

The

Goodwill Grapevine

Goodwill Industries of Tulsa, Inc.

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Goodwill's Financial Navigators

DAVID E. OLIVER
President

As I was preparing to write my Grapevine article this month, I was speaking with Goodwill's Director of Finance and IT, Karla Davis, and she mentioned that this would be a good time to bring everyone up to date on our VITA program and our new work with the City of Tulsa to provide Financial Navigators beginning in August and on top of that since she oversees both of these programs she would be happy to be a guest writer for me this month. Before I get to Karla's article I want to do a quick reminder for everyone that the safety protocols we have put in place for all of our locations are for your safety and protection. In some cases we have become complacent so I want remind everyone that a mask must be worn at all times unless you are in a private office and the mask must be worn correctly over the nose and chin or it is not providing the protection it is intended to. Your mask can be taken off to eat and drink during breaks and lunch but it should be worn even in these settings when you are not drinking or eating. Also we need to be sure and maintain our social distancing protocol. As I have stated before our goal is for all Goodwill employees to stay safe and healthy. Karla's article is below. Enjoy!

KARLA DAVIS
Finance & IT Director

The news around COVID-19 is not all gloom and doom. Goodwill has made financial resilience lemonade out of COVID lemons. July saw the end of the extended regular income tax season for VITA. Volunteers completed and filed more than 1,400 tax returns and helped our taxpayers receive more than \$1.3 million in tax refunds for which they were eligible. As you know, the regular tax season was interrupted by an extended closure and we finished the season on July 15th doing tax returns virtually. But converting to virtual services allowed us to serve taxpayers across Oklahoma and neighboring states too.

And after taking a whole weekend off, we started the

Summer Tax Season on July 20. The summer season traditionally brings us many people who for some reason couldn't file during the regular tax season, those who need to file corrected returns, and those who have received letters from either the IRS or Oklahoma Tax Commission requesting additional documents. If you or someone you know needs help filing income tax returns, we are here for you until September 25th. This link will work for both Oklahoma and Missouri taxpayers: www.getyourrefund.org/?s=GITOK

This month, the City of Tulsa and Goodwill Tulsa are starting a program of Financial Navigators. This program is funded by the Cities for Financial Empowerment Fund. Trained Financial Navigators will help residents deal with the uncertainty and stress of COVID-19 by providing remote (phone based) assistance for financial difficulties. Many area residents are facing job losses, experiencing changes in the public schools, supporting family members or neighbors who are at high risk of COVID complications and wondering what information to trust.

Navigators can help prioritize expenses, identify community or national resources and provide next steps toward solutions. The service is free and is currently funded through October, although we are looking for additional funding to continue the service through 2020 and beyond. Financial Navigators do not provide cash assistance or develop the long-term relationship with clients that a Financial Counselor would. Financial Navigators do help identify and prioritize solutions for financial struggles related to the pandemic. Our Navigators can help clients who speak English, Spanish, Burmese and Zomi; phone sessions will last approximately 30 minutes. Get started at www.finnav.org/interest-tulsa.

Please share both of these opportunities with your family and friends. You can watch for messages on Goodwill's Facebook page or other social media and share the post to your page. You can pick up a flyer (they are at the printer and will be arriving shortly) to give to a family member or neighbor. And if you have a need, take advantage of these services yourself. *(continued page 7)*

Remote, confidential financial
navigation is available at no cost.

Schedule a session today:
<https://finnav.org/interest-tulsa> or call 211



Goodwill Pay Periods

Friday, August 7, 2020

Friday, August 21, 2020

The Goodwill Grapevine is published internally monthly for:

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2800 Southwest Blvd.
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Editor: Nancy Webster, Community Relations Director

Congratulations ...

McAlester Retail Store!!!

2020 Readers Choice—1st Place Best Thrift Store!



July 2020 Retail Sales Results:

8.7% Below Goal

4.6% Below Last Year

August is Back To School month ...

don't forget to shop the **Tax-Free Weekend** to get the kids ready to go back to school. If you can't make Tax Free Weekend; there's

National Thrift Day or Customer Appreciation Day ...

25% off your entire purchase!

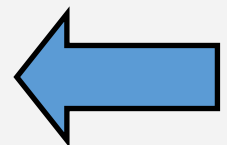
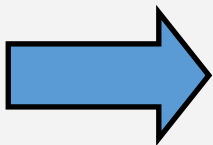
August Sale Days!!!

August 4 & 18—Senior Days

August 7, 8, & 9—Tax Free Weekend

August 17—National Thrift Day

August 28—Customer Appreciation Day





IT'S OPEN ENROLLMENT TIME!

