



This is Goodwill

2012 GOODWILL ANNUAL IMPACT REPORT





We're so much more than donations and bargain shopping.

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Goodwill helps change lives through the power of work.

This work provides the independence for people to help themselves. When people discover the many ways we assist people, they frequently react with the same reply, "I didn't know Goodwill did that."

Goodwill is helping thousands get career training and find quality work. We fund programs using innovative ways including retail sales of donated goods and contract services to government, military and commercial clients. Funds are then applied to programs such as Good Careers Academies, Good Careers Centers and Workforce Development.

We hope you'll celebrate the success of a great year by joining us in business partnerships and individual giving.

Now you know.

This is Goodwill.



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Mr. Charlie Lutz III

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Mr. David Palmer

Mr. Keith Parker

Ms. Francine Prosser-Johnson

Ms. Debbie Runyan

INCOMING FOR 2013:

Ms. Jackie Gorman

Mr. Allan Smith

Leadership

Marla Jackson, Chief Operating Officer and interim CEO

Stephanie Parker, Chief Financial Officer

Donna Lazzari, Chief Mission Officer

Lisa Brunsvold, Vice President, Marketing & Development

Greg Eads, Vice President, Retail Operations

Mark McKeever, Vice President, Contract Services

Joe Williams, Vice President, Information Technology



52,839
people served

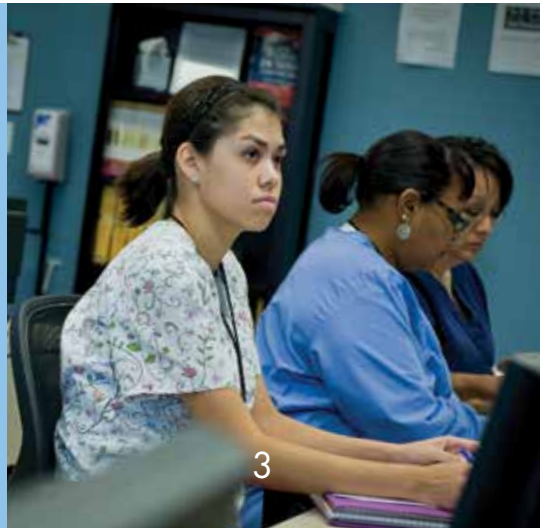
1,300 more
people than 2011;
over 2.5% increase



Opened an additional
Computer Works store
(Blanco) generating over

\$170,000

in sales making it the #1
Computer Works store



\$32.7 million
in payroll and
benefits

over \$2.3 million
more than in 2011;
over 7.5% increase

Donations & Retail Sales

This is the Goodwill most think of first. Donations of gently used items are sold in Goodwill Retail stores. Retail stores and Donation Stations provide both transitional and long-term jobs, as well as volunteer opportunities for those who need community service hours. These are an integral part of offering a “hand up, not a hand out”.

Did you know that retail sales provide over half of our operating income? This is used to fund programs that help people prepare for and retain good jobs.

So, you see, when you shop or donate to Goodwill, you’re funding educational programs and services that assist people in finding better jobs and building careers.

45,000

books sold via
e-commerce
(Amazon & eBay)

Generated over
\$430,000 in sales

Amazon seller rating
of 99.7%/eBay seller
rating 100.0%

Every 11 minutes,
Goodwill made a
book sale online





ALL stores exceeded
\$1,000,000
 in revenue;
 4 stores exceeded
 \$2,000,000 in sales
 (Bitters, Blanco,
 De Zavala &
 Fredericksburg Road)

705,280
 Donor Transactions

66,142 more
 donations;
 10% increase
 from 2011

13.1 million
 pounds of items
 recycled

600,000 lbs. more
 than in 2011;
 almost 5% increase

2,222,794
 Shopper Transactions

Over 90,000 more
 than in 2011;
 4% increase



Contract Services

Many people do not know about this aspect of Goodwill. Through primarily government and military contracts, Goodwill employs over 450 people. These are outsourced services ranging from janitorial and landscape maintenance to document management and records processing. Through Federal AbilityOne contracts, 90% of those employed have a disability or barrier to employment, jobs for those who might not have otherwise worked. That's Goodwill.

