OUR IMPACT

Looking back at fiscal year 2025 - 2026



NEW

released october 2026

Our Mission

NEW inspires and equips mission-driven people, organizations, and communities to realize their visions of a just and thriving society.

Our Vision

Empowered leaders.
Flourishing organizations.
Vibrant communities.



Our Values

We value each other's **humanity.** We believe in treating people with dignity regardless of their role(s).

We value **justice.** We believe that repairing harm - to people and planet - requires addressing the root causes of inequity - systems and structures.

We value **collaboration.** We believe that the best processes and solutions are built with input from the diverse folks they'll impact.

We value **relationships** that connect us. We believe that embracing diversity and working across differences requires trust and accountability.

We value **learning and growth.** We believe that transformation requires continuous development of self and organizations.

We value collective **liberation.** We believe that the only way to free ourselves from oppression is to do it together.

a note from our President & CEO, Will Jones III

For the eight (8) years I've been at NEW, I've always been an ambassador for the organization. And the greatest challenge I've faced in that role is articulating our impact. I imagine that's true for many in the sector. Because the impact we're trying to make, the change we're trying to propel is often complex and nuanced. No matter how narrow your mission, the realities of human lives, and the ways they interweave with larger systems and the natural world, are different person-to-person, family-to-family, neighborhood-to-neighborhood, and so on. Food insecurity or access to clean water look different for everyone, to say nothing of the conceptual work of "capacity-building". And so trying to navigate through the nuance to find patterns and themes to understand impact is work that requires devoted intention, attention, and practice to the point that people devote their entire careers to it.

And in 2025-26 many nonprofits, NEW included, didn't have the resources to devote to impact evaluation in ways that would satisfy the rigor of good scientific standards. Almost all of us were trying to serve more clients and constituents, with fewer resources available and accessible to us, while simultaneously trying to find ways to keep our teams from collapsing under the pressure of that sisyphean task.

Of course, the NEW team was trying to do all of that while also finding our footing with a significantly smaller staff than the year before, and following a major leadership transition. Yodit Mesfin Johnson departed the organization after seventeen (17) years at NEW and five (5) as President & CEO. Her imprint and legacy on the organization and community are vast and deep, incalculable yet present almost everywhere. Her successor, me, was not new to NEW, but was (is) to steering an organization. And in the larger context of what was (is) happening across the nonprofit ecosystem, that could have been rather destabilizing.

Yet, somehow*, we made it through. (*Spoiler alert: the secret ingredients were trust, collaboration, shared power, and A LOT of grace for one another). Despite an almost 30% reduction in staff compared to 2024-25, we served only three percent (3%) fewer organizations month-to-month. Ninety percent (90%) of the respondents to our Community Impact Survey noted that working with the NEW team made a positive impact for their organizations and their work in the community. And ninety-eight percent (98%) said they would recommend NEW to a friend or peer. And still none of that tells you what we got up to and what difference it made for the leaders, organizations, and communities we serve.

To be clear, continuing to meet our peer clients' needs was no easy feat. While it's important to celebrate our success, it was also incredibly hard. No organization should be asked to keep stretching ourselves again and again, without real rest and recovery in between. And yet we, nonprofits in SE Michigan and across the country, are given that mandate. And we have no other choice but to find ways to make it happen, because our loved ones - relatives, friends, neighbors - will suffer otherwise. But this is not sustainable. Yes, we made it happen this time. No, it is not guaranteed that we can do so again. We still need investment, volunteerism, and support in so many ways. But that is another letter.

So in the report that follows, you'll find a few statistics paired with some stories of our work with nonprofits and leaders across SE Michigan. We hope the numbers help you get a sense of the scale of our work, while the stories help lay out some of the nuance and complexity behind what it really means to inspire and equip those who are working towards a just and thriving society. But given the reality of all we're carrying right now, we've kept it light - our priority remains on the work itself.

