TIWA
LENDING SERVICES

2021 ANNUAL REPORT

A YEAR OF PROSPERITY, GROWTH, & LOOKING INTO THE FUTURE

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LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends,

This year has been a year of prosperity and growth for Tiwa Lending Services (TLS), but the year has also been a year of continued challenges and change. Lumber prices remain high due to pandemic shortages. Home construction has been a challenge with lumber shortage driving up cost of homes locally in an already tough housing market especially in the Native communities. This is causing delays in when the home is going to be completed and also higher sales price in the new home to take into account for those higher material costs.

One of the most apparent challenges has been the rapid adoption of technology. Over the past year we have invested in new platforms, innovative technology by simplifying the lending process from prequalification to post-close.

Exciting news for TLS, we just launched our website, and we are very excited with our new makeover. We invite you to visit our website. (tiwalending.org)

I'm also full of gratitude to our staff and to those organizations within our communities that promote financial literacy and wellness such as Oweesta. We have to continue educating our Native communities the importance of maintaining their good financial health. The work of our Native CDFIs is more important now than ever and will continue to be crucial in Native Communities. Tiwa Lending Services believes in financial empowerment and wealth creation through home ownership and education for all Native Americans. We will continue to stay true to our mission and help Native families succeed in homeownership and financial health.

TLS is proud to announce that this year we will be expanding our homeownership services in 2022 outside of Isleta Reservation to Isleta tribal members and other Native Americans in Bernalillo and Valencia Counties.
On behalf of the entire Tiwa Lending Services staff and Board of Directors Team, we want to truly thank you for your continued partnership and the trust you have put in our organization. It is greatly appreciated!! We wish you peace, good health, and prosperity throughout the coming year.

With gratitude,

Sheila D. Herrera

Sheila D. Herrera, Executive Director

OUR MISSION

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

OUR VISION

Tiwa Lending Services believes in financial empowerment and wealth creation through home ownership and education for all Native Americans.

OUR SERVICES

LOANS

HOME MORTGAGE LOANS

Tiwa Lending Services provides below-market rates to middle and high-income Native families to build, purchase, or renovate a home.

DOWN PAYMENT ASSISTANCE

Tiwa Lending Services provides closing costs and down payment assistance for eligible borrowers who are seeking a loan from private banks, such as the Section 184 Loan.

Coyote Creations by DLP

MICRO BUSINESS LOANS

Tiwa Lending Services provides small business loans to tribal members who desire to start a business or expand a business.

CONSUMER LOANS

Tiwa Lending Services provides consumer loans to empower Tribal members to create a good credit history.

DEVELOPMENT SERVICES

HOMEBUYER EDUCATION

Tiwa Lending Services provides one-on-one and group trainings to guide clients through their journey to homeownership.

MONEY MANAGEMENT

Tiwa Lending Services provides one-on-one and group trainings related to money management to help clients form a plan to tackle their financial obstacles.

CREDIT COUNSELING

Tiwa Lending Services provides one-on-one credit counseling to help clients improve their understanding of credit and how it works.

FINANCIAL EMPOWERMENT

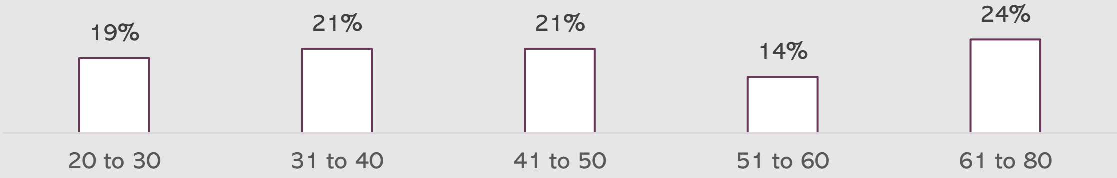
5 Keys to Financial Success Workshops were held virtually from April to August 2021. We were proud to co-host with Shawn Spruce, Financial Education Specialist. There were 2 graduates who completed the course and gained more knowledge in income, savings, credit, insurance, investing, and fraud.

