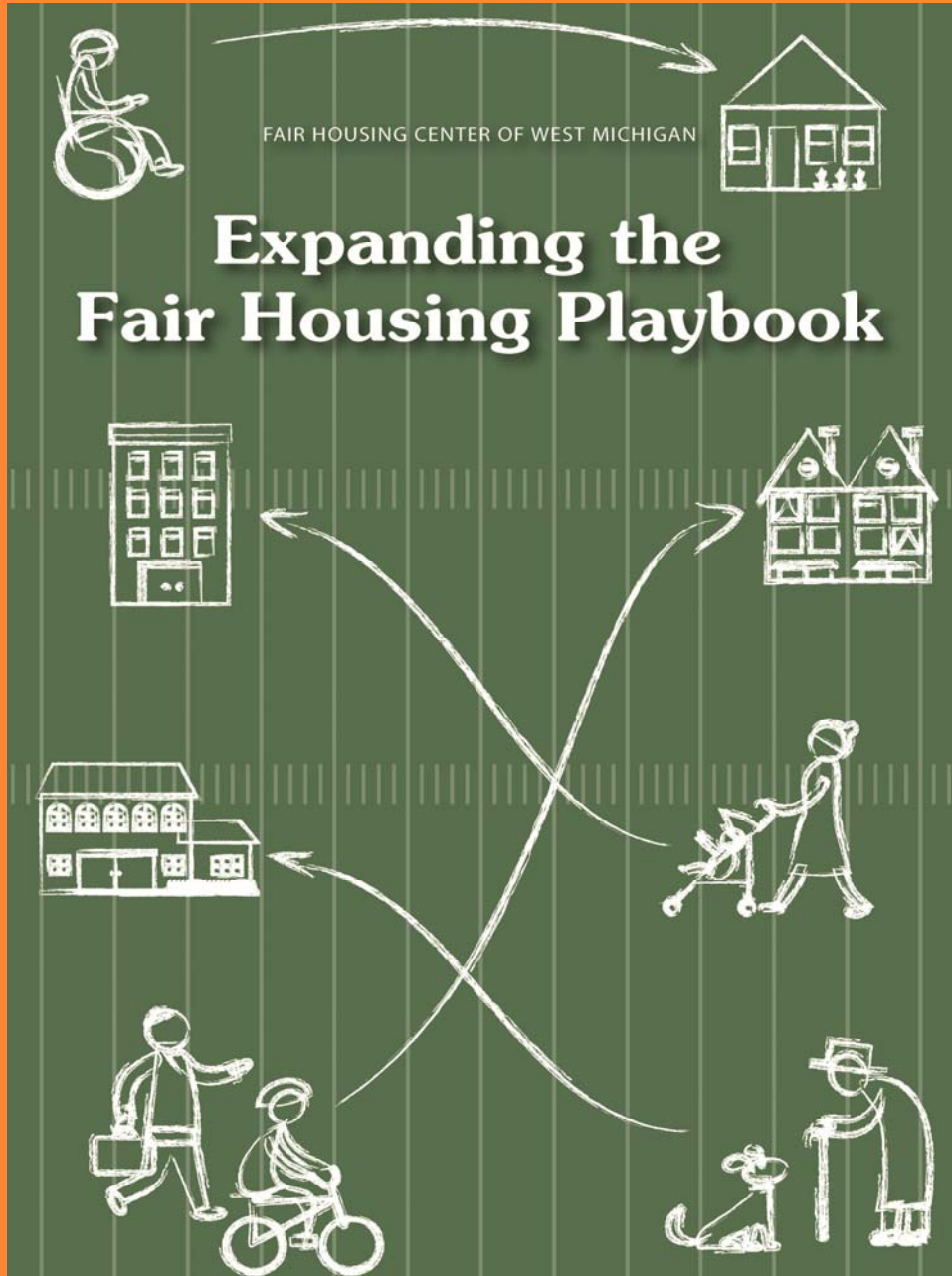


2016 ANNUAL REPORT



Fair Housing Center of West Michigan

About Us:

The Fair Housing Center of West Michigan is a private, non-profit fair housing organization committed to providing comprehensive fair housing services, including education, outreach, research, advocacy, and enforcement. The Fair Housing Center is the front door to housing choice, ensuring that everyone in our community has equal opportunity to choose housing that's right for them. Through education, research and advocacy, we prevent housing discrimination, remove barriers that allow it to persist, and restore housing choice when discrimination happens.

