



Goodwill Industries of Tulsa, Inc.
PO Box 9811 • Tulsa, OK • 74157-0811

PEOPLE WORKING. LIVES IMPROVED.



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TAM, CONTINUED FROM PAGE 1

“Because of my new job, I earn money to buy what I want. I want to spend my Rewards points on gifts for the children.” Goodwill is pleased to honor Agnes Tam’s request and spend her rewards points on gifts for children of other TulsaWORKS participants.

Agnes Tam is getting her reward. And at the same time sharing it with others.

CHAPLIN, CONTINUED FROM PAGE 1

Pepsi has given me new experiences and opportunities. I would tell anybody wanting a job in the warehouse field to take the classes at Goodwill and be attentive. It will benefit you in the end.”

Your donations of clothing and household items, when sold in Goodwill’s stores, provide the funding that is used to support the forklift training program and provide individuals like David the skills necessary to become self-supporting.



Goodwill Stores and Donation Centers

STORES*

TULSA

2800 Southwest Blvd.
102 S. Garnett

1204 N. Lynn Riggs, **Claremore**
3826 E. Frank Phillips, **Bartlesville**
8525 N. 117th East Ave., **Owasso**
2210 W. Washington St. (91st & 145th E. Ave), **Broken Arrow**
715 S. George Nigh Expressway, **McAlester**
2102 Range Line Road, **Joplin, MO**

New Store and Donation Center coming Early Fall 2008 - 51st & 193rd East Ave

*For store hours, visit our Web site
www.goodwilltulsa.org or call (918) 584-7291

DONATION CENTERS*

TULSA

2800 Southwest Blvd./Goodwill (open 24 hours)
102 S. Garnett/Goodwill Store
3807 S. Harvard/Storefront**
51st & S. Harvard/Stein Mart
81st & S. Lewis/Wal*Mart
9242-H S. Sheridan/Storefront/Sterling Plaza
1691 S. Yale/Storefront/Seventeen Hundred Yale Mall
6933 S. Sheridan/Storefront/Plaza Village Shopping Center
8028 S. Yale/Storefront/Country Hollow Shopping Center
10925 S. Memorial/Storefront/South Park Shopping Center

BROKEN ARROW

91st & 145th East Ave./Goodwill Store
1027 N. 12th/Storefront**/
Kenosha Crossing Shopping Center

JENKS

211 W. Main St./Storefront**

SAPULPA

1022 E. Taft/Storefront

OWASSO

8525 N. 117th East Ave./Goodwill Store

BARTLESVILLE

3826 E. Frank Phillips Blvd./Goodwill Store

CLAREMORE

1204 N. Lynn Riggs/Goodwill Store

McALESTER

715 S. George Nigh Expressway/Goodwill Store

JOPLIN

2102 Range Line Road/Goodwill Store

*DONATION CENTER HOURS VARY BY LOCATION
**DONATION CENTER A FREE-STANDING BUILDING

For donation hours or information on special pick-ups call: (918) 581-1200 or visit us at www.goodwilltulsa.org



Goodwill

Industries of Tulsa, Inc.

David Chaplin Makes a Pepsi Run

When David Chaplin graduated from McLain High School, he was unable to attend college and did not have a career in mind. A series of dishwashing and bussing jobs left him certain that restaurant work was not his calling.

He changed career paths to assembly and then to working in a warehouse setting. According to David, "I bounced around from job to job. I really enjoyed working in the warehouse, but never learned



how to drive a forklift." This really limited his opportunities for advancement.

David's mother, a TulsaWORKS participant, told him about Goodwill's Forklift Operator Training program; and within two weeks, he was enrolled. Forklift classes are held on Saturdays and take three weeks to complete. He says what he liked most about the classes, led by Larry Stephens, a certified instructor with many years experience, is the hands-on training. "It wasn't a bunch of films, take a test

and then leave. We actually got to drive the forklift!"

David attended forklift training September 15 – 29, 2007, and received his certificate. When Goodwill held a job fair exclusively for forklift/warehouse positions on October 3rd, David interviewed with a representative from Pepsi Bottling Company and was hired as a Warehouse Loader (forklift operator). He says, "Working at

CONTINUED ON PAGE 4

Agnes Tam Gets Her Reward

Getting to know Agnes, makes you want to be a better person. Goodwill's association with Agnes began when she entered Goodwill's TulsaWORKS program to update her computer skills. After a life-time of physically demanding jobs, the 68-year old referral from AARP was ready for a job that she could accomplish using her mind.

