

The

# Goodwill Grapevine



Goodwill Industries of Tulsa, Inc.

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## Goodwill Industries of Tulsa's Road To Recovery ...

DAVID E. OLIVER  
PRESIDENT

It has been three months since the last time we published the Grapevine, and yet in many ways it feels like a lifetime ago. The coronavirus global pandemic has brought about more changes in our daily lives and work lives than any of us could possibly have imagined.

First and foremost I sincerely wish that each of you and your families are staying safe and healthy. As we have begun to return to work at Goodwill we have implemented a variety of protocols and procedures designed to keep everyone as safe as possible. Sometimes it may seem that we have gone overboard, but I can assure you that in our decisions we have always strived to err on the side of caution to insure the health and safety of all Goodwill team members.

So many things have happened since my last column it is hard to know where to start. At the time that the sheltered in place orders were announced in Oklahoma and Missouri our organization faced some difficult decisions. I want to acknowledge the Goodwill Board of Directors for having the foresight to encourage and allow Goodwill Industries of Tulsa the ability to maintain adequate operating reserves to deal with a situation such as this. I can assure you that not many Goodwill organizations were as prepared financially to deal with a situation such as this as we were. The second thing that I would like to thank them for was recognizing that our most important asset is our employees and agreeing to pay all employees for the duration of the time that we were closed. This was not an easy decision since more than 75% of our revenue comes from our donated goods

program, however, it was the right decision and I could not be prouder of the fact that we were only one of a small number of Goodwill organizations in the United States that did not lay-off or furlough any employees!

When Goodwill was ordered to close we began re-imagining how we could continue to deliver training and placement services virtually. During this time we started down two tracks to accomplish this. The first was to convert our Job Boards at both Job Connection sites to a virtual Job Board on our website. This was completed and we have continued to enhance and improve this resource to make it easier for job seekers to find available jobs in their areas of interest. The second was to convert our IT training classes of Digital Readiness, IT Fundamentals and Workplace Computer Skills to a virtual platform similar to our Google IT Support Professional Training. The initial courses were beta tested with training for our store management teams and then rolled out to the public. It was fantastic to use this time to spearhead our efforts to make our training programs more dynamic and accessible for those in need of training. We are currently in the process of adding a virtual offering for Hospitality Training and opening our Tulsa-WORKS Career Academy back up for on-site training.

We were fortunate to be able to open most of our donation sites on May 1<sup>st</sup> but there was so much pent up donation demand from people who used the stay-at-home order to declutter it created a system problem for us. I would think of it as trying to have a horse race where one horse is running full speed at the start while the other one has to start from a complete stand still. The donation sites got the running start but

*(continued on page 4)*

### Pay Periods

Friday,  
June 12, 2020

Friday,  
June 26, 2020

### Birthday Cake Day

TO RESUME AT A LATER DATE ...

### Liquid Sales

TO RESUME AT A LATER DATE ...

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## **WELCOME BACK!**

Retail re-opened our doors on May 8<sup>th</sup> after being closed for 44 days due to the COVID-19 pandemic. Although we have a few more procedures in place we came out the door running. It was very apparent that our customers missed us as much as we missed them!!!

## **STAYING SAFE!!!**

We implemented new policies to keep our employees and customers safe since re-opening.

### **An example of these are:**

- \*Employees and customers must wear a face mask.
- \*We have a limited occupancy allowed per store.
- \*All shopping carts are cleaned after each use.
- \*We have registers highlighted with floor markers for guidance with social distancing and new plexiglass barriers that help separate cashier from customer.
- \*New cleaning procedures have been implanted every 2 hours.
- \*Fitting Rooms, Restrooms & Water Fountains are all temporarily closed.