Services and Programs Include:

- *General information sessions/presentations*
- *Technical training on fair housing laws and practices*
- *One-on-one technical support via phone or email*
- *Annual community fair housing events and interactive workshop series*
- *Housing tester program to survey the market for housing discrimination*
- *Complaint filing and case management for alleged incidents of discrimination*
- *Mediation and resolution support for alleged incidents of discrimination*
- *Fact sheets, training resources, and more on our website*
- *Book club and other learning opportunities*

*Fair Housing Center of West Michigan:
Opening Doors to Housing Choice*

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2016 Education & Outreach Data

The Fair Housing Center of West Michigan’s education and outreach services provide housing consumers the awareness necessary to recognize and assert their fair housing rights and also empower the housing industry with the knowledge of the law in order to prevent future fair housing violations. In 2016 the Center provided comprehensive fair housing education and outreach services to 26,623 people throughout west Michigan and distributed over 37,500 fair housing materials, including brochures, guidebooks, newsletters, fact sheets, press releases, and more.

29th Annual Luncheon and Workshop Series

The 29th Annual Fair Housing Luncheon & Workshop Series took place on May 19, 2016 at the Crowne Plaza Hotel in Grand Rapids. The theme was “Expanding the Fair Housing Playbook.” The morning workshops were:

- Tackling the Barriers to Successfully Aging in Place
- Understanding the Goal: How Fair Housing Expands Opportunity
- A Fair Housing Playbook for Rental Housing Professionals
- The CQ Advantage! Cultural Intelligence for Real Estate Professionals and Fair Housing Update

This year’s workshops featured panels of national and local experts with a record number of **294** housing industry and community



Coach Herman Boone

members in attendance. The luncheon, attended by more than 350 guests, began with inspiring remarks by the 2016 Membership Drive Chair, Elaine Sterrett Isely, who spoke about why she is a member and long-time supporter of the Center. Fair Housing Awards for Outstanding Effort were then presented to the Hon. Benjamin Logan (retired) and Marlene Cain (Michigan Department of Civil Rights), both long-time advocates of fair housing. Executive Director Nancy Haynes introduced the keynote speaker, Coach Herman Boone, the real life Coach Boone from the well-known movie, *Remember The Titans*. Coach Boone faced the challenge of uniting black and

white players from previously rival schools into the newly-created Titan football team. Although this was a trying task, under Coach Boone’s leadership, the students on the team became united and found common ground. Unfortunately, his move to the community was also a difficult experience. While searching for a home after accepting his coaching position with the Titans, he and his family were denied the opportunity to purchase the home of their choice because of their race. He turned to the local NAACP chapter for help and was able to buy the home where he still lives today. Coach Boone reminded the audience of the work left to do and the importance of fair housing.



Hon. Judge Logan



Marlene Cain

10th Annual Lakeshore Friends of Fair Housing



Shanna Smith

On October 13, 2016, the Center hosted its 10th annual *Lakeshore Friends of Fair Housing* breakfast event at the Double Tree Hotel in Holland. New Lakeshore Advisory Board Member Sue Harder welcomed 131 attendees at the breakfast. Lakeshore Advisory Board Member Lyn Raymond presented the *Lakeshore Fair Housing Award* to Jennifer Boerman (Associate Director, Community Action House) for her passionate interest in fair housing compliance and best practices. Keynote speaker Shanna Smith, CEO/President of the National Fair Housing Alliance (NFHA), not only shared information about fair housing trends and cases, but spoke movingly about the systemic and personal implications of perpetuating segregation and housing discrimination.

Fair Housing Trainings

During 2016, the Fair Housing Center continued to develop and provide a wide range of fair housing curricula and trainings for over 1,850 housing professionals and conducted 52 fair housing trainings and presentations for various groups, including non-profit organizations, landlords, property managers, condominium associations, lenders, real estate sales professionals, municipal employees, social service agencies, and home-seekers. The Center collaborated with many organizations to provide targeted information to members of the housing industry about their responsibilities under fair housing laws as well as best practices to help ensure compliance.

