



TIWA  
LENDING SERVICES

# 2019 ANNUAL REPORT

## A NEW BEGINNING





## MISSION STATEMENT

Tiwa Lending Services (TLS) mission is to provide innovative products, and developmental services to improve the social and economic growth of Pueblo of Isleta and other Native Americans residing in the surrounding communities.

## VISION STATEMENT

Tiwa Lending Services provides services to the people of Isleta Pueblo and Surrounding Communities seeking financial assistance through loans, financial education and home ownership by developing innovative products and services. To serve as a leader for Economic and Social development of financial excellence for Tribal Communities at large.

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# LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends,

Thank you for joining me in celebrating our collective success, in improving the lives of so many Isleta Tribal members, our Native Youth at Isleta and throughout the State of New Mexico.

I am extremely thankful for all of you, our community, and business partners, political and individual supporters. Along with Tiwa Lending Services staff and Board of Directors, we embody the spirit of hope and empowerment in Homeownership, Financial Literacy and Homeownership Education. We work diligently to make Homeownership a dream come true, change peoples lives, improve our community, and make Pueblo of Isleta a better place to live and thrive.



In reading our story you will learn how TLS incorporates the lives of many connected by our mission and vision, our culture and our tradition of servant leadership. Our story will inspire you as you learn about the vast individual and community successes made possible through our home loan portfolio. Financial education, homebuyer education, and credit improvement. Financial and homebuyer education are critical to effectively providing homeownership opportunities for families. It is important for families to understand the homeownership process and the responsibilities of homeownership. Money management is a key to ensuring that families can pay for and maintain their new homes. Since credit history is such a critical component of qualifying for a mortgage, it is important to provide credit counseling and support for families who need to improve their credit scores in order to qualify for mortgage financing.

I am proud to work within a Native Community Financial Institution (CDFI) who builds partnerships, collaborates and is innovative in meeting the needs of the Pueblo of Isleta community.

Tiwa Lending Services is always working hard to achieve the dreams and goals of the community. Thank you for being a valuable part of what we do at Tiwa Lending Services.

With gratitude,

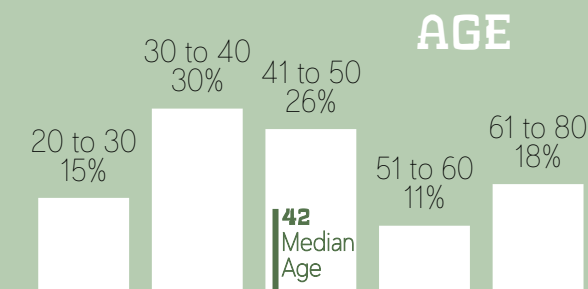
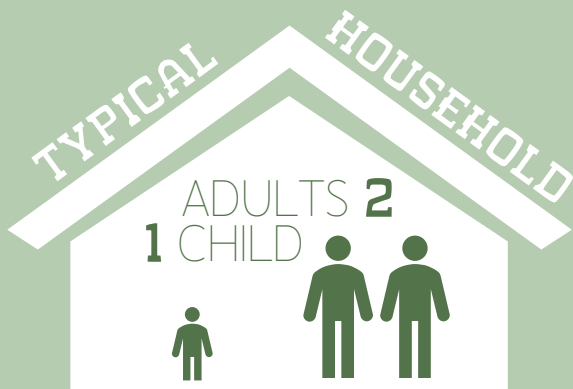
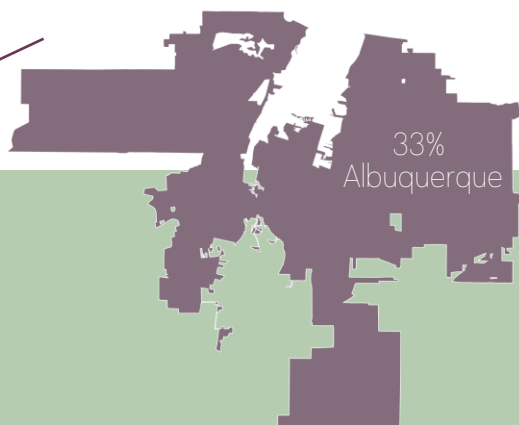
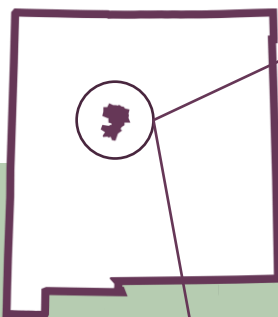
A handwritten signature in black ink that reads "Sheila D. Herrera". The signature is written in a cursive, flowing style.

