

New Organizational Growth ... More Goals & Responsibilities

It has been apparent for quite some time now that technology is playing a bigger and bigger role in our daily lives and the same is true in our work lives. The coronavirus pandemic not only amplified this but it also served as a catalyst to move technology forward at an even faster pace as companies embraced technology solutions to replace our inability to meet in large groups, travel to meetings or even face-to-face in some cases.

Embracing technology and improving our individual abilities to work with the technology that we have to improve the efficiency and effectiveness of our organization is one of the goals in our current strategic plan. As Goodwill has continued to grow we have explored a variety of ways to best integrate technology and accommodate this growth. Ultimately the decision was made that as an organization we had reached the point where we would benefit from having a Chief Information Officer (CIO) to coordinate all of our technology and data analytics infrastructure and initiatives.

I am pleased to announce that Kyle Hager joined the Goodwill Team in late March to fill the CIO role. Kyle is currently meeting with Goodwill staff and vendors to develop a good understanding of the systems we have in place currently and the business needs that technology can play a role in addressing going forward. Our IT Coordinator, Mike Carroll, and our Data Analytics Coordinator, Jason Stewart, will be reporting to Kyle going forward.

With the addition of this role it allowed us to restructure the responsibilities overseen by Karla Davis. Karla had been filling the dual role of Director of

Finance and IT but our new financial resilience initiatives were taking up more and more of her time as those programs grew. Karla will now be the Vice President of Administration and she will be responsible for accounting, marketing, VITA and the Financial Empowerment Center. I want to thank Karla for all of her efforts to take Goodwill Tulsa from virtually no technology to where we are today. Her new challenge will be to take Goodwill Tulsa from virtually no financial resilience programs to being the leader of these services in Tulsa. We are off to a great start in this area and I see nothing but future growth for these programs going forward.

Another part of this reorganization is that with the retirement of our payroll accountant, Carleen McClung, in late 2020 we have centralized all of our payroll functions under Human Resources. If you have any payroll questions going forward, please address them with Julia Roberts.

To close this month I want to acknowledge what an outstanding month we had in donated goods in March. We collected the most pounds we have ever collected in March at our donation sites and we set a March sales record in our stores. As the vaccine has become more widely available we are definitely seeing the customer counts in our stores increase. We are exploring a number of new initiatives to allow us to process goods more efficiently in order to make certain that our stores are well stocked and customers are able to shop from a wide selection of goods. Congratulations to everyone for an outstanding month! ###

Goodwill Pay Periods

Friday, April 2, 2021

Friday, April 16, 2021 • Friday, April 30, 2021

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Retail Update ... April 2021

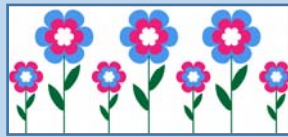
VANESSA PELTON
Retail Coordinator

March has sure been a breath of fresh air! After a frigid and scarce February, March has turned out to be full of great weather and eager customers looking to SHOP AND SAVE at Goodwill. We hope to keep this momentum going well into the rest of 2021. Congratulations to all 11 stores for making their March sales goals!

March 2021

Store Goals: Broken Arrow +23%, Glenpool +23%, Bartlesville +22%, Owasso +20%, Carthage +20%, Joplin +17%, Claremore +16%, Stone Creek +15%, McAlester +15%, SW Blvd +11%, Garnett +10%

All Stores Average Total +16%



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	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	1 

2021 APRIL



Happy Easter

All locations closed for Easter Sunday



Senior Day

55+ receive 25% off total purchase



Good Friday

50% off all Easter merchandise



Customer Appreciation Day

25% off total purchase



May 1

Half-Price Clothing

50% off all clothing

Goodwill donation centers and retail stores exist to support our mission services. Your support is what allowed us to serve more than 5,000 people last year!

Thank you for donating and shopping with us!

FIRE EXTINGUISHERS

... It goes without saying that the best way to handle a fire is to avoid one in the first place. But you need to know how to deal with an accidental fire.

When a fire starts ...

When a fire starts, think only of your safety and the safety of others. When a fire is out of control, you don't know what is burning, or you have not been trained to use extinguishers, sound the fire alarm, and then call for emergency help from a safe place.

