



MULTI-FAMILY HOUSING RESOURCE PROGRAM

Year In Review (2014-2015)





About the Equal Rights Center (ERC)

Our Mission

The mission of the Equal Rights Center is to advance civil rights for all in housing, employment and access to public accommodations.

Who We Are

Since 1983, the **Equal Rights Center** has been at the forefront of protecting the civil rights of citizens against discriminatory practices. As the means of discrimination change, so have the ERC's strategies and efforts. Today our innovative testing methodologies and programs effectively detect and address both blatant and concealed acts of discrimination. Along with our thousands of members in all 50 states and more than 30 corporate partners and clients, the ERC is delivering a multi-disciplinary approach to identifying, addressing and eliminating discriminatory practices both in the District of Columbia and throughout the United States. We invite you to join us in ensuring that all citizens feel their differences are embraced, their rights are upheld, and their freedom protected.

What We Do

We work with residents, businesses, government agencies, policy makers and nonprofit organizations to identify, investigate and remediate acts of discrimination. We accomplish this by focusing our efforts and resources into the following key areas: testing, advocacy, training, outreach, research and enforcement. Collectively these efforts and collaborations increase the capacity and opportunity for a more just society.

Visit us at www.equalrightscenter.org



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Message From The Executive Director

Dear MHRP Members,

Over the last 18 months I have spent working at The Equal Rights Center, the dedication exhibited by our MHRP members has been impressive and significant. It has been my pleasure to strengthen our partnerships, bring new companies into our membership, and see our members' commitment to accessibility taken to new heights.

This year the MHRP increased both in size and reach. We onboarded two new companies into the program, Questar Properties Inc. and The Garrett Companies, both coming to us with decades of experience as multifamily developers.

Internally, MHRP underwent a program shift and is now housed within the newly launched External Affairs department. This change enables us create a true culture of collaboration with members as we work together as partners to create and sustain accessible and fair housing.

We also released a new course on our online learning management system, Equal Rights Learning Center (ERLC). The Accessible and Usable Doors course is just the first in a long line of modules focused on specific areas of accessible design so that our members can get in-depth information on challenging topics.

The united effort to change the face of multifamily housing exerted by our members is astounding, and continues to be one of the highlights of my work here at the Equal Rights Center. With 19 members spanning the United States, the MHRP is a widespread and unified community that will continue to shift the tide towards equal housing opportunity.

We at the ERC appreciate and value your membership and leadership. We look forward to the coming years of working together with members, thought leaders and practitioners alike, as we build and protect a new landscape of equitable opportunities for all.

Yours in Service,



Melvina C. Ford

Executive Director,
Equal Rights Center

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Accessibility Rights Manager

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Administrative Assistant

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Communications and Partnerships Manager

Margaret Zinkel
Fair Housing Intake and Grant Coordinator



Program Overview

MULTIFAMILY HOUSING RESOURCE PROGRAM (MHRP)

The Multifamily Housing Resource Program (MHRP) is a trailblazing membership program for housing industry leaders, dedicated to assisting multifamily housing developers to comply with federal, state and local accessibility requirements, and to increase the number of accessible apartments and condominiums in the United States.

MHRP members are industry leaders in the areas of multifamily housing development, design, construction and property management. The MHRP offers a variety of resources to assist its members with implementing “best practices” to enhance compliance with the requirements of the Fair Housing Act (FHA), the Americans with Disabilities Act (ADA), and state and local laws as they relate to accessible and fair housing.

Since its founding in 2008, the MHRP has grown to include **19** members, including developers representing more than **600,000** apartments and condominiums across the country. These industry leaders serve as a model for the housing industry, and provide many of the nation’s 57 million individuals with disabilities, along with a rising population of individuals in need of equitable resources, the opportunity to live where they choose.



MHRP Philosophy

The MHRP’s philosophy is grounded in the belief that companies that proactively embrace compliance with fair housing and accessibility laws not only create sound business models, but also become valued community partners and leaders.

By incorporating processes and practices that focus on accessibility and equity during the development, design, construction, and project management phases of multifamily housing projects, MHRP members demonstrate their commitment to equal opportunity in housing. Supporting this commitment is an understanding that:

- Offering accessible and fair housing **expands the potential customer base** to include the growing market of home renters and buyers with disabilities.

