

# Goodwill is **ABLE**



**FROM THE CHAIRMAN & PRESIDENT**



# ABLE to create opportunities.

In our community, there are those who feel stifled by their circumstances, bound by bad luck or restricted by their limitations. They want to become self-sufficient but don't believe there's a way. And while they may be convinced that they'll never rise above their seemingly hopeless situations, one organization stands ready to help – Goodwill Industries of Tulsa.

Goodwill is able to improve lives through the power of work by removing barriers to employment. These obstacles include disabilities, insufficient education, poverty, homelessness, underemployment and other socio-economic conditions.

Thanks to our TulsaWORKS Career Academy, contract services, community-based training programs and employment options, Goodwill has helped thousands of people become capable, employable and remarkable members of the community.

We're proud of our history, and know that in the future we'll be able to accomplish far more, thanks to your support.

A handwritten signature in blue ink that reads "Terry D. Blain".

Terry D. Blain  
*Chairman of the Board*

A handwritten signature in blue ink that reads "David E. Oliver".

David E. Oliver  
*President*



2018 Board Work Day

## GOODWILL BOARD OF DIRECTORS

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sustain**ABLE**

## Donated Goods Program

Giving away gently-used clothing and household items may sound simple – you drop them off at a donation center then they're sold to someone who can use them, right? Not quite. In reality, your donations take a much more important journey before meeting their ultimate fate.

Your donations provide jobs for 200 people who receive, transport, sort and process them. Quality merchandise is then sent to our 11 retail stores.

Your generosity not only creates jobs and services, but also makes a positive environmental impact by keeping more than 16 million pounds of material out of landfills annually.



*16 Million pounds of material repurposed and diverted from area landfills.*



*502,300 material donors brought gently used items to Goodwill Donation Centers.*



*256,353 pounds of computer equipment responsibly recycled through our Dell Reconnect partnership.*

**JULY 17, 2018**

605 W. 121st Street South  
Jenks, OK 74037



**OCTOBER 25, 2018**

5054 E. Kenosha Street  
Broken Arrow, OK 74014



# fashionABLE

## Goodwill Retail Stores

Our Goodwill stores merchandise more than 2,000 gently-used items onto the sales floor each day. When you shop at one of our 11 Goodwill stores, you can not only snag quality basic items at great prices, but also develop your own unique style with one-of-a-kind clothing and

accessories. Goodwill stores feature items for every member of the family – from books to cookware to toys. Many of our customers even discover rare and valuable finds!

Over 80 cents of every dollar generated at a Goodwill retail store supports our mission services. That means when you shop at Goodwill you create a positive community impact. In 2018, proceeds from retail sales helped more than 4,100 receive work opportunities, job training and placement services.



*871,307 customers found bargains and treasures by shopping at Goodwill Retail Stores in our community.*



*Over 80¢ of each dollar generated at Goodwill Retail Stores supports Goodwill mission services.*



*\$90 million total economic impact of all Goodwill programs and operations.*



"I've seen many changes and upgrades over the past 17 years as a Store Manager. It's rewarding to see this company move forward in every facet of its operation because I know the work we do is helping someone."

**RANDY SUMTER**

*Goodwill Store Manager*

# knowledge **ABLE**

## TulsaWORKS Career Academy

Goodwill TulsaWORKS Career Academy (TWCA) offers training and the opportunity to earn industry-recognized credentials to people who are seeking employment and continuing education.

We specialize in four industries: information technology, forklift and material handling, private security, and hospitality. Since many of our students come to us with limited digital skills, we even offer basic courses designed to increase confidence when using the internet, email, and other common online applications.



Like many other post-secondary educational institutions, TWCA offers blended courses with both classroom and online learning opportunities on weekdays, evenings and weekends.

In addition to our training programs, TWCA offers a career coach who provides individualized job search assistance and counseling, skill and interest assessments, and helps with resume preparation and interviewing skills.



*939 individuals received job training and placement services through Goodwill TulsaWORKS Career Academy.*



*406 jobs filled in our community with assistance from Goodwill TulsaWORKS Career Academy.*



"Goodwill is amazing. It does so much for the community. I don't know how I got so blessed, but I am glad I got this job as a result of my class at TulsaWORKS. That first step has given me confidence for the next step. I am now able to pursue online classes to obtain my degree. It is all thanks to Goodwill. I am super excited!"

