

**50 Years of Fair Housing:
A Constellation of Opportunities**

Fair Housing Center of West Michigan

2018 ANNUAL REPORT

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, guidebooks, and more on our website*
- *Classroom activities and other learning opportunities*

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

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2018 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 2018, the Center provided comprehensive fair housing education and outreach services to 22,436 people throughout west Michigan and distributed over 26,925 fair housing materials, including brochures, guidebooks, newsletters, fact sheets, press releases, and more.

31st Annual Luncheon and Workshop Series

The 31st Annual Fair Housing Luncheon & Workshop Series took place on April 19, 2018 at the Amway Grand Plaza Hotel in Grand Rapids. The theme was "50 Years of Fair Housing: A Constellation of Opportunities" to commemorate the 50th anniversary of the Fair Housing Act. The morning workshops were:

- Challenging Implicit Bias
- Changing Assumptions about Housing for Seniors
- Fighting for the Future of Fair Housing

This year's workshops featured panels of national and local experts with a record number of **334** housing industry and community members in attendance. The luncheon, attended by more than 500 guests, began with a moving poetry performance of "The Stories They Share", written and performed by Marcel 'Fable' Price. The poem draws from Fable's experience delivering fair housing curriculum to Grand Rapids high school students in a partnership between The Diatribe and the Center and touches on how the curriculum arms youth to be "woke" about present/past civil rights issues, national tragedies, and current events. It weaves in the power and strength of our youth, how their voices can be used to stand up for inequality, especially if they continue to educate themselves, and the need to protect and uplift those voices. The poem ends with a call to, "March on." Executive



John Relman



Marcel 'Fable' Price



Director Nancy Haynes gave everyone present a honorary Fair Housing Award and special pins created to honor the legacy of Dr. King's work on open housing more than 50 years ago. She then introduced the keynote speaker, John Relman, a nationally renowned fair housing attorney; he is the founder and director of Relman, Dane & Colfax, PLLC, one of the nation's most distinguished civil rights law firms. Mr. Relman shared compelling fair housing cases, maps and statistics that highlighted historical patterns of discrimination, segregation and disparity and their relationship to current issues impacting fair housing and equity. Mr. Relman's presentation demonstrated the importance and relevance of ongoing work against housing discrimination, and continuing to work toward the goals of the Fair Housing Act set over 50 years ago.

12th Annual Lakeshore Friends of Fair Housing



Bob Schwemm

On October 4, 2018, the Center hosted its 12th annual *Lakeshore Friends of Fair Housing* breakfast event at Baker Lofts in Holland. Lakeshore Advisory Board Member Ben VanderWoude welcomed 135 breakfast attendees. Lakeshore Advisory & Board of Directors member Dave Stellan presented the *Lakeshore Fair Housing Award* to Linda Jacobs, the Executive Director of Good Samaritan Ministries for her passionate commitment to and active advocacy for fair housing. Keynote speaker Bob Schwemm, the Everett H. Metcalf, Jr Professor of Law at the University of Kentucky College of Law, discussed the events that led up to and followed the passage of the 1968 federal Fair Housing Act. He also shared his thoughts on where we are today in light of the Act's 50th Anniversary.

Fair Housing Trainings

During 2018, the Fair Housing Center continued to develop and provide a wide range of fair housing curricula and trainings. Staff trained over 1,300 housing professionals on their fair housing responsibilities as well as trained more than 475 community members on their fair housing rights training through conducting 77 fair housing trainings and presentations. These sessions were attended by a great variety of 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 each audience based on their needs and interests.

Fair Housing Classroom Curricula

The Center is very pleased to have received funding from an anonymous donor for an exciting program the Center has developed in partnership with fellow non-profit, The Diatribe. This program will engage all three 12th grade classes at Ottawa Hills High School in "Writing to Right Wrongs", an interactive, fair housing and social justice-themed program designed to enrich students' and their families' understanding of equal housing opportunity and civil rights. The program, led by Rachel Gleason and Marcel "Fable" Price (also Grand Rapids' Poet Laureate) with the help of Center staff, focuses on illustrating the impact of *where* one lives has on *how* one lives. The curriculum includes interactive presentations, simulation experiences, and live slam poetry performances by the artists as well as the students. The poetry and creative components provide students with the opportunity to create their own art and share their voice, as well as further their speaking and writing skill sets. To date, the programming has been made available in 3 different Grand Rapids Public School high school sites, reaching more than 125 students. Due to the success and innovative nature of the program, the Center has been asked to introduce this exciting initiative to other classrooms, including the Wyoming Public Schools, and looks forward to sharing this program further in 2019!



