



Goodwill Industries of Tulsa, Inc.

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## Sharing My Thoughts

**DAVID E. OLIVER**  
President

It is hard to believe that 2022 is already here. Every year goes by quickly, but it feels like just yesterday I was writing to you about our plans for 2021!

I want to start this month by expressing how good it made me feel to see our Goodwill Tulsa team all assembled in one place again for the first time in almost two years. It was so inspiring to share time with everyone and celebrate our Service Award Winners and STAR Award winners, who you can read more about in this issue of the Grapevine.

My one regret about the luncheon was that not everyone was able to attend in person. During the luncheon, I shared my thoughts with the organization. I believe that it is important to communicate to the whole organization, so I have chosen to use my column this month to share my thoughts with everyone, so I have included a copy of my comments below.

“As I contemplated what I wanted to visit with you about today, I reflected on the many Holiday Luncheon conversations that I have had with you over my time at Goodwill. I hope you noticed that I said conversations, and not speeches, because speeches are boring, and I don’t like to think of my talks as boring!

“The one that I remember most vividly is my very first time that I addressed this organization at a Holiday Luncheon in 1992. (As a side note, we were small enough then that we all met in the breakroom at 2800) In that conversation I referred to the famous book by Charles Dickens “A Christmas Carol”. Being my first year as President of Goodwill, I felt that we were at an inflection point with new leadership and I talked about the Ghosts of Goodwill Past, Present and Future as a way of discussing where we had been, where we were today and where we hoped to be in the future. Others might have thought I picked that story because I reminded them of Ebenezer Scrooge, but I can assure you that is not the case. In the 30 years since I gave that talk, I can confidently say that Goodwill Industries of Tulsa has far exceeded what we discussed a successful future would look like. The successes we have achieved are a testament to the incredible number of hard-working team members that Goodwill has been blessed to have here and their commitment to accomplishing our mission.

“One of the reasons I thought so much about the 1992 Holiday Luncheon recently, is that I believe today we are at another one of those inflection points in our organization’s history. We have had many of our team members, including leadership team members, retire in the recent past and more are coming soon. As each year passes, I become closer to being a Ghost of Goodwill’s past instead of its future, but having said that, don’t start throwing dirt on my grave quite yet.

“The 2021 version of the Ghost of Goodwill Present finds us in a difficult spot. The pandemic continues to impact almost every aspect of what we do, it is a struggle to staff our teams at the levels that we would like to – resulting in numerous operational inefficiencies, we are facing new regulatory hurdles and my favorite new phrase “supply chain disruptions” are an everyday challenge. What I have seen from our organization in 2021 is that the Goodwill team has rallied to make best out of what are difficult challenges that we have faced, and you are all to be congratulated for that.

“More importantly though, is what I have seen from the Ghost of Goodwill Future. I see an organization that is willing to meet the challenges we face head on. I see an organization that found new and efficient ways to do things. I see an organization that embraced technology to simplify and advance our work. I see an organization that identified alternative populations to work with and expanded our mission while resolving our staffing shortage. I see an organization that says maintaining the status quo is not our goal. Our goal is growing, expanding, and serving more people.

“Our job for 2022 is to lay the groundwork that is needed to make the visions of Goodwill’s future a reality. I am very excited to work alongside you in the coming year to do just that.”

### **Goodwill Pay Periods**

Friday, Jan. 7, 2022

Friday, Jan. 21, 2022

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## December 2021 ... Retail Wrap Up!

Retail ended the month ... **+6.7% above 2021 Goal and ...  
+13.6% vs 2019!**

**10 out of 12 stores exceed their goals in December!**

### Congratulations to the following teams:

**Owasso +24.5% Glenpool +16.1% Carthage +12.0% B.A. +11.6% Bixby +8.8% Garnett +7.9% Stonecreek +6.6%  
Bartlesville +4.1% SW Blvd +2.6% Joplin +.04%**

December, and 2021 as a whole, was an exciting year! We added a 12<sup>th</sup> store this year and we exceeded goal 10 out of 12 months in 2021! We implemented some new tools to help the store teams track sales, roundups, and category comparisons more effectively. The retail team has much to be proud of and we are all looking forward to what new and exciting things 2022 will bring.

