

# Inland Northwest Fair Housing Conference

APRIL 20, 2017

SPOKANE CONVENTION CENTER

## CELEBRATING 49 YEARS OF FAIR HOUSING

*Inland Northwest Fair Housing Conference Planning Committee*



# WELCOME

The Inland Northwest Fair Housing Conference Planning Committee thanks you for joining us today to celebrate the

## 49th Anniversary of the Fair Housing Act

The Fair Housing Act prohibits discrimination in housing based on race, color, religion, national origin, sex, disability, and familial status. In Washington state discrimination because of marital status, military / veteran status, sexual orientation, and creed is also prohibited under the Washington Law Against Discrimination.

This year we are pleased to offer a variety of breakout sessions covering basic fair housing concepts to hot topics, presented by over 20 presenters knowledgeable about fair housing laws, enforcement, and advocacy.

We hope you enjoy the conference!

Sincerely,

Inland Northwest Fair Housing Conference Planning Committee

City of Spokane  
Washington State Human Rights Commission  
County of Spokane  
Spokane Low Income Housing Consortium  
Spokane Housing Authority  
City of Coeur d'Alene  
Northwest Fair Housing Alliance  
Landlord Association of the Inland Northwest



# CONFERENCE INFORMATION

## Check-In

**8:15—9:00 am**

## Name Tags / Meal Tickets

Each attendee will be provided a pre-printed name tag. Names appear exactly as entered into Eventbrite. Each name tag will have a sticker with a color corresponding to selected meal option. Meals will not be provided to those without a colored sticker.

## Session Materials

Handouts will be available for download from the City of Spokane's website prior to the conference. An email from Eventbrite will be sent prior to the conference with the link to access the materials.

## Evaluation Forms

Will be provided at the end of each session. Please take a few minutes to let us know what you enjoyed about the presentations and the conference overall and what we can do better!

## Certificates of Attendance

Certificates will be available for pick-up at the end of the day in the general session room 100AB. Certificates have been printed using the names as entered into Eventbrite. Blank certificates will be available if name corrections are needed or attendee substitutions were made.

## Hashtag #2017FairHousing

Share highlights of the day on social media. Use the hashtag **#2017FairHousing** to join the conversation.

# Schedule At-A-Glance:

Thursday, April 20, 2017

**8:15-9:00 am —Check-In**

**9:00-9:20 am —Welcoming Remarks - Rm. 100AB**

**9:30-10:45 am**

**A-1 Fair Housing Basics / WA Law - Rm. 205**

**A-2 Fair Housing Basics/ Idaho Law - Rm. 206B**

**A-3 Landlord/ Tenant Law, Pt. 1: Tenant Screening & Reasonable Accommodations for Admission and Compliance - Rm. 206A**

**A-4 Fair Housing & Real Estate Sales Trends —Part 1\* - Rm. 206C**

*\*Sessions A-4 and B-4 taken together are offered as a 3 clock hour DOL approved course and will run 9:30am to 12:30pm with two 10-minute breaks provided.*

