OVERVIEW

NPower’s mission is to ensure that all nonprofits in the Greater Philadelphia Region are able to use technology to better serve our community. Since opening its doors in April 2003, NPower has become a premier source for unbiased, professional, affordable technology assistance and training for the Philadelphia region’s 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 for free. This is no small thing. 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.
A Letter from Our Executive Director

June 30, 2010 marked the end of NPower PA’s fiscal year. By all accounts, this was a great year for our organization.

We have been able to navigate the particularly difficult economic downturn of the last two years, ending this year with a modest surplus. We have completely redesigned our service model to be more proactive, wider-reaching, and more efficient. We added the ITWorks program that, for the first time, provides a direct community impact, reaching the most vulnerable of our youth. These accomplishments are significant, they are important, and none of them would have been possible if not for the support of our community.

The NPower community is unique. I am proud of how we accomplish our work — through you! Our board of directors is outstanding. Our CIO Advisory Board is unwavering in its support and advice. Our volunteer base is strong and growing. And, I am humbled by the list of individuals, companies, and foundations that consistently provide the support we need to reach over 400 nonprofit groups that we serve.

Nonprofit groups rely on NPower. They rely on us more than ever to help them navigate the increasingly complex technology sector. They rely on us to keep their infrastructure stable and secure so that they may focus on feeding the hungry, sheltering the homeless, and mentoring the young minds of our future. The economic impact has been felt severely by these groups. They rely on NPower to unlock technology to enable efficiency in their services.

Consider just a few of our highlights:
• We delivered over 20,000 hours of technology services to over 400 community organizations.
• In partnership with the United Way of Southeastern PA and Drexel University, we graduated our first ITWorks class, improving the lives of 15 individuals and, in the process, helping a dozen nonprofits.
• We trained over 200 nonprofit staff members, helping them to better understand the technology they use on a daily basis.
• We completed a web application project with the William Penn Foundation, CommonSpace.us, which is bringing a valuable message of sustainability, and support of our nonprofit sector, to the entire city of Philadelphia.
• We mobilized a volunteer workforce of more than 300 between our ITWorks teaching opportunities, Tech Volunteer Days, and program-improvement committees.
• Our 2009 Annual Technology Awards luncheon raised nearly $200,000 for the nonprofit organizations we support and was attended by more than 425 community leaders.

Your support allowed us to grow and thrive in 2010, launching new programs and helping more organizations than ever. All told, we subsidized the delivery of nearly $2 million of technology services and enabled the donation of nearly $2 million of software to area nonprofits. These achievements are a testament to our dedicated staff, committed board, generous supporters, and you.

As we look ahead, we arguably are in the midst of one of the most disruptive technology shifts in the last decade. The nonprofits we serve will rely on us to help them make important technology decisions that will impact their organizations, their services, and their constituents. We will be here helping them because of you.

Thank you for all you’ve done and continue to do for NPower. Together, we are making our community strong.

Patrick Callihan, Executive Director
October 2010
SERVICES

NPower’s service offerings are guided by three goals: to help nonprofits improve their Stability, Effectiveness, and 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
- Emergency Support with On-Site Technicians
- Help Desk (Donated by CAI)
- Hardware upgrades and server installations
- Cloud-Based Infrastructure and Connectivity

**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
- Software Training
- Database Mapping and Implementation Services
- Organization-Wide Collaboration Tools

**Improving a Nonprofit’s Impact on the Community**
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
- Speed Communications
- Streamline Case Management
- Connect Individuals to Organizations
- Visualize Impact and Spot the Greatest Needs

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1. **Maximize Impact**
   through innovative use of technology solutions

2. **Increase Effectiveness**
   through use of integrated technology applications

3. **Achieve Stability**
   by building the technology foundation of operational efficiency
ITWORKS

In southeastern Pennsylvania, more than 70,000 young people between the ages of 16 and 24 are neither in school nor employed. Currently, workplace internships and other opportunities to gain job skills and experience are available to only a fraction of these young people. The NPower Pennsylvania Information Technology Workforce Program or “ITWorks” helps these young people become job-ready for a technologically sophisticated workplace by teaching them PC configuration and networking skills, troubleshooting, customer service and communication skills, all while acquiring an understanding of a professional work environment. Students develop a robust social consciousness through service internships and are given opportunities upon graduation to be placed as IT workers. ITWorks provides these students with an experience that will help improve their income potential for life and help them become self-sufficient.

