



MORE THAN A MEAL



2021 ANNUAL REPORT



Our mission is to provide nutritious meals, wellness checks, and caring contact to elderly, disabled homebound, and others in Tulsa and surrounding areas.

We believe our values generate success, and we are determined to live by them.

- Compassion.** We do what we do because we genuinely care about people!
- Attitude.** We will remain positive no matter what the circumstance. We practice unconditional positive regard for all people. We are grateful for the opportunity to serve others!
- Relationships.** We value relationships above all things.
- Excellence.** Continued and constant improvement is what we seek. We want to do all things well!
- Servant Leadership.** To serve is to lead, and to lead is to serve. Everyone has the capacity to become a leader.



A MESSAGE FROM
CALVIN A. MOORE
PRESIDENT & CEO

Dear Friends,

I am happy to submit the 2021 Meals on Wheels of Metro Tulsa Annual Report.

Prepping this year's annual report has been a bittersweet experience for me. As my time as CEO comes to a close, I am so grateful for having worked alongside each of you to strengthen our mission. We have faced so many challenges over the last seven and a half years. But together, we have weathered them all and become a much stronger and much more vibrant organization.

An old African proverb says, "If you want to go quickly, go alone; if you want to go far, go together." The success of Meals on Wheels is a testament to the truth of that proverb. When I started in August 2014, my dream was to prepare the organization to properly meet our community's growing needs. I knew that we were beginning an incredible journey.

And what a journey it has been! Even though there were many obstacles, you—our volunteers, staff, donors, and strategic partners—lifted this organization to new heights. What started as a simple idea has grown into one of Oklahoma's largest social movements for community health and revitalization. Meals on Wheels of Metro Tulsa should be proud to call itself the largest private provider of home-delivered meals in the state.

The future is really bright for Meals on Wheels. We are nearing the completion of a multi-million dollar facility to reach more people in need and deliver more than 1 million meals annually. We have fulfilled all of the strategic goals laid out in our 2017-2021 plan. For the first time, we are a Title III provider in the state and will soon drop-ship meals state-wide through the ADvantage program. The organization has grown by leaps and bounds and now employs more than 78 professionals. The staff is extraordinarily capable. The team in place is capable of making the most of the opportunities present. The brand is recognized and trusted in the community and remains a beacon of hope for so many. The state of our charitable mission is strong.

I leave with so much gratitude. For me, the best part of this journey has been the joy of working with an amazing group of exceptionally talented, creative, and dynamic—Meals on Wheels team members. I cannot thank them enough for their dedication and commitment on this journey and for making such a success of it all. I will forever be indebted to our donors, advocates, and stakeholders who have walked with us on this path. Your unyielding support has made all the difference.

I leave with full confidence that the institution is transitioning into good hands with its interim CEO, Jill Easley. As I move to another role, I will be looking on with great interest and supporting you in every way I can.

All my best,


Calvin A. Moore

A MISSION THAT WORKS.

Your compassion and generosity fuel the most effective solution to senior isolation and hunger in Oklahoma. The senior population is the fastest-growing demographic in Oklahoma. Meals on Wheels of Metro Tulsa is working diligently to be prepared to meet the challenges that come when caring for this growing population.

A senior can receive one year of Meals on Wheels service for roughly the same price as a one-night stay in a hospital. Meals on Wheels provides a cost-effective solution that serves us all.

26%

26% of Oklahoma seniors are threatened by hunger.

50%

Half of seniors living alone lack the financial resources to pay for basic needs.

80%

80% of low income, food-insecure seniors are not receiving the support they need.

2 OUT OF 3

2 out of 3 seniors report the meals make up half or more of all food eaten that day.

90%

90% of recipients say Meals on Wheels improves their health and allows them to stay in their own home.

36%

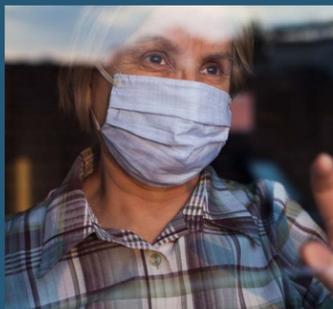
36% drop in hospital stay rates after only 30 days of Meals on Wheels service.

A COMMUNITY WORKING TOGETHER

Meals on Wheels of Metro Tulsa collaborates with churches and community organizations to fulfill our mission. These organizations provide volunteers, donations, and distribution sites.



