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HOPE IN ACTION

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Dear friends,

MIFA's programs promise to help change lives for people of all ages with varying levels of need in this community. We are accountable to the supporters who invest their time and resources in our programs. A series of recent client surveys has given us a new way to report our successes.

MIFA is proud to announce the results of client surveys in this issue of *Hope in Action* and to report that 85% of home-delivered meals and Handyman clients and 90% of Senior Companion clients credit MIFA with their ability to continue living in their own homes. Ninety-three percent of our graduating COOL teens enrolled in colleges last Fall. Seventy-five percent of families exiting MIFA Housing moved into permanent housing.

So much need exists in our community that MIFA cannot reach all who could benefit from these life-changing programs. But our successes are humbling and exciting. With your support, MIFA can continue reaching out to those who need us and making life better for all that we can.

Sincerely,

Margaret Craddock

Our mission: MIFA changes the community by helping change lives through programs which sustain the independence of seniors, stabilize and transform families in crisis, and equip urban teens for success.

Our vision: MIFA strives to be a leading and collaborative resource attacking the challenges of poverty in Memphis.

Cover photo: Creative Aging Mid-South volunteer Mia Jones (right) poses with a client on her Meals route. **Creative Aging Mid-South brings live arts to older adults where they live and meet.**

Something Good in Memphis continues by popular demand!

MIFA's *Something Good in Memphis* campaign was created last fall to highlight the good work Memphians do for each other and this community. The campaign was originally planned to end in December, but due to its overwhelming popularity, we have decided to continue it! SomethingGoodinMemphis.org is a forum for recognizing leaders, do-gooders, and anyone who works to make Memphis a better place.

Many thanks to each of you for making *Something Good in Memphis* such a success. Keep the nominations coming! Visit SomethingGoodinMemphis.org today!

To find out how your company, social group, or congregation can participate in Something Good in Memphis, contact Thomas Robinson, (901) 529-4571 or trobinson@mifa.org

Dental hygiene students from the UT College of Dentistry assembled and donated dental hygiene kits for MIFA clients. These students are *Something Good in Memphis!*





Program evaluation gathers client feedback, measures success

We know you support MIFA because results matter, so sharing the organization's impact with you is important to us. In a continued effort to connect the work we do at MIFA every day to clear and measurable outcomes, our programs recently completed a series of client surveys. The results of these surveys reflect MIFA's commitment to sustain the independence of seniors, stabilize and transform families in crisis, and equip urban teens for success.

"We want to demonstrate that our work has a quantifiable impact on our clients' lives," said Executive Director Margaret Craddock. "Hopefully, these key findings will increase the public's awareness of and sensitivity to our community service and mission."

The study explored MIFA's program results over the fiscal year which ended June 30, 2009, and certainly reflected the positive impact that MIFA has on its clients' lives. The results indicate that, thanks to MIFA's programs, senior clients are more nutritionally stable and independent, people in crisis avoid losing their homes, formerly homeless families gain self-sufficiency and financial independence, and inner-city teens graduate high school and enroll in college.

Eighty-five percent of surveyed meal recipients said that MIFA Meals allowed them to stay in their own homes. Photo courtesy of Creative Aging Mid-South, which brings live arts to older adults where they live and meet.

With assistance from the University of Memphis Department of Anthropology, MIFA staff and volunteers surveyed 166 home-delivered meals recipients. The program served 2,526 seniors a total of 344,881 meals during fiscal year 2009.

- 85% percent of respondents said MIFA Meals allowed them to stay in their own homes.
- Home-delivered meals reduced clients' food insecurity by 33%.
- Because half of MIFA's meal recipients live alone and one-third have visitors less than weekly, nearly 85% of them highly value the socialization aspect of the regular visits of MIFA volunteers who deliver their meals.