ITWorks has an additional benefit that is at the heart of NPower PA’s mission: it provides a flow of reasonably-priced, talented support professionals to their nonprofit clients who are in need of them.

The United Way of Southeastern Pennsylvania is a founding supporter of ITWorks and provided a grant in December of 2008 to kick off the program. Drexel University provided the computer lab where the training took place. The inaugural class graduated in January 2010.

Lila Santos was a member of that first class. Here is her story:

“Before ITWorks I was embarrassed of what my future might be. Lost at a dead end job and unable to provide for my family, I was dependent on my mother who, like me, was working a dead end job. All I needed was a chance and ITWorks gave me that chance. I am now growing into a parent that my son can be proud of. I can be proud too now that I have a career in technology. ITWorks made that possible and I am forever grateful.”

Lila is now employed at NPower.

Solenny Herrera, age 24, had a similar experience with the program.

“I grew up under difficult circumstances. My father did not believe in women being educated outside the home. Through much resistance and lack of support, I was able to attend school, which eventually led me to apply to the ITWorks program. The ITWorks program has helped me to reflect on what my professional goals are in the future and how I can help other people and organizations to become more efficient by using computer technology.”

Solenny was hired by Reed Technology and Information Services, an NPower supporter, immediately following graduation.

Through ITWorks, NPower is truly supporting our entire community.
“NPower has been of significant help. They addressed our problems, found solutions and saved us money. Their knowledgeable staff got a handle on our needs quickly, developed a plan and helped us to implement it. Our work process functions better than ever thanks to NPower.”

- George Krupanski, President/CEO, Boys & Girls Clubs of Delaware

“The Utility Emergency Services Fund (UESF) needed a comprehensive technology plan in order to achieve substantial, and long overdue, upgrades to its technology. At the same time, UESF needed to accomplish the technology overhaul in a way that was both efficient and financially sound. NPower PA provided this to us. Over the long term UESF will be able to work more efficiently, achieve the right results, and do it at a substantial cost savings. And every dollar we save results in a dollar that will help keep the utilities on for a low income family. Thank you NPower!”

- John Rowe, Executive Director, Utility Emergency Services Fund
The Boys and Girls Club of Delaware serves 35,000 youth per year—1 out of every five school-aged children in the state. Their mission is to inspire and enable all young people, especially those in need, to realize their full potential as productive, responsible, and caring citizens.

With 44 sites across the state, The Boys and Girls Club faced an aging technology infrastructure that included multiple servers and required significant spending for technology maintenance.

Working with the Boys and Girls Club, NPower led a strategic technology planning process with the goal of reducing costs and complexity. The resulting plan re-architected the infrastructure and projected a monthly savings of 50% on the maintenance of their systems.

NPower configured and deployed the latest server virtualization technology and co-located the organization’s servers. Achieving economies of scale and efficiency, their computing environment is now also stable and secure. This new architecture allowed the Boys & Girls Club to reduce support costs by $50,000 annually. Those general operating funds can now be used for more important things—reaching more kids with their important programs.

The Utility Emergency Services Fund (UESF) provides emergency grants to families who are struggling to pay their utility bills. UESF provides one-time grants (up to $750 through a match) to help low income households keep the lights on, and stay warm in the winter. UESF has so far distributed over $55,000,000 to 133,000 families in need.

