



TRUE STORIES OF TRUE IMPACT



Mission

True Access Capital's mission is to educate, empower, and elevate business owners and entrepreneurs, by augmenting technical expertise, increasing access to capital and stimulating business growth throughout Delaware and southeastern Pennsylvania.

Our Staff

Vandell Hampton, Jr.

President & CEO

Barbara Willis

Senior Vice President, Director of Lending

Deborah Harrison

Finance Manager

Sheila A. Harrigan

Portfolio Manager

Clinton Tymes

Technical Assistance Coordinator

Sara Crawford

WBC Program Director

Delores A. Lee

WBC Program Assistant & Office Manager

Phyllis D. McCollum

Senior Community Lending Officer

Lorenzo C. Merino

Senior Community Lending Officer

Courtaney Taylor

Portfolio Administrator

Salaika Adams

WBC Program Specialist

David Ortiz

Business Development Officer

Our Board

Paul B. Hughes, III
Chairperson*

WSFS Bank

Judith M. Scarborough, CPA, CVA, CFF,
Vice Chairperson*

Master, Sidlow & Associates P.A.

Thomas E. Hanson, Jr., Esq.
Secretary*

Barnes & Thornburg LLP

Rachael Mears, Treasurer*

Discover

John M. Bonhomme

J.P. Morgan

Richard E. Campbell, Sr.

Citizens Bank

Emanuel V. DeShields

DE Quest Insurance Group

Robert Gunter,

Donnelley Financial Solutions

Matthew Kattler, CFA

The Buccini/Pollin Group

Jonathan Klass

Quaint Oak Bank

Barry L. Lott

National Council on Aging (NCOA)

Sheryl L. Scanlon, Ed.D.

Wilmington University

Pedro Viera, Jr. *

The PNC Financial Services Group, Inc.

Gloria Zook Diodato*

M&T Bank

*Executive Committee

ABOUT THE COVER—

True Access Capital provided the funding for Vinicio Torres to purchase the building, where he operates his corner grocery store, a staple in the community, particularly during the COVID-19 pandemic.

President's Message



Dear Friends,

As we reflect and report on True Access Capital's 2019 lending and technical assistance activities, we must also acknowledge how the world has changed since March 2020.

As of this writing, the COVID-19 pandemic remains a threat to human and economic health and America is struggling to resolve a painful legacy of racial inequity. In such an environment, economic stability, especially in under-served communities, is vital. With the continued support and determination of our Board and staff, True Access Capital has risen to these challenges. By serving our community faithfully, True Access Capital is helping create the economic growth and stability that will aid in the COVID recovery and contribute to improving racial equity and social justice.

As you flip through this annual report, you will see the quiet impact of the groundwork True Access Capital is creating. Through micro-loans, business growth loans, and technical assistance, True Access Capital is empowering small businesses in one of the most cataclysmic times in American history. You'll read stories of True Access Capital-funded businesses that are creating jobs, while pivoting to adapt to rapidly changing conditions. Each of these business owners is determined to not just survive, but to thrive in the communities that need them most and True Access Capital is determined to be their reliable partner.

Our work has never been more vital. Our focus is unshakeable. With your help, support, and partnership, True Access Capital will remain an anchor in the current storm.

Sincerely,

Vandell Hampton, Jr.
President & CEO

Darrall & Danita Mosley

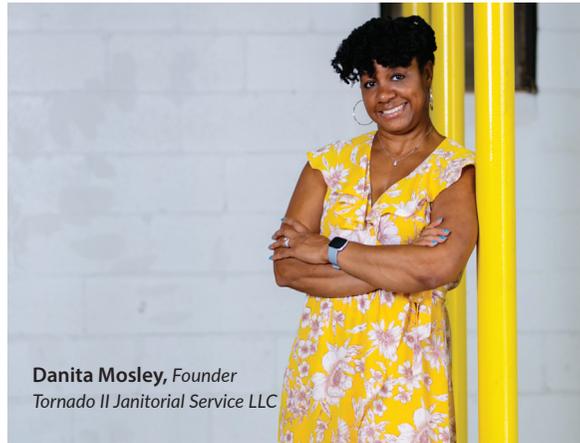
One family grows two businesses with the help of True Access Capital: *Tornado II* and *Achieve Logistic Systems Transport*

Darrall and Danita Mosley have entrepreneurship in their veins. The husband and wife own two businesses, both serving educational institutions throughout the state. Danita founded her commercial cleaning business, *Tornado II Janitorial Service LLC*, after being laid off from her job when her former employer relocated. “We had three small children, we had just purchased a home, and life was happening,” Danita says. “We needed to find a way to maintain our lifestyle.”

