



Multi-Family Housing Resource Program Year in Review 2016 - 2017



Mission & Strategic Priorities

The Equal Rights Center is a civil rights organization that identifies and seeks to eliminate unlawful and unfair discrimination in housing, employment, and public accommodations in its home community of Greater Washington, D.C. and nationwide.

The ERC's core strategy for identifying unlawful discrimination is civil rights testing. When the ERC identifies discrimination, it seeks to eliminate it through the use of testing data to educate the public and business community, support policy advocacy, conduct compliance testing and training, and, if necessary, take enforcement action.

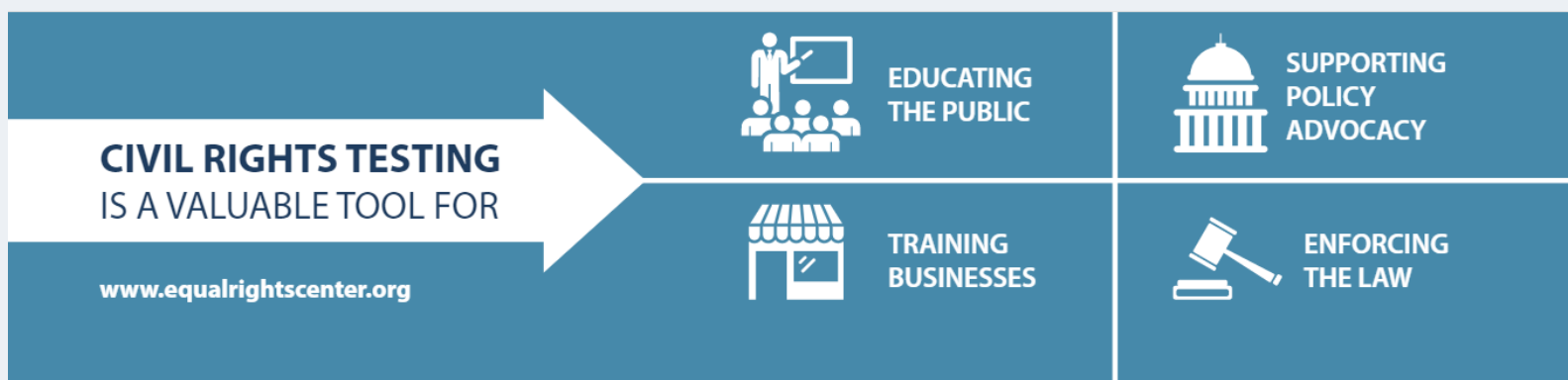


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Message from the Executive Director

Dear MHRP Members,

It has been exciting and rewarding to work alongside all of you this year as your collective commitment to accessibility has blazed new trails of innovation.

This year, we launched our brand new online learning platform through Litmos. This was one of many steps we are taking to create easy and effective ways to assist you with accessibility compliance. We plan to add more online courses and materials in the coming year, and look forward to expanding our technological capacity in 2018.

In addition to our strides in technology, we are continuing to look for ways to expand our collaborative education efforts with you. We truly value our members' input, and after receiving feedback about service and assistance animals, we have worked to create educational materials and trainings on proper use and policies for such animals. This year we partnered with the Humane Rescue Alliance to provide the public with information on the issue.

None of this would be possible without your tireless dedication to accessibility. The ERC is grateful to partner with each of you, and we look forward to our continued growth together.

Sincerely,
Melvina Ford

Program Overview

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 and other accessibility requirements, and to increasing the number of accessible apartments and condominiums in the United States.

MHRP Philosophy:

- Offering accessible housing expands the potential customer base to include the growing market of home renters and buyers with disabilities.
- Accessible design is attractive design, tending to create more open kitchen, bathroom, and unit designs that appeal to all residents.
- Providing accessible and adaptable units will allow residents to age in place, as the general population grows older.
- The cost of addressing accessibility on a retrofit basis far exceeds the cost of ensuring compliant design and construction at the earliest stages of every multifamily housing project.

Since its founding in 2008, MHRP has...

Grown to 17 members.

Provided housing, by way of our members, for many of the nation's 57 million individuals with disabilities, along with the rising population of individuals who need equitable resources & the opportunity to live where they choose.

Included over 600,000 apartments and condominiums across the country.

Included industry leaders in the areas of multifamily housing development, design, construction & property management.

Program Highlights

Service & Assistance Animals

This year, the ERC partnered with the Humane Rescue Alliance (HRA) and the American Society for the Prevention of Cruelty to Animals (ASPCA) to develop and conduct educational trainings surrounding the use of assistance and service animals. The trainings provided information about individuals' rights regarding service and assistance animals in public accommodations and housing, and the appropriate use of such animals.



