Dear Friends,

At NEW we are passionate about one thing: helping nonprofits succeed. We see on a daily basis the vital role nonprofits play in our community – helping those struggling to meet the challenges of difficult times and enhancing quality of life for us all. It is our privilege to build the success and sustainability of these organizations, ensuring the continuity of the valuable services they provide. We are proud of the impact we have through the many nonprofits we serve. Impact that is…

**Helping the most vulnerable in our community** – helping families in crisis find food and shelter, improving the lives of at-risk children and youth, helping seniors stay in their homes.

**Creating a brighter future** – empowering children in urban communities to take ownership of their own good health, helping adults learn to read, promoting youth and family development through ethnic and cultural programs.

**Giving hope** – helping individuals in conflict resolve differences peacefully, supporting the vibrancy of the arts with access for all, enriching the cultural, economic, and social vitality of the region.

**Encouraging stewardship** – preserving our farmland and rivers, protecting animals, empowering individuals and organizations to advocate for cleaner, healthier communities.

**Having global effect** – creating affordable, sustainable technologies for the developing world, training students in Haiti to provide world-class health care in their communities, bringing hope for a better future to vulnerable children in China.

The organizations featured above and throughout the pages of this report provide only a small representation of the over 500 nonprofits NEW served in 2009. Working in our own community, in other communities across the state, or even around the globe, these organizations inspire us and give meaning to the work done every day by our team at NEW.

In 2009 NEW's innovative programs helped nonprofits transform their organizations through strong leadership, effective infrastructure, increased technology and administrative capacity, and efficient use of resources and funds. As nonprofits faced unprecedented challenges, NEW's impact was greater than ever before.

Our success would not have been possible without the help of our many supporters and partners. You each share in our success, and we thank you for your support. We are committed to continuing to work with you to realize our vision of an effective, productive, resilient nonprofit sector that is able to grow with the needs and opportunities of all the communities it serves.

With kind regards,

Neel Hajra,
 President & CEO
BoardConnect is NEW's nonprofit board and leadership development program. BoardConnect trains community members interested in board service, educates nonprofit staff and boards on governance best practices, connects nonprofits in need of trustees with qualified candidates, and provides convenient online resources. Our combination of governance training, matching, and support is unique in Michigan – no other provider offers these services as part of an integrated package, providing training and support for the full life cycle of board development.

BoardConnect also maintains a strong commitment to board diversity, exceeding national nonprofit board averages for age, gender, and racial and ethnic diversity in its candidate trainings.

This year, BoardConnect:
• Delivered training, matching, or governance support services to over 500 nonprofits
• Provided in-depth, customized training to over 50 nonprofit boards
• Trained over 250 candidates in the basics of nonprofit board service
• Connected 83 candidates to nonprofit board positions
• Trained over 850 nonprofit staff and board members in governance best practices
• Provided online board development templates and tools to over 300 nonprofit subscribers
• Developed new resources including webinars and an online Board Assessment Tool
• Expanded work with state and regional partners and umbrella organizations to reach more nonprofits despite a difficult economy

Starfish Family Services

"At Starfish, we have made BoardConnect a critical component of our board development processes. All new board members are encouraged to attend NEW’s “Serving on a Nonprofit Board” workshop to supplement our own board orientation. We find that board members – of all experience levels – come back from BoardConnect training invigorated and eager to take their governance responsibilities to new heights. In addition, BoardConnect staff have effectively facilitated board development training with our entire board, objectively helping them interpret and respond to board survey feedback and refocus energy and discussions on mission and long-term strategy."

– Ann Kalass, CEO
Starfish Family Services
NEW's npServ program takes a novel approach to nonprofit computing and administration, combining new technologies to bring affordable, reliable information technology (IT) to nonprofits. Our signature IT support service transforms nonprofit IT capacity and office capabilities – supporting program development, service delivery, record keeping, evaluation, fundraising, and other key functions – while reducing IT costs and environmental impact.

Over the past year, npServ has developed exciting new services and custom solutions. A growing emphasis on new media and online community development helps nonprofits increase transparency and engage volunteers, donors, and constituents in support of their mission.

This year, npServ:

- Provided comprehensive IT infrastructure, training, and support to 11 nonprofits and over 100 users
- Provided email and shared calendaring to nearly 400 users
- Trained over 225 individuals to deploy new media on behalf of their nonprofits
- Provided in-depth web and social media consulting to 5 nonprofits
- Provided general technology training to over 75 individuals representing 46 nonprofits
- Provided a new financial file server solution to 3 nonprofits
- Partnered with nonprofit associations and leading technology providers and consultants to improve service and reach more organizations
- Helped nonprofits implement greener, more cost-effective technologies, reducing overall IT costs by up to 75% and computer-related energy use by up to 90%

**Latinos Family Services**

“NEW’s npServ team has been a much-welcomed resource for Latino Family Services through its daily IT support, but also as an ongoing IT advocate. Our organization needed an unbiased evaluation of our networking and server needs, and it helped to have another nonprofit like NEW understand where we were coming from. It’s based on this trust that we’ve engaged npServ to support our entire organization’s IT needs, from web-based email to automatic data backups. We are not only more efficient operationally but also empowered by our partnership with NEW.”

– Alicia Villarreal, President and CEO

Latino Family Services, Detroit
ResourceConnect helps organizations and individuals find answers to their nonprofit management questions through a variety of online and offline resources. A help line, free one-on-one consultations, and powerful grant and resource databases are just some of the services that link nonprofits to the latest information, opportunities, and best practices.

