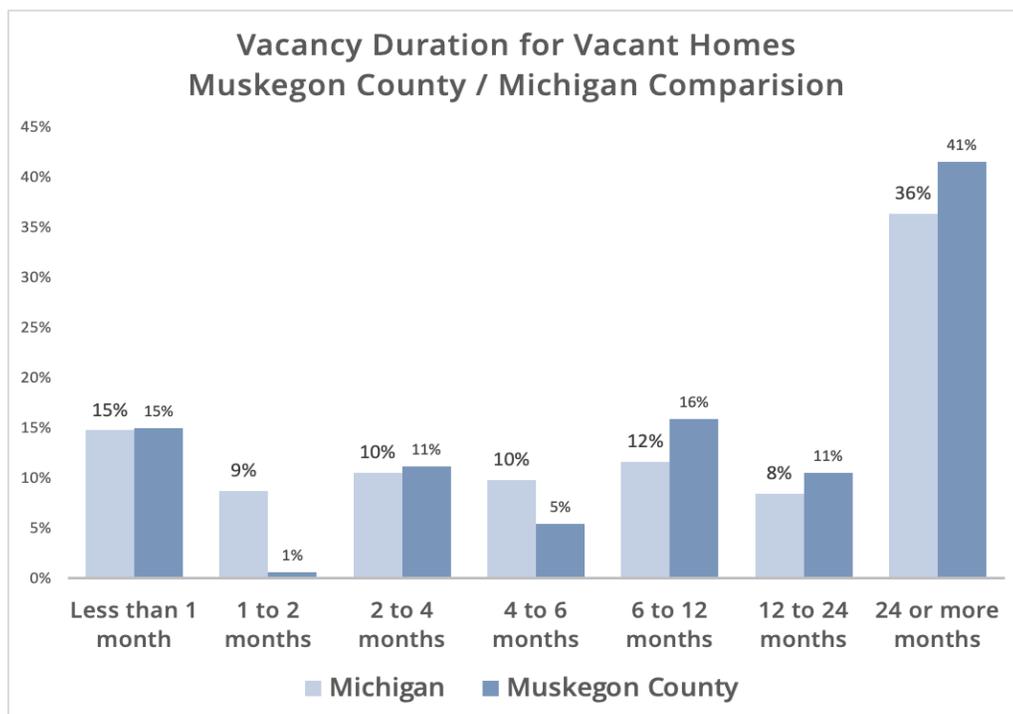
- *"The streets are wrecked and there is trash everywhere." - Resident*
- *"Some areas are not well lit after dark." - Resident*
- *"Spending money on repairs due to the crappy roads in my whole community." - Muskegon Heights resident*
- *"The raggedy roads and how messed up our community is." - Resident*
- *"There are no street lights so the kids can be seen (or see). We need street lights on every street." - Resident*



Source: US Department of Transportation (2020)



*Other as categorized by the US Census Bureau. Other means not in the traditional vacancy market.
Source: [U.S. Census Bureau, 2016-2020 American Community Survey 5-Year Estimates \(2020\) B25004](#)



Source: [U.S. Census Bureau, 2016-2020 American Community Survey \(2020\)](#)

Root Cause: Some neighborhoods lack adequate, informed police presence

What People in Muskegon County Are Saying:

- *“We need better community policing. More involvement in our neighborhoods.” - Urban core resident*
- *“Due often to lack of resources [my community] does not always provide for safe roads, fire and police protection...” - Resident*
- *“Police brutality, turning their backs on the city residents.” - Urban core resident*
- *“I never call the police because it takes them more than 40 minutes to arrive and then they basically don't do anything when we need them.” - Resident*

Number of Officers per 1K Population

Department	# of Officers	Ratio of Officers per 10K Residents
Fruitport Township Police	10	7.1
Muskegon Police	67	17.6
Muskegon Heights Police	24	22.4
Muskegon Township Police	14	7.8
North Muskegon Police	8	21.1
Norton Shores Police	38	15.5
Roosevelt Park Police	5	13.2
Whitehall Police Department	8	29.2
Muskegon County Sheriff	48	8.5

