OFFERING HOPE
DELIVERING HELP

Barbara Offredo, a full-time hospice nurse, never thought that she would need financial assistance. A single mother, Barbara is devoted to doing the right thing for her family. She works the night shift so she can spend time with her children during the day. When the rent on her apartment was increased, Barbara found herself facing homelessness as she could no longer afford her monthly payments. Barbara shared, “Some nights I couldn’t sleep balancing the thoughts of being on the brink of homelessness. I thought about moving but couldn’t take my son out of his school district. I was distraught because I did not want to fail my kids.”

Barbara struggled as she tried to manage all of her payments. She and her children were without electricity for eight days, unable to cook or take showers. Barbara was able to find help for her utility bill at NJ SHARES. She said, “During a painful time, NJ SHARES was able to relieve the burden of my utility bill, so I could afford the rent increase and my family could stay in our apartment. I am so thankful that NJ SHARES was able to provide my family with the financial support we needed during our time of crisis.”
Dear Friends:

NJ SHARES enters its 15th year in 2013 and we celebrate the work we do to help our neighbors in need. We have expanded our network of partner organizations which includes 326 application sites. Our partner organizations are an integral part of how we deliver help and we are grateful to them for their commitment to aiding our neighbors in need. Since our inception in 1998, we have provided 175,224 households with energy bill payment assistance totaling more than $69 million.

There have been several significant changes in our organization as we have faced economic challenges and a shifting landscape of available resources. Despite these challenges, we have continued to seek the most effective ways to help our clients and diversify our revenues. We would like to thank our legislative partners who have provided unwavering support as we work together to help New Jersey residents.

Client services are an important part of the assistance we provide. Through advocacy, community outreach, education, information and referral, our goal is to connect low- and moderate-income households with the resources that are available to them. In 2012, our client service staff spoke with 201,188 clients seeking support, and we also added an online grant application as more and more of our clients have access to computers and scanners. We will continue to evolve to meet the needs of those we serve and to make our services as accessible as possible for those seeking help.

Over the past 15 years, NJ SHARES has been fortunate to develop and maintain strong partnerships with the energy and utility companies who work closely with us to provide assistance to those in need. We would like to recognize the following companies for their continued support: Atlantic City Electric, Elizabethtown Gas, JCP&L, A FirstEnergy Company, New Jersey Natural Gas, PSE&G, Rockland Electric, South Jersey Gas, New Jersey American Water, United Water and Verizon. These partnerships have provided us with invaluable help, without which we could not do what we do.

At NJ SHARES, we recognize that anyone can have a financial setback or a sudden crisis. No one should have to decide between heating their home and buying food or the medicine they need. We celebrate the assistance we have been able to provide during the past 15 years, and we look forward to continuing to help New Jersey residents obtain the help they need to get back on their feet.

Joyce E. Campbell
Chairman of NJ SHARES Board of Directors

James M. Jacob
President and CEO

“SINCE ITS INCEPTION IN 1998, NJ SHARES HAS ASSISTED MORE THAN 175,000 HOUSEHOLDS WITH $69 MILLION IN ENERGY ASSISTANCE.”

— Joyce E. Campbell
James M. Jacob
A financial crisis can happen to anyone. These challenges are often due to unforeseen circumstances, such as a job loss or illness. Through the generous support of our donors and funders, New Jersey SHARES provides relief to people who are not eligible for other types of assistance. Our programs offer energy, telephone and water bill assistance.

The NJ SHARES electronic application is a national model. Applications are completed and clients receive information on conservation, budget assistance, tax relief and many other resources.

NJ SHARES’ uses a centralized grant processing approach to ensure accuracy and efficiency in the application process. Our team reviews applications and communicates with the utility and energy providers to manage client connectivity and deliveries for energy assistance. The same process is used to assist clients with water programs in seven states.

“THERE IS NO OPPORTUNITY TO SAY THANK YOU ENOUGH. I WOULD LIKE TO CONSIDER MAKING A CONTRIBUTION TO THE ORGANIZATION SO YOU CAN CONTINUE TO HELP PEOPLE LIKE ME PUT THINGS BACK IN ORDER.”
— A.B., Montclair, NJ

In addition to annual support, Elizabethtown Gas Company made a $20,000 donation to NJ SHARES. Pictured are Jim Jacob, NJ SHARES’ President and CEO, Linda Casqueira, ETG Billing Services Specialist and ETG Vice President, Brian MacLean. NJ SHARES also received a $10,000 energy conservation grant from the PNC Foundation.
INFORMATION
AND REFERRAL

Our Client Services Call Center provides enrollment services for Verizon’s Communication Lifeline Program. Our staff answered nearly 202,000 calls from struggling households in need of affordable telephone service in 2012.