OUR COMMUNITY OF CLIENTS

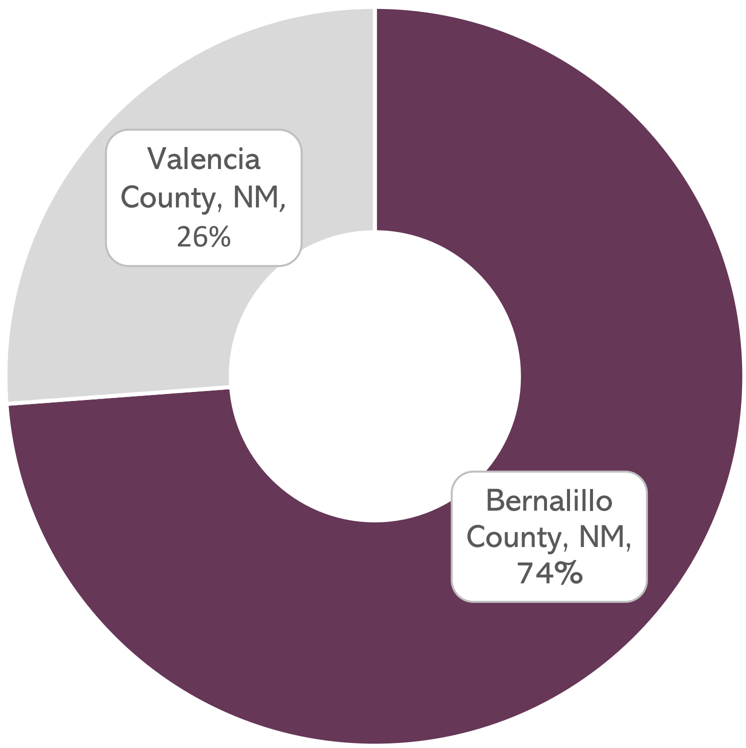
DEMOGRAPHICS

45
YEARS OLD:
MEDIAN AGE OF LOAN RECIPIENTS

LOAN RECIPIENT AGE



LOAN RECIPIENT COUNTY



EMPLOYMENT STATUS

12%
DISABLED

571
AVERAGE CREDIT SCORE

100%
ISLETA PUEBLO TRIBAL MEMBERS

LOAN CLIENT WELL-BEING

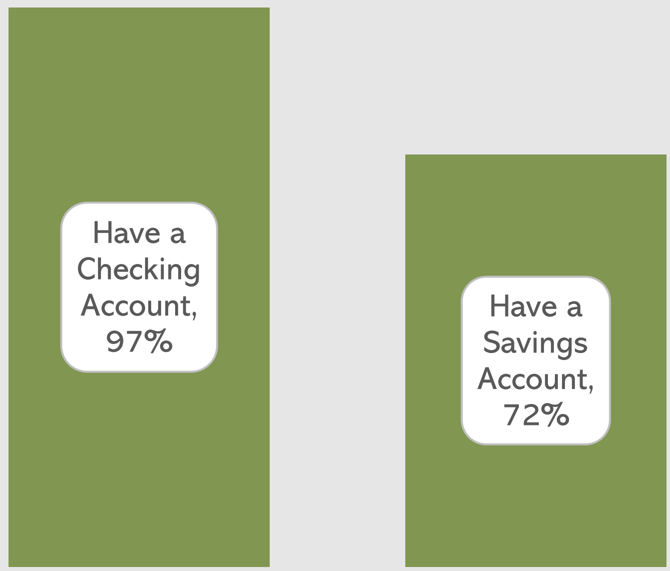
FINANCIAL WELL-BEING

69%
Feel they are securing their financial future

31%
of loan clients have utilized predatory loans in the past

56%
Feel very confident they can achieve financial goals

46%
