

# CHANGING LIVES



**DONATE**



**SHOP**



**EDUCATE**



**EMPLOY**



Your Goodwill Changes Lives...Through the Power of Work

Donate. Shop. Educate. Employ.

On April 25, 2016, we celebrated 71 years of service to San Antonio and the surrounding communities. Our focus continues to be in four areas – donating, shopping, educating and employing.

**Donate.** Your generous support in helping us change lives through the power of work resulted in over 800,000 donations.

**Shop.** Your donations fuel our retail stores and allowed us to expand services into the Texas Hill Country. We opened two new stores, adding jobs in Kerrville and in the Walzem Road area in San Antonio.

**Educate.** By partnering with three other non-profit agencies, we expanded our career services to community members in the Kerrville area. We also expanded our skills training certification classes into eight area high schools, educating more than 150 high school youth in high-growth occupations.

**Employ.** We assisted nearly 25,000 community members with job-related services during the year, and placed 2,333 people in jobs. At the opening of our new Good Careers Center at the Ella Austin Community Center on the Eastside of San Antonio, we were joined by nearly 400 local residents at our community-wide celebration.

The continued success of Goodwill San Antonio as a meaningful community agency is a team effort. On behalf of our 1,400 team members, we thank you for your commitment to help us change lives through the power of work in the communities we are so proud to serve.

### **Janelle Sykes**

*Chair, Board of Directors*  
Goodwill Industries of San Antonio

### **Kevin J. Bergner**

*President/Chief Executive Officer*  
Goodwill Industries of San Antonio

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### **GREG EADS**

Vice President, Retail Operations

### **JAMES MEEHAN**

Vice President, Contract Services

# DONATE

At Goodwill San Antonio, every donor is a job creator. And every donation becomes a valued means for funding education, training, and career services that prepare individuals with disabilities and other disadvantages to obtain jobs. The simple act of donating to Goodwill leaves an impact much more significant than a cleaner closet or a better organized garage. When you donate gently used items to Goodwill, you are not only helping to recycle and repurpose items that would otherwise be destined for the landfill, you are helping us change lives through the power of work.

Goodwill San Antonio is committed to maximize the value of every donation received because we know every donation

provides life-changing opportunities — opportunities that help individuals gain independence, opportunities for youth to gain skills for tomorrow's workforce, and opportunities to aid Veterans in their transition from the military to civilian life.

**807,832**  
Donor Transactions

**34** Donation Stations

## Donate and Make a Difference:

- 34 Convenient Donation Stations located throughout San Antonio, Kerrville, Laredo, New Braunfels and Seguin, TX
- Free Home Pickup Services
- Vehicle Donation Services
- Monetary Donations
- Environmentally Safe Electronics Recycling

# SHOP

Bright, well-organized Goodwill San Antonio retail stores sell quality new and gently used household goods, furniture, electronics, collectibles as well as a variety of clothing apparel. Every store is a "treasure hunting" destination for individuals and families to discover unique finds at a great value. Yet the real treasure when shopping Goodwill is knowing that nearly 90 cents of every dollar spent on the sale of donated items is helping individuals within our local community reach their true and fullest potential. Revenue generated within our stores or online funds education and training programs offered through Goodwill San Antonio's Good Careers Academies and Good Careers Centers. Stores also serve as a retail training ground for individuals to gain "soft skills" such as time management, work etiquette and customer service skills in a transitional work setting.

## NEARLY 90¢ OF EVERY DOLLAR

generated from the sale of donated goods is spent directly on fulfilling the Goodwill San Antonio mission.

**21** Retail Stores to include our new Cibolo Bend location opening in October 2016



**OPENING SOON IN CIBOLO**  
635 Cibolo Valley Drive

## KERRVILLE AND WALZEM GRAND OPENINGS



Kerrville Grand Opening — July 23, 2015



Walzem Grand Opening — January 14, 2016



**Computer Works**  
Technology Made Affordable

# NOW OPEN

at our Bitters/Hwy. 281 store location



**1** You donate to Goodwill.



**2** We sell the donated goods in our stores.



**3** The proceeds help fund our mission of changing lives through the power of work.



**4** Lives of individuals and their families are transformed.

# EDUCATE

Goodwill San Antonio understands the importance work has on the long-term prosperity of an individual, their family, and ultimately, our community. We also understand the importance of not just helping people find jobs, but also equipping them with the education and skills needed to be successful both now and in the future. Goodwill San Antonio's Good Careers Academy provides affordable certification-based training in high demand industries to help individuals prepare for, start, retain or advance careers. With accredited certification programs offered in the healthcare and information technology fields, students not only gain a quality education, they receive individualized support to ensure their success both in and out of the classroom.

