



Goodwill Industries of Tulsa, Inc.

Volume 29 • Issue 8 • August 2021

Celebrating Successes & Major Accomplishments

In my column this month I want to update you on a variety of activities. The first one involves the Quality Assurance Audit that was just completed by the Disabilities Services Division of the Oklahoma Department of Human Services. We were very excited that the auditors were able to be here in person for the audit instead of conducting it virtually like they had to last year. The auditors looked at 81 contract standards that apply to the vocational services that we provide in our training programs for individuals with development and intellectual disabilities and found **zero deficiencies**. The purpose of these audits is to insure that organizations like Goodwill who offer these training services are providing high quality services. Zero deficiencies is the best score that you can achieve, so we as an organization should be very proud of the services we provide. Special congratulations go out to Loretta Block, Director of Vocational Services, and all of the members of her team, along with Art Matzkvech, VP of People Services, and his team. We constantly work to provide quality services and this is certainly validation that we are doing so. This is the result of on-going documentation and good work year round, not just when the auditors are here. Congratulations to everyone involved!

I have discussed our new Bixby Crossing store and donation site located at 135th & Memorial in previous Grapevine columns but the Grand Opening is finally in site. Despite delays related to COVID and materials shortages we are nearing the finish line and will be holding our Grand Opening in mid-August. This is the culmination of a project that was put on hold by COVID but is finally coming to fruition. We are very excited to add this site and believe that it is a fantastic location that will do well in donations and store sales. I want to congratulate our VP of Operations, Doug Webster, for persevering through the many delays since we first purchased this property to deliver an outstanding looking addition to the facilities we own. I also want to thank Doug, Lori McKenzie, Vanessa Pelton, Liz Kallin, and

numerous people from our retail and maintenance teams for all of the hard work put in to prepare the site for opening. I can hardly wait to see customers streaming into the store during our Grand Opening.

It is also exciting to see a number of other activities picking up as we continue to come back from the disruptions of 2020. We have recently held a number of successful employer job fairs at Job Connection II where we have placed numerous job seekers with business like Macy's Distribution Center. We have also partnered with Union Public Schools to provide IT instruction at Union as part of their Adult Education Services, as well as, a program that incorporates forklift operator training with the TulsaWORKS Career Academy.

We also have launched our Bank On program and are working with banks in the Tulsa area to provide safe affordable checking and savings accounts for unbanked or underbanked individuals. The items I have discussed are only a small part of the total activities we have going on, but I wanted to touch on a few so that you could be aware of them.

In closing this month I want to touch on a topic that is near and dear to me and that is the organizational culture of Goodwill Industries of Tulsa. I believe that our inability during the past year to gather at events like our Awards Luncheon, Holiday Luncheon and Company Picnic has made us feel less connected as an organization than we have been in the past. It is very important to me that our Goodwill culture is defined by the fact that we all do what we do for Goodwill with one goal in mind and that is furthering our mission. I look forward to all of us being able to gather together in larger groups in the future and celebrate the accomplishments of our organization, as well as, allowing us to spend time with one another and foster the relationships that help strengthen our culture of helping each other and working together to do whatever needs to be done to advance our mission.

Goodwill Pay Periods

Friday, August 6, 2021

Friday, August 20, 2021

The Goodwill Grapevine is published
internally monthly for:
Goodwill Industries of Tulsa, Inc.
2800 Southwest Blvd.
Tulsa, Oklahoma 74107

Editor: Nancy Webster, Community Relations Director

Retail Update

VANESSA PELTON
Retail Coordinator

July Retail—2021

Retail ended another month with fantastic sales +11.3%

Retail ended July 2021 with 10 of 11 stores exceeding goal:

Congratulation's to our Retail Teams!

Carthage	+12.5%
Bixby	<u>opening soon!</u>
Garnett	+11.2%
Stone Creek	+12.4%
Claremore	+17.9%
McAlester	-1.9%
Bartlesville	+4.7%
Joplin	+2.3%
Owasso	+29.0%
Broken Arrow	+23.1%
Glenpool	+26.3%
Southwest Blvd	+1.9%

July is another month with positive numbers; I'm so proud of the Retail Team! All the Teams have been short staffed but still able to get merchandise to the floor within the 8-hour requirement !!!