## **June Sale Days!!!**

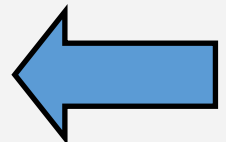
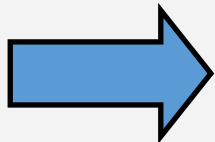
**June 2**—Senior Day

**June 16**—Senior Day

**June 20**—Half Price Clothing Sale

**June 26**—Customer Appreciation Day

**June 30**—Senior Day



# GOODWILL CREATIVE SERVICES

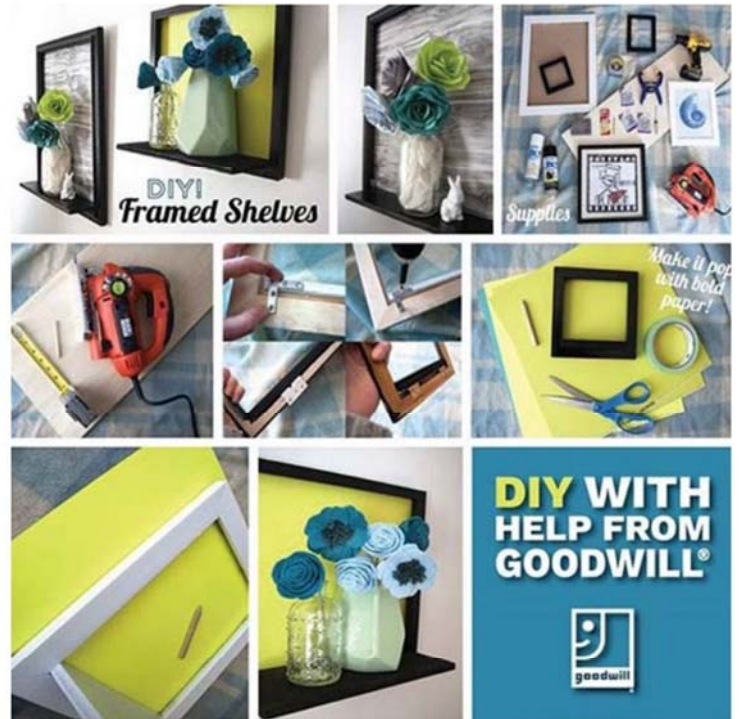
TIFFANY KING  
CREATIVE SERVICES DIRECTOR

## DIY INSPIRATION FOR GOODWILL SHOPPERS

With our retail stores open, we inspired our shoppers with **Spring Fashion** and **DIY projects**.

See one great idea here >

You can catch up on all Goodwill Tulsa blogs on our website by visiting us at:  
**[goodwilltulsa.org](http://goodwilltulsa.org)**.



## GOODWILL'S VIRTUAL JOB BOARD

At the end of May, we had over **600 companies** representing **3,000 open job positions** in the Tulsa-area featured on our online Job Board.

With a mission to provide jobs, job training & support services, we hope this service continues to help many people during this uncertain time.

Visit our online job board at:  
**[goodwilltulsa.org/gwt/Job\\_Board](http://goodwilltulsa.org/gwt/Job_Board)** today!



ONLINE  
**JOB BOARD**  
[GOODWILLTULSA.ORG](http://GOODWILLTULSA.ORG)



NEED A JOB?  
SEARCH ACTIVELY  
HIRING EMPLOYERS TODAY!



A special thanks to the effort of Goodwill Job Connection staff & our Digital Communications Specialist for the success of this project.

## Reminder:

# The Secret to Great Customer Service!!!



*Make the person in front of you feel like the most important person in the room!*

## *and then...*



- ♦ Greet others with a genuine smile (immediately or within 5 seconds max)
- ♦ Eye contact & body language
- ♦ Talk to them
- ♦ Responsiveness
- ♦ Exceed expectations
- ♦ Ask "Is there anything that we can do better for you next time"
- ♦ Leave a lasting impression

**Road To Recovery** *(continued front page)* ... but donated goods processing did not start until May 8<sup>th</sup> and were being flooded with donations before they could even get out of the starting gate. This has created some operational problems for us that we are working hard to correct. We are re-opening auction so that will be a big help in allowing us to free up carts and get the donation/processing flow back in balance. I run the risk of missing some groups but I do want to acknowledge several with special thanks. The entire time we were closed our janitorial contracts staff cleaned the buildings that we have contracts to clean. Our Coordinator and job coaches at the Helms Center worked during the time we were closed to continue fulfilling our packaging contract with Whirlpool. Our transportation team (drivers and material handlers) along with Chris Hockett kept our donation sites cleaned up the entire time we were closed. Many of our donation site attendants came back to work on May 1<sup>st</sup> in order to allow us to begin taking donations. A number of processing employees came back before May 1<sup>st</sup> to work down the donations that were left at 2800 when we closed in March. Many members of the executive team worked at 2800 or from home to keep things running and prepare for re-opening. I know this is not a complete list but I do want to thank everyone for keeping us open and preparing to reopen. Your efforts are greatly appreciated!

