NJ SHARES EXPANDED ITS MISSION IN 2011

NJ SHARES MISSION STATEMENT:
New Jersey SHARES, Inc. is a statewide non-profit corporation primarily providing assistance to individuals and families in need of help meeting their energy and utility burden. Through assistance, advocacy, community outreach, education, information and referral, we connect low and moderate income households with available resources.

NJ SHARES CLIENT CHARACTERISTICS:

Most of NJ SHARES grant recipients were the financially at risk and hit by the recession.

- 54% had a child 18 or younger in the home.
- 18% had a household member over 60 years old.
- 83% had employment income.
- 15% reported receipt of unemployment compensation, compared to 12% in 2009 and about 5% in previous years.
- 10% reported unemployment as the primary reason for grant application, compared to 8% in 2009 and 2% to 6% in previous years.

NJ SHARES requires that customers make a good faith payment of $100 or more toward their utility balance in the 90 days prior to grant receipt.

*Data is based on an annual program evaluation conducted by Applied Public Policy Research Institute for Study and Evaluation (APRISE).

Simuel Brown confers with Service Provider Contact, Kimberly Pereira at Assemblyman Albert Coutinho’s office in Newark. Simuel is also pictured on the front cover.

OFFERING HOPE
DELIVERING HELP
Dear Friends:

New Jersey experienced one of the most challenging years in 2011 given the dire economic situation. New Jersey’s struggling households have experienced the perfect storm of limited resources, increased needs and unexpected natural disasters, sending many into crisis. Since its inception in 1998, NJ SHARES has assisted more than 173,000 households with $68 Million in energy assistance. These numbers reflect the ongoing need throughout our state. Unfortunately, in 2011, NJ SHARES had to turn away thousands of households due to limited funding. NJ SHARES joins with our energy assistance colleagues across the country in providing a critical safety net for households in crisis.

To more accurately reflect the partnerships, programs and assistance provided by NJ SHARES, the Board of Directors broadened the mission statement to include payment assistance, education, advocacy, outreach, information and referral. We continue our work to connect clients with available resources through our partnerships with the Department of Community Affairs (DCA), New Jersey American Water, United Water and Verizon NJ.

The DCA call center has responded to 229,040 LIHEAP (Low Income Home Energy Assistance Program) and USF (Universal Service Fund) inquiries. The client services call center aided 69,362 clients with their Verizon Communications Lifeline program benefits.

Our partnership with New Jersey American Water expanded to include conservation measures to the water bill payment assistance and discounted rates programs. Our work with United Water continues to aid our New Jersey neighbors and also households in eight additional states.

Our agency and legislative network offers 326 access sites around the state where clients can apply for our energy, telephone and water programs in addition to the support of the caseworkers who have the opportunity to assess the client’s broad spectrum of needs and offer holistic solutions.

In addition to our continued partnerships that have strengthened our mission, many of our donors recognized the harsh climate that continues to loom over our struggling neighbors and responded to the growing need. We are humbled and grateful that our supporters have given more at a time when many have less.

Let’s continue to work together to help keep our struggling neighbors warm, safe and out of poverty. Thank you again for your support.

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 173,000 HOUSEHOLDS WITH $68 MILLION IN ENERGY ASSISTANCE.”

— Joyce E. Campbell
James M. Jacob
OFFERING HOPE
PAYMENT ASSISTANCE

The centralized grant processing team is dedicated to connecting resources to clients. The team reviews applications for accuracy and communicates with utility and energy providers to manage client connectivity and deliveries. The team processes applications for energy assistance in New Jersey and water assistance applications in nine states.

Our electronic application is a national model. Once an application is completed, clients receive information on programs that offer conservation tips, budget assistance, tax relief and many other services that can help to ease the household’s burden.

DELIVERING HELP
COMMUNITY OUTREACH

NJ SHARES continues to build strong collaborations with other organizations to educate and advocate for households in crisis. Our network of 277 agency partners administer enrollment and application services through 326 sites, while providing other services and case management for struggling households.

To manage our community relationships and ensure quality in the application process, staff provided 450 trainings to the network this year. This method provides simple and coordinated access to services and is viewed as a best practice nationally.

Participating in 258 events this year provided NJ SHARES with the opportunity to build awareness and education while linking agencies and clients with vital programs. NJ SHARES made informational presentations throughout the state. Many of the forums were sponsored by our agency network, government officials, legislative partners, Board member affiliates, United Way organizations, Committees, Councils and Chambers on Emergency Management, Human Service, and Commerce. These partnerships provide many avenues of public education regarding NJ SHARES assistance programs.