COMMUNITY
OUTREACH

NJ SHARES continues to build strong collaborations with other organizations to educate and advocate for households in crisis. Our network, of 270 agency partners, administers case management and enrollment services for households in crisis.

NJ SHARES staff participated in 227 outreach events and conducted 405 energy education trainings in 2012. These activities build awareness while linking clients and agencies with vital programs.

There are 11 Independent Living Centers serving all 21 counties in New Jersey and 9 partner with NJ SHARES to bring our energy and utility assistance programs to their clients. DAWN currently serves over 800 people in Morris, Sussex, and Warren counties. Pictured are Marc Molde (seated) and (from left to right) Carl Brand, Sara Fuentes, and Carolee Marano.

MOST OF NJ SHARES’ GRANT RECIPIENTS WERE THE WORKING POOR.

78% of NJ SHARES’ recipients had employment income.

61% of NJ SHARES’ recipients had income in between 200% and 300% of the Federal Poverty Level.

“DAWN CENTER FOR INDEPENDENT LIVING IS PROUD TO PARTNER WITH NJ SHARES TO BRING ENERGY, TELEPHONE AND WATER ASSISTANCE TO THE INDIVIDUALS WE SERVE.”

— Carmela Slivinski, executive director for DAWN
ADVOCACY AND EDUCATION

LOCALLY

New Jersey SHARES served as one of the co-convening organizations of the Anti-Poverty Network Summit, held in Trenton, where three high priority issues, Employment, Housing and Hunger, were raised along with workable solutions to address them.

The Legal Services of New Jersey shared their research with community members across our state and to the advocates and legislators who came to hear the message. NJ SHARES recipient, Barbara Offredo gave a touching account of her struggles which highlighted the plight of our neighbors and the urgent need for a holistic approach to the burdens facing these good people.

NATIONALLY

NJ SHARES lead two workshops at the National Energy and Utility Affordability Conference (NEUAC) held in New Orleans, LA. The first showcased the value of poverty statistics, program evaluation and collective responses. Alan Lichtenstein, Director of the Poverty Institute and author of the Poverty Benchmark Report gave an overview on Poverty, including how it is defined and measured nationally. Barbara Gomes, NJ SHARES’ Director of Outreach and Communication explained how NJ SHARES highlighted the data as a best practice approach to responding to poverty through an outreach and education program. The program connected 300 NJ SHARES’ community based and legislative partners to timely and relevant poverty and evaluation data.

In the second workshop, NJ SHARES lead a discussion on bill payer self sufficiency. Jim Jacob, NJ SHARES President and CEO, joined Nancy Cianflone from National Grid and Barbara Hyshaw from the Community and Economic Development Association of Cook County to provide a panel discussion on first time bill payers starting off on the right foot. Best practices in development of innovative programs to help renters and utility bill payers to stay on track using budget counseling and motivational tactics were explored.

Barbara Offredo holding a picture of her eldest son who is currently serving in the NJ National Guard.
NJ SHARES FOUNDING BOARD ADVISOR RECEIVES HONORS

NJ SHARES’ Board Advisor, David Carroll received the National Fuel Funds Network’s (NFFN) Sister Pat Kelley Award – its highest honor. The award recognizes achievement in raising the consciousness of those who could make a difference in the plight of our neighbors who too often have to do without.

For more than 25 years, Mr. Carroll’s research and analysis on energy assistance and energy efficiency programs have advanced low income energy policy and improved the efficiency of low and moderate income energy programs across the nation. His award makes the fifth member of the NJ SHARES Board of Directors to be recognized with the Sister Pat Kelley Award.

“I AM VERY GRATEFUL NJ SHARES WAS ABLE TO HELP MY FAMILY IN OUR HOUR OF NEED.” — B.O., Hamilton, NJ

NJ SHARES REQUIRES THAT CUSTOMERS MAKE A GOOD FAITH PAYMENT—

A CONTRIBUTION OF $100 OR MORE TOWARD THEIR UTILITY BALANCE IN THE 90 DAYS PRIOR TO GRANT RECEIPT.