Current Federal AbilityOne Contracts:

Grounds Maintenance/ Landscaping Services

Lackland AFB
Fort Sam Houston
San Antonio Military
Medical Center (SAMMC)

Document Management, Administrative Services, Mailroom Operations

Randolph AFB
Fort Sam Houston
Army Medical Department (AMEDD)

Custodial Services

Fort Sam Houston

HVAC Services

Fort Sam Houston

Heavy Equipment Operations

Camp Bullis

Recycling Services

Laughlin AFB (Del Rio)

Goodwill's Grounds
Maintenance Team
maintains

3,800
acres, which is
equivalent to nearly
3,000 football fields



450

Team Members are
employed through
Contract Services,
generating \$22M in
revenue for Goodwill



Goodwill currently
has a presence on
every San Antonio
military installation in
addition to Laughlin
AFB in Del Rio





Good Careers Academy, Good Careers Center and Workforce Development

Prepare. Place. Retain. Advance.

At the heart of Goodwill's mission delivery, Good Careers Academy, Good Careers Center and Workforce Development are about people. These programs change lives by taking a person from dependence to independence through educational programs and services that assist people in finding better jobs and building careers.



2,194
job placements

60 additional
placements

30%
increase in GCA
students completing
their respective
programs and
receiving their
certifications

13%
recidivism rate
for individuals in
our Fresh Start
program one year
after release from
incarceration
compared to a
national average
of 45%

GCA earned a
6-year
institutional
accreditation—the
maximum length of
time possible for
a career school—
from the Council
on Occupational
Education

Our Programs

GOOD CAREERS ACADEMY (GCA)

We prepare individuals by providing demand-driven occupational training and certifications in a highly cost-effective manner. Then, we assist placing them through our many business partners.

GOOD CAREERS CENTER (GCC)

Anyone looking for employment will benefit from a trip to a GCC. Computers with Internet access for job searches and resume preparation are available. Jobs are accessible through our database of positions available throughout the region.

WORKFORCE DEVELOPMENT

Our case managers work one-on-one to fulfill advanced needs including financial assistance, educational counseling, transportation and child care.

We exceeded
our goal with
266 participants
in our Fresh Start
program

266 Prepared

119 Placed

36 Retained

90 Advanced

Awards and Honors

2012 Matson Inspiration Award

Sybel Pici

The Matson Inspiration Award was established in 2009 to honor the remarkable contributions of Mr. Jim Matson, who served as Chair of the Board and in other leadership roles for Goodwill Industries of San Antonio, and as a Board Director for Goodwill Industries International.

This award serves to recognize and celebrate the lasting benefit of those same qualities in leaders in our community.

Sybel Pici led Goodwill through the establishment of Good Careers Academy and also launched and successfully concluded the organization's first major capital campaign. Through her guidance and the development of our strong Board, Goodwill is positioned for even greater success in the years to come.



Sybel Pici

Founder of Goodwill Industries of San Antonio

Bill Sinkin

With a dream to end discrimination, a few business leaders and \$5,000, Bill Sinkin had the courage of conviction to start Goodwill in San Antonio.

The idea was simple—collect used clothing, repair it and sell it.

This vision provided not only clothing at a price that was affordable to the city's poor, it also made work available for those most in need.

From this humble start in 1945, Goodwill has continued its mission to help change lives through the power of work. Today, over 52,000 people a year are assisted by Goodwill. We all owe a debt of gratitude to Bill Sinkin for his vision and the legacy that is Goodwill.



Bill Sinkin

Making a Difference

Building eCommerce Retail

JPaul White

JPaul needed a second chance. He came to Goodwill for assistance to get his life back in order. While the community saw an ex-offender, Goodwill saw potential. Rising through the retail ranks to Assistant Manager in just two years, he was instrumental in growing an eCommerce sales capability that is expected to top \$1 million this year. These sales provide funds that give others who need a hand the chance to learn, work and regain independence, just like JPaul.