Jill Pierce, Director of Administration reviews an application with Barbara Gomes. The processing team work intently behind them.

Linda Ellis and Dena Shipley represent NJ SHARES at one of 258 outreach events this year.

Assemblyman Upendra Chivukula visits the NJ SHARES information table at the League of Municipalities. Pictured: Barbara Gomes, Assemblyman Chivukula, Linda Ellis and Dena Shipley.
OFFERING HOPE

EDUCATION

A FOCUS ON NEW JERSEY:

According to the Legal Services of New Jersey’s Poverty Research Institute’s Report, there are more people living in or on the edges of poverty in New Jersey than in the combined total populations of Boston, Baltimore, Cincinnati and Pittsburgh. For many hardworking New Jersey families, economic recovery is elusive, and they are finding themselves slipping into debt. With the increasing need and the limited resources available, it is more important now than ever for us to share resources and ideas to help our neighbors.

In response to the Poverty Benchmark report, NJ SHARES agency partners convened to understand the increasing need and offer collaborative responses for clients. The authors of the report presented striking facts about poverty.

In New Jersey:
• It costs a household of three approximately $55,000 annually to attain sustainability without any type of government assistance;
• The number of residents living in poverty is on the rise;
• Poverty among children and the elderly is increasing;
• Food Insecurity has reached the highest level since the USDA began record keeping.

A NATIONAL FOCUS:

Through our work with the National Fuel Funds Network and the National Low Income Energy Consortium, we contribute to the National Energy and Utility Assistance Conference (NEUAC).

This year, we had a chance to make a difference with families and individuals in other states by sharing our experiences and best practices with colleagues from around the country. An estimated 600 people met in Fort Lauderdale, Florida for the single largest gathering to address the need for affordable home energy for people with low income.

Through 49 workshops, NEUAC showcased prominent energy topics such as availability, sustainability, advocacy, assistance, efficiency and education. NJ SHARES presented three workshops, the first shared innovative methods in fundraising and outreach. The second presentation focused on the vital role of arrearage management and discount programs in maintaining the low income households’ energy security.

The third session explored linkages between programs and coordinated efforts and databases to increase benefits for clients. The presentation highlighted the labor of our partner, AARP NJ, and the innovative process which ensured needy New Jersey seniors received streamlined access to programs for medications, food and energy assistance. The process linked 22,871 households, who qualified for pharmaceutical assistance such as PAAD or Medicare Part D LIS, to $6,335,267 in Low Income Home Energy Assistance Program benefits.

DELIVERING HELP

ADVOCACY

Heating homes with unsafe devices could result in avoidable tragedies. NJ SHARES advocates for an energy safety net for vulnerable households.

According to the National Energy Assistance Director’s Association, nearly one third of families receiving the Federal Low Income Home Energy Assistance Program (LIHEAP) reported they went without food as a result of high energy costs. Over 40 percent of households sacrificed medical care and 25 percent reported someone in the household became sick because the home was too cold. The reduction in federal funding has compounded the difficulty our neighbors face with their energy bills.

In New Jersey, households who did not receive a LIHEAP benefit during the heating season can apply for a NJ SHARES grant. NJ SHARES continues to support the National Fuel Funds Network’s advocacy of full funding for LIHEAP and has sought the New Jersey congressional delegation’s support for this vital program.
DELIVERING HELP
INFORMATION AND REFERRAL

OUR STAFF SERVES AS A
COMPASSIONATE AND VALUABLE
TOUCH POINT FOR CLIENTS IN
NEED OF INFORMATION ON
MANY PROGRAMS.

“My sincerest thank you for
helping me to get an oil delivery
during the hard winter days.”
— R.C., Jersey City
A FOCUS ON NEW JERSEY:

The two call centers that NJ SHARES operates assisted nearly 300,000 households this year. Our staff serves as a compassionate and valuable touch point for clients in need of information on many programs.

Our Client Service Call Center provides enrollment service for Verizon’s Communication Lifeline and Link-Up America Program. This program makes telephone service affordable for thousands. Our Department of Community Affairs Call Center staff responds to a wide range of consumer questions regarding the Low Income Home Energy Assistance Program, the Universal Service Fund and other energy assistance available throughout the state.