One of the greatest advantages technology provides is speed, and nowhere is speed more critical than in dealing with individuals who may go without life’s basic necessities. NPower helped UESF through a strategic planning process that addressed the issue of speed at every step in the organization’s pipeline. From identification of a family in need, through the cutting of the check, then on to the education portion to ensure that families can be self-reliant, NPower looked at the role of technology in every step of their business processes.

The first change NPower made improved the reliability of UESF’s computer network. The next phase of the project used an on-line database to coordinate UESF’s eleven intake sites around the city. The on-line database is helping to expedite the application process and get aid to families more quickly.

The improved efficiency means UESF can focus on the critical service they provide. Ultimately they will be able to help more families in need.

CommonSpace.us is an application’s whose goal is to make it easy for patrons to find hidden treasures in local neighborhoods. CommonSpace encourages friends to connect at local theatres, restaurants, and local arts and culture events, all while utilizing environmentally friendly transportation methods.

The website is the result of a partnership with the Sustainable Business Network of Greater Philadelphia (SBN), NPower Pennsylvania, Azavea and the William Penn Foundation. NPower acted as the project manager.

The project originated as a way to connect customers to SBN’s network of businesses in Philadelphia, all of which focus on sustainable practices. In planning the platform, NPower reached out to nearly a dozen stakeholders for feedback and ideas. As a result the scope of the project grew to include arts and culture nonprofit organizations and government agencies. The site’s data partners now include SEPTA, Philadelphia Live Arts Festival and Philly Fringe Festival, Greater Philadelphia Cultural Alliance’s Phillyfunguide.com, Greater Philadelphia Tourism Marketing Corporation’s Uwishunu.com, Sustainable Business Network of Greater Philadelphia; and Yelp.com.

Ultimately CommonSpace will help Philadelphia-area arts and culture nonprofits and sustainable businesses thrive by increasing their patronage. At the same time, NPower is helping to build healthy communities by encouraging biking, walking, and public transportation usage. In projects like these, the entire community wins.

“For anyone who: lives on Google Maps or Yelp, is obsessive compulsive about plans, loves discovering new Philly digs—CommonSpace is going to blow your mind. The site, developed by Azavea in partnership with NPower PA and the Sustainable Business Network, finds restaurants, bars, stores, concerts, nearly anything, really, in any given area. You just tell it where you are and how far you’re willing to walk/bike/take SEPTA, and it creates a perimeter around that area.”

- CommonSpace Making Leaving the House So Easy, Even Agoraphobes Can Do it, Philebrity, August 18, 2010
NPower PA's members form a vibrant community of nonprofits dedicated to using technology to better achieve their missions.

**ADVOCACY & COMMUNITY REDEVELOPMENT**
- American Academy of Pediatrics Delaware Chapter
- Barra Foundation
- Bread & Roses Community Fund
- Carroll Park Community Council, Inc.
- Chester Community Improvement Project
- Center for Responsible Funding
- Center for the Study of Economics
- Chester County Economic Development Foundation
- Community Design Collaborative
- Cooperative Business Assistance Corp.
- DANA - Delaware Association of Nonprofit Agencies
- Delaware Valley Grantmakers
- East Mt. Airy Neighbors
- Enterprise Center
- Equality Advocates of Pennsylvania
- Executive Service Corps of the Delaware Valley
- Fairmount Community Development Corporation
- Freedom Development Corporation
- Foundation for Individual Rights and Education
- Friends Center Corporation
- Friends Fiduciary Corporation
- Iraq Veterans Against the War
- Jewish Federation of Greater Philadelphia
- Jewish Reconstructionist Federation
- Jewish Social Policy Action Network
- The Lancaster Avenue Business Association
- Leadership Philadelphia
- Legal Aid of Southeasteren PA
- Mt. Airy Revitalization Corporation
- Mt. Airy, USA
- Mayfair Community Development Corp
- Medical Students for Choice
- NARAL PA
- NeighborhoodsNow
- The Nelson Foundation
- Norris Square Neighborhood Project
- North Penn Community Health Foundation
- Ogantz Ave. Revitalization Corp.
- Philadelphia Association of Community Development Corporations
- Philadelphia Forward
- Philadelphia Hospitality, Inc.
- Richie Ashburn Baseball Foundation
- Stoneleigh Center
- Violette de Mazia Foundation
- West Mount Airy Neighbors
- West Philly Empowerment Zone
- Women's Business Development Center
- Women's Opportunities Resource Center