Sheila D. Herrera, Executive Director

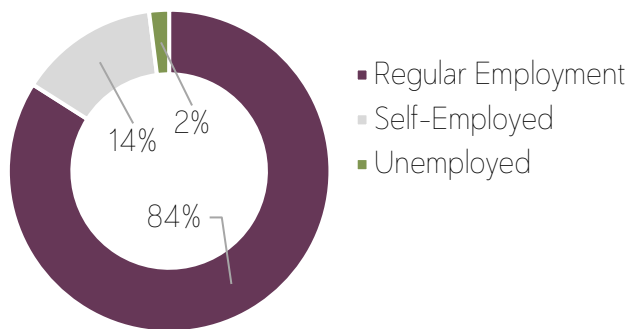
# OUR COMMUNITY OF CLIENTS

**100%**

ENROLLED IN  
PUEBLO OF  
ISLETA TRIBE



## EMPLOYMENT STATUS



**4%**

ARE  
VETERANS

1 HOMEOWNER

**9%**

HAVE A  
DISABILITY

## MORTGAGE LOANS

5

\$792,900.00

## CONSUMER LOANS

108

\$362,534.22

AVERAGE  
**601**  
CREDIT  
SCORE



# ENGAGING & EMPOWERING YOUTH

NATIVE YOUTH  
ATTENDED

◀ **136** ▶

2019 NATIVE YOUTH  
EMPOWERMENT SYMPOSIUM

The Native Youth Empowerment Symposium is a one-day event designed to celebrate remarkable Native youth who exemplify the spirit of youth empowerment. The event is open to all middle school and high school Native youth in New Mexico. Youth can be nominated be a youth ambassador and receive an award. Nominees are to be recognized for improving their lives and the lives of those they care about based on financial independence, academic excellence, community service, and leadership. The 2019 symposium boasted a full agenda around youth empowerment. Speakers included Governor Maxi Zuni, Theodore “Ted” Jojola, and Shawn Spruce. Spending Frenzy, Money vs. Health, Credit Building 101, Leaving the Nest, College Readiness, Business Professionalism, and Investing 101 were the sessions included in 2019.



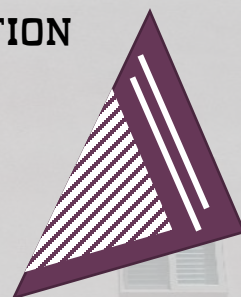
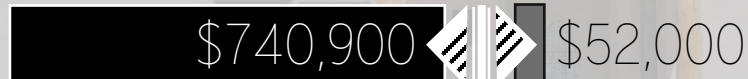
# MAKING HOMEOWNERSHIP POSSIBLE

5 LOANS  
TOTALING **\$792,900**

AVERAGE  
**676**  
CREDIT SCORE

NEW CONSTRUCTION

REHABILITATION



**80%**

FIRST TIME  
HOMEBUYERS

 **3 LOANS**

Isleta



**2 LOANS**

Bosque Farms





# A PLACE TO CALL HOME

LOAN PORTFOLIO  
AS OF 12/31/2019

▶ **\$7,025,748.74**  
**75** LOANS

**ZERO**  
FORECLOSURE

**0%** 90-DAY DELINQUENCY  
RATIO FOR MORTGAGES

## REALIZING THE DREAM OF HOMEOWNERSHIP, A PLACE TO CALL HOME.

All of our borrowers are successful in the hearts of Tiwa Lending Services. The process of building a home on the reservation has many challenges and barriers and can take up to a year and a half just to build a home or do any type of renovations. Because many tribal communities face severe housing shortages, second – and third generation families are forced to share homes with their extended families.

Homeownership promotes family stability and self-sufficiency. By Tiwa Lending Serves providing opportunities for families to enhance their financial capability, money management skills through personal finance and homebuyer education is another reason why are homeowners are so successful, is that we educate them. All our borrowers attend an 11-week workshop full of sessions that include financial literacy and homeownership

counseling covering a variety of topics, including budgeting, savings, paying off debt, cash flowing planning, reading credit reports, spending habits, FICO scores, collections, balancing checking and savings accounts, Insurance policies, retirement accounts, negotiating real estate purchases and mortgages, predatory lending, closing costs, down payment, debt-to-income ratios, and calculating mortgage payments.

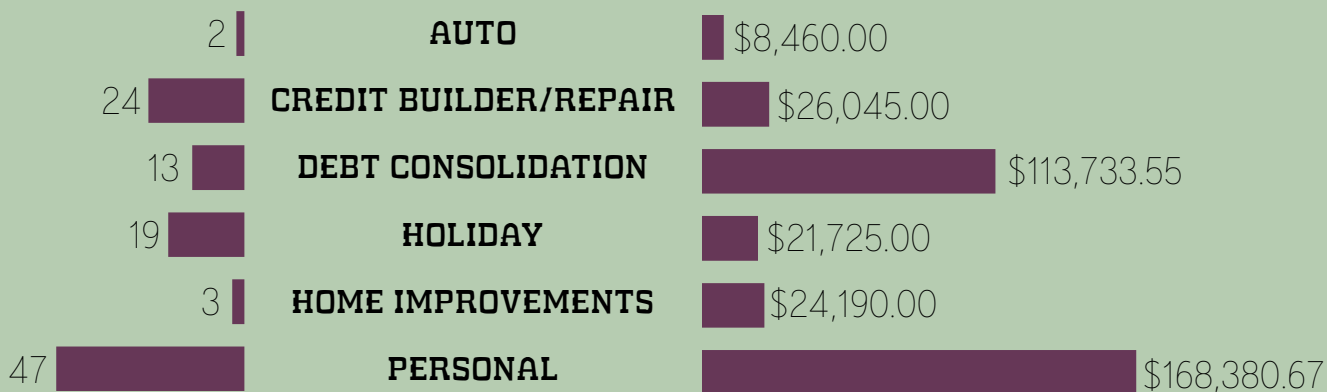
To see the fulfillment and the smile of our borrowers when they build their first home, and to know that they're not just making an investment that will pay off years down