**A-5 New! Sex Harassment & Domestic Violence Guidance - Rm. 206D**

**11:00am-12:15pm**

**B-1 Reasonable Accommodations & Modifications in WA - Rm. 206A**

**B-2 Assistance Animals - Rm. 206B**

**B-3 Landlord/ Tenant Law, Pt. 2: Unlawful Detainers & Evictions, Procedures & Tenant Defenses - Rm. 205**

**B-4 Fair Housing & Real Estate Sales Trends, Pt. 2\* - Rm. 206C**

**B-5 New! LEP Guidance-Rm. 206D**

**12:30-1:30pm Keynote Speaker: David Carlson & Lunch—Rm. 100AB**

**1:40-2:55pm**

**C-1 WA Complaint Process & Investigation - Rm. 206B**

**C-2 Unfair Harassment - Rm. 206D**

**C-3 Fair Housing Games: Hot Seat - Rm. 206A**

**C-4 Fair Lending and Community Reinvestment Act - Rm. 206C**

**C-5 New! Criminal History Screening - Rm. 205**

**3:10-4:25pm**

**D-1 Assistance Animals - Rm. 206D**

**D-2 Reasonable Accommodations & Modifications Under the federal FH Act - Rm. 206A**

**D-3 Testing & Advertising - Rm. 206B**

**D-4 Assessment of Fair Housing (for federally funded) - Rm. 206C**

**D-5 New! Criminal History Screening - Rm. 205**

# KEYNOTE SPEAKER:

## David Carlson



David Carlson is the Director of Legal Advocacy for Disability Rights Washington, a private non-profit that is designated by the governor to serve as the federally mandated protection and advocacy system for Washington State.

David leads the organization's legal team which engages in multimodal advocacy and incorporates multiple advocacy tools, including individual representation, class action litigation, policy work, video advocacy, and community engagement.

His team monitors facilities and community settings in WA that serve people with disabilities. They investigate potential abuse and neglect of Washingtonians with disabilities, conduct legal and policy advocacy on behalf of people with disabilities across the state, and provide Washingtonians with disabilities information about their legal rights.

David has served as lead counsel in numerous class actions enforcing a wide variety of civil rights of people with disabilities. His advocacy work has been recognized in international media and several local and national awards. David presents on disability legal issues, legal ethics, and advocacy skills both in WA and nationally. Additionally, David has taught Disability Law as an Adjunct Professor of Law at Seattle University.

David graduated Cum Laude from both Eastern WA University where he received his B.A. and Gonzaga University school of Law where he served as the Editor-in-Chief of Gonzaga Law Review.



Disability Rights  
WASHINGTON  
Rooted in Rights

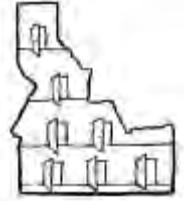
# EXHIBITORS

## VA Healthcare for Homeless Veterans HUD/VASH



## Intermountain Fair Housing Council

The Intermountain Fair Housing Council (IFHC) is a non-profit organization that promotes fair housing practice for housing



## Learning Systems

**Moco Inc.** has been providing Tenant & Employment screening services for nearly 30 years. Known for quality and exceptional customer service, Moco offers a variety of screening solutions including the innovative, re-usable screening report – **MyScreeningReport.com**®.



## Nexus Inland Northwest

Providing services for the deaf and hard of hearing since 1980. We provide ASL sign language interpreters and advocacy services for the deaf.



## Northwest Native Development Fund

The Northwest Native Development Fund seeks to foster economic and financial independence for Native people by assisting in the development of personal assets through financial and entrepreneurial education as well as providing access to capital through creative lending products. NNDF will promote this mission by increasing home ownership and economic opportunities.



## Northwest Fair Housing Alliance

## NORTHWEST FAIR HOUSING ALLIANCE

The mission of the Northwest Fair Housing Alliance is to eliminate housing discrimination and to ensure equal housing opportunity for the people of Washington State through education, counseling and advocacy.



## Pioneer Human Services

We are a social enterprise that provides individuals with criminal histories the opportunity to lead healthy, productive lives.



## Spokane Regional Health District, Smoke & Tobacco Free Housing

As a leader and partner in public health, we protect, improve and promote the health and well-being of our communities.



## WASHINGTON LOW INCOME Housing Alliance

## Washington Low Income Housing Alliance

The mission of the Washington Low Income Housing Alliance is to lead the movement to ensure that all our residents thrive in safe, healthy, affordable homes. We do this through advocacy, education, and organizing.



Washington State

## Human Rights Commission

## Washington State Human Rights Commission

The mission of the WSHRC is to prevent and eliminate discrimination through the fair application of the law, the efficient use of resources, and the establishment of productive partnerships in the community.

# SESSION DESCRIPTIONS

THURSDAY, APRIL 20

## 9:30-10:45am BREAKOUT SESSIONS

### **A1: FAIR HOUSING BASICS / WA LAW**

**Location: Room 205**

This session is well-suited for individuals who have not had Fair Housing training before, or are in need of a refresher course. Learn about protected classes (federal and WA), prohibited actions, and who must comply with the Fair Housing laws. Coverage of reasonable accommodation and service animal issues will be extremely limited.

