



**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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## 2014 Education & Outreach Data

The Fair Housing Center of West Michigan continues to emphasize that education and outreach play an equally important role to enforcement and advocacy 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 2014 the Center provided comprehensive fair housing education and outreach services to almost 26,000 people throughout west Michigan and distributed over 37,000 fair housing materials, including brochures, newspaper articles, newsletters, press releases, fact sheets, etc.

### 27th Annual Luncheon and Workshop Series *Fair Housing & Communities of Opportunity*

The 27th Annual Fair Housing Luncheon & Workshop Series took place on May 22, 2014 at the Crowne Plaza Hotel in Grand Rapids. The theme was 'Fair Housing & Communities of Opportunity: Putting It All Together.' The morning workshops were:

- Planning Together to Foster Inclusive Communities
- Joining Together to Promote Choice for Seniors and People with Disabilities
- Working Together to Enhance Neighborhood Opportunity

The workshops featured panels of national and local experts; a record 199 housing industry and community members attended. The luncheon began with the presentation of two Fair Housing Awards for Outstanding Effort by an Individual to long-time advocates, Tracie Coffman (Kent County Essential Needs Task Force) and Miriam Reyes (Habitat for Humanity of Kent Co.). The FHCWM also presented two special awards to the families of Mike Chielens and Ira Hart, long-time board members and supporters, who passed away in 2013.



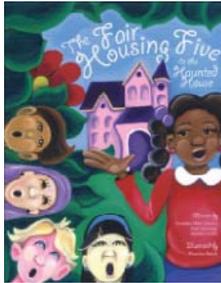
*Sara Pratt* Floriza Genautis (MBS), Co-Chair of the 2014 Membership Drive, made a few remarks on behalf of her Co-Chair, Tim Reimink, about the importance of supporting the Center through membership. Executive Director Nancy Haynes introduced the keynote speaker, Sara Pratt. Ms. Pratt discussed how a community's affirmative fair housing practices contribute to the creation and sustainability of communities of opportunity, where everyone can meet their full development potential, benefiting the individual and the society as a whole. She has been Deputy Assistant Secretary for Enforcement and Programs at HUD's Office of Fair Housing and Equal Opportunity since September 2010. She oversees HUD's enforcement of Fair Housing and other civil rights laws, Fair Housing Assistance Program, Fair Housing Initiatives Program and HUD's enforcement of Section 3 of the Housing and Urban Development Act.

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

The Fair Housing Center hosted its 8th annual *Lakeshore Friends of Fair Housing* breakfast event on October 16, 2014 at the Midtown Center in Holland. Sponsors included Talmer Bank & Trust, Chemical Bank, the Bank of Holland, Brooks Family Community Fund, First Merit Bank, City Flats Hotel, and City Vu Bistro. More than 115 people attended to view the exhibit and hear Bernard Kleina speak. Mr. Kleina is an urban photographer who spoke about his personal experiences as part of the civil rights and fair housing movements. He displayed some of his rarely seen, color photographs from the 1965-66 Chicago Freedom Movement. Mr. Kleina's photos depict the struggle of the Chicago Freedom Movement's fight for fair housing. The Lakeshore Fair Housing Award was presented to Dale Zahn, CEO of the West Michigan Lakeshore Association of Realtors. He received the award for his dedication and commitment to raising awareness in the community about fair housing rights and responsibilities.

## Fair Housing Trainings

Throughout 2014, the Fair Housing Center continued to develop and provide a wide range of fair housing curricula and trainings for over 1,300 housing professionals. The Center conducted 45 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 FHCWM partnered with many organizations to provide customized technical fair housing trainings that provided targeted information to members of the housing industry about their responsibilities under fair housing laws as well as best practices to help ensure compliance.



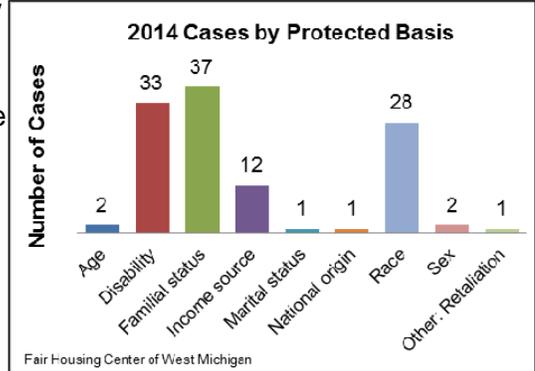
The Center also continued providing fair housing education in schools across west Michigan. The Center provided programming based on the Greater New Orleans Fair Housing Action Center's The Fair Housing Five & the Haunted House and the Housing Choice Game Workshop as well as other curricula, which was presented to 538 students and 29 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.

