NEW MEXICO
HOMEOWNER ASSISTANCE FUND
PLAN

Prepared for the U.S. Department of Treasury by the New Mexico Mortgage Finance Authority and the State of New Mexico

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Contents

Homeowner Needs and Engagement

Along with rest of the world, New Mexicans experienced severe hardship since the COVID-19 health crisis. Today New Mexico has the second highest unemployment rate the nation.[1] The financial challenges facing New Mexicans may only worsen as foreclosure and eviction moratoriums expire and extra federal unemployment benefits end.

MFA prepared this plan to propose programs for the U.S. Department of Treasury's Homeowner Assistance Fund (HAF) that was passed as part of American Rescue Plan Act of 2021. These programs aim to mitigate financial hardships associated with the COVID-19 health crisis, including the prevention of homeowner mortgage delinquencies, defaults, foreclosures, loss of utilities or home energy services, and displacement of homeowners.

Data-Driven Assessments of Homeowners Needs

The following sections provide analysis of homeowners in need for HAF programing in New Mexico.

Income Eligible and Socially Disadvantaged Households

More than two-thirds of New Mexico's homeowner population are estimated to meet the HAF income eligibility requirements. There are an estimated 371,648 (70.9%)[2] homeowner households that are at or below 150% Area Median Income (AMI) and 221,920 (42.4%)[3] homeowner households that are at or below 100% AMI. (See Table 1 for homeowner households at or below 150% AMI by county and see Table 2 for homeowner households at or below 100% AMI by county). Further, among New Mexico's homeowner households, 313,704 (59.4%) have a head of household who identifies as a person of color, which meets Treasury's definition of socially disadvantaged.[4] (See Table 3 for race and ethnicity of homeowner households by county).

Financial Hardship

Before the coronavirus pandemic, already 103,842 (33.7%) homeowner households with a mortgage had an annual household income below $75,000 and were housing cost burdened.[5] (See Table 4 for housing cost burden for homeowner households with a mortgage and annual households income less than $75,000 by county). While data on housing cost burden since the pandemic has yet to be released, responses to the Household Pulse Survey (HPS) indicate widespread financial hardship among New Mexico homeowners. On average during Weeks 1 through 28 of the HPS (Week 1 of the HPS covers April 23-May 5, 2020 and Week 28 covered April 14- April 26, 2021), 44.6% of New Mexican homeowner respondents reported experiencing loss of employment income since the on-set of the pandemic. This rate is higher among low- and moderate-income groups: 54.8% for homeowner households with annual income less than $25,000, 48.8% for homeowner households with annual income between $25,000 and $34,999 and 45.4% for homeowner households with annual income between $35,000 and $49,999. Similarly, some socially disadvantaged groups reported higher rates for this same financial hardship indicator: 49.5% for Hispanic or Latino homeowner households, 45.9% of Black homeowner households,

[1] U.S. Bureau of Labor Statistics. Unemployment Rates for State. May 2021.

[2] MFA calculation based on ACS 2015-2019 5-Year Estimates

[3] HUD Comprehensive Housing Affordability Strategy 2013-2017 data

[4] Treasury uses the Small Business Administration's definition of socially disadvantaged individuals as described in 13 CFR 124.103(c)

[5] ACS 2015-2019 5-Year Estimates

and 51.6% of multi-racial/other race homeowner households. (See Table 5 for financial hardship in New Mexico).

The HPS and other survey projects demonstrate ubiquitous financial hardship associated with the coronavirus pandemic and a particularly severe impact on low- and moderate-income and socially disadvantaged homeowners.[6] Insufficient intervention to mitigate a wave of unnecessary foreclosure and loss of wealth could worsen existing housing inequities as households of color have been more likely to report being behind on housing payments at double the rate of White households.[7] [8]

Homeownership Loan and Cost Assistance Programs

Survey and mortgage industry data coupled with partner input justify the need for homeownership loan and cost assistance programs, including homeownership loan reinstatement, monthly homeownership loan payments, property charge (insurance) default resolution and property charge (taxes) default resolution program design elements.

The prevalence of homeowners with forborne loans provides an indication of the pandemic's impact on homeowners' ability to pay housing costs and the need for assistance. Data from the Federal Reserve Bank of Atlanta Mortgage Analytics and Performance Dashboard shows that of April 2021 4.2% of single-family mortgage loans in New Mexico were in forbearance. Treasury-supplied data reveals the forbearance rate in rural New Mexico is 6%. For low-income homeowners and minority homeowners, the rates are 5.6% and 5.4%, respectively. The Treasury-supplied data also shows the forbearance rate for Federal Housing Administration loans is 8.7% and for United States Department of Agriculture and Veteran's Affairs loans the rate is 7.1% and 4.2%, respectively. While homeowners may defer forborne payments to the end of a loan or seek a loan modification to avoid increased monthly payments, doing so negatively impacts homeowners' equity. Further, because of lower down payment requirements, homeowners with FHA or VA loans have typically accumulated about half the equity of homeowners with GSE loans.[9]

The prevalence of homeowners with delinquent mortgages also sheds light on the need for homeowner cost assistance. Data from CoreLogic Market Trends May 2021 report shows that 3.4% of single-family mortgage loans in New Mexico were more than 90 days delinquent. Treasury data shows the 90+ day delinquency rate for Federal Housing Administration loans is 10.0% and for United States Department of Agriculture and Veteran's Affairs loans the rate is 9.1% and 5.9%, respectively. While some of these borrowers may have forbearance options, a survey of housing counselors reported that two main reasons homeowners are going delinquent because they fear a lump sum payment or are unaware of forbearance options.[10] Assisting these borrowers, regardless of whether a loss mitigation opportunity is available, is a critical step towards keeping families housed and preserving equity among low- and moderate-income households.

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[6] Other survey projects include Consumer Finance Institute's Survey of Consumers, Mortgage Bankers Association's Delinquency and Forbearance Survey, Urban Institute's Well-Being and Basic Needs Survey.
[7] Consumer Financial Protection Bureau. Housing Insecurity and the COVID-19 Pandemic. March 2021.
[8] Urban Institute. New Data Suggest COVID-19 is Widening Housing Disparities by Race and Income. May 2020.
[9] CoreLogic. Typical Homeowner in Forbearance Has Plenty of Home Equity. May 2021.
[10] National Housing Resource Center. Forbearance and Delinquency Summary of Housing Counselor Survey. July 2020,

Relatedly, HPS data on foreclosures highlights the need to act swiftly to prevent homeowner displacement, particularly as foreclosure moratoriums expire. During Week 34 (July 21-August 2, 2021) of the Housing Pulse Survey, 15% of New Mexico homeowner households reported being very likely or somewhat likely to have to leave their home due to foreclosure in the next two months. This rate was higher for Asian New Mexicans (18%) and non-Hispanic multi-racial New Mexicans (25%). Similarly this rate was higher for low- and moderate-income New Mexicans: 38% for households earning less than $25,000 and 20% for households earning between $25,000 and $34,999. Neighborhood Watch data shows that as of August 2021 already 4,225 FHA borrowers in New Mexico were involved in foreclosure proceedings[11]. Assisting borrowers with homeownership loan reinstatement, monthly homeownership loan payments, property charge (insurance) default resolution and property charge (taxes) default resolution will not only ease the financial strain the pandemic has caused but may also preserve loss mitigation options in the event a future crisis occurs.

Multiple studies demonstrate that Black and Hispanic borrowers account for a disproportionately high share of borrowers with forborne loans or delinquencies.[12][13] Further borrowers with loans in forbearance or with delinquencies tend to have higher loan to value ratios.[14] Homeownership loan and cost assistance programs will help address the exacerbating inequalities that the COVID-19 pandemic has caused.

In addition to quantitative data, several nonprofits that serve homeowners shared during listening sessions that there is a continued need for these programs. While one participant stated that the need for mortgage payments appeared to have declined recently, others cautioned that delinquencies and foreclosure filings will likely rise as borrowers' forbearance agreements expire and foreclosure moratoria are lifted. A representative of the state's unemployment agency also suggested that the reinstatement of work search requirements for unemployment benefits, as well as the eventual expiration of enhanced federal unemployment benefits, could contribute to an increase in the need for housing assistance. Several participants stated that homeowners who do not qualify for most government assistance programs, such as those with incomes above 80% of the area median income or other such income limits are also in need of assistance.

One nonprofit serving homeowners emphasized that real estate contract purchasers are perhaps in greatest need of assistance due to the absence of a judicial process to prevent homeowner displacement through eviction. This participant suggested that in addition to the need for monthly payment assistance, there is a need for a loan product that could be used to refinance real estate contracts.

Finally, participants in listening sessions stated that property tax assistance would fill a significant need that has not been filled by other programs, and that property taxes and homeowner's insurance

[11] Neighborhood Watch. FHA Servicer Delinquency Reporting for New Mexico. August 2021.
[12] Federal Reserve Bank of Philadelphia. Inequality in the Time of COVID-19: Evidence from Mortgage Delinquency and Forbearance. February 2021.
[13] Consumer Financial Protection Bureau. Characteristics of Mortgage Borrowers During the COVID-19 Pandemic. May 2021.
[14] Consumer Financial Protection Bureau. Characteristics of Mortgage Borrowers During the COVID-19 Pandemic. May 2021.

payments may be especially needed in cases in which escrowed amounts are insufficient when property values rise. Another participant raised the concern that seniors with reverse mortgages may be in danger of foreclosure due to delinquent property tax and homeowners' insurance payments.

Foreclosure Prevention and Defense Fund

In listening sessions with housing counselors, foreclosure defense legal service providers and foreclosure settlement program administrators, participants predicted a forthcoming wave of foreclosure filings following the expiration of the federal foreclosure moratorium, followed by a second wave resulting from the expiration of forbearance agreements. One housing counseling agency estimated that there could be as many as 6,000 to 8,000 homeowners facing either a restart of a judicial foreclosure or a new foreclosure filing due to uncured delinquency immediately after the moratoria are lifted. The estimate is based on information from district courts and an informal poll of default litigation attorneys.

Mortgage servicers, legal service providers, and foreclosure settlement program administrators all discussed the need for housing counselors to assist homeowners in navigating and applying for loss mitigation options as such options vary widely by type of loan and requirements for each option are complex. Servicers mentioned the need for housing counselors to triage borrowers, educate them about what various loss mitigation options entail, assist in application completion and provide post-modification follow-up. Participants stated that after the 2008 housing crisis, funding for housing counselors declined, and many areas do not have the housing counseling infrastructure that is needed. One housing counseling agency mentioned that while legal services receive funding from the state, there is no state funding source for housing counseling.

