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# Neighbor Share

## IMPACT REPORT

### 2024

• Fiona Carter •

Flow Traders • Foster Wendy • Galen

Sachs Gives • Grace Harris •

Hertz • Himanshu Baxi • Hoi

Jacqueline M Raposo •

Janel Alexander • Janette

Jeff Erdmann • Jeffrey

Jennifer Weil • Jennifer

Jessica L. B. Caldwell •

John McGuire Jr. • John

Jonathan Wage • Jonny

Julia Thonson • Julian C.

Anderson • Kate Laverge • Kate

Connelley • Kathryn Kreps •

Fahrman • Kevin Chan • Kim McGarvey

Lehman • Laura Sullivan • Laura Cochrun •

Hughes • Leda Strong • Liam McCarthy • Liam

Luke Angelakis • Lynne Johnston • M K Reichert

Margaret Wang • Margot Mooney • Marianne Love •

Raines • Mary Balogun • Mary Kate Anderson • Mary Hoth •

Megan Silva • Melissa Boulan • Melissa Nisenson • Melissa

Michael Corley • Michael Morrissey • Michael Fabbri • Michael

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## Letter From Leadership

### Dear Neighbors,

As we reflect on the past year at NeighborShare, we're filled with deep gratitude — for our growing community, for our partners on the ground, and for every person who chose to show up for a neighbor in need. Together, we are making the abstract idea of "small amounts, big impact" come alive again and again. We are turning moments of hardship into turning points of hope.

This was a year of incredible momentum. We strengthened the foundation of our operations and technology, enabling us to serve more communities with even greater efficiency and care. We welcomed new strategic partners and donors who believe in our vision of building a more responsive and compassionate social care system. And we invested in the long game — doubling down on trust, on relationships, and on the front-line leaders who make our model work.

We're especially proud of launching new initiatives with partners like Synchrony, the MassMutual Foundation, and the Motley Fool Foundation. Initiatives that expand our reach and deepen our impact, all while staying true to the heart of what makes NeighborShare special: fast, flexible support that honors people's dignity and humanity.

As always, none of this would be possible without you — our supporters, advisors, and fellow believers in what's possible when we center generosity, proximity, and trust.

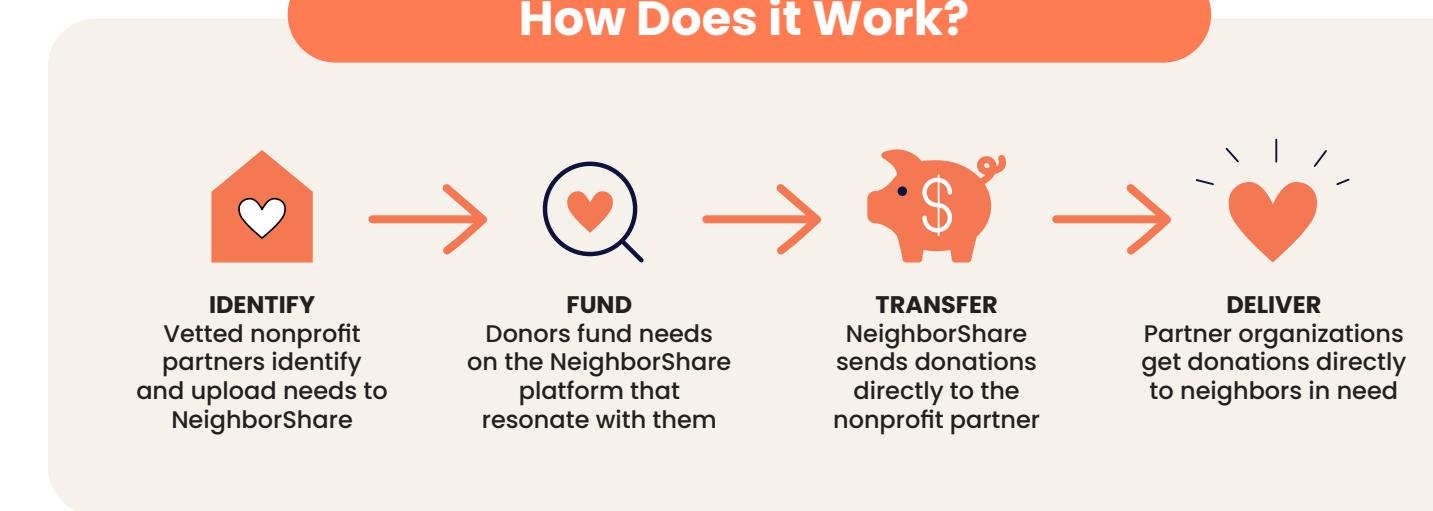
Thank you for being part of this journey. The need remains great, but so does the good we can do together.