An opportunity presented itself when a charter school who was unhappy with their cleaning contractor expressed their challenges to Darrall. “My husband joked that we could come in and clean the school,” Danita said. “He was joking, but it turned out that the school was not.” Danita submitted a proposal, won the contract, and *Tornado II* was born.

“Being in good standing with True Access Capital through Tornado II, we worked with them to secure a loan to purchase some additional vehicles.”

The business grew organically from there, with Danita finding a niche in charter schools and educational institutions. A few years after Darrall’s joke launched a business, *Tornado II* won a contract with Delaware State University (DSU), one of the largest HBCUs in the country. Danita immediately knew that she needed to grow to service the new contract, so she contacted True Access Capital for a working capital loan through its Micro Loan Fund. With the loan proceeds, *Tornado II* was able to hire additional staff and purchase additional equipment necessary for the DSU job. The loan has since been paid in full and *Tornado II* is moving into its twelfth year in business.



Danita Mosley, Founder
Tornado II Janitorial Service LLC

While *Tornado II* was growing, Darrall saw an opportunity to start another company, this one servicing the transportation needs of districts and charter schools in Delaware. He already had many years of experience in logistics. Building on his background as General Manager of a school bus company and leveraging the relationships with school districts and charter schools that *Tornado II* had formed, Darrall opened *Achieve Logistic Systems*

Transport LLC in 2016. The company provides transportation for school-aged children in charter schools, school districts and nonprofits such as churches and youth organizations.

Achieve Logistic opened with two vehicles, but in its second year, several districts asked Darrall to provide larger school buses. Darrall turned to True Access Capital. “Being in good standing with True Access Capital through *Tornado II*, we worked with them to secure a loan to purchase some additional vehicles,” he said.

The loan was timely and impactful: “The loan from True Access Capital in year two helped us gain market share, and now we’re operating with 30 vehicles,” Darrall said.

As the companies have grown, Darrall and Danita have maintained communication with True Access Capital. “They’ve acted as an advisor, helping us brainstorm for future equipment needs and loans that will help our growth,” Darrall said.

And while COVID-19 school closures have changed the landscape of the Mosleys’ businesses, they are positioned to ride out the storm. “We have ideas for new opportunities, but for now we’re just going to hold the line as long as we can and come back stronger when schools reopen,” Darrall said.



Darrall Mosley, Founder
Achieve Logistic Systems Transport LLC

Carry My Own Weight

A clothing line started in a car flourishes with business education courses from True Access Capital



Thomas Jackson,
Founder, Carry My Own Weight

Training & Education at True Access Capital

Technical Assistance has always been a very important component of True Access Capital's lending process. Since the organization's inception, it has always provided technical assistance for its clients and borrowers. Technical Assistance helps prepare potential borrowers for the application/underwriting process and it helps existing borrowers remain sustainable, once the loan has been made. Additionally, True Access Capital offers specialized technical assistance and business training through the Women's Business Center at True Access Capital.

Thomas Jackson began selling "Carry My Own Weight" clothes out of his car in 2015. The brand name was a phrase he adopted as a personal mantra while incarcerated. When he was released, he had the slogan printed on shirts to share with his friends. The clothing was an immediate hit and for the next two years, Thomas continued selling clothing out of his car.

"I wasn't taking it seriously. I didn't have a business license and didn't have a plan," Thomas says. Then, in 2017, Thomas' brother was shot and paralyzed, putting the family in a tough financial spot. "That was the turning point. A friend helped me start an LLC, and I decided to start taking my business more seriously."

By November of that year, Thomas had identified a storefront for rent in his neighborhood, signed a lease, and held a grand opening in January 2018. The first year the storefront was open, Thomas did \$400,000 in revenue. But as he puts it, "I didn't know what I was doing."

