



2020 COMMUNITY IMPACT REPORT

Helping Change Lives Through the Power of Work.



75 YEARS
GOODWILL
SAN ANTONIO
Fighting Poverty. Creating Opportunity.
SINCE 1945





EXECUTIVE LEADERSHIP TEAM

Kevin Bergner CHIEF EXECUTIVE OFFICER

Janice Bunch PRESIDENT AND CHIEF OPERATING OFFICER - GOODWILL SAN ANTONIO

Mark McKeever PRESIDENT AND CHIEF OPERATING OFFICER - 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 GOODWILL BUSINESS SERVICES

Joseph Pope VICE PRESIDENT OF HUMAN RESOURCES

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*Texas A&M University
 San Antonio*

Bonnie Posser Elder
VIA Metropolitan Transit

Allan Smith
Law Office of Allan F. Smith

Jessica Uriegas
Ernst & Young

COURAGE, COMMITMENT & HOPE

Hope anchors
the soul
- Hebrews 6:19

This year, more than any other in our 75-year history, we are thankful for, and proud of, our employees who have adapted, innovated, and persevered with remarkable **courage** to continue serving our community amidst the global pandemic. They humble us with their **commitment** to keep serving when our community needs us most and when their families need them most.

We are thankful for the way Goodwill San Antonio adapted and carried out the mission of “helping change lives through the power of work.” We are also thankful for the way the Leadership Team created new ways of serving the community when normal operations were impacted by the pandemic. The stores had to find innovative ways to serve customers, business services adjusted to new operating procedures and increased demand for their services, and education and employment programs pivoted to online services, working to assist clients with little to no digital skills in a highly digitized world. These pivots allowed us to keep serving our community by:

- » **Educating 280+ adults and youth through vocational skills training certifications in high-demand careers.**
- » **Placing 1,000+ people into meaningful employment.**
- » **Employing 1,500+ team members with stable pay and benefits.**

After working through a demanding year, Goodwill San Antonio was also humbled and honored to be selected by Philanthropist MacKenzie Scott for a one-time, unsolicited grant. The trust embodied in this gift is nothing short of remarkable, and we accept it with the utmost commitment to uphold its intent – to serve San Antonio through our founding purpose of ***Fighting Poverty and Creating Opportunity.***

We remain steadfast in our work of the past 75 years to provide access to jobs, better jobs, and career paths for our community. Our work will likewise remain centered on helping individuals, and our community, advance their economic mobility; a purpose even more critical as we navigate through the global pandemic.

Kevin Bergner

Chief Executive Officer
Goodwill San Antonio

John Matey

Board Chair
Broadway Bank



THEN & NOW

GOODWILL SAN ANTONIO

At the close of World War II, in 1945, the world changed socially and economically. In San Antonio, those changes focused on the work of Fighting Poverty, Creating Opportunity, and re-integrating veterans, which gave rise to the mission of Goodwill Industries of San Antonio.



Far Left: Christian Youth Council, dedicated to being advocates for employing individuals with disabilities.

Top Right: Braulio Rodriguez learning a shoe repair trade in 1966 while working at Goodwill.

Bottom Right: Original headquarters for Goodwill San Antonio.

Far Right: Individuals with disabilities celebrating the completion of a Goodwill program circa 1970.



WORKFORCE DEVELOPMENT

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.

THEN

1956

Goodwill became part of the United Way network.

1964

Goodwill trained more than 1,300 workers with upskilling opportunities.

1998

Goodwill was awarded the "Welfare to Work" grant from the Department of Labor to establish Job Help Centers now known as Good Careers Centers.

2009

Goodwill launched its Good Careers Academy, offering accredited vocational training to the community.

NOW

2018

Good Careers Centers established partnerships and extended services with such organizations as the Bexar County Reentry Center and public workshops to help connect and prepare more people for family-sustaining employment.

