

A New Year ... New Exciting Projects On The Horizon

For the majority of the last year an accurate description of our progress would be that we would take two steps forward and one step back. Each time we would begin to gather some momentum there was a spike in COVID cases or we were faced with changes in COVID policies or regulations. After getting off to a strong start in Donated Goods for January and early February, this time the step back was courtesy of an Artic Freeze that hit us in mid-February and ground our progress to a halt for about ten days.

Outside of the Artic Freeze we have been encouraged by what we are seeing in our retail sales in 2021 as customer counts are beginning to increase and our average sale amounts are still running ahead of our historical norms. The key ingredient that we are currently focusing on, is how to maintain enough production flow to our stores to support the sales demand that we expect to see, particularly as economic stimulus is being provided from the government.

To that end, I want to make you aware of several projects we are working on that are still in the early stages. The first is to begin in-store processing of donations at our Glenpool and Broken Arrow store sites. These test sites will allow us to determine the staffing levels, equipment and training materials needed to effectively operate a decentralized location. The goal is two-pronged for this project. The first is to relieve some of the volume that is currently coming to 2800 to be processed and the second is to learn how to effectively process this way in preparation for having our new Bixby Crossing store and donation site be decentralized.

Another project we have in process is to begin selling via e-commerce on a very limited basis to learn

the ins and outs of on-line selling of goods. We plan to begin with a few very specific categories and expand if the results warrant that. Our goal is to be operational sometime this spring.

We are also going to be doing a deep dive into all of our processing operations at 2800 to determine if there are inefficiencies that can be eliminated or modified to allow us to process goods more efficiently. The goal is to reduce the number of times we have to touch an item before it is sold in a store or through our salvage streams. This will allow us to ship a higher volume of goods to our stores and address some of the manpower shortages we have been experiencing in processing.

The last project we are exploring is the addition of an outlet store. The goal with this store is to maximize the value of goods that are currently being sold through our salvage streams or in auction. This is another project that is in the early stages of development but we believe it has significant potential down the road.

The one thing that I am certain of is that we cannot keep doing things the way we have always done them, because the thrift market is changing and we need to be able to adapt to those changes. Our Donated Goods Program is the primary economic engine for our organization and it is incumbent upon us to make the changes necessary to insure that it can continue to fill that role.

As more vaccines become available we will ultimately be able to put this pandemic in the rear view mirror, but in the interim it is imperative we are doing all that we can to insure that we are prepared to take advantage of the opportunities that will be available to us as the country and the economy reopen and recover.

Goodwill Pay Periods

Friday, March 5, 2021

Friday, March 19, 2021

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Retail Update ... March 2021

VANESSA PELTON
Retail Coordinator

To say that February was rough for all of us is an understatement. But we have made it to the other side and are looking forward to some better weather and hopefully a better month in sales.

February 2021 Goal:

-22.2%

February 2021 vs February 2020:

-28%

Customer Count: - 28,872

Average Sale: - \$20.55



SPRING is right around the corner and with it brings new spring clothing and shoes as well as some exciting sales this month.

On St. Patrick's Day we are giving everyone 25% off their purchase. We also have our March ½ price clothing sale on March 20th! And then to wrap up March, we have our Customer Appreciation Day on March 26th. Hurry in and get first dibs on all the

SPRING merchandise we have flooding our stores.






Open Management Positions:

Glenpool: Customer Service Manager

B.A.: Customer Service Manager



Our mission is to provide work opportunities, job training and support services for people with disabilities or other employment barriers.

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2 	3	4	5	6
7	8	9	10	11	12	13
14	15	16 	17 	18	19	20 
21	22	23	24	25	26 	27
28	29	30	31			

2021 march



Senior Day

55+ receive 25% off total purchase



Half-Price Clothing

50% off all clothing



St. Patrick's Day

25% off total purchase



Customer Appreciation Day

25% off total purchase

Goodwill donation centers and retail stores exist to support our mission services. Your support is what allowed us to serve more than 5,500 people last year!

Thank you for donating and shopping with us!



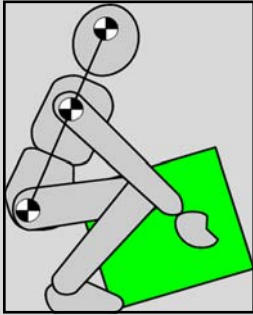
Let's get social!



Stay connected on

sales and more at
goodwilltulsa.org





Back Care: You Can Make A Difference

"OUCH! Why did I try to lift that much weight on my own?" Did you ever ponder those words after you hoisted something heavy, or lifted from an awkward position? These incidents are well known causes of back strain, but you might not have considered other "underlying" factors that lead to back injury. Several conditions influence your "back health."