**CAROLYN MILLS**

*TulsaWORKS Career Academy  
Graduate*

# employABLE

## Community-Based Programs

Goodwill's **Group Worksites** program has 90 supported workers at 9 different locations across the community. Adults with intellectual disabilities have the opportunity to work with direct support at three local hospitals and six Goodwill attended donation centers.

Goodwill's **Supported Employment** program helps individuals with disabilities attain competitive integrated employment. Once the individual obtains a job within the community, a Goodwill Job Coach offers hands-on training and support. When the individual becomes more



confident and comfortable within the workplace, the Job Coach becomes less hands-on, checking-in to offer ongoing support.

Goodwill's **Transition Work Adjustment Training** students come to one of our three classrooms for half of their school day. The program helps high school juniors and seniors with disabilities prepare for entering the workforce by teaching a variety of skills, including money management, appropriate work behavior, job search and self-advocacy.



*4,100 individuals received services through all Goodwill programs.*

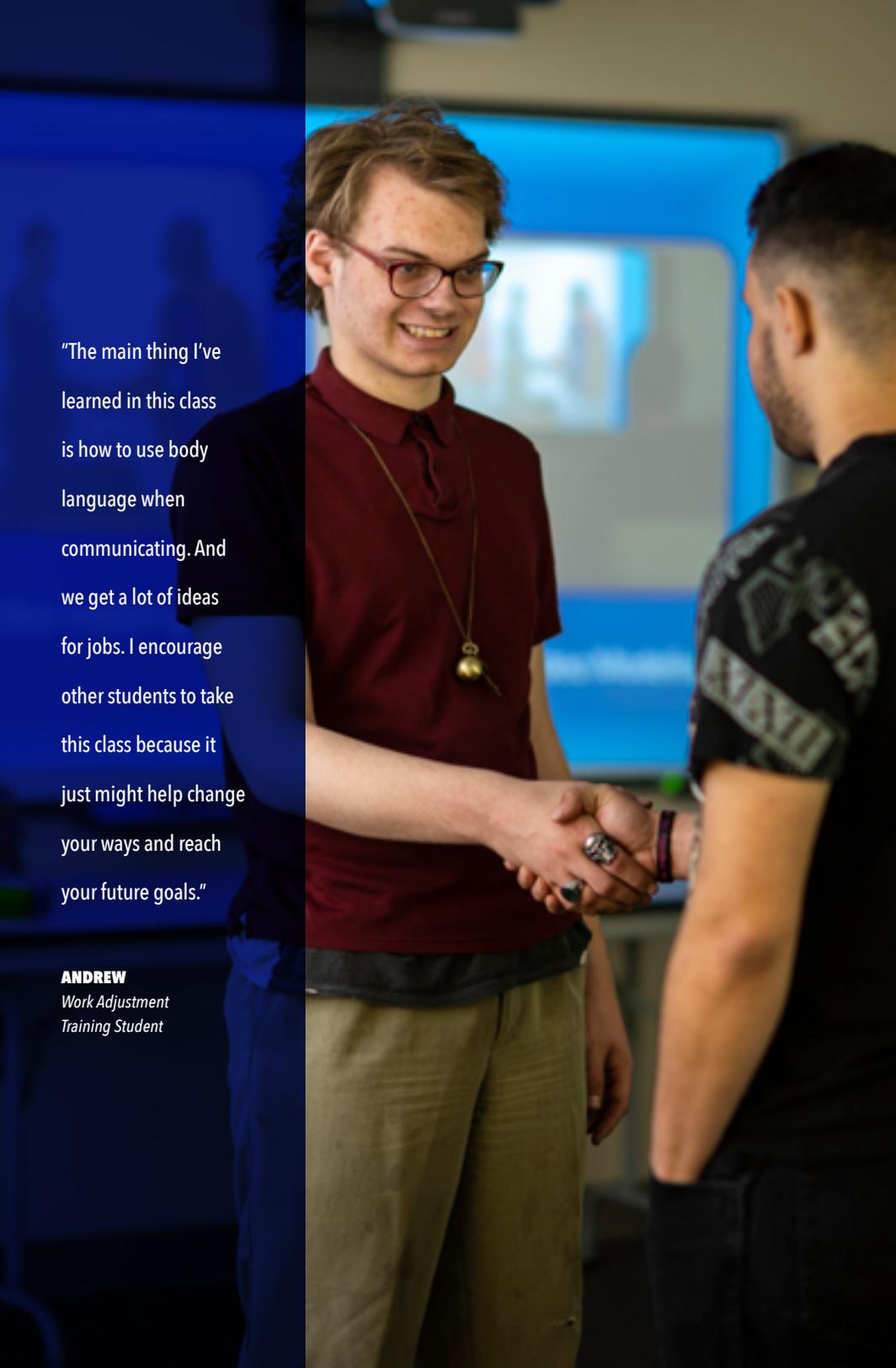


*831 jobs filled in our community with assistance from Goodwill Industries of Tulsa.*



“Robert came to our program with the potential risk of losing the things we take for granted, like food on the table and a roof over our heads. Goodwill’s Supported Employment program not only helped him find a job in the community, but also gave him the ongoing support and skills to keep and maintain that employment.”

**SCOTT ROLLINS**  
*Goodwill Job Coach*

A young man with glasses and a maroon polo shirt is shaking hands with another man in a black t-shirt. They are in a classroom or training room with blue screens in the background. The young man is smiling and looking at the other man. The background is slightly blurred, showing a blue screen with some text and a whiteboard.

“The main thing I’ve learned in this class is how to use body language when communicating. And we get a lot of ideas for jobs. I encourage other students to take this class because it just might help change your ways and reach your future goals.”

**ANDREW**

*Work Adjustment  
Training Student*



"I like my coworkers a lot. When I need help or they need help, we help each other. My Job Coach taught me how to sort donations and I feel more confident putting things where they belong. We are working on customer service skills right now so I can be more comfortable helping donors."

**HEATHER**  
*Donation Center  
Supported Worker*