**SPEAKER: Heidi O'Day**, *Investigator, Washington State Human Rights Commission*

### **A2: FAIR HOUSING BASICS / IDAHO LAW**

**Location: Room 206B**

In Fair Housing basics, attendees will learn the basic elements of Fair Housing law, including the protected classes. We will also cover hot topics of the day and best practices.

**SPEAKERS: Zoe Ann Olson and Alison Brace**, *Intermountain Fair Housing Council*

### **A3: LANDLORD / TENANT LAW, PART 1: TENANT SCREENING AND REASONABLE ACCOMMODATIONS FOR ADMISSION AND COMPLIANCE**

**Location: Room 206A**

**SPEAKERS: Eric Steven**, PS and **Barry Pfundt**, *Center for Justice*

### **A4: FAIR HOUSING & REAL ESTATE SALES TRENDS—PART 1\***

**Location: Room 206C**

*\*Session A-4 and B-4 taken together are offered as a 3 clock hour DOL approved course and will run 9:30a to 12:30p with 2 10-minute breaks provided.*

**SPEAKER: Marley Hochendoner**, *Northwest Fair Housing Alliance*

### **A5: NEW! SEX HARRASSMENT & DOMESTICE VIOLENCE GUIDANCE**

**Location: Room 206D**

Learn about illegal housing discrimination and the protections that exist under SEX in the Fair Housing Act. Gain the ability to spot potential sex discrimination and take action to prevent sex discrimination complaints based on sexual harassment, sex stereotyping or domestic violence victim rights.

**SPEAKERS: Shannon Bedard**, *NWFHA* & **Teri Mahan**, *YWCA of Spokane*

# SESSION DESCRIPTIONS

THURSDAY, APRIL 20

11:00am-12:15pm BREAKOUT SESSIONS

## **B1: REASONABLE ACCOMMODATIONS & MODIFICATIONS IN WA**

**Location: Room 206A**

This is a powerpoint presentation that addresses accommodations (changes in policies and procedures) and modifications (changes in the building structure) needed by residents who have disabilities. This session will cover service animals, accessible parking, the federal Fair Housing Act Accessible Design Requirements, and much more. Please bring your questions!

**SPEAKER: Roxanne Vierra, King County Office of Civil Rights**

## **B2: ASSISTANCE ANIMALS**

**Location: Room 206B**

Assistance Animals will cover the basics of disability under the Fair Housing Act, including specific best practices for assistance animals and reasonable accommodations.

**SPEAKERS: ZOE ANN OLSON & ALISON BRACE, Intermountain Fair Housing Council**

## **B3: LANDLORD / TENANT LAW PART 2: UNLAWFUL DETAINERS AND EVICTIONS: PROCEDURES AND TENANT DEFENSES**

**Location: Room 205**

The procedures a landlord needs to follow in Washington State to evict a tenant and the tenant's defenses to an unlawful detainer proceeding when the landlord fails to adhere to the statutory requirements.

**SPEAKERS: Thomas McGarry and Jose Trejo**

## **B4: FAIR HOUSING & REAL ESTATE SALES TRENDS—PART 2\***

**Location: Room 206C**

*Session A-4 and B-4 together are offered as a 3 clock hour DOL approved course and will run 9:30a to 12:30p with 2 10-minute breaks provided.*

**SPEAKER: Marley Hochendoner, Northwest Fair Housing Alliance**

## **B5: NEW! LEP GUIDANCE**

**Location: Room 206D**

The federal Fair Housing Act prohibits discrimination on the basis of protected classes. While Limited English Proficiency (LEP) is not a protected class under the Act, it is closely connected to national origin, race and religion. As such, the Act prohibits using LEP selectively or as pretext for discrimination. Attendees will gain insight of what persons with LEP may face during their housing transactions and learn the responsibilities of the housing provider under the Act and Title VI.

