Strengthening community.
Overview

NPower’s mission is to ensure all nonprofits can use technology to better serve our community. Since opening our doors nationally in 1999, NPower has become a premier source for unbiased, professional, affordable technology assistance and training for the nonprofit community.

NPower is a unique nonprofit. By serving the nonprofit organization directly, NPower ensures its staff members have the technology tools they need to do their jobs, accurately track their outcomes, raise money, and succeed in the organization’s mission. NPower fundraises to bring the cost of technology down and, in some cases (with support from Foundations and Corporations), their support is provided gratis.

This is no small accomplishment. In the nonprofit world, technology is sometimes relegated to the “optional” category of an organization’s budget. Nonprofits would rather use their limited funds, for example, to serve more people in need than pay for new technology. This is an understandable compromise, but one that ultimately weakens the nonprofit organization.

NPower’s services strengthen nonprofits. With your help, NPower is creating a thriving nonprofit sector in which all organizations have stable technological infrastructures, are able to integrate technology into their core tasks, and work toward using technology in innovative ways. With your help, NPower is creating strong communities.
CIO Council

The NPower CIO Council is a leadership body of corporate Chief Information Officers (CIOs), Chief Technology Officers (CTOs) and other senior IT leaders.

The CIO Council has a threefold mission:

• Advise NPower’s staff and the Board of Directors on the design and development of NPower’s service offerings.

• Keep NPower’s staff and board updated on new innovations and best practices in the IT field.

• Help NPower attract new resources to power the overall success of its strategies, programs and solutions. To this end, the CIO Council plays a key role organizing and hosting NPower’s annual luncheon.

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CIO, Sunoco, Inc.

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Stephen Shander
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Nicole Tranchitella
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Nehal Trivedi
Senior VP & CIO, Title Resource Group

John Turner
VP of Employer Markets IT, Lincoln Financial Group

Charles Wallace
VP, Global Information Technology, Keystone Foods

Rudy Wolfs
CIO & Chief Customer Service Officer, ING Direct
Strengthening Community: services

NPower’s service offerings are guided by three goals: to help nonprofits improve their Stability, improve their Effectiveness, and improve their Impact on our community.

Improving a Nonprofit’s Stability and Security
Email, virus protection, data back-up, reliable internet connections, etc., need to be running quietly, in the background, so that nonprofit workers can perform their jobs without distraction. NPower’s “Stable and Secure” services provide nonprofits with:
• Remote maintenance and proactive support
• Scheduled maintenance services
• Emergency support
• Help desk (Donated by CAI)
• Hardware upgrades and server installations

Improving a Nonprofit’s Effectiveness
NPower provides the training, tools, and expertise necessary to overcome the business challenges many organizations face in delivering their services. NPower helps nonprofits become more effective in accomplishing their mission and goals by providing them with:
• Strategic technology planning
• Software selection services
• Technology training
• CRM and database selection and implementation services
• Organization-wide collaboration tools

Improving a Nonprofit’s Impact on the Community
Finally, technology can provide great value to individuals in need. By helping nonprofits leverage technology, NPower provides them with technology that improves their impact on the individuals, families, and causes they serve. NPower provides technology to:
• Bridge the digital divide
• Gather and disseminate information on the web
• Speed communications
• Streamline case management
• Connect individuals to organizations
• Visualize impact and spot the greatest needs
The NPower Information Technology Workforce Program or “IT Works” helps young people who are at high risk for lifelong poverty become job-ready for a technologically sophisticated workplace.

ITWorks offers an immersive IT training program to disadvantaged young adults and then seeks to place graduates in full-time employment in nonprofit, business and public sectors. Students develop IT skills leading to professional certification and practice their new skills through service internships.

ITWorks supports NPower’s mission by providing a flow of reasonably-priced, talented support professionals to our nonprofit clients who are desperately in need of them while, at the same time, providing a life-changing experience to at-risk young adults.

The impacts of the program ripple far beyond the youths and nonprofits immediately involved. They are felt in the families and communities from which ITWorks students come and to which they return when the program is over. Through ITWorks, NPower is truly supporting our entire community.
Strengthening Community: innovation

Johnny Smith is a student in a high school. His story is real though, as you may have guessed, his name has been changed.

Johnny is not a bad student. He gets Bs in most subjects and an A in reading. Despite this, he was failing math. He was even thinking about dropping out of school because his math grades were so low, he couldn’t have graduated anyway.

At 3:15 every day, Johnny went to his local after-school program to play basketball. After the game he sat with the after-school program’s tutor and went over his reading assignments. The tutor didn’t know about Johnny’s problems in math, and Johnny never told them.

Data may not seem terribly important to an after-school program, a recreation center, or a summer program, but the above example shows why data matters. An after-school program may see dozens of school children from several different school districts. The program, with limited resources, can’t contact each student’s teachers and parents for an update on their grades. In some cases kids pass from program to program, with no information at all being collected on who they are or where they are coming from.

As a result of this lack of good data, kids like Johnny continue to struggle. Fortunately for Johnny, NPower had the solution. Funded by the William Penn Foundation’s Youth Development Initiative, NPower implemented a collaborative data collection system in after-school programs across 4 communities. Each community includes approximately 10–25 nonprofit agencies serving hundreds of youth ages 12–18.

To see how much of a difference good data makes, let’s take another look at Johnny’s case. After NPower was done with the technology project, Johnny’s Swipe ID Card called up his file when he walked through the door. Inside it was information on how he was doing in school, emergency contact information for his parents, information about his food allergies, and information about his grades.

The after-school program’s tutor was immediately notified that he is failing math. Instead of helping Johnny with his reading, the after-school program’s tutor knows to say, “Hey Johnny, how about I show you a cool trick I know to solve math problems?”
“Unlike after-school programs of the past, today’s after-school programs are expected to be knowledgeable about a multitude of things so that they can meet more of the needs of our youth. NPower provided our programs with the tools necessary to get started in a concise and inexpensive way. NPower staff went the “extra mile” to provide our agencies with the time and attention necessary to convey the importance of technology in “plain” language. Today, we are more equipped to better serve our youth.”

Janet Riley Ford, Director
Chester Youth Collaborative
About NPower DE

NPower is a nonprofit whose mission is to ensure all nonprofits can use technology to better serve our community. Donor support allows NPower to offer high-quality, professional technology services to nonprofits at low-cost. Any 501(c)(3) – certified nonprofit agency in Delaware is eligible for our services.

To learn more about our services or about supporting NPower, visit us on the web at www.npowerde.org or call 302-256-5015.