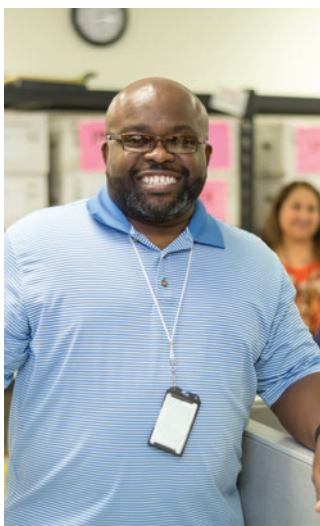




2017 COMMUNITY IMPACT REPORT

Helping Change Lives Through the Power of Work.



 **GOODWILL
SAN ANTONIO**



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MESSAGE FROM Leadership

COURAGE AND COMMITMENT

In 1945, five passionate business leaders had the courage of conviction to start Goodwill Industries of San Antonio and help those less fortunate in our city. They believed in the strength of our community, and more importantly, they believed all people deserved the opportunity to be successful, to thrive, and to realize their talents.

While Goodwill San Antonio has grown significantly since those humble beginnings, this same foundation remains. We exist to help people advance through education and employment, despite circumstances or any barriers they may face.

Those we are privileged to serve are a diverse group of people. They are single parents, at-risk youth, veterans transitioning from military service, people with disabilities, those who did not complete high school, as well as those who are experiencing or facing homelessness. But everyone we serve has one thing in common, they have the courage to change their lives.

Our 2017 Community Impact Report highlights our commitment to provide education and employment opportunities combined with intensive support services to help people build their confidence and secure their future. We are committed to empowering people to change their lives so we can positively transform our community.

On behalf of our 1,400 team members, our Board of Directors, and those we serve, thank you for your continued dedication to our mission. Your advocacy, donations, and partnerships make the good work we do for the good people we serve, possible.

Thank you for helping change lives through the power of work!

Kevin Bergner

President and Chief Executive Officer
Goodwill San Antonio

Janelle Sykes

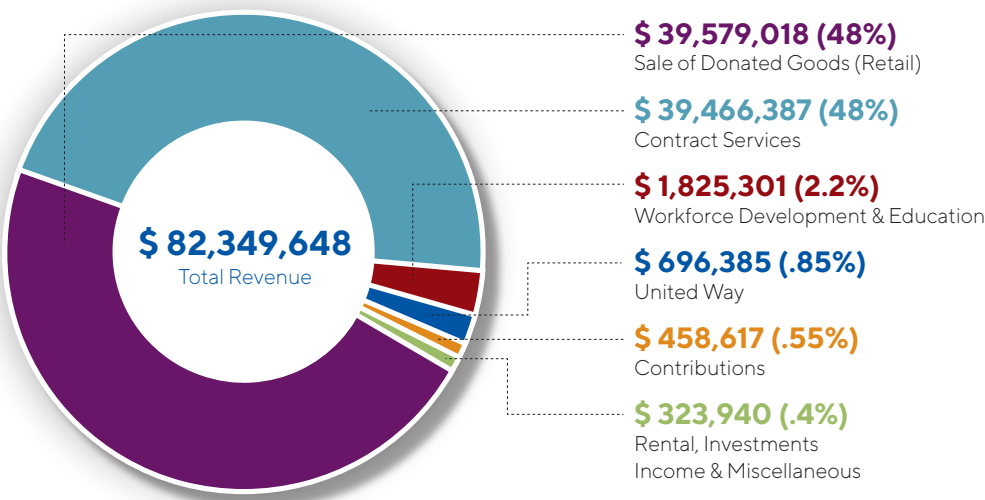
Chair, Board of Directors
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FINANCIAL IMPACT

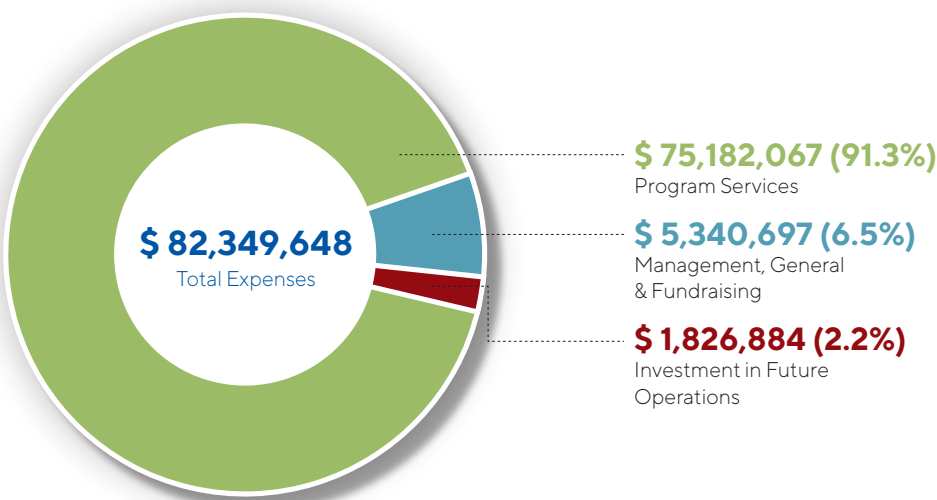
Our success in serving our mission is made possible only through the community’s generous support coupled with the *COURAGE* and *COMMITMENT* of the people we are proud to serve.

