

The Goodwill Grapevine

Monthly Organizational Updates



2022 GOODWILL INDUSTRIES OF TULSA ANNUAL AWARDS LUNCHEON HIGHLIGHTS

By David Oliver

As I write this Grapevine column, I am still on a high from our May 3 awards luncheon. Those of you who were able to join us know that the luncheon was a celebration of successes. We gave four awards:

- **Employee of the Year:** An individual who has overcome significant barriers in life to become an outstanding employee of Goodwill Industries of Tulsa. This year's winner is Jael Leon (Processing).
- **Graduate of the Year:** A Goodwill program participant with special needs who has graduated from one or more of Goodwill's training programs and is now successfully employed in the community. This year's winner is Torea Marks.
- **Financial Resilience Award:** Presented to an individual who has, with the assistance of a Goodwill financial counselor, successfully navigated complex financial challenges and choices. Financial Resilience award winners have received help through the Financial Empowerment Center, a partnership between the City of Tulsa and Goodwill Industries of Tulsa that offers one-on-one professional financial counseling at no cost to all Tulsa-area residents. This includes Goodwill employees who qualify. This year's winner is Sonia Matul.
- **Achiever of the Year:** This award is presented to an individual who has overcome barriers in life and who, with the assistance of Goodwill's TulsaWORKS Career Academy, is now successfully employed in their chosen field of study with a career path in place. This year's winner is Trey Washmon (IT). After completing his training through TulsaWORKS, Trey joined our IT team as Systems Administrator.

You can see their stories on YouTube here: <https://bit.ly/3s8KHcc>. If you see them in person, be sure to congratulate them.

Newsletter Content

Recovery Statements Prevent Loss

Employee of the Year: Jael Leon

April Retail Review

Training Tips

Employee Referral Program

May Paydays:

13th & 27th



For me, the luncheon is a wonderful opportunity to share the Goodwill spirit with members of the community. Board members and community leaders, business associates and mission partners, and other friends and supporters (and staff!) come together to celebrate our award winners and hear about the good work of Goodwill Tulsa.

As our Board Chair highlighted at the luncheon, I recognize that it's our employees who make it possible for Goodwill to make such a difference in the lives of people we serve. The work you do, day in and day out, is what allows Goodwill Industries of Tulsa to provide important services to members of our community. Thank you for your efforts.



2022 Awards Luncheon

Employee of the Year: Jael Leon

By Melinda Johnston

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Please join us in congratulating Jael Leon, our Employee of the Year!

Jael first came to Goodwill through our high school work adjustment program in the Spring of 2000. She was officially hired by Goodwill in June of 2001 in our Jenks donation site. She joined the processing team in March of 2003.

Jael is productive and committed to excellence in carrying out her responsibilities. She is an asset to the organization as well as the hanging department. She's enthusiastic and always willing to step up when needed. Her compassion for her team members and fellow employees does not go unnoticed. Jael is punctual, dependable and committed to our organization. Thank you, Jael, for standing as a role model for others and for 20+ years of dedication!



Jael Leon

Co-workers love that she is not afraid to speak up and share her ideas and concerns. She has a good sense of humor but also has a serious side. Most notably, she is kind-hearted and full of energy. Lead Hanger Dawn Sparks, said of Jael, "Her work ethic is above and beyond. There isn't anything she believes she can't do. She has a hug for everybody. She hurts when you hurt. She's happy when you're happy."

Outside of work, Jael helps to take care of family members and is very active in her church. She loves going to the casino, the movies and out to eat with her friends.

Jael does not let her disabilities define her, and she serves with passion and professionalism. Thank you, Jael, for serving as an example to others.

Congratulations on this well-deserved award!

APRIL RETAIL REVIEW

By Vanessa Pelton

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From processing to stores, we saw changes throughout our organization in April. We are trying new things to make employees' work lives easier and to increase production and sales. We at 2800 will continue to put focus on finding better ways to streamline our processes to benefit everyone.

Most stores beat their sales goals in April.

April 2022 Goal:

+7.6%

April 2022 vs April 2021:

+11.4%

Customer Count vs April 2021:

+6,708

Average Sale vs April 2021:

\$22.11 vs \$21.81

Congratulations to the following teams who made their April goals:

Glenpool +16.4%

Joplin +14.8%

B.A. +14.5

Bartlesville +11.0%

SW Blvd +10.3%

Carthage +9.0%

Stonecreek +6.8%

Garnett +5.4%

McAlester +3.3%

This month will include our Mother's Day sale where customers will receive 50% off one item that day, and our Memorial Day sale where customers will receive an additional 25% off their entire purchase.

