

JULY 2022

The Goodwill Grapevine

Monthly Organizational Updates



2022 AT GOODWILL TULSA: FIRST HALF RESULTS, SECOND HALF PLANS

By David Oliver

With the arrival of July, amazingly the year 2022 is now half over! This month is a good time for me to discuss some of our results for the first half of 2022 and update you on many of the activities we plan to undertake between now and the end of the year.

In our Donated Goods Program, we have accepted donations from 248,441 donors at our donation sites. This is 4.7% fewer donors than we had during the first six months of 2021, but due to our staffing shortages, it feels like we are collecting more donations than in the past. Our total store sales are 13.5% higher than last year because of the addition of our Bixby store which was not open until August of 2021. In comparison to our budget through June 30, 2022, our sales are just slightly below our budget, but that is because our budget included e-commerce sales beginning in May of 2022. Staffing shortages have resulted in the implementation of numerous changes to the way we process donated goods. The goal is to process donations faster by reducing the number of times garments are handled prior to shipping them to our stores. We plan to continue refining this process to become as efficient as possible.



Goodwill's Financial Resilience programs have grown in 2022, with an increase in the number of tax returns filed through our VITA services, increased usage of the services at the Financial Empowerment Center, and the addition of the Bank On program.

Newsletter Content

Training Tips

June Retail Update

Summer Heat Safety

Financial Empowerment Center Outreach

Bank On Networking

July Paydays

8 & 22



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There are many initiatives currently in process or that will be launched in the second half of 2022. Due to the total number of them, I have chosen to highlight a few below that will hopefully whet your appetite for what is coming:

- We are rolling out a new Applicant Tracking System that will significantly reduce the amount of time and paperwork we currently require, allowing us to fill open positions more quickly. Speaking of that, don't forget the employee referral bonus program that is currently in place! For many of our positions at Goodwill, we recently increased the starting wage rates, so now is a great time to recruit new employees and take advantage of the referral program.
- We are planning to have an e-commerce operation in place during the second half of 2022.
- We will be celebrating Goodwill Tulsa's 95th Anniversary on August 3rd of this year. Stay tuned for more activities that are being planned for this celebration.
- We are developing new methods of employee communication and engagement that we will be implementing later this year. Old favorites like our company picnic are still in place, and it is scheduled for September 22nd this year.
- We are planning several upgrades to our IT infrastructure, designed to make it more functional and secure.
- We will be rolling out a new client tracking database with significantly greater functionality than our current one which is being discontinued.
- We have built out a new Google learning lab and have expanded the courses we offer from Google.
- During the second half of 2022, a significant amount of work will also go into our preparations for CARF accreditation in early 2023.



The total list is much longer, but at least this gives you an idea of what to expect this year. I believe that Goodwill Tulsa has the initiatives in place to allow us to overcome many of the obstacles we are currently facing and have a great second half of the year in 2022.

With the heat that we are experiencing right now, everyone needs to be sure and stay hydrated and pay attention to not overdoing it, to ensure that you stay safe.

TRAINING TIPS: PREPARE FOR FUTURE OPPORTUNITIES

By Jenny Nobile

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Do you ever see the success of others and wonder, "How did they get so lucky?" Have you ever been given an opportunity and not taken it because you felt you weren't ready? Perhaps it's time to shift your mindset and tip the scales in your favor.

To do that, you must identify your goals and prepare for opportunities. This will include some form of learning such as schooling, formal training, reading a book, or even watching YouTube videos. The key is to learn what others have done in similar situations. Learning from others' experiences will help you to plan what you would do. This will give you a greater sense of confidence to seize the next opportunity that appears.

What will you do to prepare for your future?



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JUNE RETAIL REVIEW

By Vanessa Pelton

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Watch out for retail: We are on fire! June was our best June ever! Retail beat this year's goal by 3%. The June 11 half-price clothing sale beat its goal by 5.6%. The average sale per transaction increased from \$19.77 to \$21.20.