The cause of most back problems is poor posture, loss of flexibility, stressful living/working habits and above all, a general decline in physical fitness. Surprised? You shouldn't be. When you "let yourself go," (and most of us do with age) the *first* thing to *go* can be back strength. Along with correct lifting techniques, we should also work on our overall physical condition.

Nutrition--is an important key to staying physically fit! As we grow older, our metabolism slows down. To counteract this natural event, we have to eat the right types of food-and not too much of it-or the pounds come on quickly! Now, what does nutrition have to do with a healthy back? For one thing, a healthy back is correctly balanced on your spine. With a "sway" back, that balance is lost-and those darned potbellies cause sway backs. Carrying around excess weight puts tremendous strain on back tissues, so lifting even a small extra load may cause an injury.

Exercise--plays an important role as well. A form of exercise as simple as walking 30 minutes a day can raise your heart rate and burn enough calories to help keep you lean. Flexibility is another condition that changes as we grow older, if we don't work to retain it. It's true, as they say-"Use it or Lose it!" Without flexibility, we lose our body's full range of motion. Then, when a sudden, physical demand takes a muscle or joint further than it's used to, the risk of injury is high. You can do stretching exercises every morning to keep yourself flexible and ready for the physical demands of work. After all, don't athletes warm up before a game to prevent injury?

Fixed positions--not moving *enough*--can also cause back problems. Staying in a fixed position for too long can lead to muscle spasms. We feel it as stiffness, but by the time discomfort from "static" muscle contractions is experienced, low level tissue damage has begun. Take stretch breaks between long standing or sitting periods to improve circulation and prevent back strain.

Poor body mechanics and bad lifting habits usually "trigger" a back injury-and are more likely to do so if overall physical condition is poor. Remember these techniques to help escape injury:

- Avoid using fast, jerking motions when lifting.
- Avoid bending and twisting at the same time.
- Avoid handling a load too far away! Keep the load close to your body.
- Teamwork! If the load is too heavy, two persons should carry the load.



Emotional Stress leads to mental distraction, so that things other than proper body mechanics are on your mind. Stress and back pain seem to go together. Low back pain has been called "a tension headache that slipped." Solving our personal problems isn't always easy to do, but it often takes away back pain and helps prevent repeated injuries.

In Conclusion: Improper lifting isn't the only thing that causes back injuries.

People who do not also stay in good physical and mental condition are at high risk for back problems.

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It's Up To You --- Take Good Care Of Your Body and Save Your Back!

Choose Your Own Luck!

St. Patrick's Day is right around the corner – a day in which we celebrate all things green and speak of the luck of the Irish. Both of my grandmothers were of Irish descent, so it only stands to reason that I should certainly have good luck, right? Sadly, I've spent much of my life saying that *"if I didn't have bad luck, I'd have no luck at all"*. Maybe some of you have felt this same way too.

Unfortunately, for most of us, our subconscious minds are hardwired toward negative thought patterns and beliefs rather than positive ones. As a result, we only see what we expect to see and chalk it up to bad luck. It takes a conscious and deliberate effort, but you can improve your luck by adjusting your attitude and mindset when these negative thoughts creep in. Here are a few ideas to choose your luck:

- Choose to take a closer look at all of the positive things going on around you. Be grateful for the good that you do have.
- Remember that things can always get worse and failures are going to happen. Dust yourself off and don't give up.
- Look for the silver linings - what seems like a bad situation may actually be a growth opportunity in disguise.
- Visualize yourself as lucky and work hard toward achieving a positive outcome despite any hurdles you may face.

While I've certainly had my fair share of bad luck over the years, I've learned how to change my way of thinking about the event or circumstance to see the possibilities and opportunities that exist. By focusing on the positive things, this helps me to stay in the present moment and stop fixating on things that are outside my control. This also allows me to identify opportunities to turn not-so-lucky situations into better ones and pass along my learnings to others.

Psychologist Richard Wiseman has studied luck and its presence in people's lives. Through his 10-year study, he found that if you think you'll be lucky, chances are you'll experience more good fortune than someone who thinks they are unlucky. His study showed that about 82% of "lucky" people have a positive attitude and bounce back when bad things happen, whereas "unlucky" people have a negative attitude and believe they are doomed to fail. **I urge you to believe that you are lucky and that you have the power to create your own good luck through dedication and hard work.**



Goodwill Employees, Tell your Friends and Neighbors

GOODWILL IS HIRING!!!

We need: Material Handlers, Utility Processors, Sorters, Janitors, Donation Attendants, Floor Specialist, Sales Associates, Sales Managers, Digital Skills Instructor, Career Navigator, Chief Information Officer, Employment Specialist, Job Coach, Program Manager

Most positions are full-time. Pay rates vary by position.