Humane Rescue Alliance

Multifamily Executive Conference



This September, ERC Executive Director Melvina Ford participated in the national Multifamily Executive Conference in Las Vegas, NV. Melvina facilitated a panel discussion with Christina Steeg, Senior VP of Marketing and Training at Simpson Housing, and Caroline Elmendorf, Compliance Officer at MHRP member, Bozzuto, about the use of criminal records screening policies in housing. She provided information about the legal landscape, recent HUD guidance, and best practices around this issue. Caroline discussed Bozzuto's criminal records screening policies and best practices, and outlined how housing developers should approach compliance and advocacy. In addition to this panel, Melvina conducted a video interview about the ERC's Fair Housing App that will be featured on the Multifamily Executive website in the coming months.

Equal Rights Learning Center (ERLC)

This year, the ERC fully launched its new online learning center through the Litmos platform. The new Equal Rights Learning Center site has streamlined MHRP member trainings and allowed for more efficient course completion and data reporting.



Litmos

Member Services

Instruction and Training:

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

Testing and Surveying:

- Civil rights testing is an investigative tool used to gather evidence, usually in order to compare conduct or design and construction to legal requirements or a policy. It involves one or more people covertly engaging in an interaction or surveying a physical space.
- The ERC surveys and assesses properties to ensure that FHA & ADA requirements are being followed. Additionally, surveys provide ideas and best practices for complying with the law.

Sharing and Empowering:

- The staff reviews members' policies, procedures, and customer related documents to ensure that language and information is reflective of fair housing & accessibility laws and best practices.
- The ERC also develops and provides manuals and materials related to various topics on accessibility and fair housing.

Membership Types

The MHRP offers a variety of resources to assist members with implementing best practices designed to enhance, promote, and exceed compliance with the requirements of the Fair Housing Act (FHA) and Americans with Disabilities Act (ADA), as they relate to fair housing & accessibility. Membership type and service levels are:

Executive Members

Industry leaders in the areas of multifamily housing development & management.

Associate Members

Housing industry businesses and organizations such as product or service vendors and contractors.

Advisory Members

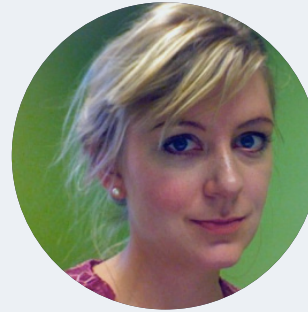
Housing industry members and professional service firms with distinct accessibility-related expertise.

Staff

LEADERSHIP



Melvina C. Ford
Executive Director



Kate Scott
Deputy Director

MHRP SUPPORT STAFF



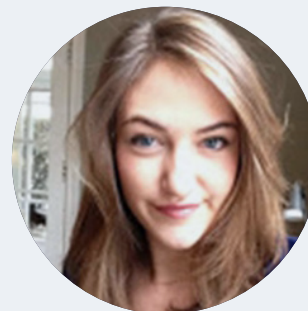
Katherine Pearson
Director of
Accessibility Rights
kpearson@equalrightscenter.org



Brian McKenzie
Training & Compliance
Manager
bmckenzie@equalrightscenter.org



Alexis Squire
Senior Manager of
External Affairs
asquire@equalrightscenter.org



Hallie Young
External Affairs Assistant
hyoung@equalrightscenter.org

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President

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Counsel



Equal Rights Center
11 Dupont Circle NW, Suite 450
Washington, DC 20036
Main Phone: 202-234-3106
communications@equalrightscenter.org
www.equalrightscenter.org
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Financials

October 1, 2016 - September 30, 2017

MHRP Member Dues Collected		\$219,500
<i>Program Expenses</i>		
Personnel (Sub-Total)		\$140,126
Membership Services		\$51,613
Communications		\$46,090
Administration		\$42,423
<i>Non-Personnel</i>		
Direct Expenses (Sub-Total)		\$4,430
Technology		\$2,841
Quarterly meetings		\$912
Communications		\$632
Miscellaneous		\$45
Total		\$144,556

* The above amounts are not audited and do not include indirect expenses.

MHRP Members



Member since 2009



Member since 2010



Member since 2013



Member since 2013



Member since 2011



Member since 2015



Member since 2009



Member since 2011



Member since 2010



Member since 2011



Member since 2015



Member since 2008



Member since 2013



Member since 2013



Member since 2013