

## Bixby Store Grand Opening!

The Bixby Crossing saga came to a successful conclusion on August 26<sup>th</sup> when we hosted the Bixby Chamber of Commerce for a ribbon cutting to kick off the Grand Opening of our newest store and donation site! At times it seemed as if the obstacles we faced in the process of turning this site from raw land at 135<sup>th</sup> & Memorial into a Goodwill store and donation site might be insurmountable, but perseverance and hard work certainly paid off in the end. Today we have a beautiful store in an excellent location that will be a major contributor to accomplishing our mission for many years to come.

A phrase that has become popular today is that “it takes a village to raise a child.” For Goodwill I would say that the phrase should be that “it takes a small army to open a Goodwill store.” It has been several years since we opened a new store, and the process has caused me to reflect on what a team effort it really is. That said, I wanted to use my column this month to highlight a few people who were integral in this process and everyone who played a role in this project.

Doug Webster, Goodwill Vice President of Operations, has been the lead on this project since it began nearly two years ago. He has been involved since day one and worked tirelessly with our architects and general contractor to ensure that the result was something we could all be proud of. I want to thank Doug for his hard work and tenacity in seeing this project through to a very successful conclusion in spite of obstacles like a global pandemic, material shortages and bad weather.

I also wanted to say a special thank you to our Retail Coordinators, Vanessa Pelton and Liz Kallin, and our Bixby Crossing store manager, Trena Raines for

their efforts to stock the store in preparation for opening. Their efforts, along with many others, turned an empty building into a beautiful store on opening day.

The small army reference comes from the many others who played a part in making this project a success. I am confident I will miss some people but here is an idea of what I am referring to. Our processing department made up special orders to ship to Bixby to provide the initial stock for the store. Our transportation department and material handlers made numerous trips to Bixby to deliver goods. Our maintenance department spent a significant amount of time assisting in getting the store set up. Our IT department oversaw the set-up of the POS system, cash registers, camera system, phone system, etc. Our marketing team publicized the Grand Opening and kept customers and donors apprised of our opening date and generating buzz about the new location. Our accounting department set up a bank account and the cash drawers for the store. Our donations team set up the donation center for the store.

From just the people I have named so far it becomes clear that it truly does take a small army to open a Goodwill store. Many thanks to everyone that played a role to assist with this project. We all know that we are short of staff right now and in true Goodwill Tulsa fashion we rose to the occasion and did what we had to do. A project like this shows the character and culture of an organization and I want to thank all of you for coming together and delivering a great product!

### **Goodwill Pay Periods**

Friday, Sept. 3, 2021

Friday, Sept. 17, 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

## August Retail (Results) — 2021

August was a great month overall. All stores made goal!!! Overall the stores were up 6.3% from last year.

Individually, this is how they fared toward goal!

Owasso +20.5%  
Broken Arrow +16%  
Glenpool +13.8%  
Joplin +10.2%  
Claremore +10%  
Carthage +8.2%  
Garnett +7.3%  
Stone Creek +6.6%

## August—rolling in the Halloween!

We've again purchased Halloween new goods to supplement our donated costumes and accessories. Halloween items are currently being shipped to our stores and are going to the sales floor as they are received. If you are in the market for costumes and/or Halloween décor you must shop our stores! Tell your friends and family that their 1st stop for Halloween this year should be **GOODWILL's HALLOWEEN HEADQUARTERS!**

P.S. Check out our Halloween LOOK BOOK for costume do-it-yourself ideas!



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

## SEPTEMBER 2021



**Senior Day**  
55+ 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](http://goodwilltulsa.org)



## Goodwill Opens 12th Retail Store



On Thursday, August 26th Goodwill Industries of Tulsa's Board of Directors, staff, Bixby Chamber of Commerce members and Bixby residents cut the ribbon and opened the doors of its 12th retail store and 30th donation location.

Members of the Bixby community along with members of Goodwill's Board of Director's, staff and construction contractors got the first peek at the new store! In no time at all the registers were busy with sales associate busily ringing up new customer purchases! The beautiful new store and donation center, inside and out, are a great example of Goodwill's dedication to expansion and growth into different areas of our territory.

As of 9/1/21, approximately 2,865 pounds of textiles have been collected and 1,610 pounds of hard goods (shoes, toys, wares) at this new location. Sales associates have also kept very busy re-stocking their racks and shelves.

Store sales have been steady as shoppers discover this new location.

Please also welcome our Bixby staff ... Trena Rains—Store Manager, Caryl Kuykendall-Harris, Monya Battiest, Faith Benson, Michel Kallstrom, Crystal Kinion, Carol McNemar—Sales Associates, Bob Johnson—Donation Attendant.



*David Oliver, Goodwill Tulsa President, cuts the ribbon to officially open the new retail store in Bixby as the Bixby Chamber members and Goodwill staff look on and cheer!*

**Congrats to all of you for a GREAT opening and wishing you all continued success in the future!**



**Goodwill Grapevine 8/2021**

## Self-Improvement ... Strive to Be Your Best Self!

September is recognized as National Self-Improvement Month and serves as a reminder that we all need to take steps to care for and improve ourselves. The Cambridge Dictionary defines self-improvement as “the activity of learning new things on your own that make you a more skilled or able person”.