I wrote more about this in a blog post from the summer of 2026, but I think it's worth restating here, too. I'm incredibly proud and profoundly honored to work with the people who are NEW. I'm also deeply grateful that I get to work alongside them in service to SE Michigan's nonprofits and the people who lead them. You all give, you care, you commit...You are the best people in the world, and you're my role models. Thank you all for trusting us and trusting me to come alongside you in building a just and thriving society. Let's keep going.

Will

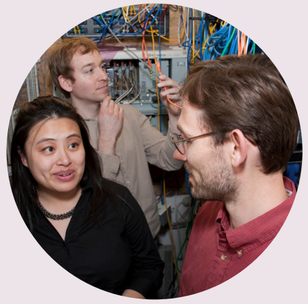


What we do



Consulting: nurturing change in Organizations and Cultures

- Boards & Governance
- Strategic Direction & Planning
- Organizational Culture & Design



Managed Services: Strengthen operations & infrastructure

- Information Technology
- Financial Services
- Office & Shared Space



Leadership Development: Building power and leadership

- Leading with vision
- Leading to financial resilience
- Leading to justice



210 nonprofits served in 2025-26

















“Working with NEW felt like having a guide who really knows us. The retreat helped us get clear about who we are, what we want to accomplish, and how each board member can lead with confidence. We left with real tools and direction, and even homework to keep us moving forward.”

TORCH OF WISDOM FOUNDATION

Over ⅓ have been clients of NEW for more than *5 years*



92%

say NEW's programs and services met their needs.

90%

say NEW's team made a positive impact for their organizations and work in the community

90%

say NEW's programs and services are worth the time and resources invested

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Building & Facilities

Office Space • Room Rentals • Affiliation & Amenities

“The NEW Center has provided us an affordable home and footprint in downtown Ann Arbor since early 2020 through the NEW Affiliate Program. In addition it has introduced us to a whole new community of fellow non-profits that we are thrilled to be part of.”

JUDITH BANKER, CENTER FOR EATING DISORDERS



42
nonprofits served

91%
occupancy



DAN MOON

BUILDING & FACILITIES

Client Spotlight

At NEW, we are connected to many groups doing good work in Southeast Michigan. We want to help you get to know them!

The Ann Arbor Youth Chorale's mission is to transform young lives and enhance the cultural life of Southeast Michigan through music education, performance of quality choral music, and collaboration at the highest level of artistic expression – all in a safe, inclusive environment.

The Ann Arbor Youth Chorale has been part of The NEW Center since 1996! We're proud to work alongside The Ann Arbor Youth Chorale in pursuit of our shared vision of a just and thriving society.

ANN ARBOR YOUTH CHORALE



Consulting

Board Governance • Organizational Culture & Design • Strategy & Direction

“Not only has the NEW Center been easy to work with, but it has also allowed us to build our confidence much more quickly than we suspect fledgling nonprofits generally can. And after achieving 501(c)(3) status, the founders’ LLC purchased the first ZOOM house in Warren, which will be donated to the nonprofit this year. With the NEW Center’s invaluable help and considering the role of our Board members and our relationship to the community, we look forward to continuing our partnership as we work to expand our network of individuals committed to our goals.”

LASONIA J FORTÉ, EXECUTIVE DIRECTOR & CO-FOUNDER,
ZOOM TRANSITIONAL HOUSING

28
nonprofits served

4.5
star rating (out of 5)



ABBEY DAVIS

CONSULTING

Stories of Impact

TORCH *of* WISDOM
FOUNDATION, INC
Changing Tomorrow Today™



For our friends at Torch of Wisdom Foundation, their vision of becoming a premier community anchor in Southeast Michigan is worth striving toward. Their team works every day to uplift families and youth through community enrichment, cultural arts, and scholarships. Their youth programs guide high school students in discovering their strengths and using them to serve their community. Their cultural arts programs help people see how art can spark connection and build personal wealth. Their community grants and small business supports make it possible for local entrepreneurs and nonprofits to keep growing.

Despite their powerful impact in the community, Torch of Wisdom was facing a challenge.

