

## LETTER FROM THE EXECUTIVE DIRECTOR



Dawn Lee  
Executive Director

### DEAR COMMUNITY PARTNERS,

I am pleased to present to you NHSIE's 2012 Annual Report. As you will see, we continue to serve the community by offering a full cadre of housing support services toward our goal of helping families attain and maintain homes that they can afford in communities that they choose. Our mission has not changed since NHSIE's inception 32 years ago – to ensure that families that have traditionally been underserved in the mainstream markets are on a level playing field with regards to financial literacy, wealth building, purchasing a new home or maintaining an existing one.

We are proud to report that we expanded our service offering in 2012 so that we are better positioned to provide Inland Empire homeowners and potential buyers with the resources required to achieve and sustain homeownership.

*Taking an entrepreneurial approach to community development results in innovative and effective programs, making communities more desirable places to live and more resilient in hard times.*

—Elizabeth Duke



Russ Montoya,  
Board President

We recently completed our 2013 – 2015 Strategic Plan and have outlined an aggressive but intentional course of action toward the goal of increasing our positive impact in the communities that we serve. The efforts undertaken in 2012 set the groundwork for our future direction. New initiatives such as ReBuild IE, our REO acquisition, rehabilitation, resale/rental program; Opening The Door to Homeownership Buyer Match program; and NHSIE Realty were all developed as a result of carefully listening to our clients and identifying market opportunities. Our newly formed Resident Advisory Committee is geared to spur our community building and engagement efforts by ensuring that we keep the desires and needs of our residents at the center of our program decisions.

While new service offerings provide promise to better meeting client needs, we recognize large gaps remain that we are still not able to meet. Loss of public funding for redevelopment of the older, owner occupied housing stock in our neighborhoods threatens to compromise community gains being made by efforts to convert foreclosed, empty or blighted properties to new ownership. Sources of critically needed down payment assistance to fill a remaining gap for first time homebuyers have dwindled. However, we will not be deterred. We will continue advocate for infusion of

new, nontraditional investment into our Inland Empire communities and will continue to leverage partnerships toward the development of strong neighborhoods. Neighborhoods where families live – regardless of their demographics and economics – achieve a sense of stability, security, and have confidence that their children will be well educated and have full opportunity to achieve greater success in the next generation.

While we are proud of our achievements in 2012, we are even more excited by the community work that we are undertaking in 2013. Next year we will report the expansion of several of our programs, the results of increased outreach efforts and the implementation of innovative new approaches to engage a broader customer base who would benefit from financial capability and homeownership education. We will continue our efforts to strengthen and expand community partnerships as comprehensive solutions are required to bring about the community impact that we desire and residents deserve in neighborhoods throughout the Inland Empire.

Sincerely,

Dawn Lee, Executive Director



Dawn Lee with L-Chris Krehmeyer, National NeighborWorks Association (NNA) Board President and Shaun Donovan, United States Secretary of Housing and Urban Development, at the Home Matters™ launch event in Washington, DC.

**"Home is...**

*where my family feels warm, safe and comforted."*— Dawn

*rest with those you love."*— Melanie

*where my heart is, where my family is."*— Vivian

*my resort."*— Tania

*where I feel most comfortable."*— Chris

*my sanctuary, my place of peace and comfort."*— Clarice

*an investment for the future."*— Celina

*a place to call your own."*— Miguel

*security."*— Diana

*where laughter happens."*— Bianca

*freedom to choose how I want to express myself."*— Beena

*where the family is."*— Tenika

*"NHSIE is a proud supporter of Home Matters®, a national movement uniting America around Home. For more information, visit [www.HomeMattersAmerica.com](http://www.HomeMattersAmerica.com)."*

**Home Matters**

### NHSIE WOULD LIKE TO THANK OUR SPONSORS AND PARTNERS.

NeighborWorks America  
U.S. Department of Housing and Urban Development  
Citi National Bank  
US Bancorp Foundation  
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Wells Fargo Foundation  
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Visterra Credit Union  
National Council of La Raza  
Cathay Bank Foundation  
State of CA Housing and Community Development  
Federal Reserve Bank of San Francisco  
The Atlantic Philanthropies  
Rust Consulting  
Housing Opportunities Collaborative of the Inland Empire (HOCIE)



Celebrating over 30 years of success in creating homeownership opportunities and building sustainable communities  
Annual Report 2012

**Changing Lives**  
One Home and Family at a Time



Serving San Bernardino and Riverside Counties

## MISSION STATEMENT

Dedicated to creating homeownership opportunities, bridging the housing affordability gap, and building sustainable communities of choice one person, one home, and one neighborhood at a time.