The Home Depot Foundation provides volunteers and supplies to build wheelchair ramps for clients, along with home repairs.



Southern Agriculture provides storage and distribution space for pet food for our PAWS Program.



Morton Comprehensive Health Services and Tulsa Transport provide paid drivers and vans to assist in meal delivery.



Tulsa Public Schools and the Salvation Army partner with us to identify and provide meals for at-risk students.

TOGETHER, WE DELIVER.

Meals on Wheels of Metro Tulsa delivers the nutritious meals, wellness checks, and compassion that allow seniors to age with dignity and without the fear of hunger.

For many seniors in the community, Meals on Wheels is the difference between remaining in their own homes and needing to relocate to a long-term care facility. The nutritious meals, caring contact, and wrap around services help them cope with three of the biggest threats of aging: hunger, isolation, and loss of independence.



872,848
MEALS DELIVERED 2021

Meals Delivered 2014-2021



3,149,434
MEALS DELIVERED 2014-2021

Oklahoma ranks #1 in the United States for seniors who are threatened by hunger.



MOVING OUT WEST

In 2021, Meals on Wheels of Metro Tulsa took the opportunity to supply congregate meals at senior nutrition service sites and home-delivered meals to homebound individuals within 13 counties in western Oklahoma. Last year, we provided 24,660 meals to more than 440 individuals. We are expecting these numbers to double in 2022. These distribution sites create a setting where seniors who are not homebound can come together and share a meal and spend time with each other, addressing the issue of loneliness. Additionally, this contract provides funding for expanded services to homebound seniors.



DELIVERING THROUGH A PANDEMIC

The COVID pandemic has continued to influence the program delivery of Meals on Wheels of Metro Tulsa. We were asked by city, county, and state governments to help resolve food-insecurity issues created by the pandemic, including:

- Nutritional support for displaced apartment residents when the building was condemned. These people could be rehoused quickly, given the shortage of housing stock during the pandemic.
- Meals and snacks for students learning virtually through a partnership with the Boys and Girls Clubs.
- Expanded services for families in COVID quarantine.

We worked to return to volunteer-led meal delivery in Broken Arrow, Mid-Town, and Sand Springs. Given the number of ongoing COVID exposures and infections, a greater number of volunteers were needed. To meet this challenge, we transitioned volunteers to the once-per-week frozen meal delivery model.

Meals on Wheels continued mainly to rely on a staff delivery model. Using a small group of personnel allowed us more easily to monitor for COVID symptoms and limited likely virus spread through fewer face-to-face interactions. This model has allowed consistent delivery of services throughout the pandemic.

We expanded the wellness check program. Volunteers made multiple calls to each client weekly to check in on them and determine any pressing issues. This method of engagement proved so valuable for both participants and volunteers that wellness check calls were incorporated into the training of all new volunteers.

PROVIDING LIFESAVING HUMAN CONNECTION

When driving a car, taking public transportation, or navigating your community becomes unsafe or just too uncomfortable, once-active people can get cut off from the social connections we all need to thrive. As mobility wanes, their worlds get smaller. This can create isolation and loneliness, sometimes at profound levels. This loneliness not only deteriorates our homebound seniors' wellbeing, but it can shave years off of their lives.

That's why the warm hello and conversation that accompany the Meals on Wheels meal delivery is such a vital lifeline that keeps homebound seniors healthy. Volunteers deliver so much more than a meal; they provide the wellness checks and caring contact that our clients need to flourish.

In the latter part of 2021, Meals on Wheels began working to bring back volunteers into the delivery model in Broken Arrow, Mid-Town, and Sand Springs. These efforts will continue into 2022.

Clients Served 2014-2021



16,844
CLIENTS SERVED IN 2021

WHAT'S BEHIND THE KNOCK?

It's compassion.
It's care. It's hello.
How have you been?
I've missed you. It's an
extra hand when seniors
need it most.

For many seniors, the volunteer is the only person they see or talk to all day.

REDISCOVERING OLD FRIENDS

Our corporate partner volunteers from T.D. Williamson had a unique encounter when they arrived to build a wheelchair ramp for a client through the Home Safety Program. When the volunteers met the client, they were surprised to discover that he was it was a beloved retired janitor from T.D. Williamson. It was an emotional reunion and a very special project for everyone involved. This experience put in perspective that the people we serve are more than strangers in need – they are our neighbors and friends.