With gratitude and resolve,

**Carey Halio**, NeighborShare Board Chair  
**Kelli Kreps**, Executive Director

## What is NeighborShare?

### How Does it Work?



### The NeighborShare Difference



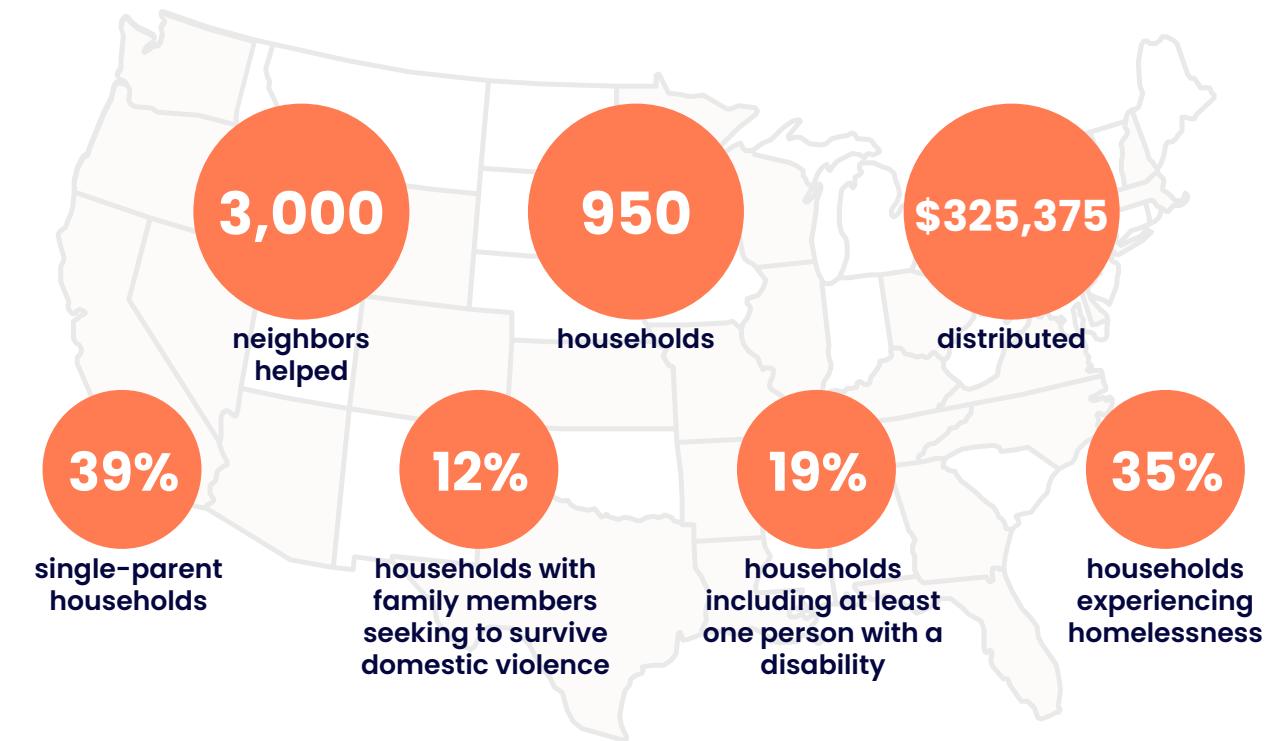
## Impact To Date

Since launching in 2020, NeighborShare has helped thousands of people lend a hand to a neighbor in need.



## 2024 Impact Highlights

### 2024 Highlights



### New Data Alert!

In 2024, we began collecting two new data points. We asked our referring nonprofit partners to report:

- Will this support help your client obtain or maintain stable housing?
- Will this support help your client obtain or maintain stable employment?

The results dramatically increased our understanding of NeighborShare's impact.

