



# 2019 COMMUNITY IMPACT REPORT

Helping Change Lives Through the Power of Work.



**GOODWILL  
SAN ANTONIO**

Fighting Poverty. Creating Opportunity.  
SINCE 1945





## 2019 BOARD OF DIRECTORS

### Janice Flynn

BOARD CHAIR & EXECUTIVE  
COMMITTEE CHAIR

*H.E. Butt Family Foundation*

### Robert (Bo) Davies

TREASURER & FINANCE  
& REAL ESTATE  
COMMITTEE CHAIR

*JP Morgan Chase*

### Justin Barbour

COMPENSATION  
COMMITTEE CHAIR

*Schmoyer Reinhard*

### John Matey

VICE CHAIR  
(2020 BOARD CHAIR)

*Broadway Bank*

### Erin Fogarty

SECRETARY & PROGRAMS  
COMMITTEE CHAIR  
(2020 VICE CHAIR)

*HOLT CAT*

### Gardner Peavy

NOMINATING &  
DEVELOPMENT  
COMMITTEE CHAIR

*CBRE*

### Janelle Sykes

PAST CHAIR

*C.H. Guenther & Son*

### Matthew Burton

*Valero*

### Jackie Gorman

*Ivy Consulting*

### Shokare Nakpodia

*The Mighty Group*

### Allan Smith

*Law Office of Allan F. Smith*

### Kim Carroll

(2020 Secretary)  
*LJA Engineering*

### David Held

*Endura Advisory*

### Bonnie Posser Elder

*VIA Metropolitan Transit*

### Mary Stich

*Rackspace*

### Virginia Finster

*Freelance Photojournalist*

### Amy Lewis

*Texas A&M University  
San Antonio*

### Eddy Salas

*H-E-B*

### Jessica Uriegas

*Ernst & Young*

## EXECUTIVE LEADERSHIP TEAM

**Kevin Bergner** PRESIDENT AND CHIEF EXECUTIVE OFFICER

**Janice Bunch** PRESIDENT AND CHIEF OPERATING OFFICER OF GOODWILL SAN ANTONIO

**Mark McKeever** PRESIDENT AND CHIEF OPERATING OFFICER OF GOODWILL BUSINESS SERVICES

**Angelique De Oliveira** CHIEF MISSION SERVICES OFFICER

**David Dauphine** CPA, CHIEF FINANCIAL OFFICER

**Debbie Schmidt** VICE PRESIDENT OF COMPLIANCE AND QUALITY

**George Staska** VICE PRESIDENT OF RETAIL STORE OPERATIONS

**Joshua Gomez** VICE PRESIDENT OF BUSINESS SERVICES

**Joseph Pope** VICE PRESIDENT OF HUMAN RESOURCES

# COURAGE, & HOPE COMMITMENT

Hope anchors  
the soul  
-Hebrews 6:19

In 1945, a small group of local business leaders established Goodwill San Antonio. Our founding purpose then was to fight poverty and create opportunity for adults and youth in our community who were underserved by access to education and employment. Our founding purpose *"Fighting Poverty and Creating Opportunity"* endures today and now drives our mission of *"Helping Change Lives Through the Power of Work"* in a new era of 21st century skills.

Today, Goodwill programs, employment opportunities, and educational courses are focused on providing the opportunity to work in order to achieve a dignified quality of life. We firmly believe in the abilities of all people and are humbled by their **courage** and **commitment** to persevere through life's barriers. Whether it is a single parent trying to improve the quality of life for their children, a veteran transitioning from the military to civilian employment, or an at-risk student struggling to navigate their way into adulthood, Goodwill helps people overcome barriers and foster **hope** for those who are underserved.

We live out our purpose of fighting poverty and creating opportunity for our employees and others we serve by providing the tools to succeed in their personal and professional lives and providing opportunity for upward economic mobility through education and employment programs. In that sense, Goodwill *"Equips Our Employees"* and *"Empowers Clients in the Community."* We do both of those things in the process of **mission-driven business operations** with retail stores and contracts with local businesses to augment their operations.

