



# Goodwill

Industries of Tulsa, Inc.

## Goodwill's Job Placements Generate Significant Economic Impact in 2011

TYPE of Program	NUMBER of Job Placements	TOTAL EARNED INCOME by Program Participants-2011	ECONOMIC IMPACT of Job Placements-2011
Training Programs	376	Over \$2.7 million	Over \$17.2 million
Job Connection	546	Over \$3.7 million	Over \$25.5 million
<b>Total Placements</b>	<b>992</b>	<b>Over \$6.4 million</b>	<b>Over \$42.7 million</b>



Once again Goodwill has wonderful news about our impact on the economy! The graduates of Goodwill's training programs and the job seekers receiving assistance from Goodwill's Job Connection made 2011 another record-breaking year for job placements, with 992 individuals becoming employed. Their actual earnings during the year were over \$6.4 million. The ripple effect of these jobs in the community created another 121 indirect and induced jobs for a total impact of 1,043 jobs in the economy. Economic impacts generated by these jobs totaled more than \$42 million in 2011.

At Goodwill we do more than just help people find jobs. We provide them with skills to deal with issues that have stood in the way of their success in the past. Work is empowerment; a chance to make a difference in a person's family and in the community.

We believe work plays a fundamental role in a person's life. Work offers dignity, a sense of self-worth. Working adults are an excellent role model for their families and provide a meaningful contribution to the community. Let's go to WORK!!

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**Thoughts from David**

*Goodwill Industries of Tulsa regularly reviews our vocational training options and compares them to the needs in our community. It has been clear for some time now that there is a significant community need for training programs specifically designed for individuals with Autism Spectrum Disorder (ASD) and I am very*

*excited to announce that Goodwill has contracted with the Oklahoma Department of Rehabilitation Services (DRS) to address this need. In January, Goodwill launched a pilot program for individuals with ASD designed specifically to provide intensive support and services for those who are transitioning from school to work.*

*During the fall of 2011, Goodwill worked closely with DRS, school personnel and a consultant with extensive autism expertise to design a specialized course outline for the pilot program. In addition, Goodwill staff attended extensive training on service provision to benefit those diagnosed on the spectrum in preparation for the program. The ASD pilot program launched in January of 2012 and involves a cohort of six individuals who are receiving specialized classroom instruction in combination with opportunities to work for pay in Goodwill's retail store and sample other vocational opportunities in the community.*

*The specialized lesson plan is particularly suited to the learning styles of the participants. It is extensively supported by technology that includes a Smart Board, video camera, and iPod Touch multimedia devices to assist the program participants in proper workplace behavior and next steps through the use of video modeling. In order to maximize the use of the syllabus, Goodwill also adjusted our staffing for this program. Instead of a normal classroom setting with an instructor for seven to nine students, the ASD pilot has an instructor and a paraprofessional so the participant to staff ratio is three to one.*

*Another important feature of the pilot program was the addition of a sensory room. Individuals with ASD often need more time to become accustomed to changes in their environment. The sensory room provides a place for individuals who are experiencing anxiety to go if they feel a need to separate from the others for a period of time while they adjust to their surroundings. Once the source of the anxiety is identified, the program is designed to develop instruction and video modeling that can be used in the future when a similar situation arises.*

*The expected outcome for the ASD pilot is two-fold. One is to successfully transition the participants into a job in the community using job coach support from the Supported Employment Program as needed for placement, training and reinforcement of lessons learned in the pilot training. The other is to identify what techniques worked and why so that Goodwill can provide feedback to DRS to incorporate into future training for individuals with various needs within the Autism Spectrum Disorder. The eventual goal is to replicate this program in other areas of the state. Goodwill is very pleased to have been selected to play a role in expanding services for people with ASD.*

**Goodwill Meets Better Business Bureau Standards for Charity Accountability**

Goodwill Industries of Tulsa is very pleased to report that we recently completed a review of our activities by the Better Business Bureau (BBB). The BBB reviewed information and materials supplied by Goodwill Industries of Tulsa and determined



that our organization meets all twenty of the BBB Standards for Charity Accountability. If you would like to learn more about the BBB Standards for Charity Accountability you can visit the BBB website at [www.bbb.org](http://www.bbb.org).