A NATIONAL FOCUS:

NJ SHARES’ Client Services Call Center was featured as a national model in connecting clients with social service programs at the National Call Center Week Summit in Orlando, FL. The presentation focused on customer service excellence.

“PLEASE KNOW THAT YOU ARE ALL DOING A GREAT JOB AND ARE APPRECIATED, MAY GOD PROTECT YOU AND THE HOUSEHOLDS YOU PROVIDE FOR.”

— X.W., Teaneck
OFFERING HOPE

Newark resident, Simuel Brown, Jr. works in maintenance at a popular food distribution chain in northern NJ, where he received recognition as a model employee. Though Mr. Brown is employed, like many of our NJ neighbors, his income is not enough to cover the basics yet over the amount to receive Federal or State aid.

“My energy costs are high and I wasn’t sure how I was going to make the payment. I knew for sure I would have to sacrifice food to keep the lights on. Then one of my neighbors told me about the help that she received through the NJ Shares program. I was happy to find out there was help for me and I appreciate the quality service I received from my Assemblyman’s office staff in connecting me to this help.”

DELIVERING HELP

As part of a multi-year effort, Elizabethtown Gas presented NJ SHARES with an additional $20,000 contribution from the AGL Foundation. The AGL Foundation is the philanthropic arm of Elizabethtown Gas’s parent company, AGL Resources.

“Thank you for your kindness and help with my heating bill. Your assistance will not be forgotten.”
— LW.

I 2011 FINANCIAL INFORMATION I

UNRESTRICTED NET ASSETS, REVENUES, GAINS AND OTHER SUPPORT:

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<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Individual Contributions</td>
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<td>Corporate Contributions</td>
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<td>State Funds</td>
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<td>Interest/Fundraising/Projects</td>
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EXPENSES

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<td>Management and General</td>
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<td>Fundraising</td>
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*Subject to verification by annual independent audit.

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 4.8% of its budget on administrative costs.
OUR BOARD

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Joyce E. Campbell
Chairwoman
Michael R. Swayze
First Vice-Chairman
James Dieterle
Second Vice-Chairman
Jacob Toporek
Secretary
Joan Sweeney
Treasurer

Mayor Janice Mironov,
League of Municipalities,
Mayor East Windsor
Reverend Sara Lilja
Lutheran Office of
Governmental Ministry
in New Jersey,
New Jersey Community
Action Association
Edward A. Miller
New Jersey Fuel Merchants
Association-Skylands Energy
Service, Inc

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AARP New Jersey
Susan M. Coan
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John Becker
Elizabethtown Gas
Linda Klepping
ICI&L, A FirstEnergy
Company
William G. Dressel, Jr.
League of Municipalities
William Bradshaw
New Jersey Natural Gas
Michelle A. Damiani
Rockland Electric Company
Jannie Foxworth
South Jersey Gas
Virginia Evans
The Salvation Army

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APPRISE, Inc.
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Trenk, Dipasquale, Webster,
Della Fera & Sodono, P.C.

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

BOARD MEMBERS
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Sheldon Presser
Advocates for Children
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Alita Corbett
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Brenda Beavers
The Salvation Army
Pamela S. Goldstein
Trinitas Health Foundation
Ciro Scalera
Verizon New Jersey
Michael R. Swayze
Member At Large

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

The NJ SHARES Board of Directors: Seated: Linda Feger, Mayor Janice Mironov, Joyce E. Campbell,
Alita Corbit and Joan Sweeney. Standing: Jacqueline Berger, James Dieterle, Jacob Toporek,
Michael Vogel, Virginia Evans, Greg Seitz, Michael Swayze, Barbara Shissias, Claire Bartolomeo,
Sheldon Presser and Pamela S. Goldstein.
AGENCIES

The NJ SHARES’ network of 277 community partners, operate 326 service access locations. Eleven agencies meet with clients in eight other states. New to join the network this year are eleven agencies that operate 22 service access locations.

