



**LOOK AT ME**

**NOW!**

Goodwill Industries of Tulsa // 2013 Annual Report

## MISSION

Goodwill Industries of Tulsa provides work opportunities, job training and support services for people with disabilities or other employment barriers.

## VISION

We envision a community where all people have the training and opportunities they need to be successful in the workplace, regardless of the barriers to employment they must overcome.

## VALUES

**Integrity:** We strive to meet the highest standards of ethics and accountability.

**Respect:** We treat all people with dignity and respect.

**Commitment:** We are resolved as individuals and as an organization to the fulfillment of our mission.

**Diversity:** We embrace diversity in the individuals we serve, the programs we offer and among the workforce that makes up our organization.

**Empowerment:** We provide services that help people help themselves.





**Paul Rossler**  
Chairman

**David Oliver**  
President



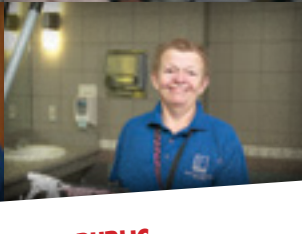
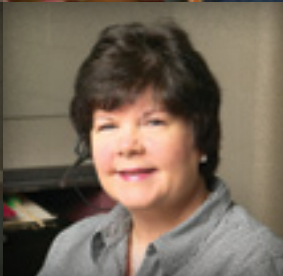
## FROM THE CHAIRMAN & PRESIDENT

**“LOOK AT ME NOW!”** – a simple phrase, but one that speaks volumes in relation to past difficulties, and a phrase that is especially fitting for thousands of individuals who have worked hard to overcome challenges in order to prepare for the future.

Life is full of challenges. What matters is how we face those challenges. Do we persevere and push forward, or do we give up and pull back? Goodwill works hard to assist individuals who face barriers to employment. We help individuals

develop needed skills, and we provide vital services and encouragement to them to keep pushing forward as they prepare themselves for employment opportunities.

This year we are very pleased to share with you the stories of our award winners Kelsey, Abigail and Kyler – individuals who have overcome considerable challenges to meet their goals. We congratulate them and the thousands of other individuals who have utilized Goodwill’s services this past year to move forward with their lives, for each one most certainly deserves to smile and say, *“Look at me NOW!”*



**YOU DONATE GENTLY-USED CLOTHING AND OTHER HOUSEHOLD ITEMS TO GOODWILL.**

**WE PUT PEOPLE TO WORK RECEIVING, SORTING AND SELLING THOSE ITEMS IN OUR RETAIL STORES.**

**THE PUBLIC PURCHASES THOSE DONATED ITEMS FROM OUR RETAIL STORES FOR GREAT PRICES.**





**THE PROCEEDS FROM  
OUR RETAIL SALES  
FUND TRAINING, WORK  
PROGRAMS AND JOB  
PLACEMENT IN OUR  
COMMUNITY.**

**MORE PEOPLE  
WORKING IS  
GOOD FOR  
OUR LOCAL  
ECONOMY.**

**PEOPLE  
WORKING.  
LIVES  
IMPROVED.**



EMPLOYEE OF THE YEAR AWARD WINNER

# KELSEY O'HALLORAN

Kelsey began working at Goodwill in July of 2012 as a donation attendant at the 38th and Harvard location. Kelsey greets donors with a wide smile, helps take donations into the work site and offers tax receipts with gratitude and appreciation. She is always willing to lend a helping hand and say a kind word.

This comes naturally to Kelsey who was born with Williams Syndrome, a genetic condition that can affect anyone. It is characterized by medical problems – including cardiovascular disease, developmental delays, and learning disabilities. These occur side by side with strikingly advanced verbal abilities, highly social personalities and a love for music.

The ongoing medical issues can cause anyone to have a bad day or even a series of bad days, but Kelsey carries on despite the challenges, always striving for a successful day on the job.