**ARTS, CULTURE & HUMANITIES**
- African American Museum of Philadelphia
- American Cities Foundation
- Arts & Cultural Council of Bucks County
- Appel Farm Art & Music Center
- Artreach
- Asian Arts Initiative
- Avenue of the Arts Inc.
- Build a Bridge Int'l
- The Center for Emerging Visual Artists
- Cheltenham Art Center
- Civil War and Underground Railroad Museum
- College of Physicians of Philadelphia
- Conservation Center for Arts and Historic Artifacts
- Creative Access
- Dance/USA Philadelphia
- Delaware Art Museum
- Delaware Historical Society
- Delaware Humanities Forum
- Fabric Workshop and Museum
- Friends of Laurel Hill Cemetery
- Friends of the Free Library of Philadelphia
- Friends of the Delaware Canal
- Greater Philadelphia Cultural Alliance
- Hedgerow Theatre
- Historic Yellow Springs
- InLiquid
- Jeanne Ruddy Dance
- Leewe Foundation
- Mural Arts Program
- Moonstone, Inc.
- Main Line Arts Center
- Mum Puppet Theatre
- Moving Traditions
- North City Arts
- Opera Company of Philadelphia
- Philadelphia Art Alliance
- West Park Cultural and Opportunity Center
- Painted Bride Art Center
- Pennsylvania Humanities Council
- Philadelphia Jewish Archives Center
- Philadelphia Singers
- Philadelphia Young Playwrights
- Point Breeze Performing Arts Center
- Rosenbach Museum and Library
- Spiral Q Puppet Theater
- William Jeanes Memorial Library
- Wood Turning Center

**EDUCATION**
- Ayuda Community Center
- Breakthrough of Greater Philadelphia
- Business Center at New Covenant Campus
- Development
- Camp Dreamcatcher
- Campus Philly
- Care to Learn Child Development Center
- The Caring Center, Inc.
- Chester County Futures
- Child & Home Study Associates
- Childspace CDI
- Children's Scholarship Fund of Philadelphia
- Children's Village
- Childspace West
- Chinatown Learning Center
- Community Learning Center
- Columbia North YMCA Child Readiness Center
- Collegiate Consortium for Workforce and Economic Community Education Alliance of West Philadelphia
- Community Women's Education Project
- Cornerstone Christian Academy
- Cradles to Crayons
- Creative World Learning Center
- Delaware Institute for the Arts in Education
- Delaware Charter Schools Network
- Delaware Financial Literacy Institute - The Money School
- Delaware Valley Council for Early Care and Learning
- DELCO Child Day Care Association
- Educating Communities for Parenting
- Emergency Aid Fund of PA
- Falcone Foundation
- The Food Trust
- Greene Street Friends School
- Hunting Park Christian Academy
- Hope Partnership for Education
- Innovative Schools Development Corp
- Japanese House and Garden Shofuso
- Jack Miller Center
- Junior Achievement of Del Valley, Inc.
- Literacy Volunteers Serving Adults
- Miquon School
- Middle States Association of Colleges & Schools
- MicroSociety, Inc.
- Mt. Airy Community Computer Center
- Mt. Airy Learning Tree
- Northern Home for Children and Family Services
- Old Pine Community Center
- Parent Infant Center
- Parenting Center at Abington
- Pegasus Riding Academy
- Pendle Hill
- Philadelphia Reads
- Philadelphia Early Childhood Collaborative
- Philadelphia Education Fund
- Philadelphia Veteran's Multi Service Education Center
- Pioneer International
- Plymouth Meeting Friends School
- The Preschool Project
- Read Aloud Delaware
- Research for Better Schools
- Rising Sun Children's Center
- Rodel Foundation Delaware
- Smith Memorial Playground & Playhouse
- Step By Step Center
- Stepping Stone Scholars Inc.
- Tyler Arboretum
- Trinity Cooperative Day Nursery
- West Philadelphia Child Care Network
West Philadelphia Financial Services Institution
Youth Build Charter School
Youth Enrichment Programs
Young Involved Philadelphia
YWCA of Bucks