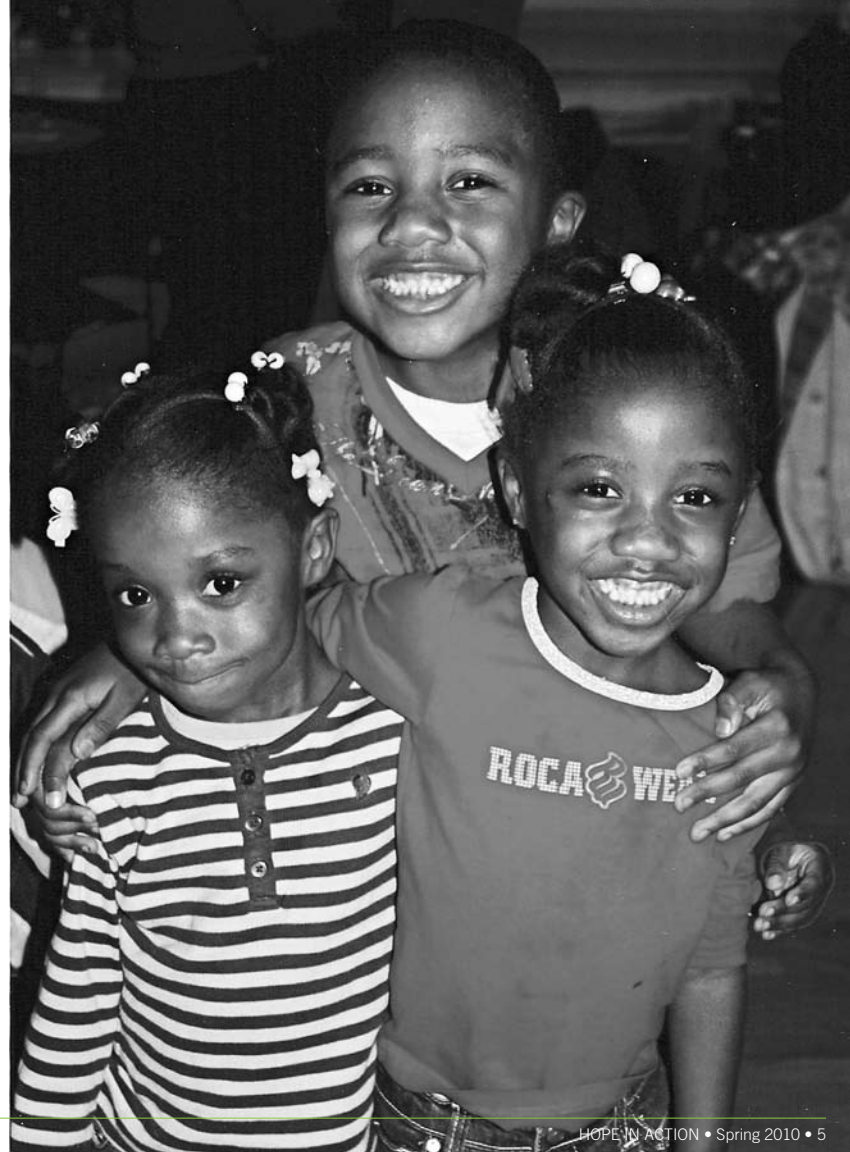
Also during last fiscal year, MIFA's Transit program assisted 710 seniors by providing 46,350 trips to and from doctors' appointments, pharmacies, banks, and congregate meal sites.

- Of the clients surveyed, 73% said the program makes them feel more independent.
- 52% indicate that transit assistance helps them stay in their homes.

Handyman assisted 338 clients with 602 repairs.

- Of the clients surveyed, 85% stated that Handyman helped them remain in their homes.
- 95% of surveyed wheelchair recipients said the work gave them greater access through the ability to leave their homes.

Seventy-five percent of the formerly homeless families leaving MIFA Housing Opportunities last fiscal year exited to permanent housing. Pictured are Taquireon, Tamyra, and Tranece Ruffin at the annual MHO holiday party hosted by St. John's Episcopal Church.





More than 615 seniors were assisted by 115 companions in the Senior Companion program.

- 90% of the program's clients reported that the service makes it possible for them to remain at home.
- 99% say the program improves their quality of life.

More than 4,100 households received assistance with utilities, rent, and mortgages through Emergency Services last fiscal year.

- 100% of clients who received mortgage assistance were still in their homes 30 to 90 days later.

MIFA Housing Opportunities housed 120 families and 283 children last fiscal year.

- 75% of the families exited to permanent housing.

Of the 61 students from Central, G.W. Carver, and Booker T. Washington high schools who participated in COOL (College Offers Opportunities for Life), 57 enrolled in college in the fall of 2009.

MIFA could not succeed in these areas without the support of our faithful donors and volunteers. With your help, we can continue improving the lives of those in need in our community. For more information about the results of our surveys, please visit mifa.org/impact.

Pictured is Katina Coleman, an 11th grader at Carver High School and one of ten finalists in the 2010 Dr. Martin Luther King, Jr. Oratorical Contest, which is open to area teens.



Fast for all or part of the day.
Donate the cost of missed meals to MIFA.