**SPEAKER: Holly Timmerman, Northwest Fair Housing Alliance**



# SESSION DESCRIPTIONS

THURSDAY, APRIL 20

1:40-2:55pm BREAKOUT SESSIONS

## **C1: WA COMPLAINT PROCESS & INVESTIGATION**

**Location: Room 206B**

Are you wondering what it might look like if a complaint were filed against you? Get to know your local WSHRC investigator and find out much of what to expect in an investigation.

**SPEAKER: Heidi O'Day**, *Investigator, Washington State Human Rights Commission*

## **C2: UNFAIR HARASSMENT**

**Location: Room 206D**

This workshop is designed to assist housing staff with tips on how to deal with tenant-on-tenant harassment under Fair Housing laws. There will also be interactive scenarios for attendees to discuss on the subject.

**SPEAKERS: Christina Mitma & Alfredo LLamedo**, *Northwest Fair Housing Alliance*

## **C3: THE FAIR HOUSING "HOT SEAT" GAME**

**Location: Room 206A**

**The Fair Housing "Hot Seat" Game** is an interactive small-group training workshop for landlords and property management -staff that awards points for knowledge of fair housing laws and how they apply to rental housing. Game topics include advertising, application and screening, tenancy rules, harassment, retaliation, families with children issues, occupancy standards, reasonable accommodations and modifications for residents with disabilities (including service animals), and lots more! Come play with us, show off your fair housing smarts and have a chance to win fabulous prizes!

**SPEAKER: Roxanne Vierra**, *King County Office of Civil Rights*

## **C4: FAIR LENDING AND COMMUNITY INVESTMENT ACT**

**Location: Room 206C**

A review of the requirements of the Community Reinvestment Act (CRA) and how fair lending intersects. Separate regulations that require financial institutions reporting and monitoring of loan data. Understand what the data is, where to get it and what it means for fair lending in your community.

**SPEAKER: Elizabeth Schroeder**, *Washington Trust Bank*

## **C5: NEW! CRIMINAL HISTORY SCREENING**

**Location: Room 205**

**SPEAKERS: Hillary Hibbeln**, *Center for Justice*, **Layne Pavey**, *I Did the Time*

**Dave Scott**, *Spokane Housing Authority*, **Marsha Chien**, *WA Attorney General's Office*

# SESSION DESCRIPTIONS

THURSDAY, APRIL 20

3:10-4:25pm BREAKOUT SESSIONS

## **D1: ASSISTANCE ANIMALS**

**Location: Room 206D**

Confused about assistance animals in housing? Learn how assistance animals are treated differently under the ADA and the Fair Housing Act, the types of animals allowed as reasonable accommodations in housing, the verification that a housing provider may request, and the rules that can be applied to assistance animals.

**SPEAKER: Marley Hochendoner, Northwest Fair Housing Alliance**

## **D2: REASONABLE ACCOMMODATIONS & MODIFICATIONS FOR RESIDENTS WITH DISABILITIES**

**Location: Room 206A**

This is a powerpoint presentation that addresses accommodations (changes in policies and procedures) and modifications (changes in the building structure) needed by residents who have disabilities. This session will cover service animals, accessible parking, the federal Fair Housing Act Accessible Design Requirements, and much more. Please bring your questions!

**SPEAKER: Roxanne Vierra, King County Office of Civil Rights**

## **D3: TESTING & ADVERTISING**

**Location: Room 206B**

Learn about the importance of fair housing testing, how it is used to detect housing discrimination, and the roles of the testers and the testing coordinator. Audience participation will be requested to analyze sample tests. Additionally, advertising compliance with the Fair Housing Act will be discussed, and examples of discriminatory and non discriminatory advertisements will be reviewed.