If you have been trained to use fire extinguishers, and the fire is small enough to be extinguished by a hand-held extinguisher, you can try to put out the fire with the extinguisher. However, fight the fire only in these situations:

- * Everyone is evacuating the building.
- * The fire department is being called.
- * The fire is small and confined to the immediate area where it started.
- * You can fight the fire with your back to a safe escape route.
- * Your extinguisher is rated for the type of fire you are fighting (see below), is large enough for the fire, is nearby, fully charged, and in good working order.



To use a typical extinguisher, hold it upright, pull the pin, stand back eight or ten feet, aim at the base of the fire, squeeze the handle, and sweep from side to side.

Sweep the fire base with the extinguishing agent. If you aim high at the flames, you won't put out the fire. Remember too, that most fire extinguishers have a limited operation time, only 8-10 seconds, so you have to act fast and spray correctly at the base of the fire, not at smoke or flames.

Be aware of smoke and noxious fumes. These fumes enter the lungs and leave persons unconscious and at the mercy of the flames. They are already unconscious or dead before flames consume them.

Fire Extinguisher Codes ... The National Fire Protection Association (NFPA) has classified four general types of fires, based on the combustibles involved and the extinguisher needed to put them out. Each has a unique symbol and color to help identify the type of fire and the correct response to it. Fire extinguishers are coded according to this system, so anyone who might respond to a fire with an extinguisher must be fully trained on this system.

Fire types are:

Class A the most common kind of fire, involves ordinary materials such as wood, paper, rubber, and plastics. A green triangle represents a Class A fire. The common extinguisher agent is water, but dry chemicals are also effective. Do not use carbon dioxide extinguishers and those using sodium or potassium bicarbonate chemicals on Class A fires.

Class B fires are denoted by a red square. Flammable liquids, gases and greases make up this class. They are harder to fight and require a special kind of extinguisher. Use foam, carbon dioxide, and dry chemical extinguishers on Class B fires. Also, water fog and vaporizing liquid extinguishers can be used.

Class C electrical fires, are the most common sources of industrial fires. A blue circle indicates a Class C fire. Carbon dioxide and dry chemical extinguishers are appropriate for this type of fire. Never use foam or water-type extinguishers on these fires.

Class D fires are caused by combustible metals including magnesium, titanium, zirconium, and sodium. They are represented by a yellow star symbol. These fires require specialized techniques to extinguish them. None of the common extinguishers should be used since they can increase the intensity of the fire by adding an additional chemical reaction.

Instead of having multiple types of fire extinguisher, it is recommended to provide a "ABC" fire extinguisher. This extinguisher will put out class A, B and class C fires.

If you have any questions, please feel free to contact your local fire department, they offer information pertaining to fire extinguishers.

Reach for Your Goals

When it comes to personal development, there are plenty of resources available via books, magazines, podcasts, or online to help guide you. If you don't believe me, just google the term "self-development" which brings back 2,840,000,000 results. One thing that's clear is that setting specific goals for your personal development and growth greatly increases your likelihood of success.



Having a goal gives you the motivation to achieve your dreams in any part of your life, from work to relationships and everything in between. When setting goals, it's important to clearly define and plan the actions that you'll need to take, as this will make you more accountable to stay focused and follow through on those plans. As an added bonus, once you experience success and the positive feelings that come from it, your confidence and belief in your abilities will also grow.

Inevitably, at some point, things aren't going to go as planned though. That's where resilience comes into play – having the flexibility to adapt to barriers and carry on in the face of adversity is essential to reaching your goal. All too often, though, people don't actively work to achieve their goals because they feel it is pointless or too risky.

National Reach as High as You Can Day on April 14th is a day that encourages us to evaluate our goals and do our best to reach them. It is a day to think about and remember our dreams and aspirations. It's a day to reach high to attain those dreams...reach higher than we think we can.

As former First Lady Michelle Obama stated, "The only limit to the height of your achievements is the reach of your dreams and your willingness to work for them." What are your goals? No matter how high they are, you can reach for them. And once you get there, set another goal!

Goodwill Employees, Tell your Friends and Neighbors

GOODWILL IS HIRING!!!

