



the circle of  
goodwill

2008 ANNUAL REPORT

it all begins  
here.



**these days**, we hear a lot about the

need to make the most of our nation's resources through recycling.

At Goodwill Industries of Tulsa, we've been living out this message for more than 80 years. Throughout our history, we've made it our business to recycle donated goods into needed opportunities for those who could use a helping hand to become employed and self-sufficient.

We've recycled your donations into dollars through our local Goodwill stores; into jobs for employees who help with our day-to-day operations; and into classes, equipment and instructors who train countless others for jobs in our community, where they become contributing members of the workplace.

This "circle of Goodwill" begins with you. We thank you for providing the resources that allow us to make the most of our community's most valuable resource ... people.

DAVID OLIVER, PRESIDENT

JOHN SHEARING, CHAIRMAN

# about US

## Goodwill Industries of Tulsa

serves people in our community who are eager to work, but who may need a helping hand in order to achieve this goal.

Some of our clients face physical or mental challenges. We help these individuals to find placement in suitable workplace settings.

Other clients have simply fallen on hard times. Goodwill Industries of Tulsa helps these individuals through a wide variety of programs and services that are designed to help them to retrain for work and regain the confidence they need to succeed.

People working. Lives improved. This is the greater purpose behind the circle of Goodwill.

## GOODWILL BOARD OF DIRECTORS

### Officers

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Leroy Thomas Sr.  
Jack Zarrow





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# YOU, THE DONOR

*Public donations of clothing and household items.*



“I love the way I feel when I drive away from a Goodwill donation center in an empty car.”



Just about every Goodwill donor knows this

sensation. It's the satisfaction of having cleaned out the closets, sorting out things that were much too nice to throw away, but really, were you ever

going to need them again?



And it's the pleasure of knowing that those donated items give you

another opportunity to do some good in the world, as they

find new homes with shoppers who need them ... and provide

funding for programs that help others in need

to help themselves.



## GOODWILL DONATION CENTERS

**Tulsa**  
2800 Southwest Blvd./  
Goodwill (open 24 hours)  
  
102 S. Garnett Rd./Goodwill Store  
  
1691 S. Yale Ave./Storefront/  
1700 Yale Mall  
  
3807 S. Harvard Ave./Storefront\*  
  
51<sup>st</sup> St. & Harvard Ave./Trailer/  
Stein Mart  
  
8125-M E. 51st St./Storefront/  
Memorial Park Shopping Center

6933 S. Sheridan Rd./Storefront/  
Plaza Village Shopping Center  
  
8028 S. Yale Ave./Storefront/  
Country Hollow Shopping Center  
  
9242-H S. Sheridan Rd./Storefront/  
Sterling Plaza Shopping Center  
  
10925 S. Memorial Dr./Storefront/  
South Park Shopping Center

19021 E. 51st St./Goodwill Store  
  
**Bixby**  
14625 S. Memorial Dr./Storefront/  
River Run Shopping Center

**Broken Arrow**  
91<sup>st</sup> St. & 145<sup>th</sup> E. Ave./  
Goodwill Store  
  
1027 N. 12<sup>th</sup> St./Storefront\*

**Jenks**  
211 W. Main St./Storefront\*  
  
**Sapulpa**  
1022 E. Taft St./Storefront  
Creek Hills Shopping Center

**Owasso**  
8525 N. 117<sup>th</sup> E. Ave./  
Goodwill Store  
  
**Bartlesville**  
3826 E. Frank Phillips Blvd./  
Goodwill Store

**Claremore**  
1204 N. Lynn Riggs Blvd./  
Goodwill Store

**McAlester**  
715 S. George Nigh Expy./  
Goodwill Store

**Joplin, Missouri**  
2102 Range Line Rd./  
Goodwill Store

*\*freestanding facility*

*For special donation pickups,  
call (918) 581-1200*

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## DONATED GOODS PROGRAM

*Collection, transportation, processing and sale of donated goods provide jobs at Goodwill.*

Goodwill employs individuals in every imaginable capacity:

donation center personnel who unload your car; processing facility staff who sort and prep items for sale; drivers who deliver goods to stores; sales associates who stock merchandise and run cash registers; cleaning crews who keep our facilities spic-and-span; and many others who work behind the scenes to keep things running smoothly.

Every member of our team serves to make sure that your donation fulfills its ultimate purpose: finding its way into our stores, then into the shopping baskets of Goodwill store customers.

Without the hard work of our donated goods staff, it would be impossible to generate the store sales dollars that power the

Goodwill programs and services that help so many in our community to find work ... and carry on the economic circle of Goodwill.



### HOW DONATED ITEMS GET TO GOODWILL STORES

- Each year, Goodwill receives millions of pounds of donated goods from individuals in the communities we serve. These items are accepted and pre-sorted at our 21 donation centers.
- On a daily basis, items are transported by truck from donation centers to our central processing facility.
- At our processing center, we inspect donated items to ensure that they meet our criteria for resale. Goodwill employees examine clothing for signs of wear or damage and examine household items and books to verify that they are in good repair.