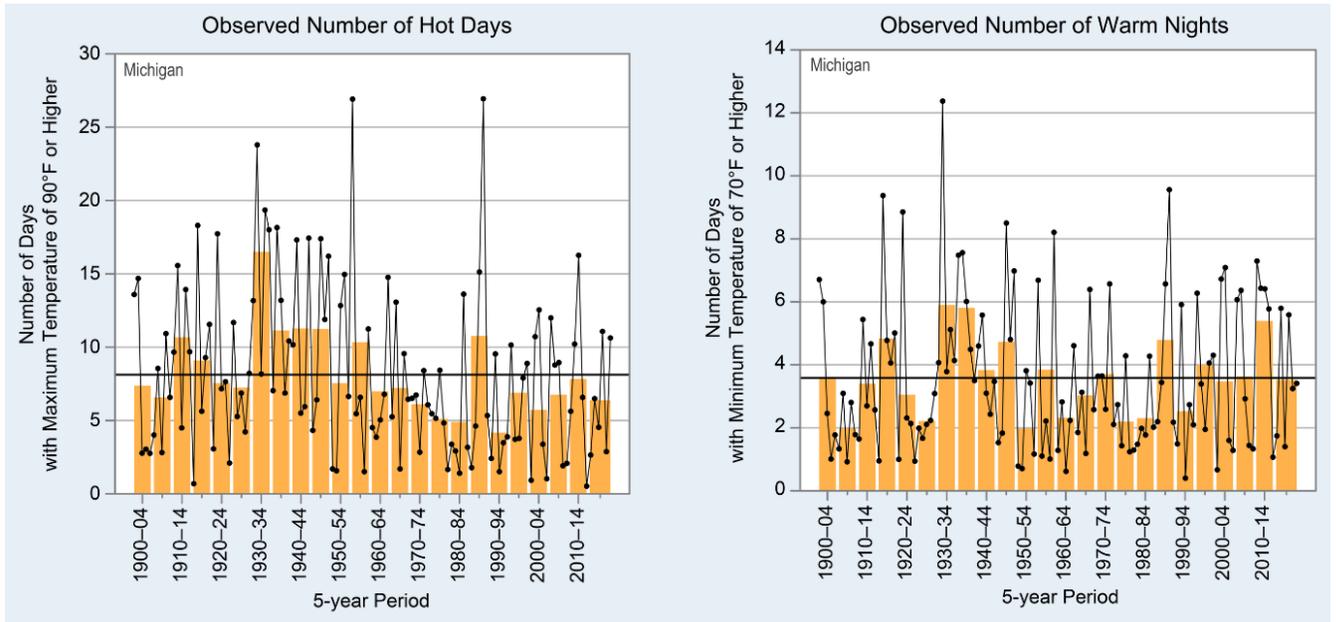
Source: Federal LEOKA Database, <https://policescorecard.org/mi/> (2021)

Root Cause: The state of the climate, local environment limits comfort and enjoyment

What People in Muskegon County Are Saying:

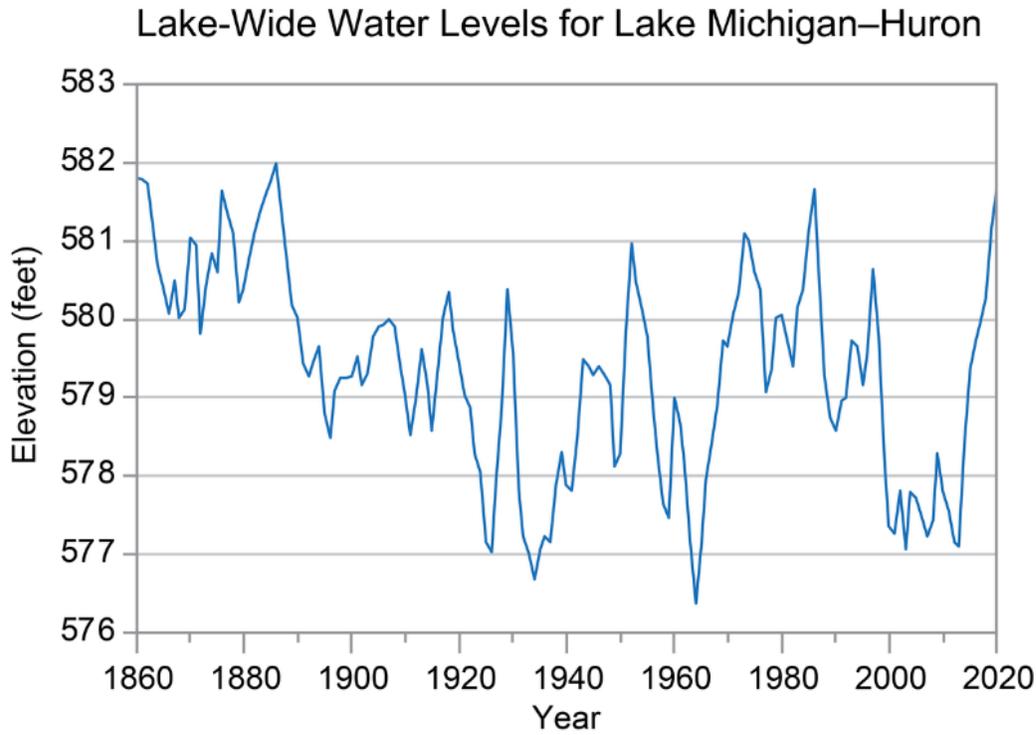
- *“The heat is becoming a frightening concern.” - Local agency*
- *“[My community] could do better in attending to environmental issues for a healthier environment.” - Resident*
- *Barriers: “Gentrification, city development, threats to our ecosystem and natural spaces,” - Resident*

Observed Temperature Change in Michigan



Source: [NOAA National Centers For Environmental Information State Climate Summaries 2022](#)

Lake Michigan-Huron Water Levels



Source: [NOAA National Centers For Environmental Information State Climate Summaries 2022](#)

Appendix

Hopes

- *"That our streets are repaired and the violence stopped." - Muskegon Heights resident*
- *"To live in a safe neighborhood." - Resident*
- *"To raise my family in a safe, clean environment surrounded by good people and in good schools." - Healthcare*
- *"To live safe from guns and gang violence." - Resident*
- *"For my family to be healthy and live in a safe community." - Resident*
- *"To be able to provide my family with a home in a safe neighborhood." - Resident*

Bright Spots

- *"We have bike trails and hiking trails and nice parks." - Rural resident*
- *"Our neighborhood and association." - Muskegon Heights resident*
- *"The lower crime level, good schools and local parks, and community events like farmers markets." - Resident*
- *"Neighborhood associations." - Resident*
- *"Our neighbors." - Resident*
- *"Safe parks to enjoy." - Resident*
- *"My neighborhood community helps by keeping us safe. I feel safe in my neighborhood." - Resident*

Community Condition: Collective Well-Being

Goal: The social and emotional needs of all county residents are respected and supported.

