



**GOODWILL  
SAN ANTONIO**

## Good News Spring 2019

### Finding a Beacon of Light and Hope

Growing up in Virginia, David found himself lost and disconnected at an early age. Broken family relationships impacted him throughout his teen years leaving him uncertain as to what the next chapters would hold.



David graduated high school and was enthusiastic to attend a local community college. College meant he had an opportunity for a fresh start. But after three years of college, he realized he enjoyed working more and dropped out.

Antonio. He obtained a full-time job at a community bank where he obtained both technical and soft skills. However, the constant demands and stress associated with working in a call center environment became more than he could manage. The stress of his job coupled with the desire to be back in Virginia closer to his mom triggered severe anxiety.

David eventually left the company, but at the cost of his mental well-being and damaged self-confidence. He struggled to find employment. With only a high school diploma in hand, he received phone calls from only three out of one hundred applications he

A relationship and a desire for change brought David to San

*"Goodwill helps guide you when you are lost. They have been a beacon of light and hope - not just for me, but for others who are struggling."*

- David, Good Careers graduate,  
Goodwill Records Management  
Support Associate.

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# Goodwill San Antonio Partners With the Community to Re-engage Opportunity Youth

With more than 30,000 young people in Bexar County between the ages of 16 and 24 neither in school nor working, Goodwill San Antonio has partnered with the City of San Antonio and Communities In Schools on a comprehensive initiative to re-engage young adults who are currently disconnected from education, employment, or major social institutions.

The [NXT Level Youth Opportunity Center](#), inside the Frank Garrett Multi-Purpose Center at 1226 NW 18<sup>th</sup> Street, opened its doors on February 15<sup>th</sup> and is the first of its kind in Texas. The center aims to connect with the community's most vulnerable youth, by providing critical social and emotional support as well as education and career resources to help young people get back on track and navigate a successful future.

The center, managed by the City of San Antonio, is staffed with life and career coaches from Communities In Schools, a non-profit serving at-risk youth, and Goodwill San Antonio. Through supportive one-on-one sessions, participants and coaches from Communities In Schools and Goodwill work collaboratively to develop an Individualized Service Plan that provides guidance on overcoming life barriers and establishing an education or career pathway for forward advancement.

According to research conducted by [Measure of America](#) on disengaged youth, San Antonio ranked 20 out of 25 of the largest metropolitan areas in the United States with the highest rate of youth disconnection. Studies show adults who were disconnected as youth are less likely to own a home, less likely to be employed as an adult, and less likely to experience good health.

Investments in the NXT Level Youth Opportunity Center by the City of San Antonio, combined with support from JPMorgan Chase & Co. through a \$150,000 grant to Goodwill San Antonio, strengthen the economic and social health of the San Antonio community. With many young people wanting to further their education, obtain

work experience, and become productive citizens, such intentional investments provide the means and the motivation to re-engage youth who possess unlimited potential, support families, grow the workforce, and strengthen communities.

For more information on this program or to direct someone in need of these services, call 210-207-1700. Appointments are not needed.

**“The reasons youth become disconnected from education and the world of work are varied and complex. Yet these young individuals merit our focus and support as they also represent our community’s greatest opportunity. They are today’s untapped talent pipeline, and tomorrow’s promise for our future workforce.”**

- Steven Hussain, Chief Mission Services Officer,  
Goodwill San Antonio



# New Goodwill Electronics Store Offers Affordable Technology & More



With the recent grand opening of the [Goodwill Electronics Store](#), located at 4810 Eisenhower Road (inside the Goodwill Clearance Center), customers now have the opportunity to not only peruse the shelves stocked with a selection of laptops, desktops, servers, monitors, tablets, and peripherals, they can also request custom built computers, configured to their needs.

Goodwill is a Microsoft Registered Refurbisher and installs both Windows 10 Home and Windows 10 Professional on refurbished desktops, laptops, and all-in-one computers.

As with all of our Goodwill stores, the Goodwill Electronics Store is more than a store offering great bargains on quality, donated items. It also serves as a learning environment for our team members who are responsible for refurbishing and selling the donated electronics. In addition to sharpening their computer skills, our team members learn the importance of developing and strengthening their soft skills such as communication, teamwork, problem solving, and time management. Angelique De Oliveira, Vice President of Business Services for Goodwill San Antonio, views the Goodwill Electronics Store as one more way Goodwill is fulfilling its mission to help change lives through the power of work.

**"Team members working in our Electronics Program gain hands-on, relevant experience while the products they refurbish provide our customers with affordable technology and access to participate in today's digital age."**

**- Angelique De Oliveira, Vice President of Business Services,  
Goodwill San Antonio**

Whether you are a local business looking to upgrade your computer equipment or an individual interested in purchasing your first computer or building a computer, our experienced staff is ready to assist you.

# FEELING OVERWHELMED BY CLUTTER?

The popular Netflix series, "Tidying Up", featuring Marie Kondo stresses if an item doesn't "spark joy", you should discard it. By following her method, you will only surround yourself with items that support your envisioned lifestyle.

The KonMari Method for Decluttering:

1. Do all of your tidying at once
2. Imagine your ideal lifestyle
  - How do you want to feel when you're done?
3. Determine if the item "sparks joy"
4. Tidy by category, not location
  - Instead of tackling one closet or dresser drawer, sort all of the clothing at once
5. Tidy in order
  - Clothing
  - Books
  - Papers
  - Miscellaneous stuff
  - Sentimental items



Once you have identified those items that no longer "spark joy", Marie Kondo suggests donating these items rather than throwing them away. When you donate your gently-loved items to Goodwill San

Antonio, you help fund our mission to provide education, training, and career services to individuals facing barriers to employment. Your items will bring joy to others be it customers searching for quality goods at affordable prices, Good Career Academy students training in a high-demand field, or a Good Careers Center client receiving meaningful one-on-one job preparation assistance.





## Beacon (continued from page 1)

submitted. Financial burdens were piling up. Unsure of his future, David discovered the Administrative Assistant program being offered at Goodwill San Antonio's Good Careers Academy. He registered and began classes with the simple notion that earning a certification meant he would have actually completed something.

Although David had already acquired many of the skills being taught in the class, the Administrative Assistant program taught him more than he ever expected. For David, the class was not so much about the content, but rather the accomplishment and experience. He and his fellow classmates became a family. They supported one another both in and out of the right classroom. Organically, David became a mentor imparting his knowledge to others who needed additional assistance. David completed his externship and graduated Valedictorian of his class.

Following completion of his certification, David was hired by Goodwill San Antonio's Business Services division where he works at Randolph Air Force Base as a Records Management Support Associate. It was a call he never expected, but one he is extremely thankful to have received.

**"Since I started working for Goodwill, I wake up excited and ready to go to work. I finally have the opportunity to show my true, passionate self."**

Appreciative for the opportunity to realize his potential through meaningful employment in a supportive work environment, David now has everything he needs to lead a successful and stable life.



Helping Change Lives Through the Power of Work.

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

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