***Thanks to the retail team for all of their hard work this year.  
You are appreciated!***



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<br> |
| 2   | 3   | 4<br>  | 5   | 6   | 7      | 8     |
| 9   | 10  | 11     | 12  | 13  | 14     | 15    |
| 16  | 17  | 18<br> | 19  | 20  | 21     | 22    |
| 23  | 24  | 25     | 26  | 27  | 28<br> | 29    |
| 30  | 31  |        |     |     |        |       |

**NEW YEAR  
2022  
JANUARY**



**Happy New Year!**  
All retail locations  
OPEN 9 am - 5 pm  
January 1st.



**Senior Day**  
55+ receive 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 our community last year.

**THANK YOU FOR DONATING AND SHOPPING GOODWILL**



**Let's get social!**  
Stay connected on  
sales and more at  
[goodwilltulsa.org](https://www.goodwilltulsa.org)

# Financial Resilience, At the Tulsa FEC

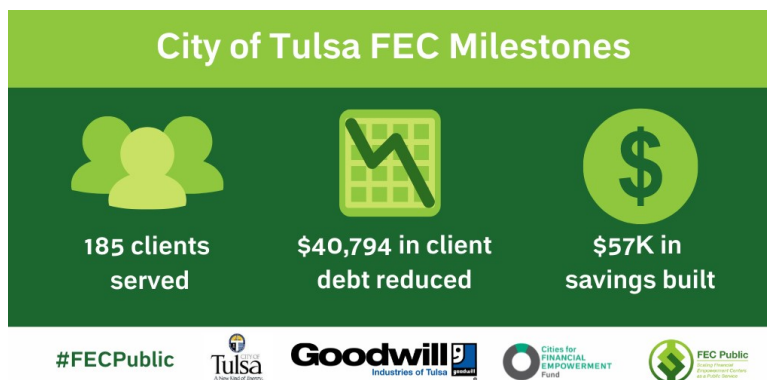
**MODI KWANZA**

VITA Coordinator/ Financial Resilience  
Programs Manager

The FEC is now 1 year old! Congratulations and much thanks to the program leads, financial counselors, staff, and community stakeholders for what we have accomplished in Year One.

## Our goals for Year 2:

- double the number of clients – we currently have 185
- have 30 percent of clients achieve outcomes – currently 13 percent.



We have selected 10 Core Partners to help us achieve these goals. These partners were selected based on their performance in the first year (number of referrals, active clients) and the potential for growth in the second year.

- Arvest Bank
- BEST Parent Resource Center
- BOK Financial
- CAP Tulsa
- LIFE Senior Services
- Retore Hope Ministries
- South Tulsa Community House
- Salvation Army
- Tulsa Dream Center
- Women in Recovery (Family and Children Services)

We have 16 partners who will continue to refer clients to the FEC.

The Tulsa FEC provides professional, one-on-one financial counseling to all Tulsa residents at no cost. Maybe you need to make a plan for getting back on track after all the holiday spending. Our counselors can help with that.

In December, 2 clients achieved 3 FEC outcomes bringing our total to 52 for the year. Outcomes are milestones that track clients' progress on their financial goals.

ALL Goodwill employees are eligible to use the FEC. Sessions are conducted in-person and remotely (phone, Zoom). Make an appointment online, [www.goodwilltulsa.org/FEC](http://www.goodwilltulsa.org/FEC), or call 918-802-7279.

## **At Goodwill VITA**

Believe it or not, tax season is coming soon. We will begin opening our VITA sites for free tax preparation February

1. Mid-January is a good time to start collecting all your tax related documents. Be on the lookout for these newer documents:

- Notice 1444-C, showing amount received for the Third Economic Impact Payment
- Letter 6419, showing amount received in Advanced Child Tax Credit payments
- Form 1099-R, showing amounts withdrawn/distributed from retirement accounts (early withdrawals may not be penalized under certain conditions)
- Form 1099-NEC, shows income received as a non-employee for gig work or other self-employment

*(continued next page ...)*

## **Financial Resilience at the FEC** *(continued from previous page ...)*

Taxpayers who normally don't make enough to file a tax return still should file in 2022 if they did not receive the third stimulus payment or the family had a baby in 2021 (to get full Child Tax Credit).

We expect to offer in-person tax preparation by appointment here at Goodwill HQ on Saturdays, at Goodwill VITA Central (Yale Ave.) during the week, and at the Tulsa Dream Center a couple of days a week. Taxpayers can sign up to be notified when registration begins on our website, [www.goodwilltulsa.org/freetaxprep](http://www.goodwilltulsa.org/freetaxprep).