Feel confident they could handle an emergency financial situation



HOW TIWA'S LOAN CLIENTS ARE GIVING BACK

PERSONAL WELL-BEING

100%
Are proud to belong to the Isleta Pueblo community

90%
Have the necessary knowledge to set realistic financial goals

53%
Share their financial knowledge with others

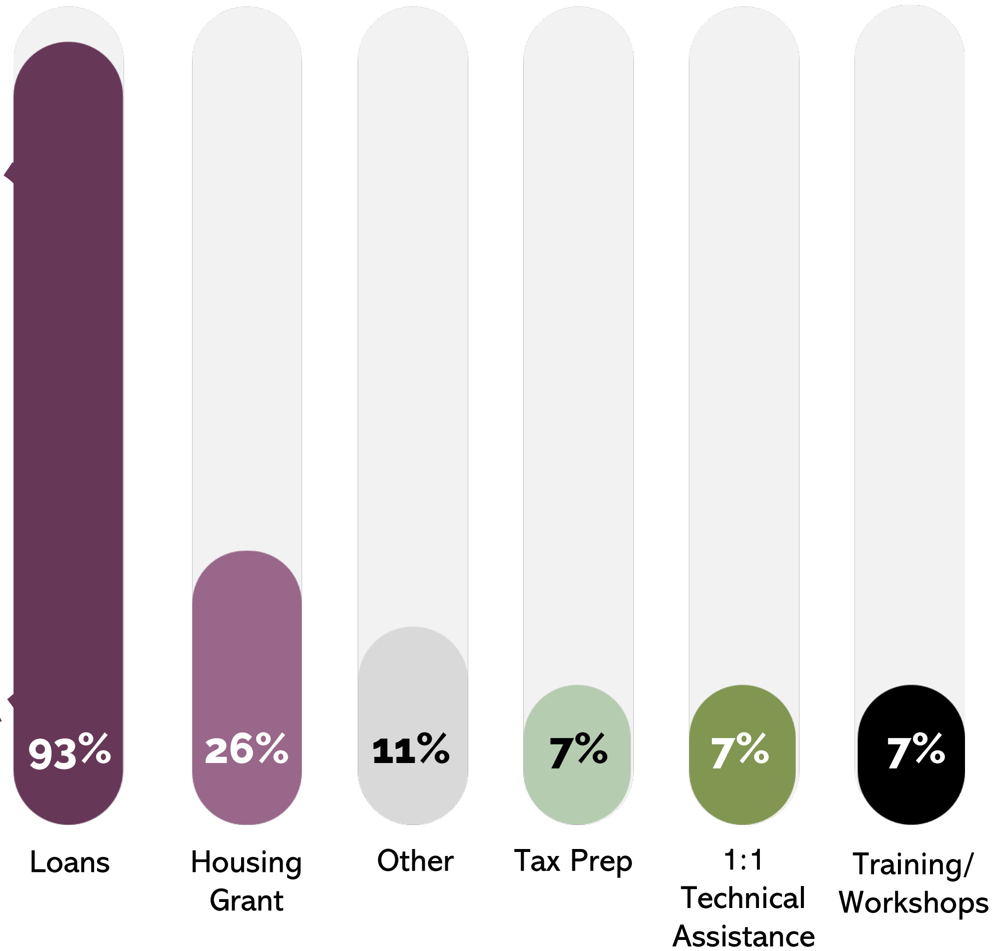
64%
Participate in community events

82%
Feel they live in stable & affordable housing

COMMUNITY INTEREST & DEMAND FOR OUR SERVICES

75 INQUIRIES FROM COMMUNITY MEMBERS IN 2021

WHAT SERVICES ARE YOU INTERESTED IN?