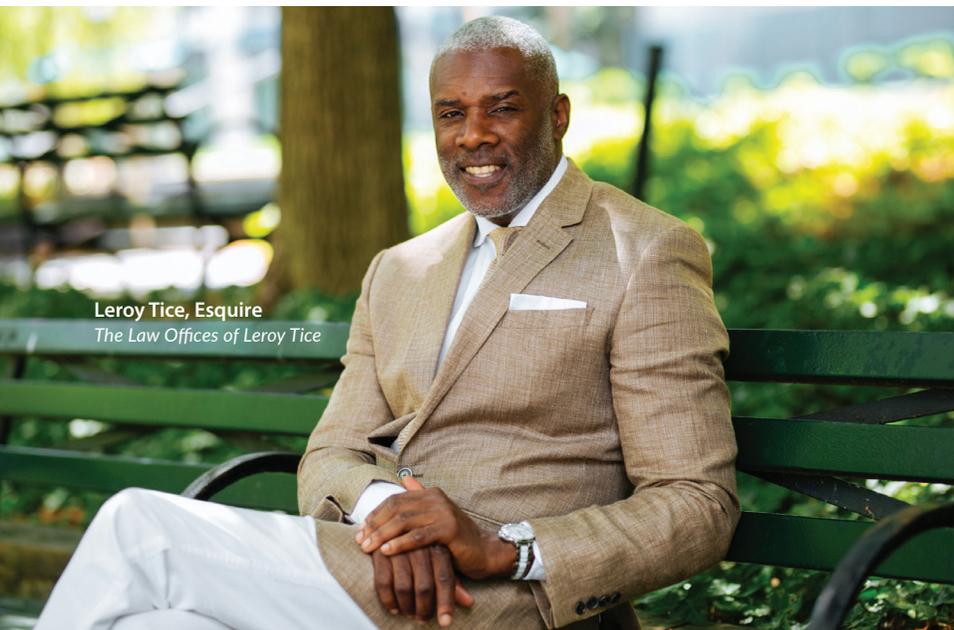
"I bumped into Van Hampton from True Access Capital, and he came to review the numbers with me," Thomas said. Van, the President & CEO of True Access Capital, recommended Thomas get involved in True Access's free business education classes. True Access Capital's technical assistance courses cover topics like the business planning, marketing, and e-commerce.

Thomas enrolled in True Access Capital's Business Growth Strategies course in 2019 and the experience dramatically changed the way he manages his business. "Before I would just spend money and have a bunch of overstocked inventory," he says. "I learned how to manage my inventory and my cashflow, so I don't have a store full of clothes and no cash."

The knowledge he gained in the training course also helped Thomas set goals for Carry My Own Weight. His current focus is growing his online store, with everything from marketing to lowering credit card processing fees. Meanwhile, the storefront remains the business' primary source of revenue, and Thomas plans to purchase his own facility, with a warehouse to store his inventory.

SBA 504 Loan Program

**True Access Capital SBA 504 Loans Fund Business Growth with Fixed-Rate Financing:
The Law Offices of Leroy Tice, Esquire and Tri-State Underground**



Leroy Tice, Esquire
The Law Offices of Leroy Tice

“We became a Certified Development Company in 2016, which enabled us to administer the SBA’s 504 Loan Program”, says Vandell Hampton, Jr., President & CEO of True Access Capital. “We got in the program because we felt it was underutilized in the State of Delaware, particularly with smaller projects.”

Historically, the SBA 504 Loan Program has been driven by the banks. A small business goes to a bank for financing and the bank decides whether or not to utilize the SBA 504 Loan Program. More often than not, the bank will steer the small business to the SBA’s 7(a) program or to conventional financing because it is more profitable for the bank.

That space between what is best for the borrower and what is most profitable for the bank is where True Access Capital steps in to help. “The SBA 504 Loan Program is a great program”, says Hampton. “The fact that a small business owner can purchase a property to operate his or her business in, with as little as ten percent down is amazing. We have identified several local banks that are willing to look at the smaller deals that we typically come across and this has been a win-win for everyone – the bank gets a new customer and our client creates a new banking relationship that it can grow with it”.

Among True Access Capital’s first 504 loans was for long-time, Wilmington attorney and community leader, Leroy Tice.

A Delaware native, Leroy is a prominent presence in Wilmington and throughout the State through his legal practice and philanthropic engagement with the community. He has sat on Delaware State University’s board of trustees for a decade and serves on the Board of Directors for the HOPE Commission. After early career experience as an attorney representing insurance companies, Leroy moved to represent the other side. “I felt like the law was a place where I could help folks who were burdened,” he said of the move to represent plaintiffs.

That desire to help those who are struggling has informed Leroy’s work even outside of

the law. “I look at myself as a resource for the underserved, even beyond personal injury,” he said. “I try to be a resource whereby I can either assist or direct folks, particularly folks in underserved communities, with some form of legal assistance.”