One housing counseling agency cautioned that there are some borrowers who may not have the ability to resume payments due to a permanent reduction of income and are in need of housing counselors to assist them in pursuing housing options that are affordable to them. Other participants stated that cash assistance should be a key component of a HAF program, as there are cases in which payment of arrears is needed, such as for borrowers who have private loans that do not have loss mitigation options, borrowers who do not qualify for loss mitigation options and borrowers who are able to resume monthly payments but are unable to pay their total arrears. Some participants suggested structuring cash assistance as a soft second mortgage in order to extend resources.

Utility Assistance

In April 2021, 33 utility providers responded to the questionnaire that asked about residential accounts in arrears. Respondents reported a total of 21,251 accounts in arrears and a total of $32,544,381 in delinquencies. Since utility companies do not collect data on housing tenure, these figures include both renter and homeowner accounts. Dedicating a portion of the HAF funding to utility assistance, along with New Mexico’s Low Income Home Energy Allocation Program (LIHEAP), will help households cure past due utility payments and avoid disconnection. (See Table 9 for New Mexico Public Regulation Commission survey responses.)

In a listening session with utility providers, one provider stated that application requirements for assistance programs such as LIHEAP and the Emergency Rental Assistance Program (ERAP) may be too complex, thereby hindering people from receiving assistance. Others suggested that utility providers could play a larger role in assistance programs, such as by identifying customers in need, providing information on those customers' account balances or applying on customers' behalf. One large provider stated that existing assistance programs, whether internal or external, do not meet all of the need, as these programs have caps below what many customers owe and/or income limits that render many past-due customers ineligible. This provider also stated that getting customers to actually apply for assistance had been very difficult, despite the fact that the provider had employed multiple methods of information dissemination, including bill inserts, social media, automated calls and public service announcements on television and radio stations. One electric cooperative stated that their staff had hand-delivered letters to customers with information on assistance programs, which did result in an uptick in customer calls.

Providers offering payment plans reported very little response from customers. One provider that offers both electric and internet service noted that customers resumed internet payments once it lifted its moratorium on internet disconnections, but those same customers did not resume electricity payments, likely because the moratorium on electricity disconnections was still in place. Other providers have found that very few customers have applied for payment plans available to them, and this may be due to the moratoria in place. They expect a flood of inquiries once the moratoria are lifted.

Outreach Needs

Listening session participants identified the following groups as being in need of assertive outreach: rural residents, seniors, communities of color, non-English speakers, refugees and unemployed individuals who do not qualify for unemployment insurance. Participants also advocated that assistance be provided regardless of immigration status.

Participants emphasized the need to find appropriate ways to reach at-risk borrowers. A common refrain was that many people fear that offers of assistance are scams. This sentiment was echoed in a public hearing, in which one commenter from Gallup stated that many people have great needs for assistance but are mistrustful of programs and therefore will not apply. Listening session participants emphasized the need for outreach through trusted sources in each community, who are members of the community and speak the community's language. Community-based organizations, faith-based organizations and faith community leaders, organizations led by communities of color, organizations serving immigrants and refugees, trusted elected officials and county emergency operations officers were identified as trusted entities that could assist in reaching populations in need. Suggestions for outreach methods included holding outreach events in which area residents can receive information and application assistance, enlisting servicers to send program information alongside mortgage statements, sending letters signed by a specific person and including the person's contact information, using social media to reach younger generations, making direct phone calls and sending SMS messages to individuals with active claims in the state's unemployment insurance system.

Evidence of Public Participation and Community Engagement

MFA facilitated public participation and community engagement opportunities to inform the development of this plan that included the following components:

Public Hearings on Community Needs

On May 13, 2021, MFA held two virtual public hearings on the Homeowner Assistance Fund. During each hearing MFA presented information on eligible HAF activities and solicited comments from members of the public. MFA advertised these hearings on its website, in an e-mail blast to nearly 2,500 of MFA’s community partners and in statewide and regional newspapers. In addition to providing information about the public hearings, the advertisements also allowed for submission of comments in writing to MFA.

Listening Sessions with Organizations and Individuals Representing Eligible Homeowners

MFA convened ten listening sessions with over 90 participants from over 50 organizations that represent or serve eligible homeowners, organized around the following categories:

- Mortgage/homeowner assistance providers
- Emergency home repair providers
- Foreclosure prevention counseling and legal services providers
- Local government housing agencies and Councils of Government
- State government agencies
- Mortgage servicers
- Utility providers

Public Comment Period and Public Hearings on Draft Plan

To solicit input on the draft plan, MFA held an initial 7-day public comment period in May 2021 and two virtual public hearings on May 13, 2021. Plan drafts were posted to the MFA website, with paper copies available upon request. The public comment period, public hearings, and information on how to access the draft plan were advertised on MFA's website, in e-mail blasts to nearly 2,500 of MFA's community partners and on social media platforms Facebook, Twitter, Instagram and LinkedIn. MFA held final 7-public comment period and public hearing in September. A summary of all comments on the draft plan and responses to those comments are included below. (added after the public comment period).

Program Design

HAF funding will be used for three categories of programs: homeownership loan and cost assistance (which includes four program design elements), foreclosure prevention and defense, and utility assistance. The following sections describe general program design component of these categories, including eligibility requirements, intended impact on eligible homeowners, the application process, conditions and limitations, a description of the payment process and other available sources of assistance for targeted homeowners for each program. Detailed descriptions of each program design element, with the exception of foreclosure prevention and defense, are covered in the term sheets (Appendix 1-6).

Program Descriptions

Homeownership Loan and Cost Assistance Programs

Cumulatively homeownership loan and cost assistance programs will provide up $20,000 per eligible household for four programs: homeownership loan reinstatement (refer to Appendix 1 for term sheet), homeownership loan payment monthly assistance (refer to Appendix 2 for term sheet), property charge default resolution(insurance) (refer to Appendix 3 for term sheet) and property charge default resolution (taxes) (refer to Appendix 4 for term sheet). MFA will make assistance payments directly to the mortgage or loan servicer, escrow company or other housing provider and the assistance does not have to be repaid. MFA anticipates allocating $35,000,000 to the Homeownership Loan and Cost Assistance Program.

Eligible homeowners who have delinquencies that exceed the household maximum and/or require foreclosure and/or eviction legal and/or housing counseling services will be referred to the Foreclosure Prevention and Defense Program.

MFA recognizes that there is not a one size fits all solution to the challenges faced by homeowners. MFA intends to assist homeowners to meet the needs of those most negatively impacted by the COVID 19 pandemic and will continue to adjust program elements based on those needs. Homeowners who are working with their mortgage servicer to complete loss mitigation will have the opportunity to incorporate HAF into their default resolution.

Eligibility requirements

Homeowners are eligible to receive homeownership loan and cost assistance if they (1) attest that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater, and (3) currently own and occupy a primary residence in New Mexico.

Homeowners include those with a mortgage, deed of trust, or other consensual security interest on a principal residence and homeowners with consensual contractual agreements on a principal residence such as real estate contracts, lease-purchase contracts, mobile/manufactured home loans, chattel loans and/or land contracts.

Eligible properties include single-family residential properties, condominiums and townhomes, manufactured homes permanently affixed to real property and taxed as real estate, and mobile homes not permanently affixed to real property.

Additional eligibility and documentation requirements can be found in the term sheets in appendices 1-5.

Intended impact on eligible homeowners

The intended impacts of the program include eliminating or reducing past due housing payments and other housing related costs, to return homeowners to an affordable housing payment, to help homeowners avoid foreclosure and eviction, to mitigate stripping of home equity, and, ultimately, to maintain homeownership.

Application process

Applicants will apply through an online portal that is an expansion of the existing New Mexico Homeowners Assistance Fund Pilot Program. Applications in English and Spanish will be available both online and in paper format. Applicants can also request a paper application be mailed to their residence. MFA has a dedicated team of professionals to assist applicants submit a complete application.

Conditions and limitations

Funding for homeownership loans and cost assistance will be limited to $20,000 per household. Per Treasury guidelines, 60% of funds will be set aside for the homeowners having incomes equal or less than 100% of the New Mexico AMI or less than 100% of the median income for the United States, whichever is greater, and 40% of funds will be available for 150% New Mexico AMI and below or less than 100% of the median income for the United States, whichever is greater and will be prioritized for those who are socially disadvantaged[15]. Home Equity Line of Credit (HELOC) loans are ineligible.

Payment process

MFA will disburse HAF assistance directly via check or electronic funds transfer to the mortgage lender/servicer, land contract holder, manufactured/mobile home lender and/or other housing provider as appropriate.

Other available sources of assistance for targeted homeowners

The homeownership loan and cost assistance programs will be the only programs that provide housing cost grants to significantly reduce delinquency for homeowners. Community Services Block Grant (CSBG) funding may be available in the future for this type of assistance but will likely be very limited.

Foreclosure Prevention and Defense Program (FPDP)

The Foreclosure Prevention and Defense Program (FPDP) will be used to fund HUD-certified Housing Counseling Agencies (HCAs) and Legal Services Providers (LSPs) (taken together, “Intermediaries") who will provide housing counseling and legal services to borrowers at risk of foreclosure and those in need of financial counseling services or assistance with loss mitigation negotiations. MFA anticipates allocating $2,788,634 to FPDP.

Eligibility requirements

If homeowners satisfy the general eligibility requirements outlined in the Treasury guidance, they qualify for FPDP participation. Homeowners will be referred for housing counseling services if they require assistance accessing loss mitigation options. In addition, homeowners who are facing foreclosure and eviction may receive legal services and/or housing counseling services and leverage homeownership loan and cost assistance programs to pay down delinquent payments.

Only HUD- approved Housing Counseling Agencies will be eligible to receive grant funding. Eligible Legal Services Providers must have demonstrated experience in delivering foreclosure intervention and employ attorneys who are licensed to practice law in the state of New Mexico.

Intended impact on eligible homeowners

The intended impact is to provide free of charge housing counseling and legal services for New Mexico homeowners experiencing a continued financial hardship resulting in housing payment default and those facing foreclosure or eviction.

HCAs can provide hands-on assistance to address unique financial circumstances and housing issues, focusing on ways of overcoming specific obstacles to achieving a housing goal, including foreclosure avoidance and resolving a financial crisis. This service provides homeowners the assistance they need to ensure they are properly evaluated by housing providers for all options for which they are eligible.

Additionally, HCAs and LSPs are able to provide assistance to New Mexicans in cases where the home is no longer affordable due to a permanent reduction in household income, while maintaining a homeowner’s dignity and avoiding the socio-economic trauma and long-term financial impacts of

[15] Eligibility is limited to 150% of New Mexico Area Median Income for all applicants

foreclosure. Legal service providers will ensure homeowners are represented during judicial proceedings and are able to provide legal advice.

