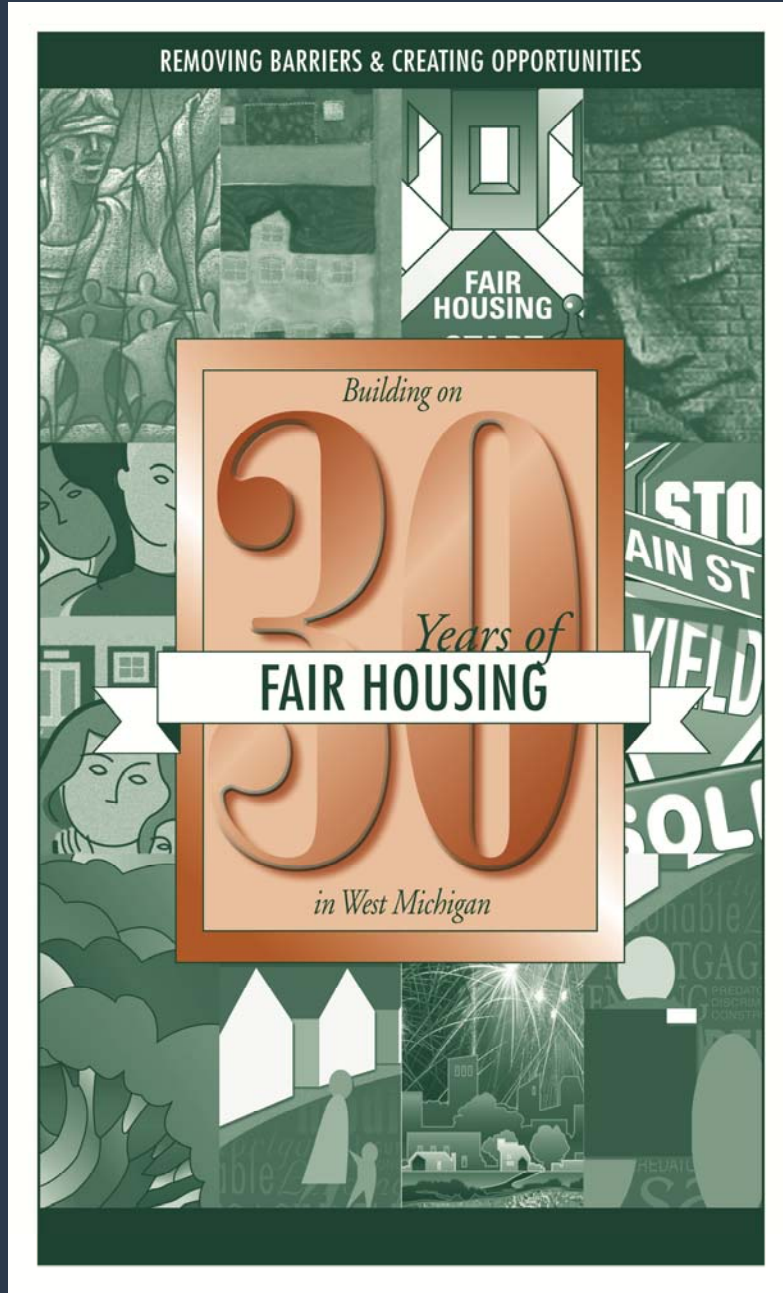


# 2010 ANNUAL REPORT



Fair Housing Center of West Michigan

*In these years, we have moved toward opening the way of hope and opportunity and justice in this country. We have rolled away some of the stones of inaction, of indifference and of injustice. Our work is not yet done. But we have begun.*

- President Lyndon B. Johnson, April 5, 1968



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## 2010 Education & Outreach Data

The Fair Housing Center of West Michigan (FHCWM) maintains that education and outreach play an equally important role to enforcement in the fight against illegal housing discrimination. 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. To that end, throughout 2010 the FHCWM provided comprehensive fair housing education and outreach services to over # people throughout west Michigan. These services included 3 major events hosted by the FHCWM, 20 Fair Housing Book Club meetings, and attending numerous other meetings and events to provide education and outreach. The FHCWM conducted 22 trainings which were attended by community members and housing industry professionals. The FHCWM also spread awareness of fair housing through the development, publishing, and distribution of nearly 5,160 fair housing materials, including brochures, newspaper articles, newsletters, press releases, etc.