This 2019 Community Impact Report highlights our continued commitment to provide education, employment services, life skills coaching, up-skilling and literacy programs. More importantly, it highlights the **courage** and **commitment** of those who seek to change their lives through the power of work and the **hope** that can fill the community when we work together. Those collective efforts helped:

**Educate 800 adults and youth** with certifications in high-demand careers through vocational skills training

**Equip 1,800 high school youth** for college and the workforce

**Place 2,000 people** in meaningful employment

**Employ 1,600 team members** at Goodwill

On behalf of our team members, the clients we serve, and the students we instruct, thank you for supporting Goodwill's efforts to Fight Poverty and Create Opportunity throughout 2019. Your generous and sustained support, your partnership, and your advocacy for our mission humble and inspire us, just as you have since 1945. In 2020, we look forward to celebrating our 75th year of serving this community and pledge to remain true to our founding purpose and the legacy of our founding fathers, even as we adapt to a new era with new demands.

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

**Kevin Bergner**

President and Chief Executive Officer  
Goodwill San Antonio

**Janice Flynn**

Chair, Board of Directors  
H.E. Butt Family Foundation



# THANK YOU

## GOODWILL SAN ANTONIO PARTNERS AND SUPPORTERS

AARP / ABM / Accenture / Air Reserve Personnel Center /  
Alamo Colleges District / Allied Universal / Alorica /  
American GI Forum / Bexar County Judicial Services /  
Bexar County Military and Veterans Service Center / Bjorns /  
Blue Duck / Carenet / Chrysalis Ministries / City of San Antonio /  
CommuniCare Health Centers / Communities In Schools of San Antonio /  
Costa Solutions / Crosspoint / CVS / Edgewood ISD / Endeavors /  
First Commercial Bank / Fresh From Texas /  
Frontier Enterprises / Grace House / Harlendale ISD /  
Haven for Hope / H-E-B / Hondo ISD /  
IBC Charitable & Community Development Corporation /  
Joint Base San Antonio / JPMorgan Chase / Judson ISD /  
Junior League of San Antonio / Mi Tierra Cafe (MTC, Inc) /  
North East ISD / Our Lady of the Lake University / Pearsall ISD /  
Pride PHC Services / R Family Medical Group / Restore Education /  
SA Lighthouse for the Blind & Vision Impaired / Sabinal ISD /  
San Antonio Food Bank / San Antonio Housing Authority (SAHA) /  
San Antonio ISD / Sodexo - Central Texas Laundry /  
South TX Veterans Healthcare System / Southwest ISD /  
Spectrum / Steves and Son / Texas Med Clinic /  
Texas Veterans Commission / The Center for Health Care Services /  
Trinity University / TX Dept of Criminal Justice / U.S. Air Force /  
U.S. Army / U.S. Department of Veterans Affairs /  
United Way of San Antonio and Bexar County /  
U.S. Department of Veterans Affairs / USAA / USO San Antonio /  
Walgreens / Workforce Solutions Alamo / Wounded Warrior Project



## HOW WE WORK

### Business Services

Business 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.

### 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.

### Donated Goods and 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

81% of the Business Services workforce has a disability – providing opportunity for individuals who have the lowest employment rate in our community.

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

"Before coming to NXT Level, I didn't want to go to college. They helped me see goals that I didn't even know I had. They helped me make my goal have deeper meaning – They're going to help me live the life I want." – Ellena, NXT Level Participant

"I came to Goodwill because I needed a job. Working at Goodwill made me come out of my shell and be a kind of a person I didn't know I could be." – Aram, Goodwill Store Cashier

"Goodwill allowed me to stabilize my life. I was coming out of homelessness and applied to Goodwill through the G.I. Forum. My job here gives me secure housing and valuable job skills. I'm now happy with my job and my life." – Jon, Grounds Maintenance Team Member