Goodwill uses the profits earned by our retail and contract services operations, and reinvests those dollars back into our mission because we believe the work we do strengthens not only individuals, but also strengthens our community.

SUPPORTING OUR MISSION | *Revenue Sources*



SERVING OUR MISSION | *Allocation of Expenses*



HOW WE WORK

Contract Services

Contract Services provides quality, on-time and competitively priced business solutions and services such as grounds maintenance, document management, medical transcription, and a variety of administrative services to local businesses within our city as well as for the federal government.

LIVING OUT OUR MISSION

79% of the Contract Services workforce has a disability – providing opportunity for individuals who have the lowest employment rate in our community.

Developing a Skilled Workforce

Goodwill San Antonio empowers people with life barriers to secure their future through meaningful employment by providing education, training, and career services to those who need it most. We know families are stronger, and our community is enriched, when everyone has the opportunity to attain self-sufficiency.

Retail

When you donate and purchase items at Goodwill, you are providing affordable goods to the community and recycling and repurposing items that would otherwise be destined for the landfill.

LIVING OUT OUR MISSION

Through our retail stores, we don't just provide individuals with a job, we provide coaching and case management services so they can maintain stable and successful employment.

HOW WE HELP

Youth Services

PREVENTING BARRIERS

Preparing At-Risk Youth for College and Careers.

Direct Employment

OVERCOMING BARRIERS

Helping people find immediate employment through job readiness coaching and job placement assistance.

Job Placement

Career Training

ACCELERATING BEYOND BARRIERS

Empowering people to advance into high-demand career paths through industry-recognized vocational skills certification training.

HOW WE SERVE

Goodwill San Antonio enrolls at-risk high school juniors and seniors in curriculum focused on employment and post-secondary education readiness.

We strive to be the employer who says "yes" when others say "no." Our focus is on a person's potential, not their past. And for us, that means doing more than simply providing a job. We provide individualized job coaching and case management services to ensure people are able to overcome barriers and maintain stable and successful employment.

We serve people who face difficult circumstances, yet have the courage and commitment to want to do better. For those who have a disability, lack education, or face other barriers, we provide individualized career plans and job placement assistance.

Good Careers Academy accredited programs are structured to help minimum wage earners advance up the ladder of economic opportunity.

HOW WE IMPACT

Research cites half of young adults are failing to successfully launch careers, oftentimes resulting in homelessness, incarceration, or continued generational poverty. Our youth programs provide individualized career coaching to help students look beyond obstacles and envision a future marked with opportunity and achievement. When we advance our youth, we enhance our entire community.

In Bexar County, one-third of job seekers do not have any employment experience. Employment, particularly for individuals with barriers, is essential for economic stability, housing stability, health care, and empowerment of self-worth. By providing employment opportunities for people facing barriers, Goodwill helps strengthen the overall health of our community.

For those facing significant barriers, entering the workplace can be extremely challenging. By providing resources to help overcome obstacles, Goodwill provides employment options for community members who have no other place to turn. Research shows increasing access to job readiness and soft skills training improves individual and family self-sufficiency, benefiting our entire community.

In today's economy, there is a significant gap between the types of jobs available and a skilled workforce available to fill open positions – with almost a fourth of employed adults having to work multiple jobs in order to earn a living wage. Goodwill San Antonio's certification programs upskill a population struggling to move beyond a minimum wage job, providing career advancement to individuals and a more thriving economy to our community.

2017 RESULTS

1,300+ EQUIPPED

1,400+ EMPLOYED BY GOODWILL

2,900+ PLACEMENTS INTO EMPLOYMENT

550+ TRAINED IN HIGH DEMAND CAREERS

STORY OF COURAGE: Maria Lopez

Abused. Broken. Empty. These are the words Maria uses to describe life growing up in a home filled with domestic violence. As the oldest of five children, she witnessed the abuse between her parents and many times bore the brunt herself. She found love and acceptance in fragmented relationships, and became a young mother to nine children only to repeat the cycle she grew up in.

Hoping to exchange loss and a troubled past for a new start, Maria traveled to San Antonio with her children and partner. But struggles soon followed and with nowhere to live, they bounced among multiple shelters. Stress and uncertainty led to abuse.

But when the abuse flowed over to her children, she knew something had to change. Maria explains, *"I was tired of living the way I was. I don't know where my courage came from, but that was enough."* She left with nothing – no money, no vehicle, and no support. However, she now had the will to change and **stand on her own.**

Maria sought refuge at a women's shelter, and through various referrals, connected with Goodwill San Antonio. Goodwill provided an immediate opportunity for employment and provided assistance with child care. In February 2017, Maria started working as a Retail Associate for Goodwill and soon moved into transitional living with her children at a local shelter.