August will be an exciting month; Goodwill Industries of Tulsa, Inc will be opening Store #12, Bixby Crossing. Currently we are stocking, staffing and getting the store prepped for a soft opening in mid-August. A big "Thank You" to Doug Webster, again, he has built us another store that looks absolutely fantastic. Also we've named a new store manager for Bixby; her name is Trenda. She came to Goodwill from Stage after their stores closed. I see the store making big numbers from the Grand Opening and beyond. The store is in a great location in South Tulsa we hope to see new customers and new donors.

August—rolling in the Halloween!

The plan is to have processing start shipping Halloween to the stores starting August 23rd. All Halloween Zones get set on August 29 and we open for business on the 30th. We've again purchased Halloween new goods to support our donated costumes. It's going to be exciting to get everything set and ready for all of those Halloween customers.



Goodwill Industries

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	31				

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!

2021 AUGUST



Senior Day
55+ receive 25% off total purchase



Tax-Free Weekend
No sales tax on clothing and shoe purchases



National Thrift Shop Day
Receive 25% off total purchase



Customer Appreciation Day
25% off total purchase



Let's get social!
Stay connected on sales and more at goodwilltulsa.org

Knowing What To Do In An Emergency

When dealing with workplace safety, most of the focus is given to preventing injuries and incidents. While being proactive in preventing negative events from occurring is critical to an effective safety program, time also needs to be spent discussing what to do in different emergency situations if one does occur. No one wants to think of something bad happening at work, but when it does occur you need to be prepared for it.

1. Emergency Situations in the Workplace

There are many different kinds of emergency situations that can occur in a workplace. Depending on factors such as the work being performed, workplace setup, the geographical area the business is located in, etc. will impact what kind of emergencies could occur. Some common types of emergency situations that should be considered when discussing emergency response:

- Medical emergencies such as heart attack or stroke
- Caught-in or between moving equipment
- Electrical-related incidents
- Fires
- Weather-related disasters



2. Emergency Response

Obviously, every type of emergency will have a different response and even the same type of emergencies may have completely different responses depending on the situation. Some things to consider when discussing emergency response in the workplace.

- Before helping a victim of an incident or before assisting in an emergency, always ensure it is safe for you to do so. Sometimes the best plan is just to get to safety. An event such as a failed confined space rescue resulting in multiple fatalities is an example of making a bad situation worse by trying to help.
- Do not overreact. Rushing or making poor choices when dealing with an emergency can result in more victims or create a worse situation in general.
- Understanding your company's policies and procedures regarding specific weather emergencies such as a tornado or flood.
- Know where emergency meeting points are at your workplace. Also, be familiar with the address of your workplace. If you have to call 911, one of the first questions they ask is – "Where are you located?"
- Know where emergency response equipment is located onsite and how to use it. Also, be familiar with emergency shutoff switches on equipment or machinery.
- Know the signs and symptoms of common medical emergencies that can occur in your workplace. Knowing what to look for can make the difference in whether someone gets the medical attention they need or not.

3. Summary

Knowing what to do in an emergency is just as important as knowing how to prevent them from happening in the first place. All too often bad situations are made worse when individuals are ill-prepared for the bad things that can happen – whether that is at work or home. Keeping calm and knowing how to respond to an emergency may save your life or those around you one day.

How to Show a Sense of Responsibility at Work

Each and every Goodwill employee is hired to complete specific work tasks and activities as stated in their job description and to adhere to all company policies and procedures. Of course, the job duties and the level of responsibility each employee has varies by your specific role. The one thing that all roles within Goodwill do share is the expectation that all employees will complete their tasks professionally and to the best of their ability.