Fair Housing Classroom & Book Club

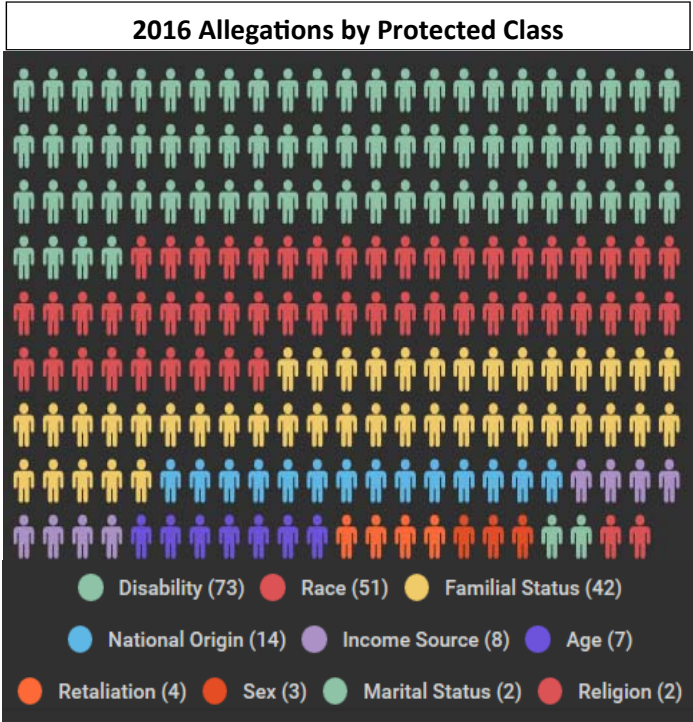
The Center continued providing fair housing education across west Michigan through elementary classrooms and summer clubs. The Center provided programming based on the Greater New Orleans Fair Housing Action Center's The Fair Housing Five & the Haunted House as well as other curricula, which was presented to 90 students and 2 teachers. These activities and materials not only help students better understand fair housing, but also teach students to think about how *where* a person lives determines *how* they live.



Since 2008, the FHCWM has hosted its Book Club in order to read and discuss fictional novels and non-fiction books that highlight issues with fair housing implications and bring greater awareness of fair housing to our region. The Book Clubs met 10 times in 2016, with locations in Grand Rapids and Holland, and featured 11 books. Some of the 2016 selections include The Turner House, A Man Called Ove, All The Light We Cannot See, and Some of My Best Friends Are Black. A full summary of all of the Book Club Selections to date is available at www.fhcwm.org/booksweveread.

Complaints and Casework

In 2016, the Fair Housing Center managed a total of 214 fair housing cases, 185 of which were newly initiated in 2016. The 185 cases initiated resulted from 206 allegations received throughout 2016. These allegations pertained to people and/or property within 37 different municipalities throughout west Michigan, spanning 10 different counties. **See chart at right for distribution of allegations by the protected basis.** Of the 185 cases, 118 were initiated by individual clients or anonymous bona fide allegations, while the remaining 67 were agency-initiated as a result of the Center's independent research or investigation.



The cases managed in 2016 continued to highlight systemic barriers to fair housing choice, specifically on the bases of disability, race, and familial status. This past year, disability represented the most common basis of cases handled and refusal to make a reasonable accommodation is one of the most prevalent allegations handled by the Center.

As a result of casework and investigation, the Center resolved and closed a total of 165 cases in 2016, which included the closure of 128 of the 185 cases initiated in 2016. The resolution of those cases benefitted 156 clients. Through research, investigation, mediation and advocacy, the Center:

- helped 21 people obtain a reasonable accommodation or modification to obtain access and full use of their homes;
- filed 13 complaints with MDCR, 5 of which were filed on behalf of a client;
- referred 2 cases to cooperating attorneys;
- settled/conciliated 17 cases;
- monitored 19 settlement agreements;
- prompted 21 housing providers to modify their policies/practices to comply with the law;
- resolved 30 cases of discriminatory policies against families with children;
- helped 14 families retain safe, affordable housing; and
- opened 3,123 units up from discrimination, 394 of those units specifically for Seniors.

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These numbers demonstrate that continued enforcement work is necessary to ensure equal housing opportunity throughout west Michigan.

