

# ANNUAL IMPACT REPORT

January 1 - December 31, 2020



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MODUSTULSA.ORG

## TRANSPORTATION INEQUITY IN TULSA

Roughly 20% of people in Tulsa are unable to access the medical and social services they need due to the lack of adequate transportation options in our area. Ultimately, this problem results in unequal access to services and is linked to decreased physical health, mental health, educational outcomes, and job security.

At Modus, we believe everyone should have equal opportunities to succeed. This starts with having access to safe, reliable transportation to services.



***“Access to just about everything associated with upward mobility and economic progress jobs, quality food, and goods (at reasonable prices), healthcare, and schooling relies on the ability to get around in an efficient manner.”***

Gillian B. White; The Atlantic

**80,000**

people in Tulsa who cannot access the services they need to succeed due to inadequate or unreliable transportation.

# PROGRAMS & SERVICES

## THE MODUS MISSION

Modus removes barriers through innovative transportation solutions, education, and advocacy.



## ABOUT MODUS

Modus eliminates transportation as a barrier for Tulsa citizens to be healthy, more productive members of society. Our curb-to-curb transportation service, Modus Drive, ensures individuals and families get to their medical and social service appointments on time, consistently, and safely, while ModusEd trains every high school student at Tulsa Public Schools to use the city's transit system.

Together, Modus Drive and ModusEd increase transit use, reduce agency spending on inefficient transportation, and increase access to healthcare and social services.

## MODUS DRIVE

Modus Drive provides safe and reliable transportation by utilizing trained and vetted volunteers and staff. In 2020, Modus Drive expanded its scope of services to serve anyone over the age of 13, allowing us to help more people access appointment-based services. This year, Modus provided **2,555** rides to Tulsans. Since its founding in 2017, Modus Drive has provided **6,430** rides.

## MODUSED

ModusEd was taught in-school in early 2020, but switched to a virtual model when schools closed as a result of the COVID-19 pandemic. Despite not meeting with students face-to-face, ModusEd programming was still taught to over **8,000** Tulsa Public High School students in 2020. Since the beginning of this program, ModusEd has trained more than **16,000** students how to use the city bus.



# MODUS MEMBER AGENCIES

Modus is setting the trend for client transportation, not only for Tulsa, but for all cities with inadequate transportation options. The program represents an innovative solution to an age-old problem. In Tulsa specifically, Modus is the only non-profit program addressing transportation barriers and advancing mobility for our citizens.

Modus partners directly with local medical and social service agencies to transport their clients to and from appointments.

## MODUS MEMBER AGENCY BENEFITS

- Eliminate transportation barriers for clients.
- Reduce agency's no-show rate.
- Increases our partner organization's capacity to serve clients.
- Allow partner agency's staff to stay focused on the mission of your agency while we handle the transportation.

## HOW DOES MODUS COMPARE?

For a typical trip from Tandy YMCA to North Regional Health Department (Distance = 16.4 miles), Modus is the most economical choice.

Uber/Lyft	\$23
Taxi	\$37
<b>Modus</b>	<b>\$8-\$15</b>

## 2020 MODUS MEMBER AGENCIES

1. Amplify Tulsa
2. Community Service Council
3. Design Lab
4. Family and Children Services
5. James Inc.
6. Mental Health Association
7. Palmer Continuum of Care
8. Restore Hope
9. Safe Babies Court
10. Still She Rises
11. Strong Tomorrows
12. The Parent Child Center of Tulsa
13. Tulsa Community Work Advance
14. Tulsa Honor Academy
15. Tulsa Public Schools
16. Tulsa Term
17. Workforce Tulsa
18. Youth Services of Tulsa

## AGENCY TESTIMONIALS

*"The overall cost savings of Modus is immeasurable. By shortening the length of time in state custody, improving no-show rates with service providers, and minimizing the time that is calculated by a care coordinator to provide transportation or manage the case due to low participation it is clear that there is a significant financial benefit. The overall benefit to the families and children stretches past a dollar amount and can change the trajectory for a family for a lifetime."*

MENTAL HEALTH COORDINATOR AT MODUS  
MEMBER AGENCY

*"Because of Modus, families were able to comply with their treatment plans and increase their own self-sufficiency skills. Modus staff understood the complex situation that our program participants and their families experienced and helped create a positive supportive experience"*