Application process

Intermediaries will be contracted through an RFP process, and funds will be awarded to Intermediaries with demonstrated experience in foreclosure intervention and loss mitigation counseling.

MFA will identify eligible homeowners from the homeownership loan and cost assistance programs using established criteria and refer them to the Intermediaries. The application system also allows for HCAs to work with applicants directly to complete an application, perform an eligibility review and be approved for HCA or LSP assistance separately from the homeownership loan and cost assistance program.

Conditions and limitations

This program will be limited to an aggregate amount up to 5% of the funding from the HAF received by the HAF participant.

Payment process

MFA will administer the grant(s) awarded to each eligible Intermediary. The Intermediary will complete services and provide reporting, documentation, and outcomes to MFA. MFA will implement an agreed-upon draw schedule to fund awardees.

Other available sources of assistance for targeted homeowners

Of the 13 judicial districts in New Mexico, roughly half have formal foreclosure mediation and settlement programs (FSPs). There are a limited number of HCAs and non-profit legal service providers in New Mexico who provide services to a more limited group of income eligible homeowners. Housing counseling resources are scarce in New Mexico so one goal of this program is to increase access to these services for more New Mexicans.

Homeowner Utility Assistance Program (UAP)

The Homeowner Utility Assistance Program ("UAP") provides payment assistance on delinquent utility payments directly to utility providers. Utilities included are electric, gas, home energy and water. The program will be administered the State of New Mexico Department of Finance and Administration ("DFA"). MFA anticipates allocating $5,270,292 to UAP. (Refer to Appendix 5 for Terms Sheet).

Eligibility requirements

Homeowners are eligible to receive amounts under the Utility Assistance Program if (1) they certify they experienced a financial hardship after January 21, 2020, (2) are the owner-occupant of a residence in New Mexico and (3) provide appropriate income documentation showing they are at or below 150% of area median income as well as delinquency documentation.

Intended impact on eligible homeowners

The intent of UAP is to fund delinquent utility payments for homeowners experiencing a financial hardship associated with the COVID-19 health crisis.

Application process

Applicants will apply to the program through a portal that is an expansion of DFA's Emergency Rental Assistance Program (ERAP) software system.

Conditions and limitations

The maximum benefit may not exceed $1,000 per household annually, including any LIHEAP assistance.

Payment process

Assistance is remitted by DFA directly to utility providers or other applicable third-party authorized to collect eligible charges.

Other available sources of assistance for targeted homeowners

LIHEAP is the primary source of utility assistance, although many utility providers offer payment plans. CSBG may also be a source for utility assistance, which is administered through Community Action Agencies ("CAAs"). The State of New Mexico does not believe current programs meet the entire need for utility assistance.

Methods for Targeting HAF Funding

Effectively and equitably promoting the Homeowner Assistance Fund will require a non-traditional approach to marketing and advertising. In order to overcome the significant disparities between urban and rural homeowners in New Mexico, as well as an a-typical media landscape, the HAF campaign will use a combination of traditional grasstops marketing and advertising, as well as audience specific organic outreach strategies. Both of these elements will be heavily informed by data acquired before and during campaign execution.

Research and Target Audiences

The media campaign will be firmly rooted in data that directly feeds into effective media and messaging strategy. The first element for a media campaign is to develop a deep understanding of our target audiences and develop clear messaging and action-items for the HAF campaign.

The HAF media plan will effectively target outreach and resources to two main audiences:

1. Homeowners having incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater; and
2. Socially disadvantaged individuals.

The first step for understanding our target audiences will include intensive market and programmatic research. This includes creating consumer profiles from nationally syndicated sources to define appropriate mechanisms to reach key audiences. Examples of marketing mechanisms include paid media channels (e.g., television, radio), digital, social media, and non-paid media, such as grassroots outreach. Due to socio-cultural and geographic variations, some of our target audience may not consistently engage with traditional paid advertising, which will make our community engagement strategy all the more important.

The second element to understand our audiences stems in programmatic research. Programmatic research helps us understand barriers to awareness and access for public housing assistance, as well as general barriers to awareness and access for public assistance and funding. By analyzing our target audience, we will arrive at the most effective means to reach them with messaging, but even more importantly, their psychographic and demographic trends.

This phase, will be heavily informed by a recent statewide survey of New Mexico families regarding awareness and perceptions of various public assistance, including housing assistance. The survey was conducted by a nationally recognized research and polling agency and provides important data on our intended audiences for HAF.

Finally, the media campaign will utilize data from the pilot program to identify important characteristics of interested households. The pilot program provided insights into socio-demographic or geographic gaps where additional targeted marketing may be necessary in order to ensure equitable campaign outcomes.

From the audience analysis, polling, and research, the HAF media campaign will be best suited to 1) identify marketing strategies and mechanisms that most efficiently reach out target audiences, and 2) develop the messaging and branding for the HAF campaign.

HAF Marketing Plan

An effective multi-channel media strategy starts with a clear key performance indicator and means of measurement. We will measure success using the following benchmarks: 1) web and call center traffic, 2) number of applications, and 3) amount of HAF funds distributed.

The HAF outreach and marketing campaign will include both traditional media and grassroots marketing efforts. The traditional media arm of the campaign will serve as a mechanism to spread awareness around HAF and the available funds/resources for New Mexico families. Traditional media includes, but is not limited to, broadcast and cable television, digital marketing, social media, and print advertising (newspaper, magazine).

The media campaign will utilize data to regularly adapt campaign messages, placement, and tactics to ensure it is effectively reaching target audiences and implementing appropriate technologies and findings. The campaign will optimize towards highest performing audience segmentation, creative messaging, and tactical approaches. On an ongoing basis, the campaign will: 1) review applicants' demographic characteristics and areas of residence to determine whether applicants are representative of eligible populations and 2) employ new outreach and marketing strategies as necessary.

Outreach through Community Organizations and Trusted Messengers

A non-paid grassroots outreach campaign and community engagement actions will be vital tactics in prompting participants to start and complete the HAF application process. We will cultivate and resource trusted messengers in local, nonprofit, and civic organizations to engage and support participants in the application process.

Additionally, through a series of training sessions, the campaign will establish partnerships with housing agencies, legal aid organizations, and educational organizations to utilize trusted messengers to spread awareness and support applicants in the housing assistance process. These tactics will expand the reach of the campaign, while concurrently shortening the distance between potential participants and trusted messengers.

While all eligible homeowners will be encouraged to apply, the campaign will leverage centralized outreach sources where many households can be reached with existing communications. This includes those homeowners who have mortgages through existing State, Federal, and local programs that target low- and moderate -income borrowers. The campaign will provide custom materials for their specific outreach needs.

All associated marketing and outreach efforts will be conducted in both English and Spanish. Some outreach support will be provided in less-frequent but present languages such as Vietnamese.

Best Practices and Coordination with Other HAF Participants

Implementation of Previous Housing Cost Assistance Programs

In the development of this plan and the proposed HAF programs, MFA and DFA have drawn on best practices from other housing cost assistance program implemented since the COVID-19 pandemic: COVID-19 Housing Cost Assistance Program/Homeowner Assistance Program, Coronavirus Relief Fund (CRF) Housing and Homelessness Assistance Program, New Mexico Housing Trust Fund COVID-19 Rental Assistance and the New Mexico Emergency Rental Assistance Program. The lessons learned from these programs are 1) reduce barriers to entry for applicants to complete an application, 2) minimize internal complexities, and 3) target marketing to reach hard to serve populations.

Addressing challenges applicants faced supplying supporting documents required by the application proved to increase the success rate of funding eligible households. MFA created easier-to-complete applications by removing the provision that applicants provide documentation to evidence negative financial impact resulting from COVID-19. This requirement proved so difficult for applicants to satisfy that many households in need were denied funding. MFA replaced this requirement with a self-certification form that led to a higher rate of eligible applications. To further enhance applicant success, MFA trained its staff to provide a high level of customer support to applicants to gather documentation that could not be replaced by self-certification.

MFA learned that well-intentioned internal complexities have unintentional negative consequences. For example, prioritized selection based on certain criteria creates a significant logistical constraint on reviewing applications and disbursing awards. Discrete application windows, rather than on-going opportunities to apply, result in delayed funding approvals for applicants. MFA improved program efficiency by eliminating a “two-tiered” review process while maintaining quality control and peer review measures in the application review process.

Finally, reaching hard to serve populations demands targeted marketing and partnership with social or community service agencies. Sending mailers directly to households in extremely low-income zip codes improved program awareness among communities that may not have otherwise known about the program. Groups such as the elderly, non-English speakers, and rural households have limited access to internet, and despite the availability of a paper application, struggled to complete all components of the application. Partnerships with social or community service agencies helped these populations complete applications and receive funding.

Coordination with Other HAF Participants

MFA has actively participated in online community forums and weekly videoconferences convened by the National Council of State Housing Agencies (NCSHA) and has worked with other state Housing Finance Authorities (HFAs) in the western region to share information about program design and logistics. During weekly calls, HAF participants have the opportunity to share program ideas and align best practices, discuss obstacles and leverage the experience of our nationwide housing finance network. MFA, along with NCSHA, and many other HAF participants are also meeting regularly with the Housing Policy Council (HPC), a trade association whose members are among the nation's leading mortgage originators, servicers, insurers & data/settlement service providers, to discuss standardization of mortgage assistance and reinstatement programs nationwide.

In addition, NCSHA hosts an online library where HAF administrators can access forms, policies, best practices, and program guides to name a few resources. In addition, MFA has participated in videoconferences with USDA and Freddie Mac to gain an understanding of the loss mitigation options offered by each. Finally, through our listening sessions, as described in the section Evidence of Public Participation and Community Engagement, MFA has solicited input on homeowner needs and program design considerations from a variety of organizations serving homeowners, including servicers that operate in multiple states.

By leveraging the National Council of State Housing Agencies, MFA has access to contacts at the largest FHA, VA, and USDA/RD servicers, and private label servicers. MFA has staff dedicated to servicer outreach meant to inform servicers who can, in turn, inform their customers.

Performance Goals

MFA will measure its success in targeting of vulnerable populations and impact reducing mortgage delinquencies through its HAF performance based on the outcomes listed in the table below.