Congratulations to the following teams who made their June goals:

June 2022 Goal:

+3.0%

Average Sale vs June 2021:

\$19.77 vs \$21.20 (+\$1.43 or +7.2%)

Garnett +12.6%

SW Blvd +7.2%

Claremore +6.6%

Stonecreek +6.1%






Bartlesville +4.6%

B.A. +4.3%

Glenpool +1.7%

Joplin +1.4%

Remember on July 29 all customers will receive 25% off their purchase for our Customer Appreciation Day.

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						



Senior Day
55+ receive 25%
off total purchase



Independence Day
Close @ 5 p.m.



**Customer
Appreciation Day**
25% off total
purchase

Open Management Positions:

Owasso: Assistant Manager 1

Owasso: Assistant Manager 2

Owasso: Customer Service Manager

SW Blvd: Customer Service Manager

Bartlesville: Customer Service Manager

McAlester: Customer Service Manager

Bixby: Customer Service Manager

STAY SAFE DURING THE SUMMER HEAT

By Jay Castoe

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With summer bringing intense heat to the region, it's important to know the warning signs of heat-related illnesses.

For the human body to maintain a constant internal temperature, the body must rid itself of excess heat. This happens by varying the rate of blood circulation and by sweating. The evaporation of sweat cools the skin releasing large quantities of heat from the body. High air temperature and high humidity can make it difficult for that process to take place.

Excessive exposure to a hot environment can cause a variety of heat-related health problems and illnesses.

Heat Cramps – Heat cramps are painful muscle spasms that can happen while performing hard physical labor in a hot environment. Cramps may be caused by either too much or too little salt. Tired muscles are more susceptible to heat cramps.

Fainting – Fainting may occur when an overheated person stands in one position for an extended period. Walking around and staying active reduces the possibility of fainting.

Heat Rash – Heat rash (also known as prickly heat) often occurs in hot, humid environments where sweat does not easily evaporate from the skin. The sweat ducts become clogged, resulting in a rash. Heat rash can be uncomfortable if the rash is extensive or becomes infected. Taking time to cool off and regularly bathing can help prevent heat rash.

Heat Exhaustion – Heat exhaustion is caused by sweating so much that a person loses large amounts of fluid and sometimes salt. A person suffering from heat exhaustion still sweats but may experience the following signs and symptoms: headache, dizziness, weakness, mood change, confusion, irritability, nausea, vomiting, decreased and dark-colored urine, light-headedness, fainting, or clammy skin. If heat exhaustion is not treated, the illness may advance to heat stroke.

First aid for heat cramps, rash, and heat exhaustion:

- Move the person to a cool, shaded area
- Provide cool water to drink
- Fan them to help cool them
- Place a wet cloth on the person to cool their skin
- If they are dizzy, have them lie on their side or back and raise their legs 6 to 8 inches
- If nausea occurs, roll them on their side and loosen or remove heavy clothing
- Stay with the person



Heat Stroke – Heat stroke is the most severe heat-related illness and can quickly turn fatal. Heat stroke occurs when the body's temperature-regulating systems fail. Signs that a person may have a heat stroke include dry pale skin, lack of sweat, hot or red skin, mood changes, irritability, confusion, seizures, collapse, or unconsciousness.

If you suspect someone is suffering from heat stroke, call 911 or your local emergency number.

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TULSA FINANCIAL EMPOWERMENT CENTER (FEC) UPDATE

By Modi Kwanza

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In June, the FEC surpassed 1,000 overall sessions since its December 2020 opening. Sixty-six percent of our clients return for two or more sessions. This is a sign that the FEC clients are engaged and working toward their financial wellness goals.

In case you missed it, the City of Tulsa's communication teams developed a video to highlight how the FEC can help Tulsans address their rising housing costs. Bringing more income into the household would certainly help. When that's not so easily done, then Tulsans need to be creative and explore how to spend their money most effectively.