So just how can you show that you are a responsible employee? **Simply put, you can show that you have a sense of responsibility at work by being consistent in your daily actions and the way that you treat others.** Some easy ways to show personal responsibility on the job every day include:

- Arrive to work on time and strive to complete your job tasks on time as well. This shows a sense of respect for others' time.
- Maintain a positive attitude even when the work seems endless. By remaining optimistic, this can lead you to think of solutions to overcome work challenges and inspire others to do so.
- Always strive for open communication and actively listen to your co-workers. Not only will this will help to build respect and trust among your peers, but it will also help you to forge a stronger team that is able to work together toward successful completion of the team's goals and duties.
- Don't give up if mistakes are made. Instead, learn from your mistakes and continue forward, inspired to do better the next time. This will show your determination and drive to succeed.
- Similarly, accept the consequences – whether praise or blame – for your actions and reflect upon what you could have done differently. By showing this level of accountability, this builds your credibility and the level of trust that others have in you.

Responsible employees have a strong work ethic and take PRIDE in performing their job well to both foster a positive company culture and advance the success of Goodwill. In the end, when you are responsible at work, you establish yourself as a valuable employee and a dependable co-worker. This helps to secure your position within the company and could open up opportunities for career advancement in the future.

COVID has been a disruption!

If you have felt uncomfortable and just out of sorts in the past year, it's totally understandable. COVID has been a huge disruption. And one of the things that people do when they feel the pressure of disruption is to withdraw, even from things they know they should do. Even when those things could bring a huge relief because it's just one more thing to fear.

So let's talk fear and Income Tax. Many people are afraid to file their own return because they might make a mistake. They may fear the costs associated with a paid preparer. They may fear finding out that they owe. But here's the truth: Goodwill's VITA program volunteers who are trained by the IRS can file for you, for free. What a relief!

We can't guarantee that you will get a refund, but there are several new tax credits that can help, like the Earned Income Tax Credit. You might be surprised to learn that a single person with no dependents who earns \$15,000 in wages can receive up to \$538, with a couple of children, it's almost \$6,000. Use the estimator at www.getyourrefundtulsa.org to see what you might receive. And those 2020 stimulus payments...if you didn't get yours, it's not too late, that's a new tax credit too.



At the Tulsa FEC ... We are up to 118 clients and we added a new referral partner, the Surayya Anne Foundation, in July.

Sessions dipped for the month, but we still had three clients achieve seven outcomes, a good bump. The outcomes were: reduced the number of delinquent accounts; reduced non-mortgage debt by 10%; and increased amount set aside for the future (savings). Savings increased by \$13,784 and total debt fell by \$3,572.

We are hoping to fill our open financial counselor position soon to bring us back to full strength.

Summer VITA ... Our VITA team has prepared 42 tax returns since the session opened July 6. We have also served 24 clients this summer through GetYourRefund. Again, the summer site operates at VITA Central/TFEC (1667 S Yale Avenue) on Tuesdays and Wednesdays, 9 am - 1 pm by appointment.

On July 14, IRS SPEC held its Virtual Partner Recognition Ceremony to honor its "SPEctacular partners." Our VITA program was named a winner in the Champions of Support category.



They mentioned in particular our role as coalition lead for GetYourRefund, and our use of On-line Taxes (OLT) through the Oklahoma public library system and at several transitional housing shelters. OLT is for taxpayers with incomes at or below \$72,000 and they can file their own federal and state returns for free and get assistance from a VITA volunteer via email. Goodwill VITA gets credit for the return if the taxpayer registers through our unique link and/or we aid when contacted. Our IRS SPEC relationship manager nominated us for the recognition. "The staff at Goodwill Industries of Tulsa have an insatiable drive and desire to serve taxpayers in need and reach as many people as possible to offer VITA services," she wrote in her nomination.

The other face in the screenshot is Frank Nolden, director of IRS SPEC, who during the ceremony repeatedly said, "You are making a difference. You really are."

This recognition was a credit to all of our new and longtime VITA volunteer preparers, greeters, Tulsa Responds navigators and staff, and site coordinators.

*Be well,
Modi Kwanza, Ext. 249*

Bank On Tulsa

We are off to a great start with the Bank On Program. We have our first partnership with a nationally certified account at Simmons Bank, and we have four additional banks that are in the process of creating a certified account. We are looking to partner with organizations that are interested in integrating the Bank On program to their current services.