"We needed support to help our board members grow more comfortable with fundraising, advocacy, and speaking proudly about the mission. We also needed help building clarity and shared vision as we welcomed new board members."

That is when they turned to NEW for help, and we are glad they did!

> **"Working with NEW felt like having a guide who really knows us."**

Over the past two years, NEW's Consulting Team partnered with Torch of Wisdom's board and leadership to strengthen alignment and build confidence around their mission. Our work together happened in two parts: a 2024 board development session and a 2025 strategic goal-setting session, both held during TOWF's annual retreats. In the board development portion, we focused on understanding core board roles, identifying what makes a high-performing board, and imagining strong ambassadorship to support

STORIES OF IMPACT: CONSULTING

In the strategic goal development session, we clarified TOWF's shared purpose and 2030 vision, aligned goals across committees, translated retreat insights into concrete next steps, and defined how the board will help move that vision forward.

"Abbey's/NEWs session helped us navigate priorities to allow strategic alignment & focus on the TOWF mission. Each step encouraged participation & sharing of ideas. As a new BOD, I felt my input was valued. If there were any group questions, Abbey provided clarification. Strategic planning is essential to the success of any business or organization. Abbey/NEW truly helped the TOWF BOD formulate strategies for meeting our mission." – Cheryl Bellamy

During our time together, we facilitated their annual planning retreats and guided the board through discussions about vision, goals, and the role of each member in advancing the work. We supported the development of their elevator pitch, helping every board member speak confidently about the mission. We also helped identify areas for future growth by bringing new structure, shared language, and insights that supported both new and long-standing board members.

"Working with NEW felt like having a guide who really knows us. The retreat helped us get clear about who we are, what we want to accomplish, and how each board member can lead with confidence. We left with real tools and direction, and even homework to keep us moving forward."

Since our time together, Torch of Wisdom has a clearer vision for their strategic direction, stronger comfort with board advocacy, and they came away with a stronger sense of what it will take to move toward their vision, with clearer priorities, goals, and strategies to help guide their work. With five new board members joining at once, NEW's support helped everyone feel grounded and aligned. Their team is now entering the next phase of youth leadership work, community enrichment programs, and small business support with shared clarity and renewed purpose.

We are proud and grateful to work alongside Torch of Wisdom in pursuit of our shared vision of a just and thriving

"As a new board member, I felt curious and excited as I'd just been appointed a few months prior. Abbey was a good facilitator, especially for my first board retreat, emphasizing more strategies related to overall board structure + governance in general."

– TOMIKA DEPRIEST



Financial Services

Bookkeeping • Fiscal Sponsorship
Financial Consulting • CPA Partnerships

Educate Youth came to NEW because we had never had a bookkeeper to manage our finances. Up until then, everything was done without the expertise of a bookkeeper or an accountant. Over the past year, we've experienced major positive changes. I'm beginning to fully see the bright light that comes with having our books accurate, organized, and up to date.

NEW has also been a patient teacher, offering clear communication and steady guidance throughout the process—helping us build the financial foundation we truly needed.

EDUCATE YOUTH

68
nonprofits served

5
new fiscally sponsorsed projects



FINANCIAL SERVICES

Stories of Impact

AACHM
African American Cultural & Historical Museum of Washtenaw County

We are proud to help organizations gain the financial clarity and confidence they need to focus on the work that matters most. When nonprofit leaders have access to clear, accurate financial information, they are better equipped to make decisions that support their mission and strengthen their impact in the community.

The African American Cultural & Historical Museum of Washtenaw County (AACHM) has been a valued partner of NEW for more than ten (10) years and was one of the first (1st) organizations to work with us. Over the past decade, we have had the privilege of supporting the museum as it continues to preserve important local history and create meaningful opportunities for education & community connection.

> **“NEW made a difference in our organization being able to make more informed, aligned, and financially sound moves.”**

As the organization continued its important work, its leadership team sought support in strengthening its understanding of the museum’s financial position and building confidence in the financial decisions that would help guide its future.