CHIEF PROGRAM OFFICER AT MODUS  
MEMBER AGENCY

*"Modus helps our students secure much-needed community resources by being able to make plans, and get there safely and in a timely manner. Modus continually supports our students by engaging them, and meeting their needs by helping students and their families."*

PROGRAM MANAGER AT MODUS  
MEMBER AGENCY

*"Not having to worry about transportation issues while creating service plans for our clients has been a game-changer for our organization."*

DIRECTOR OF YOUTH DEVELOPMENT AT  
MODUS MEMBER AGENCY

# MODUS VOLUNTEERS

*At Modus, we believe everyone should have equal opportunities to succeed. This starts with having access to safe, reliable transportation to services.*

*Modus stands out from other transportation services by being client-centric and voluntarily HIPAA compliant. We even have car seats available upon request.*



*With a client rating of **4.97 out of 5**, Modus goes above and beyond to offer exceptional service to our client passengers.*

## MODUS DRIVERS

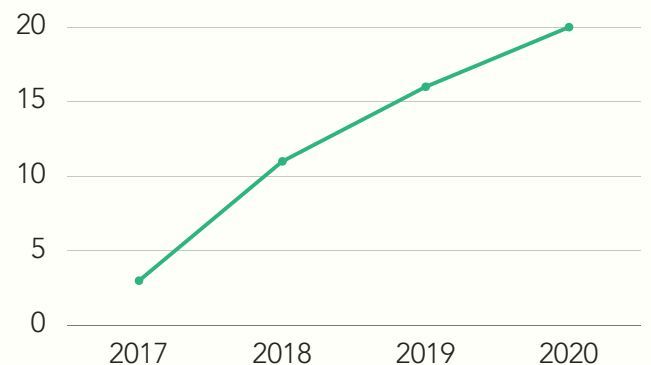
- Modus drivers consist of staff and volunteer drivers.
- All drivers have a clean driving record, undergone a background check, and completed driver training.
- Safety is our top priority. All drivers are required to thoroughly sanitize their vehicles before and after each ride.
- After adapting our operations in light of COVID-19, Modus has been safely transporting clients since June 1st and we were happy to welcome our volunteer drivers back on September 1st.
- In order to resume volunteering with Modus, all volunteers are required to complete Modus' COVID training, as well as adhere to all sanitation guidelines.



## VOLUNTEER ADVISORY COMMITTEE

Modus created a Volunteer Advisory Committee in 2020. The primary goal of the Volunteer Advisory Committee is to enhance the value of Modus in the community, continuously improve program operations, and expand our mission. The committee is composed of active volunteer drivers who provide ongoing support and insight into the Modus Drive program.

## NUMBER OF MODUS DRIVERS



“I really enjoy volunteering for Modus because of the variety of kids I get to interact with - each with their own perspectives and needs.”

- Madeleine  
Volunteer Driver

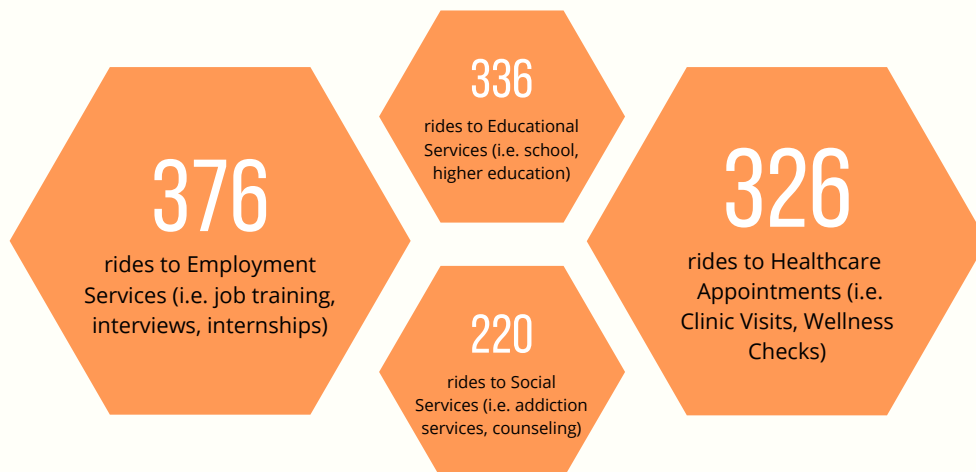
# COVID-19 RESPONSE & COMMUNITY COLLABORATIONS

Modus has been safely transporting clients since June 1st. In addition, we've partnered with four new Modus Member Agencies who are providing crucial services during this time. Click [here](#) to view all of our new protocols and learn how Modus is keeping drivers and passengers safe.