HOME SAFETY PROGRAM

The main obstacles for seniors remaining in their homes are limited mobility due to health problems, unsafe living conditions, and lack of regular access to food. Physical disabilities limit our clients' abilities to make even minor repairs on their homes, putting them more at risk for injuries.

The Home Safety Program facilitates minor home repairs to enact fall and injury prevention and other safety measures. This happens by removing debris or impediments, securing steps, repairing roofs, windows, and doors, and installing grab bars, lights, ten-year fire alarms, etc. **In 2021, the Home Safety Program completed 404 improvement projects for 201 clients.**



FEED OUR FUTURE

One in five children struggles with hunger in Oklahoma. In Tulsa County, there are more than 32,000 food-insecure children. Six out of nine Tulsa Public High Schools have an average of 75 percent of students eligible for free or reduced-cost lunch. The schools are mainly located in historically underserved, high-poverty areas. Many are in food deserts (no grocery stores).

The Feed Our Future program delivers weekend meals to food-insecure students at five Tulsa Public High and Junior High Schools and breakfasts, lunches, and snacks to underserved children at five Salvation Army's Boys and Girls Clubs. **Feed Our Future will serve an estimated 85,135 meals to more than 3,000 students this year.**



PAWS PROGRAM

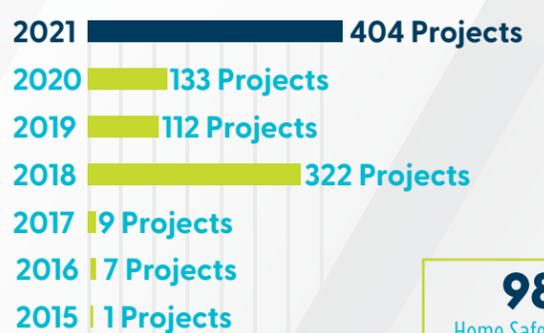
Pets are crucial for the health of our clients. The joy and warmth from the bond with a pet are therapeutic. Research shows that seniors with pet companions are less likely to experience depression, report feelings of loneliness, or become ill.

The Pets Assisting Wellness in Seniors (PAWS) Program provides monthly pet food supplements, ensuring seniors maintain healthy diets without sacrificing their meals to protect companion animals from hunger. **In 2021, PAWS delivered 151,800 meals to 599 pets of 551 clients.** PAWS also provided veterinary care and transportation to companion animals in need.

MORE THAN A MEAL.

Our mission is to help homebound individuals remain living safely and independently in their own homes for as long as possible. To fulfill this mission, we provide services that go beyond a meal.

SAFETY PROJECTS 2015-2021



988
Home Safety Projects
2015-2021

STUDENT MEALS 2014-2021



129,511
Student Meals Served
2016-2021

PET MEALS 2014-2021



274,179
Pet Meals Served
2014-2021

COMMUNITY SUPPORT

As a privately-funded nonprofit, Meals on Wheels of Metro Tulsa relies on generous support from philanthropic organizations and individuals. Meals on Wheels has a robust and intentional collaboration with corporations, individuals, churches, and foundations for major gifts while collaborating on the program side with charitable organizations to offer unduplicated care and recruit volunteers.

Fundraising (Operational) 2021



40% Individual	\$ 1,670,618
17% Foundations	\$ 697,463
16% Direct Mail	\$ 667,842
10% Civic	\$ 429,690
8% Online	\$ 351,750
6% Corporate	\$ 271,273
2% Misc. Income	\$ 85,385
1% Church	\$ 60,885
Total	\$4,228,906

2014-2021

2021	\$4,228,906
2020	\$6,950,693
2019	\$3,486,816
2018	\$3,385,000
2017	\$2,180,251
2016	\$1,842,792
2015	\$1,683,000
2014	\$1,126,085

\$24,921,856
OPERATIONAL RAISED SINCE 2014

Fundraising (Capital) 2021



86% Foundations	\$6,767,500
8% Corporations	\$ 587,183
6% Individuals	\$ 488,972
Total	\$7,668,504

2014-2021

2021	\$7,668,504
2020	\$2,289,599
2019	\$2,166,919
2018	\$1,225,000
2017	\$300,000