I do not know if or when life as we formerly knew it will ever return, but I do know that the services Goodwill offers are needed more than ever. With huge numbers of people out of work right now, we have a true opportunity to show the community how important our mission is. Now more than ever we all need to work together to get our operations running as smoothly as possible so that we can play a major role in assisting others in getting back to work. It is what we do best and now is our time to shine.



## COVID-19 closed a lot of doors. But quite a few others opened in its wake.



Our VITA sites officially closed March 16. By that time, the sites had filed 1,265 returns – not quite half of our 3,000 target, but churning along. Of those returns, 410 were eligible for Earned Income Credit. Volunteers helped 72 clients save a portion of their refund using Form 8888, which allows taxpayers to split the money between a checking and savings account.

The shutdown forced us to consider new methods to deliver free tax prep services earlier than we planned. Everything was pointing to virtual or remote services, which in some ways runs counter to VITA's basic person-to-person style.

With help from TulsaResponds, TCF and GKFF, we were testing out our newly designed Virtual VITA system in mid-May. The next week, however, we were invited to join a national tax initiative – GetYourRefund -- that was looking for a VITA partner in Oklahoma. It used the same ticketing platform as the system we had built, and Code for America was offering the technology free of charge. So, we have submitted our application. The plan is to start doing returns virtually by June 5. Clients will go to the website to put in their basic information and upload their tax documents to a secured online storage. We also plan to use VITA Central as a drop-off site for people to bring their documents in for scanning and uploading. Hopefully, this will be a benefit for people who don't have PCs, smartphones or home Internet.

Momentum continues on the planning for The Financial Empowerment Center, even though we had to shift our planning team and Advisory Board meetings to Zoom and Microsoft Teams. But just as we were finalizing our tools for selecting program partners, another door creaked open. Cities for Financial Empowerment Fund, recognizing the need for immediate financial guidance, invited FEC planning cities to apply for a grant to fund Financial Navigators. Again, we quickly changed course and applied to be a part of the program, and Tulsa was awarded the grant.

Starting in mid-June, the Financial Navigators Program will be a centralized, phone-based source for advice, resources and referrals for Tulsa residents who have been left economically insecure due to the COVID-19 pandemic. The Financial Navigators are not counselors. They will help explain processes and point callers to the right places to address their financial issues such as unemployment claims, credit card balances, or evictions.

Goodwill is the nonprofit partner on the project and will "house" four of the navigators. YWCA Eastside Community Center will have two financial navigators in their Immigrant and Refugee Services Center.

As we enter into Phase 3 of the Oklahoma's reopening plan, we will certainly be seeing new things in place.

## Job Connection ...

CLARICE FLOYD  
JOB CONNECTION MANAGER

### Goodwill Job Connection Says 'Thank You' and Touts New Virtual Job Board

First, an enormous **Thank You** goes to the Goodwill Tulsa Board of Directors, David Oliver, and the many others responsible for continuance of employee payroll during the COVID-19 pandemic closure.

**Thank you** to all the administrative and other essential staff who maintained vital company operations, employee management, and building maintenance.

Another big **Thank You** to Director, Sabrina Ware, and the Creative Marketing team, Tiffany King and Dustin Barton, for promptly and diligently creating and implementing a virtual Job Board on the Goodwill Tulsa website. This virtual Job Board provided an outstanding opportunity for Job Connection to continue providing services to the multitude of job seekers laid off due to the recent pandemic and otherwise unemployed.