Dell  
**Reconnect**

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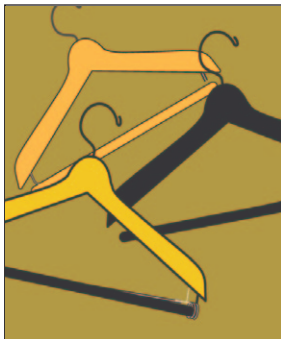
[www.reconnectpartnership.com](http://www.reconnectpartnership.com)



## Coming Soon to Glenpool

On January 3, 2012 ground was broken and construction has begun on our 10th store location. Our new Glenpool store is conveniently located along Highway 75 just south of the Glenpool Super Wal-Mart at 502 West 125th Place. This store will be very similar in size and layout to the Stone Creek store we opened in east Tulsa in 2009. A convenient drive through donation center will be available for donors during the same seven day schedule as store operations. Construction and preparations for a Grand Opening will be completed by late summer.

While all of these exciting changes are progressing, signs of spring and hints of summer are taking hold in each of our 9 other stores. Spring and summer fashions, along with prom and wedding gowns, are arriving daily. Goodwill has the latest trends in warm weather fashion. As you take stock of your summer wardrobe and organize your closets, cabinets, attic and garage, let Goodwill help to expand your available space and put people to work with the support of your donations.



### Starting Your Spring Cleaning

Remember your donations help put people to work. **DONATE TODAY!** For a donation center near you call (918) 581-1200 or visit our website at [www.goodwilltulsa.org](http://www.goodwilltulsa.org).

**Schedule A Goodwill Speaker!  
Call (918) 581-1232**



# CLAREMORE

Home to Goodwill's Newest Program for High School Students

Goodwill Industries of Tulsa has partnered with the Department of Rehabilitation Services (DRS) and local school districts to provide transitional work adjustment training for youths with disabilities in high school and some who have just graduated from school using Goodwill store locations in Tulsa, Broken Arrow and Owasso.

In the fall of 2011 we added this service in Claremore. The Claremore school system provides a room for our classroom training, and Goodwill provides its Claremore store for the paid work experience component of the training.

Crystal Brown is Goodwill's Employment Training Specialist who provides instruction for the program. Others who are partners in the service are Becky McCain and Tammy Warfield of Claremore High School, and Shelly Gibson of Catoosa High School. Marty Steidley and Bonisha Bruner are DRS counselors in the area. These partners, along with Goodwill and others interested in the successful transition of youths to work and adulthood, have formed the Rogers County Transition Team. With the help of DRS, Goodwill is exploring the possibility of adding students from Inola and Foyil during the fall semester of 2012.

There are eight students in the Claremore transitional work adjustment training program during its inaugural year. The students

are receiving instruction on what are commonly known as soft skills, which are highly



valued by employers. Included are good communication on the job, enthusiasm and attitude, teamwork, problem solving, pride in the work performed, money management and budgeting and respect for others.

Goodwill's store manager, Liz Campbell, and the rest of the store associates, have provided training in Goodwill store processes, work assignments and encouragement to the students. The Claremore store staff is very pleased to be able to integrate Goodwill's mission into their daily routine and are grateful for the assistance provided by the students.

Claremore High School has provided transportation for field trips in order to provide career exploration. The students have gone to Pizza Hut for job shadowing and job sampling sessions. They have cleaned pans and folded pizza boxes; all the while learning the importance of sanitation and cleanliness. In return, the restaurant rewarded the students for their efforts by providing them a free trip through the buffet.

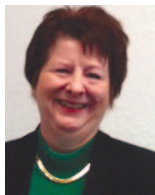
Becky McCain, Claremore High School educator said, "Goodwill Industries' partnership has given the students in Rogers County an opportunity to participate and interact with citizens of our community. This is providing our students with the tools necessary in bridging the gap of transitioning to the workplace after high school."

# Jo Anne Goin

## A Friend to those with Intellectual Disabilities

Our motto at Goodwill is if you need something done in a hurry, call Jo Anne! We have found her to be hard-working, fair, amiable, but most of all a true servant to those she serves: persons with intellectual disabilities.

Jo Anne Goin, Area Manager of Northeast Oklahoma for the Developmental Disabilities Services Division (DDSD) of Department of Human Services (DHS) did not let a lot of grass



grow under her feet from an early age. She graduated from the University of Oklahoma at 20 and went to work for DHS at 21 as a social worker with families in North Tulsa.

She relocated to Denver to complete her MSW and then worked for the Center for Social Research in Denver. In 1980 she returned to Tulsa to be near her family and to work for DHS.

She has been with DDSD since 1988, which was a magical, as well as challenging year for DDSD. It was then that the Hissom Memorial Center was being closed and services were being transferred to organizations in the community. There needed to be a complete system change put into place. All of the transfers had to be carefully designed to provide the services in the community that would meet the individual needs of each person who was moving from the institution into the community.