Highlights to our new protocols include:

- Modus staff conducting health screenings over the phone with each client before their ride.
- Clients and drivers are required to conduct medical self-assessments before each ride.
- Modus Drivers are required to sanitize their vehicles before and after each ride.
- All drivers and passengers are required to wear masks.
- No more than two clients are allowed in any vehicle at the same time.

## RIDES DURING COVID



Throughout the end of March and early April, Modus conducted assessments with our partner agencies and clients to better understand the most immediate needs in our community. These assessments indicated that food insecurity was a primary concern among participants. In order to address food insecurity, Modus formed new partnerships with Meals on Wheels and Tulsa Public Schools.



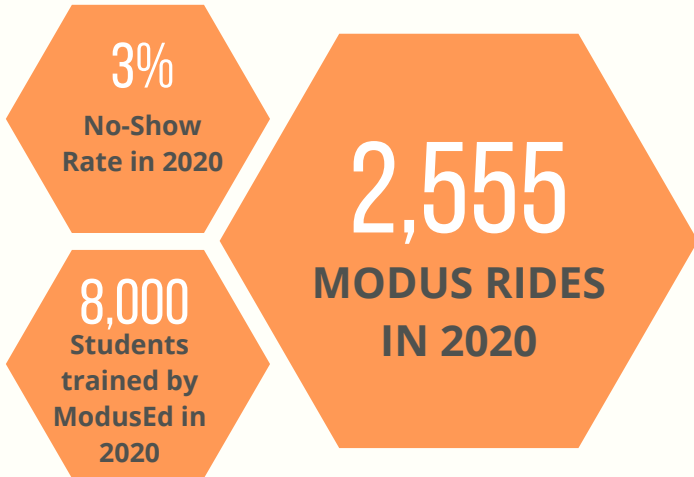
Modus formed a partnership with Meals on Wheels Tulsa in early April, where Modus employees delivered meals along-side the Meals on Wheels employees each weekday. From April-September, Modus delivered roughly **4,200** meals.



Modus partnered with TPS to develop a referral process to offer delivery services, such as meals and virtual learning materials, to students and families who have been unable to access or have had difficulty accessing one of the district's "Grab-and-Go" sites.

# HIGHLIGHTS & ACCOMPLISHMENTS

Through the trials presented in 2020 with the COVID-19 pandemic, Modus has continued to reach goals and remain the innovative solution to a critical problem. In Tulsa, specifically, Modus is the only non-profit program addressing transportation barriers and advancing mobility for Tulsa citizens aged 13 and older.



## SO MUCH MORE THAN JUST A RIDE

### DEPENDABLE

*"It was really great that Modus was there for me, to take me to my appointments so I can do my things and become who I am today."*

CASSIE

### CONNECTION

*"Through Modus I feel like we get a lot of social connection with other people, because the people with Modus actually love to socialize with you and they love to talk."*

JOSEPH

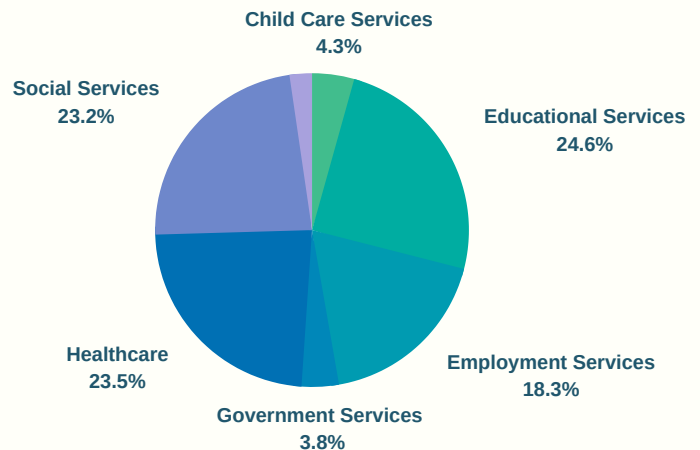
### SUPPORTIVE

*"Modus shows that I have people in my corner and I'm not out here by myself."*

DESTINY

- February 2020 had the most rides in any month to date with 690 rides.
- Modus' Leadership Team and Board of Directors developed a comprehensive strategic plan for 2020-2023.
- Updated our mission statement to provide maximum flexibility regarding future markets served.
- Established the Modus Volunteer Advisory Committee.
- Recruited and trained 10 new volunteer drivers.
- Partnered with Meals on Wheels and Tulsa Public Schools to help deliver needed items in the pandemic.