- Regardless of the need category request (housing or otherwise), **48%** of all neighbors indicated meeting their submitted need would help them obtain or maintain stable housing
- That number rose to **84%** for specific housing-related requests like rent assistance or a security deposit
- **30%** of neighbors indicated that meeting their submitted need would help them obtain or maintain stable employment

— **Read on for real stories behind this data!** —

# Impact Spotlight

In 2024, NeighborShare grew its impact to new communities and new partners across the country, helping households obtain new jobs, move into stable housing, access medical care, and more. Here are three highlights:

## Creating job and income stability

Many of our partner organizations operate job training programs, provide people with professional coaching and application assistance, and connect people with job opportunities. But too often, people are one small step away from securing or keeping a good job when things fall through – their car breaks down, they have to purchase a uniform, or they can't afford an extra few hours of childcare.

In 2024, NeighborShare helped someone in 300 households get or keep a stable job.

### How we helped



**James**

Project Ropa, San Pedro CA

After a brief period of homelessness following a divorce, James was staying with his sister and commuting 10 miles to work each way by bicycle. When his bike was stolen, he was forced to rely on unreliable public transit which sometimes took over two hours each way.

James was late to work twice in one month due to bus delays and was at risk of losing hours or even his job. While saving for a new bike, he just needed a little support to cover rideshare costs and stay on track.

NeighborShare stepped in to fill that gap, helping James maintain steady employment and rebuild stability.

**“What NeighborShare does, I cannot tell you the relief it brings. When you’re standing on \$0, \$400 is huge. Your gifts are often the difference between quitting or getting to the next level.”**



**Catherine McDowell**  
Executive Director  
Roots of Recovery

## Secure housing creates stability

Losing your home is one of the fastest ways to start a crisis spiral. Finding a way to keep people in their homes and/or secure stable housing is one of the most meaningful and most inexpensive ways to keep families on track. From security deposits to secure new, safe housing to bridging a rent payment that was redirected to a sudden medical expense, NeighborShare is there in times of housing crises.

In 2024, nearly half of the households NeighborShare donors helped reported that assistance would enable them to get or maintain stable housing.

### How we helped



**Imir**

Center for Independence, Marysville, WA

Imir, a dedicated machinist, faced several months of unemployment due to complications from a disability.

While working with the Department of Vocational Rehabilitation (DVR) to secure employment and support, delays stalled his progress. Just as he secured a DVR appointment and referrals for rental aid and job opportunities, Imir was running out of cash and faced eviction.

NeighborShare stepped in just in time to cover his rent, helping Imir stay housed and move forward.

## Helping neighbors recover from disaster

NeighborShare can be a powerful way to facilitate neighbor to neighbor support in times of natural disaster. In the fall of 2024, we tested this with our longtime partner, Roots of Recovery, who was helping women and children relocate after Hurricane Helene.

Through this small pilot, we helped 72 neighbors across 31 households access goods or services that enabled them to begin or continue their rebuilding journey after the hurricane.