ENVIRONMENT & ANIMALS
10,000 Friends of Pennsylvania
Bicycle Coalition of Greater Philadelphia
Briar Bush Nature Center
Cathedral Park Association
Chester Ridley Crum Watersheds Association
Clean Air Council
Clean Water Fund
Delaware Valley Earth Force
Delaware Valley Green Building Council
The Energy Cooperative
Energy Coordinating Agency of Philadelphia, Inc.
Fairmount Park Conservancy
Free Schuylkill River Park
Greentreks
Pennsylvania Horticultural Society
Pennsylvania Land Trust Association
Philadelphia Parks Alliance
Philadelphia Weed & Seed Project
Schuylkill Center for Environmental Education
South of South Neighborhood Association
Sustainable Business Network
Tri-State Bird and Rescue Research
Urban Tree Connection

HEALTH
ACLAMO
Action AIDS
Adult Care of Chester County
Adult Congenital Heart Assoc.
AIDS Fund
Alex’s Lemonade Stand Foundation
Alzheimer’s Association, Delaware Valley Chapter
Amnion Crisis Pregnancy Centers
Association for Frontotemporal Dementia (AFTD)
Autism Delaware
The Birth Center
The Center for Autism
Center for Human Integration
Christian Counseling Center
The Clinic Phoenixville
Community Health & Dental Care, Inc.
Consumer Satisfaction Team of Montgomery County Council For Relationships
Cuddle My Kids, Inc.

Daddy’s Spirit Moves Me Forward
Deaf Hearing Communication Centre
Delaware Breast Cancer Coalition
Delaware Valley Habitat for Humanity
Epilepsy Foundation of Eastern Pennsylvania
Family Planning Council
First Hospital Foundation
Friends Neighborhood Guild
GALAEI
Germantown Avenue Crisis Ministry
Greater Philadelphia Coalition Against Hunger
Health Federation of Philadelphia
Health Promotion Council of Southeastern PA
Home Health Care Management
Homemaker Service of the Metropolitan Area, Inc.
Kids With Food Allergies, Inc.
Mary J. Drexel Home
Maternity Care Coalition Philadelphia
Maternal and Child Health Consortium
Mazzoni Center
Medical Videogame Software Association
Mental Health Association of SEPA
Mission Kids Child Advocacy of Montgomery County
Montgomery County Association for the Blind
My Father’s House
The Open Line
PA Association of Psychosocial Rehabilitation Services
Partnership For Community Supports
Partnership for the Delaware Estuary
Penn Asian Senior Services
Philadelphia Black Women’s Health Project
Philadelphia Developmental Disabilities Corp. The ARC PDDC
Philadelphia FIGHT
Phoenixville Community Health Foundation
Planned Parenthood of SEPA
Prevention Point Philadelphia
Quest Therapeutic Services
Saint Ignatius Home
St. Christopher’s Foundation for Children
Southern NJ Perinatal Cooperative
Susan G Komen Breast Cancer Foundation
United Cerebral Palsy of Philadelphia & Vicinity
Village of Arts and Humanity
Vision for Equality
Women of Faith and Hope, Inc.
Women’s Therapy Center

HUMAN SERVICES
Access Services
Achieve Ability
Acts of Generosity
A Door of Hope Pregnancy Center
Adults with Developmental Disabilities
AID For Friends
AIDS Law Project of Pennsylvania
Aldersgate Youth Services Bureau
American Red Cross SEPA Chapter
Arc Community Trust
The ARC of Chester County
Asociacion de Puertorriqueños en Marcha, Inc.
Bethesda Project
Birthright Armenia

