BRING GOOD Home.
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
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.
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

GOODWILL RETAIL STORES

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
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 résumé 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
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.
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.

“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.
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 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.
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.

“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 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.
## 2019 OPERATING REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Revenue ( Thousands )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Donated Goods</td>
<td>$17,586,797</td>
</tr>
<tr>
<td>Workforce Development Fees and Grants</td>
<td>$2,087,754</td>
</tr>
<tr>
<td>Custodial Contracts</td>
<td>$1,004,514</td>
</tr>
<tr>
<td>Contributions, Grants &amp; Bequests</td>
<td>$709,506</td>
</tr>
<tr>
<td>United Way</td>
<td>$569,365</td>
</tr>
<tr>
<td>Other</td>
<td>$199,680</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$22,157,616</strong></td>
</tr>
</tbody>
</table>

## 2019 OPERATING EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenses ( Thousands )</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$18,788,563</td>
</tr>
<tr>
<td>Support for Programs</td>
<td>$1,799,950</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$34,199</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$20,622,712</strong></td>
</tr>
<tr>
<td>Capital for Program Development, Asset Acquisition/Replacement and Contingency</td>
<td>$1,534,904</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$22,157,616</strong></td>
</tr>
</tbody>
</table>

*Total Assets as of 12/31/19, All Funds: $45,630,267
*For 990 information visit www.guidestar.org
WE SINCERELY THANK OUR DONORS

2019 FINANCIAL DONORS

Ace Air, Inc.
Allen Family Foundation Fund
Ronny & Judy Altman
American Heritage Bank
American Waste Control
Ameritrust Corp
Roger & Sue Ames
D.C. Anderson
Automated Mail Service
BancFirst Insurance Services, Inc.
Bank of Oklahoma
Robert Barbre
Sharon Barnett
Dee Barrett Stout
Jim & Barbara Beasley
Steve Berlin
Jim & Laura Beverley
Bewley Sweeper Service
Terry Blain
Robert Branson
William Buffington
Burton Oil & Gas Properties
James Bush
Central Bank of Oklahoma
Central City Mobile Service Inc.
Mary K. Chapman Foundation
Pete & Norma Chevrier
CHUBB
John Clovers
Lyndel Colglazier
Duane & Margaret Collins
Robert & Barbara Conrad
Craig & Pam Cosgrove
Chris Craig
Eddie Creekpaum
CrossFirst Bank
Norman & Sue Ann Duckworth
Benita & Richard Duncan
Mark Fiegener
Mike & Linda Fisher
Flying Colors
Nicholas Gallus
Rita Gilliam
Phyllis & Charles Gilmore
Ben & Marty Groenewold
Hardesty Family Foundation
Hall Estill
Michelle Hartman
Teresa Hatfield
Peggy Helmerich
Rudy & Deb Herrmann
Hille Family Charitable Foundation
Roberta Hinkle
HollyFrontier Tulsa Refinery
James Hoop
JD Young
J&S Acquisitions LLC
Ronald & Myra Jeffris
Jenk Jones
JPMorgan Chase Bank
George Kaiser Family Foundation
Nantelle & Marvin Kemp
KWB Oil Property Management
Kevin Lackner
Lamar Advertising
Suzanne & David Lee
Susan Loomis
Lucas Controls Company
Robert & Helen Lyon
Mabel Doan Trust
Chris Mafille
Ben & Laura Martin Foundation
Chris Matthies
Melissa McGillen
MidFirst Bank
Keith Montgomery
Michael & Leslie Moore
Ron Mucci
James Mueller
Mutual of America
N2 Advertising, LLC
Don & Nancy Nelson
Ruth Nelson
Dale & Donna Oliver
David & Eva Oliver
Katie Oliver
ONEOK Foundation
Janelle Osborn
OSU Medical Center
PF Unlimited
John & Marla Palovik
Ron Peters
Reese Trailer Repair
Rick Stuber Architecture, Inc.
Pam Rossler
Rotary Club of Southside Tulsa
Route 66 Main Street
Bill & Georgia Rush
Jerry Scherer
Security Bank
Tim & Dorothy Simmons
Kaci Skidgel
Richard & Norma Small
Clark & Patricia Southmayd
St. John Health System
Summit
Craig Sutton
Trust Company of Oklahoma
Upshaw Johnson Company
Wells Fargo Foundation
John Westervelt
WILJO Interiors
Williams
Robert Winchester
Carolyn & John Woodard
Paul Woodul
Wordcom, Inc.
WPX Energy
Maxine and Jack Zarrow Family Foundation
Zarrow Family Foundation

IN-KIND

Amatucci Photography
America's Incredible Pizza Company
Automated Mail Service
Create1 Production

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