Through NEW’s Financial Consulting and Bookkeeping services, the museum’s leadership team met regularly with Financial Consultant megan featherstone to review financial records, ask questions, and gain clarity about the organization’s finances. These conversations provided not only technical support but also a welcoming space for learning and discussion.

“We met monthly with NEW to make sure our executive finance team understood our financial records, and were able to ask questions and get clarity from Megan in a judgment-free zone.

STORIES OF IMPACT: FINANCIAL SERVICES

This made a difference in our organization being able to make more informed, aligned, and financially sound moves."

— Lawrielle West, Executive Director, AACHM

Those monthly conversations helped transform financial information from something that could feel overwhelming into a valuable tool for leadership and decision-making. With greater understanding came greater confidence and a stronger ability to make choices that aligned with the museum's mission, goals, and long-term sustainability.

"AACHM have been inspiring clients to work with – the work they've done to preserve, educate and uplift the African American history and community in Washtenaw County sets a precedent in exhibition and programming that's exciting to support."

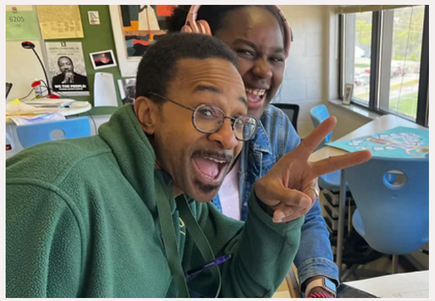
— megan featherstone, Program Manager of Financial Services, NEW

With a better understanding and clarity around its financial position, AACHM continues to do the important work of preserving and sharing local African American history with the community. The organization is now better equipped to focus on its mission and make sure that these important stories are preserved for generations to come.

At NEW, we believe that when nonprofit leaders have access to the tools, knowledge, and support they need, they can lead with confidence and focus their energy on creating lasting impact in their communities. We are proud to work alongside organizations like AACHM whose dedication to preserving history, educating the community, and uplifting local voices helps build a more just and connected society.







"AACHM have been inspiring clients to work with."

IT Services

Business Operations • Collaboration • Computer Hardware
Cybersecurity • Employee Experience Networking

NEW has been a strong partner in supporting Accounting Aid Society's IT operations alongside our internal IT team, helping us stabilize day-to-day support while strengthening our long-term infrastructure and planning.

RHONDA MCCLEESE, CHIEF ADMINISTRATIVE OFFICER, ACCOUNTING AID SOCIETY

59
nonprofits served

1 HOUR
average ticket response time



IT SERVICES

Stories of Impact

The Dispute Resolution Center



Belinda Dulin
Executive Director,
The Dispute Resolution Center

When people come together to resolve conflict, they need spaces that are secure, welcoming, and built on trust. That's where NEW is proud to support The Dispute Resolution Center.

For our friends at The Dispute Resolution Center, a vision of peaceful communities built through affordable, constructive, restorative, and healing approaches to conflict resolution is worth striving toward. Since 1983, they've helped individuals, families, schools, businesses, and organizations across Washtenaw and Livingston counties navigate conflict with compassion and respect. Their work creates opportunities for understanding, accountability, and stronger relationships, making our communities healthier and more connected.

> **"The IT Services provide the privacy and confidentiality of our electronic records, which greatly supports the efficacy of our services."**

"The DRC is a small nonprofit and uses NEW IT Services and conference room space for case services. These are major deficits of the DRC's current structure. The IT Services provide the privacy and confidentiality of our electronic records, which greatly supports the efficacy of services. The conference room use allows our clients to problem-solve in person, which positively impacts the outcome of mediation and restorative justice sessions."

— Belinda Dulin

Despite their incredible impact, the Dispute Resolution Center faced a common challenge for many small nonprofits: having access to secure technology and professional meeting space to effectively serve their clients. Protecting confidential information while creating a welcoming environment for mediation is essential to their work.

STORIES OF IMPACT: IT SERVICES

The Dispute Resolution Center reached out to NEW for help with these challenges, and we are so grateful they did.

