

2011 YEAR IN REVIEW



MIFA PROGRAM EXPENSES

For the fiscal year ending June 30, 2011

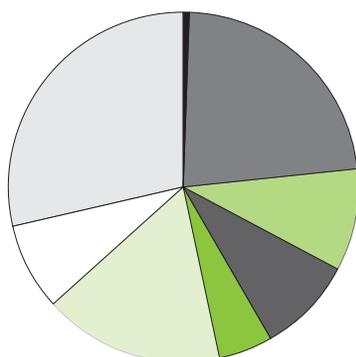
	PROGRAM COSTS	TOTAL	PERCENT
TRANSFORMING FAMILIES IN CRISIS			
Emergency Services	1,013,786		
Housing Opportunities	1,501,022		
Emergency Housing Partnership	1,835,250	4,350,057	39.5%
SUSTAINING THE INDEPENDENCE OF SENIORS			
Handyman	266,263		
Meals	3,158,694		
Ombudsman	116,347		
Senior Companion	532,864		
Transit	233,558	4,307,726	39.1%
EQUIPPING TEENS FOR SUCCESS			
COOL	340,020	340,020	3.1%
COMMUNITY			
Easy Meals	71,228		
The MIFA Store*	216,857	288,085	2.6%
ADMINISTRATIVE & FUNDRAISING			
Communications	238,404		2.2%
Development	723,696		6.6%
Administration	757,543		6.9%
Total Administrative & Fundraising		1,719,643	15.6%
Total Expenses		11,005,531	100%

*The MIFA Store closed October 2010.

Total expenditures included \$620,000 of depreciation (non-cash). The deficit, without regard to depreciation, was \$35,000.

FUNDING SOURCES

	Total	Percent
Aging Commission of the Mid-South	2,348,227	22.7%
Federal Funding - CNCS, FEMA, HUD, DOT	982,137	9.5%
City of Memphis	929,252	9.0%
State of Tennessee	522,109	5.0%
Housing & Community Development	1,705,238	16.5%
Program Income	837,241	8.1%
Private Donations	2,953,464	28.5%
Other Income	72,957	0.7%
TOTAL	10,350,625	100.0%



- Private Donations 28.5%
- Program Income 8.1%
- Housing and Community Development 16.5%
- State of Tennessee 5.0%
- City of Memphis 9.0%
- Federal Funding - CNCS, FEMA, HUD, DOT 9.5%
- Aging Commission of the Mid-South 22.7%
- Other Income 0.7%

- CNCS** - Corporation for National and Community Service
- DOT** - Department of Transportation
- FEMA** - Federal Emergency Management Authority
- HUD** - U.S. Department of Housing & Urban Development



In times of need, families turn to MIFA for help. In FY11, we assisted 910 families who faced homelessness, 3,511 seeking financial relief, and 11,038 in need of food.



MIFA's senior programs provide basic services for our aging population, like providing 401,269 hot lunches to 3,319 seniors, and taking clients on 38,091 trips to doctors' offices and other appointments.

MIFA friends,

What a year we've had at MIFA! Staff, board members, and supporters alike welcomed and reassured me as I became executive director this year, and I am grateful for their continued encouragement. MIFA has never been about just one person, though—it's about what we accomplish together. So thank you all for another year of success.

This fiscal year, MIFA reaffirmed its adaptability as we adjusted smoothly to new leadership, found ways to manage in a changing funding landscape, and met each challenge with an eagerness to overcome it. Even when things are changing within and around us, one thing about MIFA remains constant: we work together to help our neighbors overcome the challenges of poverty. Here are some of our accomplishments from the past year:

- The services provided through **senior programs**, like the 401,269 meals served to 3,319 unduplicated clients by MIFA Meals on Wheels, enabled seniors to maintain their health and independence. Meanwhile, MIFA Transit transported seniors on a total of 38,091 trips to doctors' offices and other critical appointments.
- We played an integral role in the Memphis and Shelby County Emergency Housing Partnership, a service delivery system for **families facing homelessness**. This year, 910 households representing 3,318 individuals received assistance. Follow-up contact with clients revealed that 89.5% were still in stable housing situations after three months, 89.4% after six months, and 88.8% after 12 months.
- Despite increased need—requests for utility assistance are up 19%, while rent is up 40% and mortgage 24%—Emergency Services continued to assist **families facing utility cut-offs, evictions, and growing debt**. 3,511 families who requested financial aid received it, and 11,038 requests for food were granted.
- **Teens** in the 38126 ZIP code, where the high school graduation rate is 45%, participated in our COOL (College Offers Opportunities for Life) program for college readiness. Of the program's 45 seniors, 44 graduated from high school and were accepted by colleges.

Our community's support—from individuals, corporations, congregations, foundations, government agencies, and more—is vital to our service provision. In times of crisis and diminished ability to provide for themselves and their families, people know they can turn to MIFA. As they turn to us, we turn to you—our supporters, our community—and year after year, you answer that call.

Thank you.

Sally Jones Heinz

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Executive Director