Boys & Girls Clubs of Delaware
Burn Foundation
Bridge of Hope
Cambodian American Senior Assoc., Inc.
Canine Partners For Life
Career Wardrobe
Center for Advocacy for the Rights and Interests of the Elder
The Center for Positive Aging in Lower Merion
Center for Resolutions
The Center Foundation
Centro Nueva Creacion
Chester Youth Collaborative
Chestnut Hill Senior Center
Community Advocates Association for Children & Youth, Inc.
Community Housing Services, Inc.
Community Legal Services
Community Ventures
Community Youth & Women’s Alliance
Congreso de Latinos Unidos
Consumer Credit Counseling of Delaware Valley
Council of Spanish Speaking Organizations of Philadelphia, Inc.
The Crime Victims’ Center of Chester County
Daemion House, Inc.
Delaware Guidance Services for Children and Youth, Inc.
Dignity Housing
Disability Ministries Association
ElderNet
Empowerment Group
Episcopal Community Services
Family and Community Services of Delaware County
Family Services of Montgomery County
Family Support Line
Family Support Services
Finanta
Freedom Valley Disability Enablement Friends of Farmworkers, Inc.
Friends of the Children National
Friends Rehabilitation Program, Inc.
Gateway Employment Resources
Girls Inc.
Girls Inc. Delaware
Girls on the Run
Golden Slipper Center for Seniors
Good Shepherd Mediation Program
Greater Phila Urban Affairs Coalition
Habitat for Humanity of Philadelphia
Habitat for Humanity of Bucks County
Homeless Assistance Fund, Inc.
Hedwig House, Inc.
HIAS and Council
Homeownership Counseling Association of DV
Homeless Planning Council of Delaware
Housing Alliance
Impact Services
Independent Monitoring Corporation
Institute for Civic Values
Institute for the Development of African American InterCommunity Development Corporation
Interfaith Coalition of Food Centers
InterFaithways
Jewish Family & Children’s Service
Kensington South Neighborhood Advisory Council
Keystone Opportunity Center
Legal Aid of SE PA
Legal Services Corporation of Delaware, Inc.
Liberata
The Lighthouse, Inc.
Lutheran Settlement House
MANKA
Meals on Wheels DE
Mental Health Association Delaware
Montgomery County Action Development Commission
Montgomery County Mediation Center
Nationalities Service Center
Naturally Occurring Retreat Community
Newman Center at Drexel University
Neighborhood Interfaith Movement
Network of Victim Assistance
No Longer Bound
Northwest Philadelphia Interfaith Hospitality Network
Parkside Association of Philadelphia
The Partnership CDC
PathWaysPA
Pennsylvania Assistance Technology Foundation
Pennsylvania Immigration and Citizenship Coalition
Pennsylvania Legal Aid Network
People’s Emergency Center
Peter’s Place
Philadelphia Citizens for Children and Youth
Philadelphia Development Partnership
Philadelphia Legal Assistance
Philadelphia Neighborhood Housing Services, Inc.
Philadelphia Ronald McDonald House
Philly LifeSavers
Phoenixville Area Community Services
Planned Lifetime Assistance Network of Pennsylvania
Precious Gems Supportive Services
Programs Employing People
Project to end Homelessness in PA
Regional Housing Legal Services
Rocky Run YMCA
RSVP of Montgomery County
Safety Net Foundation
Salvation Army Developmental Disabilities Program
Senior Community Services of Delaware County
Southeast Asian Mutual Assistance Coalition, Inc.
Siloam
St. Joseph’s Carpenter Society
St. Mary’s Respite Center
Support Center For Child Advocates
Supportive Older Women’s Network
Surrey Services for Seniors
Teenshop, Inc.
Tenant Union Representative Network
Temple Legal Aid Office
Travelers Aid Philadelphia
Trevor’s Campaign
Turning Points for Children
Union of Social Services
United Communities Southeast Philadelphia
Urban League of Philadelphia
USO of Pennsylvania & Southern New Jersey, Inc.
Utility Emergency Services Fund
Volunteer English Program
White Dog Cafe Foundation
The William Way Community Center
Women Against Abuse
Women In Transition
Women’s Campaign International
Women’s Community Revitalization Project
Women’s Law Project
Women’s Resource Center
Womens Way
Youth, Inc. The Beacon Center
Youth United for Change

NPower PA serves all nonprofits by providing them with unbiased, professional, and affordable technology services.