64% had payments totaling $250 or more in the 90 days prior to grant receipt.

NJ SHARES REQUIRED THAT CUSTOMERS MAKE A GOOD FAITH PAYMENT—

A CONTRIBUTION OF $100 OR MORE TOWARD THEIR UTILITY BALANCE IN THE 90 DAYS PRIOR TO GRANT RECEIPT.

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A CONTRIBUTION OF $100 OR MORE TOWARD THEIR UTILITY BALANCE IN THE 90 DAYS PRIOR TO GRANT RECEIPT.
## 2012 Financial Information

<table>
<thead>
<tr>
<th>Unrestricted Net Assets, Revenues, Gains and Other Support:</th>
<th></th>
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<tbody>
<tr>
<td>Individual Contributions</td>
<td>$223,645</td>
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<tr>
<td>Corporate Contributions</td>
<td>$453,631</td>
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<tr>
<td>State Funds</td>
<td>$1,353,151</td>
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<tr>
<td>Interest/Fundraising/Projects</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$4,736,671</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$3,816,681</td>
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<tr>
<td>Support Services:</td>
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</tr>
<tr>
<td>Management and General</td>
<td>$139,000</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>$4,116,211</strong></td>
</tr>
</tbody>
</table>

*Subject to verification by annual independent audit.

Despite the large payment responsibility that the recipients faced after receiving their grants, many were successful in meeting their bill obligations. In the year following grant receipt:

- **98%** was the average percentage of their current bills that recipients paid.
- **41%** of recipients paid 100% or more of the amount they were asked to pay.
- **65%** paid 90% or more of what they were asked to pay.

100 percent of contributions from individual donors go toward energy assistance and many donations are eligible to be matched dollar for dollar by the individual’s utility company.

NJ SHARES only uses 7.2% of its budget on administrative costs.

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HomeFirst is one of a network of Family Success Centers that partner with NJ SHARES. In addition to our programs, HomeFirst delivers comprehensive solutions to homelessness by providing transitional and permanent housing, homeless prevention assistance and family support services to strengthen families and build communities. Pictured are Gregory Reeze, Amy Concepcion and Zakkiyyah Sally.
OUR BOARD

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Michael R. Swayze
First Vice-Chairman
James Dieterle
Second Vice-Chairman
Jacob Toporek
Secretary
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League of Municipalities
William Bradshaw
New Jersey Natural Gas
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Jannie Foxworth
South Jersey Gas
Virginia Evans
The Salvation Army

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Linda Feger
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Joan Sweeney
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Brenda Beavers
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Gina M. LaPlaca, Esq.
Verizon New Jersey
Michael R. Swayze
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ADVISORS
Robert W. Allison,
CPA, RMA
Hutchins, Farrell, Meyer & Allison, P.A.
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APPRISE, Inc.
David Carroll
APPRISE, Inc.
Richard Trenk, Esq.
Trenk, Dipasquale, Webster, Della Fera & Sodono, P.C.

NJ SHARES EXECUTIVE STAFF
James M. Jacob
President and Chief Executive Officer
Barbara M. Gomes
Director, Outreach and Communication
Cheryl B. Stowell
Director, Government Affairs

The NJ SHARES’ Executive Staff pictured left to right: Barbara M. Gomes, James M. Jacob, and Cheryl B. Stowell.


The NJ SHARES’ Executive Committee pictured left to right: James Dieterle, Joyce E. Campbell, Michael R. Swayze, Jacob Toporek, James M. Jacob and Joan Sweeney.
AGENCIES

The NJ SHARES’ network of 270 community partners, operate 325 service access locations. Fifteen agencies meet with clients in eight other states. New to the network this year are 17 agencies that operate 26 service access locations.