## Fair Housing Book Club

Since 2008, the Fair Housing Center has hosted its Fair Housing 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 18 times in 2014, with locations in Grand Rapids and Holland, and featured 9 books. Some of the 2014 selections include *The Casual Vacancy*, *The Round House*, *The Invention of Wings*, *The Distance Between Us*, *Into the Beautiful North* and *The House Girl*. A full summary of all of the Book Club Selections to date is available at [www.fhcwm.org/booksweveread](http://www.fhcwm.org/booksweveread).

## Complaints and Casework

During the 2014 calendar year, the Fair Housing Center managed a total of 201 fair housing cases, 117 of which were newly initiated in 2014. The 117 cases initiated in 2014 pertained to people and/or property within 29 different municipalities throughout west Michigan, spanning nine (9) different counties. See chart at right for distribution of cases by the protected basis. Of the 117 cases, 84 were initiated by individual clients or anonymous bona fide allegations, while the remaining 33 were agency-initiated as a result of the Center’s independent research or investigation.



The cases managed in 2014 continued to highlight systemic barriers to fair housing choice, specifically on the bases of familial status, disability, and race. Consistent with past years, familial status represented the most common basis of case handled by the Center, primarily due to the number of agency-initiated complaints resulting discriminatory condominium bylaws and online advertisements. However, this year the number of complaints initiated by clients on the basis of familial status surpassed the number of complaints filed on the basis of race, and were only second to the number of client cases filed on the basis of disability. Refusal to make a reasonable accommodation remains one of the most prevalent allegations received by the Center.

As a result of casework and investigation, the Center resolved and closed a total of 116 complaints in 2014, which included the closure of 79 of the 117 cases initiated in 2014. The resolution of those cases benefitted over 125 clients.

- Through research, investigation, mediation and advocacy, the Center:
- helped 18 people obtain a reasonable accommodation or modification;
  - represented 10 clients in administrative fair housing complaints;
  - filed 12 complaints with governmental agencies;
  - referred one (1) case to a cooperating attorney;
  - settled/conciliated 16 cases;
  - monitored 21 settlement agreements;
  - prompted 32 housing providers to modify their business practices to comply with fair housing law;
  - resolved 11 cases of discriminatory policies against families with children;
  - helped 13 families retain safe, affordable housing;
  - helped one (1) family purchase into a condominium association; and
  - proactively addressed over 100 real or potential fair housing violations.

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

Highlighted Cases

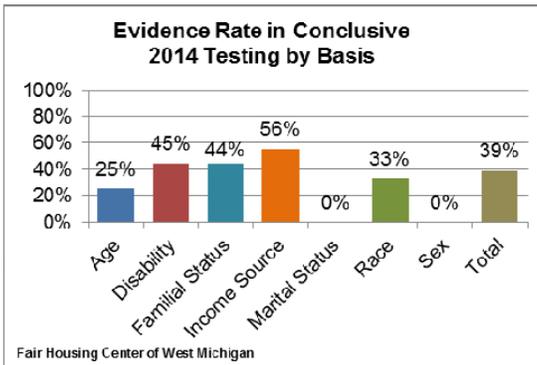
**14-053, FHCWM v. AMS:** An investigation conducted by the Center, in conjunction with the National Fair Housing Alliance and other private fair housing centers, revealed that Asset Management Specialists, Inc. maintained and marketed foreclosed properties in predominantly White areas much better than similar properties in predominantly African-American and Latino neighborhoods. In November 2014 this case was filed with the U.S. Department of Housing and Urban Development, and forwarded to their Office of Systemic Investigations. The case remains under investigation.

**13-074 & 13-106:** The Center received a complaint from a Grand Rapids family alleging that they had been denied an apartment because they had 3 children, and the complex only allowed 2 children per unit. The Center’s systemic investigation revealed similar allegations at additional properties with the same owner. In 2014, the family and the Center filed a federal lawsuit against the property owner. The case settled in December 2014, providing for attorney fees and monetary, affirmative and injunctive relief.

Testing

Throughout 2014, the Center conducted 311 fair housing tests involving people or property in over 35 municipalities throughout west Michigan in order to survey the status of equal treatment and fair housing practices throughout the housing industry. Of these tests, 98 were conducted in response to bona fide allegations of housing discrimination, while the remaining 213 were conducted as market survey. The Center detected high rates of evidence of significant differences in treatment in both conclusive complaint-based and survey testing, 48% and 35% respectively, with an overall rate of 39% of the conclusive tests revealing significant differences in treatment.