August 14th we are celebrating National Financial Awareness Day, by having a Credit Report Day at the Financial Empowerment Center. From 10:00-4:00 anyone in Tulsa can stop by to get a free copy of their credit report, and we will have bank representatives there to assist with reading the report and to offer advice on what steps they can take to improve their score.

MEDICAID EXPANSION

ENROLL TODAY!!

INCOME QUALIFICATIONS



\$17,796

per year for an
individual



\$36,588

per year for a family
of four

AGES SERVED
19-64

BENEFITS



Physician Services



Pediatric Services



Inpatient and outpatient
Hospital services



Transportation to
Medical Care



Laboratory and X-Ray
Services



Family Planning
Services

PARTNER LOCATIONS

TO MAKE AN APPOINTMENT CALL **918.900.0918** OR VISIT **TULSA RESPONDS.ORG**
(WALK-INS WELCOME)

MONDAY

Tandy YMCA

5005 S Darlington Ave
8:30am-12pm

Hutcherson YMCA

1120 E Pine Street
9am-1pm

Neighbors Along the Line

5000 Charles Page Blvd
12pm-5pm

Goodwill Job Connection

2800 Southwest Blvd
1pm-5pm

TUESDAY

Daily YMCA

7910 E 134th St S, Bixby
8:30am-12pm

Tandy YMCA

5005 S Darlington Ave
8:30am-12pm

Eastgate Mall

14002 E 21st St. Suite 825
9am-12pm & 1pm-5pm

Goodwill (Yale)

1667 S Yale Ave
9am-1pm

Dream Center

200 W 46th St North
10am-12pm

John 3:16

506 N Cheyenne Ave
3pm-5pm

WEDNESDAY

Goodwill (Yale)

1667 S Yale Ave
9am-1pm

Common Good (The Hub)

19 S 49th W Ave
9am-12pm & 1pm-5pm

Salvation Army

102 N Denver Ave
2pm-5pm

Martin Regional Library

2601 S Garnett Rd
2pm-5pm

THURSDAY

Eastgate Mall

14002 E 21st St. Suite 825
9am-12pm & 1pm-5pm

South Tulsa Community House

5780 S Peoria Ave
9am-12pm & 1-5pm

Dream Center

200 W 46th St North
10am-12pm

Neighbors Along the Line

5000 Charles Page Blvd
12pm-5pm

Goodwill Job Connection

2800 Southwest Blvd
1pm-5pm

WE'RE HERE TO CONNECT YOU TO FREE GOVERNMENT SERVICES AND PROGRAMS



FREE TAX FILING

- Free tax preparation and filing services for households making \$60,000 or less
- Child Tax Credit enrollment assistance for non-filing households



MEDICAID ENROLLMENT

- Must be between 19-64 years old
- Household income of \$17,796 (individual) or \$36,588 (family of 4).
- Care includes outpatient hospital services, physician services, x-ray and laboratory services, and home health services.



RESOURCES FOR SMALL BUSINESSES

- Our team can help small business owners and independent contractors apply for federal grants and loan programs.



SNAP ENROLLMENT

- Participants in Medicaid and many other government assistance programs are eligible for supplemental food assistance.



INTERNET DISCOUNTS

- \$75 off your current bill
- Medicaid recipients and those who participate in other government assistance programs qualify.



COMMUNITY PARTNER REFERRALS

- We can refer you to other helpful services, such as financial empowerment, community centers, help with rent and utility payments, workforce training, and more.

TO LEARN MORE ABOUT OUR PROGRAMS CONTACT US AT:

918.900.0918 | TULSARESPONDS.ORG

ESTAMOS AQUÍ PARA CONECTARLE CON PROGRAMAS Y SERVICIOS GRATUITOS



PREPARACIÓN DE IMPUESTOS

- Servicios gratuitos de preparación y presentación de impuestos para hogares que ganan \$ 60,000 o menos
- Asistencia para la inscripción del Crédito Tributario por Hijos para hogares que no declaran sus impuestos



INSCRIPCIÓN MEDICAID

- Debe tener entre 19-64 años
- Ingresos de su hogar \$17,796 (individual) o \$36,588 (familia de 4)
- Servicios hospitalarios para pacientes ambulatorios, servicios médicos, servicios de laboratorio y de rayos X, y servicios de salud en el hogar.