A new ResourceConnect series called Get Connected provides networking opportunities and information on issues of interest to nonprofits including strategic planning, fiscal health, fundraising, technology, compliance, and public relations.

This year:

- Over 550 individuals, representing 276 organizations, received answers to their nonprofit management questions through NEW’s help line or in-person consultations
- Over 120 individuals received one-on-one assistance searching the Foundation Directory Online, a database of over 98,000 funders
- 1,400 individuals subscribed to NEW’s online newsletter, NEWSNOTES
- NEW’s Directory of Nonprofits, profiling over 575 nonprofits in southeast Michigan, received nearly 107,000 public page views
- NEW’s Nonprofit Resource Database, containing over 1,200 area service providers, websites, books, and other resources, received over 77,000 public page views

“NEW’s ResourceConnect program was incredibly helpful to the Ann Arbor Summer Festival as we looked to strengthen our organizational policies and procedures, specifically as they relate to governance best practices. In addition to NEW’s wealth of nonprofit sector knowledge, its staff offered great assistance and guidance in our efforts.”

– Robb Woulfe, Executive Director
Ann Arbor Summer Festival

Mission Statement:
The mission of the Ann Arbor Summer Festival is to present a world-class celebration of arts and entertainment that enriches the cultural, economic, and social vitality of the region. Preparing to celebrate its 27th season, the festival offers an energetic mix of regional, national, and international artists of all disciplines.
The NEW Center provides affordable office space and shared infrastructure to nonprofit tenants in a professional community of other civic-minded organizations. An Affiliates Program allows non-tenant organizations to take advantage of the Center’s shared infrastructure and amenities, and NEW’s onsite conference rooms are available for use by any nonprofit.

This year:

• 17 organizations called the NEW Center home
• 3 organizations participated in our Affiliates Program
• Nearly 12,000 participants used NEW Center conference rooms for over 1,800 meetings and events

Legacy Land Conservancy

“The NEW Center is a wonderful home for Legacy Land Conservancy. We appreciate being part of a real community of fellow nonprofit organizations, and it’s fantastic when a project partner is right across the hall! We never have to worry about finding good meeting space, fixing the copier, or troubleshooting the internet connection. With the NEW team handling the facilities, we can focus on our mission of protecting local forests, fields, wetlands, and rivers.”

Susan Lackey, Executive Director
Legacy Land Conservancy

Mission Statement:
The Legacy Land Conservancy (formerly Washtenaw Land Trust) protects the forests, fields, wetlands, and rivers of southern Michigan. Serving Washtenaw and Jackson counties, the Conservancy’s mission is to protect local nature and farmland, today and forever.
NEW gratefully acknowledges the contributions of all the volunteers, board members, and committee members who shared their expertise and their time this year. These individuals and their passion for service are vital to strengthening the nonprofit community.

NEW is deeply indebted to Mike Smerza for his expertise and good humor over the past 12 years. Mike’s countless volunteer hours have been invaluable for the smooth functioning of NEW’s database and website. NEW extends a very special thank you to Mike.

Thank you to interns and work study students Yi-Wei Chen, Ayawa Fiagbedzi, David Heetderks, Zenia Lewis, Nicole Morack, Suketu Patel, Katelyn Sedelmyer, Andrea Steves, and Sarah Waugh. Thank you to volunteers Molly Maguire, Donna Pikula, and Krista Proctor-Woon. Their energy, enthusiasm, and assistance were greatly appreciated.

We have made every effort to ensure accuracy and apologize for errors or omissions. Please contact Ann Gladwin (734-998-0160 x 218) with any corrections.
**A U D I T E D   F I N A N C I A L S   2 0 0 8 - 2 0 0 9**

### Revenues

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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Grants, contributions, and sponsorships</td>
<td>$515,998</td>
<td>64%</td>
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<tr>
<td>Earned revenue</td>
<td>$295,905</td>
<td>36%</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$811,903</strong></td>
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### Expenses

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<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Management and general administration (including fundraising)</td>
<td>$283,142</td>
<td>28%</td>
</tr>
<tr>
<td>Programs and services</td>
<td>$718,897</td>
<td>72%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$1,002,039</strong></td>
<td></td>
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</tbody>
</table>

**NEW STAFF 2008-2009**

Jean Borger  
Development Associate

Marianne Clauw  
BoardConnect® Advisor

Jenni Dones  
Program Associate

Ann Gladwin  
Resource Specialist

Neel Hajra  
President and Chief Executive Officer

Donna Huntsman  
Program Associate

Meg Kennedy Shaw  
Administrative Assistant

Diana Kern  
Vice President of Programs

Jen Lenard-Benson  
Development Director

Justin Lunning  
IT Director

Yodit Mesfin-Johnson  
Program Associate

Dallas Moore  
Senior Program Associate, BoardConnect®

Nat Pike  
npServ® Administrator

Patrick Rady  
npServ® Administrator

Linh Song  
npServ® Director

Lia Stevens  
Director of Administration and Facility

Jill Tewsley  
Community Outreach Manager

Meg Kennedy Shaw  
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NEW BOARD OF TRUSTEES 2008-2009

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Michigan Court of Appeals

Joyce Hunter, Vice Chair
Ann Arbor Public Schools

Leon Bunch, Treasurer
Barefoot, Cramer and Associates, LLC

Martha Darling, Secretary
Community Leader

Chris Ballard
Bodman LLP

Royal Caswell, III
McKinley, Inc.

Aaron Dworkin
Sphinx Organization

Neel Hajra
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Quicken Loans/Rock Financial

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University of Michigan

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Sagient

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