## High School Partnerships

Good Careers Academy also focuses on preparing our community's youth for the workforce and/or post-secondary education by offering job training programs within the high school setting. Through these training programs, students gain marketable skills to position them for immediate employment upon graduation.



**Youth Services**  
With many students leaving high

school unprepared to enter the workforce, Goodwill San Antonio developed the Career Navigator program focused on increasing career awareness, job readiness and college success. Through this program, students receive classroom instruction, individualized case management and one-on-one career coaching. Career Navigator staff will also partner with Palo Alto College to provide support to college freshmen as they navigate through their first year. This focused support is targeted to increase the student retention rate, and eventually the graduation rate.

## Good Careers Academy Certification Programs:

**HEALTHCARE:** Pharmacy Technician, Medical Assistant, Nurse's Aide, Medical Secretary

**INFORMATION TECHNOLOGY:** Computer Support Specialist

**OTHER:** Commercial Drivers License, Administrative Assistant, Apartment Maintenance Technician

**96% of Good Careers Academy graduates are first time attendees in post-secondary training. Over 150 high school students in 8 high schools have received post-secondary training in high-growth occupations from Good Careers Academy.**

- **Good Careers Academy placement rate for all programs is 80%; exceeding current industry standards of 50%.**
- **Total Annual Earnings for Good Careers Academy Graduates in 2015 — \$2,600,000.**
- **Since 2009, the amount of combined wages earned by Good Careers Academy students, over a full year of employment following graduation — Nearly \$36 Million.**

# EMPLOY



*Goodwill Contract Services Document Management*

Goodwill San Antonio's Good Careers Centers are a free community resource providing résumé and job search assistance to help individuals obtain jobs and build careers. All Good Careers Centers offer computer technology allowing community members to access databases of available positions throughout the region. More importantly, through our centers, Goodwill is able to serve and provide wrap-around supports to the often underserved members of our community – Individuals who are

unemployed/underemployed, individuals with disabilities and individuals with a non-violent criminal background. Such direct one-on-one support aids in evaluating and understanding the underlying needs that are often the root cause for unemployment.

Goodwill San Antonio also proudly employs 1,400 team members in San Antonio, Kerrville, Laredo, New Braunfels and Seguin. While we are one of the largest non-profit employers in San Antonio, we are most proud of employing individuals who typically have the highest unemployment rate — individuals with disabilities.

Goodwill San Antonio Contract Services employs more than 600 individuals, many of whom have a significant disability, on 18 federal government and local contracts that provide services ranging from document management to grounds maintenance. Goodwill provides case management and accommodations to team members needing assistance. With this support, our Contract

# 2,333

people placed in competitive jobs.

## \$13.3 MILLION

in earnings for people with significant disabilities; one of the populations with the highest unemployment rate.

## 18 GOVERNMENT CONTRACTS

providing employment opportunities for **614** individuals, **510** who have a significant disability and includes **158** Veterans.

Services team members earn high performance praise for customer satisfaction and on-time delivery.

# CHANGING LIVES FROM UNEMPLOYABLE TO UNSTOPPABLE.



## THOMAS S.

Thomas' career was taking off, painting and maintaining aircraft at an aviation company in San Marcos. Looking back, Thomas remarked, "I was making pretty good money. But there's never enough.

Greed sets in. I took the opportunity to make easy money and ended up paying for it." Thomas spent the next five years in prison for selling drugs. His son was only four at the time. "He needed me at home and I was gone for a stupid mistake I made. I regret it every day", Thomas lamented.

When he got out, Thomas quickly discovered his felony was a major roadblock

"I just want to give Goodwill my best. Because they gave me their best."

to employment. He applied all over town, only to be consistently rejected. Luckily, someone at his halfway house told him about the programs for ex-offenders offered by Goodwill San Antonio. "I didn't know what Goodwill was about. I thought it was just a thrift store. But right away, they helped me out in a big way. I was amazed."

After completing the Goodwill 90-day job readiness training program. Thomas was hired at the Goodwill Distribution Services Center, loading and unloading trucks. He quickly worked his way up from the dock to the Goodwill Maintenance Team. For the past three years, Thomas has been traveling to every Goodwill Store and Donation Station performing whatever maintenance is needed to keep the locations in top operating condition.