Program Design Element	**Metrics of Success**	**Goal**
Homeownership Loan Payment Assistance	Number of households that receive at least one month of homeownership loan payment assistance	Assist 700 households with at least one monthly housing cost payment
Homeownership Loan Reinstatement	Number of households that receive assistance to reinstate mortgages	Assist 1,300 households to reinstate housing cost delinquency
Utility Payment Assistance	Number of households that receive assistance for utilities (e.g., electric, gas, home energy, and water)	Assist 5,200 households with utility payments
Property Charge (Insurance) Default Resolution	Number of households that receive assistance for homeowner's insurance, including flood insurance.	Assist 750 households with homeowner's insurance charges
Property Charge (Taxes) Default Resolution	Number of households that receive assistance for delinquent property taxes to prevent homeowner tax foreclosures	Assist 175 households with delinquent property tax charges

Readiness

The State and MFA submit the following readiness assessment as assurance of our ability to effectively deliver the proposed programs.

Staffing and Systems

HAF will be jointly administered by the State and MFA. The State will administer the Utility Assistance Program ("UAP") and will oversee marketing and outreach. The State has entered into a grant agreement with MFA to oversee the HAF planning process as well as administer a pilot program for homeownership assistance. Following acceptance of the HAF Plan, the State will amend its grant agreement with MFA, and MFA will administer the Foreclosure Prevention and Defense Program ("FPDP") and homeownership loan and cost assistance programs, which are described in more detail in Program Design above.

The New Mexico Department of Finance and Administration provide professional and coordinated policy development, analysis, oversight and leadership for initiatives for the State of New Mexico. DFA uses best practices and data-informed decisions for the most efficient and effective use of the public's tax dollars.

The Department employs over 153 staff among six divisions to accomplish this work. These divisions include Administrative Services, Financial Control, Local Government, Board of Finance, Budget, and Office of the Secretary. Collectively these Divisions support the Departmental focus areas of Fiscal Strength and Stability, Quality Services and Thriving Communities. The Department will utilize existing and augmented staff, contracted support, and cross-agency partnerships to ensure effective program delivery, compliance, and reporting.

Additionally, the program will be overseen by senior Department Staff from both the Office of the Secretary and the Local Government Division.

MFA is the state's housing finance agency, established by the state legislature in 1975 to help provide safe, quality affordable housing and related services for low- to moderate-income New Mexicans. MFA is a public body corporate, separate and apart from the State. The organization has 105.5 full time equivalents (FTEs) to help ensure we accomplish our mission of being "New Mexico's leader in affordable housing." MFA administers the state's housing programs from assistance for individuals experiencing homelessness to first-time homebuyers and beyond. Some of our longtime programs include: mortgages for low- to moderate-income homebuyers along with down payment assistance; HOME Investment Partnerships funding for home rehabilitation; Emergency Solutions Grant (ESG) funding for rental assistance; federal housing vouchers; various federal and state financing sources for subordinate development financing; and the Low Income Housing Tax Credit (LIHTC) program. MFA's experience in these programs includes partnering with agencies, working with clients, managing funding and ensuring compliance with all program requirements.

MFA has experience and readiness to quickly and effectively implement HAF programs proposed. Following the onset of the pandemic, MFA has started administering rental and homeownership payment assistance through various sources, including: Coronavirus Aid, Relief and Economic Security (CARES) Act Coronavirus Relief Funds; CARES Act Community Development Block Grant (CDBG-CV) funds; and New Mexico Housing Trust Fund.

This new role led MFA to establish a dedicated in-house, full-time team to administer this assistance, and this team is still active today and is currently administering the New Mexico Homeownership Assistance Fund pilot program, which provides housing payment assistance for homeowners that have experienced financial hardship associated with COVID-19 that are delinquent on their homeownership payments. MFA (1) has established policies and procedures for this program, (2) is running a call center providing customer support, (3) has trained staff on income qualification and high-touch customer assistance, (4) has procured and is utilizing a technology system to help ensure compliance and accurate reporting to Treasury, and (5) identified mortgage servicers and conducted targeted outreach to engage servicers in program awareness campaigns. This 12-person team is led by Amanda Mottershead-Aragon and Samantha Vigil, who have 28 years of combined experience in income qualification and affordable housing compliance. To date, the team has qualified and provided housing assistance to more than 6,150 households through the HAF Pilot Program and a variety of non-HAF funding sources. MFA's proposed permanent program is closely aligned with the ongoing pilot, and MFA stands ready to implement immediately upon Treasury approval.

Contracts and Partnerships

The primary partnership guiding the use of New Mexico's HAF allocation is that between the State of New Mexico and MFA. The State recognizing MFA's expertise in housing issues and low- and moderate-income populations entered into a grant agreement on May 12, 2021 that tasks MFA with responsibility for the HAF plan development and pilot program administration. Under this contract the State acts as the oversight entity.

To support the administration of the pilot and long term HAF programs, MFA and the State have executed contracts with software developers to create online systems for application in-take and management. Since September 2020 MFA has worked with Neighborly to develop and launch the software for the COVID-19 Housing Cost Assistance Program/Homeowner Assistance Program, and pilot programs. Under its contract with SalesForce for the online system deployed for the Emergency Rental Assistance Program, the State will create an application and applicant management portal for the Utility Assistance Program. MFA also has established a relationship with Robert Half, a temporary staffing agency, to ensure sufficient organizational capacity to deliver the Homeowner Assistance Fund pilot and long-term programs.

Throughout the course of the planning process and during the early stages of the pilot program implementations MFA has been cultivating relationships with mortgage servicers as well as agencies that will provide services under the Foreclosure Prevention and Defense Fund. Finally, the State has established relationship with utility providers during the implementation of its Emergency Rental Assistance Program (ERAP). The State will use its ERAP infrastructure to remit assistance for approved applicants to utility providers.

Existing and Pilot Programs

MFA launched two pilot programs, one of which was funded with HAF. The length of the pilot programs will be a minimum of six months or until budgeted funding is expended. Though pilot funds are not yet fully expended, lessons learned from the launch of this program has guided the development of this plan.

Homeowner Assistance Fund Pilot Program

On May 18, 2021, MFA launched a Homeowner Assistance Fund pilot program (HAF Pilot Program) to provide mortgage, real estate contract, mobile home loan, mobile home lot, property tax and homeowner's insurance assistance, to eligible homeowners who are delinquent on their payments. This pilot was funded with HAF. Homeowners must have a household income at or below 100% of the area median income. The program provides a maximum of $10,000 of housing assistance per household and serves eligible households statewide. MFA and the State have allocated $1 million to this pilot program. (Refer to Appendix 7 for Term Sheet).

Individual homeowners apply to the program via an online application system or by paper application. MFA staff review eligibility and follow up with applicants if further information or documentation is needed. Upon approval, payment is disbursed to the applicable housing provider, such as the loan servicer, escrow company, mobile home lot owner/manager, etc.

The program was open from May 18, 2021 through August 16, 2021. As of August 31, 2021, a total of 1,694 individual applications were submitted. Of which, 810 files have been or are approved to be funded for a total of $4,016,775 in assistance. Remaining applications are pending review, and MFA anticipates the full initial pilot allocation of $4.7 million will be expended in the program.

Average Payment	Race of Funded Applicants	Ethnicity of Funded Applicants	AMI Level of Funded Applicants
$2,960.42	83% White 17% Black/African American	57% Hispanic/Latino 44% Non-Hispanic/Non-Latino	33% at 30% AMI 17% at 50% AMI 17% at 60% AMI 33% at 80% AMI

Budget

The U.S. Department of Treasury allocated $55,772,684 to New Mexico under the Homeowner Assistance Fund. The State of New Mexico, in partnership with MFA, is requesting $55,772,684 in funding for the following programs:

HAF Funds by Program Design Element	
Homeownership Loan Reinstatement	$ 22,155,000.00
Homeownership Loan Payment Assistance	$ 12,250,000.00
Payment Assistance for Homeowner's Utilities	$ 5,270,292.00
Payment Assistance for Homeowner's Insurance	$ 105,000.00
Payment Assistance for Delinquent Property Taxes	$ 490,000.00
Other measures to prevent homeowner displacement[16]	$ 4,671,917.00
Foreclosure Prevention and Defense Counseling or Educational Services	$ 2,091,475.50
Foreclosure Prevention and Defense Legal Services	$ 697,158.50
Program Administration (MFA and DFA)[17]	$ 8,041,841.00
TOTAL	$ 55,772,684.00

[16] Amount spent on HAF pilot program.

[17] Includes admin for pilot administration.

Appendices

Appendix 1: Homeownership Loan Reinstatement

Criteria	Program Terms
Brief description	The Homeownership Loan Reinstatement Program will provide up $20,000 per household to eliminate delinquencies and reinstate, including the current month (delinquency plus one month). HAF Funds may be used to bring the account fully current, with no remaining delinquent amounts, and to repay amounts advanced by the lender or servicer on the borrower's behalf for property charges, including property taxes, hazard insurance premiums, flood or wind insurance premiums, ground rents, condominium fees, cooperative maintenance fees, planned unit development fees, homeowners' association fees or utilities that the servicer advanced to protect lien position. Payment may also include any reasonably required legal fees. HAF Funds may be used for a partial reinstatement if the full reinstatement amount exceeds the household maximum. Homeowner households who are working with their homeownership loan servicer to complete loss mitigation will have the opportunity to incorporate HAF into their default resolution as allowed by servicer procedures and investor guidelines. Servicers should inform the homeowner households who are in default of the availability of the funds and should encourage homeowner households to apply for funding to assist with lump sum reinstatement. Assistance will be available for households without access to loss mitigation or that have already exhausted loss mitigation. HAF funds may also be used prior to or during the loss mitigation process. To the extent the Common Data File (CDF) is implemented by a servicer, the Participant will utilize the process to verify ongoing loss mitigation activity and to facilitate assistance.
Maximum amount of assistance per household	Each household will be eligible for up to $20,000 of HAF funding to be used only for the homeowner's primary residence. If a household is requesting assistance for multiple eligible housing costs such as property taxes or annual homeowner's insurance premiums, whether in conjunction with delinquent payment assistance or separate and apart from a monthly homeownership payment structure, and/or is requesting assistance through other program design elements (with the exception of the utility assistance program design element), the per household award shall not exceed $20,000. Utility assistance has a separate household maximum and is excluded from the $20,000 household maximum benefit available for the pilot, homeownership loan reinstatement, homeownership loan payment, property charge (insurance) default resolution and property charge (taxes) default resolution program design elements.
Homeowner eligibility criteria and documentation requirements	Households are eligible to receive reinstatement assistance if they (1) attest that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater, and (3) currently own and occupy a primary residence in New Mexico. In order to receive assistance, the applicant(s) will provide a self-attestation that the household is able to resume the monthly housing payment following receiving assistance. Where loss mitigation is available, HAF funds may be used to supplement loss mitigation. Assistance will be available for households without access to loss mitigation or that have already exhausted loss mitigation. HAF funds may also be used prior to or during the loss mitigation process. Indicate documentation requirements listed here: Documentation requirements include a legally issued form of identification, documents needed to verify household income, and documentation needed to verify the reinstatement amount such as a current homeownership loan statement or reinstatement quote, or other evidence of housing cost delinquency. To the extent the Common Data File (CDF) is implemented by a servicer, the Participant will utilize the process to verify reinstatement amounts through the servicer.
Loan eligibility criteria specific to the program	Delinquent by at least one payment, including any payments during a forbearance period, or, in the case of a reverse mortgage, has outstanding property charges whether in default or in a repayment plan. A payment will be considered delinquent one (1) day following the due date. Eligible loans include a mortgage, deed of trust, or other consensual security interest on a principal residence and homeowners with consensual contractual agreements on a principal residence such as real estate contracts, lease-purchase contracts, mobile/manufactured home loans, chattel loans and/or land contracts. Eligible properties include single-family residential properties, condominiums and townhomes, manufactured homes permanently affixed to real property and taxed as real estate, and mobile homes not permanently affixed to real property.