## 23<sup>rd</sup> Annual Luncheon and Workshop Series Removing Barriers and Creating Opportunities

The *23rd Annual Fair Housing Luncheon and Workshop Series* took place on April 22, 2010 at the Crowne Plaza Hotel in Grand Rapids. This event began with three morning workshops entitled: "Implementing Our Community Response to Foreclosure: What Can I Do?", "Am I Welcome to Live Here? Analyzing the Impact of Discriminatory Advertising", and "Why Can't I Buy the Home I Want? Addressing Barriers to Developing Fair, Affordable Housing". These workshops were attended by over 140 people and were very well received. Comments included "Great Job", "Very interesting & informative", "I loved the workshop!", and "The workshop was very helpful to me and what I do".

The Luncheon began with opening remarks by Doretha Ardoin (FHCWM Board President) and then led into the presentation of the 2010 Fair Housing Awards. The "Fair Housing Award for an Outstanding Individual" was awarded to Krystal Gist, a former FHCWM client, and the "Fair Housing Award for an Outstanding Organization" was presented to the Michigan Department of Civil Rights, which was accepted by Interim Director Daniel Krichbaum. Margaret Sieh, Co-Chair of the 2010 Membership Drive, spoke about the importance of joining the FHCWM on behalf of herself and her fellow Co-Chair, Troy Zapolski.

Following the awards, Nancy Haynes, Executive Director, introduced keynote speaker HUD Assistant Secretary for Fair Housing & Equal Opportunity, John Trasviña. Assistant Secretary Trasviña spoke about fair housing in the 21st century, specifically HUD's current priorities and challenges, which include discriminatory advertising and the Communications Decency Act; housing rights of the Gay, Lesbian, Bisexual and Transgender community, and the utilization of Section 3. The luncheon was attended by over 330 individuals and was a great success!

### 4<sup>th</sup> Annual Lakeshore Friends of Fair Housing

The Fair Housing Center hosted its 4th annual *Lakeshore Friends of Fair Housing* breakfast event on Wednesday, September 29, 2010, at the Baker Lofts Building in Holland. The event was supported by Chemical Bank, Macatawa Bank, First Place Bank, the Bank of Holland and CityFlats Hotel for a total of \$3,000 in sponsorship. More than 70 people attended the event to learn more about fair housing on the lakeshore and hear from attorney John Obee, Vice-President and Shareholder at Wood, Kull, Herschfus, Obee & Kull. Mr. Obee shared stories of several cases of families and individuals from across the state who have experienced hate crimes and housing discrimination. The 2010 Lakeshore Fair Housing Award was presented to Dave Stellan, of First Place Bank and the Lakeshore Advisory Board.

### 4<sup>th</sup> Annual Members & Friends of Fair Housing

The Fair Housing Center hosted its 4th annual *Members & Friends of Fair Housing* luncheon on November 17, 2010 at the West Michigan University Graduate Center in Grand Rapids with more than 200 guests in attendance. This event, entitled *Members & Friends of Fair Housing: Celebrating 30 Years of Opening Doors to Housing Choice*, featured keynote speakers Lee Nelson Weber, former FHCWM Executive Director and Nancy Haynes, FHCWM Executive Director. Ms. Weber spoke about the first 20 years of the FHCWM's history and concluded that, in light of a history of racial and other fundamental divisions, government policies supporting segregation, limited funding and challenging work, "the wonder is not that we have done so little, but that we have in fact done so much." Nancy Haynes followed with a summary of the last 10 years of the FHCWM's work, focusing on the Center's significant growth in services area, programming, and capacity.

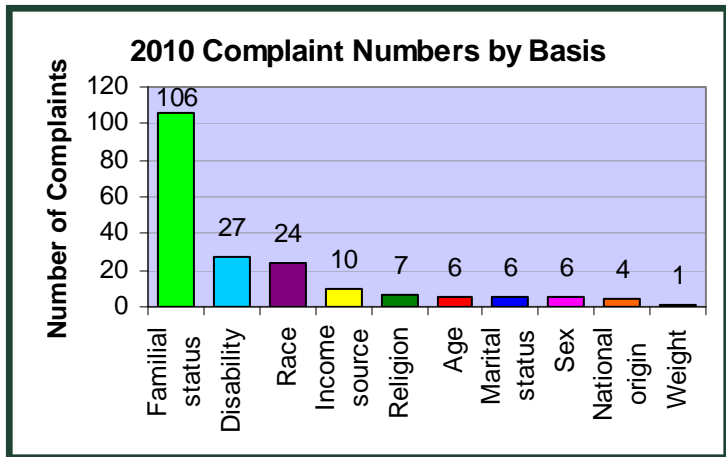
The "Fair Housing Advocate Awards" were presented to two very committed individuals who have worked to further fair housing: Doretha Ardoin, FHCWM Board President, and Kim Cross, of Dwelling Place. Both women act as fair housing advocates in their own organizations and throughout the community; encouraging fair housing compliance and training and bringing emerging issues & trends to light.