"I love serving and helping people change their mindset and their lives – and thus their family's lives. I have been where they are and so can empathize." – Cynthia, Good Careers Academy Instructor

## 2019 RESULTS

1,800+  
YOUTH  
EQUIPPED  
FOR SUCCESS

1,600+  
EMPLOYED BY  
GOODWILL

2,000+  
PLACED INTO  
EMPLOYMENT

800+  
TRAINED IN  
HIGH DEMAND  
CAREERS



# EMPLOYEE PROGRAMS

## DIRECT EMPLOYMENT

### AbilityOne

Provides **individuals with significant disabilities** the opportunity for gainful employment through federal contracts.

## DIRECT EMPLOYMENT

### Life Skills Coaching

Ensures **Goodwill San Antonio employees** are successful in both their personal and professional lives by providing counseling and resources to address life barriers.

## DIRECT EMPLOYMENT

### UpSkill Goodwill

Prepares **Goodwill San Antonio employees** for upward mobility through 21st century skills training.

## DIRECT EMPLOYMENT

### Financial Literacy

Equips **Goodwill San Antonio employees** with foundational skills and practice in managing personal finances.

Lorie



Lorie was born with a congenital disability in her right arm. While raised by a supporting family, others throughout her childhood would only see her disability. As an adult, finding stable employment proved next to impossible. But she never gave up.



Goodwill means more than just employment. It's home, stability, acceptability, and inclusion. **Goodwill encourages and pushes you to be greater than you are.**

# COMMUNITY PROGRAMS

## YOUTH PROGRAMS

### Career Navigator

Prepares **at-risk Title 1 high school students** for college and career readiness.

## YOUTH PROGRAMS

### NXT Level

Re-connects **opportunity youth aged 16-24** to either education or employment through dedicated coaches.

## JOB PLACEMENT

### Re-Entry

Equips **non-violent offenders** with a second chance through quality skills training that leads to legal, sustainable employment.

## JOB PLACEMENT

### Good Careers Center

Offers individualized career plans and job placement assistance for **community members who face barriers to obtaining employment.**

## JOB PLACEMENT

### Veterans Career Services

Provides tailored career services to **veterans and their spouses** assisting them in finding meaningful employment based on their skills.

“

**Goodwill gives people the chance they don't want to give themselves. They've given me what I needed most: Hope. I can't wait to see what else I can accomplish.**

**Abbi**



After a series of betrayals caused the destruction of Abbi's family unit, she became deeply immersed in a world of addiction and repeated incarceration. But her strong will and desire to change led Abbi to Goodwill. And to a new life.

# COMMUNITY PROGRAMS

## JOB PLACEMENT **Dual Generation**

The Dual Generation Program, established in 2012 in conjunction with United Way of San Antonio and Bexar County, and Annie E. Casey Foundation, prepares children for educational success and parents for employment success.

**Serving unemployed or underemployed low-income Eastside families who have children, age 0-10, in the home**

and are seeking to improve their family's economic future, all households receive case

management services that address their unique needs. Support services ensure clients are connected to whatever resources they need to become successful (such as bus vouchers, assistance with rent or utilities, financial literacy, or connection to public health services). Because one program alone cannot change a family's trajectory, the Dual Generation approach draws on the strengths of multiple community partners while coordinating and integrating existing systems and partnerships already serving high-risk populations.

## CAREER TRAINING **Good Careers Academy**

Provides affordable vocational skills training that lead to recognized industry credentials for **people who have chosen to move out of low-wage jobs** into high demand career fields.

As a single mother of two, Virginia realized going back to school was the only way she would have financial security for her and her family. The challenge was finding both the time and the money for career training.

A circular portrait of a woman with long brown hair, wearing a white lab coat, smiling. A purple banner with the name "Virginia" is overlaid on the bottom left of the circle.

**Virginia**

“

I now have a marketable skill  
and a **BIGGER, BRIGHTER FUTURE.**  
And Goodwill San Antonio  
helped me with that.



