

# TOGETHER, BEDELEVERED, BEDELEVERED, DOZO IMPACT REPORT

DELIVERING



Seniors continued to receive nutritious meals, uninterrupted, despite necessary delivery adaptations.

## **COVID-19 Response**

With vulnerable seniors being at the greatest risk amid COVID-19, Meals on Wheels of Metro Tulsa had to take drastic action to ensure our clients' safety. The delivery model was adapted to reduce the number of face-to-face interactions our seniors experienced. We implemented this process within days with no interruption to meal deliveries. The Mobile Meals app was fully implemented during this time. This smartphone app provided client information to personnel and allowed them to report information on deliveries and client conditions in real-time.

## A Community in Need

As the pandemic continued to disrupt lives throughout Tulsa and surrounding communities, it became apparent that the need stretched beyond Meals on Wheels' typical clientele. Meals on Wheels began working with local organizations, churches, and non-profits to provide food to families impacted by COVID-19, such as unexpected guarantines and employment loss.



Meals on Wheels partnered with local organizations to provide meals to families struggling with hunger due to the pandemic.



A Morton Comprehensive Health Services employee loads a box containing a week's worth of meals to deliver to isolated seniors.

## A Community Unites

In the first days of operations reorganization, Meals on Wheels of Metro Tulsa created partnerships throughout the community to overcome the new challenges. QuikTrip provided cold storage to increase meal production to meet the increased demand. Tulsa Transit and Morton Comprehensive Health Services provided multiple vehicles two days per week to expand meal delivery capacity. Modus provided staff to deliver meals--which also allowed Modus to continue employment for several of their employees. Meals on Wheels experienced an outpouring of support throughout COVID-19, with the community donating more than \$1,067,670 to the COVID-19 **Emergency Fund.** 

## **TOGETHER, WE DELIVERED** 742,698 TOTAL MEALS DELIVERED







525,238 SENIOR MEALS















Leigh Ann Jackson shared that she felt "loved" by the Meals on Wheels community after receiving a personalized greeting card!

## **Beyond the Meal**

As our Home Meal Delivery Program and community outreach continued to deliver meals to those in need throughout the community, our other programs provided seniors with additional essential services. The Home Safety Program made home repairs that improved clients' living environment safety, completing 165 home safety projects in 2020. The program partnered with Home Depot to build ramps and the Young Men's Service League to provide seniors with lawn care services. The Pets Assisting Wellness in Seniors (PAWS) Program delivered nearly 60,000 pet food meals, keeping companion animals fed.

Team Home Depot donated lumber and provided volunteers to build ramps for seniors throughout the community.

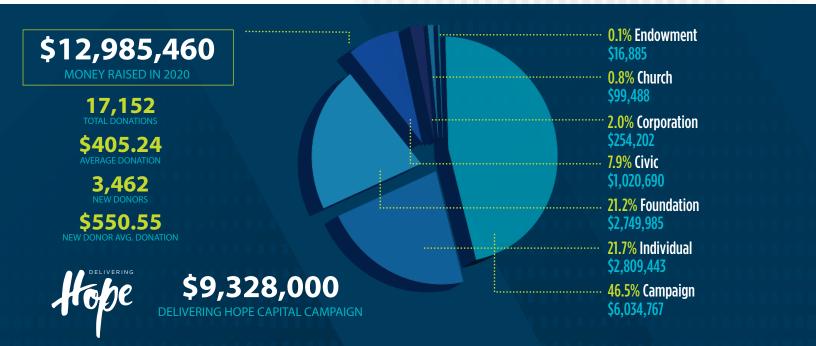


In April, during the pandemic, Calvin Moore, along with Sapulpa's fire chief and mayor delivered the first meals in Sapulpa.

## **Expanded Services in Sapulpa**

At the beginning of 2020, Meals on Wheels of Metro Tulsa began delivering in Sapulpa, continuing efforts to expand essential services and nutritious meals to homebound beyond metro Tulsa. They are currently 90 seniors receiving services in Sapulpa. Communities served now include Bixby, Broken Arrow, Collinsville, Jenks, Owasso, Sand Springs, Sapulpa, and Tulsa.

"We have been planning this expansion for some time, and in light of COVID-19, we are fortunate enough to be able to move this up so that Sapulpa residents who are homebound have access to nutritious meals and essential services during COVID-19 and beyond." - Calvin A. Moore, President, and CEO



## **Staying Connected**

Limiting contact with susceptible seniors to lower the risk of COVID-19 spreading also meant that seniors were at an increased risk for loneliness and depression. Meals on Wheels' volunteers began making wellness check phone calls to clients three times a week. This engagement gave seniors caring contact and Meals on Wheels the confidence that seniors were safe. Volunteers and drivers reported any safety or health issues in real-time through the Mobile Meals app. Volunteers, some as far away as New York, made 142,890 wellness check calls. "Oh fantastic, just fantastic, I am so grateful for them, they make me feel like them and MOW are providing very wonderfully for me. So grateful."

"Meals on Wheels gives me a sense of belonging, To know someone cares about us to knock on that door and bring food to us. Man frequently looks at the clock of time and ask the question, "has time passed me by?" That knock on the door comes and time has not passed you by. Because the people like Meals on Wheels to come to you and that sense of belonging, older people need the comfort of knowing that people care for them."





"It has been a genuine pleasure for Morton Healthcare's Transportation Program to be engaged in an ongoing partnership with Meals on Wheels. It is inspiring to me to see the positive daily impact MOW has on the lives of Tulsa's seniors. This relationship has been a wonderful example of teamwork and collaboration."

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

## STAFF

Calvin A. Moore, President & CEO | Marc Bloomingdale, Executive VP & COO | Bob Beard, VP of Community Relations & Develpment Tara Harris, Director of Volunteers | Jonathan Vanbeber, Director of Support Services | Morgan Fowler, Client Care Coordinator Marissa Holt, Delivery Services Coordinator | Colleen Stice, Care Navigation Coordinator | Lauren Willard, Special Projects Coordinator Bryce Bower, Client Services Associate | Michelle MacFarlane, Senior Grants Officer | Jazlin Asencio, Donor Relations Specialist Tia Combs, Volunteer Services Coordinator | Christy Dillon, Client Care Coordinator | Savannah Littlejohn, Operations Administrative Assistant Susan McWilliams, Client & Meal Date Coordinator | Elizabeth Bugay, Executive Assistant

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