Highlighted Cases

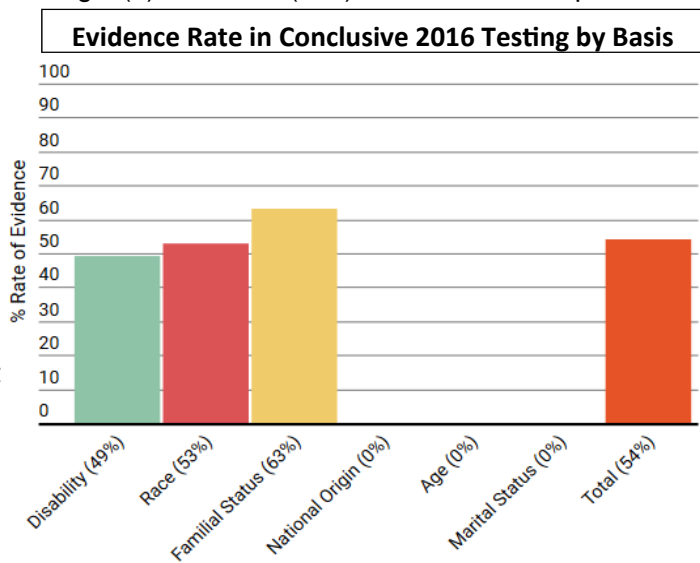
16-077: After telling Patricia that her assistance animals would be welcome in the community, a condominium association board then imposed stringent and unreasonable rules on Patricia and her dog. Additionally the association’s “Pet Agreement” was outdated, contained Fair Housing violations, and shouldn’t have been applied to her assistance animal. Upon pointing out these concerns, and advocating for the client, the Center was able to help Patricia and her assistance animal to gain full use and equal enjoyment of the property.

15-121: The Center along with four other Fair Housing Centers alleged that a property management company, owning over 8,000 rental units, had 20 properties across three states engaging in systemic discrimination against families with children. A “two person per bedroom” occupancy restriction was applied to all families with children without regard to local property maintenance code, despite ample square footage which would allow larger families to reside. Such overly restrictive occupancy standards have a discriminatory impact on families with children. The case was filed with the U.S. Housing & Urban Development office (HUD) in July 2016 and was resolved by way of a settlement agreement in December 2016 resulting in 8,000 housing units being opened up.

Testing

Throughout 2016, the Center conducted 259 fair housing tests involving people or property in over 35 municipalities throughout west Michigan. These tests were conducted in order to investigate the status of equal treatment and fair housing practices throughout the housing industry. Of these tests, 124 were conducted in response to bona fide allegations of housing discrimination, while the remaining 135 were conducted as market survey or as part of a systemic investigation. The Center detected evidence of significant differences at the rate of 54% overall in conclusive testing.

The Center conducted the 259 tests on the following bases: age (2), disability (55), familial status (91), marital status (1), national origin (3), and race (107). Consistent with past findings, the Center detected substantial rates of evidence of unequal treatment across several protected bases. In fact, the Center’s testing detected the highest incidents of discrimination on the basis of familial status (52 evidence tests), race (47 evidence tests) and disability (23 evidence tests). Thus in frequency and practice, race, disability and familial status prove to be the most common bases of potential housing discrimination detected by the Center through testing.



2016 Membership Drive

Elaine Sterrett Isley was this year's Membership Drive Chairwoman. Thanks to our member's generous support the 2016 drive raised over \$12,000 for the Center's Education & Outreach programs and efforts!

Supporting Members

- Doretha Ardoin
- John Hunting
- Macatawa Bank
- Marilyn Titcher
- Steelcase

Corporate Members

- Bayberry Pointe Apartments
- Central Michigan Association of REALTORS
- Chemical Bank - SWAN
- Crowe Horwath LLP
- EnviroSafe, Inc.
- Fifth Third Bank
- Grand Rapids Association of REALTORS
- Grand Rapids Study Club
- Greenridge Realty
- Goodrich Quality Theaters - Robert Goodrich
- Heartland Builders
- Holland Home
- Hope Network
- Independent Bank
- Irwin Seating Company
- Kentwood Community Church
- Lake Michigan Credit Union
- Land & Company
- MCT & Company - Molly Tuttle
- Patriot Realty
- Red Oak Management
- Roersma & Wurn Builders
- Silver & Van Essen, P.C.
- Urban Pharm, LLC
- West Michigan Community Bank
- Yesterdog

Business Members

- Adventure Credit Union
- Big Rock Management
- Brookmeadow Apartments
- Burton's Landing Apartments
- Cooper's Landing Apartments
- Crossroads Apartments
- David & Mary Mapes - Realtors
- Disability Network West Michigan
- Fair Housing Center of Metropolitan Detroit
- Fieldstone Apartments
- The Gordon Group - Michelle Gordon
- Grand Rapids Housing Commission
- Habitat for Humanity - Van Buren County
- HHI Management Company
- Hidden Creek Community, LLC
- High Pointe Apartments
- Lakeshore Rescue Mission/Holland Rescue Mission
- Lola Audu Real Estate Inc.
- Terri L. Land
- Management Business Solutions
- Manus Properties
- North Pointe Apartments
- Northern Trust