We are partnering again with GetYourRefund.org to offer virtual tax preparation. Taxpayers who use GYR can have the entire tax prep process done remotely. GYR tentatively opens January 19.

We recently hired Claudia Zuaznabar as a VITA Specialist. She will work with the Site Coordinators at the sites, helping with reviews of tax returns, transmitting returns, and answering questions from tax preparers. Her role will also be to reach taxpayers in Spanish-speaking communities by establishing connections with local organizations where VITA services could be offered and recruiting bilingual VITA volunteers. Welcome Claudia!



**KELSEY SHULTZ**  
Bank On

**Bank On** has had an excellent first few months of the program. We have six accounts to recommend that are certified as safe and affordable for Tulsans. We also have three banks we are working with to get them to have certified accounts as well. We are always looking for more banking partners, so if there is a bank you think would be a good fit, let Kelsey Schultz know. Bank

On Tulsa is also working with several organizations around Tulsa to integrate bank account opening with the services they provide. One of the organizations we are working with is the YWCA who are assisting over 100 Afghan refugees get acclimated to life here in America. If there is an organization that you think would benefit from the Bank On Tulsa program, let Kelsey know. Bank On Tulsa is planning to officially launch our coalition in March of this year! We will share more information about that as the launch gets closer.

For up-to-date information about the certified accounts available here in Tulsa, go to [www.goodwilltulsa.org/bankontulsa](http://www.goodwilltulsa.org/bankontulsa).



***Rebecca Lay was the lucky winner of the iphone raffle!!!***

***Congratulations to Rebecca! Enjoy your new phone!***

***Thanks to everyone who entered. Funds collected will support the Tulsa Area United Way!***



***Holiday Wreath Drawing***

***Winner of the Holiday Wreath ...***

***Gloria Boudreaux!***

***Congratulations to Gloria!***



# Protect Yourself from Money Mule Scams

People who move money for fraudsters are called “money mules.”



**BEWARE** if people you’ve met over the phone or online ask you to accept money from strangers and send it to someone else.

They could be recruiting you to help fund illegal activities.

## A MONEY MULE FRAUDSTER MAY ASK YOU TO:

- Move money
- Open a bank or cryptocurrency account
- Receive packages



## YOU CAN PROTECT YOURSELF AND YOUR COMMUNITY!

- If someone asks you to send and receive money or other things of value, stop communicating with that person.
- Question new long-distance relationships.
- Report money mule activity and scams as soon as possible.
- Learn about scams and money mule activity.



#DontBeAMule

DEPARTMENT OF JUSTICE  
**ElderJustice**  
INITIATIVE



# Service Awards



Roger Boyce  
Cayce Chavous  
Linda Colley  
Darryl Jackson  
O'Dell Jones  
Conny Marsh

Parrish McDaris  
Paul Miller  
Caleb Myers  
Frances Normore  
Juana Rodriguez  
Denise Wimmer



Stephen Almanza  
Lawanna Arthur  
Daren Barrett  
Kim Dodge  
Requea Flemons  
Kayla Foster  
Toby Harper

Grant Houston  
Randy Hudelson  
Connie Korell-Clevenger  
Letitia Parker  
Boyice Riley  
Janet Rudluff



Loretta Block  
Wesley Burchett  
Ted Crooks  
Mary Fidler

Leah Hibbs  
Clayton Milliman  
Lamarcus Singleton  
Latonya Williams



Melinda Johnston  
Jael Leon



George Schmidt  
Rodney Rutherford



David Oliver



## Stretching: Pros and Cons

Strains, sprains, and tears are the most common types of workplace injuries every year. Outside of work, many people receive sprain and strain injuries while exercising, working on a project, or taking part in a hobby. These injuries can affect you for long periods of time once they occur and can be reinjured easily.

There are many safe work practices to avoid strains and sprains such as eliminating manual handling of objects or using the buddy system to complete a lift. Research has shown elimination and engineering controls are the best way to eliminate the hazards that cause strains and sprains on the job.

Stretching is also often considered a safeguard in preventing sprain and strain injuries on the job, but it should not be the primary safeguard in preventing injuries.

### A Few Benefits of Stretching According to the Mayo Clinic

- It is thought to help decrease the chance of activity-based injuries.
- It can help your flexibility which improves your range of motion for your joints.
- Improved flexibility also allows your muscles to work most effectively

While stretching is said to have benefits, there is other research debating whether it truly reduces workplace injuries. Some experts state that it has no real effect on preventing injuries. While there is research that supports both sides, none of the research states that stretching before a job task will increase your chances of injury during the task. However, there are precautions you should take to avoid injury.