Apply online at: **goodwilltulsa.org/jobs**

Or ... CALL US at 918-584-7291 or 918-581-1235 for help with the application process.
If they are looking to work for a strong stable company with benefits, check us out.



COMMUNITY IMPACT | 2020 AT A GLANCE

In the middle of an unprecedented pandemic, our heroic donors, partner nonprofits, companies and volunteers, chose to take action and play a role in alleviating hardships through Tulsa Area United Way's 2020 Campaign. Many of you dug deep into your wallets and increased your annual gifts to help us exceed our goal and raise \$24,025,924. By working together, we can keep the social safety net strong to help thousands of our family, friends and neighbors in need. Thank you for living United!

A Look At The Numbers ... (overall campaign)

- \$24,025,924 raised to exceed our 2020 campaign goal
- \$3,600,000 raised to support essential needs of nonprofits during COVID-19
- 50,000+ pounds of food donated during summer food drive
- 5,000+ volunteers helped improve lives in the six-county region
- 950+ companies that participated in our campaign
- 25,000+ donors who made financial contributions

Thanks to all the employees and companies that support the Tulsa Area United Way.

**THANK YOU ...
GOODWILL INDUSTRIES OF TULSA
EMPLOYEES
WHO SUPPORTED THE
2020 CAMPAIGN !!!**

United Way Fundraising

Spring Flowers !!!



\$1.00 per chance
to **WIN**
this beautiful
Spring Wreath!

Drawing will be held on
Wednesday, March 31st
Winner will be notified.

Support the United Way and bring some "Spring" into your life!!!

****Chances can be purchased from Tina—front desk @ 2800,
from Sherry Love in TulsaWORKS at 2800 or
from Nancy Webster in the breakroom during breaks and lunch at 2800.*



NOTE: For those in outlying areas contact, Nancy Webster at 918-581-1232 to register.

VITAL News—March 2021

In tax news, the IRS extended the tax deadline to June 15 for all 77 counties in Oklahoma. This was a response to the impact of the severe winter storms in February. We are waiting to hear whether the Oklahoma Tax Commission will also extend the deadline for state tax returns.

<https://www.irs.gov/newsroom/irs-announces-tax-relief-for-oklahoma-severe-winter-storm-victims>

Sign up for virtual VITA have picked back up. We encourage anyone with simple returns -- with 5 or fewer tax documents and only a few dependents -- to register through the website, www.getyourrefund.org/tulsa. Documents can be uploaded with a camera on a smart device. Employees may still make appointments at the reception desk to get assistance with registration.

We also have a new option for no cost self-service tax prep through our Online Taxes site. This could be useful for those who normally use MyFreeTaxes or free versions of software such as TurboTax or H&R Block.

<https://www.olt.com/main/vita/getstarted.asp?affiliate=VITAFREE&linkID=S27091135>

Do it Yourself: Goodwill Tulsa OLT

You can file a FREE federal and state return if your income in 2020 was \$72,000 or less!

- Easy Q&A guidance to fill out the 1040 form
- No age restrictions
- EFile service for federal and Oklahoma returns
- Supports Form 1040NR

Need help? Our certified tax volunteers can answer questions:

- Contact us via [Email](#)
- Volunteer assistants will answer questions Monday-Saturday, 9:00 a.m. -2:00 p.m.
- Responses provided within 48 hours on operation days

The First Step: To e-file your 2020 tax return, you must verify your identity with your Adjusted Gross Income from your 2019 tax return. [VALIDATE IDENTITY](#)

[Click Here to Start Your Return](#)



More Resources

[Your Civil Rights are Protected!](#)

[Federal Student Financial Aid \(FAFSA\)](#)

[Interactive Tax Assistance](#)

[Where's My Refund](#)

The FEC is connecting with our partners to increase referrals and bring in clients. We expect to bring on new partners as we have been approached by several organizations wanting to collaborate. The FEC team can present at local events/virtual meetings, so please share if you hear of any.

The Counselors have openings and are ready to serve. Appointments can be made at <http://fecpublic.org/appointment-tulsa> or calling 918-802-7279.

Jeans Day Fridays!!! We are bringing back, by popular demand ... **"Wear Your Jeans on Friday for the United Way"** in an effort to help raise money for the United Way. Here is how it works ...

Donate \$1.00 to the United Way for the honor to wear jeans on Fridays!!! (If jeans is your "normal daily attire" this would not apply to you, however, feel free to donate anyway!!!) At 2800 and the South Annex you will pay your \$1.00 to the receptionist and she will give you a sticker to wear so everyone will know that you are legal to be wearing jeans that day!!! Last year some people paid in advance by the month which is fine to do again if you wish! Remember... if we all chip in a little bit now ... we will be that much closer to our goal in the Fall!!!