A Partnership for a Better Tomorrow
Abundant Life Fellowship Church
Affordable Housing Alliance
Atlantic Care Behavioral Health Hammonton Family Community Center
Bayonne Economic Opportunity Foundation
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 & Girls Club – Union County
Boys & Girls Club – Vineland Township
Boys & Girls Club – Garfield
Boys and Girls Club – Atlantic City
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 Office of Disability Services
CASA PRAC, Inc. (Puerto Rican Action Council)
Cathedral Community Development Corporation
Catholic Charities – Diocese of Camden
Catholic Charities, Inc. – UW Cares – Delaware
Catholic Charities – Archdiocese of Newark – Essex Parish Access Center
Catholic Charities – Archdiocese of Newark – Union 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.
Comite Union Para Salvadoreno (CEUS)
Community Action Partnership – UW Cares – Idaho
Congregation Ahawas 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 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
Gloucester County Office of Educational & Disability Services
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 Community Health Care Foundation
Jersey City Senior Center
Jersey Shore Regional Health Care System
Jersey United Methodist Church
Jersey Valley
Jersey-based Employees
Jewish Family Services – Metro West
Jewish Family Services of Somerset, Hunterdon, and Warren Counties
Jewish Family Services – Passaic
Jewish Family Services – Union
Jewish Renaissance Foundation
Jersey Renaissance Medical Center
Keamy 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
Long Branch Concordance
McLaughlin Pentecostal Faith Church
Mercer County Hispanic Association
Millhill Child and Family Development Corporation
Mozah Inland Human Services, Inc.
MOCEANS – Center for Independent Living
Municipal Employees
Monmouth Cares
Monmouth County Division of Social Services
Morris County Organization for Hispanic Affairs
Morristown Neighborhood House
Morristown Senior Center
Mount Olive Baptist Church
Multi Educational Tutoring Services (METS)
Nanticoke Leni – Lenape Indians
National Multiple Sclerosis Society
New Community Corporation
New Milford Social Services – New Milford
New Jersey Cares
New Taipei City
Newark PreSchool Council
North Hudson Community Action Corporation
North Junction African Methodist Episcopal Church
North Ward Family Success Center
Ocean Community Economic Action Now, Inc.
Orange Health Department
Orange Housing Development
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
Providience House of Catholic Charities
Puerto Rican Association Committee
Puerto Rican Association for Human Development, Inc.
Puertorriqueños 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
Saint Francis Community Center
Saint James African Methodist Episcopal Church
Saint Vincent DePaul Society
Save Latin America, Inc.
Shore Memorial Hospital
Cancer Center
Sisters Helping Each Other
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

our partners
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 – Harrisonburg – 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 Harrison – Senior Center
Township of Brick – Administrative Office
Township of Nutley
Township of Woodbridge Office on Aging
Tri County Independent Living Center
Tri-City Peoples Corporation
Ujima Ministries
United Methodist Church of Mantua
United Passaic Organization
United Progress, Inc.
United Way 211 – UW Cares – New York
United Way of Greater Union County
United Way of North Essex

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

NEW JERSEY ASSEMBLY

Nelson T. Albano
John F. Amodeo
Mary Pat Angelini
Jon M. Bramnick
Anthony M. Bucco
Ralph R. Caputo
Michael Patrick Carroll
Caroline Casagrande
Gary R. Chiusano
Upendra J. Chivukula
Jack Conners
Herb Conway Jr.

Albert Coutinho
Denise M. Coyle
Joseph Cryan
Wayne P. DeAngelis
Domenick DiCicco, Jr.
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Nellie Pou
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David Russo
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L. Grace Spencer

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Cleopatra G. Tucker
Valerie Vainieri Huttle
Charlotte Vandervalk
Joan M. Voss
Connie Wagner
Bonnie Watson Coleman
John S. Wisniewski

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Diane B. Allen
Christopher “Kip” Bateman
James Beach
Jennifer Beck
Anthony R. Bucco

Barbara Buono
Richard J. Codey
Sandra B. Cunningham
Michael J. Doherty
Robert M. Gordon
Linda R. Greenstein

Sean T. Kean
Thomas H. Kean, Jr.
Joseph M. Kyriillos, Jr.
Raymond J. Lesniak
Fred H. Madden, Jr.
Steven V. Oroho

Kevin J. O’Toole
M. Teresa Ruiz
Nicholas J. Sacco
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Jim Whelan
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1901 North Olden Avenue Extension, Suite 1A
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tel 609 - 883 - 1626
fax 609 - 883 - 6364
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

“THANK YOU FOR YOUR KINDNESS DURING THESE DIFFICULT TIMES. ORGANIZATIONS LIKE YOURS MAKE THE WORLD A BETTER PLACE.”
— C.A., Lanoka Harbor

“I CAN’T THANK YOU ENOUGH FOR HELPING MY FAMILY WITH OUR WATER BILL. WE HOPE TO BE BACK ON TRACK SOON.”
— S.D.

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