**Wednesday, August 19, 2020 through
Friday, September 4, 2020**

Opportunity to choose the right benefits for
you and everyone that depends on you!

- Meetings and Enrollment will be accessible online only beginning August 20th.
- Instruction packets will be distributed to all Full-time Employees for access to view benefit options, compare plans, make changes and complete enrollment!
- Questions: Call HR @ 918 584-7291 or email jroberts@goodwilltulsa.org



Feeling Stressed?

It's certainly been an eventful year, and we still have 5 months to go! Can you relate to this picture of Chris Farley from the movie, "Tommy Boy"? Are you feeling anxiety, fear, or anger at work or home about what tomorrow might bring?

If so, stay tuned for your next training session during which you'll learn an effective way to deal with stressors and keep your cool before you explode. There will be more to come within the next couple of weeks when I roll out your 3rd quarter CE session of the year –

"Stress Management in the Workplace and Beyond"



Goodwill Goes Virtual to Help Our Community!

PARRISH McDARIS
TulsaWORKS Career Academy
Coordinator

Forklift Training is one of several classes offered by #Goodwill TulsaWORKS Career Academy. Click here to learn more: [TulsaWORKS Forklift Training is Available Now!](#) ***

Montana is one of our awesome instructors with Goodwill TulsaWORKS Career Academy. If you're interested in learning more about Montana's classes then click here: [Even more Great Videos with Montana here!](#)

Montana is back with more basic router controls you can use to easily secure your home internet. Leave a comment with any computer or IT questions you have for Montana!

Montana is an instructor with the Goodwill TulsaWORKS Career Academy. To learn more about his classes, click here: [Learn more about TulsaWORKS Career Academy's FREE Digital Classes to get your New Career started TODAY!](#)

Don't simply take our word for it, check out some of our Success Stories below:

Folu spent more than a decade trying to come to the U.S., but once she arrived she wasn't sure what to do. After taking courses with #Goodwill TulsaWORKS she now has the knowledge and confidence to succeed. Folu got her fresh start!

Goodwill Industries of Tulsa is here for you. We provide job training, job connections, financial counseling and more. Learn more at [GoodwillTulsa.org](#) or watch this [short video](#) to see what Goodwill Tulsa has for you!

<https://www.goodwilltulsa.org/NewsBot.asp?MODE=VIEW&ID=4766> Pics Available through this link to make the text listed above flow more easily...enjoy!

****** To activate the links PRESS the CONTROL KEY and CLICK your mouse to activate!***

GOODWILL CREATIVE SERVICES



BRING
GOOD
HOME



Goodwill Industries of Tulsa
Annual Report 2019



To view our Annual Report,
go online to goodwilltulsa.org/ar

The Ten Dangers of Sleep Deprivation for Workers

With 63 percent of Americans reporting that their sleep needs are not met during the week, sleep deprivation is a societal epidemic that exists across all economic statuses, industries and seniority levels.

Sleep deprivation is an issue that is often ignored, yet frequently the root cause of decreased productivity, accidents, incidents and mistakes which cost companies billions of dollars each year, reports Circadian, a global leader in providing 24/7 workforce performance and safety solutions for businesses that operate around the clock.

Often, the experts at Circadian say, employers are unaware of the impact fatigue or sleep deprivation is having on their operation until a tragic accident occurs. Only then do managers ask the question: "What happened?"

Sleep deprivation is much more dangerous than you might realize. It is not just annoying, like when an employee snoozes in a meeting or yawns during a conversation. Here are 10 real dangers associated with a sleep-deprived workforce:



1. Decreased communication: When workers are tired, they become poor communicators. In one study, researchers noted that sleep deprived individuals drop the intensity of their voices; pause for long intervals without apparent reason; enunciate very poorly or mumble instructions inaudibly; mispronounce, slur or run words together; and repeat themselves or lose their place in a sentence sequence.

2. Performance deteriorates: Performance declines frequently include increased compensatory efforts on activities, decreased vigilance and slower response time. The average functional level of any sleep-deprived individual is comparable to the 9th percentile of non-sleep deprived individuals.

Workers must notice these performance declines, right? Not quite. In fact, sleep deprived individuals have poor insight into their performance deficits. Also, the performance deficits worsen as time on task increases.

3. Increased risk of becoming distracted: Sleep-deprived individuals have been shown to have trouble with maintaining focus on relevant cues, developing and updating strategies, keeping track of events, maintaining interest in outcomes and attending to activities judged to be non-essential. In fact, research suggests that there is a symbiotic relationship between sleep deprivation and attention-deficit hyperactivity disorder (ADHD) due to the overlap in symptoms.