Agnes and the TulsaWORKS staff selected Life Skills, Customer Service, Computer Applications and Call Center Training for her.

She dealt with this list of trainings in the same manner that she approaches everything else in life – with dedication and a strong work ethic. "I am just happy to be busy," she said, and then proved her gratitude by bringing home-made cookies to celebrate. Upon completing her training, Agnes was hired by Alorica in November 2007 as a Customer Service Representative.



In addition to training, Agnes also qualified for Rewards for Success (a Goodwill/United Way-funded incentives program) in which TulsaWORKS participants earn points for reaching their program goals that can be used to purchase items selected by the participants. As Agnes completed training and became employed, she earned incentive points.

For awhile, Agnes was undecided about what to "buy" with her points. Then she attended the Goodwill Alumni holiday party hosted each year to honor the graduates of TulsaWORKS who are now employed in the community. As she watched the graduates' children receiving their holiday gifts, she suddenly decided what she wanted as her reward.

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Dom!



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BOARD OF DIRECTORS OFFICERS

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Goodwill and Its Business Advisory Council Make a Positive Impact

Goodwill's partnership with its Business Advisory Council (BAC) played a significant role in the remarkable success experienced in 2007 by the 331 Goodwill job training graduates placed in employment. Last year those graduates' combined earnings were in excess of \$2.26 million. This level of success requires organization, determination and a great deal of input from various business sectors. This is the area in which the BAC volunteers contribute their expertise.

BAC members are always ready to assist with Goodwill's skill training curriculum updates, such as the suggestion to add a math component to our Call Center Training program, a deficit that had been seen in recent applicants. BAC members also assist with Goodwill-sponsored job fairs by providing booths, door prizes and publicity.

Lesser-known, but most labor-intensive of the volunteer services provided by BAC members, are the mock (or practice) interview sessions with Goodwill trainees that occur about every two months. The most recent mock interviews were held in early February. Twenty-two human resource professionals arrived bearing job leads and lending interviewing expertise to over thirty eager, yet anxious, Goodwill participants.

For mock interviews, each participant dresses in appropriate interview attire, is armed with a fresh résumé and is ready to try techniques newly acquired from various Goodwill training classes. Because of such wonderful participation by BAC members, the trainees are able to be interviewed by at least three different HR professionals. This offers them experience with different

interviewing styles. The BAC members offer immediate feedback about the interview – both compliments and constructive criticism.



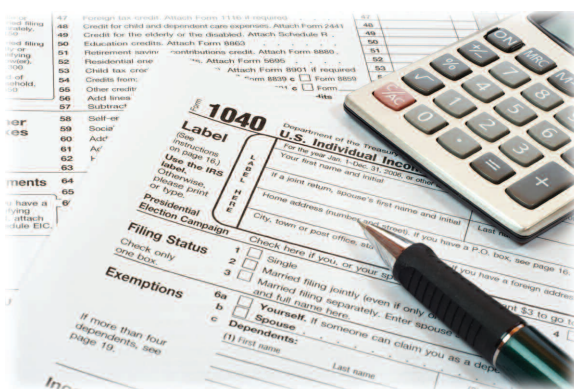
In all, 72 interviews were conducted in February, and the BAC members evaluated the performance of all the participants for the Goodwill staff. This information was used to determine the next steps taken in service provision. Some companies came with actual job openings and were able to make arrangements to interview ten Goodwill participants at their respective companies at a later date.

Goodwill Industries of Tulsa wishes to recognize the BAC employers who sent volunteers to the February mock interviews: AAA Disability Advocates – PC, AARP, AEP-PSO, Alorica, AmSan, Arkansas Valley Bank, AT&T, Career Tech, City of Tulsa, Hilton, Key Personnel, Nordam, Penloyd LLC, Resource Manufacturing, TCIM, Trost Consulting, Tulsa County Shelter, Tulsa Health Department, and the U.S. Army. Also, special thanks to QuikTrip Corporation for their donation of donuts for the occasion.