"I have lost a lot of faith in humanity. People have been downright cruel to medical professionals through all of this." - Health Care

"My finances have struggled, I have lost a job, and my social/emotional wellbeing has been seriously challenged due to the isolation as well as political climate." - Resident

I'm still feeling the heaviness of working in COVID-19 response, but don't know how to overcome the years of stress it brought. I've also lost a lot of social connection to friends and social groups..." - Resident

Hope: "To live in an inclusive community where diversity is celebrated and everyone has access to what they need to be well." - Health Care

"Most of my neighbors are a great support. We watch out for one another, keep our property in good shape. We are kind to one another." - Resident

"COVID and pandemic isolation was so lonely, I was depressed." - Senior resident

The following summarizes data about the root causes getting in the way of healthcare in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Collective Well-being

Root Cause: Muskegon County is highly segregated	2
Root Cause: Hate crimes, racism, and discrimination	3
Root Cause: Distrust, polarization, and eroded civility	4
Root Cause: Lack of support from family/friends/community	6
Root Cause: Lack of trust in government officials	9
Appendix	10
Hopes	10
Bright Spots	10

Root Cause: Muskegon County is highly segregated

What People in Muskegon County Are Saying:

- *“Muskegon County is segregated by race and income and quite polarized.” - Resident*
- *“The trauma of racism on both people of color and the whole community is more and more visible. We urgently need to prioritize efforts to heal racism and change systems that are still rooted in racism.” - Educator*

Residential Segregation in Muskegon (White-Black / Black-White Dissimilarity Index)

This measures the differences in residential patterns (where people live) of one racial / ethnic group to another. A higher number means more segregation. Muskegon’s dissimilarity index is the 11th highest among the nation’s cities and metro areas.

Rank	Area Name	1980	1990	2000	2010	2020
1	Newark, NJ-PA	82.9	82.7	80.3	78.0	76.6
2	Milwaukee-Waukesha, WI	83.9	82.8	82.2	79.6	75.1
3	Detroit-Dearborn-Livonia, MI	83.0	85.6	85.9	79.6	74.5
4	New York-Jersey City-White Plains, NY-NJ	81.7	82.0	81.2	79.1	74.3
5	Chicago-Naperville-Evanston, IL	89.1	85.2	81.5	77.1	73.8
6	Gary, IN	90.8	90.2	84.6	76.8	72.2
7	Miami-Miami Beach-Kendall, FL	79.4	71.8	72.4	73.0	72.1
8	Philadelphia, PA	84.4	83.3	77.8	74.3	70.2
9	Cleveland-Elyria, OH	85.7	82.8	77.2	72.6	70.0
10	St. Louis, MO-IL	81.6	77.3	73.4	70.6	67.4
11	Muskegon, MI	74.1	76.8	76.4	71.2	67.4
12	Beaumont-Port Arthur, TX	75.5	70.7	69.6	67.3	66.7
13	Niles, MI	73.5	74.5	73.4	69.3	66.7
14	Peoria, IL	70.1	72.1	71.9	69.3	66.5
15	Nassau County-Suffolk County, NY	76.9	76.4	73.6	69.2	65.5
16	Buffalo-Cheektowaga, NY	80.1	80.1	76.7	71.0	65.3
17	Boston, MA	79.9	73.7	71.3	67.8	64.2
18	Danville, IL	69.3	70.0	69.6	68.0	63.4
19	Gadsden, AL	69.3	69.4	69.1	66.4	62.0
20	Bridgeport-Stamford-Norwalk, CT	70.2	69.2	68.7	66.0	61.4

Source: [American Communities Project, Brown University \(2020\)](#)

Root Cause: Hate crimes, racism, and discrimination

What People in Muskegon County Are Saying:

- *“Overall there aren't enough resources or community acceptance to make it feel safe to be an out LGBTQ+ Family.” - Local Agency*
- *“Racism-discrimination. I have 3 daughters and one is darker skinned (mulato) and I see -at school she does not suffer racism- but at stores and other places they have discriminated against her.” - Resident*
- *“Our teen children feel judged for having an unconventional family.” - LGTBQ+ resident*
- *“The community does not value professionals of color and offer many opportunities for leadership positions in our organizations.” - Resident*
- *Dream: “To be part of a safe and diverse neighborhood. I am a single trans person.” - Healthcare*
- *Barrier: “Racism and judgment.” - Resident*
- *“Racism and hate groups are on the increase.” - Resident*
- *Dream: “Safety and equality.” - Resident*
- *“People are afraid of each other, with isolation comes a lack of willingness to trust and become engaged will slow our transition of change, when we need it most!” - Local agency*
- *“My social community is different from my living community (neighborhood)... We are definitely a minority there [in the neighborhood] and you can feel it.” - Resident*
- *“We dream of equity and support for those who do not ‘Fit In The Box.’” - Local agency*