- Before leaving the processing center, clothing is placed on hangers and sorted into categories. Likewise, household goods are sorted and prepped for transport to stores.
- Processed goods are transported to our nine Goodwill stores where they are checked in by receiving personnel and arranged on the sales floor by sales associates.



Photo courtesy of Tulsa World

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## RETAIL STORES

*Store sales provide revenue to pay employees and fund training programs.*

*“Great store! I left with much more than I expected to.”*

Fashion-savvy shoppers name Goodwill stores among their favorite places to browse for the latest styles; they know that some of the most fashionable members of our community donate to Goodwill.

They also know that at our nine Goodwill store locations, they’ll find these department store fashions at thrift store prices. Here, they can purchase clothing and accessories, housewares and collectibles, books and toys with the assurance that they’ll get more “stretch” from their shopping dollar ... and put less stress on their family budget.

While they’re at it, they’re also doing good for their community. The income from their purchases helps to provide jobs, training, opportunity and hope to hundreds of individuals who are served by the programs and services of Goodwill Industries of Tulsa.

Our shoppers keep the circle of Goodwill going — finding what they need in our stores, helping others to find the jobs that they need right here at home.

### GOODWILL STORE LOCATIONS AND HOURS

**Tulsa**

2800 Southwest Blvd.  
102 S. Garnett Rd.  
19021 E. 51st St.

**Broken Arrow**

2210 W. Washington St.  
(91st St. & 145th E. Ave.)

**Owasso**

8525 N. 117th E. Ave.

**Claremore**

1204 N. Lynn Riggs Blvd.

**Bartlesville**

3826 E. Frank Phillips Blvd.

**McAlester**

715 S. George Nigh Expwy.

**Joplin, Missouri**

2102 S. Range Line Rd.

**Store and Donation Center Hours:**

Monday–Saturday  
9am–6:30pm

Sunday  
noon–6pm

*For additional information, call (918) 584-7291 or visit [www.goodwilltulsa.org](http://www.goodwilltulsa.org)*

*“Clean ... bright ... friendly employees .... great merchandise. I was really impressed overall.”*

The comments on these pages came directly from our shoppers.

Every one of them has a story. We’d love to hear yours, too.

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## JOB TRAINING PROGRAMS

*Our job training programs prepare individuals for jobs in the community.*

### **TulsaWORKS**

A multi-agency effort designed to move people from public support to self-sufficiency. Provides case management, occupational skills training, structured placement and follow-up support.

### **Occupational Skills Training**

Teaches marketable skills that can pave the way to self-sufficiency. Programs include: *call center training, computer applications training, employment essentials, forklift operator training and private security training.*

### **Goodwill East Campus**

Provides work experience and support in a sheltered environment. Here, people with disabilities can earn a paycheck while acquiring the work skills and confidence they'll need for a job in the community.

### **Transitional Work Adjustment Training**

Helps high school students with disabilities gain work experience and learn behaviors required for successful job placement.

### **Supported Employment**

Assists those with disabilities in finding a job in the community, then helps them maintain it with individualized follow-up.

### **Enclaves and Job Shares**

Provides continuous supervision to small groups of individuals who have severe disabilities, enabling them to be successfully employed in the community.



**Iran McGinnis**  
*Achiever of the Year*

### AWARD WINNERS

**Gary Healy**  
*Perseverance Award Winner*

**Josh Tripp**  
*Graduate of the Year*

**Iran** “Goodwill laid the foundation for me. They let me know that it’s possible to pull yourself up again.” Iran McGinnis was down to his last unemployment check when he started job training at Goodwill. His dream job: working with recovering drug and alcohol addicts. Eight years into recovery himself, he hoped to help others as he had been helped. Goodwill arranged an interview at the 12 & 12 rehab center; he started work the same day. Soon, he was promoted to a position that allows him to interact with clients all over the facility. He gives Goodwill the credit: “They lit the fire in my bones.”

**Gary** “I’m not the kind of person to sit around and do nothing. That’s not who I am.” Gary Healy and his family were living in a tent when he found Goodwill. A health problem had ended his career in corrections and it was downhill from there. Goodwill gave him a hand back up with private security training. He passed the Council on Law Enforcement Education and Training exam and began doing contract security work at Verizon. They liked him so much that when they changed security companies, they asked Goodwill to help place him with the new contractor. Which says a lot about who Gary is.

**Josh** “They found a good opportunity for me. I’m where I want to be.” Josh Tripp isn’t much of a talker until you ask him about dogs. Then you learn quickly how much he loves his job as a kennel worker for the ASPCA. Goodwill helped place him there last year after he finished work adjustment training. He took to his new job right away and needs little help from his job coach. His only problem? Not being able to take home all the dogs he cares for.



Floyd Topper  
Employee of the Year

**Floyd** “I like taking something and making it beautiful again. It’s like a makeup artist; my makeup is waxing the floor, I guess.” Few people ever see Floyd working. But thousands of people appreciate his handiwork. For almost 15 years, Floyd has served on floor maintenance crews either at Goodwill sites or at other companies that contract with Goodwill for floor-cleaning services. As a floor tech, Floyd steams carpets, strips and waxes linoleum and keeps ceramic tile floors sparkling. Because he does his job after everyone else in the building goes home, he rarely gets to hear others admiring the results of his hard work. But as employee of the year, he can be sure that they do.