Self-improvement activities can take on many forms, including: reading a new book, attending a class, completing an online course, starting a new exercise routine or diet, etc. Often times though, a person will begin a self-improvement activity and then stop short because life gets in the way for any number of reasons (e.g., time, money, or other external factors). This is when you must accept that there will always be external forces that are outside of your control. What you do have control over is how you react and respond to the things that life throws at you.

As author Stephen R. Covey said, ***“If I really want to improve my situation, I can work on the one thing over which I have control – myself.”*** Whether your self-improvement goal is big or small, just wanting to improve in itself isn’t enough to make it happen. To bring about meaningful personal growth, you must set a goal, make a plan to achieve that goal, and then take action to make it happen. If you feel that you may struggle, consider asking a friend or family member to help you stay committed by having accountability check-ins.

In honor of National Self-Improvement month, I urge you to set one personal and one professional goal. It doesn’t have to be difficult – it could be as simple as trying something new or seeking help from a more experienced co-worker to master a task that you aren’t very efficient at. Don’t stop at the end of the month though. In all actuality, self-improvement is a continuous process. It can certainly be hard and challenging at times, but the end results are worth it when you gain a sense of fulfillment and happiness in your life. Why settle for “good enough”? There’s no better time than today to create your best self!



**COVID-19 Changes Picnic...** Our company picnic was scheduled for later this month. With the high rates of illness and hospitalizations in both Oklahoma and Missouri, we will be working to reimagine our picnic. As much as we would all like to be able to enjoy a picnic this year, the health and wellness of everyone at Goodwill plays a significant role in our decision-making process.

We would love to hear from you. What is your favorite part of the picnic? Is it seeing your colleagues from other parts of the organization? Playing Bingo and winning prizes? Playing games or dancing? Having some time off? Eating hamburgers or chicken sandwiches? Something else?

Let us know at [www.goodwilltulsa.org/picnic](http://www.goodwilltulsa.org/picnic)



## VITAL News

MODI KWANZA  
VITA Coordinator/ Financial Resilience  
Programs Manager

**At the Tulsa FEC ...** We now have 130 clients registered. Of those, 77 are having repeat sessions. For outcomes, one client was able to increase savings by \$1,000.

The counselors had two weeks with than 10 sessions in August. We wondered whether the return from summer trips, back to school season and appearances at recent events played into the bump.

One event we attended was the Emergency Rental Assistance Program application station at Iglesia Hispana Victory on August 17<sup>th</sup>. Overall, as many as 250 people were aided in signing up for ERAP and others even got their COVID-19 vaccination at the pop-up clinic with Oklahoma Caring Van. Although we were there primarily to share information about the Tulsa FEC, we got to help a participant upload documents in the online application and signed up another participant for a VITA tax appointment.

On August 30<sup>th</sup> – 31<sup>st</sup>, one of our training partners, Neighborhood Trust Financial Partners, conducted a virtual site visit with the Tulsa FEC. The visit included observations of the counselors' sessions with clients and the counselors received immediate feedback. Neighborhood Trust praised the counselors' thoughtfulness, approach to the sessions, and eagerness to provide the service.

**Summer VITA ...** We experienced a number of no-shows for appointments last month. Nonetheless, our VITA team has prepared 56 tax returns for the summer session. We have also served 24 clients this summer through GetYourRefund. We are also helping with GetYourRefund's national summer tax prep site, and have served 29 clients.

Advance Child Tax Credit payments have been sent out to eligible taxpayers over the past two months. Taxpayers can now update their mailing address and banking information on the Child Tax Credit portal at IRS.gov. Taxpayers will be able to make changes to dependents, marital status and income, later this summer. Code for America has launched a new mobile-friendly sign up tool, at getCTC.org. The portal is available in English and Spanish. [Read more here](#) (right click to open link)

## Bank On Tulsa

Bank On Tulsa now has six nationally certified accounts for Tulsans to choose from! We are now having conversations with organizations in Tulsa to discuss how we can integrate Bank On with the services they already are offer. If anyone would like more information about Bank On, or have recommendations of organizations I should be talking to, please reach out to Kelsey Schultz at [kschultz@goodwilltulsa.org](mailto:kschultz@goodwilltulsa.org)



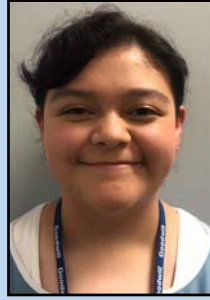
National Payroll Week is September 6-10. This is a great time to have conversations with employees about the importance of having a bank account to be able to receive direct deposit. Studies have shown that an adult without a bank account will spend around \$40,000 in fees over their lifetime.

# Meet Your Co-Workers



**Meet**  
**Eleanor Christian**

Eleanor works for Goodwill as a Utility Processor. Tulsa is her home! She is an avid sports fan and cheers for OU football! When she has time off she enjoys spending time with her son.