## ACCOMPLISHMENTS

- ▶ NHSIE provided homeownership related services to 1089 families in 2012.
- ▶ NHSIE joined forces with the Housing Opportunities Collaborative of the Inland Empire (HOCIE) and other partners on 20 large scale home preservation forums.

## ABOUT THE ORGANIZATION

NHSIE was founded in 1981 by three World War II veterans who wanted to make homeownership available to underserved members of the community. We serve a diverse population of first-time homebuyers, current homeowners, neighborhoods, and local business communities throughout San Bernardino and Riverside Counties. For more than 30 years, we have assisted thousands of families toward their goal of achieving homeownership and housing stability. NHSIE is a proud affiliate of NeighborWorks® America and National Council of La Raza (NCLR).



NHSIE Board of Directors from Left to Right: David Mercader, Dennis Gamalinda, Ana Gonzalez (Vice President), Russ Montoya (President), Jon MacDonald, Dina Lomeli, Lilyvette Rodriguez



NHSIE Staff

## NHSIE YEAR IN REVIEW



Neighborhood Housing Services of the Inland Empire, Inc.



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## HOMEOWNERSHIP

NHSIE believes that homeownership is still an important part of the American Dream. With a wide range of homeownership services, NHSIE supports first-time homebuyers from start to finish, guiding them throughout the process and empowering them with knowledge and assistance.

NHSIE Realty has launched a new buyer match program - Opening the Door to Homeownership which was created for homebuyers who have found it especially difficult to attain the dream of homeownership where bidding wars and competition from cash buyers have become the norm. It is a positive approach to the buying process and offers access to affordable homeownership opportunities in the community of the client's choice. NHSIE Realty is dedicated to understanding the homebuyer's needs, and expanding opportunities to achieve homeownership.

### ACCOMPLISHMENTS

- ▶ NHSIE provided 526 households with services in Homebuyer Education, Financial Fitness and One-on-One Coaching.
- ▶ Facilitated 31 Homebuyer Education and Financial Fitness classes.
- ▶ 23% of First-Time Homebuyers reached their goal of purchasing a home within 12 months of receiving our services.
- ▶ 26% of clients took positive steps toward their financial independence and attended Financial Fitness classes.
- ▶ NHSIE homebuyer clients generated \$6.1 million in home sales throughout San Bernardino and Riverside Counties.
- ▶ NHSIE contributed to a direct investment of \$6,399,464 in new home purchases throughout San Bernardino and Riverside Counties.

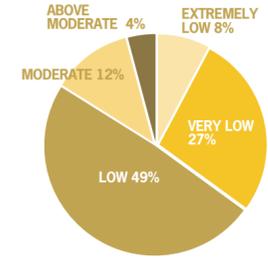
## success story: Homeownership



Our experience with NHSIE and the process of buying our first home has been very positive. We feel like we definitely have an advantage over most first time home buyers in many ways. We feel so fortunate that NHSIE was able to find a home for us that not only is in our price range, but better than what we thought we could afford. Also, the team has been very helpful and positive when it comes to questions and stressors that have come so far in the process, whether it is about lending, escrow, or finding ways to find additional resources that would help us. We are thankful to have NHSIE on our side and are very thankful for the services they have provided to us.

—Ana B., First-Time Homebuyer and Opening The Door To Homeownership client

### INCOME LEVELS OF NHSIE'S FIRST TIME HOMEBUYERS



### TOP 10 CITIES FOR FIRST TIME HOME BUYER PURCHASES

SAN BERNARDINO	COLTON
APPLE VALLEY	ONTARIO
FONTANA	RIALTO
RIVERSIDE	CORONA
VICTORVILLE	MORENO VALLEY

FIRST TIME HOMEBUYER PROFILE	TOTAL
MEDIAN ANNUAL INCOME	\$38,712
AVERAGE FAMILY SIZE	3
AVERAGE AGE	36
MEDIAN PURCHASE PRICE	\$156,084

## FORECLOSURE PREVENTION

NHSIE's highly trained and experienced housing advisors work one-on-one with troubled homeowners to assist them with long-term housing and financial stability. Regardless of the type of foreclosure alternative loan-modification, temporary relief assistance, refinance, short sale, or deed-in-lieu, NHSIE works hand-in-hand with homeowners to find a solution that focuses on their core financial hardship. All foreclosure prevention services are free of charge regardless of income levels.