The Center conducted the 311 tests on the following bases: age (8), disability (72), familial status (67), income source (20), marital status (5), race (137), and sex (2). Consistent with past findings, the Center detected substantial rates of evidence of real or potential housing discrimination across almost all protected bases. Although the highest rate of evidence found was on the basis of income source, and startling as it is, the Center conducted far fewer tests on



the basis of source of income than on other bases such as race, disability and familial status. In fact, while the Center’s testing detected 10 instances of evidence of discrimination on the basis of source of income, the Center also uncovered 36 instances of evidence of significant differences in treatment or discriminatory statements in testing controlled on the basis of race, 29 instances of such evidence in disability-based testing, and 24 instances of such evidence in familial-status based testing. 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.

## 2014 Membership Drive

Thanks to all the generous support received throughout the year, the membership drive raised over \$11,000 for the Fair Housing Center's programs!

### Supporting Members

- Choice One Bank
- John Hunting
- Marilyn Titche
- Patrick Lonergan
- Steelcase Inc.
- West Michigan Lakeshore Association of REALTORS

### Corporate Members

- Arbor Lake Apartments
- Central Michigan Association of REALTORS
- City of Grand Rapids Equal Opportunity Dept.
- Dominican Sisters - Grand Rapids
- EnviroSafe, Inc
- Founders Bank & Trust
- Goodrich Quality Theaters
- Greenridge Realty, Inc.
- Hope Network
- Keller Williams Realty
- Keller Williams Realty Grand Rapids East
- Land & Company
- Law, Weathers & Richardson
- MCT & Company
- Miami Valley Fair Housing Center
- Mortgage 1 Inc. - Grand Rapids
- Patriot Realty
- Tazzia Lawn Care

### Business Members

- Aquinas College
- Bayberry Pointe Apartments
- Courtney & Abraham Properties
- Creston Neighborhood Association
- Elan Realty Lakeshore
- Fair Housing Center of Metropolitan Detroit
- Good Samaritan Ministries
- Grand Rapids Housing Commission
- Grand Rapids Opportunities for Women (GROW)
- Habitat for Humanity of Kent County
- Heartland Builders, LLC
- Heritage Hill Association, Inc.
- Hidden Spring, LLC
- High Pointe Apartments
- Keller Williams RiverTown
- Ken Schmidt Productions, Inc.
- Kendall College of Art and Design at Ferris State University
- Holland Rescue Mission
- Lee Kitson Builder, Inc.
- Manus Properties LLC
- Miller Real Estate
- Oakview & Southview Apartments
- Parkwood Green Village
- State Farm / Koorndyk Agency
- Universal Development of Michigan/ Draper Group USA
- Urban Pharm, LLC

## Individual Members

- Paul Abrahamsen
- Lorena Aguayo-Marquez
- Peter Armstrong
- Michael & Hilary Arthur
- Betty Zylstra & David Baak
- Jean Baird
- Sophie Baker
- Chris & Janice Barbee
- Glenn & Kathi Barkan
- Judy Barnes
- Louis Berra
- Kristin Vanden Berg & Donald Bessey
- Howard & Val Best
- Guy & Kim Bickford
- Nancy Haynes & Bryan Bickford
- Bert & Janet Bleke
- Rosalynn Bliss
- Jenn Boerman
- Roman & Connie Bohatch
- Johathan & Grace Post Bradford
- Susan Broman
- James & Jeanine Bryant
- Jim & Kitty Buck
- Mary Bueche
- Rafael & Mindy Castanon
- Phillip Coray
- Donna Cornwell
- Andrea Crumback
- Leslie Curry
- Joseph Czarnik
- David Czurak
- Marc Daneman
- Megan Derks
- Lisa DeVries
- Daryl Domke
- Kayla Doshier
- Bob Dunn
- Dale & Kathie Feldpausch
- Robert Frey
- Stephanie Gingerich
- Bill Graham
- Daniel Grzywacz
- Gail Harrison
- Carol Hennessy
- Terri Land & Dan Hibma
- Mike & Mary Hogan
- Preston & Sylvia Hopson
- Win & Kyle Irwin
- Paul & Elaine Isely
- Cynthia Jones
- Bart Jonker
- Liz Keegan
- Ralph & Ruby Kickert
- Jerry King
- JoAnn King
- Rich & Cindy Kogelschatz
- Ron & Bonnie Kopp
- Mark & Amy Kornelis
- James & Helen Lehman
- Timothy & Mary Jo Lemanski
- Eric & Mary Libby
- Thomas & Anne Logan
- Rhonda Lubberts
- Steve Maas
- David & Mary Mapes
- Harold Mast
- Cheryl McKinney
- Patrick & Shirley Miles
- William Murphy
- Ingrid Nelson
- Janet Nelson
- Lee Nelson Weber
- Mark & Maureen Noe
- Tom & Fonda Paarlberg
- Joseph & Marie Parzych
- Lynne Pope
- Dennis & Carol Preston
- Tim Reimink
- Julie Rockwell
- Ryan & Sara Schmidt
- Pastor Jay & Teri Schrimpf
- Suzanne Schulz
- Sharon Smith
- Dave Stellan
- William Stellan
- Richard & Mary Stevens
- Sue Swanlund
- Peg Sylvester
- Thomas Syrek
- Hattie Tinney Beenen
- Carol Townsend
- Jessica Ann Tyson
- Amber Verburg
- Judy & Fred Vocino
- Karla Walker
- Herb & Ann Weller
- Casey & Lucia White
- Mike & Mary Alice Williams
- Don & Mary Williams Sr.
- Ruth Kelly & Cassandra Younts
- Troy Zapolski

