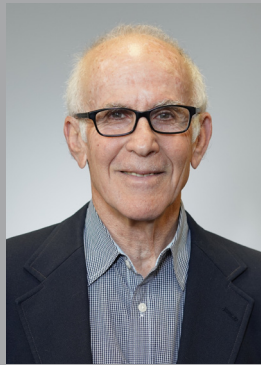


BRING GOOD Home.



2019 GOODWILL INDUSTRIES OF TULSA ANNUAL REPORT

FROM THE CHAIRMAN & PRESIDENT



Inside many homes in our community, people are struggling. Whether it's financial hardship, disabilities, unemployment, insufficient education or other socio-economic conditions, they want to become self-sufficient. But many do not know where to start or what steps to take.

Goodwill Industries of Tulsa stands ready to help people improve their lives through the power of work. With the commitment of our donors, shoppers and employees, each year Goodwill helps thousands of people bring good home.

Goodwill's employment programs, TulsaWORKS Career Academy, contract services and community-based programs offer job training and support services to help people become confident, capable and employable members of our community, bringing good into their home.

We are honored to serve our community and strengthen the lives of the people we serve. We continue to look ahead toward an even stronger future, thanks to your support.

Steve R. Berlin
Chairman of the Board

David E. Oliver
President

2019 BOARD WORK DAY



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BRING GOOD Home...

... and help your environment.

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 over 300 people who receive, transport, sort, process and sell quality merchandise at our 11 retail stores.

Your generosity not only creates jobs and services, but also makes a positive environmental impact by keeping more than 17 million pounds of material out of landfills in 2019.





"Donating to Goodwill has been a part of my life for years. I love knowing my items will be reused, repurposed and re-loved. Donating clothes, toys and household items may seem like a small role in the big picture, but every contribution I make is done with thought and care because I know there's an even greater good it reaches."

- Brandi, donor

2019 Stats



17 Million pounds of material repurposed and diverted from area landfills.



533,929 material donors brought gently used items to Goodwill Donation Centers.



230,537 pounds of computer equipment recycled through our Dell Reconnect partnership.

BRING GOOD Home...

... and help clothe other families.



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 2019, proceeds from retail sales helped more than 4,100 receive work opportunities, job training and placement services.





"There is nothing more rewarding for me than coming to work and seeing the smiling faces of the supported workers located within our store. It reminds me of why I work for Goodwill and how much this organization does for the community."

- Connie, Store Manager

2019 Stats



912,829 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.



\$95 million total economic impact of all Goodwill programs and operations

BRING GOOD Home...

... and create opportunities for others.



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

TWCA specializes in training for information technology, forklift and material handling, private security, hospitality and computer skills. Our courses feature both classroom and online learning opportunities on weekdays, evenings and weekends.

In addition, TWCA offers a career navigator who provides job search assistance and counseling, skill and interest assessments, and helps with resumé preparation and interviewing skills.



*Goodwill's **Digital Readiness Course** is designed to give students the basics skills for operating a computer and working on the Internet.*

"Our Forklift training not only includes industry standard safety videos, written tests, and a personal driving evaluation, but also numerous drills providing hands-on experience that enrich these new skills at an even faster pace. Our graduates are certified on four forklifts with the confidence and safety attentiveness needed to handle these machines effectively in the workforce."

*- Roman,
TWCA Career Navigator*



2019 Stats



1,135 individuals received job training and placement services through Goodwill TulsaWORKS Career Academy.



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

BRING GOOD Home...

*... and break down
employment barriers
for others*

Goodwill offers two programs within its Contract Services. These programs are designed to help individuals achieve self-sufficiency by providing supervised employment both in the community and also within Goodwill.

Goodwill's **State Set-Aside Custodial Contracts** provide employment for persons with disabilities in facilities owned by the State of Oklahoma.

The **Supported Worker Program** at Goodwill's Edgar J. Helm's Center provides a way for individuals with more significant challenges to attain regular, paid employment and a sense of self-sufficiency with assistance from a Job Coach.



*Goodwill's **State Custodial Contracts** provide employment for persons with disabilities. Our workers clean over 400,000 square feet of space occupied by state agencies.*

"Everyone who knows Maceo, knows he is very stylish and loves "looking good". While working at Goodwill he's gained greater self-esteem and responsibility. The collaborative learning environment helps him solve problems and complete projects as a team."

- Cheryl, Contract Services Supervisor

*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.*

2019 Stats



Over 500 individuals are employed at Goodwill Industries of Tulsa.



\$12.3 million paid in wages and benefits to Goodwill employees with barriers to employment.

BRING GOOD Home...

*... and help provide
great employees for
area businesses*



Goodwill Industries of Tulsa has always been associated with improving the lives of those with employment barriers by providing training and job opportunities that they may not otherwise be able to attain.

At the same time, Goodwill's **Community-Based Programs** also make a significant economical impact in our business landscape by helping area companies and organizations fill open jobs with motivated, dependable and enthusiastic employees who have graduated from Goodwill's quality training and job preparation courses.

Goodwill's Community-Based Programs include **Supported Employment, Transitional Work Adjustment Training and Group Worksites** that are designed to help employ and provide ongoing support to individuals with disabilities as they transition into the area workforce and become more self-sufficient members of society.



Goodwill's Supported Employment Program helps individuals with disabilities gain employment within the community by providing a Job Coach who offers daily support that decreases as the employee becomes more confident.