Geographic Area and Constituency Served:
Any 501(c)(3)-certified nonprofit agency in Pennsylvania, southern New Jersey, and Delaware is eligible for membership and our services. Members are entitled to substantial discounts on our consulting and training services in addition to other benefits. 87% of NPower’s members are located in Philadelphia County. 82% of NPower’s members have operating budgets between $100,000 and $5 million dollars.
Supporters

NPower is deeply grateful to the many sponsors whose generous gifts provide vital resources for its programs and services. If you would like information on supporting NPower, please contact the Development Office at 215-557-1559.

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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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William H. Morgan
Vice President, Human Resources, NASDAQ
2009 Luncheon

NPower Pennsylvania’s Nonprofit Technology Awards Luncheon brings together individuals and corporations who are committed to sustaining and improving nonprofit organizations in our community. It is the region’s premiere event for technology executives who care about the nonprofit sector and want to make an impact.

Last year, more than 425 leaders from the greater Philadelphia’s business community were in attendance. Together, they helped raise $182,000 to benefit NPower PA’s mission and the over 400 nonprofits NPower serves.

Tom Mullin
Chief Information Officer, Ovations Insurance Solutions

Phil Newmoyer
Vice President Global IT, Genmab, Inc.

Brendan O’Malley
Vice President & Chief Information Officer, Tasty Baking Company

Niraj Patel
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Executive Partner, Accenture

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Senior Vice President & Chief Information Officer, Title Resource Group

Charles Wallace
VP, Global Information Technology, Keystone Foods

Rudy Wolfs
Chief Information Officer & Chief Customer Service Officer, ING DIRECT
## FINANCIALS

### NPOWER PA INCOME STATEMENT

#### INCOME

**Contributed Income**

- **Grants:**
  - Hardware/Software: 2010: $5,000, 2009: $9,000, 2008: $15,000
  - Service Delivery: 2010: $10,000, 2009: $34,000, 2008: $37,500
  - Other: 2010: $9,898

- **Contributions - individual:** 2010: $32,767, 2009: $28,313, 2008: $18,886
- **Contributions - in-kind:** 2010: $114,140, 2009: $90,023, 2008: $22,980

**Total Contributed Income:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$818,307</td>
<td>$781,380</td>
<td>$927,094</td>
</tr>
</tbody>
</table>

**Consulting:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1,129,483</td>
<td>$998,546</td>
<td>$933,157</td>
</tr>
</tbody>
</table>

**Membership Dues:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$5,100</td>
<td>$8,170</td>
<td>$8,900</td>
</tr>
</tbody>
</table>

**Total Earned Income:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1,192,165</td>
<td>$1,038,371</td>
<td>$1,003,631</td>
</tr>
</tbody>
</table>

**Interest Income:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$12,841</td>
<td>$39,570</td>
<td>$25,028</td>
</tr>
</tbody>
</table>

**Other Income:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$12,841</td>
<td>$39,570</td>
<td>$25,028</td>
</tr>
</tbody>
</table>

**Total Other Income:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$12,841</td>
<td>$39,570</td>
<td>$25,028</td>
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</tbody>
</table>

**Total Income:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$2,023,313</td>
<td>$1,859,321</td>
<td>$1,955,753</td>
</tr>
</tbody>
</table>

**Total Revenue & Support:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$2,023,313</td>
<td>$1,859,321</td>
<td>$1,955,753</td>
</tr>
</tbody>
</table>