INTEREST IN LOANS

56% interested in home loans

40% interested in personal loans

16% interested in business loans

INTEREST IN TECHNICAL ASSISTANCE

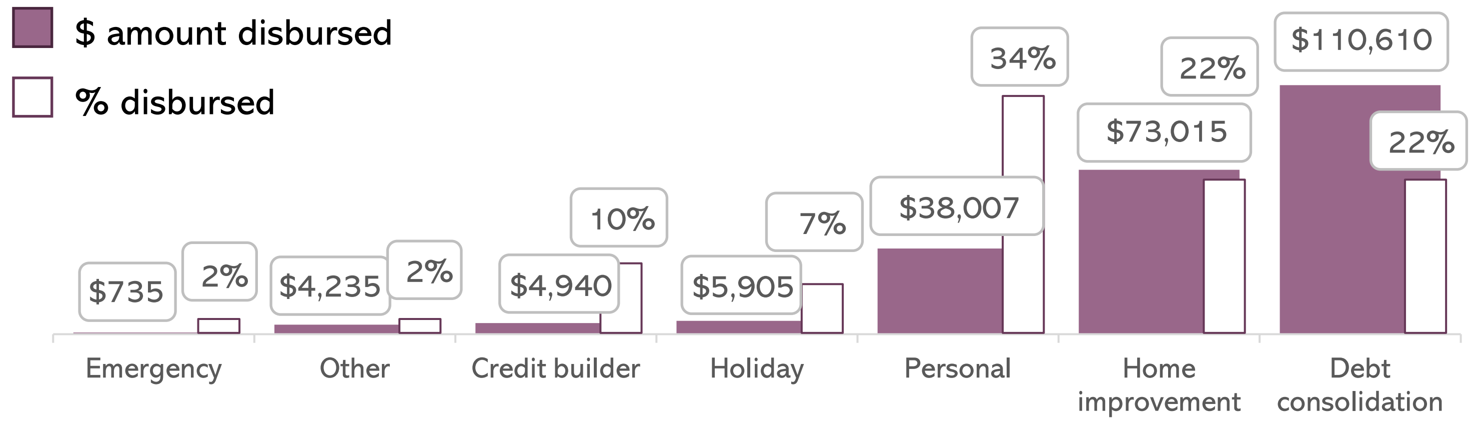
- General personal financial management
- Homeownership
- Credit management
- Business management

INTEREST IN TRAININGS/WORKSHOPS

- General personal financial management
- Homeownership
- Credit management
- Business start-up/planning
- Business management

EMPOWERMENT & SUCCESS THROUGH CAPITAL ACCESS

41 CONSUMER LOANS TOTALING $237,447



OUR TECHNICAL ASSISTANCE IMPACTS

- 3 CLIENTS DEVELOPED A BUDGET customized to client's current situation
- 8 CLIENTS IMPROVED FINANCIAL CAPACITY after receiving housing counseling
- 8 CLIENTS GAINED ACCESS TO RESOURCES to help improve housing situation after receiving housing counseling services

HUD CERTIFICATION

TLS is a HUD CERTIFIED Housing Counseling Agency

IN 2021 WE SERVED...

13 HUD CLIENTS with
9.5 HOURS of one-on-one technical assistance over
10 TA SESSIONS &
6 GROUP SESSIONS

- 5 financial literacy
- 1 pre-purchase homebuyer education

STORIES OF SUCCESS

FINANCIAL EMPOWERMENT FOR ALL GENERATIONS

In early 2019, Ms. Lucero came into Tiwa Lending Services (TLS) inquiring about a small auto loan. She was not sure if she would qualify since she had never applied with TLS and her source of income is retirement. After she applied, we pulled her credit report which showed she had no credit scores and no debts being reported. TLS was able to approve her loan request and qualified for the 10% interest rate. Ms. Lucero paid off this loan on-time with no late payments.

Ms. Lucero came back to TLS in 2021 for a home improvement loan. Once again, we pulled another credit report and were excited to see her median credit score was 698. Not only has she created a positive payment history with TLS, but she has also gained financial capability and can continue her success as a consumer. We're happy Ms. Lucero came to TLS for her financial needs and hope to be there for future requests.

BREAKING DOWN BARRIERS TO ACHIEVE FINANCIAL GOALS

Ms. Lujan had started her journey with Tiwa Lending Services (TLS) in 2018 starting off with a small Credit Builder Loan. At this time, Ms. Lujan had a median score of 652 and only one debt being reported. After paying off the first loan, Ms. Lujan began to create a history with TLS and attended our 2019 Financial Education Classes. In 2019, she applied for a loan and on her new credit report we noticed a difference in her debts. We saw there was an increase on the open accounts section which caused a high debt-to-income ratio. Due to these factors, we were not able to do a loan but did advise her TLS could help create an action plan to handle the new debts.