| our partners |

A Partnership for a Better Tomorrow
Affordable Housing Alliance
Atlantic Care Behavioral Health
Hammondton Family Community Center
Bayway Economic Opportunity Foundation
Bayway Family Success Center
Bergen County Community Action Program, Inc.
Bethel Development Corporation
Beyond Today
Bloomfield Department of Health and Human Services
Borough of Lincoln Park – Mayor’s Office
Borough of Neptune City and West Long Branch
Boys and Girls Club – Atlantic City
Boys & Girls Club – Garfield
Boys & Girls Club – Union County
Boys & Girls Club – Union Township
Boys & Girls Club – Vineland Township
Brick Senior Outreach Services
Bromley Neighborhood Civic Center
Burlington County Community Action Program, Inc.
Camden City Independent Living Center
Camden County Council on Economic Opportunity, Inc.
Cape Human Resources, Inc.
Cape May County Department of Aging and Disability Services
CASA PRAC, Inc. (Puerto Rican Action Committee)
Cathedral Development Corporation
Catholic Charities, Inc. – UW Cares – Delaware
Catholic Charities – Archdiocese of Newark – Essex Parish Access Center
Catholic Charities – Diocese of Metuchen
Catholic Charities – Diocese of Trenton
Catholic Family and Community Services Center for Food Action
Center for Independent Living of South Jersey
Check-Mate, Inc.
Christian Caring Center, Inc.
City of East Orange Division of Senior Services
City of Jersey City Department of Health and Human Services
Clinton Hill Community Resource Center
Collaborative Support Programs of New Jersey, Inc.
Comité Union Para Salvadoreños (CEUS)
Community Action Partnership – UW Cares – Idaho
Congregation Ahawah
Achim B’nai Jacob
Covenant Life Ministries Church
Dawn Center for Independent Living
DASI
East Orange Housing Authority
El Centro de Recursos Catholic Charities
Essex County Division of Community Action
Ewing Neighborhood Center
Family Service Association
Family Success Center of Orange
Family Support Organization
First Hopewell Multi Purpose Community Center
First Pentecostal Church
First United Methodist Church
Freehold Area Open Door, Inc.
G.I Go Fund
Gateway Community Action Partnership
God’s Promise Community Development Center
Grace Community Family Life Center
Hamilton Township Senior Services
Healing and Helping Women in Our Communities with Health Awareness
Heightened Independence and Progress
Hispanic Affairs and Resource Center
Hispanic Family Center of Southern New Jersey
Hispanic Information Center of Passaic, Inc.
Homefirst Family Success Center
HomeFront
Homes Now, Inc.
HOPES CAP, Inc.
Hunterdon Helpline
Interfaith Neighbors, Inc.
Ironbound Community Corporation
Jefferson Park Family Success Center
Jersey Care Home Health
Jersey City Mayor’s Action Bureau
Jersey State Family Services – Metro West
Jersey State Family Services of Somerset, Hunterdon, and Warren Counties
Jersey State Family Services – Passaic
Jersey State Family Services of Central New Jersey
Jersey Renaissance Foundation
Jersey Renaissance Medical Center
Kearny Department of Public Health
Kimball Medical Center
Lakewood Resource and Referral Center
Lawrence Community Center – HomeFront
Lawrence Township Senior Center – Cedarville
Linden Family Success Center
McLaughlin Pentecostal Faith Church
Mercer County Hispanic Association
Millhill Child and Family Development Corporation
Mizpah Inland Human Services, Inc.
MOCEANS – Center for Independent Living
Monmouth Cares
Monmouth County Division of Social Services
Morristown Neighborhood House
Mount Olive Baptist Church
Nanticoke Lenni-Lenape Indians
National Multiple Sclerosis Society
Neighbors Who Care Resource Center
New Community Corporation
New Life Community Vision Corporation
New Milford Social Services – UW Cares – Connecticut
Newark Emergency Services for Families, Inc.
Newark, Inc.
Newark Now, Inc.
Newark PreSchool Council
North Hudson Community Action Program
North Stelton African Methodist Episcopal Church
North Ward Family Success Center
Ocean Community Economic Action Now, Inc.
Orange Health Department
Orange Housing Department
Paterson Task Force for Community Action, Inc.
Paulsboro Community Development Center
People for People Foundation of Gloucester County
People Help of Sussex County
Plainfield Family Success Center
PRAB, Inc.
Prison Mother’s Prayer Ministries
Proceed, Inc.
Project Self-Sufficiency
Promise Ministry
Providence House of Catholic Charities
Puerto Rican Action Committee
Puerto Rican Association for Human Development, Inc.
Puertoorriqueños Asociados for Community Organization, Inc. (PACO)
R.I.S.E (Reaching, Instructing, Strengthening, & Empowering)
Community Development
Rahway Community Action Organization
Red Bank Resource Network
Mental Health Association Resources for Independent Living, Inc.
Rock Community Center of Newark, Inc.
Roselle Family Success Center
Sacred Heart Church
Saint Francis Community Center
Saint James African Methodist Episcopal Church
Saint Vincent DePaul Society
Save Latin America, Inc.
Shore Memorial Hospital Cancer Center
Social Service Association of Ridgewood
Solutions to End Poverty Soon (STEPS)
Somerset Community Action Program, Inc.
Somerset County Community Development
South County Community Action – UW Cares – Rhode Island
South Jersey AIDS Alliance
South Jersey Cancer Fund
Southeast Senior Center for Independent Living
Spanish American Social Cultural Association – Hispanic Social Service Center (SASCA)
Spanish Community Center
Suits for Success
Team Resurrection, Inc.
The Salvation Army – Atlantic City
The Salvation Army – Berwick – UW Cares – Pennsylvania
The Salvation Army – Bridgeton
The Salvation Army – Hackensack
The Salvation Army – Harrisburg – UW Cares – Pennsylvania
The Salvation Army – Jersey City
The Salvation Army – Kearny
The Salvation Army – Montclair Citadel
The Salvation Army – Morristown
The Salvation Army – New Brunswick
The Salvation Army – Newark
The Salvation Army – Pine Bluff – UW Cares – Arkansas
The Salvation Army – Salem
The Salvation Army – Spring Valley – UW Cares – New York
The Salvation Army – Vineland
The Salvation Army – Wilkes Barre – UW Cares – Pennsylvania
Total Living Center, Inc.
Town of Bethel – UW Cares – Connecticut
Town of Brookfield – UW Cares – Connecticut
Town of Harrison – Senior Center
Town of Newtown – UW Cares – Connecticut
Township of Brick – Administrative Office
Township of Nutley
Township of Woodbridge Office on Aging
Tri-City Peoples Corporation
Ujima Ministries
United Methodist Church of Manoa
United Passaic Organization
United Progress, Inc.
United Way 211 – UW Cares – New York
United Way of Greater Union County
United Way of Northern New Jersey – Family Success Center
United Way of Salem County
Urban League of Bergen County
Urban League of Hudson County
Urban League of Morris County
Urban League of Union County
Vineland First Church of the Nazarene
Vineland Township Customer Service Office
Visiting Homemaker Services
Wayne Welfare Department
West Milford Township Older Adult Services
Westchester Community Opportunity Program – UW Cares – Tuckahoe, New York