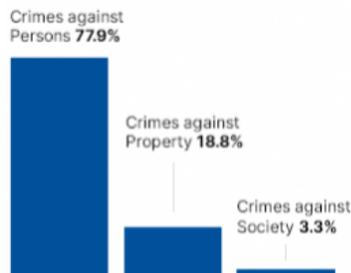
FBI 2020 Hate Crime Statistics

Bias Motivation Categories for Single-bias Incidents in the US, 2020	
Race/Ethnicity/Ancestry	61.8%
Religion	13.3%
Sexual Orientation	20.0%
Gender Identity	2.7%
Disability	1.4%
Gender	0.7%

Source: <https://www.justice.gov/hatecrimes/hate-crime-statistics>

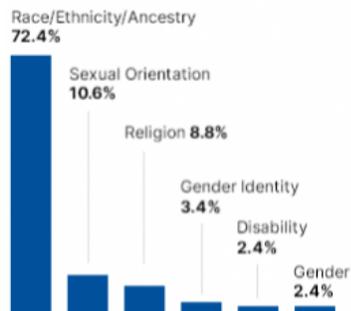
Fast Facts On Michigan Hate Crime Incidents

2020



Types of Crime

Crimes against Persons	353
Crimes against Property	85
Crimes against Society	15



Bias Motivation Categories

Race/Ethnicity/Ancestry	273
Religion	33
Sexual Orientation	40
Disability	9
Gender	9
Gender Identity	13

Source: <https://www.justice.gov/hatecrimes/state-specific-information/michigan>

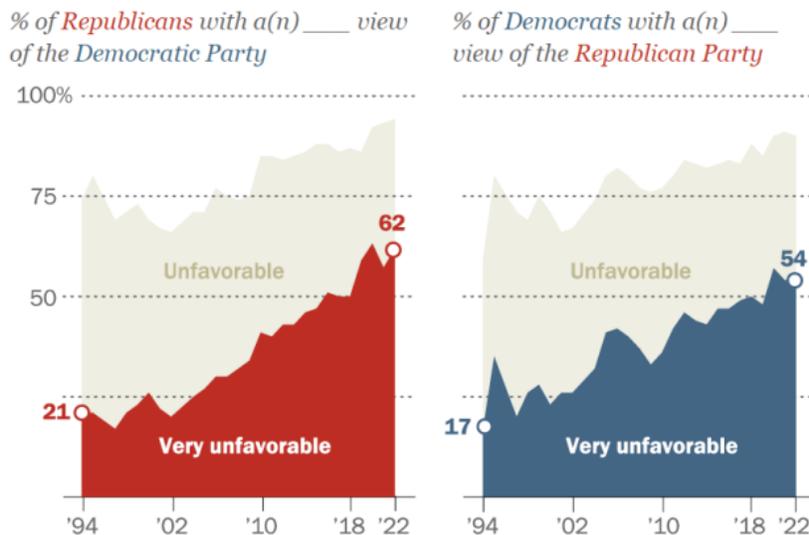
Root Cause: Distrust, polarization, and eroded civility

What People in Muskegon County Are Saying:

- *“Muskegon is not immune from some political movements affecting the country that are lashing out at the LGBT community. Seeing support from my neighbors for hateful politicians makes me worry about my future in the area.” - Resident*
- *“Seeing small businesses struggle, reduce hours, or even close. I have experienced COVID causing us to polarize groups because they do/do not get vaccinated, or for wearing/not wearing masks. It's caused quite a divide and undue tension.” - Business owner*

- *"I have lost a lot of faith in humanity. People have been downright cruel to medical professionals through all of this." - Health Care*
- *"People hating each other for no reason, just based on beliefs." - Resident/Business owner*
- *"For many of the people I serve, COVID has exacerbated many of the inequities in our systems. Also, the antagonistic political climate is creating/fostering distrust between community members, a lack of willingness to listen to other perspectives." - Educator*
- *"Too many people on opposite sides of the spectrum." - Resident/Business owner*
- *"Fragile economy, a harshly divided political world." - Resident*
- *Barrier: "The racism and polarization of our community." - Resident*
- *"When politics come into play too often, I feel as though they hinder my ability to work with the community as a whole." - Resident*
- *"The major concern is how during the upheavals of the past three years how ready folks were to retreat to polarized/reactionary positions. There seems to be little tolerance for people to be different." - Resident*
- *"Some of the real biases in our community became VERY obvious during the pandemic." - Resident*

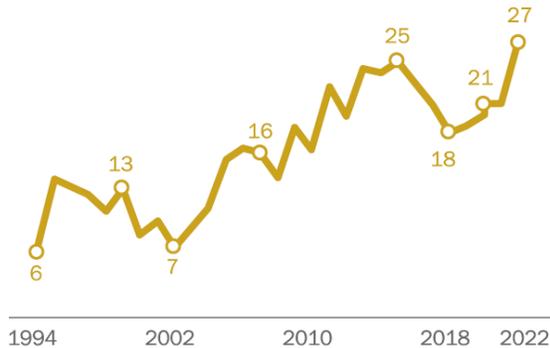
Two decades of rising partisan antipathy



Note: Based on partisans and does not include those who lean to each party.
Source: Yearly averages of survey data from Pew Research Center American Trends Panel (2020-2022) and Pew Research Center phone surveys (1994-2019).