**SPEAKER: Shawn Nikfar, Northwest Fair Housing Alliance**

## **D4: ASSESSMENT OF FAIR HOUSING (FOR FEDERALLY FUNDED)**

**Location: Room 206C** Lauren Walker Lee will share information on the principles imbued in equitable communities and HUD's new Assessment of Fair Housing guidelines for cities, counties, and public housing authorities who are in receipt of Community Development Block Grant (CDBG), HOME, Emergency Solutions Grants (ESG), and Housing Opportunity for Persons with HIV/AIDS (HOPWA) funds.

**SPEAKERS: Lauren Walker Lee, Fair Housing Center of Washington**

## **D5: NEW! CRIMINAL HISTORY SCREENING**

**Location: Room 205**

**SPEAKERS: Hillary Hibbeln, Center for Justice, Layne Pavey, I Did the Time**

**Dave Scott, Spokane Housing Authority, Marsha Chien, WA Attorney General's Office**

## Speaker Bios

**Shannon Bedard**, MSW, is a Fair Housing Specialist with Northwest Fair Housing Alliance, a housing rights organization in Spokane, WA and is lead staff of a National Sex Discrimination grant. Shannon is a Pride Foundation scholar and graduate of Access to Justice's Leadership Academy and Western States Center's WILD community organizer program. Shannon has worked with multiple non-profits as a Youth Suicide Prevention Educator, Homeless Youth Advocate, LGBT Youth Organizer, and AmeriCorps Promise Fellow.

**Alison Brace**, J.D. is the Legal Coordinator for Intermountain Fair Housing Council. Ms. Brace has 13 years practicing as an attorney in the State of Idaho. Ms. Brace was an attorney at Idaho Legal Aid before opening her own practice in April, 2007 where she assisted individuals with family law matters, wills and estates, and bankruptcies. She joined Intermountain Fair Housing Council in October, 2013. Ms. Brace also teaches ethics for mediators. She has received training from Seattle University, HUD, and the National Fair Housing Alliance. Ms. Brace is a member of the Family Law and Consumer Bankruptcy Sections of the ID State Bar.

**Marsha Chien** is an Assistant Attorney General (AAG) with the Washington State Attorney General's Wing Luke Civil Rights Unit. As an AAG, Marsha investigates and litigates cases of discrimination in employment, housing, and at government facilities and business open to the public. Before joining the Attorney General's Office, Marsha clerked for the Honorable Judge Marsha J. Pechman of the United States District Court for the Western District of WA and worked as a Skadden Fellow and later as a Staff Attorney at The Legal Aid Society—Employment Law Center in San Francisco, California (now known as Legal Aid At Work). Marsha attended Georgetown University as an undergraduate and the University of Pennsylvania School of Law as a Toll Public Interest Scholar.

**Hillary Hibbeln**, J.D., has been licensed to practice law in WA and CA since 2002. During her legal career, she worked as an Administrative Law Judge (ALJ) and as an attorney in the public and private sectors. As an ALJ, Hilary presided over cases involving disputes between the public and governmental agencies. Before serving as an ALJ, Hilary worked in legal services for over 10 years. Hilary is also trained in arbitration and mediation. Hilary is a former Peace Corps Volunteer. She speaks Spanish and is conversant in Thai.

**Marley J. Hochendoner**, J.D., joined Northwest Fair Housing Alliance (NWFHA), a private non-profit fair housing education and advocacy organization based in Spokane, Washington, as Executive Director in April 2005. She is licensed as an attorney in Idaho and Washington. Ms. Hochendoner served as a staff attorney at Idaho Legal Aid Services from 1998 to 2003, where her practice included assisting tenants with landlord/tenant and fair housing matters. She was an in-house staff attorney for the Nez Perce Tribe from 2003 to 2005. Since joining NWFHA, Ms. Hochendoner has conducted numerous trainings for landlords, property managers, realtors, tenants, and social service providers. She has overseen fair housing investigation, counseling, and advocacy services provided under U.S. Department of Housing and Urban Development Fair Housing Initiative Program grants, and numerous city and private contracts.