While Goodwill Job Connection remained closed to the public during this time, its staff worked virtually from home to populate the new Job Board with companies considered 'essential services' and still having currently available positions.

Job Connection staff returned to their offices six weeks later having added well over 600 companies, in all industries, and many hundreds more viable positions to the Job Board.

The virtual Job Board is user friendly with company names, available positions, and application links directly to those positions.

Check out the new Job Board, linked on the Goodwill Home page or directly, at ...

[https://www.goodwilltulsa.org/gwt/Job\\_Board.asp](https://www.goodwilltulsa.org/gwt/Job_Board.asp)

## Pedestrian Safety



### *Taking Long Walks To Get Out Of The House?*

#### Remember Distracted Walking can cause serious Injury or even death!

We rarely are more vulnerable than when walking in urban areas, crossing busy streets and negotiating traffic. And we all are pedestrians from time to time, so it's important to pay attention to what is going on around us. Nearly 6,000 pedestrians were struck and killed by motor vehicles in 2017, with an estimated 7,450 pedestrian deaths (traffic and non-traffic) according National Safety Council's *Injury Facts*.

#### All Ages Are Vulnerable

According to *Injury Facts* in 2017, more than 16% of all traffic deaths were pedestrians. Every age group is vulnerable, though 10 to 14 year-olds and 50 to 69 year-olds have 20% or more pedestrian deaths as a percentage of all traffic fatalities.

#### Follow these tips to stay safe as a pedestrian:

- Whenever possible, walk on the sidewalk; if no sidewalk is available, walk facing traffic
- Follow the rules of the road, obeying all traffic signs and signals
- Cross streets at crosswalks
- If no crosswalk is available and your view is blocked, move to a place where you can see oncoming traffic
- Look left, right and left again before crossing the street, making eye contact with drivers of oncoming vehicles to make sure they see you
- Stay alert – avoid cell phone use and wearing earbuds
- Avoid alcohol and drug impairment when walking
- Wear bright and/or reflective clothing, and use a flashlight at night
- Watch for cars entering or exiting driveways or backing up in parking lots
- Children younger than 10 should cross the street with an adult

#### Head Up, Phone Down

Distracted walking incidents are on the rise, and everyone with a cell phone is at risk. We are losing focus on our surroundings and putting our safety at risk. The solution: Stop using phones while walking, and not just in crosswalks and intersections. Over half of distracted walking injuries occur in our own homes, proving that we need to stay aware of our surroundings whether indoors and out.

#### Pedestrian Safety Is a Shared Responsibility

When driving, help keep pedestrians of all ages safe:

- Obey all traffic laws, especially posted speed limits in school zones
- Watch for pedestrians at all times and be extra cautious when backing up
- Yield to pedestrians in crosswalks, making eye contact to indicate that you see them
- Never pass vehicles stopped at crosswalks

# Meet Your Co-Workers



## Meet

### Steven Lungdim

Steven has worked at Goodwill since June 2019. He is an Attendant at one of our Goodwill Donation Centers. Steven has two children. He is also an avid sports fan who cheers for the New York Giants, the Chicago Cubs and the OKC Thunder. When Steven has time off he likes to spend time with his family and travel.



## Meet

### Crystal Edwards

Crystal works for Goodwill as an Assistant Shipping Clerk. She says she really enjoys working with such a great team! Crystal stays busy in her free time with her six children! Her favorite sports teams are the Baltimore Ravens, Golden State Warriors and the OKC Thunder. In her free time she likes to clean & read.



## Meet

### David Dirickson

David... or Dave as he prefers to be called works for Goodwill as a Donation Attendant. He has been employed with Goodwill since April 2019. He says helping people is the best part of his job! If he had a day off in the middle of the week he says he would take the time off to just relax!!! And in keeping, he says, his ideal vacation would be to stay home!



## Meet

### Kim Barlow

Kim works for Goodwill as a Sales Associate at the McAlester Goodwill Store. Since April of 2019 she says she has really enjoyed helping all the customers at her store. Kim says her dogs are her children!!! She has three! They go almost everywhere with her—vacations, etc. She says she also enjoys cheering for her favorite football teams!