[Click here to watch the video.](#)

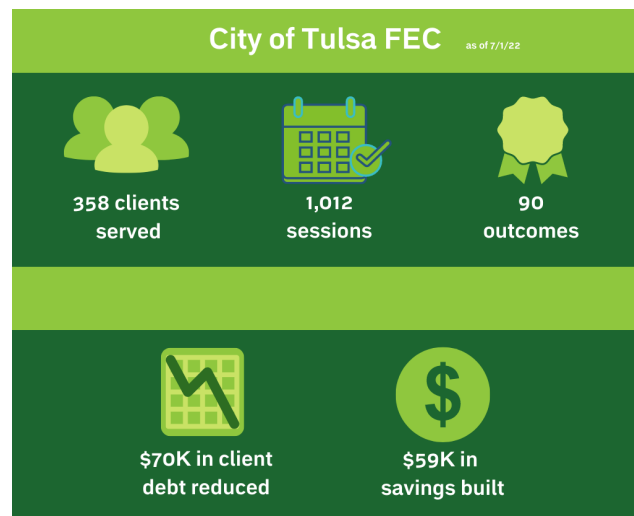
We made the rounds in June, spreading the word about the FEC. We shared tables with TulsaWORKS, HR, Job Connection, and Bank On at several area events, including the Pathways Forward Event at The Dream Center, South Tulsa Community House Health Fair, and the Expungement Expo at 36th St. North. You can help us get the word out by telling your family, friends, and acquaintances about the FEC.

Fliers are available in my office.



**Tulsa
Financial
Empowerment
Center**

*Free One-on-One
Financial Counseling*



At the Juneteenth PAVE Homeownership Fair at OSU-Tulsa.

BANK ON TULSA UPDATE

By Kelsey Schultz

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Bank On Tulsa held its quarterly coalition meeting on June 23. Thank you to everyone who attended! At the coalition meeting, a representative from the Cities for Financial Empowerment (CFE) Fund spoke about the importance of improving banking access for the communities they serve. The CFE Fund manages and provides funding for Bank On Tulsa and the Tulsa Financial Empowerment Center.

On July 11 and 12, I-Hsing Sun and Paige Diner from the CFE Fund will visit Tulsa. They will speak with financial institutions about the account certification process, and they will also meet with area organizations to plan improvements to banking access. Please let Kelsey Schultz know if you work with an organization that you feel would benefit from meeting with us.

Bank On Tulsa has certified eight bank accounts in the Tulsa area. These accounts are safe, affordable, and fully functional. We also have several financial institutions that are in the process of developing certified accounts, and we are hoping to announce those in the next few months. To get up-to-date information on the accounts available, visit GoodwillTulsa.org/BankOnTulsa.

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NOW HIRING: YOUR BEST FRIEND



EMPLOYEE REFERRAL PROGRAM

THE BIG PICTURE

- **WHO**—You
- **WHAT**—Refer a great new employee. Each of you can earn a bonus up to **\$750**.
- **WHEN**—\$250 after 90 days and another \$500 after 180 days.
- **WHERE**—Submit a Candidate Referral Form, then have the candidate apply (online at goodwilltulsa.org/jobs or in person).
- **WHY**—Because we need great employees, and it takes one to know one!
- **HOW**—Ask your manager or HR for a Candidate Referral Form.

THE FINE PRINT

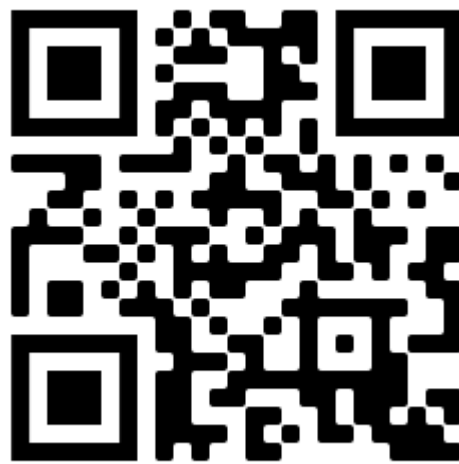
- See HR for a complete set of Terms and Conditions. Some restrictions apply.

WHO WE ARE LOOKING FOR

Do you know anyone who sounds like this?

- Ready to work
- Strong interpersonal skills
- Eager to learn
- Positive attitude
- Dependable
- Team player

CURRENT OPENINGS:



GoodwillTulsa.org/Jobs
918-584-7291



WELCOME TO THE TEAM

Get to Know Some of Your New Coworkers



Serena Warder
Sales Associate

Tulsan Serena joined our sales team last month. She says the people she works with make the job great. On her days off, Serena loves to take her kids to a lake.



