WHAT OUR CLIENTS ARE SAYING

“Without npServ™, our organization would be barely functioning. They’ve come in, cleaned up, organized our technology and got us back on the right track. Now that we don’t have to worry about these issues anymore, we can spend more time being a relevant service organization.”

“It is so nice to have the NEW staff in the building. When your landlord shares your space it creates a unique relationship. I like having names and faces together and it’s nice to be able to walk down the hall to ask a question or report a problem. It also creates a community feeling that your in it with us. If there is a building problem your dealing with it each day so we know our doing all you can to fix it ASAP.”

“NEW’s staff is incredibly customer-friendly. They speak in layperson’s language and meet us where we are at in terms of our understanding of technology systems. The options of tickets, help desk emails, and direct phone calls allow us to access them even during off-hours.”

THANK YOU!

We deeply appreciate the generous support of the individuals, foundations, and organizations who supported NEW this year. Your support contributes to the sustainability of not only NEW, but over 500 nonprofits in Southeast Michigan.

To continue to support us, please visit our website at www.new.org and click on Support Us!

FY 2013-2014 DONORS

- AF Ohio
- Ann Arbor Area Community Foundation
- Ashish and Norma Sarkar Foundation
- Bill and Molly Dobson Fund
- Comerica Bank
- Community Foundation of SE Michigan
- Michael Dempsey and Dempsey Inc.
- DTE Energy Foundation
- Fifth Third Bank

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- Google Fund of the Tides Foundation
- Hemophilia Foundation
- J.F. Erving Foundation
- Lloyd and Mable Johnson Foundation
- Mckinsey Fund
- McrInley Foundation
- United Way of Washtenaw County
- W.K. Kellogg Foundation
- Zingerman’s

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- Linda String
- Peg Talburt
- Noel and Kim Thompson
- Michael Tyson *
- Michele Lewis Watts
- Lynne Wright and Marci Fishman

* Board Member

NEW improves the impact and performance of nonprofits by creating high-quality strategic solutions.
A Message from Our President/CEO

Greetings,

November marks my fourth year working at NEW, and now more than ever, I am energized and excited about our accomplishments and what lies ahead! Our team is proud of our growth and ability to provide solutions for nonprofits in SE Michigan. Last year was the best year ever for earned revenue and growth in our 20 year history at NEW! This increase in growth and revenue meant strengthening agencies in the community to better serve and deliver their missions.

Our staff and their commitment to provide solutions to organizations is what catalyzed such success this year at NEW. For example, BoardConnect surpassed all projections while maintaining the related expenses associated with the program. NpServ also delivered on revenue projections. We are a much stronger organization as I look back on my first days on the job.

Donor relationships have increased exponentially! Ambassador Ronald Weiser has embraced our vision and has graciously provided upgrades to the NEW Center. We are grateful to have a new parking lot, and look forward to new carpet and paint in the building. NEW is also working with grantees and potential grantees of numerous foundations. The goal is to increase sustainability and build the capacity of newer organizations. More to come on that front during FY15! Support from Kellogg, McGregor, Skillman, Ann Arbor Area Community Foundation, DTE Foundation and the Lloyd and Mable Johnson Foundation allows us to continue helping over 500 nonprofits in SE Michigan.

I am very proud and honored to work with the team here at NEW! Their dedication to getting things done right and delivering on promises is impressive. The NEW staff works incredibly close and efficiently, and their commitment to leading the nonprofit sector is astounding. Without them, there is no me and I am eternally grateful for all that our team at NEW does.

Thank you all. I can’t wait to share our accomplishments with you further as we move into the next year!

Best wishes,

Michael Tyson, CEO

The Leadership DELI

For more than 20 years, NEW has supported SE Michigan’s nonprofit economy by providing organizations with resources to ensure their sustainability, efficiency and impact. Most recently, NEW partnered with ZingTrain, Zingerman’s award winning business training program. ZingTrain’s world renowned curriculum is often inaccessible to nonprofit organizations. This partnership combines ZingTrain’s world class business and leadership training with NEW’s nonprofit sector expertise to create a leadership cohort accessible to nonprofits called “Leadership DELI – Develop, Elevate, Launch, Innovate.”

Through this leadership cohort, NEW and ZingTrain will serve 15 nonprofits in Washtenaw County, (30+ participants) over seven months. They will leave prepared to fill the leadership pipeline, lift up social enterprise in the sector, and increase economic development and impact through efficiently managed nonprofits.

By the end of the series, participants will be able to use effective evidence-based tools and knowledge to improve his/her leadership skills, and gain the ability to practice those skills in a productive environment. Participants will strengthen their organizational sustainability, uplift community economic development and implement strategies throughout their organization to maximize efficiency, transparency, marketing and messaging.

Join us in celebrating the 15 nonprofits chosen to participate in this program!

Corner Health
Habitat for Humanity
Dawn Farm
Leslie Science and Nature Center
Ypsilanti Meals on Wheels
Ann Arbor Film Festival
Neutral Zone
Ozone House
Avalon Housing
Slow Food Huron Valley
Cancer Support Community
Community Action Network
Ecology Center
Huron River Watershed Council
Dispute Resolution Center

Beginning
October 14, 2014

2013-2014 Financials

INCOME AND EXPENSES

<table>
<thead>
<tr>
<th>REVENUE</th>
<th>EXPENSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earned Revenue</td>
<td>Program and Services</td>
</tr>
<tr>
<td>$644,124 (70%)</td>
<td>Management and General Administration</td>
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<tr>
<td>Grants, Contributions + Sponsorships</td>
<td>(including fundraising)</td>
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<tr>
<td>$280,757 (30%)</td>
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<tr>
<td>$924,881 TOTAL</td>
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CLIENTS SERVED

<table>
<thead>
<tr>
<th>NEW CENTER:</th>
<th>NPSERV:</th>
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<tbody>
<tr>
<td>95% Occupancy achieved</td>
<td>68 Organizations</td>
</tr>
<tr>
<td>86% Lease renewal</td>
<td>705 Workstations</td>
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<tr>
<td>1,689 Room reservations</td>
<td>88 Servers</td>
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<td></td>
<td>581 Email users</td>
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<td>Updates:</td>
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<tr>
<td>Parking lot repairs</td>
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<tr>
<td>HVAC improvements funded</td>
<td></td>
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<tr>
<td>Paint/Carpet funded for FY15</td>
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<tr>
<td>RESOURCE CONNECT:</td>
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<tr>
<td>Served 64 Nonprofits</td>
<td>FDO Access to 324 individuals</td>
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<tr>
<td>1,739 Individuals</td>
<td>12,000 Page views of Resource Directory</td>
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<td>23 Public Workshops</td>
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<td>90 Onsites</td>
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<td>7 Board Matches</td>
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<td>44 Board Room Subscriptions</td>
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