Part of Leroy’s social focus is the revitalization of the City of Wilmington. He lives and works in downtown Wilmington, where he had long rented office space for his legal practice. In 2018, he purchased a building through a 504 loan facilitated by True Access Capital. His practice, the Law Offices of Leroy Tice, Esq., operates on the second floor; Leroy leases the downstairs space to another local business.

As Leroy and his associates have settled into their new office space, he is already looking at what’s next for the firm. “We’re always looking at smart growth – continuing to do good, while doing well,” he says. “I’m a native Delawarean, and I want to continue making a contribution to the state and to the revitalization of the City of Wilmington.”

SBA 504 Loan Overview

A Small Business Administration (SBA) 504 Loan provides long-term, fixed-rate financing for small businesses to acquire fixed assets, like owner-occupied commercial real estate and machinery and equipment. The business owner contributes a 10% down payment, SBA funds 40% of the project, through a Certified Development Company like True Access Capital, and a commercial lender funds the remaining 50% balance.

Another 504 borrower, Rick Hess, the owner of Tri-State Underground, is stretching out at his company's new home, a three-building property, purchased with a 504 loan through True Access Capital.

Tri-State provides directional drilling, trenching and boring services. The underground contracting company's operations moved to their current location in 2019, after the business received a SBA 504 Loan through True Access Capital to fund the property purchase and building renovations.

Prior to that, Tri-State operated out of two rented locations, one that housed office space and one, five miles away that housed materials. "We'd get job details in the office and then drive five miles to the yard to get materials and that whole process added at least half an hour to the day," Rick says. "It's a godsend to have everything under one roof."

These days, Rick's 15 employees — including the mechanic he hired, as an indirect result of the 504 funding — are all working from one site, where they have a dedicated office, a pole barn, and a mechanic's shop. The mechanic's shop allowed Tri-State to create a new job and hire an in-house mechanic, who is completing work faster and cheaper than the previously outsourced work.

Meanwhile, business is growing — and Rick says the growth is directly supported by the 504 funding. "We are continuing to grow, which would have been utterly impossible at our other locations. I was busting at the seams there. We wouldn't have been able to do half the things we've been able to do since we moved in here," says Rick.



Rick Hess
Founder, Tri-State Underground

Lending To Under-Served Communities

Total percentage of loans to underserved communities

30% of loans to low-income borrowers

59% of loans to minority borrowers

48% of loans to women

258 Total number of jobs created or retained

Enterprise Center Capital Corporation Partnership

True Access Capital expands into Philadelphia through a partnership with The Enterprise Center Capital Corporation to fund a \$30 million project: *Pride Enterprises*

In 2018, True Access Capital launched an expansion strategy to grow its presence in Philadelphia and southeastern Pennsylvania, with a goal of creating jobs, economic growth and stability in underserved communities by collaborating with existing financial organizations. In the Fall of 2019, True Access Capital was approached by The Enterprise Center Capital Corporation, a Philadelphia-based Community Development Financial Institution. The Capital Corporation is a division of The Enterprise Center, which has been supporting minority entrepreneurs and under-resourced communities for more than 30 years.

“Between the acquisition of the electrical company and entering the casino project as a subcontractor, commercial banks viewed the deal as high risk... So the collaboration between The Enterprise Center Capital Corporation and True Access Capital made perfect sense”

At the time, the Capital Corporation was assisting Craig Williams, CEO, Pride Enterprises, with the financing for a multi-million dollar construction project at the Philadelphia Live! Casino Hotel. Pride Enterprises is a development, construction management and consulting company, founded by Williams in 1996. Williams was also working to acquire an electrical company, which would enable Pride Enterprises to secure the casino hotel construction contract, without the need to engage an outside electrical subcontractor.

The Enterprise Center Capital Corporation hoped to complete the deal itself, but had reached its lending limits. Following conversations with its Board of Directors, The Capital Corporation approached True Access Capital about partnering to help fund the project.

“Between the acquisition of the electrical company and entering the casino project as a subcontractor, commercial banks viewed the deal as high risk,” says Courtney Wilborn, Senior Director/Loan Officer at The Enterprise Center Capital Corporation. “So, the collaboration between The Enterprise Center Capital Corporation and True Access Capital made perfect sense.”