### Fair Housing Book Club

The Fair Housing Center initiated its Fair Housing Book Club in 2008 in order to raise awareness of fair housing-related issues and to help define their impact on individuals as well as west Michigan communities. The books and movies chosen include fictional novels and non-fiction books that highlight many issues with fair housing implications. During 2010, the Fair Housing Book Club read 10 books and viewed two movies, which were discussed during 20 Book Club meetings. The majority of books were featured in thought-provoking meetings in both Grand Rapids and Holland; some books were only chosen by the Grand Rapids or Holland club. A summary of all of the selections read to date is available at [www.fhcwm.org](http://www.fhcwm.org).

**COMPLAINTS** - During the 2010 calendar year, the FHCWM both proactively and reactively increased access to housing choice by way of investigating and resolving numerous complaints of illegal housing discrimination and securing client housing rights. The FHCWM received complaints in 2010 that pertained to people and/or property within 24 different cities throughout west Michigan, spanning eight (8) of the 11 counties within the FHCWM's service area. Specifically, the FHCWM managed 388 complaints of illegal housing discrimination, 197 of which were new in 2010; resolved and closed 171 complaints, 97 of which had been initiated in 2010; and assisted over 70 persons in the acquisition of their fair housing rights.

The 197 new complaints received in 2010 were filed on the following bases (see chart at right): age, disability, familial status, income source, marital status, national origin, race, religion, sex, and weight. These bases represent 9 of the 11 protected classes under federal, state and local fair housing laws. With the exception of a few outliers, the 2010 complaint numbers



by basis are largely consistent with those observed in 2009, revealing the continuity and pervasiveness of housing discrimination in west Michigan despite protections offered by federal, state and local fair housing laws.

Of the 197 new complaints processed in 2010, 72 were initiated by clients on the following bases: disability (19), familial status (15), income source (10), marital status (4), national origin (1), race (17), religion (3), sex (2) and weight (1), while the remaining 125 were agency-initiated by the FHCWM. As of December 31, 2010, 76%, or over three-fourths, of those client-initiated complaints had been fully resolved and closed to the benefit of over 70 clients. Also in 2010, the FHCWM resolved 42 of the 125 agency-initiated complaints and 74 complaints which remained open from previous years, for a total of 171 complaints resolved and closed in 2010.

Through research, investigation, mediation and advocacy, the FHCWM helped 19 persons receive a reasonable accommodation or modification; assisted one client in obtaining a rental special which saved the client \$599.00; assisted one client in obtaining a lease valued at \$7,040.00; helped two families obtain safe, affordable housing; helped four families retain safe, affordable housing; assisted a municipality in enacting zoning changes which favorably impacted over 1,500 people; and proactively addressed over 100 additional potential fair housing violations.

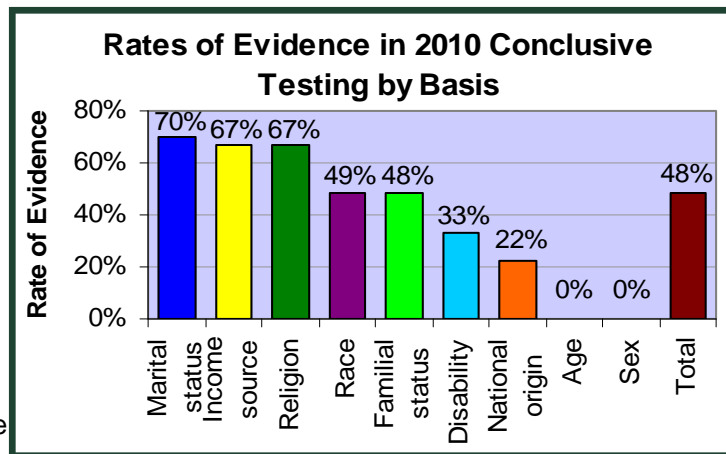
**HIGHLIGHTED CASES**- In 2010, the FHCWM processed numerous cases that required special attention and time because of the nature and extent of the alleged discrimination. Due to the level of investigation needed, the FHCWM continues to work toward a resolution on many such cases. Of these, the FHCWM highlights the following:

**Complaint 10-020:** A single mother was told that she could not rent an apartment because children were not allowed. FHCWM testing confirmed the allegation of familial status discrimination. The case was filed with the Michigan Department of Civil Rights on the basis of familial status and remains under investigation.

