



CHANGING LIVES

FROM HOMELESS **VETERAN** TO **WARRIOR** OF HOPE



Syretta saw joining the United States Army as both a way to serve her country and explore new worlds. She went through rigorous combat medic training and attended Air Assault School, repelling out of helicopters in full battle gear. But nothing could

prepare her for what she was exposed to during two tours of duty 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. "I do have a different awareness of what goes on around me," she remarked. "If I get too much going on in my mind, I have to separate myself or I don't know how to handle it."

In 2010, Syretta moved to San Antonio to start nursing school. She found employment and was also aided by her Veteran's educational benefits. But toward the end of her schooling, a perfect storm of circumstances hit all at once. 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 out of her car while seeking gainful employment.

"I would park for the night at the hospital because it felt safe," she recounted. "I used a nearby gas station restroom and joined a gym to use the showers. I would cover the back windows with cardboard so no one could look in. It was overwhelming." But through it all, Syretta stayed strong in her faith. "It kept me in my place of peace even when I felt like I was in a storm."

Syretta's prayers were answered when a friend from church told her about a job fair at the Goodwill San Antonio Veterans Resource and Career Center. She arrived early and was the first in line to be interviewed. Impressed with her service record and enthusiasm, Syretta was offered a full time job with the Goodwill Contract Services unit at Randolph Air Force Base.

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

As a Recognitions Associate, she is doing casework for veterans eligible for decorations and awards and the benefits attached to those recognitions. It's a very rewarding career for Syretta and helps ease the pain of her past. "It makes you feel like you are really giving them the honor they deserve. Especially the ones getting benefits after so many years." Syretta's life has taken a definite turn for the better.



WATCH SYRETTA'S STORY:
www.goodwillsa.org/about/success-stories

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The Impact Goodwill San Antonio has on the Community



Since 1945, Goodwill San Antonio proudly serves San Antonio and the surrounding areas by providing education, training and job placement services to individuals and families in our community.

We understand the importance

employment has on the long-term prosperity of an individual, their family, and ultimately, our community. We understand the importance of not just helping people find jobs, but also equipping them with the education and skills needed to be successful and to build careers. We are able to provide these services through your gracious support, donations and meaningful business partnerships.

One specific area of focus over the past three years is our partnership with Starbucks to assist Veterans transitioning out of the military and into the civilian workforce. The Starbucks Community Store, located at Loop 410 and Highway 151, donates **10 cents of every transaction in support of the Goodwill Veterans Outreach Programs.**

Our partnership with Starbucks has made a significant impact to our community:

- **Generated \$15 million to the local economy in salaries from the placement of Veterans, Reservists and immediate family members in competitive jobs**
- **Provided career services to 8,177 Veterans, Reservists and immediate family members**
- **Placed 584 Veterans, Reservists and immediate family members into meaningful employment**
- **Enrolled 719 Veterans into intensive career services**

Help Us Make a Difference by Donating Today:

- Drop off items at any of our 35 conveniently located Donation Stations
- Schedule a Free Home Pickup
- Take advantage of our easy vehicle donation services
- Give your electronics new life through our Electronics Recovery Program
- Make a monetary donation at goodwillsa.org

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

Visit goodwillsa.org to learn more about how you can support our mission.

Goodwill Home Pickup Service Provides Added Convenience to Donors



Are you moving, redecorating or upgrading? Give those no longer needed items a new life and purpose by donating them to Goodwill San Antonio. Your donated furniture, small appliances, housewares, home décor, electronics, clothes, accessories and shoes help fuel our mission of **changing lives through the power of work.**

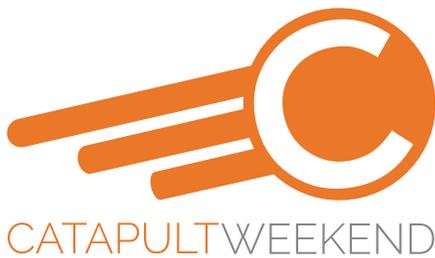
While we have 35 donation stations conveniently located throughout San Antonio, Cibolo, Kerrville, Laredo, New Braunfels and Seguin, we also offers **FREE home pickup service in San Antonio, Kerrville and Laredo.** It is convenient, easy and fast and only takes a few minutes to schedule.

Our Goodwill Home Pickup team provides professional service from when they greet you at your door to loading your donations onto our truck. You can be rest assured that your donated items will be handled with care.