	Home Equity Line of Credit (HELOC) loans are ineligible.
Form of assistance	Assistance will be structured as a non-recourse grant. Assistance is not required to be repaid and the Participant will not collect or issue taxable income documentation such as W-9 or 1099 forms, except in cases where the funds are be paid directly to an individual lienholder without an LLC or LLC. This may include private lienholders of homeownership contracts, lease to own contracts, manufactured home land/lot contracts, etc. Private contract lienholders will be required to opt into the program and provide their social security number or taxpayer identification number.
Payment requirements	MFA will disburse HAF assistance directly via check or electronic funds transfer to the homeownership loan lender/servicer, land contract holder, manufactured/mobile home lender, and/or other housing provider as appropriate.

Appendix 2: Homeownership Loan Payment Assistance

Criteria	Program Terms
Brief description	The Homeownership Loan Payment Assistance program design element will provide payment assistance to homeowner households unable to make mortgage or homeownership loan payments due to financial hardship associated with the Coronavirus pandemic. HAF funds may be used to reduce a homeowner's mortgage/homeownership loan payments for monthly housing payments due within a 12-month period following the initial date of approval of the application. The Participant will allocate funding on a first come, first served basis, and will not reserve the entire household maximum for each approved application. Ongoing monthly assistance will be available as described as long as funding is available. Where loss mitigation is available, HAF funds may be used to supplement loss mitigation. Assistance will be available for households without access to loss mitigation or that have already exhausted loss mitigation. HAF funds may also be used prior to or during the loss mitigation process. To the extent the Common Data File (CDF) is implemented by a servicer, the Participant will utilize the process to verify ongoing loss mitigation activity and to facilitate monthly payment assistance.
Maximum amount of assistance per household	Each household will be eligible for up to $20,000 of HAF funding, to be used only for the homeowner household's primary residence. If a household is requesting assistance for multiple eligible housing costs such as property taxes or annual homeowner's insurance premiums, whether in conjunction with delinquent payment assistance or separate and apart from a monthly homeownership payment structure, and/or is requesting assistance through other program design elements (with the exception of the utility assistance program design element), the per household award shall not exceed $20,000. Utility assistance has a separate household maximum and is excluded from the $20,000 household maximum benefit available for the pilot, homeownership loan reinstatement, homeownership loan payment, property charge (insurance) default resolution and property charge (taxes) default resolution program design elements.
Homeowner eligibility criteria and documentation requirements	Homeowner households are eligible to receive assistance under the mortgage payment assistance program design element if they (1) attest that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater, and (3) currently own and occupy a primary residence in New Mexico. Where loss mitigation is available, HAF funds may be used to supplement loss mitigation. Assistance will be available for households without access to loss mitigation or that have already exhausted loss mitigation. HAF funds may also be used prior to or during the loss mitigation process. In order for homeowner households to receive monthly housing payments due within a 12-month period following the initial date of approval of the application, the household must also meet the following criteria: • The household will provide a self-attestation that the household is struggling to sustain their housing payments due to unemployment, underemployment or other continuing hardship. • The household's contractual homeownership loan payment(s) exceed(s) 40% of the household's net income. Indicate documentation requirements: Documentation requirements include a legally issued form of identification, documents needed to verify household income, and documentation needed to verify past due amounts, if applicable, and/or the contractual monthly payment such as a homeownership loan statement or other evidence of housing cost delinquency.
Loan eligibility criteria specific to the program	Delinquent by at least one payment, including any payments during a forbearance period. A payment will be considered delinquent one (1) day following the due date. Eligible loans include those with a mortgage, deed of trust, or other consensual security interest on a principal residence and homeowners with consensual contractual agreements on a principal residence such as real estate contracts, lease-purchase contracts, mobile/manufactured home loans, chattel loans and/or land contracts.

	Eligible properties include single-family residential properties, condominiums and townhomes, manufactured homes permanently affixed to real property and taxed as real estate, and mobile homes not permanently affixed to real property. Home Equity Line of Credit (HELOC) loans are ineligible.
Form of assistance	Assistance will be structured as a non-recourse grant. Assistance is not required to be repaid and the Participant will not collect or issue taxable income documentation such as W-9 or 1099 forms, except in case where the funds are be paid directly to an individual lienholder without an LLC or LLC. This may include private lienholders of homeownership contracts, lease to own contracts, manufactured home land/lot contracts, etc. Private contract lienholders will be required to opt into the program and provide their social security number or taxpayer identification number.
Payment requirements	MFA will disburse HAF assistance directly via check or electronic funds transfer to the mortgage lender/servicer, land contract holder, manufactured/mobile home lender and/or other housing provider as appropriate.

Appendix 3: Property Charge Default Resolution - Insurance

Criteria	Program Terms
Brief description	The Property Charge Default Resolution (Insurance) program design element will provide up $20,000 per household to resolve any property charge default that threatens a homeowner's ability to sustain ownership of the property. This program design element is intended to assist with property charges outside of a homeownership loan escrow or not covered under the Homeownership Loan Reinstatement or Homeownership Loan Payment Assistance program design elements (which will also pay property charges associated with homeownership loan escrows). HAF Funds may be used to pay past due property insurance premiums that threaten sustained ownership of the property and must be brought current by program assistance or resolved concurrently with the program design element providing assistance. Each household may receive funding for up to three years for insurance premiums including force placed insurance. Funds may also be used to pay property charges coming due in the 90 days following household application approval.
Maximum amount of assistance per household	Each household will be eligible for up to $20,000 of HAF funding with respect to the applicant's primary residence. Each household may receive funding for up to three years of premiums, including force placed insurance. Funds may also be used to pay property charges coming due in the 90 days following household application approval. If a household is requesting assistance for multiple eligible housing costs such as property taxes or annual homeowner's insurance premiums, whether in conjunction with delinquent payment assistance or separate and apart from a monthly homeownership payment structure, and/or is requesting assistance through other program design elements (with the exception of the utility assistance program design element), the per household award shall not exceed $20,000. Utility assistance has a separate household maximum and is excluded from the $20,000 household maximum benefit available for the pilot, homeownership loan reinstatement, homeownership loan payment, property charge (insurance) default resolution and property charge (taxes) default resolution program design elements.
Homeowner eligibility criteria and documentation requirements	Homeowner households are eligible to receive property charge assistance under the NMHAF if they (1) attest that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater, and (3) currently own and occupy a primary residence in New Mexico. In order to receive assistance, the applicant(s) will provide a self-attestation that the household is able to resume the monthly housing payment (where applicable) following receiving assistance. Homeowner household is at least one installment payment in arrears on one or more property charges including: • Insurance: homeowner, hazard, flood, wind premiums Indicate documentation requirements: Documentation requirements include a legally issued form of identification, documents needed to verify household income, and documentation needed to verify property charge delinquency such as an invoice or other evidence of property charges delinquency.
Loan eligibility criteria specific to the program	N/A
Form of assistance	Assistance will be structured as a non-recourse grant. Assistance is not required to be repaid and the Participant will not collect or issue taxable income documentation such as W-9 or 1099 forms.
Payment requirements	MFA will disburse HAF assistance via check or electronic funds transfer directly to the eligible entity to which the housing cost is due.

Appendix 4: Property Charge Default Resolution- Taxes

Criteria	Program Terms
Brief description	The Property Charge Default Resolution (Taxes) program design element will provide up $20,000 per household to resolve any property charge default that threatens a homeowner's ability to sustain ownership of the property. This program design element is intended to assist with property charges outside of a homeownership loan escrow or not covered under the Homeownership Loan Reinstatement or Homeownership Loan Payment Assistance program design elements (which will also pay property charges associated with homeownership loan escrows). HAF Funds may be used to pay past due property taxes that threaten sustained ownership of the property and must be brought current by program assistance or resolved concurrently with the program design element providing assistance. Each household may receive funding for up to three years of delinquent taxes. Funds may also be used to pay property charges coming due in the 90 days following household application approval.
Maximum amount of assistance per household	Each household will be eligible for up to $20,000 of HAF funding with respect to the applicant's primary residence. Each household may receive funding for up to three years of delinquent taxes. Funds may also be used to pay property charges coming due in the 90 days following household application approval. If a household is requesting assistance for multiple eligible housing costs such as property taxes or annual homeowner's insurance premiums, whether in conjunction with delinquent payment assistance or separate and apart from a monthly homeownership payment structure, and/or is requesting assistance through other program design elements (with the exception of the utility assistance program design element), the per household award shall not exceed $20,000. Utility assistance has a separate household maximum and is excluded from the $20,000 household maximum benefit available for the pilot, homeownership loan reinstatement, homeownership loan payment, property charge (insurance) default resolution and property charge (taxes) default resolution program design elements.
Homeowner eligibility criteria and documentation requirements	Homeowner households are eligible to receive property charge assistance under the NMHAF if they (1) attest that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater, and (3) currently own and occupy a primary residence in New Mexico. In order to receive assistance, the applicant(s) will provide a self-attestation that the household is able to resume the monthly housing payment (where applicable) following receiving assistance. Homeowner household is at least one installment payment in arrears on one or more property charges including: • Property taxes Indicate documentation requirements: Documentation requirements include a legally issued form of identification, documents needed to verify household income, and documentation needed to verify property charge delinquency such as a tax statement, invoice, or other evidence of property charges delinquency.
Loan eligibility criteria specific to the program	N/A
Form of assistance	Assistance will be structured as a non-recourse grant. Assistance is not required to be repaid and the Participant will not collect or issue taxable income documentation such as W-9 or 1099 forms.
Payment requirements	MFA will disburse HAF assistance via check or electronic funds transfer directly to the eligible entity to which the housing cost is due.