By 2050, it is estimated that one in every three households in America will include a person with a disability.

- **Accessible design is attractive design.** Accessibility requirements tend to create more open kitchens, bathrooms, and unit designs that appeal to all residents, with or without disabilities.
- **“Accessibility consciousness” yields real dividends to developers and their investors.** The costs of addressing accessibility on a “retrofit” basis far exceed the incremental costs of ensuring compliant design and construction at the earliest stages of every multifamily project.
- Leading from the front by actively assessing new information and regulations on fair practices in the housing industry and **creating equitable protocols, projects and policies that promote a culture of inclusion** both company and industry-wide.

Available Courses

In-Person Trainings



Basic Fair Housing

This training includes information on the background and history of the Fair Housing Act and other laws that impact housing, discusses federal, state, and local protected classes, and examines common scenarios related to fair housing compliance. Additional details are shared on how to handle reasonable accommodation and modification request.



Advanced Fair Housing for Supervisors and Trainers

This training includes information on the background and history of the Fair Housing Act and other laws that impact housing. Additionally, it discusses federal, state, and local protected classes, examines common scenarios related to fair housing compliance and details how to handle reasonable accommodation and modification requests. Trainees learn how to analyze emerging trends in fair housing, and receive information on how to give basic FHA information to new staff as well as address any questions that may arise.



Source of Income

This training includes information on the background and history of the Fair Housing Act and other laws that impact housing with special focus on the Housing Choice Voucher program, as well as other source of income related rules and regulations.



Reasonable Accommodations and Modifications for Property Managers

This training focuses on the requirements of property managers to allow reasonable accommodations and modifications. It details common requests, including service animals and hoarding issues, and walks participants through company specific policies.



Accessible Design and Construction

This training focuses on the accessible design requirements as they pertain to newly constructed multifamily buildings under the federal Fair Housing Act. Also included is a detailed look at the seven technical requirements as well as common compliance oversights.



Underserved Population Sensitivity

This training focuses on best practices for working with historically underserved populations and communities including immigrants, LEP/NEP, LGBTQ, and individuals with disabilities.

Online Courses

Offered through our online learning management portal, Equal Rights Learning Center (ERLC)



Guide To Multifamily Housing

This course (available in English and Spanish) is a 45 minute training that gives users an in-depth look at the technical requirements of accessible design under the Fair Housing Act.



General Fair Housing

This course is a detailed introduction to the Fair Housing Act in its entirety, including information on reasonable accommodations and modification, best practices, and equal professional service.



Accessible and Usable Doors

This course is our newest addition, focusing on Requirement 3 of the Fair Housing Act and providing users a chance to walk through the most common oversights and issues when working with doors including identifying alternatives to assist them in the field.

Webinars are also available through the ERLC. These trainings provide important information on the Americans with Disability Act (ADA), Fair Housing Act (FHA), Reasonable Accommodations and Modifications, and include a timeline focused on fair housing and other civil rights issues.

ERLC Webinars:

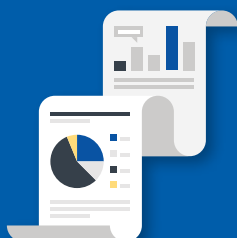
- FHA and ADA: Accessibility Regulations in Housing
- Effective Communication in Housing
- The Visitability Movement
- Reasonable Accommodations and Modifications
- Plans to Practice
- Advancing Civil Rights For All

Our Members

MHRP Member Services

The ERC is dedicated to providing the highest quality of support to our MHRP members. From testing and training, to reviewing internal policies for fair housing and accessibility best practices, the ERC provides a wide range of resources to ensure that our members have access to cutting edge information in the fields of accessibility and fair housing. Some of our key services include:

Testing and Surveying



- Civil rights tests conducted by ERC trained testers assuming the role of prospective renters or purchasers in an effort to ensure fair housing laws are being upheld. Tests are administered by phone or through in-person encounters.
- MHRP accessibility experts survey and assess new properties to ensure that standards, codes, and requirements are being followed. Additionally, they provide ideas and best practices in accordance with the Fair Housing Act.