**Complaint 10-035:** The FHCWM received information that a local housing community utilized exclusively White human models in its marketing campaign, including both print and online media, thereby excluding minority homebuyers in a metropolitan area with a population that is over 7% Black and over 8% Hispanic. The case was filed with the Michigan Department of Civil Rights and remains under investigation.

**TESTING** - Under its contracts for Fair Housing Services in 2010, the FHCWM conducted 339 matched pair tests in over 25 cities throughout west Michigan in order to survey, identify and address practices of illegal housing discrimination. Of these tests, 146 were conducted in response to bona fide allegations of housing discrimination, while the remaining 193 were conducted as market research to survey the status of fair housing practices. The FHCWM detected high rates of evidence of potential housing discrimination in both conclusive complaint-based and survey testing, 51% and 46% respectively, with an overall rate of 48% of the conclusive tests revealing evidence of potential violations of federal, state and/or local fair housing laws.

The FHCWM conducted the 339 tests on the following bases: age (1), disability (16), familial status (93), income source (14), marital status (13), national origin (11), race (184), religion (4), sex (2) and other (1). The FHCWM detected substantial rates of evidence of real or potential housing discrimination on all bases except age and sex (see chart). Although the highest rates of evidence were found to be on the bases of income source, marital status and religion, the FHCWM conducted only a low number of tests on those bases and thus detected only a small number of instances of real or potential housing discrimination. In contrast, the FHCWM uncovered 31



instances of real or potential housing discrimination based upon familial status, and 78 based upon race. Thus, in frequency, and hence in practice, familial status and race prove to be the most common bases of housing discrimination detected and addressed by the FHCWM in west Michigan.

## 2010 Membership Drive

Thanks to all the generous support received throughout the year, the FHCWM exceeded its 2010 Membership Goal and raised over \$13,000 for FHCWM programs!

### Supporting Members

•Chemical Bank

•Marilyn Titche

•Meijer, Inc.

### Corporate Members

- Aquinas College
- Audu Real Estate
- Choice One Bank
- City of GR Dept. of Diversity & Inclusion
- Dominican Sisters of Grand Rapids
- EnviroSafe, Inc.
- Founders Bank & Trust
- Fountain Street Church
- Goodrich Quality Theaters
- Grand Rapids Study Club
- Home & Building Assn of Greater GR
- Home Repair Services
- Hope Network
- Jeffrey J. O'Hara, Attorney at Law
- Keller Williams
- Land & Co.
- MCT & Company
- Mercantile Bank
- Michigan Association of Realtors
- Patriot Realty
- Presto Print, Inc
- Realico, Inc
- Red Oak Management
- Safe Title, Inc.
- Steelcase
- Tonya A. Fedewa PLC
- UDECON
- Yesterdog Inc.

### Business Members

- Advocate Law Office
- Arbor Lake Apartments
- Bayberry Pointe Apartments
- Brookmeadow Apartments
- Compass Property Management
- Crossroads/Dunbar Woods Apartments
- Eastland/Burton's Landing Apartments
- Faith Jewelry Designs by Veronica LLC
- Fishladder, Inc
- Good Samaritan Ministries
- Grand Rapids Housing Commission
- Habitat for Humanity of Kent County, Inc
- Heartland Builders
- Heglund-Sova Realty, Inc
- Heritage Hill Association
- Hispanic Center of Western Michigan
- Holland Rescue Mission
- Lakeshore Ethnic Diversity Alliance
- Nexes Realty, Inc.
- Oakview/Southview Apartments
- Peppercorn/Oakhill Apartments
- Phoenix Properties
- Pondera Advisors, LLC
- Professional Administrative Resources
- The Gordon Group - Keller Williams Realty
- WellHouse
- Wimbledon/Heritage Apartments
- Woodfield Apartments
- York Creek Apartments



