

# Annual Report



# 2017

## Update on Totals Since Our Opening

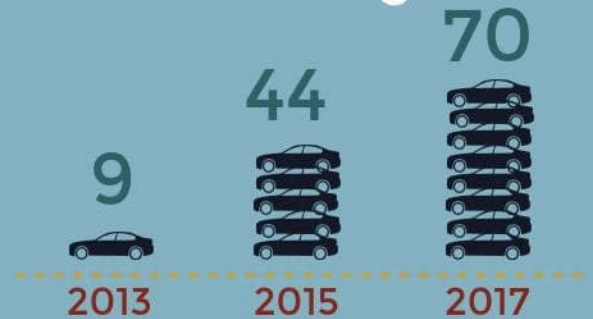
\$722,000 saved

2,006 repairs

924 Minnesotans  
and their families

It is our fourth year open and we have been able to grow and serve almost 1,000 Minnesotans. Thank you for making our work possible!

## August Repairs over the years



## In Shop Fiscal Year '17



Estimates  
Written



Repairs  
Done



Repairs Outweigh  
Cost of Vehicle



Pre-Purchase  
Inspections

## Since Mobile Van Started: March '17

Diagnosing vehicles BEFORE coming to the shop to help reduce the waiting list and save customers time and money!

Tows Saved on Undrivable  
and Unworthy Cars



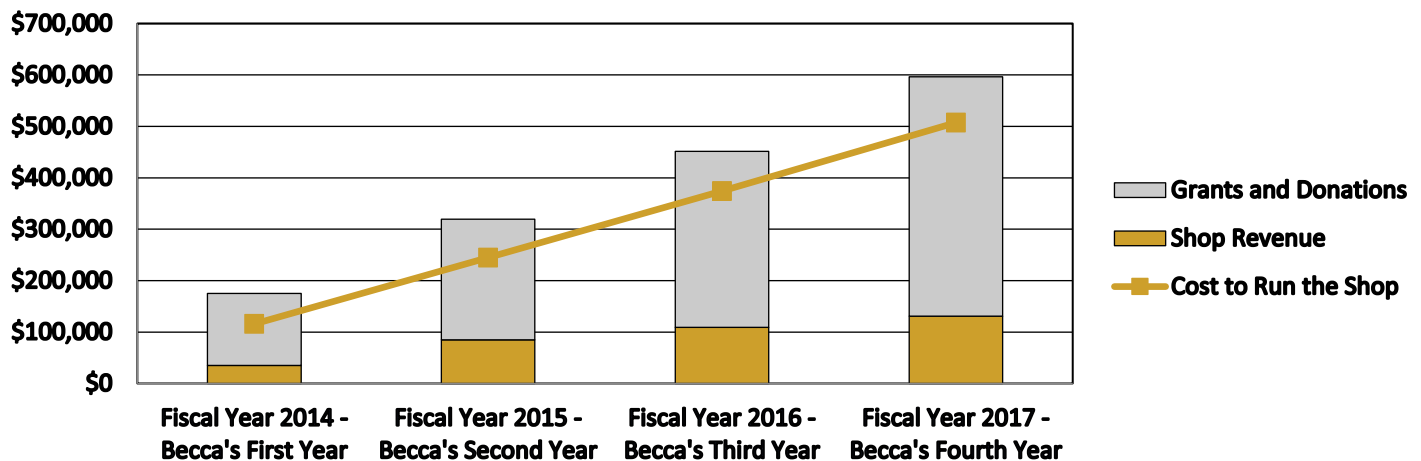
# THANK YOU!

# Meet Becca – Board Chair

My very first career was in the car world. I started working as a receptionist at a dealership in my high school years. After pursuing my Masters in Social Work, I supplemented my income by working at a homeless shelter by day and a dealership by night. When my colleague at the shelter found out about my second job, she immediately connected me with Cathy Heying who was just starting to brainstorm ideas around a shop that would fix cars for low income individuals. We met and at the end of our conversation Cathy asked me to be on the still forming board of directors.

Once we recruited a full, talented board of directors, we came up with our mission statement, vision, and values. We still had a lot to sort out, but we had an opportunity to sublet a bay and we felt like we needed to take it. We opened our doors in April of 2013 and it was a challenging learning curve. Did you know insurance companies weren't really fond of providing insurance for this kind of work? Volunteers, our very part time Executive Director, and the board tackled each new challenge. I often marvel that we didn't even have an operating budget the day we opened our doors. Now we have revenue projections, an operating budget, and professional board members and staff who take each detail to heart. We learned a lot from those early days and those lessons stick with us as we plan for the future of The Lift.

## Budget Snapshot



The Lift brings a much needed service to so many people who wouldn't otherwise have access to trustworthy, affordable car repairs. We continue to serve more customers, grow our staff, and add more bays, yet the demand remains. Right now, the future of The Lift is the board's first priority. We are grateful to have been able to grow at a wonderfully healthy rate thanks to the generosity of The Lift donors allowing us to serve more and more customers, but we are at a point where the space we are in is nearing maximum capacity. As a board we're putting together a plan, determining the best and most strategic form for growth in order to serve more customers with safe and affordable repairs.

It's been 6 years, almost exactly, since Cathy and I had that first meeting. The Lift has grown to be a thriving nonprofit with a robust staff filled with experts in their field who also have an unbelievable amount of compassion and patience - and a dedicated, committed, and extremely knowledgeable board of directors. I have so much pride, joy, and excitement when I get to share about the work that The Lift does and when I get to meet and thank donors for making that work possible.