Instructing and Training



- Access to modules and courses through the ERC's online system (ERLC) significantly expands the scope of accessibility and fair housing information by enabling member to share this learning opportunity with employees and stakeholders remotely.
- The ERC provides in-person trainings on important issues, strategies and trends relevant to accessibility, inclusion and equity in the housing arena. These courses are also customized to effectively reach tiered staffing structures and address individual members' organizational needs.

Sharing and Empowering



- The staff reviews members' policies, procedures and customer related documents to ensure that language and information is reflective of accessible and fair housing laws and best practices.
- ERC also develops and provides manuals and materials related to various topics of accessibility and fair housing including FAQs info sheets on service animal policies, the Fair Housing Act, and reasonable accommodation and modification qualifications.

MHRP Membership Categories

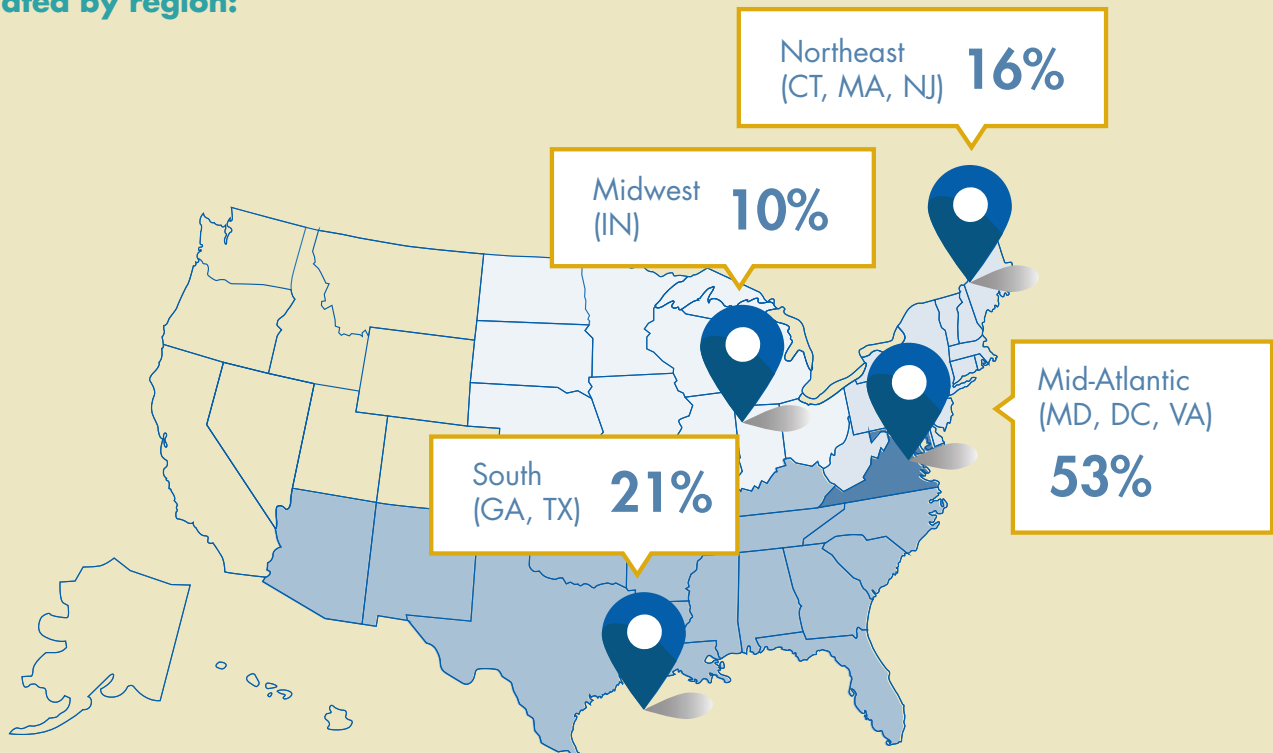
Our MHRP members represent housing industry leaders from across the nation. At every membership level, members are committed to proactively promoting accessibility and fair housing compliance compliance, while receiving customized services based on size, scope and needs.

