



Goodwill Industries of Tulsa, Inc.

Volume 29 • Issue 10 • October 2021

DAVID E. OLIVER
President

Numerous Projects Taking Place This Fall

Fall of 2021 has and will continue to be a very busy time for Goodwill Industries of Tulsa. Currently we are undertaking many important projects and I wanted to utilize my column this month to bring you up to date on a few examples of things we are working on.

- **Goodwill Award Winner Videos** – Since we were not able to have our Awards Luncheon this year, we filmed videos of our four 2021 Award Winners and will be releasing them on-line in the near future.
- **Strategic Planning** – In conjunction with a committee of board members Goodwill staff are working on developing the strategic plan that will guide our efforts for 2022-2024. Originally, we were scheduled to draft a new strategic plan last year, but that was impacted by the uncertainty brought about as a result of the pandemic. The decision we made last year was to update our existing plan and wait until this year to draft a new plan. We have been meeting regularly since July and expect to have a new plan to present to the full Board of Directors when they meet in November.
- **CARF Cohort** – Last year we received a three-year accreditation of our programs from Goodwill Industries International (GII). However, GII announced that they will no longer be doing accreditations for individual Goodwill organizations when this one expires in 2023, so it will be necessary for us to begin accrediting our programs through an independent third party like CARF at that time. In order to help us prepare for CARF accreditation, GII has set up a cohort of several Goodwill organizations to prepare for converting to CARF. Goodwill Tulsa has established an internal team to go through this cohort with GII and begin the preparation work we need to do to be ready for 2023.
- **Client Tracking Software** – GII also announce that they would no longer support GoodTraks, which is the client tracing software that we currently utilize to track all the participants in our programs as of the end of 2021. In order to prepare for this, we have entered into a sub-license agreement with GII to utilize new client tracking software from CaseWorthy. We have also assembled an internal team to work on this conversion who will be working closely with CaseWorthy to make certain that the new software contains the functionality we need in order for us to provide information to the public and our funders.
- **New IT Infrastructure Projects** – We are currently undertaking a wide variety of IT projects. One of them is to upgrade to a current version of Dynamics software which is the platform for all our accounting records. This project is currently in the testing phase and expected to be completed in the next 4-6 weeks. We are also in the process of converting all of our organizations PC's to single sign on, along with a number of other enhancements to improve our IT security.
- **Audit Tracking Software** – Recently we also entered into a software agreement with Global Tradewinds to implement a new audit tracking software system. This will allow us to combine information from a variety of sources, such as store audits completed by our asset protection coordinator, safety coordinator, retail coordinators and store managers. This software allows for this information to be easily accessible and gives us the ability to develop trending information.
- Last, but certainly not least, it is time for our annual United Way campaign. Goodwill Tulsa was very fortunate to receive an increase in our allocation for 2022 in support of our financial resilience initiatives, but this is contingent upon United Way meeting their fundraising goal for 2021. I am very proud of the fact that Goodwill employees generously support the efforts of such a fine organization as United Way and I hope you will join me again this year with your support.

This is only a sample of the projects in process, there are many more I did not have time to address this month. I appreciate all the hard work and efforts that are undertaken at Goodwill Tulsa on a daily basis in support of our mission.

Goodwill Pay Periods

Friday, Oct. 1, 2021

Friday, Oct. 15, 2021 ∞ Friday, October 29, 2021

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September Retail (Results) — 2021

We have officially completed our first month with all 12 stores. And almost everyone was able to exceed their sales goal for September. We exceed our goal 7.9%!!!

Congratulations to the following teams:

Bixby +45.2%
Owasso +28.0%
Glenpool +16.6%
B.A. +15.3%
Carthage +13.1%
Joplin +11.5%
Claremore +10.7%
Stone Creek +9.8%
Garnett +3.0%

Halloween Zones Are Here!!!

Our stores are set for Halloween. Each store has a section just for Halloween costumes, new good and accessories. Also, our stores have the Halloween Look Book for costume ideas.

Tell your family and friends to find their 2021 Halloween Costumes at Goodwill this year!