Complaints and Casework

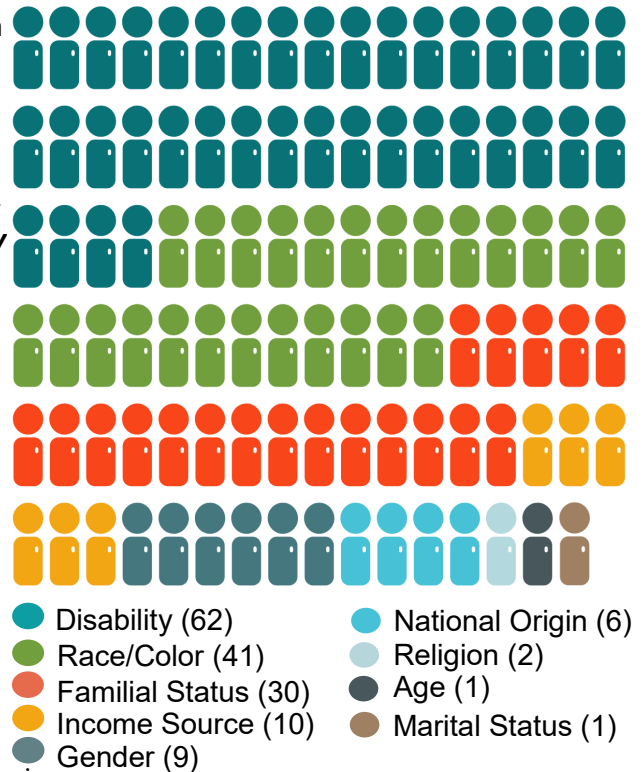
In 2018, the Fair Housing Center managed a total of 204 fair housing cases, 145 of which were newly initiated in 2018. The 145 cases initiated resulted from 162 allegations received throughout the year. These allegations pertained to people and/or property within 38 different municipalities throughout west Michigan, spanning 17 different counties. **See chart at right for distribution of allegations by the protected basis.** Of the 145 cases, 99 were initiated by individual clients or anonymous bona fide allegations, while the remaining 46 were agency-initiated as a result of the Center's independent research or investigation.

The cases managed in 2018 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/modification 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 153 cases in 2018, which included the closure of 111 of the 145 cases initiated in 2018. Through research, investigation, mediation and advocacy, the Center:

- helped people obtain 25 reasonable accommodations and 3 reasonable modifications to obtain access and full use of their homes;
- helped 51 people to retain safe, affordable housing;
- helped 12 people to obtain safe, affordable housing;
- filed 2 complaints with the Michigan Department of Civil Rights and 1 with the U.S. Department of Housing and Urban Development;
- filed 1 lawsuit, referred 3 cases to cooperating attorneys, 1 to the U.S. Department of Justice and 1 to the U.S. Attorney's Office of the Western District of Michigan;
- formally settled/conciliated 15 cases;
- prompted 19 housing providers and 1 insurance company to modify their policies/practices to comply with the law; and
- opened 10,109 units up from discrimination, 557 of those units in senior housing communities.