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Mary Pat Angelini
Daniel R. Benson
Jon M. Bramnick
Chris A. Brown
Christopher J. Brown
Anthony M. Bucco
Ralph R. Caputo
Michael Patrick Carroll
Caroline Casagrande
Gary R. Chiusano
Upendra J. Chivukula
Herb Conaway, Jr.
Sean Connors
Albert Coutinho
Joseph Cryan
Wayne P. DeAngelo
John DiMaio
Joseph V. Egan
Timothy J. Eustace
Thomas P. Giblin
Jerry Green
Louis D. Greenwald
Reed Gusciora
Mila M. Jasey
Gordon M. Johnson
Sean T. Kean
Pamela R. Lappit
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L. Grace Spencer
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Cleopatra G. Tucker
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Connie Wagner
Bonnie Watson Coleman
Benjie E. Wimberly
John S. Wisniewski

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James Beach
Jennifer Beck
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M. Teresa Ruiz
Nicholas J. Sacco
Brian P. Stack
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Samuel D. Thompson
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Loretta Weinberg
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EMAIL info@njshares.org

WEB www.njshares.org

Energy Assistance Hotline

1-866-NJ SHARES (1-866-657-4273)

NJ SHARES is a 501(c)(3) nonprofit organization.

Tax deductible donations to NJ SHARES may be made online at:
https://secure.njshares.org/howYouCanHelp/donationsNew.asp

Text your $10.00 Donation to NJ SHARES!

Anyone can now text the word SHARES to 80077 to make a $10.00 donation to NJ SHARES.

All donations go directly to help your New Jersey neighbors in need of help with their energy bills.

So please donate today!

Data shown on all sidebars is based on an annual program evaluation conducted by Applied Public Policy Research Institute for Study and Evaluation (APPRISE).

Special thanks to:
• MGT Design
• Jon Roemer Photography, L.L.C.