the road. They're making an investment that will pay off the moment their kids first walk in the door and say, "We're home." When our borrowers are buying a home, it gives them a huge ability to breathe and have peace of mind. There is a feeling of being rooted – like we belong and knowing they're investing in an asset that can be passed down to future generations.



# INDIVIDUAL & COMMUNITY FINANCIAL EMPOWERMENT

**108** CONSUMER LOANS  
TOTALING **\$362,534.22**



**89** TRIBAL MEMBERS WERE PROVIDED CREDIT COUNSELING

AVERAGE  
**598**  
CREDIT SCORE

ISLETA PUEBLO EMPLOYEES ATTENDED AND COMPLETED “WHAT IS CREDIT?” SESSION **8**

**6** YOUTH/YOUNG ADULTS PARTICIPATED IN A FOCUS GROUP CONDUCTED BY CREDIT BUILDERS ALLIANCE

Kyle Chavez, 21, applied for his first loan with Tiwa Lending Services in 2018 for Christmas. We noticed on his credit report there was only one active account reporting to the credit bureaus. We educated Mr. Chavez that he is on a great path to credit building while providing information on understanding, building, and maintaining your credit report. Our loan will continue the path by building credit scores and creating payment history. He did have a minor issue in the “Derogatory” section but we let him know that our program could help him address it. He applied for another loan in July 2019, and was able to get more credit questions answered. He became interested in what other ways he could build credit and we provided him information on other safe lending options and ensure that creating a budget will also help maintain all expenses incurred. We have become a place where Mr. Chavez can have his credit questions answered and receive safe loan products.



# INDIVIDUAL & COMMUNITY FINANCIAL EMPOWERMENT

▶ **19** GRADUATES FROM OUR FINANCIAL EDUCATION CLASS



We have helped host trainings for Shawn Spruce with First Nations Development Institute. We host these trainings at the Isleta Pueblo Elderly Center.



Patricia Bruneau, 78, applied for her first loan with Tiwa Lending Services in 2018 for Christmas. After pulling her credit report, we noticed that her only open credit was with a predatory lender. This lender also had a large payment which took 30% of her monthly retired income. We saw this as an opportunity to help Ms. Bruneau and make her aware that we could help her payoff the predatory lender and our payment would be lower and less interest. She was interested and wanted to try it after the holidays. Ms. Bruneau became serious and came back in May 2019 to pay off the high interest loan. After finalizing our loan terms, we were able to cut her payment in half and give her more in her pocket a month. Helping Ms. Bruneau break away from the lender was a great accomplishment not only for her but for us as well. Late 2019, Ms. Bruneau came back for a loan for tires and she was happy she could come to us for her needs. She did not open anymore credit with the previous lender and told them to not call her anymore.



## PARTNERS

Pueblo of Isleta Departments  
1st Nations Development  
Credit Builder Alliance  
New Mexico Bank and Trust  
Sweet Grass Consulting, LLC

## FUNDERS

Oweesta Corporation  
US Department of Treasury  
CDFI  
Better Way Foundation  
Kalliopeia Foundation  
Tamalpais Trust  
Wells Fargo Bank





# OUR TEAM



**SHEILA D. HERRERA**  
Executive Director



**MIRANDA LENTE**  
Loan Assistant & HOC



## MEMORIAL FOR THEODORE "TED" M. PEDRO (4/20/65 – 1/16/20)

One of his Missions in Life was to help people. He accomplished this by assisting our New Mexico Tribes and over hundreds of Native American and Minority-Owned Small Business throughout the State and Nation. He was on Television, Radio and Magazines and was voted – One of the 50 Faces of Indian Country in 2016.

Ted sat on Tiwa Lending Services Board of Directors since 2010, his leadership, wisdom and business knowledge will be greatly missed but most of all his friendship. RIP Till we meet again.

Sheila Herrera with  
Pueblo of Isleta Governor  
Max Zuni and New Mexico  
Congresswoman Deb  
Haaland





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[sheila@tiwalending.org](mailto:sheila@tiwalending.org) or  
[miranda@tiwalending.org](mailto:miranda@tiwalending.org)

## 2020 BOARD OF DIRECTORS



Annette Chavez  
*Board President*



Al Baca  
*Board Secretary*



William Guevara  
*Board Member*



Charles Peone Jr.  
*Board Treasurer*