Kelsey has many interests outside of work. Kelsey attends the annual Williams Syndrome Association Conference and has been a guest speaker at National Conference sessions for parents and family members. She was nominated Oklahoma Special Olympics “Athlete of the Year” in 2000 and lit the torch at the Opening Ceremonies. She has also been an ambassador for Oklahoma Special Olympics and has served as a past President and Secretary of the local chapter of Tulsa People First where she remains a member.



Kelsey is also active in the Pathways program and in the choir at Kirk of the Hills Church in Tulsa. She volunteers at the Little Light House one day each week and helps younger children with disabilities in the classroom and in music.

In her spare time, Kelsey enjoys traveling. Not only has she climbed the Rocky Mountains in Colorado and sailed on an Alaskan cruise, but she has also visited Southern and Northern Ireland, toured London, England, and trekked from Vancouver, British Columbia to Anchorage, Alaska. She also traveled to Cozumel, Mexico, where she swam with the dolphins – one of her favorite travel experiences.

**“YEAH, I OVERCAME SOME CHALLENGES, BUT  
LOOK AT ME NOW!”**



# DONATING TO GOODWILL CREATES JOBS.

## GOODWILL DONATION CENTERS

2800 Southwest Blvd./Store (24 hrs)	Tulsa
102 S. Garnett/Store	Tulsa
1691 S. Yale/Shopping Center	Tulsa
3807 S. Harvard*	Tulsa
6933 S. Sheridan/Shopping Center	Tulsa
8028 S. Yale/Shopping Center	Tulsa
9242-H S. Sheridan/Shopping Center	Tulsa
10925 S. Memorial/Shopping Center	Tulsa
19021 E. 51st St./Store	Tulsa
1210 E. 41st St.*	Tulsa
5937 S. Lewis/Shopping Center	Tulsa
14625 S. Memorial/Shopping Center	Bixby
502 West 125th Place/Store	Glenpool
2210 W. Washington/Store	Broken Arrow
6442 S. Elm Place/Shopping Center	Broken Arrow
1027 N. 12th St.*	Broken Arrow
211 W. Main St.*	Jenks
1022 E. Taft/Shopping Center	Sapulpa
8525 N. 117th East Ave./Store	Owasso
11499 N. 135th East Ave.*	Owasso
200 N. Jefferson St./ Shopping Center	Sand Springs
3826 E. Frank Phillips/Store	Bartlesville
1204 N. Lynn Riggs/Store	Claremore
715 S. George Nigh Expwy/Store	McAlester
1528 West Highway 51/ Shopping Center	Wagoner
2102 Range Line Road/Store	Joplin, MO
132 W. George Phelps/Store	Carthage, MO

\*Free-standing building



## HOURS

Monday – Saturday  
9am – 6:30pm

Sunday  
Noon – 6pm



Women's  
Fashions  


## HOURS

Monday – Saturday  
9am – 6:30pm

Sunday  
Noon – 6pm

# SHOPPING AT GOODWILL RETAIL STORES SUPPORTS OUR PROGRAMS.

## **GOODWILL RETAIL STORES**

2800 Southwest Blvd.

102 S. Garnett Rd.

19021 E. 51st St

2210 W. Washington

502 West 125th Place

8525 N. 117th East Ave

1204 N. Lynn Riggs

3826 E. Frank Phillips

715 S. George Nigh Expressway

2102 Range Line Road

132 W. George Phelps

Tulsa

Tulsa

Tulsa

Broken Arrow

Glenpool

Owasso

Claremore

Bartlesville

McAlester

Joplin, MO

Carthage, MO

ACHIEVER OF THE YEAR AWARD WINNER

# ABIGAIL ABATE

Before moving to Oklahoma, Abigail studied at Coffeyville Community College. There she developed a tutoring program for School District 445 in Coffeyville, KS where she was responsible for 175 volunteers; matching them with students from Kindergarten to 12th grade.

But then everything changed. A few years ago, Abigail had a brain aneurysm, leaving her with lasting residual effects that she now deals with on a daily basis. Her short term memory was greatly affected, requiring a significant amount of concentration for her to learn new things.