- Oakview Apartments
- Parkcrest Apartments
- Peppercorn Apartments
- Prairie Creek Apartments
- State Farm Insurance Koorndyk Agency
- Jim Talen
- Thomas Classrooms & Modularity LLC—Julie Anne Thomas
- Wimbledon Apartments
- Woodfield Apartments
- York Creek Apartments

Individual Members

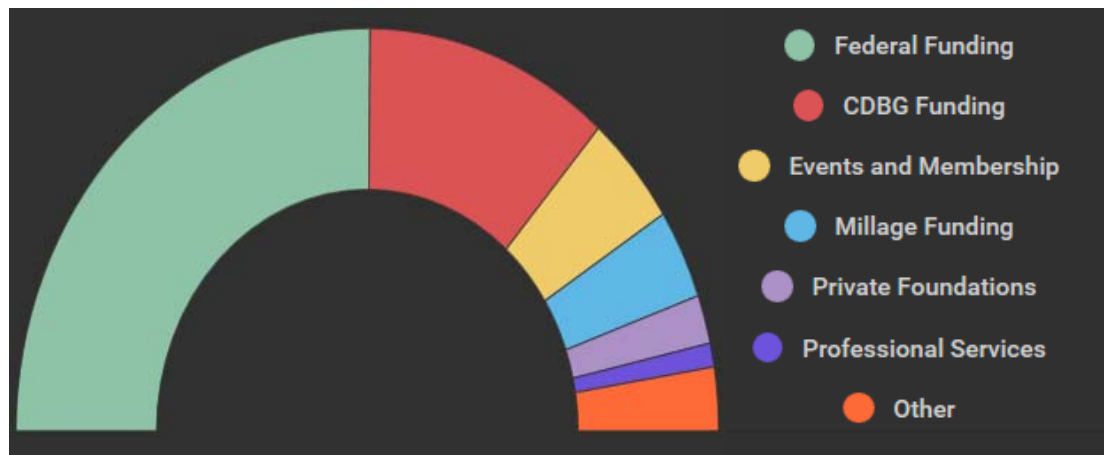
- Tom Appel
- Michael & Hilary Arthur
- Sophie Baker
- Glenn & Kathi Barkan
- Dave Bee
- Kay Behrenwald
- Michelle Behrenwald
- Howard & Valerie Best
- Guy & Kim Bickford
- Nancy Bierenga - Elan Realty Lakeshore
- Rosalynn Bliss
- JoAnnie Bouman - Coldwell Banker Woodland Schmidt
- Jonathan & Grace Bradford
- Susan Broman
- James & Jeanie Bryant
- Mary Bueche
- Rafael & Milinda Castañon
- Stuart & Madelaine Clapp
- Tracie Coffman
- Phil Coray
- Kay Courtney
- Crawford & Laurie Craft
- Andrea Crumback
- Joseph Czarnik
- David Czurak
- Marc Daneman
- Al Dannenberg - Five Star Realty
- Sara DeBoer
- Daryl Domke
- Kayla Doshier
- Bob Dunn
- David Fernstrum
- Robert & Lynne Frey
- Ben Grostic
- Daniel Grzywacz
- Bryan Bickford & Nancy Haynes
- Teresa Hendricks
- Keith & Miriam Hinkle
- Susan Hoekema
- Mike & Mary Hogan
- Preston & Sylvia Hopson
- Phil Hoskin
- DJ & Mandy Hughes
- Win & Kyle Irwin
- Michelle Jeffries
- Liz Keegan
- Ruth Kelly
- Ralph & Ruby Kickert
- Ronald & Bonnie Kopp
- Robert & Linda Lalley
- Helen Lehman
- Timothy & Mary Jo Lemanski
- Thomas Logan
- Patrick & Debbie Lonergan
- Steve Maas
- Harold & Angie Mast
- Brian Matzke
- Lesley Mayer
- Cheryl McKinney
- Patrick & Shirley Miles
- William & Pamela Murphy
- Jon O'Connor
- Alice O'Connor
- Liz Oppewal
- Jose & Sue Ortiz
- James Parks
- Rhonda Lubberts & Mary Jane Pories
- Dennis & Carol Preston
- Tim Reimink
- Tony Roussey
- Jay Schrimpf
- Alberto Serrano
- Holly Seymour
- Sharon Smith
- Bill & Judy Stellin
- Thomas Stellard & Ruth Stevens
- Richard & Mary Stevens
- Dennis & Deborah Sturtevant
- Jim & Lawren Susan
- Sue Swanlund
- Thomas Syrek
- Hattie Tinney Beenen
- Larry & Lee Nelson Weber
- Lucia & Casey White
- Troy Zapolski
- David Baak & Betty Zylstra

Visit www.fhcwm.org/giving to become a member if you are not one already!