4. Driving impairments: Due to federal regulations, the trucking industry is well aware of the driving impairments associated with sleep deprivation. However, plant managers are unaware of the ways in which sleep-deprived workers may be dangerously operating machinery (e.g. forklifts or dump trucks). In fact, 22 hours of sleep deprivation results in neurobehavioral performance impairments that are comparable to a 0.08 percent blood alcohol level (legally drunk in the United States).

5. Increased number of errors: The cognitive detriments of sleep deprivation increase concurrently with a worker's time on a given task, resulting in an increased number of errors. These errors include mistakes of both commission (i.e. performing an act that leads to harm) and omission (i.e. not performing an expected task), which can wreak havoc at any work facility. Errors especially are likely in subject-paced tasks in which cognitive slowing occurs, and with tasks that are time-sensitive, which cause increases in cognitive errors. *(continued on next page ...)*

(Continued from page 1) ... **Tulsa WORKS & VITA**

The programs are provided by thoroughly trained individuals who really want to make a difference for their community.

My program summary would be incomplete if I didn't offer a shout-out to Modisane (Modi) Kwanza. He has worked like crazy since May to convert Goodwill's five VITA sites to a virtual service with attended drop off and, at the same time, open the Financial Navigator Program that starts now as well as help to create the Financial Counselor program that the City of Tulsa turned in a grant request for at the end of July. Thank you, Modi for your flexibility and determination to bring financial resilience to more people in our community!

(continued from previous page)

Ten Dangers of Sleep Deprivation ...

6. Poor cognitive assimilation and memory: Short-term and working memory declines are associated with sleep deprivation and result in a decreased ability to develop and update strategies based on new information, along with the ability to remember the temporal sequence of events.³

7. Poor mood appropriate behavior: Inappropriate mood-related behavior often occurs in outbursts, as most sleep-deprived individuals are often quiet and socially withdrawn. However, a single one of these outbursts can be enough to destroy the positive culture of a work environment and cause an HR nightmare.

These behavioral outbursts can include irritability, impatience, childish humor, lack of regard for normal social conventions, inappropriate interpersonal behaviors and unwillingness to engage in forward planning.

8. Greater risk-taking behavior: Brain imaging studies have shown that sleep deprivation was associated with increased activation of brain regions related for risky decision making, while areas that control rationale and logical thinking show lower levels of activation. In fact, sleep deprivation increases one's expectation of gains while diminishing the implications of losses.

What does this mean for your workers? Sleep-deprived workers may be making riskier decisions, ignoring the potential negative implications, and taking gambles in scenarios in which the losses outweigh the benefits.

9. Inability to make necessary adjustments: Flexible thinking, preservation on thoughts and actions, updating strategies based on new information, ability to think divergently and innovation are all negatively impacted by sleep deprivation. A worker may be unable to fill a leadership role on request when sleep deprived, resulting in a frustrated management team.

10. Effects of sleep deprivation compound across nights: Four or more nights of partial sleep deprivation containing less than 7 hours of sleep per night can be equivalent to a total night of sleep deprivation. A single night of total sleep deprivation can affect your functioning for up to two weeks. To your brain, sleep is money and the brain is the best accountant.

According to Circadian, when you have sleep-deprived or fatigued workers, productivity levels and quality of work will be compromised. Furthermore, you create an environment where it becomes not a matter of if your workplace will have an accident or incident but a matter of when, and to what magnitude.

Sleep deprivation is no laughing matter, no matter how frequently our society treats the issue light-heartedly. Eventually, our biological drive to compensate for sleep deprivation wins, and the loser might be your workers, your employer or even you. ###

ANNUAL FLU SHOT CLINIC

WEDNESDAY

SEPTEMBER 23, 2020



DOTTIE BLUE CONFERENCE ROOM

**SHOTS ADMINISTERED
"BY APPOINTMENT ONLY"
SIGN-UP WILL BEGIN ON
SEPTEMBER 1, 2020**

ALL INSURANCE ACCEPTED.
VOUCHERS WILL BE PROVIDED FOR
THOSE WITHOUT INSURANCE

Goodwill
Industries of Tulsa



Meet Your Co-Workers



Meet

Brandi Ingle

Brandi works for Goodwill in the Wares Department as a Sorter/Shipper. She started at Goodwill in July 2019. She also doesn't have a favorite sports team but she says she does enjoy cooking and eating! When asked what her idea of a great vacation would be she stated—"just relaxing and doing nothing"!!!



Meet

Tim Washburn

Tim works for Goodwill as a Book Clerk in the SW Blvd. Store. He has been at Goodwill since August 2019. He says he had shopped with Goodwill for years prior to working here. He says he enjoys seeing all the merchandise and helping the customers. When he has time off he like to sleep, watch TV and stay up late! He says his idea of a great vacation would be a trip to Disneyland.