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



Mother's Day

50% off of one item



Half-Price Sale

50 % off all clothing



Customer

Appreciation Day

25 % off total purchase



Memorial Day

25 % off total purchase

Open Management Positions:

- Owasso: Assistant Manager 1
- Owasso: Assistant Manager 2
- SW Blvd: Customer Service Manager
- Bartlesville: Customer Service Manager
- Carthage: Assistant Manager 1

TRAINING TIPS: DIFFERENT PIECES OF THE PUZZLE

By Jenny Nobile

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Over the last few years, we've certainly seen enough civil and political unrest around the world to last a lifetime. Through it all, you may have had differences of thought and opinion with those around you. But how have you dealt with it? Has it made you feel like an outsider trying to figure out where your puzzle piece fits in?

If so, you're in luck! Our next training session, "Promoting Diversity, Equity, and Inclusion in the Workplace," will roll out by the end of the second quarter. We'll talk about how to value the differences that each of us brings to Goodwill. We'll discuss how to have those conversations so that every employee has the chance to gain a sense of belonging. Stay tuned!



RECOVERY STATEMENTS PREVENTING LOSS IN GOODWILL STORES

By Jeff Holloway

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The Goodwill retail team is seeing great success using recovery statements to prevent loss.

Recovery statements are non-accusatory statements said to someone suspected of attempting to shoplift. The statements let the individual know that our team is suspicious while giving that individual a chance to make the right choice.

In March of this year, Carthage Sales Associate Lisa Borland encountered a woman quickly stuffing merchandise into a basket. Lisa noticed the woman wasn't looking at prices or sizes. Lisa approached the woman and offered her customer service by mentioning that she liked the items the woman was picking. Lisa offered to take what the woman had in her basket to a fitting room. The woman quickly left the store without paying, running to a car and driving away. Because Lisa had been paying attention, local police were able to spot the car, recover \$319.67 in merchandise stolen from Goodwill, and arrest the woman.



Lisa Borland &
Ruth Duren



Eric Maddox

About a month later, Associate Ruth Duren spotted the same woman inside the Carthage store. The woman entered one of our fitting rooms with some of our merchandise. Ruth told the woman that she liked the outfit and that she'd need the tags to ring up the merchandise. While Lisa was getting the tags together, Store Manager Tina Yates and Lisa Borland approached the woman. Because of the earlier incident, the staff asked the woman to put down the merchandise and leave the store. The woman did just that, and our staff recovered \$57 in merchandise.

Another great example of using recovery statements occurred at the Garnett store. A couple approached the men's boots display and selected a pair worth \$99.99. It appeared to Sales Associate Eric Maddox that the couple then tried to leave the store. Eric approached the couple, complimented the boots, and offered to take them to a register for the couple. The couple left the store with no merchandise.

Great job Lisa, Ruth and Eric!

EMPLOYEE REFERRAL PROGRAM

Earn Up to \$150 (Less Taxes)

By Kameryn Chapman

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Who is eligible for the Referral Bonus Program?

All Goodwill Team Members except those who are responsible for candidate placement, recruiting and hiring, and the leadership team (i.e. V.P.s, Directors, Coordinators, Supervisors, Managers, Job Connection Staff and HR employees are excluded).

What you can look forward to?

The applicant you refer could begin a promising new career, and Goodwill would gain a valuable new member of our team. You will receive a \$50 bonus payment (less taxes) if the candidate you referred is hired and is employed for at least 30 days. In addition, you will receive another \$100 (less taxes) if the candidate is employed for at least 90 days.



How it works

You're invited to refer people you've worked with, your family and friends, and people you meet in your everyday life. To refer an individual, complete a Candidate Referral form and submit it to Kameryn Chapman, Human Resources. Encourage your candidate to view and apply for current open positions posted on our career site: goodwilltulsa.org/jobs. The candidate's qualifications will be reviewed for the position applied for. If there is a match, Goodwill will contact your referral to arrange an interview.

Note: You must be an active Goodwill Team Member at the time of the award to receive it. Please review the official Terms and Conditions for additional information.