From Illness to Medical Assistant

Iliana Maldonado

Complications from pregnancy forced Iliana to leave her job as a Customer Service Representative. Medical bills, living expenses and the cost to raise her two other children left her without money and forced to live in a homeless shelter. Goodwill offered much-needed case management, living supports, education at Good Careers Academy and temporary employment. Iliana now proudly has a career at Texas MedClinic. She's earning a living that allows her to not only avoid public assistance but to provide a comfortable home and even gifts for her children. She's now looking forward to buying her own home with the help of Goodwill.

A Father and Son Story

William "Scotty" Weatherly

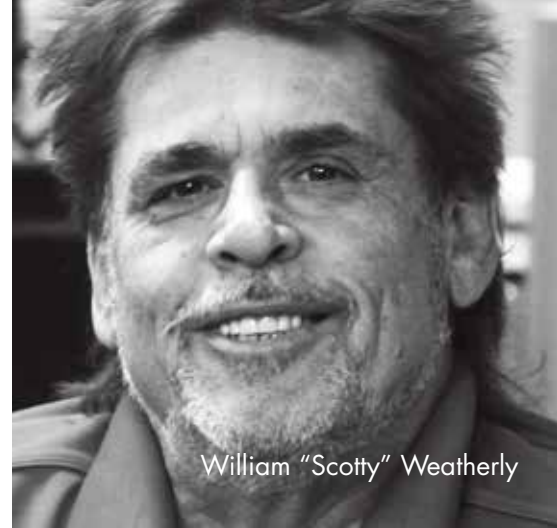
He worked as a bartender. Although always able to make a living, Scotty was not happy with the environment he provided for his young son. He came to Goodwill to find a better alternative. Starting at the bottom in Contract Services, he quickly was identified as a natural leader. As an AMEDD Day Manager, Scotty is proud of his work, able to spend time he needs with his son, and looking forward to even more advancement. Scotty's passion for the organization has inspired his son to pursue a career of his own at Goodwill.



JPaul White



Iliana Maldonado



William "Scotty" Weatherly

Good Choices

Goodwill assists with a hand up not a hand out. Providing much needed wrap-around services such as Work Supports, Financial Strengthening, Career Progression, and Health and Wellness, Goodwill's Good Choices programs instill confidence, address needs and focus on skills development that change lives.



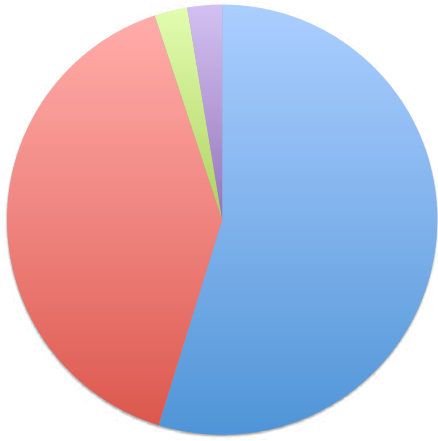
Nearly **\$300,000** in loans and match values were provided to over 60 asset-building clients through Good Choices' Financial Strengthening programs. With **33** financial classes, **446** Team Members received training this year.

3 new health partners were added to GW's Good Choices initiative: Prevent Blindness Texas, San Antonio AIDS Foundation, and A Su Salud provided new services such as HIV, vision and cancer screenings.

Services included **3,091** health screenings and **6,803** immunizations as well as vision screenings and mammograms.

Work Supports, Financial Strengthening, Career Progression and Health & Wellness help people retain jobs and advance in careers.

Financial Report*



Revenue

Retail Operations	• \$30,108,000
Federal & Community Contracts	• 22,070,000
Workforce Development Services	• 1,362,000
Miscellaneous	• 1,430,000
TOTAL	\$54,970,000

45%

of Goodwill's total
revenue is from
sources other than
Retail Operations



Expenses

Retail Operations	• \$20,163,000
Federal & Community Contracts	• 18,526,000
Workforce Development Services	• 5,661,000
Support Services	• 6,335,000
Operational reserve/Capital replacement	• 4,285,000
TOTAL	\$54,970,000

* These are unaudited numbers and are subject to change.