### How we helped



**Kiana**

Roots of Recovery, Asheville, NC

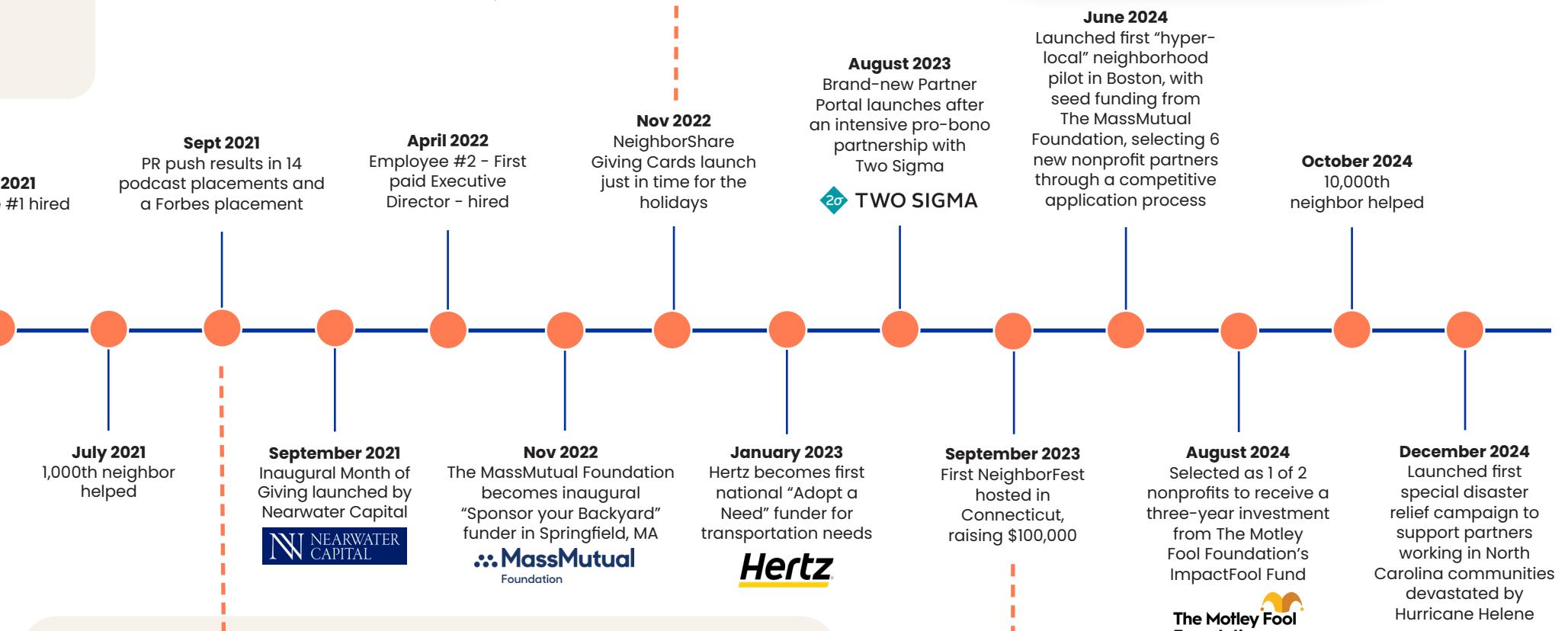
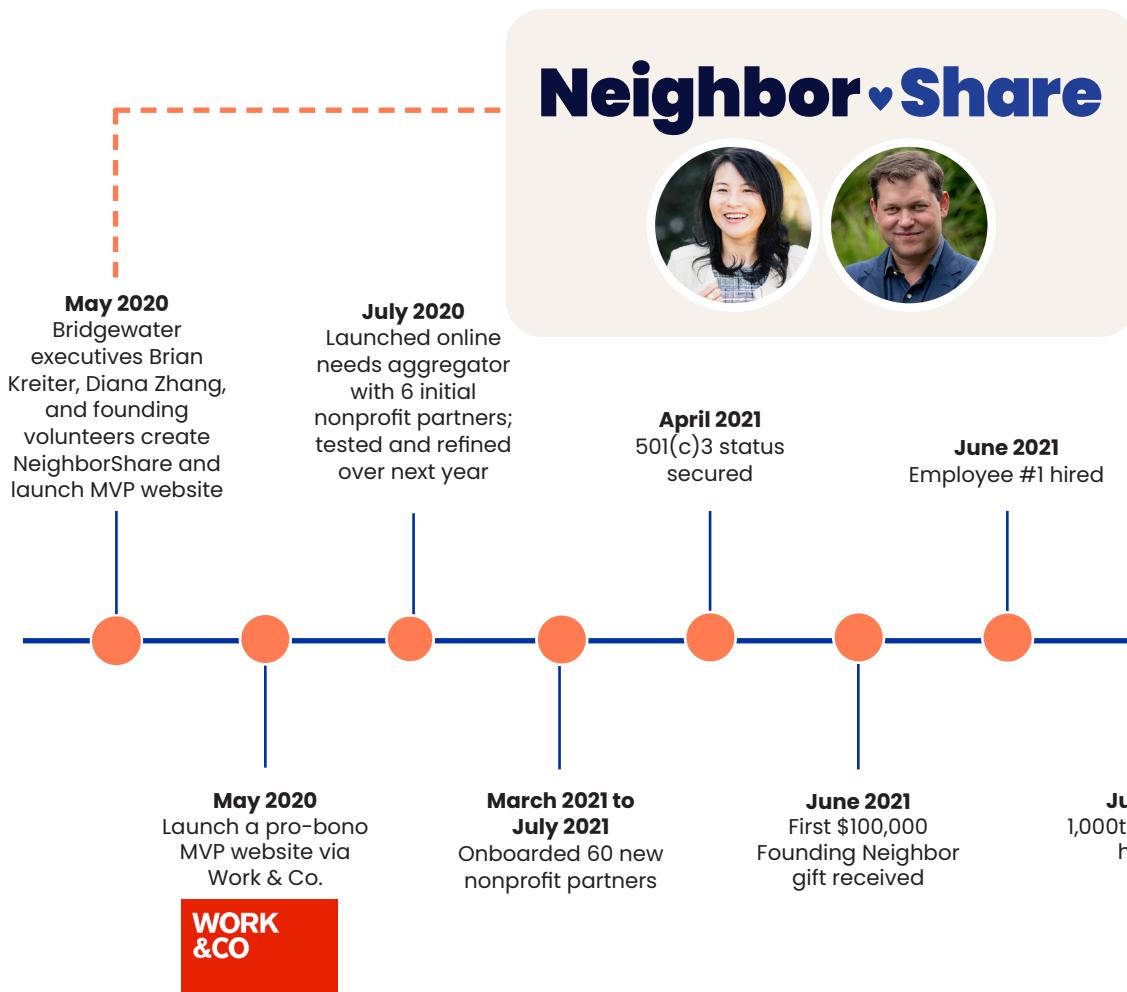
Kiana, a resilient single mother of seven, was still in an emergency shelter months after Hurricane Helene devastated her home in Western North Carolina.