**Alfredo Llamedo** was born in Cuba in 1959, the year the Cuban Revolution toppled the Batista government. He immigrated to the United States in 1962 with his parents and younger brother and settled in Hoboken, NJ, and then Miami, FL. He experienced homelessness since his adolescence and teens as a runaway, and also as an adult. He has visited every state in the Union except for Hawaii because he couldn't figure out how to hitchhike there. The experiences in his life have brought him to where he is today. He is a civil rights activist/advocate in Spokane as well as around WA. He completed my Masters Degree in Social Work from Eastern WA University 2-years ago and has been employed as a Fair Housing Specialist, Bilingual at NWFHA since then as well as 1-year as an intern. In his position he assists mostly people that are facing a crisis associated with their housing or have been discriminated against by a housing provider, need assistance with a disability related need, or are seeking assistance in filing a fair housing complaint.

**Lauren Walker Lee** has served as the executive director of the Fair Housing Center of Washington since 1995. She served two terms on the Tacoma City Council representing District 3 from 2008-2015, as Deputy Mayor in 2011, and At-Large Position No. 6 in 2017. Fair housing work has included management of complaints, testing, educational initiatives, and completing more than 25 Analysis of Impediments to Fair Housing Choice for jurisdictions in the state of Washington and work on the Fair Housing Equity Assessment for the Puget Sound Regional Council. City Council work included enacting the City of Tacoma's first affordable housing policy, serving as Chair of the Pierce County Regional Council, participation on Association of Washington Cities, Puget Sound Regional Council, Pierce Transit, WA State Affordable Housing Advisory boards and work on numerous community and economic development initiatives to enhance the lives of Washington residents.

**Teri Mahan** is currently the Racial and Social Justice manager at the YWCA. Before that she was the counseling center manager and advocate (rad advocate) at the YWCA's Alternative to Domestic Violence in Spokane WA. She received her degree at WA State University from the department of Critical Culture, Gender and Race studies. Her favorite part of the job is facilitating the initial training for all new DV staff for the agency and preparing them to serve clients. She is excited to add being a Qualified Administrator for the Intercultural Development Inventory to her qualifications. This addition helps move her forward in her passion of reducing barriers for seeking services while simultaneously providing meaning access for survivors of domestic violence.

**Thomas R. (Tom) McGarry** is a solo practice attorney in Spokane whose practice emphasizes representing landlords and property owners in Eastern Washington. He is a 1989 graduate from the Gonzaga School of Law.

**Christina Mitma** has worked at Northwest Fair Housing Alliance for 13 years on fair housing discrimination cases and educational outreach. She also teaches English as a Second Language at Gonzaga University and Spokane Community Colleges.

**Shahrokh Nikfar** joined NW Fair Housing Alliance in 2003. He is the assistant director of testing and investigations. Shawn has extensive education and training in many areas of FH investigations and is committed to eliminating housing discrimination through education, outreach and investigations. He has a master's degree in intercultural communication and management and has several years of management experience including human resources prior to joining NW Fair Housing Alliance.

**Heidi O'Day** is a Civil Rights Investigator 3 with the Washington State Human Rights Commission, with twenty-three years of experience working with the Fair Housing laws. She currently concentrates her efforts on investigating complaints of housing discrimination, though she also investigates employment and public accommodation complaints. Ms. O'Day has been with the Commission since November of 2003, when she was hired as a Bilingual Civil Rights Investigator 2. During this time, she has investigated over 625 complaints, many of which were dual-filed with the U.S. Department of Housing and Urban Development. From her employment with the Commission, Ms. O'Day has gained extensive experience in neutral investigation and alternative dispute resolution. Prior to her tenure with the Commission, Ms. O'Day held a variety of positions with the Northwest Fair Housing Alliance and the Intermountain Fair Housing Council. During 2002 and 2003, Ms. O'Day was a Commissioner on the City of Spokane's Human Rights Commission, where she participated in activities focused on local civil rights issues.

