

2013 YEAR IN REVIEW



MIFA PROGRAM EXPENSES

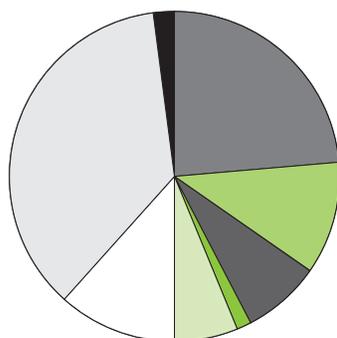
For the fiscal year ending June 30, 2013

	PROGRAM COSTS	TOTAL	PERCENT
FAMILIES			
Emergency Services	1,215,840		
MIFA Housing Opportunities	1,034,109		
Emergency Housing Partnership	518,397		
COOL (College Offers Opportunities for Life)	307,111		
		3,075,456	33.4%
SENIORS			
Hands on Homes	74,900		
Meals on Wheels	3,173,588		
Long-Term Care Ombudsman	130,362		
Senior Companion	548,355		
Transit	299,126		
		4,226,330	45.9%
COMMUNITY			
Easy Meals	22,729		
		22,729	0.2%
ADMINISTRATIVE & FUNDRAISING			
Communications	245,393		2.7%
Development	706,441		7.7%
Administration	924,778		10.1%
Total Administrative & Fundraising		1,876,612	20.4%
Total Expenses		9,201,127	100%

MIFA incurred \$528,423 of depreciation expense (non-cash). The surplus prior to depreciation was \$13,531. Figures do not include in-kind donations.

FUNDING SOURCES

	Total	Percent
Aging Commission of the Mid-South	2,057,536	23.7%
Federal Funding - CNCS, FEMA, HUD	965,360	11.1%
City of Memphis	669,226	7.7%
State of Tennessee	116,556	1.3%
Housing & Community Development	539,440	6.2%
Program Income	992,549	11.4%
Private Donations	3,170,223	36.5%
Other Income	175,345	2.0%
TOTAL	8,686,235	100.0%



- Private Donations 36.5%
- Program Income 11.4%
- Housing and Community Development 6.2%
- State of Tennessee 1.3%
- City of Memphis 7.7%
- Federal Funding - CNCS, FEMA, HUD 11.1%
- Aging Commission of the Mid-South 23.7%
- Other Income 2.0%

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



Dear friends,

What a difference a year makes! This time last year, I told you about our new three-year strategic plan. We have made great strides toward reaching the goals of that plan in 2013, and we are on track to do the same in the coming months. From measuring our programs' impact to streamlining our operations to just being smarter and more innovative, we continue to adapt and improve, as MIFA has always done, to fulfill our mission of supporting the independence of vulnerable seniors and families in crisis through high-impact programs.

Our senior programs are designed to promote independence, health, companionship, and dignity. This year, we made some significant changes to two of our senior programs in order to serve more of our neighbors in more impactful ways:

- **MIFA Meals on Wheels** previously served a four-county area, including Shelby, Fayette, Tipton, and Lauderdale counties. On July 1, we assisted with transitioning meal delivery in the outer counties to an agency that specializes in rural meal delivery. This change will allow us to focus on increasing our Meals on Wheels impact in Shelby County, eventually serving hundreds more.
- Our Handyman program, which was established in 2001 to provide small but critical home repairs for low-income senior homeowners, has been redesigned to focus primarily on wheelchair ramp construction and energy conservation. That redesign also came with a new name: **Hands on Homes**. Through a grant from United Cerebral Palsy of Middle Tennessee and a partnership with the Tennessee Housing Development Agency, we are able to purchase materials, and community groups and volunteers, along with project leaders from MLGW, build and install the ramps. MLGW also partners with Hands on Homes through Project CARE, assisting homeowners with energy-saving improvements.

MIFA's family programs provide basic services to prevent homelessness, stabilize families, and encourage independence.

- **Emergency Services** assists the working poor and seniors on fixed incomes who have experienced temporary crises with rent, mortgage payments, utilities, food, and other necessities. We provided financial assistance to 4,904 families in FY13, out of 15,238 households who applied. In addition, MIFA issued 10,597 food vouchers.
- Students from the **COOL (College Offers Opportunities for Life)** class of 2013 left for their first semester of college this fall. Their plans ranged from our local University of Memphis to Howard University and even Vanderbilt. As a whole, thanks to their own initiative and the guidance of their COOL counselors, the class of 2013 received an incredible \$2,946,480 in scholarship offers.

Thanks to your continued contributions, these stories and many others like them are possible. We provide these services on behalf of the Memphis community that has supported us since 1968, and we look forward to serving even more of our neighbors in need in the year to come.

Sincerely,

Sally Jones Heinz
Executive Director