Bridge Builder's Campaign

We went to the community with a dream and a plan. Build a career education system that eliminated barriers to learning. Places where people could rapidly and affordably obtain certifications in occupations that were in demand. The Bridge Builder's Campaign was met quickly and enthusiastically with support for this dream. The \$3.3 million Campaign exceeded our expectations and is now a reality, with a downtown technology campus and a multi-purpose facility in our Bulverde Road location to be built in late 2013.

CAMPAIGN CHAIRS

Barbara B. Gentry, USAA

David McGee, Amegy Bank of Texas

CAMPAIGN TREASURER

Janelle Sykes, C.H. Guenther & Son, Inc.

STEERING COMMITTEE

Bradley C. Barron, NuStar

Kevin Bergner, USAA

David Bohne, USAA Federal Savings Bank

Jaimie Hayne, Catto & Catto

Greg King, GCK Ventures

Charles Lutz, Intercontinental Asset Management Group

Maj. Gen. Susan L. Pamerleau, USAF (Ret)

G.P. Singh, Karta Technologies and Paras Capital

Joe Van Horn, Valero

Sonya Medina Williams, Silver Eagle Distributors



Rendering of new multi-purpose facility
and Retail store at Bulverde and 1604 (late 2013)

Donors

Anonymous (6)

Aetna Sign Group, Ltd.
Barbara and Wayne Alexander
Amegy Bank
Curt Anastasio
William Anderson
Architectura SA
Gloria Arriaga
BH EH Foundation
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Beverly and Alan Barrington
Bradley C. Barron
Beldon Roofing Company
Michael and Penny Benavidez
Kevin Bergner
Patricia Black
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Kimberly Bowers
Broadway Bank
Rebecca Brune
C.H. Guenther & Son, Inc.
Rana Camargo
Carneiro, Chumney & Co., L.C.
Roland Castillo
Catto & Catto, LLP
Velma Chambers
Nancy and Charlie Cheever
Dr. Ken and Nancy Davis
Deacon Recruiting & Deacon
Professional Services
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Sherri and Kevin Downey
Suzanne and Bob Dugas
Connie and Greg Eads
Ewing Halsell Foundation
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Margaret Finley
Lauren and Eric Fisher
Janice and James Flynn
Carl Friedsam
A.S. Gage Foundation
Candy Katz Gardner in memory of
Charles and Dorothy Katz

Dr. Kendel and Elizabeth Garretson
Michael and Barbara Gentry
Beth and Rob Glenn
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Goodwill Leadership Team
Greehey Family Foundation
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H-E-B
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Kristi A. Matus
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Mark McKeever
Kim and Joe Mertens
Microsoft
Brooke C. and Mark Milton
Marilyn and Bill Moll
Denise and J. Clarke Mosley
Muy Brands, LLC

Harvey E. Najim Family Foundation
Martie and Dennis Noll
Lucas Novak
NuStar Foundation
The O'Kelley-Hemminghaus Foundation
Elice and David Palmer
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Dawn and Keith T. Parker
Steven Wayne Peacock
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Pizza Hut
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Myra Stafford Pryor Charitable Trust,
Frost Bank, Trustee
Timothy Pullen
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Glenda and Steve Varga
Nelly and Dennis A. Watson
Nelson Watson III
Beth Weakley
James Wild
Terry Witte
Zachry Holdings, Inc.



Thanks to our
generous donors,
The Bridge Builder's
Campaign exceeded
its goal.