## RIDES BY SERVICE TYPE



## SINCE MODUS STARTED...



6,430 rides



454 clients transported



16,000 students taught

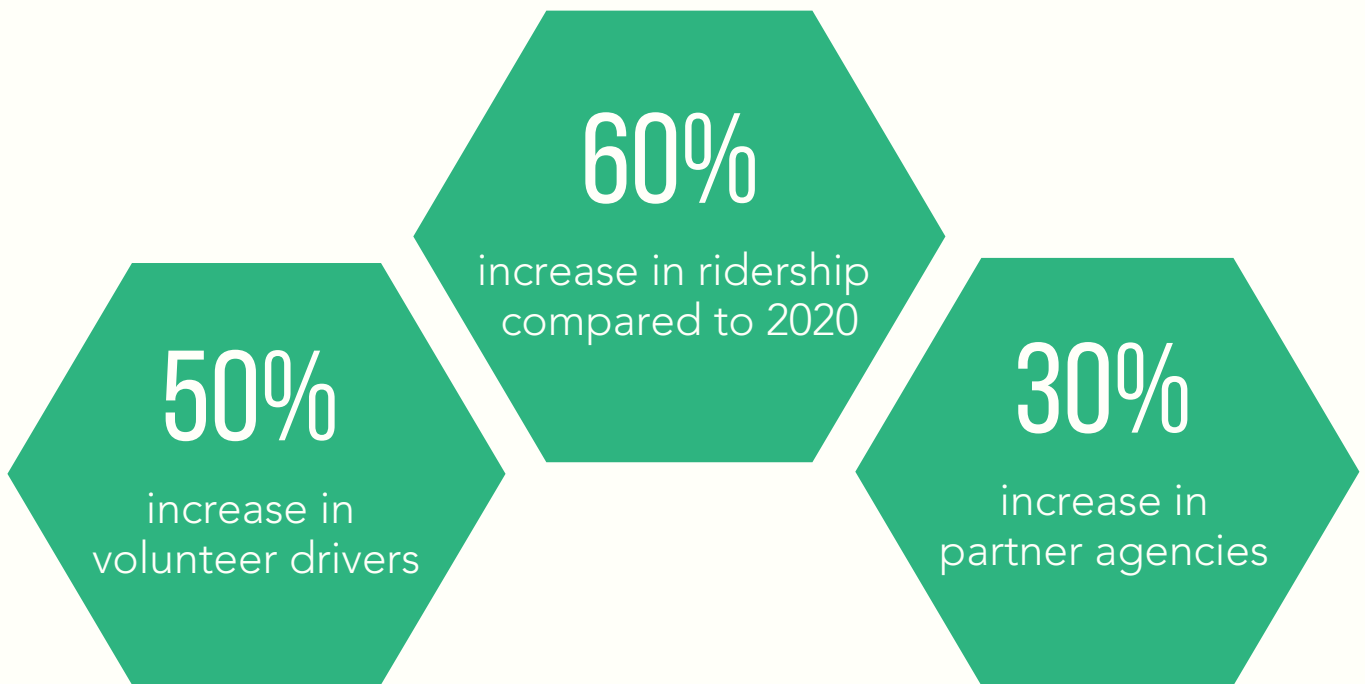


70 drivers trained

# LOOKING AHEAD: 2021 PROJECTIONS

Modus' overall objective is to ensure that all Tulsans have reliable transportation so they can access the services they need to succeed and the opportunities they need to thrive.

After successfully adapting operations to remain open and giving rides through the COVID-19 pandemic, it is expected that Modus will remain successful, adapt to new challenges, and continue to grow and meet goals in 2021.



## STRATEGIC PLAN

Modus recently developed a new strategic plan for 2020-2023. Highlights to our new strategic plan and goals for 2020-2023 include:

- New mission statement.
- Carefully expand scope of mission delivery beyond original youth/social service focus.
- Build new partnerships that support the expanded mission.
- Develop sustainable revenue sources that allow continued growth and scalability.
- Develop and implement the needed customized technology solution.
- Recruit, train, and retain 100 volunteer drivers and ModusEd trainers by 2023.





# WE THANK YOU FOR YOUR CONTINUED SUPPORT OF OUR PROGRAMS



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Ruth Nelson Family  
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