Jo Anne had a unique view of Hissom, as she had been a volunteer and camp counselor there during high school. She said, "Working for people with disabilities has profoundly changed my world view. I see potential to live meaningful and happy lives in all of us." And that is her goal: to serve the people that she works for – those with disabilities.

"Being a part of the development of the community service system to provide services to individuals with intellectual disabilities and the closure of the Hissom Memorial Center has been my life's most challenging and meaningful work. Becoming a mother ... (to daughter Kate from China) has been my life's greatest joy."

So when we need assistance involving service to those with intellectual disabilities, we call Jo Anne.



## Exciting Changes in Goodwill's Retail Program

Recovering from the loss of our Joplin store due to the May 2011 tornado has been a slow process, but we are happy to report that on October 14, 2011 our Joplin store team welcomed back old friends and greeted first time shoppers in a leased store in Carthage, Missouri. Although the space is smaller than our former Joplin store, visitors were impressed with the design of the store and the selection of merchandise. You can find the store next to the Wal-Mart at 132 West George Phelps.

We have now been open for several months and it has been gratifying to experience the enthusiastic welcome by the Carthage community. It has also been a pleasure to greet so many Joplin friends who are coming to Carthage to renew their connection with our Joplin team.

It has been a prolonged process to reach the planning stage for rebuilding in Joplin. We completed demolition of our old Joplin store in early December and began the planning and design for the new store. We anticipate a target of mid-summer for ground breaking and a Grand Opening in early 2013.

## Go Green!

### Receive Newsletters & Shopper eNews Electronically!

If you want to Go Green let us know. Email us at [info@goodwilltulsa.org](mailto:info@goodwilltulsa.org). We'll need your full name and address so we can delete your address from our "mailing" list and add you to our "email" list. Otherwise, you'll continue receiving our newsletter by mail.



## GET CONNECTED!

Goodwill wants you to "Get Connected!" Join our Facebook, Twitter and eNews feeds in preparation for our 85th Anniversary Celebration Kick-off in May! Goodwill Industries of Tulsa's 85th Anniversary celebration will begin during Goodwill Industries Week May 6 – 12. "Get Connected" NOW so you will be notified of special anniversary savings days that we will be promoting only through electronic media throughout the year! There will be something for everyone – games, quizzes, special shopping discounts, etc. You won't want to miss out on the special anniversary savings announcements only offered through Facebook, Twitter and eNews! Sign up TODAY to get notified!!!



[www.facebook.com/GoodwillTulsa](http://www.facebook.com/GoodwillTulsa)



[www.twitter.com/goodwilltulsa](http://www.twitter.com/goodwilltulsa)



[www.goodwilltulsa.org/eNews](http://www.goodwilltulsa.org/eNews)

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*P.S. Please share our social network sites with your family, friends and colleagues!!!*

# Four Reasons You May Need a Living Trust

If you peruse the financial pages or spend much time exploring the tools of financial planning, you're familiar with the term "trust." A trust is an arrangement whereby a designated person, the "trustee," invests and manages specific assets for the express benefit of the "beneficiary." A trust can be created at death, through instructions in a will or during one's lifetime to become operable immediately. The latter is referred to as a "Living Trust."

The living trust may be an ideal planning tool for you and your family for one or more of the following reasons:



## **1. To Provide Financial Management.**

For those to whom the management of financial matters is more of a chore than anything else, the living trust offers an attractive alternative. By transferring the ownership of all estate assets into a living trust, it is possible to streamline financial management. The trust can be managed personally, by a bank, by a family member or by a friend.

## **2. To Avoid Probate.**

Probate is the legal process by which the court oversees the distribution of an estate as provided for by a

will. Those assets within a living trust are not subject to probate. Probate can be an unnecessarily expensive ordeal, not to mention time-consuming and frustrating. For this reason, many individuals decide to create a living trust and avoid probate.

## **3. To Minimize Expense.**

A trust simplifies the estate distribution process and minimizes expenses. Because no probate proceeding is necessary, the trustee can simply distribute the assets from the trust without further cost.

## **4. To Ensure Privacy.**

After an individual dies, a will becomes a matter of public record while a trust remains a private document. When the majority of assets are distributed via a trust document, only the family (and other loved ones, where appropriate) need be aware of the nature of the assets and how they were distributed.