PRESTAMOS PARA PEQUEÑOS NEGOCIOS

- Nuestro equipo puede ayudar a los propietarios de pequeñas empresas y a los contratistas independientes a encontrar programas de préstamos y subvenciones federales.



INSCRIPCIÓN SNAP

- Los participantes de Medicaid y muchos otros programas de asistencia del gobierno son elegibles para recibir asistencia alimentaria complementaria.



DESCUENTO DE INTERNET

- \$75 de descuento en su factura actual
- Los beneficiarios de Medicaid y aquellos que participan en otros programas de asistencia del gobierno califican

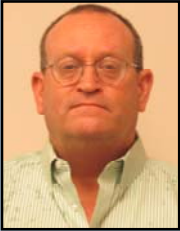


RECOMENDACIONES A SOCIOS COMUNITARIOS

- Podemos recomendarle otros servicios útiles, como empoderamiento financiero, centros comunitarios, ayuda con los pagos del alquiler y de los servicios públicos, capacitación de la fuerza laboral y más

VEA SI CALIFICA O INSCRÍBASE EN :
918.900.0918 | TULSARESPONDS.ORG

Meet Your Co-Workers



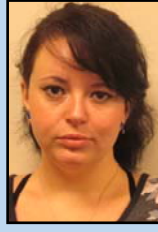
Meet
Joe Canaan

Joe joined the Goodwill team in June 2021 as the Maintenance Coordinator. He has three children and says no grandchildren YET! He is an avid sports fan who cheers for Oklahoma Sooners football. In his spare time he enjoys working in the yard. His ideal vacation would be a trip to the Rock Mountains in the wintertime.



Meet
Mary Brown

Mary began her career with Goodwill in July 2021 as a Sales Associate. She says it is her best decision EVER! She loves her job and her co-workers! Mary is an avid sports fan. She is an avid KC Chiefs & OKC Thunder fan! One of her favorite things to do is visit family & friends when she has time off. Her family is important and a reunion with them would be great!



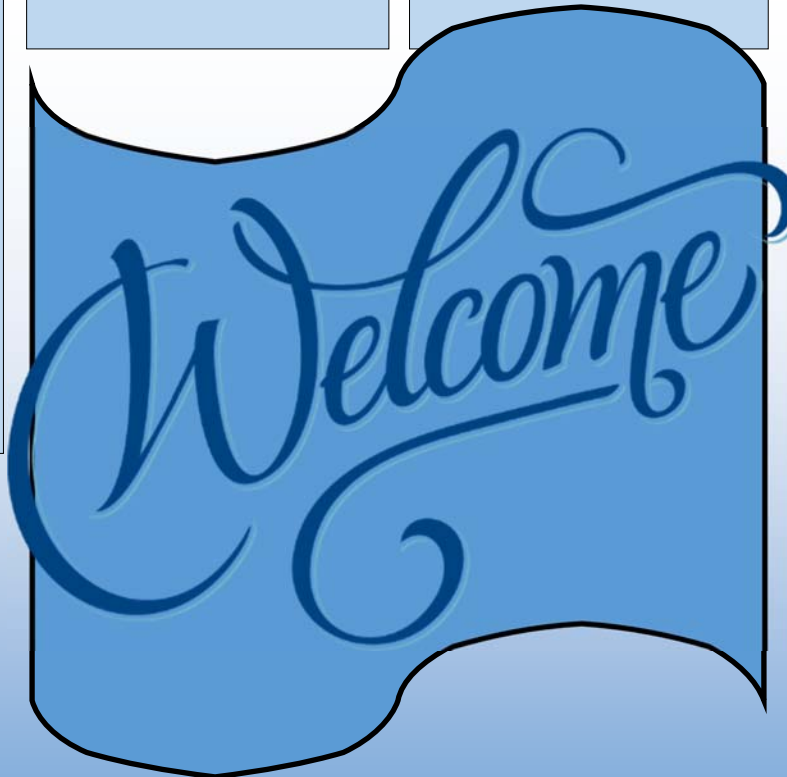
Meet
Rachel Krater

Rachel or "Ray" as she likes to be called is a Goodwill Sales Associate. She had always been a frequent shopper and that is how she found Goodwill. She has been employed here since July 2021. She has two children. In her spare time she enjoys painting! A trip to Ireland someday would be her idea of a grand vacation.