# MEMBERS

## 2014 Financial Report

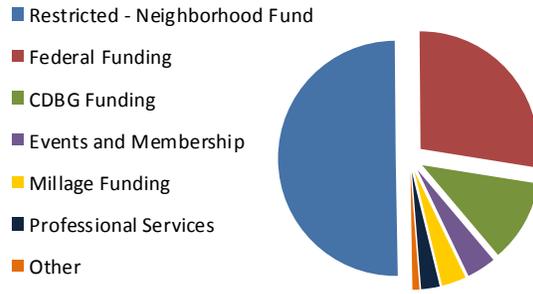
The Fair Housing Center received \$1,273,700 in revenue in 2014. Approximately 28% of the revenue came from federal grants with the U.S. Department of Housing and Urban Development under the Fair Housing Initiatives Program for enforcement and education; 11% came from Community Development Block Grant (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; and 3% came from a contract under the Kent County Senior Millage. The grants and contracts are used to fund education, enforcement and advocacy services, compliance monitoring, and administrative services.

Approximately 50% of the revenue came from a settlement fund established as a result of a fair housing complaint filed by the Center and others which was restricted for the purpose of investment in housing stabilization and revitalization to counteract the effects of alleged discrimination in specific neighborhoods within the City of Grand Rapids. The Center's Neighborhood Fund went into effect in 2014. The investments must all be made by June 2015.

The Center held two (2) major events in 2014, the 27th Annual Fair Housing Luncheon & Workshop Series in May to celebrate Fair Housing Month and the Lakeshore Friends of Fair Housing breakfast event, which, when combined with membership contributions, accounted for 4% of the total revenue for the year. Contracted professional services, including trainings and other fair housing services, and other income, such as investment interest, accounted for the remaining 4% of the revenue in 2014.

Program service costs, including, but not limited to, staffing, supplies and contract services, represented approximately 41% of the total expenses in 2014. The Neighborhood Fund accounted for 47% of total expenses. Other operating expenses represented approximately 7%, event and membership expenses represented 2%, and professional services expenses represented approximately 3% of the total expenses in 2014.

**Revenue Sources 2014**



## Lakeshore Advisory Board

**PRESIDENT, Dave Stellin**, Talmer Bank & Trust  
**VICE CHAIR, Mark Kornelis**, Good Samaritan Ministries  
**Phil Coray**, Alliance for Cultural & Ethnic Harmony  
**Bob Dunn**, Keller Williams Realty  
**Joel Dye**, City of Holland  
**Gail Harrison**, Lakeshore Ethnic Diversity Alliance  
**Bart Jonker**, Lake Michigan Financial Corporation  
**Mary Libby**, Coldwell Banker Woodland Schmidt  
**Tim Lemanski**, First Merit Bank  
**Molly Phan**, Chemical Bank  
**Ruth Stegeman**, Grand Valley State University  
**Amber VerBurg**, Safe Title, Inc.  
**Ben VanderWoude**, BVW Property Management  
**Karla Walker**, Huntington National Bank



## Executive Board of Directors

**PRESIDENT, Doretha Ardoin**, Coldwell Banker AJS Schmidt  
**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, Kent County Commission  
**Floriza Genautis**, Management Business Solutions  
**Dan Koorndyk**, State Farm Insurance, Kent County Commission  
**Hon. Benjamin Logan**, 61st District Court  
**Patrick Lonergan**, Fifth Third Bank  
**Fred Mackraz**, The Mackraz Law Office, PC  
**Brian Parks**, Herman Miller  
**Suzanne Schulz**, City of Grand Rapids  
**Dave Stellin**, Talmer Bank & Trust  
**Ryan VanderMeer**, Urban Pharm  
**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  
**Megan Derks**, Program Assistant/Office Assistant  
**Jean Baird**, Administrative Assistant



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



**Fair Housing Center of West Michigan**

20 Hall Street SE

Grand Rapids, MI 49507

Tel: (616) 451-2980 or 1-866-389-FAIR

Fax: (616) 451-2657

E-mail: [contact-us@fhcwm.org](mailto:contact-us@fhcwm.org)

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

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