Volunteer Recognition

Goodwill Industries of Tulsa is fortunate to have dedicated volunteers that are willing to share their time and talents to benefit the organization. For more than ten years Dominic Odierno has volunteered his services by assisting

Goodwill employees and clients in preparing their income tax returns. Dom, who is originally from Chicago, volunteers his services through AARP. But it is not just Goodwill that benefits from Dom's efforts. Annually Dom provides income tax preparation assistance for more than 700 non-profit employees and clients throughout the Tulsa area. Goodwill would like to say a special thank you to Dom for his many years of service and recognize him for making a difference in the lives of our employees and clients. Goodwill Industries of Tulsa's volunteer program is coordinated by Nancy Webster, Director of Community Relations. If you would like to find out more about volunteer opportunities at Goodwill please contact Nancy at nwebster@goodwilltulsa.org or call her at 918-584-7291.

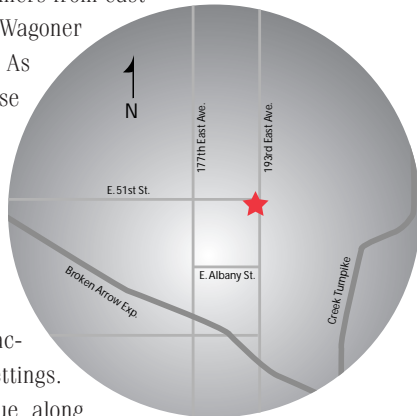


Goodwill At Stone Creek New Store to Open in September

Plans are underway to open our ninth Goodwill store in the fall of 2008. This will be a new facility, built from the ground up, and will include a drive-thru attended donation center. The new "Stone Creek" store, at 51st & 193rd East Ave will compliment our Broken Arrow and Garnett locations. This additional store will be conveniently located for customers from east Tulsa, Catoosa, Coweta, Wagoner and all of Broken Arrow. As new customers from these areas discover the Goodwill shopping experience at Stone Creek, they will be eager to visit our other stores.

Our stores are known for their bright and attractive department store settings. The atmosphere and value, along with our reputation for warm and friendly service, is continuing to draw new customers and repeat visits from our regular devoted fans.

Watch for announcements of our Grand Opening and plan to be the first to discover this exciting new addition to our store locations.



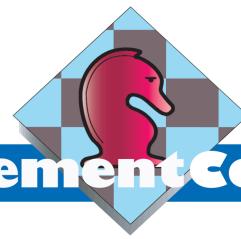
Your donations of gently used clothing and household items, and your purchases in our stores help to support Goodwill's employment and job training programs that are putting people to work.

For store locations, hours and daily specials visit our website at www.goodwilltulsa.org.

**Are You A
Clothes Horse?**

**Feel Good.
Do Good.
Clean Out Your
Closets for Goodwill.**

Goodwill Industries of Tulsa, Inc.
www.goodwilltulsa.org



Placement Corner

The Placement Corner highlights the wide range of jobs and occupations in which our training graduates are now employed.

Participant's Name	Employer	Position
Cecelia Stephens	St. Francis, Warren Clinic	Patient Acct. Rep.
Pamela Miller	Capital One	Customer Serv. Rep.
Donna Dillion	Million Dollar Elm Casino	Revenue Auditor
Ronald Rodrigue	Sawyer Manufacturing	Assembly
Vanessa Outley	Avalon Correctional Services	Case Manager
Walter McKinney	Roe Security	Security
Selma Adair	Warehouse Specialties	Forklift Driver
John Adams	FedEx	Driver
Michael Tregoning	American Overhead Door	Installer

Last Year Your Donations Allowed Goodwill To ...

- Provide employment, job training and case management services to over 1,900 individuals with disabilities and/or disadvantaging conditions,
- Pay over \$5.9 million in wages and benefits to disabled/disadvantaged employees,
- Provide contract packaging services for 15 companies at our East Campus resulting in 40,467 hours of paid work experience for individuals in training,
- Place over 300 disabled and disadvantaged individuals into jobs in the community earning wages of over \$2.2 million,
- Place 111 workers in temporary assignments at community businesses through Goodwill Staffing Services and,
- Provide janitorial services for over 475,000 square feet of office space in the community.