**Zoe Ann Olson**, is the Executive Director of the Intermountain Fair Housing Council, Inc. Ms. Olson has 14 years of experience as an attorney with Idaho Legal Aid Services, Inc. where she served as the Housing Specialty Chair and Fair Housing/Fair Lending Project Director. Ms. Olson has had extensive fair housing training via John Marshall University, Seattle University, HUD, Accessibility First, National Consumer Law Center, National Fair Housing Alliance, and AARP. She served as a Board of Director on the Idaho Law Foundation and is a member of the Diversity Law, Real Property Law, Animal Law Sections of the Idaho State Bar and member of the Idaho Woman Lawyers.

**Layne Pavey**, MSW, . Director, I Did the Time, Program Director, Revive Reentry Services, JustLeadershipUSA 2016 Cohort Member , Executive Committee Member, Smart Justice Spokane

**Barry W. Pfundt** is an attorney at the Center for Justice, Adj. Professor in Gonzaga Law's Clinical Law Program, and Director of the Health & Justice Initiative. When not representing clients or teaching, he works to increasing cooperation between the medical and legal professions to lower care costs and improve health outcomes. Barry is a fifth generation commercial fisherman and served six years in the US Navy Nuclear Power Program. After his honorable discharge, he finished undergraduate studies and spent several years in politics, working for a congressman, state senator, and two governors. His last job before entering law school at Gonzaga University was with a non-profit, advocating for modernization of the power grid to increase efficiency and sustainable power generation. Barry was an attorney with the Northwest Justice Project, Washington's publicly funded legal aid program, for three years prior to accepting a position at the Center for Justice. He is accredited by the U.S. Department of Veterans Affairs and is admitted to practice in WA, the U.S. District Court Eastern District of Washington, and the U.S. Court of Appeals for Veterans Claims.

**Dave Scott**, Housing Assistance Programs Director, Spokane Housing Authority

**Elizabeth Schroeder**, Vice President, Director of Regulatory Compliance and Community Reinvestment Act Officer, Washington Trust Bank, Elizabeth is the Director of Regulatory Compliance and Community Reinvestment Act Officer for Washington Trust Bank, where she has been since joining the team in 2012. As a large community bank compliance officer, Elizabeth is responsible for managing regulatory compliance including fair lending for all areas of the bank including Trust, international products, Wealth Management Advisory Services, Home Mortgage Department, Merchant Services, credit cards, commercial lending, private banking and consumer lending and deposit products. As the banks' Community Reinvestment Act Officer, Elizabeth monitors compliance, provides regulatory reporting and provides guidance on how to serving the needs of the communities in which the bank is located. In addition Elizabeth previously served in community banks in the Midwest and the Northwest for a combined 12 years. She earned the Certified Community Banking Officer (CCBCO) certification in 2008 and the Certified Regulatory Compliance Manager (CRCM) certification in 2010. Elizabeth is a member of the Idaho Banker's Association Compliance and CRA Committee. She earned a B.S. degree in Forest Resource Management from University of Montana and an M.B.A. from Webster University in St. Louis.