Appendix 5: Utility Payment Assistance

Criteria	Program Terms
Brief description	The Utility Assistance Program will provide funds to resolve delinquent payments for utility services. HAF funds may be used to pay delinquent amounts in full, including interest or reasonably required legal fees, under circumstances in which a delinquency threatens access to utility services. The provided assistance will strive to bring the homeowner's account current. Funds may be used to pay prospective charges for up to the first 90 days following approval if the homeowner is unable to make such payments and (i) funds are not available from other federally funded utility assistance programs to cover these amounts and (ii) the homeowner indicates the financial ability to resume making such payments after the initial 90-day period.
Maximum amount of assistance per household	Each household will be eligible for up to $1,000 through this program.

Homeowner eligibility criteria and documentation requirements	Homeowner households are eligible to receive property charge assistance under the NMHAF if they (1) attest that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 150% of the area median income or 100% of the median income for the United States, whichever is greater, and (3) currently own and occupy a primary residence in New Mexico. Additional requirements: • Homeowner is at least one installment payment in arrears on one or more of the following: utilities, such as electric, gas, home energy, and water. • An attestation by the homeowner(s) that assistance sufficient to resolve the delinquency is not available from other utility assistance programs and, without HAF assistance, the homeowner is likely to lose services Participating homeowners will be required to provide the following documentation in order to establish both need and program eligibility. Documentation requirements include, a legally issued form of identification, documents needed to verify household income and documents needed to verify homeownership, (e.g., a current homeownership loan statement, deed, title), and documentation of utility cost delinquency.
Loan eligibility criteria specific to the program	Not applicable
Form of assistance	Assistance will be structured as a non-recourse grant. Assistance is not required to be repaid and the Participant will not collect or issue taxable income documentation such as W-9 or 1099 forms.
Payment requirements	Funds will be paid directly to the utility provider or other applicable third-party authorized to collect eligible charges.

Appendix 6: New Mexico Homeowner Assistance Fund Pilot Program

Criteria	Program Terms
Brief description	The New Mexico Homeowner Assistance Fund pilot program provides emergency housing grants to income-eligible households experiencing financial hardship associated with the COVID-19 health crisis. These grants are to fund homeownership loan payments and other homeownership costs (e.g. – property taxes, HOA/COA fees, insurance) equal to the amount of the monthly cost made on behalf of income-eligible applicants up to $10,000 per household, to maintain housing and/or to reduce housing cost delinquency associated with the COVID-19 health crisis. Some mobile/manufactured home lot rental payments may also be covered if the homeowner also has a mobile/manufactured loan homeownership payment.
Maximum amount of assistance per household	During the pilot phase of the program, each household will be eligible for up to $10,000 of HAF funding to be used only for the homeowner's primary residence. Homeowners who receive assistance during the pilot phase will be eligible to apply for additional assistance from the permanent program design elements including reinstatement, payment assistance, and property charge default resolution. If a household is requesting additional assistance after receiving assistance during the pilot for multiple eligible housing costs such as property taxes or annual homeowner's insurance premiums, whether in conjunction with delinquent payment assistance or separate and apart from a monthly homeownership payment structure, and/or is requesting assistance through other program design elements (with the exception of the utility assistance program design element), the per household award shall not exceed $20,000. Utility assistance has a separate household maximum and is excluded from the $20,000 household maximum benefit available for the pilot, homeownership loan reinstatement, homeownership loan payment, property charge (insurance) default resolution and property charge (taxes) default resolution program design elements.
Homeowner eligibility criteria and documentation requirements	Households are eligible to receive reinstatement assistance if they (1) certify that they experienced a financial hardship after January 21, 2020 associated with the COVID-19 pandemic, (2) provide income documentation and have incomes equal to or less than 100% of the area median income, and (3) currently own and occupy a primary residence in New Mexico. Indicate documentation requirements listed here: Documentation requirements include a legally issued form of identification, documents needed to verify household income, and documentation needed to verify the delinquent amounts such as a current homeownership loan statement or reinstatement quote, or other evidence of housing cost delinquency.

Loan eligibility criteria specific to the program	Delinquent by at least one payment, including any payments during a forbearance period. A payment will be considered delinquent one (1) day following the due date. Eligible loans include a mortgage, deed of trust, or other consensual security interest on a principal residence and homeowners with consensual contractual agreements on a principal residence such as real estate contracts, lease-purchase contracts, mobile/manufactured home loans, chattel loans and/or land contracts. Eligible properties include single-family residential properties, condominiums and townhomes, manufactured homes permanently affixed to real property and taxed as real estate, and mobile homes not permanently affixed to real property.
Form of assistance	Assistance will be structured as a non-recourse grant. Assistance is not required to be repaid and the Participant will not collect or issue taxable income documentation such as W-9 or 1099 forms, except in cases where the funds are be paid directly to an individual lienholder without an LLC or LLC. This may include private lienholders of homeownership contracts, lease to own contracts, manufactured home land/lot contracts, etc. Private contract lienholders will be required to opt into the program and provide their social security number or taxpayer identification number.
Payment requirements	MFA will disburse HAF assistance directly via check or electronic funds transfer to the homeownership loan lender/servicer, land contract holder, manufactured/mobile home lender, and/or other housing provider as appropriate.

Tables

Table 1: Homeowner Households at or below 150% AMI

MFA Calculation from American Community Survey 2015-2019 5-Year Estimates

County	Homeowner Households Earning Below 150% AMI	All Homeowner Households	% State Homeowner Households Earning Below 150% AMI	% of County Homeowner Households Earning Below 150% AMI
Bernalillo	119,574	168,608	31.9%	70.9%
Catron	1,028	1,162	0.3%	88.4%
Chaves	11,460	16,040	3.1%	71.4%
Cibola	4,354	5,981	1.2%	72.8%
Colfax	3,183	4,157	0.9%	76.6%
Curry	7,443	10,576	2.0%	70.4%
De Baca	348	421	0.1%	82.7%
Doña Ana	31,618	49,113	8.4%	64.4%
Eddy	10,802	14,768	2.9%	73.1%
Grant	5,971	8,067	1.6%	74.0%
Guadalupe	639	867	0.2%	73.7%
Harding	101	138	0.0%	73.3%
Hidalgo	902	1,186	0.2%	76.0%
Lea	10,026	15,045	2.7%	66.6%
Lincoln	4,464	6,096	1.2%	73.2%
Los Alamos	3,142	5,878	0.8%	53.5%
Luna	3,851	5,422	1.0%	71.0%
McKinley	9,951	14,852	2.7%	67.0%
Mora	1,009	1,465	0.3%	68.9%
Otero	11,042	15,172	2.9%	72.8%
Quay	1,227	1,869	0.3%	65.7%
Rio Arriba	6,853	9,784	1.8%	70.0%

Roosevelt	2,771	3,984	0.7%	69.5%
San Juan	20,087	30,813	5.4%	65.2%
San Miguel	5,818	8,166	1.6%	71.2%
Sandoval	28,026	40,082	7.5%	69.9%
Santa Fe	31,786	43,900	8.5%	72.4%
Sierra	3,126	4,106	0.8%	76.1%
Socorro	2,084	3,316	0.6%	62.8%
Taos	6,641	9,249	1.8%	71.8%
Torrance	4,040	4,697	1.1%	86.0%
Union	643	906	0.2%	71.0%
Valencia	17,637	22,010	4.7%	80.1%
New Mexico	371,648	527,896	100.0%	70.4%

Table 2: Homeowner Households at or below 100% AMI

Comprehensive Housing Affordability Strategy 2013-2017 5-Year Estimates

County	Homeowner Households Earning Below 100% AMI	All Homeowner Households	% State Homeowner Households Earning Below 100% AMI	% of County Homeowner Households Earning Below 100% AMI
Bernalillo	61,855	165,610	27.9%	37.3%
Catron	595	1,330	0.3%	44.7%
Chaves	7,100	15,870	3.2%	44.7%
Cibola	3,230	6,450	1.5%	50.1%
Colfax	1,760	3,770	0.8%	46.7%
Curry	4,435	10,665	2.0%	41.6%
De Baca	220	445	0.1%	49.4%
Doña Ana	20,005	48,140	9.0%	41.6%
Eddy	6,325	15,010	2.9%	42.1%
Grant	3,650	8,585	1.6%	42.5%
Guadalupe	500	835	0.2%	59.9%
Harding	70	150	0.0%	46.7%
Hidalgo	695	1,280	0.3%	54.3%
Lea	6,055	15,000	2.7%	40.4%
Lincoln	2,560	6,190	1.2%	41.4%
Los Alamos	1,215	5,545	0.5%	21.9%
Luna	3,420	5,610	1.5%	61.0%
McKinley	8,650	14,130	3.9%	61.2%
Mora	725	1,155	0.3%	62.8%
Otero	6,585	15,170	3.0%	43.4%
Quay	1,210	2,115	0.5%	57.2%
Rio Arriba	5,020	9,850	2.3%	51.0%
Roosevelt	2,020	4,360	0.9%	46.3%

San Juan	13,140	30,645	5.9%	42.9%
San Miguel	4,345	7,770	2.0%	55.9%
Sandoval	15,870	39,815	7.2%	39.9%
Santa Fe	16,905	43,345	7.6%	39.0%
Sierra	2,325	4,020	1.0%	57.8%
Socorro	1,740	3,575	0.8%	48.7%
Taos	4,775	9,365	2.2%	51.0%
Torrance	2,755	4,485	1.2%	61.4%
Union	480	935	0.2%	51.3%
Valencia	11,690	21,720	5.3%	53.8%
New Mexico	221,925	522,940	100.0%	42.4%