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 SALE	6	7	8	9
10	11	12	13	14	15	16 SALE
17	18	19 SALE	20	21	22	23
24	25	26	27	28	29 SALE	30

OCTOBER 2021



Senior Day
55+ receive 25% off total purchase



Half-Price Sale
50% off all clothing
Halloween EXCLUDED



Customer Appreciation Day
25% off total purchase



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



THE ORIGINAL HALLOWEEN HEADQUARTERS

COME AS YOU AREN'T.
SUNDAY, OCTOBER 31ST, 2021

Open Management Positions: Carthage—Assistant Manager 2, Customer Service Manager, SW Blvd—Customer Service Manager, McAlester—Assistant Manager 2, Bartlesville—Assistant Manager 2, Customer Service Manager, Broken Arrow—Assistant Manager 2, Customer Service Manager, Bixby—Assistant Manager 1, Assistant Manager 2

Goodwill Employee Referral Program

You could earn up to \$150 (less taxes) for your referral!

Goodwill Tulsa is on the lookout for talented people!

We need more talent to join us to build a strong organization.

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 and you will receive another \$100 bonus payment (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.

If the candidate is hired by Goodwill and works 30 days as a Goodwill Team Member, you will receive \$50 (less taxes) and you will receive another \$100 (less taxes) if the candidate works at least 90 days as a Goodwill Team Member. Note: you must be an active Goodwill Team Member at the time of the award in order to receive it. Please review official Terms and Conditions for additional information.

Employee Referral Program Terms and Conditions

1. The program is effective for applications submitted from October 1, 2021 through November 30, 2021 and the program will be re-evaluated after the initial referral date.
2. V.P.s, Directors, Coordinators, Supervisors, Store Managers, Job Connection Staff, and HR employees are excluded from receiving referral bonuses.
3. 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.
4. 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).
5. The first employee to refer a candidate will be the only referring employee eligible for payment.
6. The referral must be submitted prior to an applicant being extended a job offer.
7. If you are referring more than one candidate, please use an additional form and provide the required information for each candidate you refer.
8. The referring employee must agree to have HR use his/her name for contact purposes if necessary.
9. Only candidates who meet the essential functions of the position will be considered, appropriate accommodation is provided when necessary.
10. 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.
11. The referring Goodwill employee must still be employed with Goodwill Industries of Tulsa during the hired candidate's days of service in order to receive any of the referral bonuses.
12. Any questions and/or interpretations of the program will be handled through Human Resources.
13. Employees may refer relatives, but employees that are relatives cannot work under the same supervisor according to Goodwill policy.

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If you have a candidate in mind for referral to this program, please complete the form below and forward to Human Resources.



Candidate Referral Form:

Job Vacancy Title: _____

Candidate's Full Name: _____ Referral Date: _____

Referring Employee's Name: (Print) _____

How long have you known the above candidate _____

I recommend this candidate for a position at Goodwill Industries of Tulsa, Inc.

I have read and understand the Referral Program Rules.

Referring Employee's Signature _____ Date _____

***Send this form to Kameryn Chapman, Human Resources Representative, at 2800 Southwest Blvd., Tulsa, OK , 74107
or to kameryn.chapman@goodwilltulsa.org***

INTERNAL USE ONLY:

To: Payroll

From: Human Resources

Charge To:

Target Date for 1st award payment after completion of 30 days from hire date below, then 2nd award payment after completion of 90 days (approximately three months) from hire date below.

Referred candidate's hire date: _____

Need your flu shot? NOW is the time. You can go to ANY Walgreens location and get the shot. Be ready to provide your medical insurance card or if you don't have medical insurance, request a Walgreen's Voucher from HR by calling Tina or Joanna at 918-584-7291 and take that with you.

**Vouchers are valid through
December 31, 2021.**



Halloween Safety

Kids love the magic of Halloween, but the COVID -19 pandemic means Halloween may be a bit different this year. You can still have fun! First and foremost, follow the Centers for Disease Control and Prevention's guidelines to ensure your celebrations are safe. Of course, costume and traffic safety measures still apply.



Costume Safety

To help ensure adults and children have a safe holiday, the American Academy of Pediatrics has compiled a list of Halloween safety tips. Before Halloween arrives, be sure to choose a costume that won't cause safety hazards.