Share of Americans holding unfavorable views of both parties among the highest in decades

% who have an unfavorable view of the Republican and Democratic parties

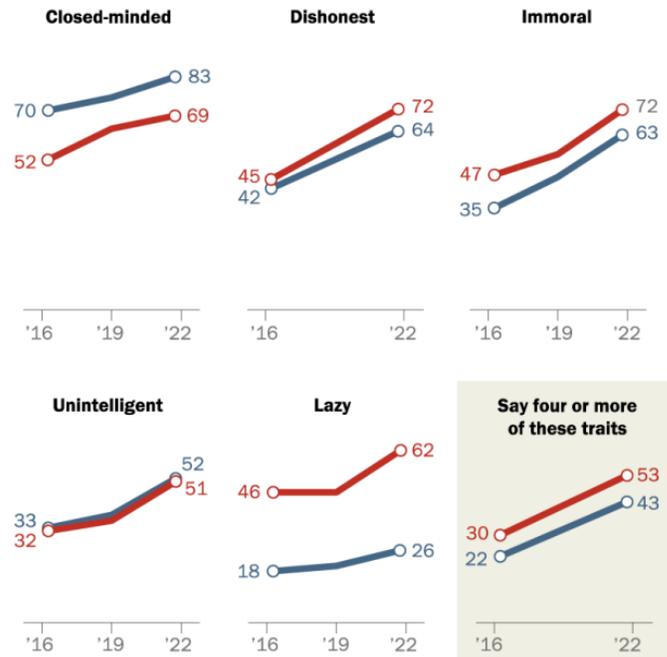


Note: Based on those who rated both the Republican and Democratic parties.
Source: Yearly averages of survey data from Pew Research Center American Trends Panel (2020-2022) and Pew Research Center phone surveys of U.S. adults (1994-2019).

Growing shares of both Republicans and Democrats say members of the other party are more immoral, dishonest, closed-minded than other Americans

% who say members of the **other** party are a lot/somewhat more ___ compared to other Americans

— Republicans say Democrats are more ...
— Democrats say Republicans are more ...



Note: Partisans do not include those who lean to each party.
Source: Survey of U.S. adults conducted June 27-July 4, 2022.

Source: <https://www.pewresearch.org/politics/2022/08/09/as-partisan-hostility-grows-signs-of-frustration-with-the-two-party-system/>

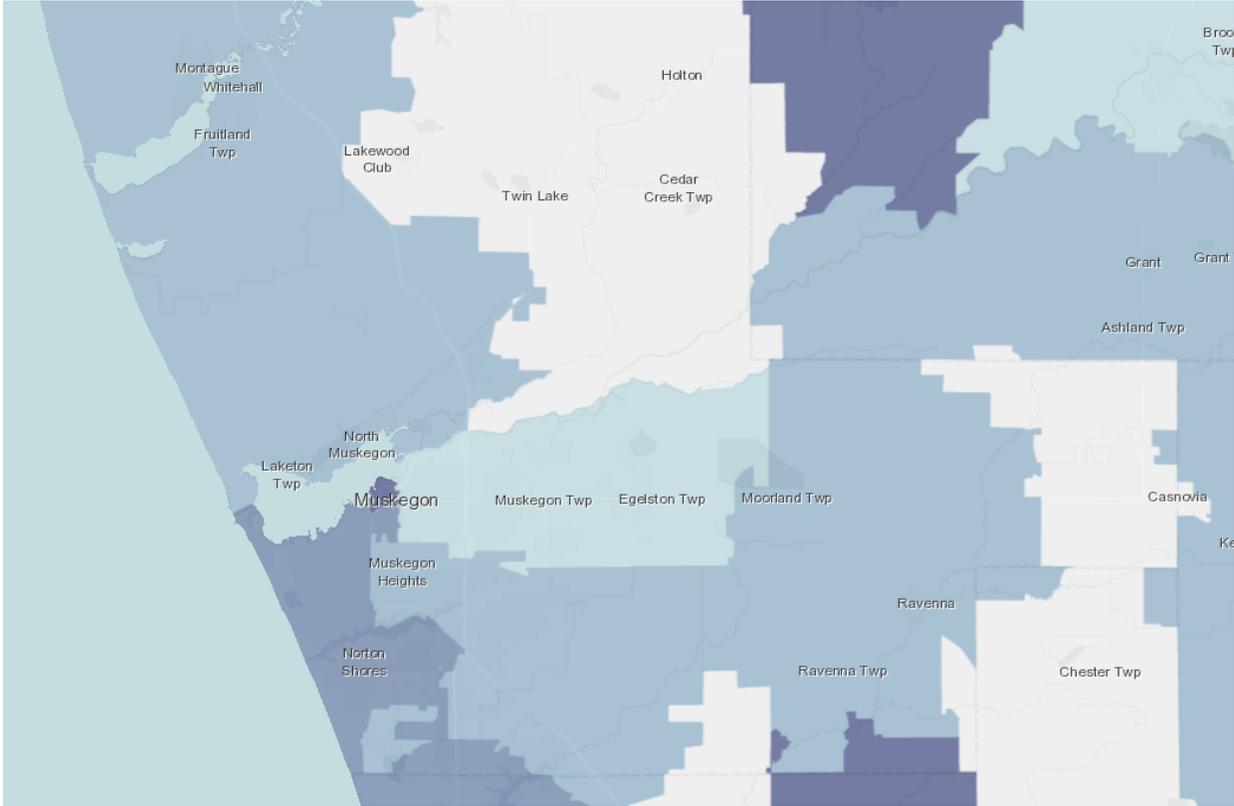
Root Cause: Lack of support from family/friends/community