## Individual Members

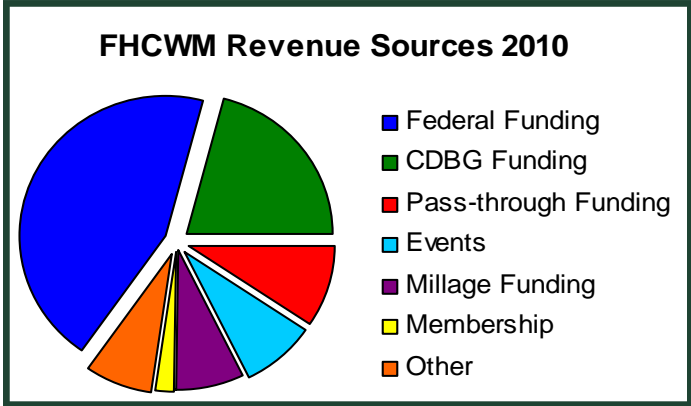
- Anonymous (1)
- Thomas Appel
- Peter Armstrong
- Brigid Avery
- Betty Zylstra & David Baak
- Stephanie Gingerich
- Sophie Baker
- Rebecca London & Mary Banghart
- Glenn Barkan
- Judy Barnes
- Deb Barton
- Rob & Shelly Batterbee
- Angela Beasley-Melton
- Dave Bee
- Michelle Behrenwald
- Sue & Scott Benson
- Louis Berra
- Howard & Valerie Best
- Guy & Kim Bickford
- Roman & Connie Bohatch
- Rae Bower
- Jonathan & Grace Bradford
- Susan Broman
- Jim & Donna Brooks
- Janay & Andrew Brower
- Cindy & David Brown
- Jeannette Brownson
- Nancy Brozek
- Jeanine Bryant
- Jim & Kitty Buck
- Mary Bueche
- Sharon Burtrum
- Greg Carlson
- Mindy & Rafael Castanon
- Michael Chielens
- Lisa Hickman & Scott Clark
- Evelyn Columbus
- Janeth and Phil Coray
- Kay Courtney
- Kim Cross
- Andrea Crumback
- Leslie Curry
- Joe Czarnik
- David Czurak
- Marc Daneman
- Jim & Sue Davidson
- Eric & Sharai DeLong
- Mark & Lisa DeVries
- John Doherty
- Daryl Domke
- Tom & Judy Dorst
- Bob Dunn
- Joel & Erin Dye
- John Stuve and Kathleen Feeney
- Dale & Kathie Feldpausch
- Dave Fernstrum
- Emily Furrow
- Dan Grzywacz
- Gail Harrison
- Joann Hatfield
- Teresa Hendricks
- Mary Hogan
- John Hunting
- Win & Kyle Irwin
- Paul & Elaine Isely
- Dan & Peggy Janei
- Kristine Jaros
- Bart & Beth Jonker
- Mary Judnich
- Liz Keegan
- Kristy Keever
- Sandra Keirman
- Ruth & Carl Kelly
- Scott & Sharon Koop
- Diane & Mike Kroll
- David and Melissa LaGrand
- Rob & Linda Lalley
- Dan Hibma and Terri Land
- Eric and Mary Libby
- Linda Likely
- Benjamin H. Logan
- Thomas & Anne Logan
- Rhonda Lubberts
- Elizabeth & Jerry Lykins
- Fred Mackraz
- William & Pamela Manus
- Marie Marfia
- Hedda Martin
- Harold & Angie Mast
- Norine Muluihill
- William Murphy
- Janet Nelson
- Don & Cathy Newton
- Brittany Demberger & Tyler Nickerson
- Margaret O'Dowd
- Gordon Olson
- Sue & Jayk Ortiz
- Barbara Palombi
- Linda Patterson
- H. Rhett & Jeralyn Pinsky
- Lyn Raymond
- Rodney & Lindsey Reames
- Timothy & Lauri Reimink
- Venessa Remo
- Elizabeth & Bec Riley-Spreitzer
- Tony & Carolyn Roussey
- Jeffrey Schreur
- Jay & Teri Schrimpf
- Alberto Serrano
- Dave Shaffer
- Margaret Sieh
- Sharon Smith
- Linda Smith
- Ned & Pat Smith
- Kym Spring
- Bill & Judy Stellin
- Dave & Marcy Stellin
- Richard & Mary Stevens
- Robert & Anne Stoddard
- Jerome & Judith Subar
- Denise Suerth
- Greg & Audrey Sundstrom
- Jim Talen
- Ruth Tardy
- Hattie Tinney Beenen
- Jeannie Hosey & Anthony Travis
- Paul & Patsy Troost
- Kathy Vallie
- James Vaughn
- Amber VerBurg
- Andrew Stoddard & Elizabeth Vezino
- Lori Vinson
- Pat Vredevoogd Combs
- Joe Walker
- Larry & Lee Nelson Weber
- Eric Webster
- Herb & Ann Weller
- Casey and Lucia White
- Mike & Mary Alice Williams
- Jim Wilson
- Debbie Wright
- Betty Zylstra