We need: Material Handlers, Utility Processors, Sorters, Forklift Operator, Janitor, Donation Attendants, Floor Specialist, Retail Sales Associates, Sales Managers, Book Clerk, Digital Skills Instructor, Career Navigator, Asset Protection Coordinator, Human Resources Assistant, Maintenance Coordinator, Employment Specialist, Job Coach, Program Manager

Most positions are full-time. Pay rates vary by position.

Apply online at: **goodwilltulsa.org/jobs**

Or ... CALL US at 918-584-7291 or 918-581-1235 for help with the application process.



I HAD NO IDEA!

GOODWILL'S PHILOSOPHY OF SERVICE

- **EMPLOYMENT IS THE CORNERSTONE** of any effort to strengthen families and break the cycle of poverty. When people become productive employees, they become taxpayers, better citizens, better parents and better neighbors.
- **A HAND UP, NOT A HANDOUT.** Many people who haven't been able to work and support themselves begin to succeed once they receive a hand up in surmounting the barriers they face. We specialize in this opportunity!

ECONOMIC IMPACT

- Goodwill's programs and operations have an annual economic impact of over \$70 million in the communities we serve.
- Over \$15 million in wages and benefits are paid to Goodwill employees annually.
- Over 750 jobs in the community are filled each year by individuals Goodwill assisted.

COMMUNITY IMPACT

- Experience and expertise serving challenging populations of job seekers.
- Strong partnerships with employers, educators and nonprofits with complementary services.
- Goodwill Tulsa's programs offer a path out of poverty while meeting employer's labor needs.
- Our programs offer both hard and soft skills to teach the people we serve not only how to do the job, but also how to be a good employee.
- We remain available to our employer partners and graduates long after placement to assist with any difficulties and help our graduates advance in their careers.

FINANCIAL RESILIENCE

Goal:

- To improve the financial literacy and resilience of the citizens of Tulsa.

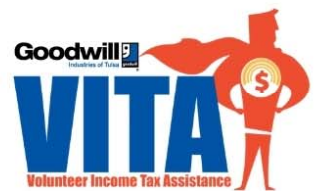
Our Contribution:

- Coordinate and oversee the VITA Free Tax Preparation program.
- Partner with the City of Tulsa to operate the Financial Empowerment Center.



**Tulsa
Financial
Empowerment
Center**

*Free One-on-One
Financial Counseling*



HOW YOU CAN HELP



**DONATE
MATERIALS**



**SHOP
THRIFT**



**SPREAD
THE WORD**



**Goodwill Industries of Tulsa, Inc. | goodwilltulsa.org
2800 Southwest Blvd. Tulsa, OK 74107 | 918.584.7291**



VITAL News—April 2021

The ever-changing tax season remains busy. We had an influx of VITA volunteers to help us with the growing load. GetYourRefund.org continues to update the registration process, including new features based on requests/input from our Oklahoma coalition. Tulsa Responds adapted its team's activities to improve tax preparation and quality review for our VITA clients.

At the FEC, our Financial Counselors reached a cool milestone in March of 100 completed sessions. We had 36 new clients in March, the largest jump so far. There are 135 prospective clients in the queue, some with appointments pending.

Goodwill employees are encouraged to make use of the no-cost financial counseling service. We have a counselor conveniently located at 2800 Southwest Boulevard. If interested, call Kelsey at Ext. 333 or complete the appointment form online, <http://fecpublic.org/appointment-tulsa>.

The Financial Navigators had 26 new clients, nine of which had sessions.

Be well.

Modi Kwanza

Goodwill VITA Tax Season 2020



1,403

TOTAL REGISTERED CLIENTS



459

TAX RETURNS FILED



\$840,552

TOTAL REFUNDS



\$216,189

TOTAL EIC

(as of April 5, 2021)



Mother's Day Gift Basket Raffle!!!



Tickets are: \$5.00 each and may be purchased from Loretta Block, Gloria Boudreaux, Paul Hughey, Parrish McDaris, Janiss Richardson, Sabrina Ware, Nancy Webster or Debra Williams.