Sue Casalino
Sales Associate

Sue joined our retail team in June. She grew up in Collinsville and decided to apply because she shopped at Goodwill. Sue loves that this job allows her to work as part of a team. Her dream vacation is a road trip to anywhere.



Dana Solis
Processing

Dana joined our processing team this year. She originally comes from McAlester. Dana is looking forward to autumn so she can cheer for Sooner football.



Jackie Cheadle
Processing

Broken Arrow native Jackie joined processing in June. She says she loves the job's fast-paced nature and friendly coworkers. Jackie enjoys relaxing at home, and she says her dream vacation would be a trip to the mountains.



July Anniversaries

Stephanie Bodmann	Mary Melton
Wesley Burchett	Clayton Milliman
Chester Burtlow	Brent Mitchell
Michael Carroll	Michael Nees
Amy Cates	Ifeanyi Nwuchu
Kameryn Chapman	David Oliver
Rochelle Cowan	Kelly Perez
Kelsey Davis	Malinda Rayl
Sarah Dudley	Rita Roland
Teresa Harmon	Larry Slate Jr.
Kristi Huffman	Randall Sumter
David Jerome	Tyler Troutman
Rachel Krater	Jack Washmon
Jennifer Love	Thomas Weber
Scott Lynch	Jacqueline Williams
Arthur Matzkvech	

August Birthdays

Shakela Lewis - August 3	Teresa Haak - August 18
Danny Elliott - August 4	Penny Nickels - August 18
Jay Boykins - August 5	Tori White - August 18
Elizabeth Kallin - August 5	Christie Farmer - August 19
Kara Staton - August 5	Cathy Rosebrough - August 19
Malita Thomas - August 5	Corey White - August 19
Tyler Troutman - August 5	Tyree Davis - August 21
Jacqueline Williams - August 6	Evelyn Hall - August 21
Carla Schanks - August 7	Alexandra Herren - August 21
Patricia Blakely - August 8	Fernando Jones - August 21
Kimberly Cox - August 8	Rodney Campbell - August 22
Roberta Fuller - August 8	Beverly Mann - August 22
Janet Harbert - August 8	Rickey Whisnant - August 22
Indira Artigas - August 9	Vicki Berry - August 23
Adriana Campos - August 10	Cheryl Mullins - August 23
Kendal Vealy - August 11	Randall Sumter - August 23
Carol Keith - August 12	Scott Staedeli - August 24
Dana Willis - August 12	Malinda Rayl - August 26
John Clowers - August 13	LaRhonda Steve - August 26
Kathryn Walker - August 13	Andres Perez - August 27
William Brechka - August 15	Amanda Bass - August 28
Andrea Neeley - August 15	Matthew Baird III - August 29
Dawn Sparks - August 15	Danielle Peck - August 29
Kimberly Gaston - August 16	Tyler Louderback - August 30
Kaitlyn Harrell - August 16	Aryonna Thomas - August 30
Jennifer Keys - August 16	Charity Joseph - August 31
Cintia Curiel-Rosales - August 17	Billy Neff - August 31



June New Hires

Austin Armstrong	Clarissa Gilton	Ruby Rojo
Serena Barr	Kaitlyn Harrell	Sharon Ross
Judith Bigpond	Toni Harris	Sandra Rushing
Kaitlyn Brooks	Brianna Herrold	Joselyn Schinnerer
Paul Brunk	Ahreanna Hytche	Brenda Sheley
Sue Casalino	Shawn Iron	Hope Sinclair
Jackie Cheadle	Brian Jones	Tanner Smith
Cintia Curiel-Rosales	Jeilyn Joseph	Dana Solis
Briana Feeler	Stacy Kirk	Connor Sullins
Kelli Flechs	Paula Lewis	Tanya Svoboda
Beck Flynt	DeAndrae Marshall	Chloe Walker
Keishla Freyre-Sanchez	Tina McCullough	Serena Warder
Rosa Fuerte	Edward Rodriguez	Cortney Wells