2018 Allegations by Protected Class



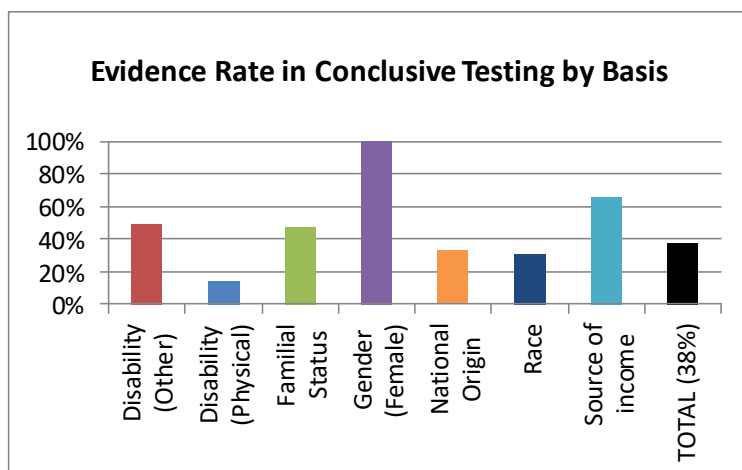
Highlighted Cases

Reasonable occupancy standards — In 2018 the Center handled 10 new systemic cases involving overly restrictive occupancy standards that limit housing opportunity for families with children. During 2018, 4 of those cases were resolved by way of the Center's direct contact to the housing provider. These contacts resulted in revision of policies and procedures, and the opening of over 8,000 housing units to families with children.

Disability — Case 18-112 — A condominium association told an owner with a disability that they could not have a parked car in their garage since they could not drive. This prohibited the owner's caretaker from parking a car primarily used to transport the owner. The Center alerted the association that they were imposing this rule due to the owner's disability where other owners were allowed to have a parked car regardless of its ownership, and restored the owner's right and access to transportation from their home.

Insurance – Case 18-096 — A property manager contacted the Center to report that their insurance company refused to provide property insurance on rental homes because some tenants had Housing Choice Vouchers. The Center contacted the insurance company's underwriters to outline potential discrimination based on gender, race, familial status, or other protected classes and to differentiate between subsidized housing and housing assistance programs. The Center worked with the insurance company to modify their underwriting guidelines and provide education to their insurance agents.

Testing



Throughout 2018, the Center conducted 202 fair housing tests involving people or property in over 20 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, 103 were conducted in response to bona fide allegations of housing

discrimination, while the remaining 99 were conducted as market survey or as part of a systemic investigation. The Center detected evidence of significant differences and/or discriminatory treatment at the rate of 38% overall in testing.

The Center conducted the 202 tests on the following bases: gender (1), disability (17), familial status (71), source of income (6), national origin (3), and race (104). Consistent with past findings, the Center detected substantial rates of evidence of unequal treatment across several protected bases. Throughout 2018, the Center has seen high evidence rate in the following federal protected classes: disability other than physical (50%); familial status (48%); national origin (33%); and race (31%).

2018 Membership Drive

Julie Rietberg and Dale Zahn co-chaired this year's Membership Drive. Thanks to our member's VERY generous support, the 2018 drive raised over \$14,250 for the Center's Education & Outreach programs and efforts!

Supporting Members

- Chemical Bank
- John Hunting
- Tim Reimink
- Marilyn Titcher
- Mercantile Bank

Corporate Members

- Bayberry Pointe Apartments
- Brooks Capital Management LLC
- Central Michigan Association of REALTORS
- EnviroSafe, Inc.
- Goodrich Quality Theaters
- Grand Rapids Community Foundation
- Greater Regional Alliance of REALTORS
- Holland Home
- Irwin Seating Company
- Land & Company
- The Law Office of Steven K. Gann PLLC
- Macatawa Bank
- MCT & Company
- Next Advance Training Systems
- Red Oak Management
- Sovereign Word of Life Ministries
- Traverse Area Assoc. of REALTORS
- W.K. Kellogg Foundation
- West Michigan Community Bank
- West Michigan Lakeshore Assoc. of REALTORS