The partnership was years in the making: Vandell Hampton, Jr., President & CEO of True Access Capital, had worked at The Enterprise Center earlier in his career and spearheaded the launch of The Enterprise Center Capital Corporation. The Capital Corporation issues loans as small as \$1,000 and up to half a million dollars, using non-traditional means of underwriting, focusing more on ensuring the project gets funded, as opposed to underwriting based on FICO scores.

“This is Van’s brainchild,” Courtney says of the Capital Corporation. “Van paved the way for what exists now, in its entirety,” noted Wilborn.

As for True Access Capital’s future in southeastern Pennsylvania, the organization expects to continue collaborating with organizations like The Enterprise Center that share similar goals.



Live!

Vandell Hampton, Jr.
President & CEO
True Access Capital

Courtney Wilborn
Senior Director/Loan Officer
The Enterprise Center

Craig Williams
President & CEO, Pride Enterprises



Sara A. Crawford
*Program Director, The Women's Business Center
at True Access Capital*

COVID-19

In response to COVID-19, the Women's Business Center launched a COVID-19 project to educate current and new business owners regarding critical things they should be doing to remain afloat and to prepare for the future.

The COVID-19 project is coaching businesses on how to best manage through the pandemic as they interact with clients, customers and partners. Training initiatives are educating clients about the core things they need to do to keep their businesses fresh, relevant and sustainable during this difficult time, and alerting business owners to the new business opportunities that the pandemic may present.

Our project also offers one-on-one counseling for businesses in need of COVID-19 relief. Our counselors assist business owners in understanding the grant and relief programs available and guides them through the application process, if needed. These meetings were held via tele or video conference.

In 2019, The Women's Business Center at True Access Capital (WBC) focused on educating and preparing startup businesses on the fundamentals of business plan development and finance, through courses like *Passport to Business Success*, *Community UP!*, and *Bookkeeping & QuickBooks for Small Business*. For existing businesses, we offered advanced training like *Customer Service with a Smile*, *Human Resources for Small Business*, and *Hiring 101* designed to help business owners strengthen their fundamentals. These courses help prepare businesses for long-term sustainability.

Here are other ways the WBC helped drive change and impact communities in the last year:

- Together with True Access Capital, we continued our *Community UP! – Building Communities through Business* initiative, working in disadvantaged areas to revitalize communities and educate emerging entrepreneurs. Most recently, the programming moved into new geographic areas.
- We trained 1,320 people, counseled 280, and hosted 83 training sessions and events to educate our communities, small businesses and aspiring business owners.
- Led and curated *The Pink Experience: One Day Business Symposium* to educate aspiring entrepreneurs and small business owners regarding opportunities to strengthen their business skills by connecting them with experienced industry experts.
- Created a partnership and certificate program with the Business School at Delaware State University, a Historically Black College (HBCU), for our *Passport to Business Success Business Development* program. This partnership allows us to support an emerging market and expand our reach and visibility in southern Delaware.
- Assisted in planning for, and participated in Women's Entrepreneurship Week at Delaware State University.
- Assisted in helping secure \$829,000 in loan capital for small business owners.
- Worked closely with The Association of Women's Business Centers to bring national level opportunities to our small business owners.
- Led and curated *Her Story, Our History*, an event in celebration of Women's History Month honoring women in business and community changemakers.

There is so much more to becoming an entrepreneur than starting a business; it's a journey of self-discovery, personal growth and courageous action. This is why the WBC not only educates our clients, but also equips and empowers them at every step. The impact we have in communities has allowed business owners to provide for their families, create jobs, encourage economic development and make dreams come true.

I feel a tremendous sense of achievement in the strides we have made to keep moving the needle toward larger goals and greater impact. I am looking forward to continuing to walk with purpose while serving our clients and our communities.

With Admiration,

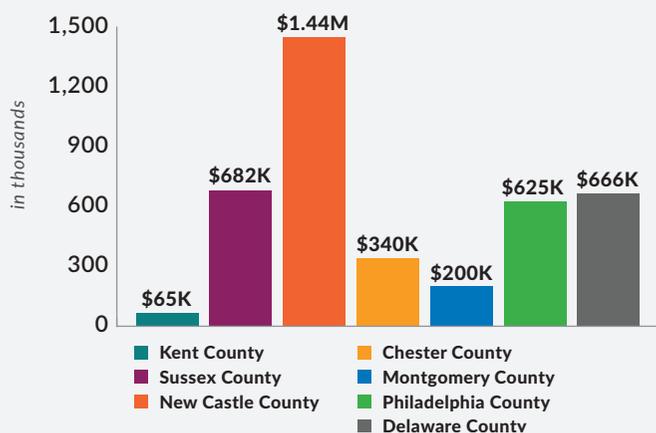


Sara A. Crawford, Program Director
The Women's Business Center



Funded in part through a Cooperative Agreement with the U.S. Small Business Administration.