MEMBERS

2016 Financial Report

Revenue Sources 2016



The Fair Housing Center received \$647,034 in revenue in 2016. Just over 50% of the revenue came from a federal grant with the U.S. Department of Housing and Urban Development under the Fair Housing Initiatives Program; 23% came from Community Development Block Grant (CDBG) contracts or other federal contracts with the County of Kent, the County of Muskegon, and the Cities of Holland, Grand Rapids, Muskegon, Muskegon Heights, Norton Shores and Wyoming; 7% came from a contract under the Kent County Senior Millage; and 4% from private foundation grants. The grants and contracts are used to fund education, enforcement and advocacy services, compliance monitoring, and administrative services.

The Center held two (2) major events in 2016, the 29th Annual Fair Housing Luncheon & Workshop Series in May to celebrate Fair Housing Month and the 10th Annual Lakeshore Friends of Fair Housing breakfast event, which, when combined with membership contributions, accounted for 9% of the total revenue for the year. Contracted professional services, including trainings and other fair housing services, and other income, such as investment interest and settlements, accounted for the remaining 7% of the revenue in 2016.



Program service costs, including, but not limited to, staffing, supplies, professional services, equipment, and printing, represented approximately 85% of the total expenses in 2016. Other operating expenses represented approximately 10% and event and membership expenses represented 5% of the total expenses in 2016.

Lakeshore Advisory Board

PRESIDENT, Dave Stellin, Lake Michigan Credit Union
Bree Austin-Roberts, Disability Network Lakeshore
Phil Coray, Alliance for Cultural & Ethnic Harmony
Bob Dunn, Keller Williams Realty
Joel Dye, City of Holland
Sue Harder, City of Holland
Gail Harrison, Lakeshore Ethnic Diversity Alliance
Leroy Hernandez, Macatawa Resource Center
Jody Immink, Good Samaritan Ministries
Tim Lemanski
Mary Libby, Coldwell Banker Woodland Schmidt
Lyn Raymond, Lakeshore Housing Alliance
Ben VanderWoude, BVW Property Management
Amber VerBurg, Safe Title, Inc.



Executive Board of Directors

PRESIDENT, Doretha Ardoin, Greenridge Realty
VICE PRESIDENT, Tim Reimink, Crowe Horwath
TREASURER, Ryan VanderMeer, Urban Pharm
SECRETARY, Sharon Smith, Aquinas College

Board of Directors

Michelle Behrenwald, Inspired Design
Valerie Best, Concrete Cutting & Breaking, Inc.
Rhae-Ann Booker, Davenport University
Susan Cervantes, Area Community Services Employment & Training (ACSET)
Andrea Crumback, Mika Meyers, PLC
Floriza Genautis, Management Business Solutions
Dan Koorndyk, State Farm Insurance/Kent County Commission
Hon. Benjamin Logan, Retired
Patrick Lonergan, Fifth Third Bank
Sarah Lucas, Networks Northwest
Brian Parks, Herman Miller
Jon O'Connor, First Ward Commissioner, City of Grand Rapids
Suzanne Schulz, City of Grand Rapids
Dave Stellin, Lake Michigan Credit Union
Troy Zapolski, Land & Company



Staff

Nancy Haynes, Executive Director
Liz Keegan, Director of Education and Outreach
Elizabeth Stoddard, Director of Advocacy
Gabe Chapla, Test Coordinator
Mandy Zweifel-Hughes, Fair Housing Specialist II
George Jeffries, Fair Housing Specialist I / Office Coordinator
Madelaïne Clapp, Education and Outreach Coordinator



*Preventing and eliminating illegal housing discrimination
and ensuring equal housing opportunity through
education, outreach, research, advocacy, and enforcement.*



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Website: www.fhcwm.org

Serving the Michigan counties of Allegan, Grand Traverse, Ionia,
Isabella, Kent, Mecosta, Montcalm, Muskegon, Newaygo, Oceana,
Osceola and Ottawa.