**Eric Steven P.S.** is a sole practitioner in Spokane with a practice emphasis in the area of landlord-tenant relations and housing. He practices in both state and federal courts in all counties east of the Cascades in WA and N. ID. Mr. Steven litigates landlord/tenant cases involving eviction, ejection, commercial litigation, fair housing claims, and a variety of other landlord-tenant issues. Mr. Steven regularly handles cases brought or opposed by tenant advocacy groups including: the Northwest Justice Project, the Northwest Fair Housing Alliance, the Center for Justice, Intermountain Fair Housing Council, Gonzaga U. Legal Assistance Clinic, and others. He is one of the few attorneys in WA to actually defend a fair housing case in a federal court jury trial. Mr. Steven is acting counsel for numerous property owners, landlords, management companies, mobile home parks, subsidized housing providers, and the Spokane Housing Authority. Mr. Steven is active in legislative reform and is advisory counsel for the former WA Apartment Assn. ([www.waapt.org](http://www.waapt.org)) now WA Rental Owner's Assn. Mr. Steven is also affiliated with the Manufactured Housing Communities of WA and WA Multi-Family Housing Assn. Mr. Steven received his B.A. degree from the University of Oklahoma in 1987 and his J.D. degree from Gonzaga U. Sch. of Law in 1990. Mr. Steven is a member of the WA, ID, Spokane County, Federal, and E. Dist. of WA Bankruptcy Bar Associations. He is the author of numerous CLE and landlord training manuals as well as *From Landlord/Tenant to Debt Collector/Consumer and Back Again*, *GONZAGA LAW REVIEW*, Vol. 35, 1999-2000, No 2.; *Fair Housing-Landlords' Perspective*, *The Advocate* Vol. 57 No. 3/4 Mar./Apr. 2014.; *A Comparison of Residential Tenancies in Idaho and Washington State* (2013), now available on the internet at on the Idaho Bar Association website ([isb.idaho.gov/pdf/temp/tenancy\\_law.pdf](http://isb.idaho.gov/pdf/temp/tenancy_law.pdf)). As a licensed Instructor in Real Estate, Mr. Steven frequently lectures to attorneys, property managers, law enforcement, and owners at continuing legal education programs. For the last several years, Mr. Steven has been an invited speaker at the "Trends" Conference in Seattle, WA - the Northwest's largest rental housing management conference. As one of the most highly evaluated CLE instructors statewide in 2003, Mr. Steven was selected by the WA State Bar Assn. to speak in the WSBA Encore "Best of CLE" series. Mr. Steven was an invited speaker at the WA State Bar Assn. Real Property Section year-end meeting in 2012, and the mid-year meeting in 2014 and 2016. For the last several years, Mr. Steven has been an invited speaker at the HUD/WSHRC Annual Spring Fair Housing Conference in Spokane, WA. Mr. Steven also works on fair housing training in ID with Intermountain Fair Housing Council.

**Holly Timmerman** is a fair housing specialist at Northwest Fair Housing Alliance, a civil rights organization focused on promoting equal housing opportunity for the people of eastern Washington through education, counseling and advocacy. Prior to joining NWFHA, she received a BA in Spanish and graduated cum laude from Gonzaga University School of Law while assisting people with their rights in the fields of immigration and employment.

**Jose Trejo** has been employed as a Staff Attorney at Northwest Justice Project in the Spokane Office since May of 2008. He specializes primarily in Landlord Tenant and Consumer Law. Prior to NJP, Mr. Trejo worked as an Assistant Public Defender for the Spokane County Public Defender's Office from 2002-2008. From 1999 through 2001, he worked in the Leasing Department of Starbucks Corp. Mr. Trejo graduated from the University of Washington School of Law in 1998 and the University of Washington in 1995.

**Roxanne Vierra** has worked as a Fair Housing Specialist and Disability Compliance Specialist with King County Civil Rights for 20 years. She previously worked as an investigator and ADA Coordinator at the Seattle Office for Civil Rights, and she previously coordinated the University of Washington Disabled Student Services office. In addition to investigating discrimination cases and presenting numerous workshops, Roxanne has authored KCCR's extensive award-winning web site. Her current role is as King County's ADA Coordinator. Roxanne received her B.A. in criminal justice and MSW in administrative social work with a specialty in disability from the U.W. She has served on numerous boards and committees, including the Solid Ground Board of Directors, State Library for the Blind Advisory Committee, Ingersoll Gender Center Board of Directors, the Metro Transit Disability Advisory Board, and two terms on the Governor's Committee on Disability Issues and Employment.

# THANK YOU TO OUR SPONSORS!

SILVER: \$2,500



BRONZE: \$1,500



## COMMITTED TO COMMUNITY

Washington Trust continues to promote the economic growth and success of the communities we serve. In addition to the bank's financial contributions, our employees dedicate time, energy, and leadership to hundreds of charitable organizations and worthy causes—making a palpable difference in our communities.

**THANK YOU ALSO TO THE CITY OF SPOKANE FOR PROVIDING A HUMAN SERVICES GRANT IN SUPPORT OF THIS CONFERENCE**