Business Members

- Arlington Woods
- Brookmeadow Apartments
- Burton's Landing Apartments
- BVW Property Management
- Carrie Vos, Realtor
- City of Muskegon
- Coldwell Banker AJS Schmidt/David & Mary Mapes - Realtors
- Cooper's Landing Apartments
- Crossroads Apartments
- Dwelling Place of Grand Rapids, Inc.
- Elzinga & Volkers, Inc.
- Fieldstone Apartments
- The Fulton Group
- The Gordon Group
- Grand Rapids Housing Commission
- Green Light Management
- Heartland Builders
- Hidden Creek Community, LLC
- Hidden Springs, LLC
- High Pointe Apartments
- Ingrid Nelson Group—Keller Williams
- Jumping Frog Communications
- Kentwood Community Church
- Lighthouse Property Management
- Management Business Solutions
- Manus Properties, LLC
- Miller Real Estate
- Nancy Bierenga, REALTOR
- North Pointe Apartments
- Oakview Apartments
- The Other Way Ministries
- Parkcrest Apartments
- Peppercorn Apartments
- Prairie Creek Apartments
- Rental Property Owners Association
- State Farm Insurance Koorndyk Agency
- Thomas Classrooms & Modulares LLC—Julie Anne Thomas
- Urban Pharm LLC
- Wimbledon Apartments
- Woodfield Apartments
- York Creek Apartments

Individual Members

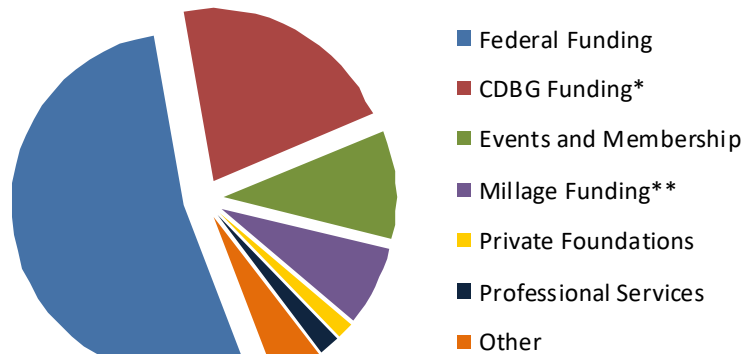
- Zahabia Ahmed-Usmani
- Christine Ameen
- Peter Armstrong
- Betty Zylstra & David Baak
- Sophie Baker
- Chris & Janice Barbee
- Michael Bass
- Kay Behrenwald
- Michelle Behrenwald
- Lou Berra
- Howard & Valerie Best
- Bryan & Bodie Bickford
- Guy & Kim Bickford
- Rosalynn Bliss
- Jenn Boerman
- Roman & Connie Bohatch
- Rhae-Ann Booker
- Joannie Bouman
- Jonathan & Grace Bradford
- Aimee Breuker
- Mary Bueche
- Benjamin Busman
- Quincy Butts
- Daniel Cavanaugh
- Susan Cervantes
- Phil & Janeth Coray
- Donna Cornwell
- Kay Courtney
- Crawford & Laurie Craft
- Andrea Crumback
- Leslie Curry
- Joe & Linda Czarnik
- David Czurak
- Marc & Linda Daneman
- Al Dannenberg
- Bob Dunn
- Annie Edwards
- Anne Faasse
- Dale & Kathie Feldpausch
- Carrie Ferguson
- Robert Frey
- Twink Frey
- Bob Gilewski
- Julie Nietling & Paul Haan
- Andy & Sue Harder
- Richard Haslinger
- Barbara Haynes
- Gail Gunst Heffner & Kenneth Heffner
- Terri Land & Dan Hibma
- Rebecca Smith Hoffman & Jack Hoffman
- Mike & Mary Hogan
- Preston Hopson
- Phil Hoskin
- Janice Hurt
- Jody Immink
- Win & Kyle Irwin
- Bart Jonker
- J. Jorgenson
- Liz Keegan
- Ruth Kelly
- Ralph & Ruby Kickert
- Ronald & Bonnie Kopp
- James & Helen Lehman
- Marcy Lindhout
- Thomas Logan
- Rhonda Lubberts
- Brian & Abigail Matzke
- Cheryl McKinney
- Scott & Betsy Melton
- Patrick & Shirley Miles
- Gwen Moffitt
- Victor & Maria Moreno-Reyes
- William & Pamela Murphy
- Carol Hennessy & Kenneth Nysson
- Jackie O'Connor
- E'Toile O'Rear Libbett
- Sue Ortiz
- Stacy Pacanowski
- H. Rhett & Jeralyn Pinsky
- Earl Poleski
- Dennis & Carol Preston
- Lisa Rice
- Julie Rietberg
- Jay & Teri Schrimpf
- Holly Seymour Jasinski
- John & Sarah Smith
- Sharon Smith
- Ruth Stevens & Thomas Stellard
- Bill & Judy Stellin
- Dave & Marcy Stellin
- Kathleen Feeney & John Stuive
- Greg & Audrey Sundstrom
- Jim & Lawren Susan
- Sue Swanlund
- Hattie Tinney
- Carol Townsend
- Sharon Umlor
- Lisa Valk
- Matthew & Amy Van Zetten
- James Vaughn
- Pat Waring
- Larry Weber & Lee Nelson Weber
- Elizabeth Welch
- Casey & Lucia White
- Marilyn Wickens
- Dustie Wiggins
- Mike & Mary Alice Williams
- Dave & Karen Zwart