**Meet**  
**Amanda Vasquez**

Amanda works at the Carthage Retail Store and she has been there since mid August 2021. Amanda enjoys meeting new people and that is what drew her to work at the store ... besides the shopping, of course! In her free time she likes to read but a trip to the beach would be her go to vacation spot!



**Meet**  
**Sheila Browning**

Sheila's hometown is Anaheim, California. She recently came to work for Goodwill in August as a Wares Sorter. She is an avid sports fan who enjoys the KC Chiefs, the LA Angels and the OKC Thunder. When she has free time she likes to sleep! An ideal vacation for her would be a trip to Greece or Egypt.



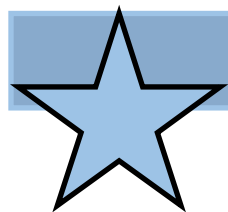
**Meet**  
**Tyler Troutman**

Tyler, who goes by "TT" is from Bristow OK. He is a Material Handler on the Dock and began there this year—2021. He says he enjoys the people he works with everyday. He enjoys his favorite sports teams—the NY Jets and the Boston Red Sox. When he has time to spare he enjoys mini golf and would like to vacation anywhere but "Oklahoma"!



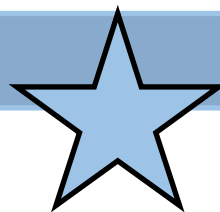
***Take a moment next time you see one of these new employees & welcome them to Goodwill!!!***





## August New Hires

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



**Processing:** Wendy Benge, Sheila Browning, Eleanor Christian, Darlene Daugherty, Matthew Griffin, Amber Harrison, Sonia Marquez, Johnnetta Martin, Matthew McGinley, Javier Vasquez **Donations:** Leroy Denson **Janitorial:** Gary Sivadon, **Retail:** Angela Adams, Faith Benson, Angela Carterman, Christine Cox, Teresa Haak, Eboni Hill, Caryl Kukendall-Harris, Mary Lenard, Carol McNemar, William Parnell, Jessica Settles, Amanda Vasquez

## October Birthdays



Lorey Edmondson—10/1  
Jenny Nobile—10/1  
William Barrett—10/2  
John Taber—10/2  
Robyne Drury—10/4  
Angela Adams—10/5  
Kenneth Anthony—10/6  
Paul Duncan—10/7  
Matthew Griffin—10/7  
Kelsey Schultz—10/8  
Israel Botello—10/10  
Michael Nees—10/10  
Elliot Ward—10/11  
Jeff Detjen—10/13  
Magyn Passmore—10/13  
David Keith Weaver—10/13  
Cathy Cantu—10/15  
Lois Mayo—10/16  
Joseph Perrier—10/16  
Kenneth Osorio—10/18  
Ellen Mize—10/19  
Melanie Morose—10/21  
Mark Davenport—10/22  
Dewayne Dotson—10/22  
Kelly Perez—10/23  
Aaron Thompson—10/23  
Amber Harrison—10/24  
Brittany Ackley—10/27  
Michael Blecher—10/27  
Evelyn Shoals—10/27  
Linda Smith—10/27  
Stephanie Bodman—10/28  
Erik Harbin—10/28  
Kristielynn Paddock—10/30  
Tonia Turner—10/30  
Joshua Boyles—10/31  
Tommy Friend—10/31  
Kyle Hager—10/31  
John Widlund—10/31  
Tina Yates—10/31

## September Anniversaries

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

**1 Year:** Penny Smith, Mary Jordan, Eva Kout, LeRoy Peratrovich III

**2 Years:** Myesha Clayton, Sherrie Pryor, Glenda Selsor, Madison Thomas

**3 Years:** Dee Allen, Mitchell Bryant, Diane Tolsma

**4 Years:** Jeffrey Daniel, Alan Atkinson, Prakash Warier

**5 Years:** Parrish McDaris

**6 Years:** Janet Harbert, Melvin Hildebrand, Lorena Lyons

**7 Years:** Lori McKenzie, Kenneth Anthony

**8 Years:** Morgan McKenzie, Liz Kallin

**9 Years:** Anita Headrick

**10 Years:** Connie Korell-Clevenger

**11 Years:** Dylisia Markham, Rachele Pedersen

**17 Years:** Kim Downs

**21 Years:** Derrick Broughton

**29 Years:** Karla Davis

## 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 Processors, Sorters, Tagger, CDL Truck Driver, Material Handlers, Janitor Floor Specialist

**Retail:** Assistant Manager II, Customer Service Manager, Sales Associates,

Donated Goods Retail Assistant (Bixby)

**Donations:** Donation Attendants

**TulsaWORKS:** Digital Skills Instructor, Career Navigator

**Workforce Development:** Job Coach/Donations, Job Coach/Hospitals, Job Coach/Contract Services, Employment Consultant, Coordinator/Work Adjustment & Supported Employment, Instructor, Work Adjustment

**Administrative:** Financial Counselor, Marketing & Digital Communications