Partners

CORPORATIONS

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Accion
ACS
Alamo Area Council Boy
Scouts of America
Alamo Colleges
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AT&T Foundation
Austin Goodwill
Baptist Health Foundation
Benefits Consulting Group
Bexar County Adult Probation
Burlington Coat Factory
Cambridge Realty Group
Catto & Catto, LLP
Christus Santa Rosa Mammography Unit
City of SA Juvenile Restitution Office
City of San Antonio
Consumer Credit Counseling
of San Antonio
CrossPoint, Inc.
DARS Department of Assistive
Rehabilitation
Dell
Deloitte & Touche LLP
Deseret Industries
Express Information Systems
Family Services Association
Frontier Enterprises
Generations Federal Credit Union
GPM Life Insurance Company
Heights on Huebner
JP Morgan Chase
Junior League of San Antonio
Kronkosky Foundation
Lackland AFB Grounds Maintenance
Martin, Drought & Torres
McDonalds
McKenna Legacy Foundation
Metro Health

NISH
Northwest Vista College
Palo Alto College
Patriot Heights
Project Control
Randolph AFB's Government
Quality Assurance Evaluators
Red Cross
Restaurant Depot
SA Metro Health District
Saint Susie Charitable Foundation
San Antonio College
San Antonio Food Bank
San Antonio Greater
Chamber of Commerce
San Antonio Police Department
SER
Shave Secret
Sherman Assembly Systems, Inc.
South Texas Business Systems
Target
TDthink
Texas Mutual
The Boeing Company
The Fountains
The San Antonio Metropolitan
Health District
The Start Center for Cancer Care
Time Warner Cable
TMAC
Trinity University
Twang Partners, LTD
United Way of San Antonio
University Health System
USAA
UTSA
Valero Energy Corporation
VIA Metropolitan Transit System
Walgreens
Waste Management
Ways to Work
Workforce Solutions, South Texas

INDIVIDUALS

Dr. Bryan Alsip
Janie Barrera
Al Barrientez
Dennis Campa
John Cantwell
Clif Conner
Cary Corbin
Chris and Charlane Cox
Bob Davis
Pam Deegear
Tony Diamond
Dr. Kevin Downey
Ponce Duran
Frank Elston
Dennis Fields
Carl Friedsam
Barbara Gentry
Pete Gonzales
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Linda Hook
Chuck Howard
Gary Johnson
Joe Krier
Dr. Bruce Leslie
Pete Martinez
Rudy Martinez
Red McCombs
Harvey McCoy
Terri McFee
David McGee
Sheila McNeill
Cynthia Mendiola
John Milam
Nick Monreal
Howard Nolan
P.J. Pfeiffer, Jr.
The Honorable Ciro Rodriguez
Kathie Schwerdtfeger
Bob Shearer
GP Singh
Bill Sinkin
Terry Smith
Shaun Stevens
Linda Bond Thomas
Rogelio Trevino
Alicia Trujillo
Richard Wagner
Stacia Willson
Commissioner Kevin Wolf
Judge Nelson Wolff

Thank You

The thought of goodwill has always existed in San Antonio and South Texas. Goodwill Industries has helped make people's dreams of a career into reality since 1945. Thanks to the donors, shoppers, business leaders, government partners and others, we can build an even brighter future for us all.

Featured on cover

(from left to right, top to bottom)

FRONT:

Sybel Pici, Goodwill Board Member
Evans Road Retail store donations area
Sherry Bishop (AMEDD)
Good Careers Academy Downtown
Technology Campus
Bill Sinkin
Bitters Retail store changing rooms
Rebecca Dominguez-Murray,
C.N.A. student
Luis Romero, Fort Sam Houston
grounds crew
Rob Glenn, Goodwill Chairman

BACK:

Luis Romero, Fort Sam Houston
grounds crew
HVAC Contract Services
Community Volunteer at Bitters Retail Store
Donation attendant at Evans Retail store
Nelson Veillia, AMEDD team member
Rodney Lopez, GCA instructor
Alfred Agis, AMEDD team member
Fort Sam Houston grounds crew
William "Scotty" Weatherly
Children shopping at Bitters Retail store
Kari George, Bitters Retail Store Manager
Chad sorting at processing center