Abigail made the decision to begin using Goodwill's **Job Connection** program in 2013 and soon learned of all the other services and training programs that were available through Goodwill's **TulsaWORKS** training programs. She dove right in – participating in multiple programs, including **Life Skills**,





**Call Center Training** and **Beyond Jobs**. But it was the **Private Security Program** that caught her interest the most because both of her sons are in law enforcement and she had always been intrigued with the Criminal Justice field.

Initially, Abigail felt overwhelmed by the amount of information she felt she would have to learn. Beginning all over again seemed like a monumental challenge to her, but she had always had a good work ethic before and enjoyed being productive. It was that attitude that helped keep her motivated to move forward and complete her programs.

A person is seen from the side, looking at a large security monitor. The monitor displays a grid of several camera feeds showing different areas of a building, including hallways and rooms. The person's hair is blonde and they are wearing a light-colored shirt.

**“I WAS A LITTLE SCARED OF STARTING OVER, BUT  
LOOK AT ME NOW!”**

In the fall of 2013, Abigail achieved her goal by completing an application for G4S Security Company. She was hired soon thereafter. She recently passed the state-mandated CLEET licensing test and now works as a security officer at Citiplex Towers in Tulsa. She loves her work and credits her experiences at Goodwill for encouraging her to pursue her new career. She particularly credits Ja Carvalho, her Goodwill case manager, **TulsaWORKS** and all of the Goodwill staff who assisted her.



# JOB OPPORTUNITIES WITHIN GOODWILL

## ATTENDED DONATION CENTERS

Goodwill operates twenty-seven attended donation centers that are staffed seven days a week to assist donors, provide tax receipts and presort the goods received into categories prior to shipping them to Goodwill's headquarters facility for final processing.

## JOB SHARE DONATION SITES

Seven out of Goodwill's twenty-seven donation sites are staffed by work groups comprised of individuals with disabilities who work with the assistance of a Goodwill job coach. This provides work opportunities for more than fifty-five individuals with disabilities.

## PROCESSING AND SORTING FACILITY

Items collected at Goodwill's donation centers are shipped to Goodwill's headquarters facility for processing. Over ninety individuals are involved in the process of separating goods for shipment to Goodwill's eleven stores or preparing them for sale to secondary markets.



## **TRANSPORTATION DEPARTMENT**

Goodwill's transportation department is responsible for transporting and loading all items from donation centers to Goodwill's headquarters facility for processing and delivering shipments of merchandise to Goodwill's retail stores.

## **GOODWILL RETAIL STORES**

Goodwill operates eleven retail stores throughout eastern Oklahoma and southwest Missouri. More than one hundred twenty-five employees comprise Goodwill's eleven store teams who are responsible for all facets of operating Goodwill's stores seven days a week.

## **TRANSITIONAL JOBS**

Several positions in Goodwill's donated goods program are set aside for graduates from Goodwill's TulsaWORKS training program so they can gain actual paid work experience for up to a maximum of ninety days while they pursue job opportunities in the community.



# **JOB TRAINING AND PLACEMENT SERVICES**

## **JOB CONNECTION**

Community members who are unemployed or underemployed can utilize the job search resources of Goodwill's Job Connection free of charge. Goodwill professional staff members are available to assist with online job search, job leads, networking, resumé writing and practice interviews.

## **TRANSITION SERVICES**

This work preparation program for high school students with disabilities partners with three Goodwill retail stores and one private school to provide classroom training, career exploration, job shadowing in local businesses and paid work experience at Goodwill.

## **TULSAWORKS**

This program is designed to assist individuals seeking to move from public support to self-sufficiency. Goodwill case managers work one-on-one with participants to assess their needs and vocational interests. Individual needs of the participants and/or their family members are addressed utilizing a variety of community resources, allowing the participants to focus their efforts on job training and placement.