### Safety Tips for Stretching

If you do choose to stretch, do so safely. It is not advised to stretch a cold muscle. Dr. Nicholas DiNubile, an orthopedic surgeon at the Hospital of the University of Pennsylvania in Philadelphia, advises to warm up with aerobic activity before jumping into stretching exercises. You should not feel pain when you are stretching. If you feel pain it probably means you are pushing your body too far. The National Academy of Sports Medicine advises moving into the stretch position until the first point of tension is felt in the muscle and hold for about 30 seconds to get the most benefit from a stretch.

Seek advice from your doctor if you want to begin a stretching routine, especially if it is for a muscle group that experienced a previous injury.



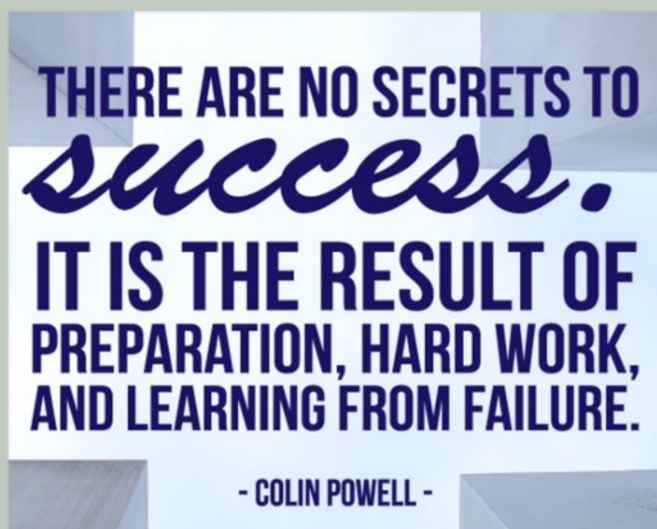


## It's a New Year – Time to Set New Goals

We've made it through another year. While New Year's Day didn't bring an end to the COVID-19 pandemic or the other chaos we have experienced over the last 2 years, it does give us a chance to reset our thinking and make plans for the coming year. Rather than focusing on the negative things that have happened around us, we can (and should) look forward and set goals for a successful 2022.

Instead of looking ahead into the New Year and getting frustrated, choose to look back at everything that you accomplished over the last year, both personally and professionally. What did you do that made you happy or proud? What can you do to repeat your successes or even improve upon them? Finally, if you did experience failures, what did you learn from them?

When it comes to setting goals, begin with the end in mind. Know what you want to achieve or create, and then **see** and **feel** yourself reaching that goal. Write down the steps or actions that you'll need to take to get there. Once you've done so, track your progress and celebrate small successes along the way. Don't become discouraged if you have minor slip-ups, as you can adjust your plan along the way if needed. Remember, you have the ability to set your own path, work hard, and achieve your own successes if you set your mind to it!



### **Congratulations to our 2021 STAR Awards Winners**

- Cheerleader Award Winner - Priscila Teekell
- Extra Mile Award Winner - Latoya Tart
- Team Player Award Winner - Melba Collins-Ross
- Essence Award Winner - Frances Normore
- Exceptional Customer Service Award Winner - William White

**Special mention to all of our nominees:** Indira Artigas, Dustin Barton, Britteny Geren, David Goff, Alexandra Herren, Kristie Huffman, Stephanie Kinsey, Yvette Lankford, Sherry Love, Cheryl Mullins, Anna Payne, Trenda Rains, Megan Raleigh, Deborah Snyder, and Nick Wagers.

**Congratulations to each one of you.** Thank you for working hard every day, going above and beyond, and going the extra mile to get the job done. Your efforts are being noticed. We recognize your efforts. We value you and the contributions to the success of your team and the company overall. We are glad you are on our team!



# Meet Your Co-Workers



## Meet

### **Roleishia Matheney**

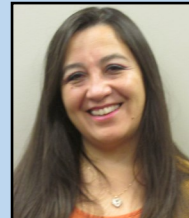
Roleishia or “Ro” as she likes to be called works for Goodwill as a Textile Sorter. She has three children. She enjoys sports teams especially OU, Kansas City, Cleveland (football) and the OKC Thunder (basketball). A trip back to Cleveland would be ideal!