- All costumes, wigs and accessories should be fire-resistant
- If children are allowed out after dark, fasten reflective tape to their costumes and bags, or give them glow sticks
- When buying Halloween makeup, make sure it is nontoxic and always test it in a small area first
- Remove all makeup before children go to bed to prevent skin and eye irritation

When They're on the Prowl

Here's a scary statistic: Children are more than twice as likely to be hit by a car and killed on Halloween than on any other day of the year. Lack of visibility because of low lighting at night also plays a factor in these incidents.

Keep these tips in mind when your children are out on Halloween night:

- A responsible adult should accompany young children on the neighborhood rounds
- If your older children are going alone, plan and review a route acceptable to you
- Agree on a specific time children should return home
- Teach your children never to enter a stranger's home or car
- Instruct children to travel only in familiar, well-lit areas and stick with their friends
- Tell your children not to eat any treats until they return home
- Children and adults are reminded to put electronic devices down, keep heads up and walk, don't run, across the street

Safety Tips for Motorists

Anyone who plans to be on the road during trick-or-treat hours:

- Watch for children walking on roadways, medians and curbs
- Enter and exit driveways and alleys carefully
- At twilight and later in the evening, watch for children in dark clothing
- Discourage new, inexperienced drivers from driving on Halloween



THANK YOU everyone for a successful open enrollment, we reached our deadline which allowed the benefit changes and enrollment applications to be sent to the carriers on time. Below are a few updated on how you will receive your information from the carriers for the 2021-2022 plan year.

- **Medical Cards:**

1. If you enrolled in medical coverage through Community Care you will be receiving new insurance ID cards this year through the mail to your address on file.
2. If you haven't gotten your new ID card by October 29, 2021, contact them at: CCOK.com/members OR call them at: 918-594-5200.

- **Dental & Vision Cards:**

1. Guardian is still updating their system with the new or changed enrollments. Guardian does not mail ID cards to your home, if you need a card, you can contact me and I will be happy to print one for you.
2. Most dentist or eye doctors will not ask for an ID card, you will just provide them your social security number and the name of the insurance provider, and they will look your current benefit up online.
3. You can reach Guardian to discuss your benefits by going to: guardiananytime.com/login or call them at 888-482-7342.

- **Missing EOI's (Evidence of Insurability)**

1. Those enrolling for the first time in a plan listed below and are not a new hire were required to complete an EOI. If you have not forwarded that information to HR you have until 10/15/2021 to do so.
 1. Prudential – Life Insurance Plan
 2. Prudential – Short Term Disability Plan
 3. Allstate – Cancer Plans

Halloween at Goodwill!!!

Halloween is always a **FUN** time at Goodwill. This year it will look slightly different due to our break times and social distancing policy.

Dressing up, on the party day, (Friday, October 29th) is an option as always. This year we will be having a costume contest and parade for each break group at 2800. Costume judging will be done during each lunch break and winners will be announced during the afternoon breaks. There also will be refreshments during each afternoon break.



Also, if you would like to carve a pumpkin and enter the Pumpkin Contest please carve away then bring your creation in that day for judging. Check in your pumpkin with the receptionist at the front desk that morning upon arrival to get your number, then place your pumpkin and its number on the designated pumpkin table in the breakroom. During the day our judges will be looking them over and scoring them.

Our hope is to have a fun day for all ... just in smaller groups this year for everyone's protection.

So be thinking about YOUR costume for this year's event AND give some thought to decorating a pumpkin too!

The Power of Service!

In honor of National Customer Service Week, occurring October 4-8, this seems like the perfect time to both recognize and reinforce the importance of providing great customer service to both our external and internal customers on a daily basis. As background, the U.S. Congress proclaimed Customer Service Week a nationally recognized event in 1992 via Presidential Proclamation, and it is now celebrated annually during the first full week in October across many industries in the United States and around the world. In his Presidential Proclamation, President George H.W. Bush said: ***“The most successful businesses are those that display a strong commitment to customer satisfaction.”***

The theme for Customer Service Week 2021 is “The Power of Service”. You may recall from your “The Secret to Great Customer Service” training that customer service is all about making the person in front of you feel like the most important person in the room. Whether that’s a donor, customer, or co-worker, you should give that person your full attention and respect – strive to make them feel valued and appreciated.



