

2012 YEAR IN REVIEW



MIFA PROGRAM EXPENSES

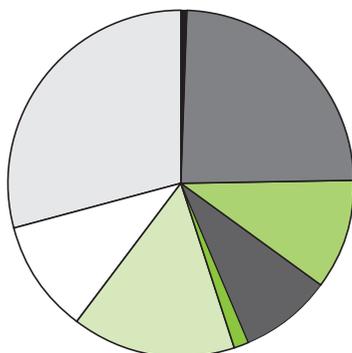
For the fiscal year ending June 30, 2012

	PROGRAM COSTS	TOTAL	PERCENT
SUPPORTING THE INDEPENDENCE OF FAMILIES IN CRISIS			
Emergency Services	941,962		
Housing Opportunities	1,516,663		
Emergency Housing Partnership	1,278,967		
COOL	340,901		
	-	4,078,493	38.9%
SUPPORTING THE INDEPENDENCE OF VULNERABLE SENIORS			
Handyman	286,338		
Meals	3,359,347		
Ombudsman	128,174		
Senior Companion	545,321		
Transit	264,731		
	-	4,583,913	43.7%
COMMUNITY			
Easy Meals	42,309		
	-	42,309	0.4%
ADMINISTRATIVE & FUNDRAISING			
Communications	253,591		2.4%
Development	724,567		6.9%
Administration	806,500		7.7%
Total Administrative & Fundraising		1,784,658	17.0%
Total Expenses		10,489,373	100%

MIFA incurred \$593,448 of depreciation expense (non-cash). The deficit prior to depreciation was \$91,146.

FUNDING SOURCES

	Total	Percent
Aging Commission of the Mid-South	2,360,129	24.1%
Federal Funding - CNCS, FEMA, HUD, DOT	1,030,052	10.5%
City of Memphis	830,418	8.5%
State of Tennessee	124,849	1.3%
Housing & Community Development	1,501,800	15.3%
Program Income	1,037,161	10.6%
Private Donations	2,853,996	29.1%
Other Income	66,374	0.7%
TOTAL	9,804,779	100.0%



- Private Donations 29.1%
- Program Income 10.6%
- Housing and Community Development 15.3%
- State of Tennessee 1.3%
- City of Memphis 8.5%
- Federal Funding – CNCS, FEMA, HUD, DOT 10.5%
- Aging Commission of the Mid-South 24.1%
- 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



Dear friends,

I'm proud to report that this fiscal year has been marked by positive progress in so many areas at MIFA. Perhaps the most significant outcome of our work is a three-year strategic plan, which we've already begun to implement.

Central to the strategic plan are efforts to streamline operations and improve efficiencies, and the new **mission** and **vision** statements we've created are more concise as a result: Our mission is to sustain the independence of vulnerable seniors and families in crisis through high-impact programs, and our vision is to unite the community through service.

We're examining our programs too, searching for ways to deepen services to our clients without additional funding. This task has compelled our program staff and leadership to think critically about the way we operate, and the result as we move forward will be a more efficient and effective organization.

Given this new way of thinking about our programs and services, we hope to see our impact increase in the years to come. We saw the following program successes in FY12:

- **MIFA Meals on Wheels** served 447,976 meals to 3,313 unduplicated clients in FY12. This and other services our senior programs provide enable seniors to maintain their health and independence. Among recently surveyed recipients of home-delivered meals, 93% reported eating healthier foods because of the program, while 85.7% reported both improved health and that Meals on Wheels helps them remain in their homes
- Teens from Central, G. W. Carver, and Booker T. Washington high schools participated in our **COOL (College Offers Opportunities for Life)** program for college readiness. Of the 204 students who enrolled in some form of higher education, trade school, or military over the last four years, 74.1% are still enrolled or have graduated, compared to a national on-time completion rate among low-income students of 47%.
- Of the 13,336 total requests for financial assistance **Emergency Services** received, the program was able to help 3,075 families struggling with rent, mortgage, and utility payments, in addition to nearly 12,000 food vouchers for people in need.

Every year brings some challenges, and we continue working to overcome them. Considerable public funding has been cut for some of our programs, but thanks to reliable supporters, we have been able to bridge those gaps, and service to our clients has not been interrupted.

We are grateful that you trust us to be good stewards and to provide these essential services to our neighbors on your behalf. With your help, we look forward to an even better year in FY13. I hope we can count on your continued support.

Sincerely,

Sally Jones Heinz

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Executive Director