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# COMMUNITY JOB PLACEMENTS

*Trained employees are placed in jobs with employers in the community.*

The donations, the processing facilities, the stores, the programs ... The purpose of every aspect of Goodwill is to help further our goal of helping people find and maintain jobs.

And when we talk about jobs, we’re not talking only about those at our donation centers, processing facilities and stores. Many Goodwill employees — such as Employee of the Year, Floyd Topper — fill jobs on crews that provide contract services to companies outside our walls.

But what may come as a real surprise is that we’re also talking about employees who have benefited from Goodwill services, but whose names will never appear on our payroll.

These are the thousands of working people — such as Graduate of the Year Iran McGinnis and Perseverance Award-winner Gary Healey — who have completed Goodwill workplace training programs and subsequently found placement in jobs outside of Goodwill, jobs that allow them to resume fully independent and self-sufficient lives.

The circle of Goodwill is bigger than you might have thought. With your help, we hope to make it bigger still.





Goodwill computer training lab

# community

## ECONOMIC IMPACT

**8.5 million** Wages and benefits of \$8.5 million paid to Goodwill employees

**10.5 million** Total donated goods sales of \$10.5 million, representing millions of dollars in savings to customers and more than \$625,000 in sales tax revenue

**2 million** More than \$2 million in wages earned by individuals placed in jobs in the community during 2008 through Goodwill Workforce Development programs

**17.7 million** More than 17.7 million pounds of donated goods received, providing an environmentally favorable way to recycle clothing and household items

**46,000** More than \$46,000 contributed by Goodwill employees and board members in support of the Tulsa Area United Way

## FINANCIAL SUMMARY

unrestricted operating funds (unaudited)

### The Community Gave ...

Sales of donated goods .....	\$10,526,890
Fees and grants for training .....	1,788,524
Custodial and contracts .....	794,397
Contributions and bequests .....	438,630
United Way .....	430,459
Goodwill Staffing Services .....	250,091
Other .....	132,654

**Total** **\$14,361,645**

### Goodwill Gave Back ...

Work Services programs .....	\$9,062,491
Workforce Development programs .....	2,734,215
Capital for program development, buildings and equipment, and contingency .....	1,286,567
Support for programs .....	1,258,878
Fund raising .....	19,494

**Total** **\$14,361,645**

**Net Assets** (as of 12/31/08) **all funds** ..... **\$18,520,803**

# impact

## PEOPLE IMPACT

**1950** Provided job training, work opportunities, case management and placement services to more than 1950 individuals with employment barriers

**244** Assisted 244 dependent family members of TulsaWORKS trainees through case management service provided by Goodwill Workforce Development programs

**152** Placed 152 people in job assignments with community businesses through Goodwill Staffing Services

**750** Employed more than 750 individuals

**336,000** Took in donated clothing and household items from more than 336,000 community members

**636,000** Served more than 636,000 customers in Goodwill stores

**335** Placed 335 individuals in jobs in the community

## DONORS

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Almaraz Investments Inc.

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Tulsa Community Foundation

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Mr. & Mrs. John R. Woodard III

Mr. Paul J. Woodul

Mr. Michael W. Zanetakis

Zarrow Families Foundation

## IN MEMORY

In Memory of Philip Baker  
*Mr. & Mrs. Robert Fisher*

In Memory of Debra Bush  
*Dr. & Mrs. Russ Donathan*

In Memory of Virginia S. Danowski  
*Mr. Thomas W. Danowski*

In Memory of Blake Fleischner  
*Mr. & Mrs. Donald Himelfarb*

In Memory of John P. Hammond  
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In Memory of Jessie Himelfarb  
*Mr. & Mrs. Harvey Blumenthal*

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*Dr. Ashok Kache*

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*Mr. & Mrs. Michael W. Moore*

In Memory of John Nelson  
*Dr. & Mrs. Russ Donathan*

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*Mrs. Pearl Rhoads*

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In Memory of Doris Slaton  
*Ms. Jana Swanson*

In Memory of Sybil Southmayd  
*Mrs. Marilyn Riggs*

In Memory of Barb Taylor  
*Mr. & Mrs. Donald Himelfarb*

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In Honor of Mr. & Mrs. Robert  
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*The Albert & Hete Barthelmes  
Foundation*

In Honor of David &  
Tammie Maloney  
*Mr. & Mrs. James M. Gray*

In Honor of Lorainne Mogol  
*Mr. & Mrs. Donald Himelfarb*

In Honor of David E. Oliver  
*Mr. & Mrs. Ronny G. Altman*

In Honor of Joseph Smart  
*Mr. & Mrs. Robert E. Hyer Jr.*

In Honor of Chris &  
Kristin Stephens  
*Mr. Scott Gasaway*

## mission, vision and values

**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.



People working. Lives improved.

2800 Southwest Boulevard  
Tulsa, Oklahoma 74107  
(918) 584-7291  
[www.goodwilltulsa.org](http://www.goodwilltulsa.org)