Executive Membership	Industry leaders in the areas of multifamily housing development, management and construction.
Advisory Membership	Housing industry members and professional services firms with distinct accessibility-related expertise.
Associate Membership	Housing industry business and organizations such as product or service vendors and subcontractors.

Our Members (continued)

Our MHRP members are a group of dynamic housing industry leaders....

Where members are located by region:



(Member since 2013)

www.americanstandard-us.com
@AMStandard



(Member since 2009)

www.avaloncommunities.com
@AvalonBay



(Member since 2010)

www.Bozzuto.com
@Bozzuto



(Member since 2009)

www.camdenliving.com
@CamdenLiving



(Member since 2013)

www.DevereauxArch.com



(Member since 2013)

www.dkdevelopment.com



(Member since 2011)

www.Gables.com
@gables



(Member since 2015)

www.TheGarrettCo.com
@thegarrettco



THE JBG COMPANIES

(Member since 2012)

www.jbg.com
@TheJBGCompanies



(Member since 2011)

www.lerner.com



(Member since 2009)

www.kettler.com



(Member since 2011)

www.millcreekplaces.com
@MillCreekMedia



(Member since 2010)

www.paradigmcos.com



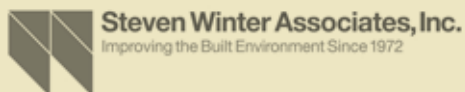
(Member since 2015)

www.questar.net



(Member since 2008)

www.tcreidential.com



(Member since 2011)

www.swinter.com
@_SWinter



(Member since 2013)

www.washproperty.com



(Member since 2013)

www.watermark-residential.com



(Member since 2013)

www.woodfieldinvestments.com
@woodfield_inv

Program Highlights

In 2015, we delivered

11
Trainings

Trained

65
People on Accessible Design

180
People on Fair Housing

Accessible and Usable Doors Course

Opportunity	MHRP members identified the lack of clearly understanding design standards for accessible and usable doors as an industry-wide accessibility concern.	MHRP members expressed a need to have a forum to communicate and share ideas, lessons and best practices among members.
Solution	In July 2015 the ERC developed the Accessible and Usable Doors course to discuss possible solutions, answer questions and provide best practices and trends to members.	The MHRP member group was created via LinkedIn to serve as an online social platform for members to exchange ideas, lessons, trends and best practices.
Outcome	The doors course was successfully developed and converted into an online module, made accessible through the ERC's online management system Equal Rights Learning Center (ERLC). In the four months since its launching, 2 companies have taken advantage of this service and 17 member employees have been virtually trained through this platform.	The MHRP member group via LinkedIn is active and accessible to all members. Discussion threads on key topics and trends encourage members to stay connected and gain valuable insight and information from one another.

4
Months,
since launching

17
members
trained



Updated Courses, Trainings and Systems

Opportunity	We heard our members' need for an updated, faster online learning management system.	We heard from you that MHRP members needed more customized trainings that fit the ever changing industry climate and company management structures.
Solution	We conducted major system updates to the ERLC and manually purged over 230 non-active MHRP employees to ensure faster, more dependable and efficient service to existing MHRP members.	We answered this gap by developing and revamping broader trainings for members including courses created for multi-leveled management structures.
Outcome	Over 500 member representatives were trained through the ERLC, a 20 % increase from 2014.	We now have three additional courses added to our training curriculum. <ul style="list-style-type: none"> • Advanced Fair Housing for Supervisors & Trainers • Underserved Population Sensitivity • Accessible and Usable Doors Course

Financials (October 1, 2014 – September 30, 2015)

Member Dues: \$318,875.00

Direct Membership Program Expenses 2014-2015

Personnel (Sub-Total):	\$255,612.50
Member Services (Trainings, Compliance, Testing, Policy Reviews)	\$171,176.50
Communications and Outreach (Marketing, Recruitment)	\$57,101.00
Administrative	\$27,335.00

Non-Personnel (Sub-Total):	\$4,687.70
Technology (E-Learning Platform)	\$750.00
Travel/Lodging	\$517.70
Quarterly Meetings	\$500.00
Communications (Graphic Designer, Printing, Hosting of Website)	\$2,200.00
Supplies	\$720.00

Total \$260,300.20

*These are unaudited financials and do not include indirect expenses.



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