Table 3: Race and Ethnicity of Homeowner Households

American Community Survey 2015-2019 5-Year Estimates

County	Socially Disadvantaged Owner Occupied	Hispanic Owner Occupied	Native American and Alaska Native Owner Occupied	Black or African American	Asian Owner Occupied	Native Hawaiian and Pacific Islander Owner Occupied	Other Race Owner Occupied or Two or More Races	White Owner Occupied
Bernalillo	99,398	70,205	4,084	2,907	3,363	97	18,742	86,955
Catron	154	144	0	0	0	0	10	1,018
Chaves	9,148	7,700	228	68	62	0	1,090	8,057
Cibola	4,741	2,255	2,047	0	5	0	434	1,707
Colfax	2,326	1,876	54	0	0	0	396	2,221
Curry	5,987	3,689	70	183	54	0	1,991	6,537
De Baca	294	178	0	0	4	0	112	243
Doña Ana	34,976	29,557	512	662	254	0	3,991	17,853
Eddy	6,600	5,501	139	207	11	0	742	8,868
Grant	3,634	3,206	152	87	0	0	189	4,609
Guadalupe	804	706	32	0	0	0	66	138
Harding	65	47	0	0	0	0	18	91
Hidalgo	622	523	30	15	0	0	54	606
Lea	8,281	6,899	194	335	65	0	788	7,574
Lincoln	1,432	1,284	46	0	13	0	89	4,715
Los Alamos	1,259	734	35	37	177	0	276	4,761
Luna	3,215	2,892	41	63	21	0	198	2,367
McKinley	13,685	2,069	10,608	106	50	6	846	2,079
Mora	1,656	1,177	2	0	0	0	477	256
Otero	6,573	4,680	704	378	83	0	728	9,185
Quay	811	639	2	17	33	0	120	1,170
Rio Arriba	11,464	7,179	1,069	7	22	2	3,185	1,533

Roosevelt	1,876	1,249	45	10	0	0	572	2,633
San Juan	20,322	12,741	2,873	561	545	75	3,527	22,775
San Miguel	15,577	4,791	8,992	138	190	26	1,440	16,608
Sandoval	9,670	6,410	84	67	42	10	3,057	1,546
Santa Fe	22,523	17,390	1,069	316	416	0	3,332	24,636
Sierra	1,094	842	78	0	6	0	168	3,201
Socorro	2,090	1,572	250	0	92	0	176	1,384
Taos	6,000	4,814	451	6	18	0	711	3,953
Torrance	2,043	1,681	4	7	0	0	351	2,953
Union	325	270	7	0	0	0	48	620
Valencia	15,059	11,818	805	221	107	0	2,108	8,854
New Mexico	313,704	216,718	34,707	6,398	5,633	216	50,032	261,706

County	% NM Socially Disadvantaged Owner Occupied	% NM Hispanic Owner Occupied	% NM Native American and Alaska Native Owner Occupied	% NM Black or African American	% NM Asian Owner Occupied	% NM Native Hawaiian and Pacific Islander Owner Occupied	% NM Other Race Owner Occupied or Two or More Races	% NM White Owner Occupied
Bernalillo	31.7%	32.4%	11.8%	45.4%	59.7%	44.9%	37.5%	33.2%
Catron	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%
Chaves	2.9%	3.6%	0.7%	1.1%	1.1%	0.0%	2.2%	3.1%
Cibola	1.5%	1.0%	5.9%	0.0%	0.1%	0.0%	0.9%	0.7%
Colfax	0.7%	0.9%	0.2%	0.0%	0.0%	0.0%	0.8%	0.8%
Curry	1.9%	1.7%	0.2%	2.9%	1.0%	0.0%	4.0%	2.5%
De Baca	0.1%	0.1%	0.0%	0.0%	0.1%	0.0%	0.2%	0.1%
Doña Ana	11.1%	13.6%	1.5%	10.3%	4.5%	0.0%	8.0%	6.8%
Eddy	2.1%	2.5%	0.4%	3.2%	0.2%	0.0%	1.5%	3.4%
Grant	1.2%	1.5%	0.4%	1.4%	0.0%	0.0%	0.4%	1.8%
Guadalupe	0.3%	0.3%	0.1%	0.0%	0.0%	0.0%	0.1%	0.1%
Harding	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Hidalgo	0.2%	0.2%	0.1%	0.2%	0.0%	0.0%	0.1%	0.2%
Lea	2.6%	3.2%	0.6%	5.2%	1.2%	0.0%	1.6%	2.9%
Lincoln	0.5%	0.6%	0.1%	0.0%	0.2%	0.0%	0.2%	1.8%
Los Alamos	0.4%	0.3%	0.1%	0.6%	3.1%	0.0%	0.6%	1.8%
Luna	1.0%	1.3%	0.1%	1.0%	0.4%	0.0%	0.4%	0.9%
McKinley	4.4%	1.0%	30.6%	1.7%	0.9%	2.8%	1.7%	0.8%
Mora	0.5%	0.5%	0.0%	0.0%	0.0%	0.0%	1.0%	0.1%
Otero	2.1%	2.2%	2.0%	5.9%	1.5%	0.0%	1.5%	3.5%
Quay	0.3%	0.3%	0.0%	0.3%	0.6%	0.0%	0.2%	0.4%
Rio Arriba	3.7%	3.3%	3.1%	0.1%	0.4%	0.9%	6.4%	0.6%
Roosevelt	0.6%	0.6%	0.1%	0.2%	0.0%	0.0%	1.1%	1.0%

San Juan	6.5%	5.9%	8.3%	8.8%	9.7%	34.7%	7.0%	8.7%
San Miguel	5.0%	2.2%	25.9%	2.2%	3.4%	12.0%	2.9%	6.3%
Sandoval	3.1%	3.0%	0.2%	1.0%	0.7%	4.6%	6.1%	0.6%
Santa Fe	7.2%	8.0%	3.1%	4.9%	7.4%	0.0%	6.7%	9.4%
Sierra	0.3%	0.4%	0.2%	0.0%	0.1%	0.0%	0.3%	1.2%
Socorro	0.7%	0.7%	0.7%	0.0%	1.6%	0.0%	0.4%	0.5%
Taos	1.9%	2.2%	1.3%	0.1%	0.3%	0.0%	1.4%	1.5%
Torrance	0.7%	0.8%	0.0%	0.1%	0.0%	0.0%	0.7%	1.1%
Union	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.2%
Valencia	4.8%	5.5%	2.3%	3.5%	1.9%	0.0%	4.2%	3.4%
New Mexico	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

County	% County Socially Disadvantaged Owner Occupied	% County Hispanic Owner Occupied	% County Native American and Alaska Native Owner Occupied	% County Black or African American	% County Asian Owner Occupied	% County Native Hawaiian and Pacific Islander Owner Occupied	% County Other Race Owner Occupied or Two or More Races	% County White Owner Occupied
Bernalillo	53.3%	37.7%	2.2%	1.6%	1.8%	0.1%	10.1%	46.7%
Catron	13.1%	12.3%	0.0%	0.0%	0.0%	0.0%	0.9%	86.9%
Chaves	53.2%	44.8%	1.3%	0.4%	0.4%	0.0%	6.3%	46.8%
Cibola	73.5%	35.0%	31.7%	0.0%	0.1%	0.0%	6.7%	26.5%
Colfax	51.2%	41.3%	1.2%	0.0%	0.0%	0.0%	8.7%	48.8%
Curry	47.8%	29.5%	0.6%	1.5%	0.4%	0.0%	15.9%	52.2%
De Baca	54.7%	33.1%	0.0%	0.0%	0.7%	0.0%	20.9%	45.3%
Doña Ana	66.2%	55.9%	1.0%	1.3%	0.5%	0.0%	7.6%	33.8%
Eddy	42.7%	35.6%	0.9%	1.3%	0.1%	0.0%	4.8%	57.3%
Grant	44.1%	38.9%	1.8%	1.1%	0.0%	0.0%	2.3%	55.9%
Guadalupe	85.4%	74.9%	3.4%	0.0%	0.0%	0.0%	7.0%	14.6%
Harding	41.7%	30.1%	0.0%	0.0%	0.0%	0.0%	11.5%	58.3%
Hidalgo	50.7%	42.6%	2.4%	1.2%	0.0%	0.0%	4.4%	49.3%
Lea	52.2%	43.5%	1.2%	2.1%	0.4%	0.0%	5.0%	47.8%
Lincoln	23.3%	20.9%	0.7%	0.0%	0.2%	0.0%	1.4%	76.7%
Los Alamos	20.9%	12.2%	0.6%	0.6%	2.9%	0.0%	4.6%	79.1%
Luna	57.6%	51.8%	0.7%	1.1%	0.4%	0.0%	3.5%	42.4%
McKinley	86.8%	13.1%	67.3%	0.7%	0.3%	0.0%	5.4%	13.2%
Mora	86.6%	61.6%	0.1%	0.0%	0.0%	0.0%	24.9%	13.4%
Otero	41.7%	29.7%	4.5%	2.4%	0.5%	0.0%	4.6%	58.3%
Quay	40.9%	32.3%	0.1%	0.9%	1.7%	0.0%	6.1%	59.1%
Rio Arriba	88.2%	55.2%	8.2%	0.1%	0.2%	0.0%	24.5%	11.8%
Roosevelt	41.6%	27.7%	1.0%	0.2%	0.0%	0.0%	12.7%	58.4%
San Juan	47.2%	29.6%	6.7%	1.3%	1.3%	0.2%	8.2%	52.8%

San Miguel	48.4%	14.9%	27.9%	0.4%	0.6%	0.1%	4.5%	51.6%
Sandoval	86.2%	57.2%	0.7%	0.6%	0.4%	0.1%	27.3%	13.8%
Santa Fe	47.8%	36.9%	2.3%	0.7%	0.9%	0.0%	7.1%	52.2%
Sierra	25.5%	19.6%	1.8%	0.0%	0.1%	0.0%	3.9%	74.5%
Socorro	60.2%	45.3%	7.2%	0.0%	2.6%	0.0%	5.1%	39.8%
Taos	60.3%	48.4%	4.5%	0.1%	0.2%	0.0%	7.1%	39.7%
Torrance	40.9%	33.6%	0.1%	0.1%	0.0%	0.0%	7.0%	59.1%
Union	34.4%	28.6%	0.7%	0.0%	0.0%	0.0%	5.1%	65.6%
Valencia	63.0%	49.4%	3.4%	0.9%	0.4%	0.0%	8.8%	37.0%
New Mexico	54.5%	37.7%	6.0%	1.1%	1.0%	0.0%	8.7%	45.5%

Table 4: Housing Cost Burden for Homeowner Households with a Mortgage and Annual Household Income Less than $75,000