#### EXPENSES

**Program Services:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1,623,780</td>
<td>$235,374</td>
<td>$1,501,012</td>
</tr>
</tbody>
</table>

**Support Services**

- **Management & General:**
<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$151,692</td>
<td>$234,374</td>
<td>$184,414</td>
</tr>
</tbody>
</table>
- **Development & Fundraising:**
<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$203,643</td>
<td>$234,180</td>
<td>$33,818</td>
</tr>
</tbody>
</table>

**Total Support Services:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$355,335</td>
<td>$469,554</td>
<td>$218,232</td>
</tr>
</tbody>
</table>

**Total Expense:**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1,979,115</td>
<td>$1,939,620</td>
<td>$1,719,244</td>
</tr>
</tbody>
</table>

**CHANGE IN NET ASSETS**

<table>
<thead>
<tr>
<th>Year</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$44,198</td>
<td>$(80,299)</td>
<td>$236,509</td>
</tr>
<tr>
<td>Net Assets, beginning of fiscal year</td>
<td>$955,745</td>
<td>$1,036,044</td>
<td>$799,535</td>
</tr>
<tr>
<td>Net Assets, end of fiscal year</td>
<td>$999,943</td>
<td>$955,745</td>
<td>$1,036,044</td>
</tr>
</tbody>
</table>
NPOWER PA BALANCE SHEET AS OF JUNE 30, 2010

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Totals</td>
<td>1,111,581</td>
<td>1,126,537</td>
<td>1,236,705</td>
</tr>
</tbody>
</table>

**Current Assets**
- Cash & Cash Equivalents: 273,413
- CDs, not all current maturities: 448,959
- Grants Receivable: 152,639
- Accounts Receivable: 189,847
- (net of allowance of $15,000 in each year)
- Prepaids & Other Current Assets: 29,542
- Total Current Assets: 1,094,400

**Fixed Assets Net**
- 8,783

**Deposits & Other Long-term Assets**
- 8,398

**Total Assets**
- 1,111,581

<table>
<thead>
<tr>
<th>LIABILITIES &amp; NET ASSETS</th>
<th>2010</th>
<th>2009</th>
<th>2008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Current Liabilities</td>
<td>111,636</td>
<td>170,790</td>
<td>200,659</td>
</tr>
</tbody>
</table>

**Net Assets**
- Unrestricted: 913,404
- Board Designated: 0
- Temporarily Restricted: 86,541
- Total Net Assets: 999,945

**Total Liabilities & Net Assets**
- 1,111,581

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### 2010 Income
- Contributed Income: $818,307
- Other Income: $12,841
- Earned Income: $1,192,165

### 2010 Expenses
- Management & General: $151,692
- Development/Fundraising: $203,643
- Program Services: $1,623,780

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### 2009 Income
- Contributed Income: $781,380
- Other Income: $39,570
- Earned Income: $1,038,371

### 2009 Expenses
- Management & General: $234,180
- Development/Fundraising: $235,374
- Program Services: $1,470,066
About NPower PA

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 and some services are free. Any 501(c)(3) – certified nonprofit agency in Pennsylvania, northern Delaware, and southern New Jersey is eligible for our services.

To learn more about our services or about supporting NPower, visit us on the web at www.npowerpa.org or call 215-557-1559.

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PHONE 215 / 557 1559 FAX 215 / 689 4949

Our Team

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George Coleman, Technology Consultant
Dean Graham, Senior Consultant/Project Manager
Tim Hargadon, Technology Consultant
Mark Mason, Manager, Support Services
Aazim Muhammad, Technology Consultant
Anthony Pisapia, Director of Fundraising and Communications
Joanne Sabatini, Fundraising and Event Associate
Lila Santos, Technology Consultant
Ebony Taylor, Project Coordinator
Jaclyn Todisco, Marketing Outreach Manager
Joel White, Technology Consultant
Linda Widdop, Director of Technology Services
Phyllis Zeeman, Support Technician