

CHANGING LIVES



**GOODWILL
SAN ANTONIO**

2016 Community Impact Report

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MESSAGE FROM LEADERSHIP

Goodwill San Antonio exists to help change lives through the power of work. We believe work provides dignity and purpose regardless of disability or circumstance. We believe families are stronger, and our community is enriched when everyone has the opportunity for self-sufficiency. This is the mission we have lived for 72 years and remain committed to. Every program and partnership is centered around helping people advance through education and employment.

Your donations, your purchases made in-store or online, your partnerships, and more importantly, your advocacy help Goodwill provide meaningful education, training, and career services to people with life barriers so they may realize their potential for prosperity through gainful employment.

On behalf of our more than 1,300 team members and those we are proud to serve, please accept our sincere gratitude for your support to move our mission forward.

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

Kevin J. Bergner

PRESIDENT/ CHIEF EXECUTIVE OFFICER
Goodwill San Antonio

Janelle Sykes

CHAIR, BOARD OF DIRECTORS
Goodwill San Antonio

A CHANCE

2016-2017 ANNUAL REPORT

The legacy and charge of
Goodwill San Antonio is to
give anyone who is willing
to work, despite disability or
circumstances, a chance—
not charity.

NOT CHARITY

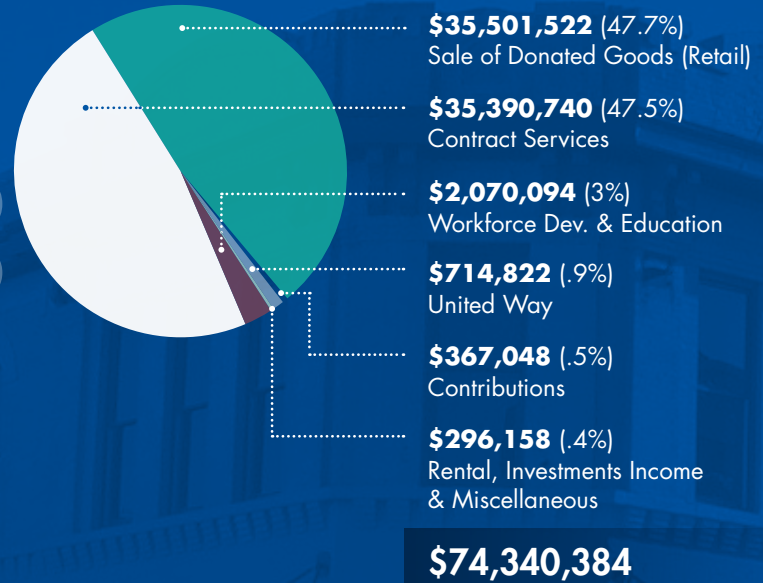


FINANCIAL IMPACT

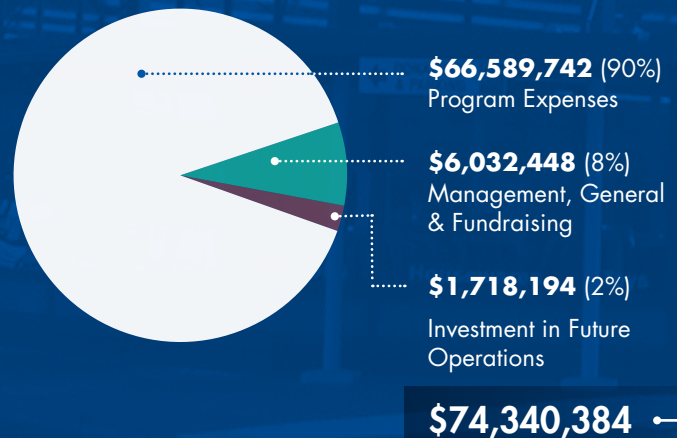
Our success in serving our mission is made possible only through the community's generous support coupled with the courage and commitment of the people we are proud to serve.

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*



92% of the revenue earned by both retail and contract services is reinvested back into our community.



Donate/Shop

When you donate and shop at Goodwill, you are providing affordable goods to the community, recycling and repurposing items that would otherwise be destined for the landfill, and generating funds for critical job training programs, career services, and case management support.

600 People

employed by Goodwill Retail Operations

23 Retail Stores

serve as an important training ground for employment

\$30.3 Million

in earnings reinvested into our community

425+ Adult & Youth

received accredited vocational skills training in 2016

70 Percent of Graduates

are placed in a job, exceeding the industry standard of 60%

Education

Goodwill San Antonio's Good Careers Academy provides accredited and affordable certification-based training in high-demand industries to help individuals obtain a job, build a long-term career path and/or continue through to post-secondary education.

Contract Services

Contract Services provides quality 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.

600 People

are employed by Goodwill Contract Services; 75% have significant disabilities

\$15.3 Million

in earnings for people with significant disabilities

2,300 People

placed into competitive employment

1,300 People

directly employed by Goodwill San Antonio, who would otherwise have difficulty securing employment

Employment

Good Careers Centers provide career guidance and case management support to help people secure meaningful employment. All centers provide access to technology for job searches as well as résumé building and interview skills training.

SUPPORTING

OUR MISSION



GOODWILL
SAN ANTONIO

Changing lives through
the power of work.

SERVING

OUR MISSION



Educate

425+

TRAINED IN HIGH
DEMAND CAREERS



Employ

1,300+

EMPLOYED BY
GOODWILL



Place

2,300+

PLACED INTO
MEANINGFUL WORK

COMMUNITY IMPACT

**Changing lives
through the power
of work.**

This statement is more than just our mission. It is our purpose and the sole reason we exist. Goodwill empowers people to secure their future through meaningful employment.

We achieve this by providing education, training, and career services for adults overcoming life barriers, individuals with disabilities, at-risk youth, and veterans transitioning to civilian life. Every day, our Goodwill works hard to help those who are unemployed, underemployed or underserved obtain jobs and build career paths so they can improve their lives, strengthen their family, and contribute to our community.



Christy Anderson

PERSONAL IMPACT STORY

A life, changed.

Christy, a tenured Special Education teacher, was laid off after years of dedicated service in the classroom. Upon losing her job, Christy did not know what to do or where to turn. She tried time and time again to get back into the teaching profession, but to no avail. Having been diagnosed with cerebral palsy since childhood, Christy was discouraged thinking potential employers could not see past her disability.

Christy attended a Goodwill career fair, was interviewed, and was offered a position as a Medical Records Associate. At a time, when her finances were incredibly strained and she was starting to give up hope, this opportunity represented more than just a paycheck. It was a chance to start anew.

As a Medical Records Associate, Christy is part of a team that prepares, scans and digitizes tens of thousands of medical records for U.S. Air Force veterans.

Goodwill has supported her each step of the way; helping her learn new skills and making accommodations to help ease the physical challenges associated with her disability. Christy has been part of the Goodwill family for more than three years now, serving our country's service men and women through her daily work. Christy says, "I am just a person trying to make it in the world. For the first time in a long time, I feel secure and confident to come to work. Goodwill really changed my life."

Ask Christy what Goodwill means to her, and her response simply is "Commitment" – a commitment to focus on one's ability, not disability.

"Goodwill fills in the gaps. What Goodwill does, people can really latch on to. Goodwill tries their best to accommodate people who really need a helping hand when there is none."



Changing lives through the power of work.



Goodwill Industries of San Antonio

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