COMMUNITY-BASED PROGRAMS



*Goodwill's **Transitional Work Adjustment Training Program** helps high school juniors and seniors with disabilities prepare to enter the workforce by teaching money management, appropriate work behavior, job search skills and self-advocacy.*

"I like working at Goodwill. I enjoy the people I work with. My job coach inspires me to work hard and be kind to others. I am proud I have worked at Goodwill over a year!"

- Haley, Supported Worker

Goodwill's **Group Worksites Program** has 87 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.

2019 Stats



4,124 individuals received services through all Goodwill programs.



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

BRING GOOD Home...

*... to help prepare
and connect people
to job opportunities*



Goodwill **Job Connection** offers free services at two locations in Tulsa for people who are seeking a job. Here job seekers gain access to a computer, reliable internet and one-on-one assistance with our team members. Job seekers whose first language is Spanish receive assistance from our bilingual team member at our midtown location.

We help individuals recognize their talents and translate their experience onto a resume and into a future interview. Our clients also learn about job leads in the area as well as other community resources.

In addition, Job Connection hosts free Hiring Events and Career Fairs to help job seekers increase their networking skills while connecting with actively-hiring employers.

*Goodwill's **Job Connection** staff work one-on-one with job seekers to provide interest and skills assessments, help them develop resumes, and give them interview practice.*



BRING GOOD Home...

... and make a **HUGE IMPACT.**

1,135

individuals
received job
training

4,124

individuals
served in
all Goodwill
programs

80¢

of each dollar generated at
Goodwill Stores supports our
mission services

17 Million

pounds of donated goods
repurposed and saved
from the landfill

787

jobs filled in the
community by individuals
we assisted

**\$95
Million**

total economic impact

912,829

individual customer
transactions made in
Goodwill Retail Stores

2.7 Million

state fiscal impact

\$12.3 Million

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

230,537

pounds of computer equipment recycled
through our Dell Reconnect partnership

533,929

people donated gently-used
items to Goodwill

2019 OPERATING REVENUE*

Donated Goods	\$17,586,797
Workforce Development Fees and Grants	\$2,087,754
Custodial Contracts	\$1,004,514
Contributions, Grants & Bequests	\$709,506
United Way	\$569,365
Other	\$199,680

\$22,157,616

2019 OPERATING EXPENSES

Program Services	\$18,788,563
Support for Programs	\$1,799,950
Fundraising	\$34,199

\$20,622,712

Capital for Program Development, Asset Acquisition/Replacement and Contingency	\$1,534,904
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\$22,157,616

*Total Assets as of 12/31/19, All Funds: \$45,630,267

*For 990 information visit www.guidestar.org

2019 FINANCIAL DONORS

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 Allen Family Foundation Fund
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 Carolyn & John Woodard
 Paul Woodul
 Wordcom, Inc.
 WPX Energy
 Maxine and Jack Zarrow Family Foundation
 Zarrow Family Foundation

IN-KIND

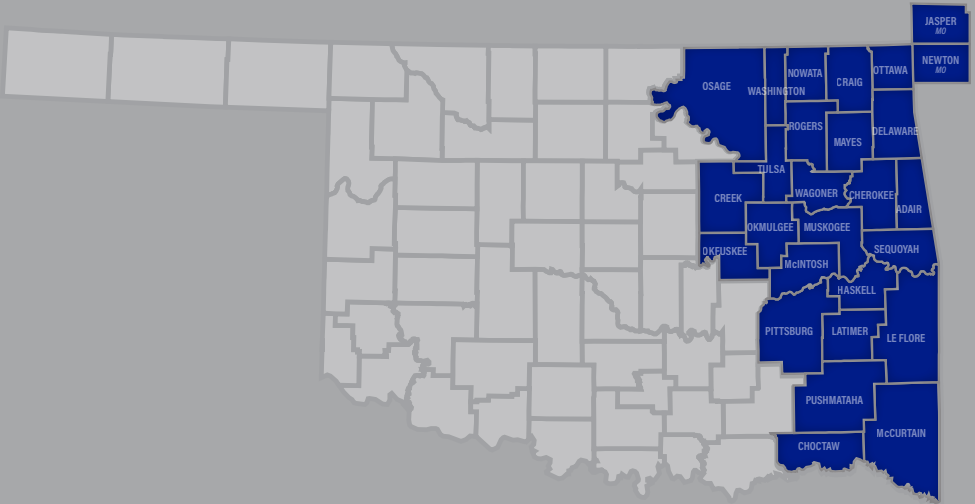
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 Embassy Suites
 Google
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 INDEED
 Mazzio's Pizza
 Murray Wamble
 Wyndham Hotel

TRIBUTES

In honor of Ronald Mucci
 ONEOK, Inc.
In honor of David Oliver
 Herbert Haschke
In honor of Katherine Oliver
 Tulsa Area Human Resources Association
In memory of David Weigand
 Sabrina & Gerald Ware
In memory of Bob Haring
 Pat Atkinson
 Bauer & Associates, Inc.
 David Boddie
 Ruth Nelson & Tom Murphy
 David & Eva Oliver
In memory of Jan Branson
 Robert Branson
In memory of Roy & Mavis Gann
 Randy Gann
In memory of Gary Leibig
 Vickie Ludiker
In memory of Walter McAulay
 Ellen McAulay
In memory of Robert Kelly Hawkins
 Badger Meter
In memory of Terry Whitehead
 Gail Ball

Goodwill Industries of Tulsa Service Area



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



People working. Lives improved.



Goodwill Industries of Tulsa | 2800 Southwest Boulevard
Tulsa, Oklahoma 74107 | (918) 584-7291 | www.goodwilltulsa.org

