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

2019 BOARD OF DIRECTORS

Janice Flynn  BOARD CHAIR & EXECUTIVE COMMITTEE CHAIR
H.E. Butt Family Foundation

John Matey  VICE CHAIR
(2020 BOARD CHAIR)
Broadway Bank

Janelle Sykes  PAST CHAIR
C.H. Guenther & Son

Matthew Burton  Valero

Kim Carroll  (2020 Secretary)
LJA Engineering

Virginia Finster  Freelance Photojournalist

Robert (Bo) Davies  TREASURER & FINANCE & REAL ESTATE COMMITTEE CHAIR
JP Morgan Chase

Erin Fogarty  SECRETARY & PROGRAMS COMMITTEE CHAIR
(2020 VICE CHAIR)
HOLT CAT

Justin Barbour  COMPENSATION COMMITTEE CHAIR
Schmoyer Reinhard

Gardner Peavy  NOMINATING & DEVELOPMENT COMMITTEE CHAIR
CBRE

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

– RACHEL JACKSON,
Good Careers Academy Instructor

RACHEL JACKSON,
Good Careers Academy Instructor

Learn more about Goodwill San Antonio's efforts to fight poverty and create opportunity at
GoodwillSA.org
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 and had 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 a person and their potential to courageously act on their commitment to prepare themselves for wage employment. Whether it is a single parent trying to improve the quality of life for her family, 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 they are underserved.

We use 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 by educating and employment programs. In that sense, Goodwill “Empowers 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 hope and courage of those who are underserved. Through our services, we support clients in overcoming barriers and fostering the hope for those who are underserved.

We are humbled by their commitment and the courage 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. Their collective efforts helped:

- Educate 800 adults and youth with certifications in high-demand careers through vocational/technical training
- Equip 1,600 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 your support. 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.

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. Bunt Family Foundation
COURAGE, COMMITMENT & HOPE

Hope anchors the soul -Hebrews 6:19

In 1945, a small group of local business leaders established Goodwill San Antonio. Our founding purpose was to fight poverty and create opportunities 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 a person and their inherent humility; their courage and commitment to improve access to quality of life. Whether it is a single parent trying to improve the quality of life for her family, 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’ve put 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 “alleviates 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.

The 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 mission-driven business operations and partnerships that enable us to make a difference in the lives of those served.

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 “alleviates 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.

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

Equip 1,600 high school youth for college and the workforce.

Place 2,000 people in meaningful employment.

Employ 1,600 team members of 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

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Treasurer & Finance and Real Estate Committee Chair

Joseph Pope
Vice President of Human Resources

George Staska
Vice President of Retail Store Operations

Debbie Schmidt
Vice President of Compliance and Quality

David Dauphine
Chief Mission Services Officer

Erin Fogarty
Secretary & Programs Committee Chair (2020 Vice Chair)

Justin Barbour
Compensation Committee Chair

Gardner Peavy
Nomination & Development Committee Chair (2020 Chairman)

Matthew Burton
Ivy Consulting

Kim Carroll
(2020 Secretary)

Texas A&M University

VIA Metropolitan Transit

San Antonio Food Bank

H-E-B

Texas Med Clinic

Grace University

San Antonio ISD

Trinity University

San Antonio ISD

Bexar County Military & Veterans Service Center

Bexar County Judicial Services

American GI Forum

South TX Veterans Healthcare System

U.S. Department of Veterans Affairs

Goodwill San Antonio

Goodwill San Antonio Partners and Supporters

Thank you for helping change lives through the power of 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 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 OUR MISSION

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

91% of the Client Services workforce has a disability – providing opportunity for individuals who have the lowest employment rate in our community.

Donated Goods and Retail

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 WORK

HOW WE HELP

Youth Services

Preventing Barriers

Empowering at-risk youth for college and careers.

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

Direct Employment

Overcoming Barriers

Helping people with disabilities find and maintain employment through job readiness coaching and job placement assistance.

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.

Job Placement

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.

Career Training

Accelerating Beyond Barriers

Empowering people to achieve their high-demand career goals through industry-recognized vocational skills certification training.

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

LIVING OUT OUR MISSION

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.

2,000+ Placed into Employment

1,800+ Employed by Goodwill

800+ Trained in High Demand Careers

1,600+ Employed by Goodwill

“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 gave me secure housing and valuable job skills. I’m now happy with my job and my life.”

– Jon, Grounds Maintenance Team Member

1,800+

1,600+

2,000+

1,800+

800+

2019 RESULTS

“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 person I didn’t know I could be.”

– Aram, Goodwill Store Cashier

“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

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.
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.

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.
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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.
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 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.

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.

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

Virginia

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

“"
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.

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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.

FINANCIAL IMPACT
(UNAUDITED)

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

– RACHEL JACKSON,
Good Careers Academy Instructor

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**SUPPORTING OUR MISSION | Revenue Sources**

<table>
<thead>
<tr>
<th>Revenue Source</th>
<th>Amount</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Total Revenue</td>
<td>$93,811,889</td>
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</tr>
<tr>
<td>Sale of Donated Goods &amp; Retail</td>
<td>$93,811,889</td>
<td>48.04%</td>
</tr>
<tr>
<td>Program Services</td>
<td>$1,958,266</td>
<td>2.09%</td>
</tr>
<tr>
<td>Management, General &amp; Fundraising</td>
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<tr>
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<td>Contributions</td>
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<td>United Way</td>
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**SERVING OUR MISSION | Allocation of Expenses**

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<th>Expense Category</th>
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<tr>
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<tr>
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– Rachel Jackson, Good Careers Academy Instructor