# PROGRAM HIGHLIGHT: DUAL GENERATION

Christina's mother and stepfather both experienced incarceration, leaving her with little to no support. The emptiness of strained relationships found Christina pregnant at 17 years old, and withdrawing from high school after her junior year. In time, she managed to obtain her GED. While pregnant with her second child, Christina quit her academic pursuits when her husband lost his job.

Christina found work for a few years, however, what stability she had gained vanished when her daughter began to experience significant health issues and her son became diagnosed with autism.

Christina connected with the Dual Generation partnership program, and participated in the Pharmacy Technician certification training offered through Goodwill San Antonio's Good Careers Academy. Realizing she would be able to pursue her dreams and have her tuition paid for, life, for the first time, felt solid.

Having received assistance with tuition, scrubs, and her immunizations, Christina started the program in November 2018 and graduated less than one-year later. She successfully completed an externship, passed her exams, and secured employment at a local pharmacy.

Today, Christina is on a path of empowerment, strengthening her family every step of the way.

"My daughter told me, 'Mom, seeing you stay up late studying all those nights and then graduate was worth it. I do not have to worry because you have four kids and did this. I know I can definitely do it too.'"



**Christina**

“

**The Dual Generation program and Goodwill San Antonio is a Promise. A promise of success for yourself and your family. I am making a difference, making an income, taking care of my kids, and I am self-sufficient. That feels so good!**

Christina credits the Dual Generation program for not only providing her educational opportunities she thought were out of reach, but for providing critical supports to ensure her family had access to basic necessities such as food, clothing, and camaraderie.





**There is a sense of being part of something greater than yourself.**

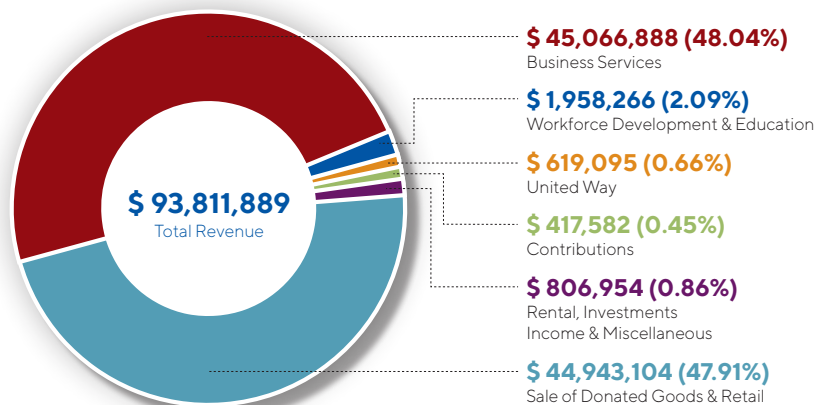
**– RACHEL JACKSON,**  
Good Careers Academy Instructor

## FINANCIAL IMPACT (UNAUDITED)

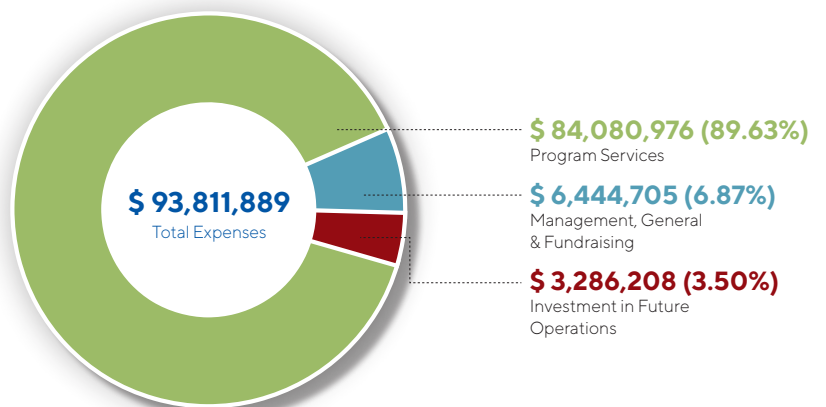
Our success in serving our mission is made possible only through the community's generous support coupled with the **COURAGE** and **COMMITMENT** of the people we are proud to serve.