With the uncertainties of the past couple of years, our communities have experienced significant stress and anxiety. Even with all of the challenges that we’ve faced, Goodwill of Tulsa has continued to push forward with determination to meet the needs of our customers. Despite limited staff, we’ve managed to receive and process countless donations, get those items out to our stores for resale, and continue to provide job training and support services for our community at large. This would not be possible without each of you on the frontline who have made a difference in the lives of your co-workers and external customers alike.

Remember, YOU are the ones that make the difference in making our customers feel valued, appreciated, want to come back and share their positive experience with others. What will YOU do today to make your customer feel like the most important person in the room?



Goodwill Picnic ...

In the last Grapevine we said we would have to cancel our annual all-company Goodwill Picnic **BUT** wanted to try to re-create the event into a re-imagined event that would be safe for everyone.

Your suggestions are very important so please send YOUR FINAL IDEAS for our RE-IMAGINED PICNIC by Friday, October 15th to ...

www.goodwilltulsa.org/picnic

VITAL News, October 2021

At the Tulsa FEC

The FEC has 142 clients and the financial counselors have held 407 sessions. Sixty-six percent of our clients have had multiple sessions.

We have several new partners, which should help increase our program numbers. Surayya Anne Foundation is a referral partner. For co-location partners, we are onsite virtually at the Housing Solutions/ Landlord-Tenant Resource Center Social Services Hub at Iron Gate, assisting clients who are on the Tulsa eviction court docket. A counselor has begun working onsite with participants at Family and Children Services' Women in Recovery program. Later this month, the Tulsa Public School's Parent Resource Center is expected to open space for a counselor to be onsite.

The FEC is also working on two housing-related partnerships with Tulsa Habit for Humanity and North Tulsa Forward Program that assists potential and existing homeowners. The goal is to help those participants improve their credit scores and be eligible for the program's services.

Summer VITA

We're pretty sure the 2020 tax season is nearing its end. The deadline to file for extensions or late 2020 returns is October 15.

To date, not counting paper returns, our VITA volunteers have prepared 1,734 income tax returns with \$2,751,723 in total refunds, \$640,292 in Earned Income Tax Credit, and \$216,033 in Child Tax Credit.



Updated IRS videos on the Advance Child Tax Credit payments ...

<https://www.youtube.com/playlist?list=PLvDH25MKBe1e4YbCeQ8wXs6YtN0yRssEp>

HELMS CENTER DAY OF CARING 2021

We were pleased that the Tulsa Area United Way saw the necessity in making their “Day of Caring” happen in 2021. Throughout this year, and last, we have been sometimes challenged with the task of re-imagining the what, where, when and how we do things to keep ourselves and others safe and healthy through the COVID pandemic. Well, TAUW hit a home run for our community allowing volunteers to connect with various United Way agencies to do needed volunteer work. The Williams Company choose to volunteer this year at the Goodwill’s Contract Services department at the Edgar J. Helms Center. Go Williams Company!!!



The Williams Company arrived at the Helms Center on Friday, October 1, 2021, being greeted by Supported Workers and Job Coaches waiving welcome signs and flashing smiles as they drove in. I escorted the Williams Team on a tour of the Helms Center, with an overview of our program, headed by their Manager of Asset Integrity and Corrosion, Mr. Joe Cheek, PE. The



Williams Team then went on to create an environment fit to embody all the great fun, food and friendships to be had that day.

The Helms Center was reimagined into a colorful, festive, warm, safe and appropriately socially distanced venue for our Day of Caring hosted by The Williams Team.



With a variety of game tables being utilized by supported workers with their personal Williams host, it appeared that there were a few folks waiting for the upcoming talent show and B-I-N-G-O game. Oh, the anticipation! Bring on the prizes! The Williams Company prepared lunch for the entire group. Excellent! We all agreed, there should be a Williams Burger King in the works. Can you say “nap time”!