In 2021, Ms. Lujan came into TLS to apply for a holiday loan, but those previous factors were still in place. Though there were changes through Ms. Lujan's journey she was still able to maintain her credit scores and reached having no accounts in the Derogatory section of the credit report. This time we devised a plan for debt consolidation to help Ms. Lujan ditch the predatory lenders, increase monthly savings, and obtain future financial goals. With this loan we were able to help her save $426 a month. We may not know when financial services will be needed but TLS is always ready to help!

NO PET LEFT BEHIND: A MAN'S BEST FRIEND

Mr. Abeita has been familiar with Tiwa Lending Services (TLS) since 2016 and continues to be a successful client. He's counted on TLS for different reasons, but in 2021 it was the most special. Mr. Abeita's dog, Coward, was in need of eye surgery and medication. We were able to help with his request within a timely matter so Coward could get his surgery scheduled. Mr. Abeita reported back to TLS a week after the operation and stated Coward is happy and healthy!

A PLACE TO CALL HOME

4 HOUSING LOANS TOTALING $701,700

New Construction - $239,500

Refinance - $128,901

Rehab/Refi - $85,000

Home Purchase - $75,000

CLIMBING TO HOMEOWNERSHIP

Ms. Abeita came to Tiwa Lending Services (TLS) in June 2018 and utilized our Consumer Loan Program. At this time her median credit score was 526, had 6 debts against her, and had recent late dates. During the credit counseling session of the loan closing, Miranda (Loan Officer/HOC) addressed the issues and provided guidance on how to maintain, build, and improve her credit. At this time Ms. Abeita mentioned her goal of homeownership and we had an idea that some work would need to be put in for this goal to be attained. The consumer loan paid off on time and she created the positive payment history with TLS. In 2019, Ms. Abeita came back to TLS and applied for a Home Loan. Her median credit score jumped up to 566 but she was still in a tough-spot because there were still current late dates and current charge-offs. She was prequalified at 100K.

We are proud to announce that Ms. Abeita achieved homeownership in November 2021! Through her financial obstacles she did not stop working and pushing hard, with her determination; she was able to increase her loan amount over $50K. Ms. Abeita's new median credit score is 645, only has 2 debts which is her car and mortgage, has a great savings account, and had a pay raise in income. Ms. Abeita is a single mother and lives with family. She will now be able to provide a home of her own and continue to build wealth. After the closing of her home loan and realizing what she was able to reach, she started to get emotional which led us to feel the emotion and share the moment with her. Ms. Abeita was incredibly grateful for all the help she received from TLS. TLS is amazed at Ms. Abeita's accomplishments and achieving her homeownership dreams.

MAKING HOMEOWNERSHIP POSSIBLE

OUR APPROACH TO SUCCESS

Obtaining a Home Loan on the Isleta Indian Reservation

Apply with Lender

- Lender does intake and provides application with checklist of required documents
- Lender pulls 1st credit report
- Applicant attends pre-approval appointment and homebuyer

POI Homesite

- Applicant acquires land
- Applicant starts POI Homesite Process (6 departments)
- Lender submits completed Homesite to Tribal Council for approval
- Lender assists with ENV & ARCH clearances and obtains Title Status Report from BIA
- Lender submits Residential Lease to Tribal Council for approval
- Lender provides approved Residential Lease with BIA and POI Survey & Mapping for recording

Pre-Closing Tasks

- Applicant works on home designs and shops for a contractor (3 bids recommended)
- Applicant attends 11 financial education classes
- Lender requests appraisal
- Applicant provides service line agreements for PNM and NM Gas, verifies available funding with IHS, and homeowner's insurance premium

Closing

- Lender pulls 2nd credit report for any changes
- Finalizes loan amount with applicant
- Lender closes on mortgage
- Lender sends Leasehold Mortgage to BIA and Survey & Mapping Dept. to record

TLS, POI Survey & Mapping, POI Housing Authority, and Sh'eh Wheef Law Offices attended a Leasing Committee meeting regarding land transaction and residential lease policies.