Join us for a community fast during MIFA's annual Day of Reflection and Service presented by ServiceMaster on Saturday, March 27! Your participation will support awareness, unity, and hope in our community.

For more information, please contact Linda Marks, Inter-Faith Coordinator, at (901) 527-0208, ext. 218 or lmarks@mifa.org. Or visit our website at mifa.org/mifast.



MIFA honors Dr. King's legacy

On Monday, January 18, MIFA held its annual observance of Dr. Martin Luther King, Jr.'s birthday. Reverend Bartholomew Orr of Brown Missionary Baptist Church delivered the keynote address.

During the celebration, the 10 finalists in MIFA's Dr. Martin Luther King, Jr. Oratorical Contest were announced. This annual competition, sponsored by Nina and Matthew Thornton, is open to area high school students, with prizes awarded to the top three winners. The first-place winner will deliver the keynote address at MIFA's Day of Reflection and Service on Saturday, March 27.

2010 Dr. Martin Luther King, Jr. Oratorical Contest Finalists

- | | | |
|---|--|--|
| Porche Burks
<i>Central High School</i> | Alexia Harden
<i>Central High School</i> | Jaquelyn Ramirez
<i>Hollis F. Price High School</i> |
| Kamaria Coleman
<i>Central High School</i> | Jean Hatungimana
<i>Central High School</i> | Jarvis Smith
<i>G.W. Carver High School</i> |
| Katina Coleman
<i>G.W. Carver High School</i> | Tika Khadka
<i>Central High School</i> | |
| Janessa Dockery
<i>Hollis F. Price High School</i> | Bo Moore
<i>Northside High School</i> | |

Join us on Saturday, March 27, at 10 a.m. at MIFA for Day of Reflection and Service, presented by ServiceMaster.

At MIFA's MLK Day celebration, Reverend Bartholomew Orr of Brown Missionary Baptist Church inspired the audience with a message about Dr. King's legacy of service.

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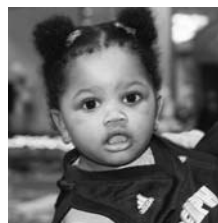
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Thank you, Memphis Grizzlies!

Grizzlies fans big and small came out to support MIFA and meet the Memphis Grizzlies!

Contributions from the community through the Memphis Grizzlies' annual toy drive made the holidays brighter for the children in MIFA Housing.

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A Special Tribute

Thank you to our exemplary friends, our daughters and sons-in-law, our grandchildren, great-grandchildren, and their dear extended families, as well as professional and personal associates who have blessed us greatly. They have all shown us courage, faith in our Lord Jesus Christ, good humor, generosity, community service, integrity, mercy and love.

We plead failing memories, so we are not naming names, lest we leave someone out. You know who you are. You have influenced our lives for good, and we are better for your examples. Thank you for the joy and encouragement you have given us. We have made this contribution in your honor and with love.

—Jean and Frank Norfleet.

Let your legacy live on - consider a charitable bequest to MIFA. If you have included a charitable bequest to MIFA in your will, please let us know so that we can thank you. Call (901) 529-4523 to speak with Sally Heinz about your contribution.

We would love to hear your stories! If you would like to share a story about your experience at MIFA, contact Ellen Whitten at ewhitten@mifa.org or (901) 529-4507, or post a message at www.mifa.org/stories.



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Volunteer opportunities at MIFA

If you are interested in volunteering for any of our programs, call or email the appropriate contact below for available opportunities. If possible, **please review our volunteer requirements online** before selecting your volunteer opportunity, as each program has a different set of guidelines for volunteers. You can also fill out a volunteer application online! Visit mifa.org/volunteer for more information.

Childcare – LaShonda Lewis, 525-7766 x31, llewis@mifa.org

Facilities – Mary Wilder, 527-0208 x547, mjwilder@mifa.org

Life Skills Institute – Tonya Crowder, 525-7766, tcrowder@mifa.org

Long-Term Care Ombudsman – Rick Finkey, 527-0208 x230, rfinkey@mifa.org

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Senior Companion – Dennis Moy, 529-4535, dmoy@mifa.org

Special Events/Development – Charlie Nelson, 529-4514, cnelson@mifa.org

The MIFA Store – Charlie Nelson, 529-4514, cnelson@mifa.org

Volunteer orientation and tours are held every Wednesday at 11 a.m. and 4 p.m. Contact Charlie Nelson to reserve a spot. 529-4514, cnelson@mifa.org.

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