What People in Muskegon County Are Saying:

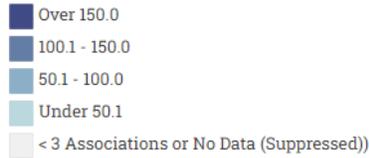
- *“COVID and pandemic isolation was so lonely, I was depressed.” - Senior resident*
- *“Physically staying connected to friends and family was a huge challenge. Getting too used to not going or attending social events and, post-pandemic, trying to get motivated to get back to normal activities--even gardening and outside work that I was discouraged from doing during COVID.” - Resident*
- *“My divorce happened during the pandemic. I was very isolated and depressed.” - Resident*
- *“My husband died of COVID 2 years ago, I'm fighting to keep my home.” - Resident*

- *"I have lost a job, and my social/emotional wellbeing has been seriously challenged due to the isolation as well as political climate." - Resident*
- *"The death of my ex-wife. Having to be there constantly and my children continue to struggle without her." - Resident*
- *"The relentless pace of work and demands on my time have made it difficult to spend as much time as I'd like with my family. I feel like my work during COVID made me miss some of my child's most crucial years. I'm still feeling the heaviness of working in COVID-19 response, but don't know how to overcome the years of stress it brought. I've also lost a lot of social connection to friends and social groups as routines shut down with COVID and have been slow to rebuild. Many things have not come back and don't look like they are going to. I feel like I'm starting from scratch as an adult making friends sometimes!" - Resident*
- *"Virtual church was hard." - Resident*
- *"It's difficult here. Here the only day you see people gather is when they go to church. There's no energy for them to get together-there is no gathering (fellowship/solidarity)." - Resident*
- *"COVID shut everything down. Constant worry if it is safe to be in groups and crowds." - Resident*
- *"Not enough ways for people to meet." - Resident*
- *"I am not really involved with the community here. I'm alone here. I don't receive any support." - Resident*
- *"I have lived here in Muskegon many years. I have only been connected with the Hispanic community for 5 years. Before, I feared getting close to the support in the community of Muskegon, in general." - Resident*
- *"Women, especially single mothers, need help and they are unable to do some things but don't have the money to pay for a handyman to help them." - Resident*
- *"I became disillusioned by our own Latino community - it's sad. The people don't unite (gather), or lend support, or anything." - Resident*
- *"The biggest challenge is that 2 years ago my wife died (2019). I have two kids. She died from a car accident. I have to continue to get my kids ahead. One is 15 and one is 18." - Resident*
- *"Truthfully, I think that I worry more about seniors now than I ever did before. We don't have enough information. People fall into some of the traps; like people calling about Medicare or Medicaid, etc. They don't even explain. Seniors are more vulnerable-they get taken advantage of." - Resident*

Social Associations



**Social Associations, Rate (Per 100,000 Pop.)
by ZCTA, CBP 2020**



Source: [Map Room – CARES HQ](#)

Mercy Health Community Survey to Inform Community Health Needs Assessment, 2021

Family and Social Support	Muskegon	
Report that they 'usually or always' feel lonely or isolated from those around them	8.1%	70
Among respondents age 65+, report they 'usually or always' feel lonely or isolated from those around them.	4.4%	10
Report they need help caring for themselves or their home	16.0%	137
Among those who need help caring for themselves or their home, the % who report no one helps them	28.5%	39
In the past year has Covid-19 has resulted in them or someone in their household feeling lonely or isolated	42.3%	350
In the past year Covid-19 has resulted in someone they, or someone in their household, cares about dying	27.2%	225