## **AUTISM SPECTRUM DISORDER TRANSITION PROGRAM**

Goodwill, the Department of Rehabilitation Services, local school districts and the Oklahoma Autism Network have collaborated to develop a training program designed to accommodate the learning styles of high school students with autism as they transition into the workforce. The extensive use of technology in this program appeals to the learning style of the students.







## **GOODWILL EAST CAMPUS**

Goodwill's East Campus offers solutions for businesses seeking a dependable and eager workforce ready to meet a wide variety of outsourcing needs. The East Campus provides extended work experience for more than forty people with disabilities who earn a paycheck while learning high quality work skills.

## **SUPPORTED EMPLOYMENT**

Designed to provide independent, competitive employment for individuals with significant disabilities through the assistance of a Goodwill employment consultant. Services include assessment, job development and placement, along with training to the employer's specifications. The job coach fades from the participant's worksite when no longer needed.

## **SKILL TRAINING**

Skill training options offered by Goodwill include: *Life skills/Job Readiness, Workplace Computer Skills, Corporate Customer Service, Employment Essentials, Forklift/Material Handling Operation and Unarmed Private Security.*

## **GROUP WORKSITES**

Community integrated job opportunities for those with significant disabilities who need continuous job coach supervision. Worksites are located in four Tulsa-area hospitals, employing fifteen job coaches and forty supported workers.

GRADUATE OF THE YEAR AWARD WINNER

# KYLER PATRICK

Kyler Patrick began his association with Goodwill when he was a high school senior in 2011. He was a student in Goodwill's **Transitional Work Adjustment Program** in Owasso. He received classroom instruction on what was expected from employers in the workplace, how to take instructions from supervisors and how to behave on the job. Kyler also received hands-on work experience in a Goodwill retail store during that school year. He sorted and hung clothes, sorted shoes, helped to clean the store and learned how to interact with customers.

After graduating from Owasso High School in the spring of 2012, Kyler took a year off to spend time with his family and decide what he wanted to do next. He then felt that it was time to go to work.



TELL US...  
HOW DID WE DO?  
KYLER  
1-877-9-TELLUS

In May of 2013, Kyler was referred to Goodwill's **Supported Employment Program**. He worked with his Employment Consultant to discover his work interests and skills and together they looked for a job in the Owasso area.

In August, they decided to apply at Mazzio's Italian Eatery in Owasso. The manager and staff were charmed by Kyler and they were confident he could play a role in their establishment. The position of "Personality" was then created specifically for



him. He now helps bus and clean tables, keeps the dining room clean and – most importantly – uses his charming personality to provide exemplary customer service.

Kyler has learned his job with the assistance of his Goodwill employment consultant along with the staff at Mazzio's. He is well liked by co-workers and customers and is proud to be a valuable member of the Owasso Mazzio's team.

A photograph of a restaurant interior, likely Mazzio's, with a sign overlay. The background shows a bar area with a menu board and a red neon sign. The sign is white with a black border and contains the text: "I WORKED REALLY HARD AND NEVER GAVE UP. LOOK AT ME NOW!"

**"I WORKED REALLY HARD AND NEVER GAVE UP.  
LOOK AT ME NOW!"**

A photograph of a city skyline at sunset, with several skyscrapers and a bridge over a river in the foreground. The sky is a mix of orange, red, and purple, and the buildings are silhouetted against the bright light of the setting sun. The water in the foreground reflects the colors of the sky and the buildings.