Goodwill uses the revenue generated by our Donated Goods & Retail and Business Services operations to support our mission. The work we do strengthens not only individuals, but also strengthens our community.

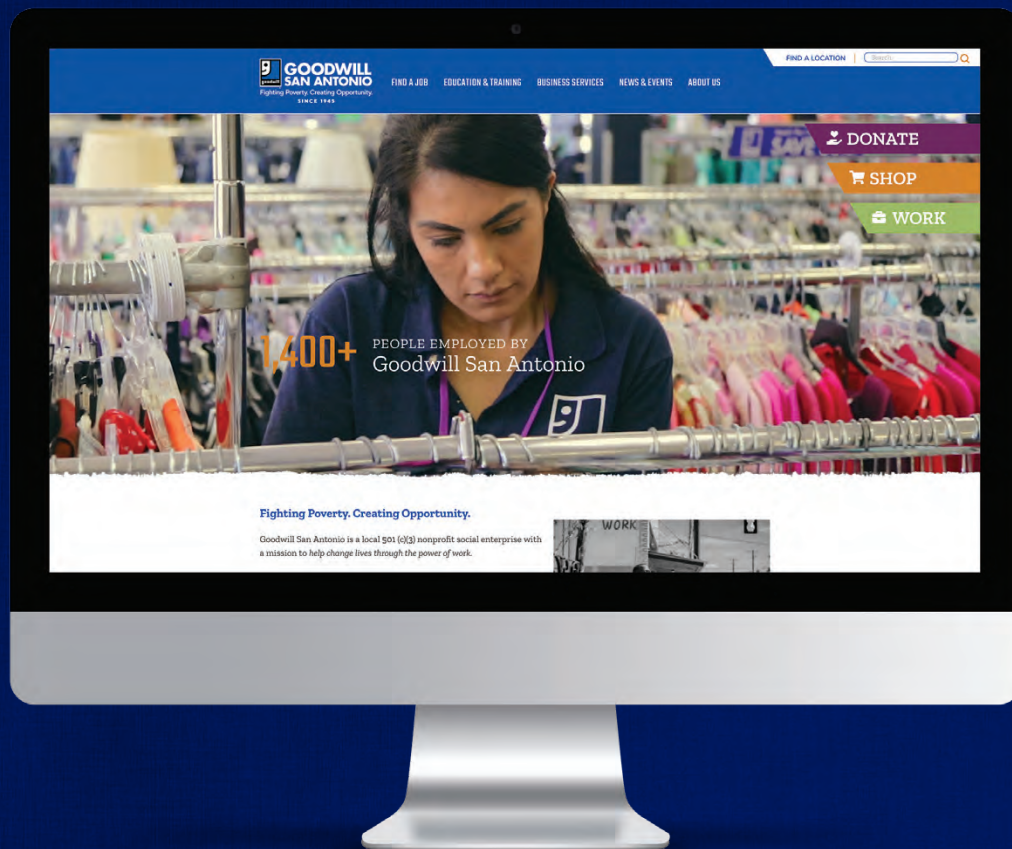
### SUPPORTING OUR MISSION | *Revenue Sources*



### SERVING OUR MISSION | *Allocation of Expenses*







**Learn more about Goodwill San Antonio's efforts  
to fight poverty and create opportunity at**

**GoodwillSA.org**





Goodwill Industries of San Antonio | 406 W. Commerce, San Antonio, TX 78207  
[goodwillsa.org](http://goodwillsa.org)

©2020 Goodwill Industries of San Antonio. Goodwill Industries of San Antonio is a Section 501(c)(3) non-profit social enterprise.