# capABLE



## Goodwill Contract Services

Goodwill offers two programs within its Contract Services. One offers personalized training for persons with intellectual disabilities according to their skill level and future goals. The other provides jobs for people with a wide range of disabilities.

The supported workers at Goodwill's Edgar J. Helm's Center perform subcontract work for

local companies with the support from Goodwill Job Coaches. This program offers paid work experience for persons with significant disabilities.

Goodwill's State set-aside custodial contracts provide employment for persons with disabilities. Our workers clean over 400,000 square feet of space occupied by state agencies.



*Over 500 individuals are employed at Goodwill Industries of Tulsa.*



*\$11.6 million paid in wages and benefits to Goodwill employees with barriers to employment.*



"Our parents instilled in us a strong work ethic. Goodwill has provided Bob with a degree of independence and pride in the benefit of his work. The structure and support of Goodwill has made all the difference in Bob's quality of life."

**JOHN MAYFIELD**

*Brother of Goodwill  
Contract Services Employee  
Robert Mayfield*

# account**ABLE**

**4,100+**

individuals served in all  
Goodwill programs



**831**

jobs filled in the  
community by  
individuals we assisted



**16 MILLION**

pounds of donated goods repurposed  
and saved from the landfill

**502,300**

people donated  
gently-used  
items to  
Goodwill



**\$90  
MILLION**

total economic  
impact

**871,307**

individual customer  
transactions made in  
Goodwill Retail Stores



**2.3** state  
fiscal  
**MILLION** impact



**\$11.6 MILLION**

paid in wages and benefits to Goodwill  
employees with barriers to employment

## 2018 OPERATING REVENUE\*

Donated Goods . . . . .	\$16,362,433	
Workforce Development Fees and Grants . . . . .	\$2,245,850	
Custodial Contracts . . . . .	\$859,491	
Contributions, Grants & Bequests . . . . .	\$662,072	
United Way. . . . .	\$479,365	
Other. . . . .	\$100,886	
	<b>\$20,710,097</b>	

## 2018 OPERATING EXPENSES\*

Program Services. . . . .	\$17,979,113	
Support for Programs . . . . .	\$1,797,724	
Fundraising . . . . .	\$150,411	
	<b>19,927,248</b>	
Capital for Program Development, Asset Acquisition/Replacement and Contingency. . . . .	\$782,849	
	<b>\$20,710,097</b>	

**Total Assets as of 12/31/18, All Funds: \$41,169,120**

*\*unaudited*

THANK YOU FOR BEING **charit**ABLE****

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People working. Lives improved.



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