Lunch was followed by the much-anticipated talent show and B-I-N-G-O game. Of course, the GWIT family is aware of the huge eclectic array of talent that our employees have, but the Williams Team was not aware. Let’s just say they are now. Our very own Dylaysia Markham worked diligently with our supported workers guiding them to their best performances during the show. Outstanding job Dylaysia! The Williams Team presented certificates to all of our supported workers who participated in TAUW 2021 Day of Caring at the Helms Center.



We would like to thank the Williams Company for making our ‘2021 Day of Caring’ unforgettable.

*Janiss Richardson
Contract Services Program Manager*

Meet Your Co-Workers



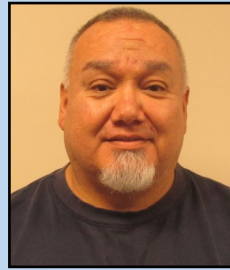
Meet
Christine Cox

Christine works at the Bixby Retail Store as a Sales Associate. She stays busy with her four grandchildren. She also has two step-children and four step-grandchildren. Christine is an avid New England Patriots fan as well as an OKC Thunder fan. Relaxing with friends is a favorite pastime, however, a vacation in Hawaii is at the top of her list.



Meet
Angela Carterman

Angie calls Neosha, Missouri home. She works as a Sales Associate at the Carthage, Missouri Goodwill Retail Store. She has worked there since August 2021. She says the best part of her job is the people she works with every day. She has four children and two grandchildren. The Green Bay (Packers) is her favorite sports team. In her free time she enjoys watching Netflix and camping at the Creek!

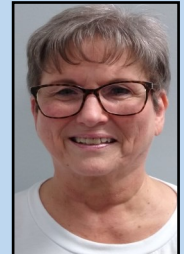


Meet
Javier Vasquez

Javi started working at Goodwill about two months ago as a Forklift Driver.

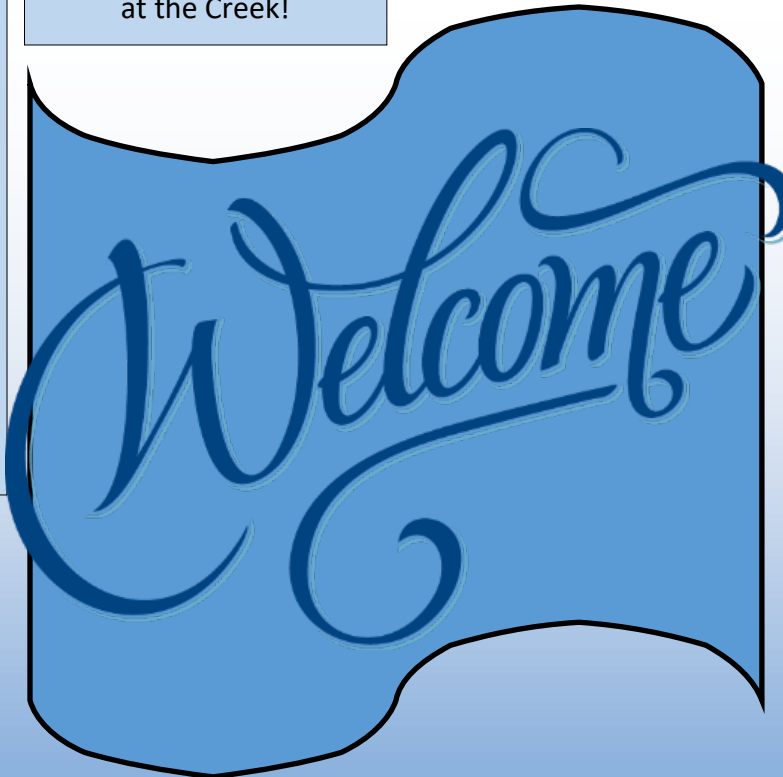
He says he thinks Goodwill is a really good place to work!

His hometown is Broken Arrow and is the father of four children.



Meet
Beverly Turner

Bev works for Goodwill as a Floater at the Carthage, Missouri Goodwill Retail Store. She has worked there since September 2021. She has two children and six grandchildren. She is an avid sports fan who cheers for the KC Chiefs football team, the KC Royals baseball team and Mizou (Missouri) basketball team. Puttering around the house is her favorite thing to do in her free time.