Since 2022, NEW's IT team has partnered with the Dispute Resolution Center to provide the technology and infrastructure that allows their team to stay focused on serving the community. Our IT team helps ensure their electronic records remain secure and confidential, while our conference rooms provide a comfortable, professional space for mediation and restorative justice sessions.

Organizations like the DRC help build healthier, more connected communities by giving people the tools to navigate conflict with dignity and respect. Through NEW's IT Services and conference room offerings, we've partnered with the Dispute Resolution Center to provide the infrastructure that allows their team to stay focused on serving the community.

"We are very proud to be working alongside an organization that is doing such important work for the Washtenaw County community and helping them have solid IT tools to work with."

— Terri Mckinnon, Director of IT Managed Services

With reliable IT support and access to welcoming meeting spaces, the Dispute Resolution Center can continue focusing on what it does best: helping people resolve conflict, strengthen relationships, and build more peaceful communities.

At NEW, we're proud to provide the behind-the-scenes support that helps mission-driven organizations like the Dispute Resolution Center create lasting impact where it's needed most.



"We are very proud to be working alongside an organization that is doing such important work for the Washtenaw County community and helping them have solid IT tools to work with."

Learning Communities

Leadership Deli • Champions for Change • Road to Resilience

I was drawn to Leadership Deli because it didn't feel like a conventional leadership program—it felt like a space rooted in deep listening, community wisdom, and the possibility of transforming power structures. I was looking for a space that valued justice not just as a theme, but as a practice. Additionally, I knew people who had participated in previous seasons and recommended that I participate.

JULIUS BUZZARD, GROWING HOPE

30 nonprofits

38 leaders

served this year



CARLY FRIEDRICH

MAI HITOTSUYANAGI

LEARNING COMMUNITIES

Stories of Impact



Rev. Anna Taylor-McCants
Lead Pastor, ELCA Mission Developer, and Executive Director, FedUp Ministries

For our friends at FedUp Ministries, their vision of supporting and uplifting their community through faith, care, and collective growth is something truly worth investing in. Through their work, they create space for people to feel seen, supported, and empowered beyond the challenges of everyday life. Their commitment to nurturing both individuals and the community continues to make a meaningful impact.

Like many organizations doing deeply important work, FedUp Ministries was navigating the pressures of day-to-day leadership while also trying to stay connected to its larger vision and purpose.

Through NEW's Leadership Deli learning community, FedUp Ministries found space to get grounded, reflect, and reconnect with their broader vision for leadership and organizational growth.

"Anna and the FedUp Ministries team showed up to every Leadership Deli session with vulnerability, realness, and genuine depth. They understand that feeding a community is sacred work, and their approach reflects that, nourishing not just bodies but dignity and agency along the way. Every recipe they make starts from the same place: the heart."
— Carly Friedrich, NEW, Director of Learning Communities

> **"Anna and the FedUp Ministries team showed up to every Leadership Deli session with vulnerability, realness, & genuine depth."**

In spring 2025, Pastor and Executive Director Anna Taylor-McCants joined NEW's Leadership Deli cohort, a learning community designed to support nonprofit and community leaders in building stronger, more sustainable leadership practices rooted in reflection, connection, and shared learning.

STORIES OF IMPACT: LEARNING COMMUNITIES

Through the cohort, participants explored tools and practices for visioning, leadership development, and organizational growth. One experience that stood out for Anna was the visioning session, which created space to think beyond the daily demands of leadership and reconnect with long-term hopes for both herself and her organization.

After participating in the cohort, Anna was able to bring what she learned back to her team and facilitate a similar visioning process within FedUp Ministries.

"I joined the Spring 2025 Leadership Deli cohort. After going through the visioning session, I was able to lead my staff through a similar session, giving my team the space to see life for themselves and our work beyond the day-to-day grind. It was a life-giving experience that has driven us to continue to grow in beautiful ways."
– Rev. Anna Taylor-McCants, Lead Pastor, ELCA Mission Developer, and Executive Director

Experiences like these are a reminder that investing in leadership development has ripple effects far beyond one individual. By creating space for reflection, imagination, and connection, organizations are able to build stronger cultures and more sustainable futures for their teams and communities.