Learn more about our **FREE Home Pickup Service at goodwillsa.org/homepickup.**

Don't forget that when you use the Goodwill Home Pickup Service, you are helping to fund education, training and career services that prepare individuals to find better jobs and build careers.

“They picked up from my home today and were very professional, on time and quick.”—Mary S.



Entrepreneurship Training for Veterans

During the first two weekends in November, Goodwill San Antonio and Geekdom hosted two Catapult Weekend entrepreneurial events tailored for 40 Veterans and their spouses, sponsored by the 80/20 Foundation. These events are 3-day rapid business start-up training sessions that expose would-be entrepreneurs to about 3 months of training in all aspects of business ownership over one intensive weekend.

Participants attended a pre-cursor in Digital Literacy to quickly ramp up exposure to the latest offerings and relevant digital tools that will aid these entrepreneurs in forming and launching new businesses.

The teams were taught the Lean Canvas method of business development and were coached and mentored throughout the weekend in each step of the business development process from concept ideation, to market research with potential consumers, to business development, funding resources

and requirements with a panel of financing mentors from LiftFund and Miltribe, and finally on how to pitch a business idea to investors. The concepts learned during the weekend can then be applied to each participant's own business ideas. Mentors from several businesses including Starbucks, Goodwill, Geekdom, Miltribe and Image Freedom provided mentoring throughout the weekends, and ongoing mentoring will continue for participants.

New business concepts that ranged from a personal chef, to adopting retired military service dogs, to flags honoring our fallen heroes were presented. These Veterans completed the course with knowledge of an abundance of new resources, refined business ideas, a renewed sense of confidence that they can be successful in starting a new business, along with a new group of friends and supporters with whom they can continue to collaborate.

The Value of Your Donations



Once you have dropped off your donations at one of our 35 donation stations located throughout San Antonio, Cibolo, Kerrville, Laredo, New Braunfels and Seguin, or have taken advantage of our FREE home pickup services, what happens next?

Through community support, Goodwill San Antonio is able to provide affordable, short-term training programs through our **Good Careers Academy**. Students can earn certifications in high demand fields such as Pharmacy Technician, Nurse's Aide, Commercial Driver's License. In addition, our **Career Navigator** program is in 6 area high schools preparing our youth to be successful once they leave high school for the workforce or higher education.

Goodwill San Antonio also offers **FREE job search assistance and career services** at our 13 Good Careers Centers located throughout the San Antonio area.

Benefits of Donating to Goodwill San Antonio

- Your donations are eligible for a year-end tax deduction.
- Your electronics will be safely processed and won't go into the landfill.
- You are helping others in the community better themselves through meaningful employment.

With your generous donations, you are supporting the Goodwill mission and making a difference in people's lives through work throughout our community. Thank you!

Visit goodwillsa.org to learn more about how you can help support the Goodwill mission of changing lives through the power of work.

Goodwill Opens Store and Donation Station in Cibolo



Goodwill Cibolo Store Team

Our newest Store and Donation Station is now open in Cibolo at 635 Cibolo Valley Drive.

You can now donate your gently used electronics and household goods at the same place where you can find unique treasures and shop the latest trends... all while helping people in the Cibolo community.

Mark McKeever, Goodwill San Antonio Chief Operating Officer, began the Grand Opening ceremony on Wednesday, October 19th, 2016. Members of the Goodwill Board of Directors, Goodwill Executive Team and Cibolo Chamber of Commerce were joined by Allen Dunn, Mayor of Cibolo. Local school officials and Cibolo community leaders participated in the celebrations which included four days of giveaway prizes donated by local businesses, everyday savings and treasure hunting!

Stop by our Store and Donation Station from 9 a.m. – 9 p.m. Monday – Saturday and from 11 a.m. – 7 p.m. on Sunday.

The opening of the Cibolo store created 22 new jobs in the Cibolo community. With every item purchased at or donated to Goodwill, you help fund education, training and career services that prepare people to find jobs and build careers in our community.

To learn more about our new Cibolo location and the impact Goodwill San Antonio has on our community, [visit goodwillsa.org](http://goodwillsa.org).

Thank you

to the following businesses for donating the prizes for our grand prize drawings:

- Facilities Systems Integration (FSI)
- Harmon's BBQ
- Jo's Flowers and Gifts
- Pure Health and Wellness
- Silver's Pet & Feed

THANK YOU

To our family of donors, partners & supporters. Together we are making a difference in our community!

Goodwill Industries of San Antonio is a 501(c)(3) non-profit social enterprise.



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

Donate. Shop. Educate. Employ.

Subscribe to our e-newsletters at goodwillsa.org.

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