### ACCOMPLISHMENTS

- ▶ NHSIE's Foreclosure Prevention team assisted in finding solutions for 563 distressed households.
- ▶ Assisted in preventing foreclosure for 90% of its clients and homeowners were able to take advantage of other alternatives such as loan modification, refinance, short sale, or referral to other programs.
- ▶ Certified as an approved "Keep Your Home California" processing center.
- ▶ Outreached to over 3,000 distressed homeowners at foreclosure prevention events.
- ▶ Referred nearly 100 families to SCAM Alert to report fraudulent loan modification practices.

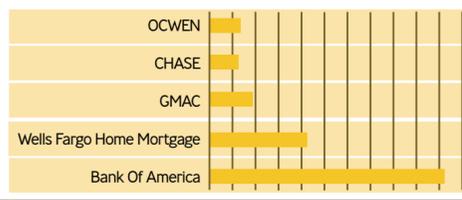
## success story: Foreclosure Prevention



With the results that I received from NHSIE, I am very grateful. I felt disappointed with my situation but I am now very grateful with the outcome and services provided to me at no cost. I think that everyone should know about this free service and open the door to your assistance. Doors of possibility were open to me as I was given attention and actions spoke louder than words. With NHSIE's help, I was able to keep my home and I sleep better now that this wreck is over.

—Bernard H., Homeowner and Foreclosure Prevention client

### TOP 5 MODIFICATION SERVICERS



## LENDING

NHSIE has provided mortgage financing and down payment assistance for low to moderate income first time homebuyers in Riverside and San Bernardino Counties for over 10 years. The pre-purchase education and coaching offered are prerequisites to obtaining a loan.

### ACCOMPLISHMENTS

- ▶ NHSIE provided \$499,163 in Down Payment Assistance to First-Time Homebuyers.
- ▶ NHSIE currently holds \$2,725,788 in portfolio loans in 1st, 2nd, and 3rd mortgages.

## success story: Lending

I was very pleased with NHSIE's first time homebuyer class and I appreciate that I was allowed to ask questions. I learned a lot of new information as a first time homebuyer. Additionally, I received down payment assistance through the CalHome program. My experience with NHSIE and its staff was very enjoyable and everyone was helpful, kind, and everything went smooth with my transaction.

—Adam S., Apple Valley First Time Homebuyer and Down Payment Assistance client



## REBUILD IE

### ACQUISITION, REDEVELOPMENT, RESALE/RENTAL

NHSIE's newest program, ReBuild IE, was implemented to stabilize neighborhoods. By purchasing and rehabilitating foreclosed, abandoned, and blighted properties, NHSIE is able to offer the dream of homeownership to first-time and low-to-moderate income buyers/renters who have been unable to compete for desirable properties and renters intending to buy in the future.

### ACCOMPLISHMENTS

- ▶ 100% of NHSIE's rehabilitated homes that were once foreclosed, blighted and abandoned are now occupied and well maintained.
- ▶ Launched NHSIE Realty.
- ▶ Introduced Opening the Door to Homeownership Buyer Match program.
- ▶ Successfully secured partnerships with key First Look REO programs.

## success story: ReBuild IE

As a recently separated single father, my search for a place to live was challenging and NHSIE was able shed some positive light on my situation. Being picky, I refused to compromise living in a bad area just because it was cheaper. I needed to find an equal balance of affordability and a nice neighborhood. My son attends school in Rancho Cucamonga where housing is costly. I needed somewhere reasonably priced and in close proximity to his school and that is what I found. Upon seeing the condo, I immediately fell in love. It was completely upgraded with new tile, carpet, dishwasher and paint. I made sure to provide everything that was asked of me to expedite the process (credit report, salary information, proof of insurance, etc.) and in return I was able to move in at the expected time with no delays. NHSIE's licensed contractor was also very professional and efficient. There were a couple of minor things that needed to be addressed after moving in and they were all handled immediately. Overall, my experience with NHSIE was terrific!

—Arlin H. Rancho Cucamonga and ReBuild IE renter

## NHSIE IN THE COMMUNITY