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

September New Hires

Please extend a warm welcome to our new employees.

Processing: Michelle Bryant, William McCrook, Vincent

Kauka, Raycheal Keith, Sinia Manuel, Kristy Replogle, Kaitlyn Sorrels, Jalena Stevens,

Joseph Thompson, Angela Vaughan **Donations:** David Crews, Christopher Kendall,

James Kohler, Kyle Wickett **Workforce Development:** Lexus Adkinson Haak, Eboni Hill, Caryl Kukendall-Harris, Mary Lenard, Carol McNemar, William Parnell, Jessica Set-

tles, Amanda Vasquez **Retail:** Destiny Gahagan, Taura Grayson, Kiah Johnson, Anthony Palmer, Aryonna Thomas, Cheyanne Thomas-Cole, Beverly Turner, Tori King, Gary

Lewis, Stephanie Stiver **TulsaWORKS:** Alexandra Herren

November Birthdays



Laura Martinez— 11/1

Robert Johnson—11/1

Ladaryl Bowen—11/3

Kameryn Chapman—11/5

Christine Cox—11/7

Jeffrey Daniel—11/7

Joanna Horne—11/7

Emily Jacoby—11/8

Christopher Blunt—11/9

Joseph Adamson—11/10

Rochelle Cowan—11/10

Steven Lungdim—11/10

Sara Cupples—11/12

Carolyn Olden—11/12

Yvonne Kellum—11/13

Michael Tecumseh—11/13

Sarah Nix—11/14

George Schmidt—11/14

Jana Swanson—11/14

Cassandra Glaze—11/20

Dena Keele—11/20

Lori McKenzie—11/20

Caleb Myers—11/21

Wilma Oaks—11/21

Campbell Payne—11/21

Aundrea Collins—11/23

Donnel Caldwell—11/24

Michael Huffman—11/24

Pam Shirley—11/25

Chester Burtlow—11/28

Deborah Snyder—11/28

Angela Carterman—11/29

Franklin Sweeten—11/30



October Anniversaries

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

1 Year: Therisa Cullom, Ferron Duncan, Virginia Brown, Robyne Drury, Paul Duncan, Faith Hicks, Gaylen Hoyle, Bailey Lemmons, Wilma Oakes, Kenneth Osorio, Kelsey Schultz, Brenda Seckman, John Widlund

2 Years: Markcous Denson, Khalilah Rezzaq, Renee Roy

3 Years: Carla Ellis, Brittany Geren, Angela Huffman, Nicole Nuttall, Felecia Tannehill, Miquel Stiles

4 Years: Vanessa Pelton, Christina Smith, Dawn Williams, Logan Winiecke

5 Years: Caleb Myers

6 Years: Stephanie Kinsey

7 Years: Connie Vaughan, Magyn Passmore

9 Years: Christie Farmer, Janiss Richardson, Coleta Wormser

10 Years: Diane Nash, Janet Rudluff, Daren Barrett

11 Years: Crystal Brown, Chris Hunt, Joshua Shannon

15 Years: Anthony Logsdon

21 Years: Edra Sue Jent

22 Years: Vanessa Barnes, Cathleen Blaise, Traci Daubert, Robby Floyd, Jennifer Keys, Daniel Newby, Victoria Olson, George Prokopich, Cynthia Simmons, Aaron Smith, Rebecca Weaver, Philip Winkler

23 Years: Lisa Rusco

25 Years: Jana Swanson

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, Drivers, Utility Processors, Taggers, Sorters

Retail: Sales Associates, Customer Service Managers, Assistant Managers

Donations: Donation Attendants

TulsaWORKS: Career Navigator – Manufacturing/Forklift

Workforce Development: Employment

Consultant, Job Coach (Donations, Contract Services & Hospitals), Transition Specialist—Autism Spectrum Disorder

Administrative: Marketing & Digital Communications Director, VITA Outreach Specialist

Off-Site: Janitor Floor Specialist

For anyone interested in applying for an open position:

The Goodwill Job Application is available on-line at ... www.goodwilltulsa.org