Even though he's no longer in the aviation business, Thomas feels his life and his future have ascended to new heights. "It's a great feeling to be free and living a life where you're not looking over your shoulder. My son's a senior and will be graduating this year. I tell him, 'Remember what I went through. I want you to learn from my mistakes and do better for yourself and for your wife and kids.' I'm very proud of him." Thomas continues to grow in his career. "I just want to give Goodwill my best. Because they gave me their best. They were the first ones to give me a second chance. I'm very blessed."

## 2015 FINANCIAL SUMMARY

<b>The Community Investment</b>	
Sales of Donated Goods .....	\$33,789,876
Contract Earnings .....	\$31,164,983
Workforce Development and Education .....	\$1,697,332
United Way .....	\$699,884
Other .....	\$588,323
<b>The Community Investment .....</b>	<b>\$67,940,398</b>
 <b>Goodwill Returns to the Community</b>	
Wages, Benefits and Taxes .....	\$45,128,826
Supplies and Services .....	\$8,379,734
Facility and Operating Expenses .....	\$10,059,963
Investment in Future Facilities and Programs .....	\$2,122,033
Other .....	\$2,249,842
<b>Goodwill Returns to the Community .....</b>	<b>\$67,940,398</b>

## CHANGING LIVES FROM HOMELESS VETERAN TO WARRIOR OF HOPE.



### SYRETTA C.

After joining the Army, Syretta was trained as a combat medic and attended Air Assault school, repelling out of helicopters in full battle gear. But nothing could prepare her for what she saw during two tours in Iraq. As a medic, she witnessed first-hand the devastation war can bring to our soldiers who put themselves in harm's way protecting our freedom. Syretta left the Army after six years but the effects of the experience remained. "If I get too much going on in my mind, I have to separate myself or I don't know how to handle it," she explained.

In 2010, Syretta started nursing school in San Antonio, funded by a job and her Veteran's educational benefits. But toward the end of her schooling, a perfect storm of circumstances hit. She had to quit her job to keep up with the intensifying demands of school. Her lease was up, her education

funds had run out and the complexity of school and life had taken its toll on her spirit. Unable to pass her final exams, Syretta had no choice but to begin living in her car. "I would park for the night at a hospital," she recounted. "I used a nearby gas station restroom and joined a gym for the showers. It was overwhelming." But Syretta stayed

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"My life has more purpose, more meaning. Goodwill's dedication to Veterans is a blessing in my life."

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strong in her faith. "It kept me in my place of peace even when I felt like I was in a dark place."

Syretta's prayers were answered when a friend from church told her about a job fair at Goodwill San Antonio's Veterans Resource and Career Center. Impressed with her service record and enthusiasm, Syretta was offered a full time job with Goodwill San Antonio's Contract Services at Randolph Air Force Base. She is now a Recognitions Associate doing casework for Veterans eligible for decorations and awards and the benefits attached to those recognitions. "It makes you feel like you're giving them the honor they deserve," she said.

Syretta's life has taken a real turn for the better. "I've gained a lot more stability, emotionally and financially. I got married last year. My life has more purpose, more meaning. Goodwill's dedication to Veterans is a blessing to my life."

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The legacy and the charge of Goodwill Industries of San Antonio is to give anyone who is willing to work, despite disability or circumstances, a chance — not charity. Your donations, your purchases continue this cycle of hope.

Goodwill Industries of San Antonio  
406 W. Commerce, San Antonio, TX 78207 • [www.goodwillsa.org](http://www.goodwillsa.org)  
Goodwill Industries of San Antonio is a Section 501(c)(3) non-profit social enterprise.



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## GOODWILL SAN ANTONIO IMPACTS OUR COMMUNITY BY:

**ENRICHING FAMILIES** through education, training, youth programs and partnerships to create a positive economic impact.

**PREPARING INDIVIDUALS** for the workforce through job resources and skill certification in high-demand careers at little or no cost.

**PROVIDING OUTREACH INITIATIVES AND CAREER SERVICES** to Veterans and their family members as they transition from the military to civilian life.

**ADVOCATING BUSINESSES** through our recruitment and contract services as well as green business lines.

# 24,779

people served through our Good Careers Centers with individualized services.

# 2,333

people placed in competitive jobs

# \$13.3 MILLION

in earnings for people with significant disabilities; one of the populations with the highest unemployment rate.

# 10.7

 million pounds of goods recycled