Recent Raffle Winners:

Spring Wreath: Joshua Shannon

Kobe Bryant Basket: David McKinder

If your team would like to organize a fundraiser for the United Way or have an idea for one please contact Nancy Webster @ 918-581-1232 or email: nwebster@goodwilltulsa.org

Meet Your Co-Workers



**Meet
Sally Clifford**

Sally works as a Retail Sales Associate and has been with Goodwill since February 2021. She enjoys spending time with family, reading, movies, and traveling. Her ideal vacation would be a train ride or river cruise in Europe.



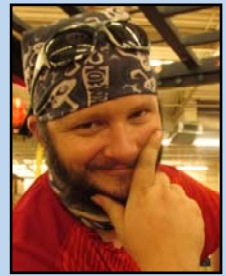
**Meet
Alicia Frausto**

Alicia is from Mexico. She learned about Goodwill thru a friend. She has three children and two grandchildren. Reuniting with family would be her favorite thing to do when she has a day off or a longer vacation.



**Meet
Jessica Lisenbee**

Jessi, as she likes to be called, works in the Processing Department. Her hometown is Owasso. She enjoys watching the OKC Thunder, hiking and someday she would like to take a trip to France.



**Meet
Garrett Wilson**

Garrett has worked for Goodwill as a Forklift Operator since February. His hometown is Phoenix, Arizona. In his spare time he enjoys gaming, working with his hands and fishing. His ideal vacation would be a fishing trip to Colorado.

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

Congratulations !!!

Josh Shannon



Congratulations!!!

David McKinder



Thanks to all that supported these fundraisers supporting the Tulsa Area United Way!!!

March New Hires

Please extend a warm welcome
to our new employees.

Processing: Carla Bryant, Alicia Frausto, Jessica Lisenbee, Garrett Wilson

Donations: Charles Godsey, Margaret Moncreary, Andre Wood,

Retail: Sally Clifford

May Birthdays



Shannon Choate—5/1

Alan Adams—5/5

Robert Lawson—5/5

Linda Seeton—5/5

Mary Fidler—5/6

Pilar Tapang—5/8

Heather Conn—5/13

Stormy Cullum—5/13

Patricia Bullard—5/15

Diane Kosechata—5/15

Ifeanyi Nwuchu—5/15

Greg Fields—5/16

Patricia Smith—5/17

Susan Sutterfield—5/19

Ambrie Elliott—5/20

Connie Vaughan—5/20

Chris Hockett—5/21

Mike Carroll—5/23

Shelton McClure—5/23

Stephen Morgan—5/25

Jordan Harper—5/27

Julius Watkins—5/27

Melissa Evans—5/28

Staci Folker—5/28

Sandra Iversen—5/28

William Bowman—5/30

April Anniversaries

Congratulations!!!

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

28 Years: Doug Webster

25 Years: Gloria Boudreaux

23 Years: Pandora Barcus

19 Years: Heather Warner

18 Years: Richard Stubblefield, Felton Trammell

17 Years: Bridget Jones, Sandra Iversen

15 Years: Loretta Block

14 Years: Lois Mayo, Cathy Phillips

13 Years: Linda Seeton

12 Years: Walter Clary, Beverly Mann

11 Years: Chris Blunt

10 Years: Boyce Riley

9 Years: Nathan Wilkerson

8 Years: Daylan Wortham, Tracy Foster, Delisa Gardner

7 Years: Diane Kosechata, Cathy Rosebrough, Nicole Edge, David Goff

6 Years: Danny Elliott, Anne Dean

5 Years: Cayce Chavous

4 Years: Kathy Martin, Ingrid Coleman

3 Years: William Armstrong, Rickey Whisnant, David Smith, Nicholas Wagers, Patricia Hudson

2 Years: David Dirickson, Kimberly Barlow, Isabella Black-Garcia, Crystal Edwards

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, Utility Processors, Sorters, Electronic Processor, Receptionist (South Annex)

Retail: Sales Associates, Customer Service Manager, Book Clerk

TulsaWORKS: Digital Skills Instructor, Career Navigator (Forklift)

Vocational Services: Employment Specialist, Job Coach (Enclaves), Program Manager

Administrative: Asset Protection Coordinator, HR Assistant, Marketing & Communications Director, Maintenance Coordinator

Off-Site: Janitors, Floor Specialist, Donations Attendants

For anyone interested in applying for an open position:

Goodwill Grapevine 4/2021