TRUE ACCESS CAPITAL 2019 LOAN COMMITMENTS – TOTAL \$4,026,000



TRUE ACCESS CAPITAL Statement of Financial Position

	DECEMBER 31,	
ASSETS	2019	2018
Cash and Cash Equivalents	\$ 1,659,686	\$ 1,306,674
Restricted Cash	\$ 2,895,277	\$ 2,389,746
Investments	\$ 48,467	\$ 48,419
Grants Receivable, Net	\$ 199,496	\$ 698,092
Miscellaneous Receivable	\$ 25,545	\$ 6,409
Accrued Interest Receivable	\$ 65,760	\$ 46,475
Prepaid Expenses	\$ 34,792	\$ 18,266
Servicing Asset	\$ 57,289	\$ 7,178
Loans Receivable, Net	\$ 6,131,427	\$ 6,888,721
Equity in investment - Related Party	\$ 257,201	\$ 276,539
Security Deposit	\$ 1,427	\$ 1,427
Property and Equipment, Net	\$ 191,475	\$ 6,496
Total Assets	\$ 11,567,842	\$ 11,694,442
LIABILITIES AND NET ASSETS		
Accounts Payable	\$ 44,547	\$ 42,840
Accrued Expenses	\$ 20,479	\$ 34,861
Deferred Revenue	-	\$ 220
Compensated Absences	\$ 41,529	\$ 31,325
Loan Escrow	\$ 16,555	\$ 5,926
Participation Balance Due to DEDA	\$ 62,432	-
Loans Payable	\$ 7,660,311	\$ 8,090,636
Total Liabilities	\$ 7,845,853	\$ 8,205,808
NET ASSETS		
Without Donor Restrictions	\$ 1,517,345	\$ 1,369,178
With Donor Restrictions	\$ 2,204,644	\$ 2,119,456
Total Net Assets	\$ 3,721,989	\$ 3,488,634
TOTAL LIABILITIES AND NET ASSETS	\$ 11,567,842	\$ 11,694,442



Investors & Contributors

INVESTORS

Artisans' Bank
Bank of America
Barclays Bank of Delaware
Borough of Kennett
Catholic Health Initiatives
Cinnaire
Citizens Bank
Customers Bank
Deutsche Bank Trust Company Delaware
First Priority Bank
First Unitarian Church of Wilmington
HSBC Bank USA, N.A.
Meridian Bank
M&T Bank
Opportunity Finance Network
Sisters of St. Francis of Philadelphia
TD Bank, N.A.
Unitarian Universalist Common Endowment Fund, LLC
USDA - Rural Development
U. S. Small Business Administration
WSFS Bank

CONTRIBUTORS

Artisans' Bank
Bank of America Charitable Foundation
Bancorp (The)
Capital One
Center Dynamics
Community Development Financial Institution
Christiana Care
Citizens Bank
City of Wilmington
Comenity Bank
Discover Bank
Girard & Faire
HSBC Bank USA, N.A.
JPMorgan Chase Foundation
Laffey McHugh Foundation
Longwood Foundation
Malvern Bank
Santander Bank
TD Bank, N.A.
USDA - Rural Development
U. S. Small Business Administration
Welfare Foundation
Wells Fargo Foundation
WSFS

INDIVIDUAL CONTRIBUTORS

Kevin Allen
John Bonhomme
Maggie Cook-Pleasant
Jim Donahue
Gina Hampton
Vandell Hampton, Jr.
Sheila Harrigan
Deborah Harrison
Jimmy Jarrell
Sara Crawford
Daniel Kempfski
Delores Lee
Phyllis McCollum
Rachael Mears
Pedro Moore
Sue Smith
Robert Snowberger
Melanie Thomas-Price
Leroy Tice
Clinton Tymes
Pedro Viera
Azeez Weeks
Neil Wright



TRUE ACCESS CAPITAL

100 West 10th Street
Suite 300
Wilmington, Delaware 19801-1642
(302) 652-6774

trueaccesscapital.org