\$13,650,022
CAPITAL RAISED SINCE 2014

Expenses 2021



70% Operations	\$3,282,032
18% Administration	\$ 843,068
13% Fundraising	\$ 612,285
Total	\$4,737,385

The 2021 financial report reflects a temporary increase in operational costs. The ongoing nature of the COVID-19 pandemic and the emergence of variants disrupted the organization's volunteer delivery model which resulted in a continued reliance on a paid delivery team. As this crisis subsides within our community, we are returning to normal volunteer options as quickly and responsibly as possible. Additionally, some costs were added with the opening of new programs. Those costs will be reimbursed with federal/state funding. It is important to note that, due to an operational reserve we have, all expenses were paid in full in 2021.



YOU DON'T NEED A CAPE TO BE A HERO

A volunteer saved the life of a senior who was recently discharged from the hospital. During a meal delivery, the volunteer could see that the client was in distress. The volunteer quickly called emergency services. Later, our client shared that the volunteer "literally saved my life." We are proud of this volunteer and all our volunteers who are prepared to assist in a crisis.



A MESSAGE FROM
JILL EASLEY
INTERIM PRESIDENT & CEO

It is an incredible honor to serve you as the Interim President and CEO of Meals on Wheels of Metro Tulsa. Meals on Wheels is a special organization with a history of innovation and a deep commitment to our mission-centered values of providing impactful service, nutritious meals and caring connections in Tulsa and cities throughout Oklahoma.

Collectively, we have impacted our community for the better. Meals on Wheels is a solution that works by supporting our senior neighbors and providing independence and hope. What we have achieved to this point is remarkable. Your compassion and partnership fuel the most effective solutions to senior isolation and hunger.

We have demonstrated that Meals on Wheels is an essential solution to the urgent challenges facing our community. Thank you for recognizing the impact Meals on Wheels of Metro Tulsa makes in the lives of thousands of our seniors and homebound neighbors.

I look forward to serving as an advocate and champion for our mission, clients, extraordinary staff, boards and leadership teams of this remarkable organization, as we work together every day to deliver our mission.

Meals on Wheels of Metro Tulsa has delivered nearly 10 million meals to Tulsa and the surrounding communities over the past 51 years. And we look forward to another 51 years plus.

Together, we have demonstrated that we can deliver, and our time is now.

Sincerely,

Interim President and CEO
Meals on Wheels of Metro Tulsa

MISSION FORWARD

MEALS ON WHEELS HARDESTY SERVICE CENTER

Meals on Wheels of Metro Tulsa's vision for expansion is becoming a reality in 2022! Meals on Wheels of Metro Tulsa has served the community from the current facility for nearly 40 years. Today, this location is no longer large enough to meet the needs of clients, volunteers, and staff.

The Meals on Wheels Hardesty Service Center will be a 23,250 square foot, single-story building on the corner of E. 51st St. and S. Darlington Ave., across from LaFortune Park. Construction began in July 2021 with the development of three acres for the new building and parking lot.

The location will provide much-needed visibility and space, strengthen our distribution network, raise awareness, and grow our volunteer recruitment, training, and deployment. A large state-of-the-art commercial kitchen with specialized cooling solutions and expanded dry dock storage area. This new site will allow Meals on Wheels to increase our capacity from delivering 750,000 meals to more than 1,000,000 meals per year to clients across Oklahoma.

“We envision a center where our staff, volunteers, and community members can expand their work to help ensure no person in our community suffers from hunger or isolation and depression due to neglect.”





STAFF

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Savannah Littlejohn, Operations Administrative Assistant

Lauren Orr, Special Projects Manager

Brittany Walker, Client Services Associate

Morgan Fowler, Client Care Coordinator

Sophie Goldstein, Special Projects Coordinator

Christy Lindstrom, Client Care Coordinator

Susan McWilliams, Client & Meal Data Coordinator

LaShonna Nelson, Client Care Coordinator

Colleen Stice, Care Navigation Coordinator

Tara Harris, Director of Volunteers

Jesse Jullien, Delivery Service Coordinator

Tia Combs, Volunteer Service Coordinator

Sonne Hoover, Volunteer Services Assistant

Bob Beard, VP of Community Relations & Development

Michelle MacFarlane, Senior Grants Officer

Jazlin Asencio, Donor Relations Specialist

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Together, We Can Deliver.

MOWTulsa.org