

AUGUST 2024

The Goodwill Grapevine

Monthly Organizational Updates



2024 EMPLOYEE ENGAGEMENT SURVEY: NEXT STEPS

By Julie Rettinger



Thanks to all of you who participated in this year's Employee Engagement Survey. More than 500 employees, at all levels of the organization, representing all of our business units, shared their feedback.

The survey provided useful information, particularly in comparison with the survey we conducted a year ago:

- Overall, the composite score edged up slightly from 3.98 (on a 5-point scale) to 4.3.
- The score improved on every question but two, where it dropped:
 - At work, I have the opportunity to do what I do best every day.
 - I would recommend Goodwill to my family or friends as a place of employment.

So while we're glad our engagement score is edging up overall, we also know we have work to do. Many of the concerns you shared fall broadly under the umbrella of employee experience: communication, recognition, basic support, and teamwork.

Efforts are in progress to address these concerns. As an example, this fall screens will be installed in the back rooms of all stores and in the break room at 2800. Those screens will allow for messages about everything from open enrollment to the employee picnic to weather alerts to holidays—and they can be used for Teams meetings. Orientation will be revamped, so from day one every employee will better understand how the organization operates, how their job works, and how to get the support they need to be successful. While those are just two examples of the work being done right now, longer term plans are in the works also.

At the same time, the survey was being conducted, the strategic plan for Goodwill Tulsa's next three years was taking shape. One of the four pillars of this plan will be the employee experience. What this means is that for the next three years, leadership and management are committed to focusing organizational resources—time, dollars, and effort—on creating a positive, supportive, and engaging environment where employees can reach their full potential. There are three specific objectives:

1. Developing our leaders
2. Enhancing the employee life cycle (from recruitment through the end of employment)
3. Supporting our employees' personal and professional well-being

Across the organization, leaders are making plans to support these goals. And once these initiatives are in the works, we anticipate that employees will have a better day-to-day experience, where (1) they feel they can do what they do best and (2) they feel good recommending Goodwill as a place to work.

Ultimately, the goal of the survey is to gather feedback that helps us create a more engaged workforce. Thanks to all of you who completed the survey and shared your opinions. Your participation helps us improve, and we appreciate it!

AUGUST 2024

*Thank you for making the
Family Fun Fair a success!*

Goodwill
Industries of Tulsa



**FAMILY
FUN FAIR**



AUGUST 2024

Paydays

August
2, 16, & 30



Tax Help

Ends
September 30



GoodwillTulsa.org/FreeTaxPrep

Order Goodwill Merch!

Orders are due by August 16. Ask your supervisor for an order form.

A portion of the proceeds supports the Tulsa Area United Way!

Contact Myranda Freeman for more information:

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August Anniversaries

Riana Karti - 8/01/2024
 Mary Sanders - 8/01/2024
 Kayla Foster - 8/01/2011
 Rodney Campbell - 8/02/2004
 Cody Slate - 8/02/2023
 Kerri Jay - 8/02/2022
 Rodney Carroll - 8/03/2022
 Kirk Hines - 8/05/2022
 Mattie Jordan - 8/05/2022
 Carolyn Olden - 8/05/2019
 Chris Hockett - 8/06/2007

Ladaryl Bowen - 8/07/1987
 Michell Bollinger - 8/07/2008
 Stephen Almanza - 8/08/2011
 Craig Byrom - 8/09/2019
 Julius Watkins - 8/09/2018
 Jimmy Moore - 8/11/2008
 Leroy Denson - 8/13/2021
 Mary Lenard - 8/13/2021
 Sara Cupples - 8/13/2007
 John Griffin - 8/13/2007
 Shelton McClure - 8/16/2004

Leonard Wormser - 8/16/2012
 Allen Borum - 8/17/2022
 LeAnna Aultman - 8/17/2022
 John Taber - 8/17/2015
 Javier Vasquez - 8/18/2021
 Amber Harrison - 8/20/2021
 Leah Hibbs - 8/21/2006
 Keonna Wright - 8/23/2004
 Andrew Hayes - 8/23/2023
 Carolyn Tunstall - 8/23/2023
 Steven Hahn - 8/23/2023

Keith Baker - 8/25/2003
 Erik Harbin - 8/27/2009
 Evelyn Hall - 8/27/2013
 John Clowers - 8/27/2015
 Pam Shirley - 8/27/2007
 Rebecca Lay - 8/29/2022
 James Rainwater - 8/29/2000
 Thomas Henderson - 8/30/2019
 Florence Smittick - 8/30/2010
 Katherine Kinser - 8/31/2023



September Birthdays

2 - Phillip Pumphrey
 2 - Rosen Saki
 3 - Dru Sieber
 5 - Elizabeth Campbell
 7 - Jody Allen
 7 - Avery Atnip
 7 - Tina Hamilton
 8 - Charles Ines
 9 - Leonard Phifer
 10 - Eloise Coleman
 10 - Brittney Bridges
 11 - Penny Smith
 11 - Jeremy Breedlove

13 - Traci Daubert
 13 - Robert Hewwing
 14 - Nathaniel Rickerson
 14 - Jayleen Samuel
 15 - Markcous Denson
 17 - Nathan Wilkerson
 17 - Kathryn Horath
 18 - Mark Young
 18 - Kyle Byrd
 19 - Melinda Berry
 19 - Julie VanDeWege
 19 - Risako Mutuk
 20 - Carolyn Tunstall

20 - Therisa Cullom
 20 - Emainsen Ezra
 21 - Javier Vasquez
 21 - Thomas Conrad
 21 - Melissa Gonzalez
 22 - Joseph McKellar
 23 - Ashton Cartwright
 24 - Alice Downey
 25 - Duane Stokes
 25 - Evelynn Avalos-Arias
 26 - Jamie Johnston
 26 - Siano Round
 27 - London Malveaux

27 - Patricia Mullin
 28 - Breanna McDowell
 28 - Rafael Wesson
 28 - Brenna McDaniel
 29 - Enima Taro
 29 - Ted Crooks
 29 - Rosa Fuente
 29 - Keisha Roland-Nawa
 30 - Steven Cross
 30 - Chandra Sallis
 30 - Tara Lindley



COMMUNITY RESOURCES

Tulsa Back-to-School Events:

- **August 6:** 5-7 p.m. OSU-Tulsa 700 N. Greenwood Ave. K-12 students can receive a free backpack with school supplies. The Tulsa Health Department will provide free immunizations.
- **August 9:** 3-8 p.m. North Regional Health and Wellness Center, 5635 MLK Jr. Blvd. The Tulsa Health Department will offer sports physicals and immunizations for K-12 students.
- **August 10:** 9 a.m.-12 p.m. SageNet Center in Expo Square, 4145 E. 21st St. Families can receive free backpacks, school supplies, and more!
- **August 13-14:** 9 a.m.-8 p.m. Clary Sage College, 3131 S. Sheridan. Free haircuts for children. Free immunizations on Aug. 14 from 9 a.m.-12 p.m.
- **August 17:** 10 a.m.-2 p.m. B.S. Roberts Park, 901 N. Greenwood Ave. This free event is for children and youth with unique healthcare needs in the Tulsa community. Free backpacks, school supplies, and community resources.