## Meet

### **Carmen Lane**

Carman works in the Wares Department as a Sorter. She has three children. She is also a sports big fan of the OU Sooners which is her favorite team along with the Tulsa Drillers. Watching movies and eating tacos would be her idea of a great day off. However, a trip to the beach would be great too!



## Meet

### **Claudia Zvaznabar**

Claudia, or Clau, as she likes to be called, is Goodwill’s new VITA Program Specialist. Her hometown is LaPaz, Bolivia. She has two children and when she has free time she likes to spend all her time with them. Her ideal vacation would be a trip to a nice resort close to the beach.



## Meet

### **Sirena Sapp**

Sirena works for Goodwill as a Retail Sales Associate. Her hometown is Broken Arrow. She says the best part of her job is helping the customers. She enjoys sports especially the San Francisco 49ers. Her idea of a great vacation would be a trip to Hawaii. On a day off she likes to do “just nothing”!



## Meet

### **Naesion Douglas**

“Nae” as she likes to be called, has worked for Goodwill as a Retail Sales Associate since mid-December 2021. She is an OU football fan and a Lakers basketball fan. She says her idea of a great vacation would be to visit the places where her favorite TV shows are filmed.

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

## December New Hires

*Please extend a warm welcome to our new employees.*

**Processing:** Rebecca Chesser, T'Osha Dunn, Carmen Lane, Tre Leatherwood, Cathy Sanchez, Shucarra Williamson

**Donations:** Jack Webb

**Retail:** Haley Brundon, Bryan Burton, Tina Cuzalina, Lori Davison, Sirena Sapp, Naesion Douglas, Emalie Hendrick, Emilie Hughes, Sarah Saltzberg, Julie Wilson

**VITA:** VITA Program Specialist

## February Birthdays



Sue Jent—2/2  
Janet Rudluff—2/2  
Tina Cuzalina—2/3  
Sarah Saltzberg—2/3  
Judy Lamb—2/7  
Brooklyn Littlebear—2/7  
Frances Normore—2/7  
Tyler Williams-Redus—2/7  
Stacy McCage—2/8  
Nicholas Wagers—2/10  
Delisa Gardner—2/11  
Craig Hayes—2/12  
Lisa Lewis—2/12  
Carla Ellis—2/14  
Jason Stewart—2/14  
Ruth Duren—2/15  
Sharita Modica—2/15  
Janiss Richardson—2/15  
Calvin Sledge—2/15  
Nicole Edge—2/17  
Roger Boyce—2/18  
David Jerome—2/18  
Eva Cevallos Jalil—2/19  
Brenda Seckman—2/19  
William Crook—2/20  
Dwayne Brooks—2/21  
Winona Jackson—2/21  
Kristal Washington—2/22  
Rita Roland—2/24  
Michell Bollinger—2/26  
Jeremy Gillespie—2/26  
Adam Erby—2/28  
O'Dell Jones—2/29

## January Anniversaries

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

**37 Years:** Sabrina Ware

**25 Years:** Thomas Conrad

**23 Years:** Stephen Morgan

**17 Years:** Joyce Heath

**16 Years:** Latonya Williams

**15 Years:** Matthew Baird

**11 Years:** Danielle Peck

**10 Years:** Craig Hayes

**6 Years:** O'Dell Jones, Paul Miller

**5 Years:** Jill Tackett, McKenzie Qualls,

Aundrea Collins

**4 Years:** Bryan Weimer, Vicki Berry

**3 Years:** Elliot Ward, Amber Weeks, Bruce Phipps

**2 Years:** Dwayne Brooks, Laurie Ward,

Glenda Seiter, Joshua Boyles, Amanda Bass

**1 Year:** Mark Davenport

## 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, CDL Truck Drivers, Utility Processors, Sorters, Shippers, Textile Price Supervisor, Lead Shipper, Textile Tagger

**Retail:** Sales Associates, Floor Supervisor, Assistant Managers, Book Clerk, Customer Service Managers, Assistant Managers I & II

**Donation:** Donation Attendants

**TulsaWORKS:** Career Navigator—Manufacturing/Forklift

**Workforce Development:** Job Coach (Hospitals, Donations), Transition Specialist (Autism Program), Employment Consultant, Contract Services Assistant, Program Manager—Supported Employment & Transition Services

**Administrative:** Marketing & Digital Communications Director, VITA Program Specialist