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

MEMBERS

2018 Financial Report

Revenue Sources 2018



*Cities of Grand Rapids, Holland, Muskegon, Muskegon Heights Norton Shores, Wyoming and Kent County.

**Kent County Senior Millage

The Fair Housing Center received \$652,051.65 in revenue in 2018. Just over 53% of the revenue came from federal grants with the U.S. Department of Housing and Urban Development under the Fair Housing Initiatives Program for the Private Enforcement Initiative and the Education and Outreach Initiative; 21% came from Community Development Block Grant (CDBG) contracts or other federal contracts with the County of Kent, 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 2% from private foundation grants. The grants and contracts are used to fund education, enforcement and advocacy services, compliance monitoring, and administrative services.

*Kent County
Senior Millage*

The Center held two (2) major events in 2018, the 31st Annual Fair Housing Luncheon & Workshop Series in April to celebrate Fair Housing Month and the 12th Annual Lakeshore Friends of Fair Housing breakfast event, which, when combined with membership contributions, accounted for 10% 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 2018.

Program service costs, including, but not limited to, staffing, supplies, contract services, professional services, and printing, represented approximately 82% of the total expenses in 2018. Other operating expenses represented approximately 10% and event and membership expenses represented 8% of the total expenses in 2018.

Lakeshore Advisory Board

PRESIDENT, Lyn Raymond, Lakeshore Housing Alliance
Reatha Anderson, National Association for the Advancement of Colored People, Muskegon
Bree Austin-Roberts, Disability Network Lakeshore
Phil Coray, Alliance for Cultural & Ethnic Harmony
Esther Fifelski, City of Holland
Leroy Hernandez, Macatawa Resource Center
Jody Immink, community member
Bart Jonker, ChoiceOne Bank
Tim Lemanski, community member
Mary Libby, Coldwell Banker Woodland Schmidt
Dave Stellin, Lake Michigan Credit Union
Ben VanderWoude, BVW Property Management
Amber VerBurg, Safe Title, Inc.
Latoya Booker, Lakeshore Ethnic Diversity Alliance



"But I know, somehow,
that only when it is
dark enough can you
see the stars."
- Martin Luther King Jr.

Executive Board of Directors

PRESIDENT, Doretha Ardoin, Greenridge Realty
VICE PRESIDENT, Sharon Smith, Aquinas College
TREASURER, Ryan VanderMeer, Urban Pharm
SECRETARY, Andrea Crumback, Mika Meyers, PLC

Board of Directors

Michelle Behrenwald, Inspired Design
Rhae-Ann Booker, Davenport University
Susan Cervantes, Kent County Community Action
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
Thomas Reeder, Wyoming Public Schools
John Smith, Legal Aid of Western Michigan
Dave Stellin, Lake Michigan Credit Union
Kristin Turkelson, City of Grand Rapids Planning Dept.
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
Madelaine Clapp, Education and Outreach Coordinator

50 *fifty* years
CELEBRATING EQUALITY
THE FAIR HOUSING ACT
1968 - 2018

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



Fair Housing Center of West Michigan

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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.