Meet

Teri Kelley

Teri is from Kansas, OK and has worked at Goodwill since September 2019. She works as a Processing Textile Sorter. Teri has 4 children and 2 grandchildren. When she has time off she enjoys resting with her feet up in her NEW recliner!!! She says her idea of a great vacation would be to travel back to her hometown of Balboa, Panama where she was born.



Meet

Billy Firey

Bill has worked for Goodwill as a Retail Sales Associate at our Southwest Blvd. Store since August 2019. He says the best part of his job is meeting new people! In his spare time he enjoys watching movies and reading. His idea of a nice vacation would be to go somewhere new with his fiancé!



Meet

Myesha Clayton

Myesha has worked at Goodwill since Sept. 2019 as a Job Coach. She says she really enjoys working with the clients. Myesha has four children. When she has time off she enjoys taking it easy; just staying at home and resting! She says her idea of a great vacation would be time spent at the beach!!!

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



Meet

Madison Thomas

Madison is a Sales Associate at the Bartlesville Retail Store. When she started in Sept. 2019 she said she had always loved shopping our stores so it made sense to go to work here. Her ideal vacation would be relaxing in a nice hotel and sight-seeing! She is also an avid OU football fan!

July New Hires

Please extend a warm welcome
to our new employees for June:

Processing: Martha Bolado, Gabriel Dubbs, Elaine Hodnett, Robert McInturff, Ifeanyi Nwuchu, August Welch **Transportation:** Thomas Webber **Retail:** Winona Jackson, Marnette Klaurens, Marissa Willey, Rylee Young, Shannon Choate, Julisa Romo, Danyelle Baker
Janitorial: Christopher Cascio, Justin Dye, Lucienda Jack, Gary Sivadon
Donations: Amanda Pigeon, Evelyn Shoals, Bradley Deaton

September Birthdays

Bradley Deaton—9/2
Rebecca Gatlin—9/4
Liz Campbell—9/5
Kathy Martin—9/5
Isabella Black-Garcia—9/6
Toby Harper—9/6
Suzanne Vanbeber—9/6
James Paxton—9/7
Miquel Stiles—9/7
Ashely Copeland—9/9
Boyce Riley—9/10
Danyelle Baker—9/11
Jeremy Breedlove—9/11
Felicia Tannehill—9/13
Everett Bullock—9/15
Nenita Lubo—9/15
Kimberly Barlow—9/16
Jose Ortiz—9/17
Nathan Wilkerson—9/17
Kyle Byrd—9/18
Melinda Johnston—9/19
Robert McGee—9/20
Karen Bitely—9/21
Lisa Borland—9/21
Jeanette Coughlin—9/21
Anthony Logsdon—9/22
Monique Chandler—9/23
Justin Dye—9/23
Richard Wyatt—9/24
Eric Maddox—9/27
Lamarcus Singleton—9/27
Diane Tolsma—9/28
Logan Winiecke—9/28
Ted Crooks—9/29
Anthony Massa—9/29
Cascio Christopher—9/30

August Anniversaries

Congratulations!!!

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

1 Year: Veronica Brandt, Thomas Henderson, Karen Bitely, Craig Byrom, Kaitlyn Foster, Kenneth Harrison, Robert Lawson, Carolyn Olden, James Paxton, John Pierce, Emily Ragan, Timothy Washburn

2 Years: Patricia Blakely, Brett Davis, Gary Earnest, Sandra Hieber, Angel Huckaby, Julius Watkins

3 Years: Becky Blankenship, Kelsey Jones, Judy Mahoney-Freeman

4 Years: Gehan Hanna

5 Years: John Clowers, John Taber

6 Years: Stacey Cole

7 Years: Evelyn Hall

8 Years: Leonard Wormser

9 Years: Kayla Foster, Stephen Almanza

10 Years: Florence Smittick

11 Years: Michael Tecumseh, Erik Harbin

12 Years: Michell Bollinger, Jimmy Moore

13 Years: Sara Cupples, Chris Hockett, Pam Shirley

14 Years: Leah Hibbs

16 Years: Rodney Campbell, Zachary Hathcock, Shelton McClure

17 Years: Keith Baker

26 Years: Nancy Webster

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—Driver, Sorters, Utility Processors, Materials Handlers, Categorizers, Asst. Coordinator

Retail—Sales Associates, Floor Supervisor

Offsite—Floor Specialist, Donations Attendant,

Vocational Services—Employment Specialist, Job Coach, Program Manager (ADC)

TulsaWORKS—Career Navigator (forklift)

For anyone interested in applying for an open position: The Goodwill Job Application is available on-line at www.goodwilltulsa.org