Meet
Kameryn Chapman

Kameryn or "Kam" as she likes to be called is the new Human Resources Recruiter. She started at Goodwill mid July. Her Australian Shepherd, Kyle, is her entertainment and best companion! She enjoys sports especially the Dallas Cowboys, the OKC Thunder and the Denver Nuggets. An ideal vacation would be somewhere international with a big city and a beach!

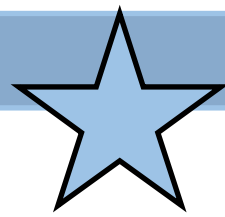


Take a moment next time you see one of these new employees & welcome them to Goodwill!!!



July New Hires

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



Processing: Melba Collins-Ross, Carmen Cook, Maria Hidalgo, Malinda Rayl, Tyler Troutman **Retail:** Monya Battiest, Mary Brown, Skyler Cureington, Valorie Evans, Crystal Kinion, Rachel Krater, Mary Melton, Hailie Nicholson, Patricia Reader, Macie Rivera, Christie Wilson **Maintenance:** Joe Canaan
Administration: Kameryn Chapman, Jack Washmon

August Anniversaries

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

1 Year: Shannon Choate, Gabriel Dubbs, Winona Jackson, Ifeanyi Nwuchu, Amanda Pigeon, Rita Roland, Gary Sivadon, Thomas Webber, Marissa Willey

2 Years: Rochelle Cowan, Teresa Harmon, Miyeccejehosh Robinson

3 Years: Chester Burtlow, Amy Cates, Kelly, Kelsey Davis, Jennifer Davis, Kelly Perez, Larry Slate

4 Years: David Jerome

6 Years: Sarah Dudley, Michael Nees

7 Years: Scott Lynch, Brent Mitchell

9 Years: Stephanie Bodmann, Kristie Huffman, Art Matzkevech, Kelsey O'Halloran, Sam Patterson

10 Years: Everett Bullock

13 Years: Jacquelin Williams

14 Years: Mike Carroll

15 Years: Wesley Burchett, Clayton Milliman, Leah Hibbs

16 Years: Frankie Harley

19 Years: Randy Sumter

30 Years: David Oliver

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: Utility & Stock Processors, Sorters, Forklift Driver, CDL Truck Driver, Material Handlers, Processing Coordinator, Hard Goods Supervisor, Janitor

Retail: Assistant Manager I, Assistant Manager II, Customer Service Manager,

Sales Floor Supervisor, Sales Associates, Donated Goods Retail Assistant

Donations: Donation Attendants

TulsaWORKS: Digital Skills Instructor, Career Navigator

Workforce Development: Job Coach/Donations, Job Coach/Hospitals, Contract Services

Administrative: Marketing & Communications Director, Systems Administrator, Financial Counselor

September Birthdays



Rebecca Gatlin—9/4
Faith Hicks—9/4
Liz Campbell—9/5
Kathy Martin—9/5
Isabella Black-Garcia—9/6
Toby Harper—9/7
Avery Atnip—9/7
Tina Hamilton—9/7
Miquel Stiles—9/7
James Paxton—9/7
Lara Huddleston—9/8
Ashley Copeland—9/9
Boyice Riley—9/10
Janet Saltarelli—9/10
Jeremy Breedlove—9/11
Penny Smith—9/11
Felicia Tannehill—9/13
Everett Bullock—9/15
Kimberly Brown—9/16
Jose Ortiz—9/17
Nathan Wilkerson—9/17
Kyle Byrd—9/18
Melinda Johnston—9/19
Therisa Cullom—9/20
Robert McGee - 9/20
Nathan Raney—9/20
Lisa Borland—9/21
Jeanette Coughlin—9/21
Anthony Logsdon—9/22
Eric Maddox—9/27
Lamarcus Singleton—9/27
Diane Tolsma—9/28
Logan Winiecke—9/28
Ted Crooks—9/29
Anthony Massa—9/29