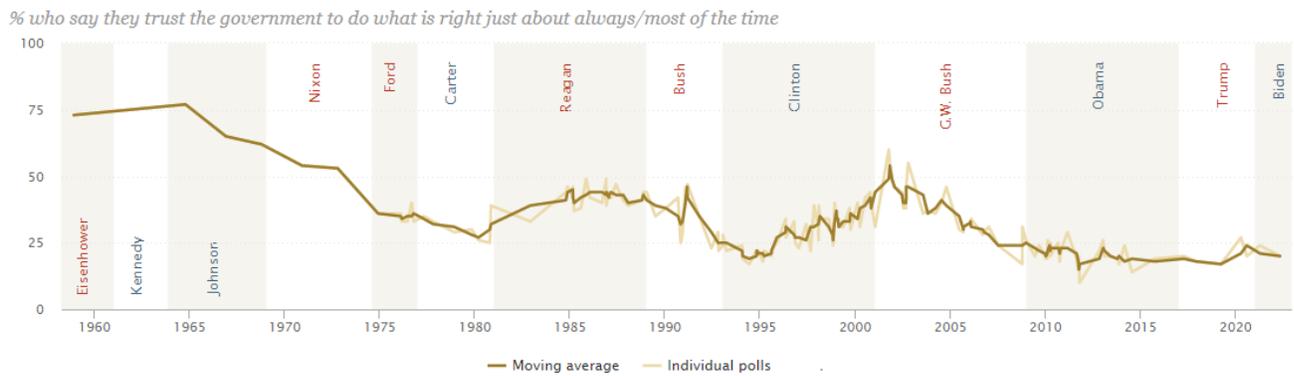
Source: [Mercy Health Muskegon 2021 CHNA](#)

Root Cause: Lack of trust in government officials

What People in Muskegon County Are Saying:

- *“False promises from our city and state for helping build up our community.” - Muskegon Heights resident*
- *“Who do you trust for truth in information?” - Resident*
- *“Further distrust in the government causing vastly divided communities; political unrest pitting “sides” against each other.” - Local agency*
- *“Our officials seem stuck and not able to help.” - Resident*
- *“Local and state government need to be held accountable by the community.” - Residents*
- *“People feeling safe does not seem to matter to our city leaders.” - Resident*
- *Barrier: “Lies from our political and public officials.” - Resident Uncertain if leadership doing what is right for most citizens.” - Resident*

Public Trust in Government: 1958-2022



Source: <https://www.pewresearch.org/politics/2022/06/06/public-trust-in-government-1958-2022/>

Appendix

Hopes

- *"To live in a community that supports each other and provides for one another in social and economic means." - Resident*
- *"That Muskegon Hts returns back to its traditions and values as a loving community full of friendly people." - Resident*
- *"Get back to "normal" and feel safe and healthy." - Resident*
- *"To live in a community where everyone takes care of their own as well as their neighbor. Love, peace and joy in the community." - Resident*
- *"As someone newer to the area, our hope is to be able to put down roots and connect with other people our age." - Resident*
- *"To get our community back together." - Resident*
- *"To live in a community where everyone takes care of their own as well as their neighbor. Love, peace and joy in the community." - Resident*

Bright Spots

- *"Church family and friends." - Resident*
- *"It is a small community that is there if there is a need." - Rural resident*
- *"I joined a widow support group at my church." - Resident*
- *"Neighbors and family have been there for us." - Resident*
- *"Met some other divorced dads and we try and help each other out." - Resident*
- *"I thought I would hate assisted living, but it's very social with lots going on." - Senior resident*
- *"Our neighbors." - Resident*

- *"Faith in Almighty God, belief in self and humankind. Be found doing the right thing for yourself and others." - Resident*
- *"Community events in Muskegon are amazing." - Resident*
- *"This community brings me joy and is full of amazing giving people." - Rural resident*
- *"My parents continue to help our family, which has been huge." - Resident*
- *"The LGBT community." - Resident*
- *"I am moved by the deep care in my community for the Heights." - Resident*
- *"I have my brothers and close friends and I have built a network of friends via online social media." - Resident*
- *"Community events and places for people to come together." - Resident*
- *"Our extended families grew closer." - Senior resident*
- *"Love the opportunity to participate in church from home!" - Resident*
- *"I feel there have been increased efforts in recent years to reach out to the LGBT community and make Muskegon feel more welcoming for all." - Resident*
- *"I believe there are people of good will in our community and our world who want to work to make things better for everyone. My faith in God sustains me." - Resident*

Community Condition: Countywide Capacity & Alignment

Goal: Local groups and organizations are meeting resident needs and working together to ensure efforts are coordinated and integrated.

"Sometimes there is too much red tape and clients give up or get discouraged."
- Local agency

"No one is upfront about where resources really are."
- Resident

"Organizations have gone back to operating in silos."
- Mental health worker

"We have to come to "town" to get any help."
- Rural resident

"Local organizations are stretched really thin and in need of more staff and volunteers." - Local agency

"We seem to earn just enough money to not qualify for assistance of any type."
- Resident

The following summarizes data about the root causes getting in the way of countywide capacity and alignment in Muskegon County. The data comes from local conversations with over 450 individuals, including residents, providers of public health, education, and social services, and members of the local business community as well as national and local datasets/reports (e.g., U.S. Census, Community Health Needs Assessment, Kids Count).