**ECONOMIC IMPACT**

**\$12.3 MILLION** *in wages and benefits earned by Goodwill employees*

**\$8.1 MILLION** *in wages earned by individuals placed in jobs in the community*

**\$2.9 MILLION** *State fiscal impact*

**\$87.0 MILLION** *Total economic impact of all Goodwill programs and operations*



**HUMAN IMPACT**

**4,653** *Clients served in training and placement programs*

**838** *Employees*

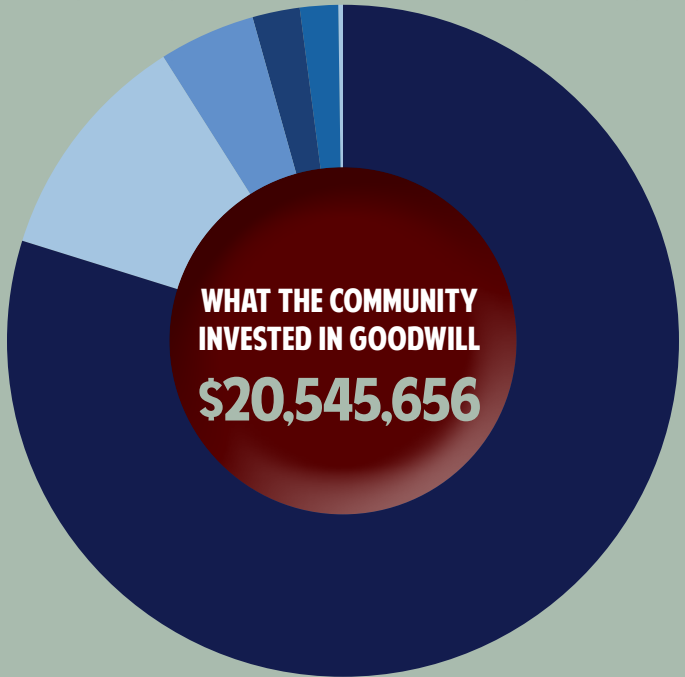
**1,063** *Individuals placed in jobs in the community*

**407,076** *Material Donors*

**869,974** *Store Customers*

**825** *Volunteers*

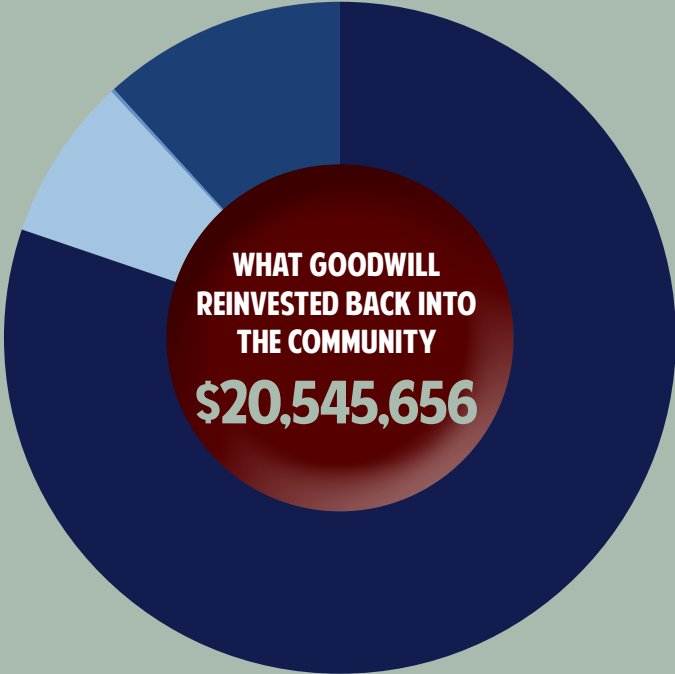
**17,998** *Volunteer Hours*



Sales of Donated Goods	●	\$ 16,397,778
Fees & Grants for Job Training & Placement Services	●	2,302,836
Custodial and Other Contract Work	●	953,259
Tulsa Area United Way	●	468,368
Contributions and Bequests	●	376,945
Other	●	46,470

Net Assets as of 12/31/13, all funds: \$33,724,337





Program Services, Employment and Training	\$16,481,532
Support for Programs	1,616,487
Fundraising	34,121
Capital for Program Development, Asset Acquisition / Replacement & Contingency	2,413,516

Unrestricted operating funds (unaudited)

# WE APPRECIATE OUR DONORS

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*In honor of Paul Woodul*

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