For all other locations if "Jeans Day" fits your work environment feel free to join in the fun!

Thanks for living UNITED!!!



Meet Your Co-Workers

Meet
Paul Duncan



Paul has worked for Goodwill as the Assistant Coordinator in Processing since October 2020. He is an avid sports fan who enjoys watching the St. Louis Cardinals baseball team. He has one son. Paul says his ideal vacation would be a camping and rafting trip.

Meet
Lian Cing



Lian has worked for Goodwill as a Financial Navigator since November 2020 and says the best part of her job is the ability to help others. When she has time off she enjoys going shopping and out to eat with friends. Her ideal vacation would be a trip to the Maldives.

Meet
Kenneth Osorio



Kenny is from Queens, New York. He is a Financial Counselor and has been with Goodwill since October 2020. He has two children. Kenny says he is interested in learning about stocks and real estate. His vacation dream is to explore a new city somewhere outside of the United States.

Meet
Indira Artigas



Indira is from Caracas, Venezuela. She has been at Goodwill since 2020 working as a Job Connection Specialist. She has no children, just a cat! Indira loves to travel and go shopping when she has free time. She says her ideal vacation would be to go just "anywhere" !!!

Take a moment next time you see one of these new employees & welcome them to Goodwill!!!



RAFFLE • RAFFLE • RAFFLE

KOBE BRYANT GIFT BASKET

RAFFLE TICKET COST: \$5

Purchase tickets

- Admin Lobby - anytime
- Helm's Center - any time
- Break Area - Mondays & Fridays

DRAWING: APRIL 1, 2021

February New Hires

Please extend a warm welcome to our new employees and those that have come back...

Carla Bryant, Marla Bush, Deyadria Camacho-Gomez, Sally Clifford, Ambrie Elliott, Alicia Frausto, Charles Godsey, Rylene Hankins-Lee, Richard Jackson, Jessica Lisenbee, Julio Martinez, Margaret Moncreary, Garrett Wilson, Andre Wood

March Anniversaries

Congratulations!!!

Your commitment and dedication to Goodwill Industries of Tulsa is very much appreciated!!

1 Year: Anthony Conley, Richard Kirkpatrick, Michael Belcher, Robert Laughon	Juana Rodriguez
2 Years: William Bowman, Adam Erby, Staci Folker, Ryan Morris, Patricia Smith, Thomas Turk, Rebecca Wade-Milbern	6 Years: Michael Lockett, Linda Miller
3 Years: Roberta Fuller, Melinda Karns, Teresa Phillips	9 Years: William Outley
4 Years: Ebone Goss, Dawn Sparks	10 Years: Grant Houston
5 Years: Conny Marsh, Linda Colley,	11 Years: Rebecca Gatlin, David Mathews, Malita Thomas
	13 Years: Donnel Caldwell, David Weaver
	14 Years: Jeff Detjen, Latoya Tart
	18 Years: Crystal Armstrong

Job Openings

If you know someone who is looking for a job, Goodwill's Human Resources Department would like for you to refer that person to us.

Openings are subject to change:

2800 & Warehouse: Material Handlers, Sorters, Utility Processors

Retail: Sales Associates, Book Clerk, Customer Service Manager, Assistant Manager

TulsaWORKS: Digital Skills Instructor, Career Navigator/Forklift

Vocational Services: Employment Specialist, Job Coach- Enclaves, Program Manager

Off-Site: Donation Attendants

For anyone interested in applying for an open position: The Goodwill Job Application is available on-line at: www.goodwilltulsa.org

Goodwill Grapevine 3/2021

April Birthdays



Ronika Hunter—4/1
Daren Barrett—4/3
Beverly Patterson—4/3
Jay Castoe—4/4
Angela Huffman—4/4
Larry Laird—4/7
Marilyn Wilson—4/9
Erica Page—4/10
Garrett Wilson—4/10
Veronica Brandt—4/12
Rhonda Smith—4/15
Richard Kirkpatrick—4/16
Parrish McDaris—4/17
Clayton Milliman—4/17
Cierra Wade—4/17
Robert Jenkins—4/18
Sara Carlson—4/19
Matthew Lovett—4/19
Julia Roberts—4/19
Cathy Phillips—4/21
Randy Putnam—4/21
Paul Miller—4/22
Christina Smith—4/22
Rebecca Wade-Milbern—4/22
Myesha Clayton—4/26
David Conley—4/27
Keenan Rodgers—4/27
Debra Williams—4/27
Ma Lurdez Alvarez—4/28
Jack Venise—4/29