Maria has since gained full-time employment in a Goodwill store and is learning to be self-sufficient.

Her Goodwill team has become her extended family, providing continued support and encouragement. Maria works hard because she wants to do something more for her and her children. Counseling is helping Maria learn how to trust, how to cope, and more importantly, how to love.

Working for Goodwill, Maria is now taking care of her children and providing for them in ways she has never done before. Maria says with hopefulness, ***"I may be living in a shelter, in one room with my kids, but I am grateful for what we have—a roof, food and we are all together. We are truly blessed."***

Continuing to build family time with her children is important to Maria. *"I wasn't a good mom to them before. I know I am a good mom now. I help them with homework. I go to their school events. They come first," she explains. "I'm proud of the mother I've become."*

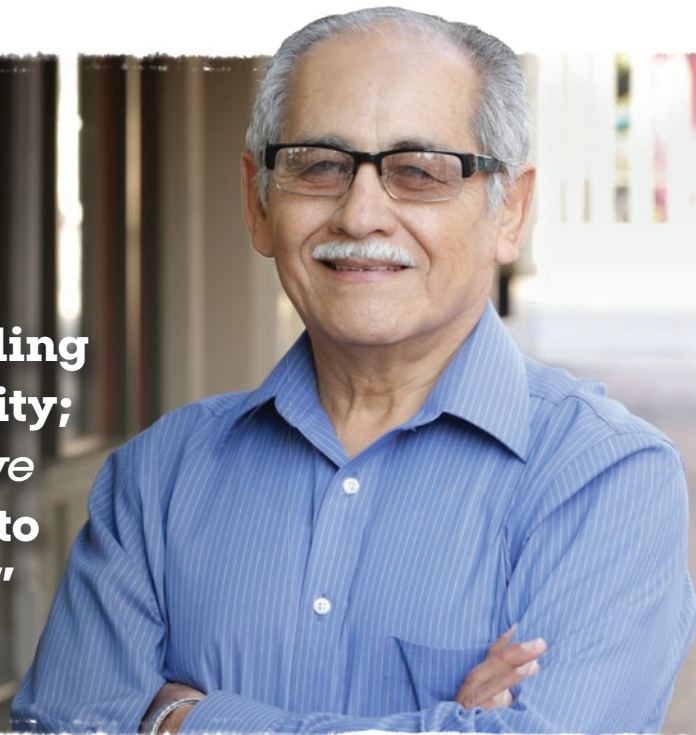
Thankful for the stability she has gained, Maria now contemplates life in the future. She hopes to someday gain a management position, and is saving to obtain her own apartment and vehicle. With the support of Goodwill, Maria knows she is on the path to where she wants to go. "Enough was enough. I wanted to stop the cycle. This job, this blessing, has enabled me to move forward. Thank you Goodwill."

**"Enough was ENOUGH.
I wanted to stop the cycle.
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has enabled me to
move forward."**



STORY OF COMMITMENT: Julian Cruz

"Every time we change a life IT CASCADES DOWN. It has a cascading benefit to the community; not only to the people we serve directly, but also to their family members."



For many, a career will be defined by the number of employment positions held at multiple organizations across various industries. But for others, that number is simply one – one passionate person who worked nearly 50 years at one organization inspiring one person at a time to be the best they can be.

Julian Cruz, who retired February 2018, proudly dedicated 49 years sharing his goodwill with Goodwill San Antonio. His journey began back in 1969; and throughout his tenure, was committed in his work to the continual evolution of the agency, the community, and the thousands of people Goodwill serves.

Julian proudly recalls, *"The most rewarding part of my career was seeing the development of people. At Goodwill, we help people overcome obstacles so they can be like you and me."*

Julian spent most of his career overseeing retail operations, but also had the opportunity to work in Human Resources, most recently as a Training Manager on the Training & Development team. His passion for Goodwill's mission to help change lives through the power of work, however, extended beyond the confines of his job. Julian also served as a mentor helping provide professional guidance and emotional support for people facing significant life barriers.

"There are many people throughout our community who need help, who have obstacles to overcome. They want what we all want – to work, to produce, to be of value."

Through his years of experience, Julian witnessed first-hand how Goodwill helps to change lives. And he knows strong communities are built one life at a time.

"Changing a life is not easy because it all starts with the mind. You have to change what is in the mind before you can change how you express what you believe. And changing that is a beautiful thing to see. Every time we change a life it cascades down. It has a cascading benefit to the community; not only to the people we serve directly, but also to their family members."

Julian's many accomplishments included helping the country of Peru establish a local Goodwill, and being selected by Goodwill Industries International to coach other Goodwill organizations across the nation.

Julian feels blessed Goodwill found him. Goodwill, he says, aligned with his personal values and goals. He found personal purpose serving through the agency, sharing that every day was a learning experience and an opportunity to feel part of something bigger than yourself.

THANK YOU

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