American Community Survey 2015-2019 5-Year Estimates

County	Cost Burden for Homeowner Households with a Mortgage and Annual Household Income Less than $75,000	Total Homeowner Households with a Mortgage and Annual Household Income Less than $75,000	% of NM Homeowner Households with a Mortgage and Annual Household Income Less than $75,000	% of County Homeowner Households with a Mortgage and Annual Household Income Less than $75,000
Bernalillo	36,214	88,050	34.9%	41.1%
Catron	136	1,019	0.1%	13.3%
Chaves	3,006	10,743	2.9%	28.0%
Cibola	771	4,177	0.7%	18.5%
Colfax	1,005	3,113	1.0%	32.3%
Curry	2,349	7,040	2.3%	33.4%
De Baca	68	326	0.1%	20.9%
Doña Ana	9,978	31,115	9.6%	32.1%
Eddy	1,814	7,468	1.7%	24.3%
Grant	1,494	5,594	1.4%	26.7%
Guadalupe	108	674	0.1%	16.0%
Harding	22	98	0.0%	22.4%
Hidalgo	255	857	0.2%	29.8%
Lea	1,706	8,503	1.6%	20.1%
Lincoln	1,339	4,009	1.3%	33.4%
Los Alamos	332	1,112	0.3%	29.9%
Luna	1,085	4,050	1.0%	26.8%
McKinley	1,989	10,620	1.9%	18.7%
Mora	348	1,224	0.3%	28.4%
Otero	2,654	10,334	2.6%	25.7%
Quay	269	1,384	0.3%	19.4%
Rio Arriba	1,400	6,237	1.3%	22.4%

Roosevelt	790	2,592	0.8%	30.5%
San Juan	5,081	18,288	4.9%	27.8%
San Miguel	2,060	6,194	2.0%	33.3%
Sandoval	8,127	20,486	7.8%	39.7%
Santa Fe	9,819	22,316	9.5%	44.0%
Sierra	960	3,342	0.9%	28.7%
Socorro	413	2,205	0.4%	18.7%
Taos	1,537	6,463	1.5%	23.8%
Torrance	1,338	3,577	1.3%	37.4%
Union	134	648	0.1%	20.7%
Valencia	5,241	14,567	5.0%	36.0%
New Mexico	103,842	308,425	100.0%	33.7%

Table 5: Financial Hardship in New Mexico

Housing Pulse Survey: Average Response During Week 1-Week 28 of the HPS

	Experienced Loss of Employment Income	Last Months' Housing Payment was not made or deferred	No or Slight Confidence in Ability to Make Next month's housing payment or payment will be deferred
Less than $25,000	54.8%	26.7%	39.1%
$25,000 - $34,999	48.8%	24.1%	29.0%
$35,000 - $49,999	45.4%	14.5%	23.5%
$50,000 - $74,999	42.3%	14.9%	19.1%
$75,000 - $99,999	38.0%	8.6%	12.9%
$100,000 - $149,999	33.9%	5.9%	8.5%
$150,000 - $199,999	30.9%	2.1%	6.7%
$200,000 and above	27.2%	5.3%	7.1%
Hispanic or Latino	49.5%	16.4%	25.8%
White	37.3%	10.1%	12.5%
Black	45.9%	11.8%	13.0%
Asian	41.5%	11.9%	16.4%
Two or more races & Other races	51.6%	15.1%	22.4%

Table 6: Forborne and Delinquent Single-Family Loans in New Mexico

Department of Treasure Supplied Data Federal Reserve Bank Mortgage Dashboard and Federal Agency Data

	Forbearance Rate	Delinquency Rate
Rural	4.2%	2.1%
Urban	3.5%	1.4%
Low-Income	3.9%	1.8%
Non-Low- Income	3.6%	1.5%
High Minority	4.0%	1.8%

Low Minority	3.4%	1.4%
Federal Housing Administration	8.7%	
United States Department of Agriculture	7.1%	
Veteran's Affairs loans	4.2%	

Table 7: Non-Forborne 90+ Day Delinquent Single-Family Loans

CoreLogic Market Trends January 2021

County	90+ Day Delinquent	Loan County	% NM 90+ Day Delinquent	% County 90+ Day Delinquent
Bernalillo	3,176	88,443	38.2%	3.6%
Catron	1	144	0.0%	0.7%
Chaves	272	4,546	3.3%	6.0%
Cibola	54	785	0.6%	6.9%
Colfax	37	1,415	0.4%	2.6%
Curry	204	4,486	2.5%	4.5%
De Baca	-	57	0.0%	0.0%
Doña Ana	706	19,282	8.5%	3.7%
Eddy	244	4,779	2.9%	5.1%
Grant	96	2,326	1.2%	4.1%
Guadalupe	8	126	0.1%	6.3%
Harding	-	7	0.0%	0.0%
Hidalgo	4	109	0.0%	3.7%
Lea	303	4,005	3.6%	7.6%
Lincoln	104	3,244	1.3%	3.2%
Los Alamos	27	3,363	0.3%	0.8%
Luna	53	1,145	0.6%	4.6%
McKinley	52	1,315	0.6%	4.0%
Mora	5	206	0.1%	2.4%
Otero	179	5,065	2.2%	3.5%
Quay	15	285	0.2%	5.3%
Rio Arriba	111	2,400	1.3%	4.6%
Roosevelt	63	1,180	0.8%	5.3%
Sandoval	842	22,271	10.1%	3.8%
San Juan	412	7,750	5.0%	5.3%
San Miguel	74	1,325	0.9%	5.6%
Santa Fe	668	22,188	8.0%	3.0%
Sierra	26	664	0.3%	3.9%
Socorro	30	822	0.4%	3.6%
Taos	160	3,521	1.9%	4.5%
Torrance	41	704	0.5%	5.8%
Union	10	167	0.1%	6.0%

Valencia	333	6,841	4.0%	4.9%
New Mexico	8,310	214,966	100.0%	3.9%

Table 8: Likelihood of Leaving Home Due to Foreclosure in New Mexico

Housing Pulse Survey: Average Response During Week 1-Week 28 of the HPS

	Very or somewhat likely to have to leave home in the next two months due to foreclosure (4/23/2021)
Less than $25,000	84.3%
$25,000 - $34,999	21.2%
$35,000 - $49,999	5.4%
$50,000 - $74,999	0.0%
$75,000 - $99,999	0.0%
$100,000 - $149,999	0.0%
$150,000 - $199,999	0.0%
$200,000 and above	0.0%
Hispanic or Latino	8.3%
White	8.0%
Black	0.0%
Asian	0.0%
Two or more races & Other races	46.3%
New Mexico Total	19.8%

Table 9: PRC Survey Responses

New Mexico Public Regulation Commission Survey April 2021

Utility/Cooperative	Accounts/Customers in Arrears	Total Residential Delinquency (Accounts in Arrears and Accounts Subject to Disconnect)
Central New Mexico	1,340	$510,760
Central Valley	415	$137,483
Columbus	320	$84,582
Continental Divide	3,258	$1,669,928
El Paso Electric Company		$2,261,989
EPCOR	1,840	$781,814
EPCOR Water		$781,814
Farmers'	1,657	$252,840
Jemez Mountains EC	3,074	$1,352,933
Jemez Mountain Electric Coop		$1,411,169
Kit Carson EC	785	$312,236
Kit Carson Electric Coop		$481,574
Lea County	662	$284,007
Mora-San Miguel	719	$237,100

NM Gas Company		
NM Rural Electric Cooperatives (combined)		
NM Water Service Co.	1,205	$198,697
NORA	307	$38,812
Otero County	533	$284,942
Public Service Company of NM		$19,471,176
Raton Natural Gas	181	$19,435
Raton Natural Gas		$1,613
Roosevelt County	30	$13,238
Sandia Peak Utility Co.	177	$43,924
Sierra	492	$138,273
Socorro	1,467	$483,803
Southwest Public Service Company		
Springer	443	$54,108
SWEC	115	$49,999
Zia Natural Gas	2,231	$1,186,132

Table 10: Housing Condition Issues

American Community Survey 2015-2019 5-Year Estimates

County	Lacking Complete Kitchens	Lacking Complete Plumbing	Total Occupied Housing Units	% of State Lacking Complete Kitchens	% of County Lacking Complete Kitchens	% of State Lacking Complete Plumbing	% of County Lacking Complete Plumbing
Bernalillo	4,511	2,993	293,787	11.3%	1.5%	7.4%	1.0%
Catron	280	669	3,756	0.7%	7.5%	1.7%	17.8%
Chaves	1,643	1,559	27,279	4.1%	6.0%	3.9%	5.7%
Cibola	1,435	1,846	11,397	3.6%	12.6%	4.6%	16.2%
Colfax	389	502	10,284	1.0%	3.8%	1.2%	4.9%
Curry	388	380	21,267	1.0%	1.8%	0.9%	1.8%
De Baca	62	67	1,092	0.2%	5.7%	0.2%	6.1%
Doña Ana	2,397	2,865	87,897	6.0%	2.7%	7.1%	3.3%
Eddy	1,553	735	24,576	3.9%	6.3%	1.8%	3.0%
Grant	1,263	817	15,071	3.2%	8.4%	2.0%	5.4%
Guadalupe	425	305	2,670	1.1%	15.9%	0.8%	11.4%
Harding	135	100	567	0.3%	23.8%	0.2%	17.6%
Hidalgo	465	178	2,454	1.2%	18.9%	0.4%	7.3%
Lea	1,426	958	26,610	3.6%	5.4%	2.4%	3.6%
Lincoln	676	512	18,156	1.7%	3.7%	1.3%	2.8%
Los Alamos	46	0	8,384	0.1%	0.5%	0.0%	0.0%
Luna	946	359	11,287	2.4%	8.4%	0.9%	3.2%
McKinley	3,788	5,055	26,312	9.5%	14.4%	12.5%	19.2%

Mora	522	565	2,981	1.3%	17.5%	1.4%	19.0%
Otero	1,340	1,761	31,745	3.3%	4.2%	4.4%	5.5%
Quay	800	446	5,690	2.0%	14.1%	1.1%	7.8%
Rio Arriba	1,896	2,127	20,184	4.7%	9.4%	5.3%	10.5%
Roosevelt	262	238	8,518	0.7%	3.1%	0.6%	2.8%
San Juan	4,036	4,520	51,113	10.1%	7.9%	11.2%	8.8%
San Miguel	1,439	1,237	15,984	3.6%	9.0%	3.1%	7.7%
Sandoval	1,751	1,576	56,585	4.4%	3.1%	3.9%	2.8%
Santa Fe	1,377	1,206	72,988	3.4%	1.9%	3.0%	1.7%
Sierra	413	431	8,555	1.0%	4.8%	1.1%	5.0%
Socorro	954	1,849	8,234	2.4%	11.6%	4.6%	22.5%
Taos	1,432	1,568	20,916	3.6%	6.8%	3.9%	7.5%
Torrance	780	912	8,026	1.9%	9.7%	2.3%	11.4%
Union	382	371	2,347	1.0%	16.3%	0.9%	15.8%
Valencia	809	1,603	31,208	2.0%	2.6%	4.0%	5.1%
New Mexico	40,021	40,310	937,920	100.0%	4.3%	100.0%	4.3%