We're proud and grateful to work alongside FedUp Ministries in pursuit of a just and thriving society.

"I joined the Spring 2025 Leadership Deli cohort. After going through the visioning session, I was able to lead my staff through a similar session, giving my team the space to see life for themselves and our work beyond the day-to-day grind. It was a life-giving experience that has driven us to continue to grow in beautiful ways."

– REV. ANNA TAYLOR-MCCANTS, LEAD PASTOR, ELCA MISSION DEVELOPER, AND EXECUTIVE DIRECTOR



Systems Change

Collaborative Programming & Services with the Transforming Solidarity Collective: The Dandelion Gatherings

16
leaders
served this year

“The NEW team is remarkably forward-thinking, enthusiastic, warm, and competent. It is a pleasure to be a part of such an innovative, inclusive organization.”



Click here to learn more about this partnership!

TRANSFORMING SOLIDARITY

co.act DETROIT

MICHIGAN COMMUNITY RESOURCES

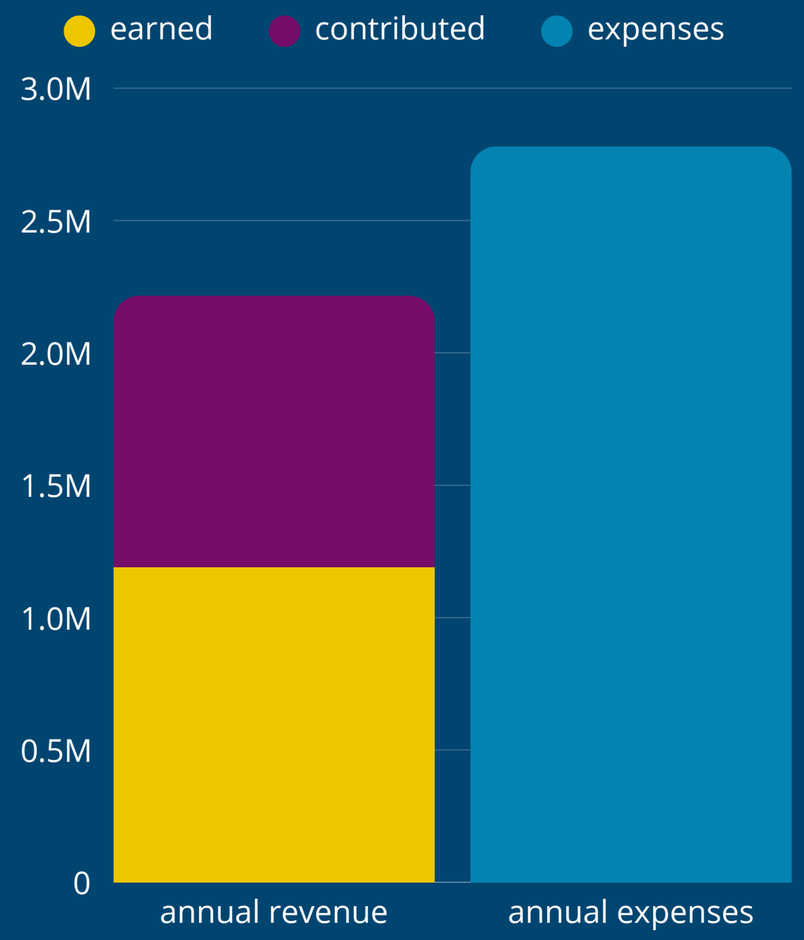
NEW

Organizational Financial impact **2025-2026**

$1,192,096
earned revenue

$ 1,023,729
contributed revenue

$ 2,779,546
annual expenses



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Thank you!

NEW

TRANSFORMING THE FUTURE, TOGETHER.