

2011 annual report  
from poverty to prosperity

# report to the community

2011 was fantastic for Goodwill! With the support of an energetic and committed Board of Directors, a dedicated team of Workforce Members, and a community that continues to embrace the Goodwill Mission and Vision, Goodwill Industries of San Antonio continues to thrive and surpass all goals. We are especially proud to have launched our Good Choices programs, providing much-needed wrap around services, in addition to expanding Good Careers Academies, addressing the needs in the middle skills market. Goodwill Retail operations also recorded a banner year, providing critical funding for our mission delivery, thanks to the generous support of our donors and shoppers.

These highlights are only a snapshot of the 2011 success stories. We hope you will take a few minutes and read the report in its entirety.

Most of all, we just want to say thank you for your support in 2011 and for helping us advance the Goodwill Mission and Vision.

From my hearts to yours,  
Sybel Pici, Chair



## AbilityOne

2011 was the best year ever for our government contracts. We continued 15 contracts representing close to \$12 million in payroll for 300 Team Members, 87% of which have a significant disability.

## launch of Good Choices

2011 marked the beginning of our Good Choices services, which include an enhanced approach to Work Supports, Financial Strengthening, Career Progression and Health & Wellness.

## GCA openings

In 2011, our Good Careers Academy (GCA) expanded course offerings to include English as a Second Language (ESL) classes in Laredo and a Logistics course at our Distribution Services. In 2012, our new GCA Downtown Technology Campus opened for additional classrooms and Distance Learning Technology.



# a look back

2011 was a record-breaking year with more people served and jobs created than ever before.

639,138 donors

2,130,051 shoppers

51,471 people served



# 2011 results

It's about people. Many lives change when a person goes from supported existence to independence, thanks to educational programs and services that assist people in finding better jobs and building careers. But the best way to understand the lives impacted is through numbers. See what happens when we work together.

# 8,739

immunizations

# 1,641

people in the Fresh Start Program, which helps ex-offenders get back to work

# 20+

million cost savings to tax payers



## family strengthening

In 2011, our agency was named as one of five finalists for the National Center of Excellence for Family Strengthening by the Annie E. Casey Foundation.



# lives changed

Have you ever seen a life-changing event? Thanks to you—we do nearly every day. When Goodwill gives someone a hand up, not a hand out, barriers are removed. And people find better jobs and careers that offer higher wages, benefits and security. These are changes that break the chain of poverty. And that means generations are changed.



## capital campaign

Goodwill of San Antonio embarked on and completed a capital campaign. Funds from the \$3 million Bridge Builders Capital Campaign will be used to expand our stores and Good Careers Academies and to offer \$360,000 annually in scholarships.

12,000+

health services

2,135

job placements

8% vs. 44%

recidivism rate

national recidivism rate

# financial highlights

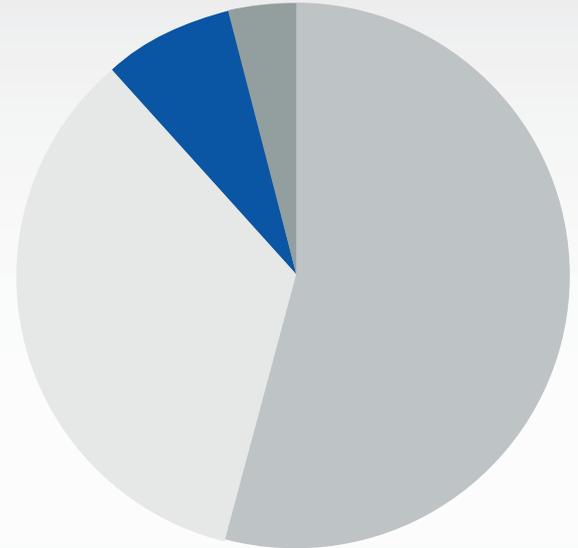
Because of business partners who contract with Goodwill for services, along with the generosity of those who donate merchandise that we sell in our stores, Goodwill has built a stable financial base. Please review our financial results as illustrated in these graphics.

946 team members

12.5 million  
pounds of items recycled



\$ 29.8 million  
in payroll and benefits



## revenue

● Retail Operations:	\$27,288,388
● Federal & Community Contracts:	\$18,660,189
● Workforce Development Services:	\$4,339,473
● Miscellaneous:	\$2,822,763
Total:	\$53,110,813

## Officers

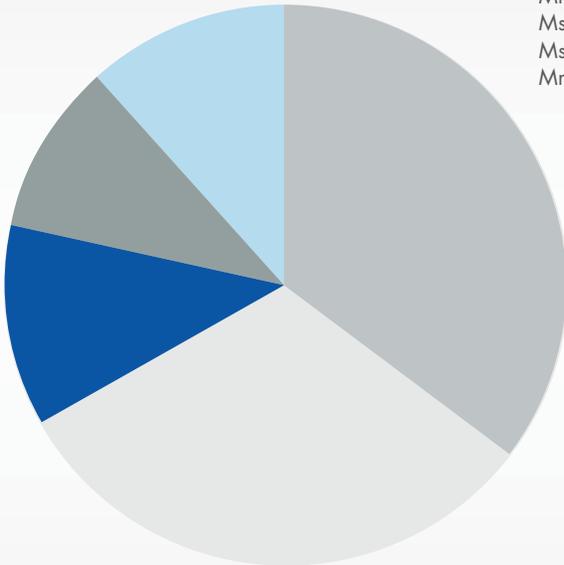
Ms. Sybel Pici, Chair  
 Mr. Rob Glenn, Vice Chair  
 Ms. Janelle Sykes, Treasurer  
 Dr. Mary Steff, Secretary  
 Mr. Kent Krauss, Past Chair

## Board of Directors

Mr. Al Barrientez  
 Dr. Ken Davis  
 Ms. Janice Flynn  
 Ms. Elizabeth Garretson  
 Mr. Charlie Lutz III  
 Mr. David Palmer  
 Mr. Keith Parker  
 Ms. Francine Prosser- Johnson  
 Ms. Debra Runyan  
 Mr. Steve Varga

## Executive Staff

Mr. Bob Dugas, President & Chief Executive Officer  
 Ms. Marla Jackson, Chief Operating Officer  
 Ms. Donna Lazzari, Chief Mission Officer  
 Ms. Lisa Brunsvold, VP, Marketing & Development  
 Mr. Greg Eads, VP, Retail Operations  
 Mr. Mark McKeever, VP, Work Services  
 Mr. Joe Williams, VP, Information Technology



## expenses

● Retail Operations:	\$18,457,394
● Federal & Community Contracts:	\$15,425,945
● Workforce Development Services:	\$6,587,872
● Miscellaneous:	\$5,813,932
● Operational Reserve/Capital Replacement:	\$6,825,670
<b>Total:</b>	<b>\$53,110,813</b>