Root Causes Getting in the Way of Countywide Capacity & Alignment

Root Cause: Some people have difficulty finding and accessing resources	2
Root Cause: Resources are not available for everyone who needs them	2
Root Cause: Supports not available in all areas of the county	3
Root Cause: Many agencies have staffing problems and capacity issues	3
Root Cause: Lack of processes and actions promoting interagency cooperation	3
Root Cause: State and federal policies constrain local capacity	4
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Root Cause: Some people have difficulty finding and accessing resources

What People in Muskegon County Are Saying:

- *"Need better communication about what's available." - Resident*
- *"No one is upfront about where resources really are." - Resident*
- *"Sometimes there is too much red tape and clients give up or get discouraged." - Local agency*
- *"We are having trouble enrolling adults in our programs because there has been so much staff turnover at the places that normally send us referrals. We need to reach out individually to make new staff aware of our services so that community members can find us." - Local agency*
- *"Not enough information out there for Latinos." - Resident*
- *"Limited communication of offerings." - Resident*
- *"I don't have any support now. But I want to obtain my GED but I don't know where I can do that and learn more English." - Resident*
- *Too many hoops to jump through to get help." - Resident*
- *"I work in this field and I don't even know what all of the resources are." - Local agency*

Root Cause: Resources are not available for everyone who needs them

What People in Muskegon County Are Saying:

- *"We seem to earn just enough money to not qualify for assistance of any type." - Resident*
- *"Limited access/hours, impossible for working parents." - Resident*
- *"Too many restrictions on getting services." - Senior resident*
- *"Lack of resources for regular people." - Resident*
- *"I haven't heard of any support in regards to the Hispanic community, medical or educational. There is no location to learn English or to continue our education here in Muskegon.:" - Resident*
- *"Inflation, no assistance for regular working people who need help too." - Resident*
- *"We get no assistance because we make just enough not to qualify for any help. Paycheck to paycheck." - Resident*
- *"We don't have the same opportunities as those who are documented, because we are not eligible for assistance." - Resident*
- *"It seems like no one really wants to help the Latinos/Hispanics in Muskegon County... except for the advocates, and there are only a few." - Resident*
- *"Our organization has been trying to recruit and hire Spanish-speaking staff for many years, but struggle to find qualified candidates that are fluent and can help us reach that population." - Local agency*

Root Cause: Supports not available in all areas of the county

What People in Muskegon County Are Saying:

- *"We have to come to "town" to get any help." - Rural resident*
- *"Living rurally means we get almost nothing!" - Rural resident*
- *"Muskegon County suffers but downtown Muskegon is looking good. Taking from some to give to others inspires people to not do anything." - Resident*
- *"There are very little supports for the Heights as a community." - Resident*
- *"The only programs for kids are in the inner-city. What about Norton Shores?" - Resident*

Root Cause: Many agencies have staffing problems and capacity issues

What People in Muskegon County Are Saying:

- *"Another challenge has been the difficulty in helping people access resources during a pandemic and the constant turnover of people in businesses and organizations." - Local agency*
- *"We don't support the non-profit workforce well. the non-profit workforce is underpaid and undervalued." - Local agency*
- *"Our greatest challenge during COVID was staffing (both paid and volunteer)." - Local agency*
- *"Needs increased and anxiety rose, people lost jobs and the feeling of lost securities." - Local agency*
- *"Our greatest challenge during COVID was staying in business." - Local agency*
- *"I am most concerned about the loss of key volunteer groups." - Local agency*
- *"Community organizations are stretched really thin and in need of more staff and volunteers." - Local agency*

Root Cause: Lack of processes and actions promoting interagency cooperation

What People in Muskegon County Are Saying:

- *"Organizations have gone back to operating in silos." - Mental health worker*
- *"Many businesses in the same industry as myself don't educate others striving for the same goals in serving the community because outside resources may be limited and they don't want you to have the opportunity to get those resources before they do." - Local agency*
- *"It is so difficult to figure out what else is going on in the community. I feel like there is so much potential for alignment and the rewards would be so much greater, but who even has the time to make that happen?" - Local agency*
- *"Organizations are not working together." - Local agency*

Root Cause: State and federal policies constrain local capacity

What People in Muskegon County Are Saying:

- *“State and federal policies benefit large urban areas and forget about mid-sized urban areas like ours.” - Local agency*
- *“Repayment of the Muskegon Heights school debt is undermining the education of some of our most vulnerable children and impacting multiple generations.” - Local agency*
- *“Innovations like Muskegon’s Access Health are stymied in their growth by bureaucratic barriers and norms.” - Resident*

Appendix

Hopes

- *“My hopes and dreams are that I can make an impact on my community and improve the lives of others through access to resources and education. I hope that I can make a livable wage doing this so that I can travel and have time for my creative passions.” - Resource coordinator*
- *“Help my community by helping our returning citizens get back to work without so many barriers.” - Local agency*
- *“More help for seniors.” - Senior resident*

Bright spots

- *“Public information about services.” - Resident*
- *“Church, senior programs.” - Senior resident*
- *“Resources can be found if you know where to look.” - Resident*
- *“I think the community is working together for a lot of the same interests and goals.” - Healthcare*
- *“Access when you know where to go.” - Resident*
- *“Volunteers from the community.” - Local agency*
- *“School giving big help and resources for parents.” - Residents*
- *“Library services.” - Senior resident*
- *“In the past three years I've gotten to know people in different industries that serve the community and I'm working with them to better serve the public interest instead of on the receiving end of the resource I'm giving.” - Local agency*

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