When the shelter announced it was closing, she made the brave decision to relocate to Eastern North Carolina in search of stability. While Roots of Recovery worked to secure long-term housing and connect her to local resources, they urgently needed \$400 for a one-week motel stay.

NeighborShare stepped in, giving Kiana and her children a safe place to stay as they transitioned to a new start.

# Building NeighborShare

There are also very real infrastructure and process wins in the startup phase.



**Forbes**  
**What Entrepreneurs can Learn From Innovative Nonprofits**

by John Caplan  
Dec 14, 2021

"We realized how difficult it is to identify individual needs on the ground in real-time. How do you know if and when a family is in desperate need of funds to fix a broken down car? And how do you know which needs are going to slip through the cracks? With **NeighborShare**, donors can give with confidence, knowing their contributions will go directly to real households with real needs."

- Diana Zhang, co-founder and founding CEO

**neighorshare**  
Recruiting & Managing Outstanding Volunteers with Diana Zhang  
SUCCEFUL NONPROFITS PODCAST



# Corporate Partnership Program

NeighborShare partners with institutional funders in a variety of ways to support the neighbors they care about most.

## Sponsor Your Backyard



In 2024, the MassMutual Foundation and Synchrony Financial sponsored specific communities where their employees live and work, supporting both new and their existing nonprofit partners.

## Adopt a Need

Nonprofit partners request support for neighbors for a variety of needs. Adopt a need related to your business or CSR focus to delight and engender loyalty from customers and employees alike. Partners like Braidwell and Hertz sponsor specific needs like **medical expenses** and **transportation** nationwide as signature Adopt a Need Sponsors.



## Employee Engagement

We know employees care that their employers give back and want to get involved in supporting communities firsthand.



### Custom Microsites

Launched in 2024, NeighborShare now offers customized microsites that feature company branding and can filter needs for a location or needs that align with a company's social impact identity.



### Giving Cards

Don't just tell your employees about your corporate giving – empower them to direct the funds! With NeighborShare Giving Cards, employees can support specific needs on the NeighborShare platform by redeeming a Giving Card purchased by their employer.

## Corporate Partnership Circle



## Transportation Sponsor

"Hertz is proud to partner with NeighborShare and support their efforts to transform the way people give and receive help in the U.S. We value their commitment to transparency and timely reporting which shows how our partnership directly aids individual households."



Page Motes, Vice President,  
Chief Compliance and Sustainability Officer



# Friends of NeighborShare

This dedicated group of leading edge innovators is deeply committed to positively disrupting the way we get help to people that might otherwise slip through the cracks.

## Founding Neighbor (\$100,000+)

- Guggenheim Partners
- Synchrony\*
- Hertz
- Jeff and Barbara Erdmann
- MassMutual Foundation
- Lizanne Galbreath
- Motley Fool Foundation\*
- Carey Halio
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- Chris Varelas
- Oliver & Melissa Nisenson
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## Neighborhood Leader (\$25,000+)

- Braidwell
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- Rippleworks
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- Christopher Van Woeart
- Weil, Gotshal & Manges
- Diana Zhang & Parag Shah
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\* Denotes donors who joined us in 2024

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Chief Administrative Officer,  
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**Oliver Nisenson**  
Head of Asset Based Finance,  
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**Kelli Kreps**  
Executive Director

## Advisors

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Leargas Group + Former  
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