For some or all of these reasons, you may find that a living trust fits into your future. If you would like additional information about living trusts, please let us know. This service and charitable financial planning are *FREE* of charge due to the Planned Giving Partnership Program of the Tulsa Community Foundation. For more information, please contact Karla Davis at (918) 581-1234 or [kdavis@goodwilltulsa.org](mailto:kdavis@goodwilltulsa.org).

# Educational Opportunity Center and Goodwill – Community Partners in Service

The Educational Opportunity Center (EOC) and Goodwill's TulsaWORKS program have been involved in a collaborative community partnership for the past eleven years, serving low and moderate income adults who need to further their education and skill training so that they may increase their employability.

Goodwill's TulsaWORKS program regularly serves unemployed adults with educational levels that vary from lack of high school diploma to college graduates. Many are at-risk in some way, such as having disabilities or mental health issues, substance abuse backgrounds, ex-offenders, homelessness, dependency on public transportation or public subsidies.

The relationship between the EOC and Goodwill provides resources to help eliminate barriers that hinder successful long-term employment for the individuals in the program.



EOC provides career interest and aptitude

testing for our program participants during the beginning phases of their involvement in Goodwill's TulsaWORKS program. This offers participants the opportunity to see themselves as capable of having a career rather than just jobs. It opens their minds to the possibilities of education and training for something more than they have been exposed to in the past.

EOC has shown a willingness to be flexible to meet the needs of our extremely varied clientele. The group has offered extended evaluations to meet our needs as well. Goodwill is very pleased to have a strong working relationship with a valuable partner like EOC.



Ms. Kyle Davis, the EOC Educational Specialist, has been the proctor for more than ten years. Kyle stated that this partnership is the type of thing that she was meant to do. "My purpose is to help adults achieve an education." She says that TulsaWORKS has great training programs that get people employed, with excellent staff. "What you do WORKS."

Goodwill Industries of Tulsa and EOC remain firm in our commitment to show adults that education is the key to gaining a marketable skill to support their families in this ever-changing and competitive world. We appreciate EOC and Kyle Davis, and their commitment to helping people work toward becoming successfully employed in the community.



Goodwill Industries of Tulsa, Inc.  
2800 Southwest Blvd. • Tulsa, OK • 74107-3817

PEOPLE WORKING. LIVES IMPROVED.



Tulsa Area United Way



Community Employment Services



NON PROFIT  
ORGANIZATION  
US POSTAGE  
**PAID**  
TULSA OK  
PERMIT NO. 128



## Goodwill Stores and Donation Centers

### STORES

#### TULSA

2800 Southwest Blvd. - Southwest Blvd. Store  
102 S. Garnett - Garnett Store  
19021 E. 51st St. - Stone Creek Store

2210 W. Washington St. (91st & 145th E. Ave), **Broken Arrow**

1204 N. Lynn Riggs, **Claremore**

3826 E. Frank Phillips, **Bartlesville**

8525 N. 117th East Ave., **Owasso**

715 S. George Nigh Expressway, **McAlester**

132 W. George Phelps, **Carthage, MO**

2102 Range Line Road, **Joplin, MO** (to reopen early 2013)

502 West 125th Place, **Glenpool** (to open summer 2012)

For store hours, visit our Web site

[www.goodwilltulsa.org](http://www.goodwilltulsa.org) or call **(918) 584-7291**

### DONATION CENTERS

#### TULSA

2800 Southwest Blvd./Goodwill (open 24 hours)

102 S. Garnett/Goodwill Store

19021 E. 51st St./Goodwill Store

3807 S. Harvard/Storefront\*

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 Ctr.

8125-M East 51st St/Storefront/Memorial Park Shopping Ctr.

5937 S. Lewis/Storefront

1210 E. 41st St/Storefront\*

#### BIXBY

14625 S. Memorial/Storefront/River Run Shopping Ctr.

#### BROKEN ARROW

91st & 145th East Ave./Goodwill Store

1027 N. 12th/Storefront\*/

Kenosha Crossing Shopping Center

#### GLENPOOL

502 West 125th Place/Goodwill Store (to open summer 2012)

#### JENKS

211 W. Main St./Storefront\*

#### SAPULPA

1022 E. Taft/Storefront

#### OWASSO

8525 N. 117th East Ave./Goodwill Store

11499 N. 135th East Ave./Storefront\*

#### BARTLESVILLE

3826 E. Frank Phillips Blvd./Goodwill Store

#### CLAREMORE

1204 N. Lynn Riggs/Goodwill Store

#### McALESTER

715 S. George Nigh Expy./Goodwill Store

#### JOPLIN

2102 Range Line Road/Trailer

*\*THIS LOCATION IS A FREE-STANDING BUILDING*

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