Employee Referral Program Terms and Conditions

1. V.P.s, Directors, Coordinators, Supervisors, Store Managers, Job Connection Staff, and HR employees are excluded from receiving referral bonuses.
2. To be eligible for an award, the applicant must submit a completed application (online or in-person) and the Goodwill employee must submit a Candidate Referral Form (CRF) to Kameryn Chapman, Human Resources Representative. The CRF can be submitted in person at 2800 Southwest Blvd or by email to kameryn.chapman@goodwilltulsa.org.
3. Once a referral is hired and completes 30 calendar days of service in good standing, the referring employee will receive the \$50 referral bonus on their next paycheck. After the referred employee completes 90 days (approximately three months) of service in good standing, the referring employee will receive an additional \$100 referral bonus on their next paycheck. (Normal taxes will be withheld).
4. The first employee to refer a candidate will be the only referring employee eligible for payment.
5. The referral must be submitted before an applicant is extended a job offer.
6. If you are referring more than one candidate, please use an additional form and provide the required information for each candidate you refer.
7. The referring employee must agree to have HR use his/her name for contact purposes if necessary.
8. Only candidates who meet the essential functions of the position will be considered, and appropriate accommodation is provided when necessary.
9. All candidates will be evaluated for employment consistent with Goodwill Industries of Tulsa's policies and procedures, and all information regarding the hiring decision will remain strictly confidential, even to the referring Goodwill employee.
10. The referring Goodwill employee must still be employed with Goodwill Industries of Tulsa during the hired candidate's days of service to receive any of the referral bonuses.
11. Any questions and/or interpretations of the program will be handled through Human Resources.
12. Employees may refer relatives, but employees that are relatives cannot work under the same supervisor according to Goodwill policy.
13. Goodwill reserves the right to suspend or cancel the referral program at any time for any reason.



WELCOME TO THE TEAM

Get to Know Some of Your New Coworkers



Suan Huai
VITA Program Specialist

Suan joined our VITA team in March of this year. Originally from Myanmar, Suan learned about Goodwill by shopping at our retail stores. She says she loves getting to help others in her new role. Suan tells us her ideal vacation would be a trip to Hawaii with her family.



Joshua Eller
Wears Handler

Owasso native Joshua joined our utility team in March. A friend of his introduced him to Goodwill. He tells us the highlight of the job is working with great coworkers. When not at work, Joshua enjoys watching a good movie.



Robin Jones
Sales Associate

Robin became a sales associate for Goodwill three months ago. She says the best part of her job is getting to help others. Robin cheers for the Sooners, and she spends much of her free time with her brother.



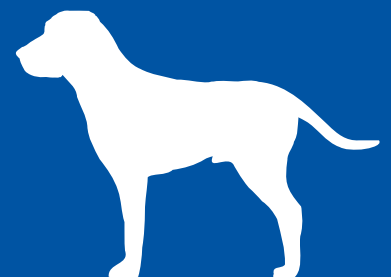
Billy Neff
Material Handler

Billy Jack, as he is called by his friends, joined the Goodwill team as a material handler at the beginning of March. John 3:16 Mission pointed Billy Jack to Goodwill, where he says his coworkers are the best part of the job.



Victoria Annesley
VITA Program Manager

Though Victoria became the VITA program manager in March, she is not new to the program. She used to volunteer with VITA while attending NSU. When not at work, Victoria loves to spend time exploring the outdoors with her dogs.

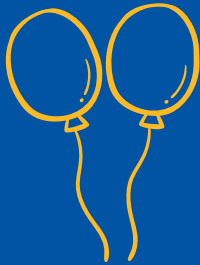


Current Job Openings

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.

- Material Handler (Dock, Belt, Textiles)
- CDL Truck Driver
- Utility Processor
- Sales Associate
- Donation Attendant
- Career Navigator
- Job Coach

Encourage those interested in applying to visit
GoodwillTulsa.org/Jobs



May Anniversaries

Cardell Johnson
Roger Boyce
Brook Losornio
Anthony Antelman
Alan Adams
Joseph Adamson
Jeremy Breedlove
Janta Burnley
Kyle Byrd
Shirley Cantu
Billy Firey
Cassandra Glaze
Tina Hamilton
Christina Hayes
Samuel Henry
Jeffrey Holloway
Robbie Jackson
Melinda Johnston
Dena Keele
Cody Knight
Modisane Kwanza
Yvette Lankford
Nathanial McKellips
Melanie Morose
Kristielynn Paddock
Amber Reese
Carla Schanks
Scott Staedeli
Jason Stewart
Amanda Wilson
Denise Wimmer

June Birthdays

Larry Slate Jr. - June 1
Kiah Johnson - June 2
Wesley Burchett - June 3
Somantha Boomgaard - June 5
Latoya Tart - June 5
Terin Prescott - June 6
Ryan Casey - June 7
Karla Davis - June 8
Kathi Cornell - June 11
Sally Clifford - June 12
Kristi Huffman - June 15
Darryl Jackson - June 15
Danny Moxley - June 15
David Oliver - June 16
Lori Davison - June 17
Nathanial McKellips - June 21
Russell Wayne - June 21
Mary Lenard - June 22
Juana Rodriguez - June 24
Cornelia Korell-Clevenger - June 25
Dianna Pointer - June 27
Denise Wimmer - June 27
Joshua Eller - June 29
Cindy Simmons - June 29



Goodwill Week: Lunch for Processing

The Goodwill TulsaWORKS staff provided lunch for Goodwill's processing staff on Cinco de Mayo in celebration of Goodwill Week!