UNAUDITED FINANCIAL STATEMENT

	2018	2019	2020	2021
ASSETS				
Cash and cash equivalents	$1,197,223	$1,691,393	$1,459,620	$3,122,849
Restricted cash	$754,832	$247,373	$579,182	$591,190
Grants receivable	$350,000	$0	$2,007	$2,871
Loans receivable, current	$360,268	$439,643	$453,221	$468,173
Total Current Assets	**$2,662,323**	**$2,378,409**	**$2,494,030**	**$4,185,083**
Furniture and equipment, net	$5,229	$6,779	$13,393	$21,055
Loan receivable, non-current	$6,557,461	$7,090,031	$7,522,204	$7,743,602
Total Assets	**$9,225,013**	**$9,475,219**	**$10,029,627**	**$11,939,139**
LIABILITIES & NET ASSETS				
Accounts payable	$5,799	$5,502	$2,025	$2,375
Cash held for others	$594,832	$107,373	$475,182	$293,190
Deferred revenue	$110,000	$90,000	$254,000	$248,000
Accrued expenses	$14,163	$16,183	$14,661	$14,520
Total Current Liabilities	**$724,794**	**$219,058**	**$745,868**	**$683,085**
Loans payable	$1,400,000	$1,637,500	$1,487,500	$2,787,500
Total Liabilities	**$2,124,794**	**$1,856,558**	**$2,233,368**	**$3,470,585**
Net Assets without donor restrictions	$6,750,219	$7,618,661	$7,796,259	$8,468,554
Net Assets with donor restrictions	$350,000	$0	$0	$0
Total Net Assets	**$7,100,219**	**$7,618,661**	**$7,796,259**	**$8,468,554**

RATIOS FOR 12/31/2021

- **Total Assets:** $11,939,138 up from $10MM last year
- **Self-Sufficiency Ratio:** 125%
- **Net Asset Ratio:** 70.93%

THANK YOU TO
OUR PARTNERS

- Pueblo of Isleta Departments
- 1st Nations Development
- Credit Builders Alliance
- New Mexico Bank and Trust
- Wells Fargo Bank
- Fannie Mae
- Oweesta Corporation
- Sweet Grass Consulting, LLC
- New Mexico Mortgage Finance Authority
- New Mexico Tribal Homeownership Coalition

OUR FUNDERS

- Oweesta Corporation
- U.S. Department of Treasury
- CDFI Fund
- Better Way Foundation
- Kalliopeia Foundation
- Tamalpais Trust
- Wells Fargo Bank

OUR TEAM

SHEILA D. HERRERA
Executive Director

MIRANDA LENTE
Loan Officer &
HUD Homeownership Counselor

OUR 2021 BOARD OF DIRECTORS

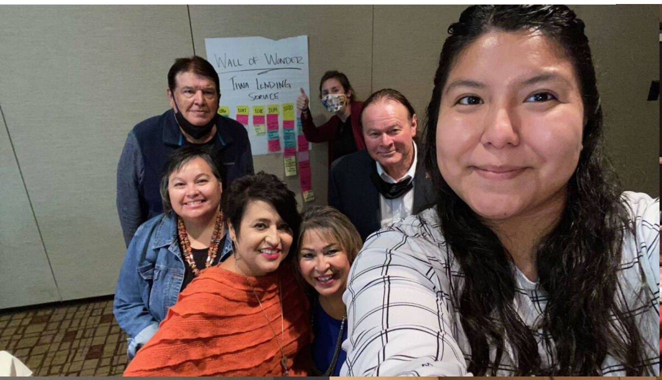
ANNETTE BACA-CHAVEZ
Board President

WILLIAM GUEVARA
Board Vice President

CHARLES PEONE JR.
Board Treasurer

DEBORAH ABEITA-TORRES
Board Secretary

RAMONA E. CHEWIWI
Board Member



TLS staff and board completed their 3-Year Strategic Plan in 2021. We look forward to continuing to serve our clients and community!

STAY IN TOUCH...

OUR MAILING ADDRESS

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OUR PHONE

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OUR WEBSITE

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