## Meet

### Carol Adamson

Carol's hometown is Conyers, Georgia. She has worked for Goodwill as a Sales Associate since April. A friend suggested she apply. She has one son and four grandchildren. In her free time, Carol enjoys going to the pool! However, she says her ideal vacation would be a trip to a beautiful beach!!!

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



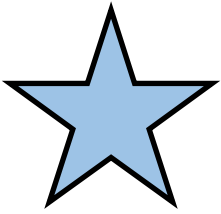
## Meet

### Isabella Black-Garcia

Isabella "Bella" is an Oklahoman from Tecumseh. She has worked in Processing as a Tagger since March. She says, the "people" are the best part of her job. She has no children ... but she has a cat! Isabella says when she has time off she enjoys reading a good book! Some day she hopes to travel to Plymouth, Mass.

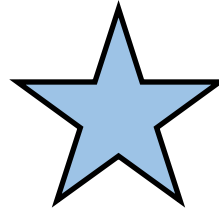
## May New Hires

Please extend a warm welcome  
to our one new employee for May:



### Warehouse/Processing

Quaneisha Pender  
Utility Processor—Textiles



## June Anniversaries

### Congratulations!!!

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

**1 Year:** Sarah Osman, Kylee Crook, David Conley, Steven Lhungdim, Arthur Boyd, Jay Boykins, Patricia Bullard

**2 Years:** Jana Barham, Bryant Bates, Sara Carlson, Jennifer Cleveland, Gregory Fields, Tiffany King, Oram Lee, Susan Sutterfield

**3 Years:** Connie Bamborough, Ruth Duren, Renee Falkner, Tabitha Kalstad

**4 Years:** Aaron Anderton, Nenita Lubo, Frances Normore, Rhonda Smith

**5 Years:** Leonard Stout

**7 Years:** Tommy Friend, Tammy Gaines, Lisa Uhl

**8 Years:** Judith Furry

**9 Years:** Kim Dodge, Raquea Flemons, Toby Harper, Randy Hudelson

**11 Years:** Sarah Nix

**12 Years:** Kristal Washington

**13 Years:** Kimberly Cox, Jamie Demauro

**14 Years:** Ted Crooks, Mary Fidler

**16 Years:** Jeremy Gillespie, William McKinder

**17 Years:** Matthew Lovett

**18 Years:** Michael Lyne

**19 Years:** Jael Leon

**21 Years:** Phu Phan Garcia

**24 Years:** Rodney Rutherford, George Schmidt

## July Birthdays

Crystal Brown—7/1

Sermetirus Lawrence—7/2

David Dirickson—7/3

Billy Firey—7/3

Madeline Gutierrez

Martinez—7/4

Dana Jordan—7/4

Kim Downs—7/5

Glenda Seiter—7/5

Cayce Chavous—7/6

Angela McGill—7/8

Nichole Voris—7/8

Earlene Gordon—7/9

Brett Davis—7/11

Ryan Morris—7/11

Sandra Hieber—7/12

Lynda Hudson—7/12

Alexandra Rawlins—7/12

Rodney Rutherford—7/12

Haley Blue—7/13

Kaitlyn Foster—7/13

Diane Nash—7/14

William White—7/17

Kelsey Davis—7/18

David Mathews—7/19

Sherry Love—7/20

Yvette Lankford—7/21

Anthony Conley—7/23

Ingrid Coleman—7/24

Glenda Selsor—7/25

Brittany Geren—7/26

Sabrina Ware—7/26

Troy Carr—7/27

Alan Atkinson—7/30

## 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—Forklift Operators, Utility Processors, Janitor, Floor Specialist II**

**Retail—FT & PT Sales Associates, Assistant Manager I**

**Offsite—Floor Specialist II, Donation Attendants (Part-time)**

**Vocational Services—Job Coach, Employment Specialist**

**TulsaWORKS—Career Navigator**

*For anyone interested in applying for an open position: The Goodwill Job Application is available on-line at [www.goodwilltulsa.org](http://www.goodwilltulsa.org)*