# M M E M B E R S

## 2010 Financial Report

The FHCWM received approximately \$610,000.00 in revenue in 2010. Approximately 44% of the revenue came from a federal grant with the U.S. Department of Housing and Urban Development; approximately 21% came from Community Development Block Grant contracts with the County of Kent and the Cities of Grand Rapids, Wyoming and Holland; and approximately 8% came from a grant under the Kent County Senior Millage. These grants are used to fund

education, enforcement and advocacy services; compliance monitoring; and administrative services. The FHCWM also fiduciarily administered the Foreclosure Response Program, a pass-through



grant, which accounted for approximately 9% of the revenue. The FHCWM held three major events in 2010, the 23<sup>rd</sup> Annual Fair Housing Luncheon & Workshop Series in April to celebrate Fair Housing Month, and the Lakeshore Friends of Fair Housing and Members & Friends of Fair Housing events, which together accounted for approximately 8% of the total revenue for the year. Membership contributions, used to further fair housing activities, accounted for approximately 2%. Other income, such as contracted professional services, trainings and investment interest accounted for 8% of the revenue generated in 2010.

Program service costs, including, but not limited to, staffing, supplies and contract services, represented approximately 71% of the total expenses in 2010. Other operating expenses represented approximately 16%, pass-through funding source expenses represented approximately 10%, and fundraising expenses represented approximately 3% of total expenses in 2010.

### Lakeshore Advisory Board

**PRESIDENT, Dave Stellin, First Place Bank**  
**Deb Barton, Chemical Bank-Southwest Region**  
**Curt Carini, Carini & Associates Realtors**  
**Susan Cervantes, Allegan County Resource Development Committee Inc.**  
**Phil Coray, Alliance for Cultural & Ethnic Harmony**  
**Bob Dunn, Keller Williams Realty Holland**  
**Joel Dye, City of Holland-Community Development Department**  
**Jorge Gonzalez, Macatawa Bank**  
**Gail Harrison, Lakeshore Ethnic Diversity Alliance**  
**Leroy Hernandez, Latin Americans United for Progress**  
**Bart Jonker, Lake Michigan Financial Corporation**  
**Mark Kornelis, Ottawa County Community Action Agency**  
**Mary Libby, SRC Mortgage**  
**Al Serrano, Holland Human Relations Commission**  
**Ruth Stegeman, Disability Network - Lakeshore**  
**Amber VerBurg, Safe Title, Inc.**  
**Karla Walker, Huntington National Bank**



### Executive Board of Directors

**PRESIDENT, Doretha Ardoin, RE/Max Sunquest**  
**VICE PRESIDENT, Tim Reimink, Crowe Horwath**  
**TREASURER, Valerie Best, Concrete Cutting & Breaking, Inc.**  
**SECRETARY, Sharon Smith, Aquinas College**

### Board of Directors

**Michelle Behrenwald, Inspired Design**  
**Dave Bulkowski, Disability Advocates of Kent County**  
**Ron Eberhardt, United Methodist Community House**  
**Floriza Genautis, Management Business Solutions**  
**Ira Hart, Consumers Energy**  
**Dan Koorndyk, State Farm Insurance**  
**Hon. Benjamin Logan, 61st District Court**  
**Patrick Lonergan, Fifth Third Bank**  
**Fred Mackraz, Kuiper Orlebeke, PC**  
**Dr. Barbara Palombi, Grand Valley State University**  
**Suzanne Schulz, City of Grand Rapids**  
**Dave Stellin, Bank of America**  
**Jim Wilson, DeAnza Fuel Group**  
**Troy Zapolski, Land & Company**

### Staff

***Nancy Haynes, Executive Director***  
***Liz Keegan, Director of Education and Outreach***  
***Elizabeth Vezino, Director of Advocacy***  
***Michelle Charette, Test Coordinator***  
***Liz Spreitzer, Fair Housing Specialist***

*Eliminating practices of housing discrimination  
and promoting diverse, open communities  
through education and advocacy.*



**Fair Housing Center of West Michigan**

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Website: [www.fhcwm.org](http://www.fhcwm.org)

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