



Impact Profile Summary





Organization Overview

Metropolitan Inter-Faith Association’s (MIFA) mission is to support the independence of vulnerable seniors and families in crisis through high-impact programs. Established in 1968, MIFA fights poverty by providing stabilization support for families and seniors. For families at greater risk of instability, MIFA provides immediate support related to housing and emergency assistance. For seniors facing food insecurity, isolation, or mistreatment, MIFA offers nutritional assistance (e.g. MIFA Meals on Wheels) and advocacy to support seniors living both independently and in senior residences.

The Memphis MSA ranks 2nd in overall poverty and in child poverty among MSAs with populations greater than 1 million people, with approximately 1 in 4 people living in poverty. It is estimated that 20 percent of families (28,000) and more than 10 percent of seniors (13,000) in Memphis are experiencing poverty. Housing instability is experienced by thousands of Memphians, with black residents disproportionately effected. Approximately 20 percent of all Memphians experience food insecurity—nearly double the national rate.


Impact Results

An Impact Study Update measures the change in poverty-fighting effectiveness since the previous impact study. For each dimension, the effectiveness is determined based on the strength of available evidence compared to Slingshot Memphis’ outcomes-driven methodology. Impact results provide an objective, consistent way to measure impact, track progress, and identify opportunities for growth. Below are the impact results for MIFA:

Dimension	Unclear	Weak	At Least Neutral	At Least Strong	Very Strong
 Benefit-Cost Ratio	Insufficient evidence exists to confidently estimate benefits	Costs exceed estimated benefits	Estimated benefits and costs similar	Estimated benefits exceed costs	Estimated benefits substantially exceed costs
 Systems-Level Change	Insufficient evidence to determine systems-level change	Evidence for the creation of systems-level change does not exist	Evidence for the creation of limited systems-level change	Evidence for the creation of moderate systems-level change	Evidence for the creation of significant systems-level change
 Use of Best Practices	Indiscernible best practices or insufficient data on the practices	Few practices are effective and/or practices are inconsistently applied	Some practices are effective and/or inconsistently applied	Most practices are effective and consistently applied	Practices are most effective and consistently applied
 Measurement Infrastructure	Required information is inaccessible	Limited measurement infrastructure and use of data to understand and improve impact	Basic measurement infrastructure and use of data to understand and improve impact	Acceptable measurement infrastructure and use of data to understand and improve impact	Robust measurement infrastructure and use of data to understand and improve impact




Benefit-Cost Ratio

At Least Strong 

- MIFA creates an estimated \$1.20 to \$1.45 in poverty-fighting benefits for each dollar it spends, increasing from \$1.00 to \$1.25 since its previous impact study
- Primary benefits created by MIFA include:
 - Homelessness prevention for adults, children and families
 - Improved nutrition and health for seniors through food support
 - Direct financial subsidies for rapid rehousing
- The number of home delivery meals increased 50 percent and the number of families receiving rental assistance doubled



Use of Best Practices

Very Strong 

- Program models for MIFA Meals on Wheels and Emergency Housing are validated by independent research as best practices
- MIFA strictly adheres to government-mandated requirements and employs a very strong Performance Quality Improvement process
- Staff performance management includes documented job descriptions, annual reviews, and regular discussions about performance
- Professional development could be enhanced by tying it to individual staff development goals
- Since the previous impact study, the Valuing Individual Performance tool was implemented



Systems-Level Change

At Least Strong 

- Developed several strong partnerships with local and national organizations and governments
- Several of these include:
 - Aging Commission of the Mid-South to administer MIFA Meals on Wheels
 - City of Memphis to offer emergency services
 - Housing support with the Department of Housing and Urban Development
 - Utilities support in collaboration with Memphis Light, Gas, and Water
- New forms of systems-level change include:
 - Influencing the allocation of CARES Act funds
 - Coalition of organizations to secure additional funding for emergency shelter placement
 - Receipt of the Day 1 grant to support rapid rehousing programming



Measurement Infrastructure

At Least Strong 

- Data analysis and data-driven decision-making are the strongest components
- Measurement objectives and data collection support an outcomes-oriented view of impact
- Metrics are documented for family programs; documentation could be enhanced by including data definitions and covering more data sources
- Data is stored across cloud-based systems, including HMIS, ServTracker, and CoactionNet, making it hard to aggregate data for analysis
- A robust, organization-wide dashboard allows leadership to analyze data trends
- Standardized processes exist to incorporate data and analysis in decision-making
- Data and analysis was used to change its volunteer strategy for MIFA Meals on Wheels

Potential Opportunities for Growth

- Continue pursuing policy changes that benefit seniors and emergency support for families
- Investigate ways to aggregate data across storage systems to enhance analyses
- Customize professional development opportunities and incorporate 360-degree feedback from direct reports, peers, and managers
- Seek ways to expand MIFA Meals on Wheels services to a larger population
- Document and further automate data quality assurance practices