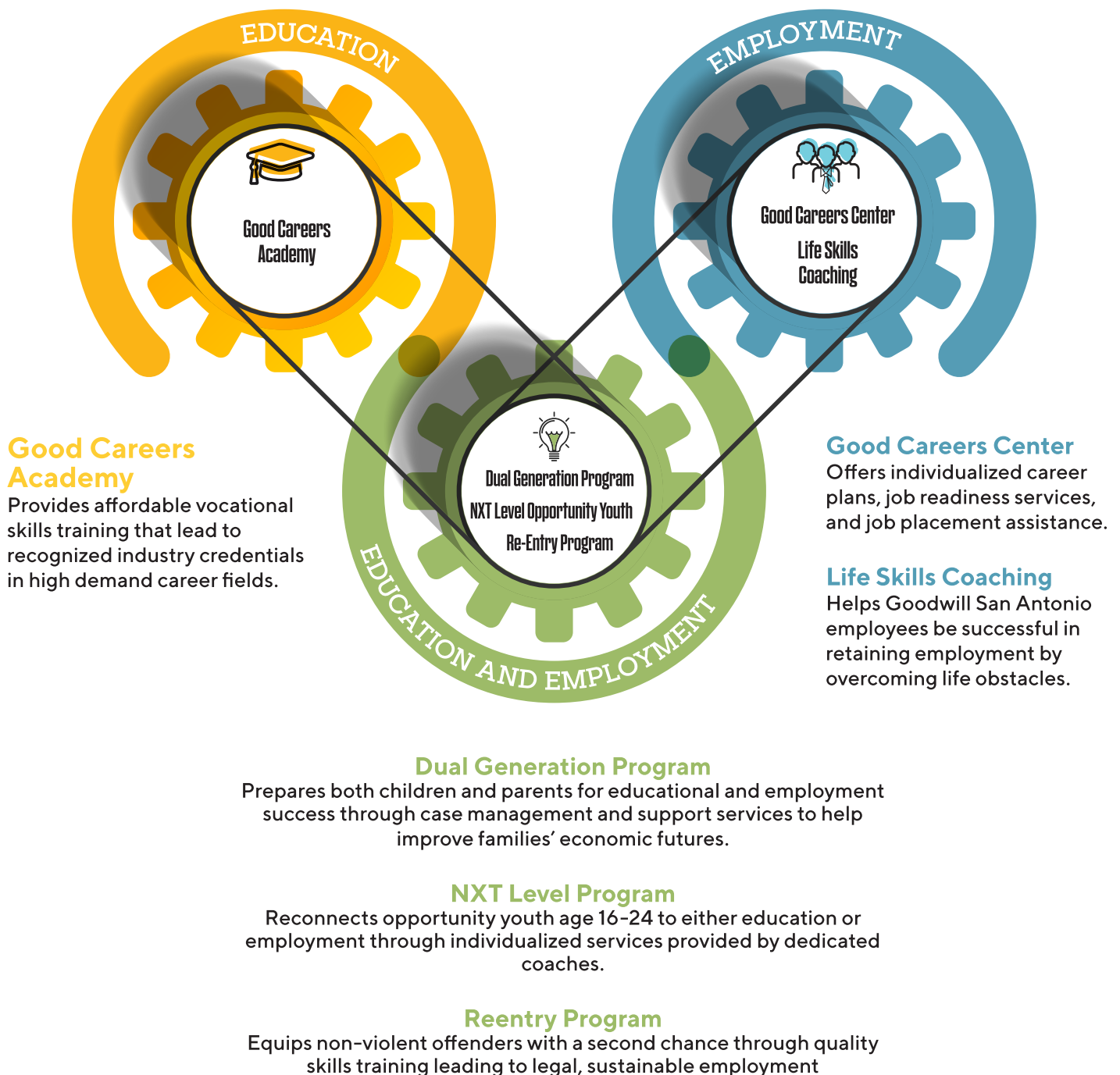
The University of Texas at San Antonio Urban Education Institute released a study showing Good Careers Academy graduates, on average, earn 73% more income four years after completing training programs.

2020

Our education and career programs pivoted to provide a blended model of virtual and in-person services to best meet our client's needs while maintaining the health and safety of our community. Goodwill also expanded our capacity to meet more of the community's increased needs by providing additional classes and securing diverse funding services to ensure 98% of our students attend tuition free.

Since 1945, Goodwill San Antonio's purpose has been centered on, "Fighting Poverty, Creating Opportunity." That remains our purpose today and drives forward our mission of "Helping Change Lives Through the Power of Work." Our vision for this community is to enable economic mobility, allowing everyone the opportunity to work and achieve a dignified and sustainable quality of life.

Goodwill San Antonio's employment and education programs equip individuals to find a job, a better job, or a career pathway offering increased earning potential.





BUSINESS SERVICES



Goodwill San Antonio's Business Services delivers reliable outsourcing and employment solutions for federal, state, local and private organizations, while creating supported employment opportunities for individuals with documented disabilities and other barriers to employment.

THEN
1971

Goodwill San Antonio was selected to undertake the Community Rehabilitation Program - focused on teaching people with disabilities a trade. This act was the origin for the Federal AbilityOne Program and what would be later named Goodwill San Antonio Business Services.

1994

The first Grounds Maintenance contract was awarded to maintain grounds at JBSA Fort Sam Houston.

NOW
2015

The expansion to commercial grounds maintenance commenced with the City of San Antonio partnership.

2016

First Federal Call Center contract was awarded supporting the Air Force Personnel Center located at JBSA Randolph.

2018

Commercial Contact Center Operation was established and secured first major contract in 2019 with the Alamo Colleges District.

2020

During the start of the pandemic, Goodwill Business Services contracts were deemed essential and continued operations in support of our federal and commercial partners. By being able to sustain services when many organizations had to shut down, Business Services enabled Goodwill employees to retain their jobs during a time when our community was facing unprecedented job losses. Goodwill Business Services also met new needs in the community, which added jobs when the community needed them most.

Goodwill employs 750 team members through Business Services of which 81% have a documented disability or other barrier to employment. With the successful expansions of Contact Center services, Commercial Grounds operations, and the Electronics Recycling Program, Business Services generated \$48 million in revenue this year to help change lives through the power of work.

DONATED GOODS & RETAIL

Goodwill San Antonio's Donated Goods and Retail (DGR) operation affords community members the opportunity to participate in a social enterprise that responsibly cares for our environment while providing jobs and career advancement opportunities, often to those with barriers and challenges to successful employment.

THEN

1946

Goodwill San Antonio opened up its first store with 22 employees, 18 of whom were Purple Heart recipients.

NOW

2013

Goodwill launched an online shopping site shopgoodwill.com.

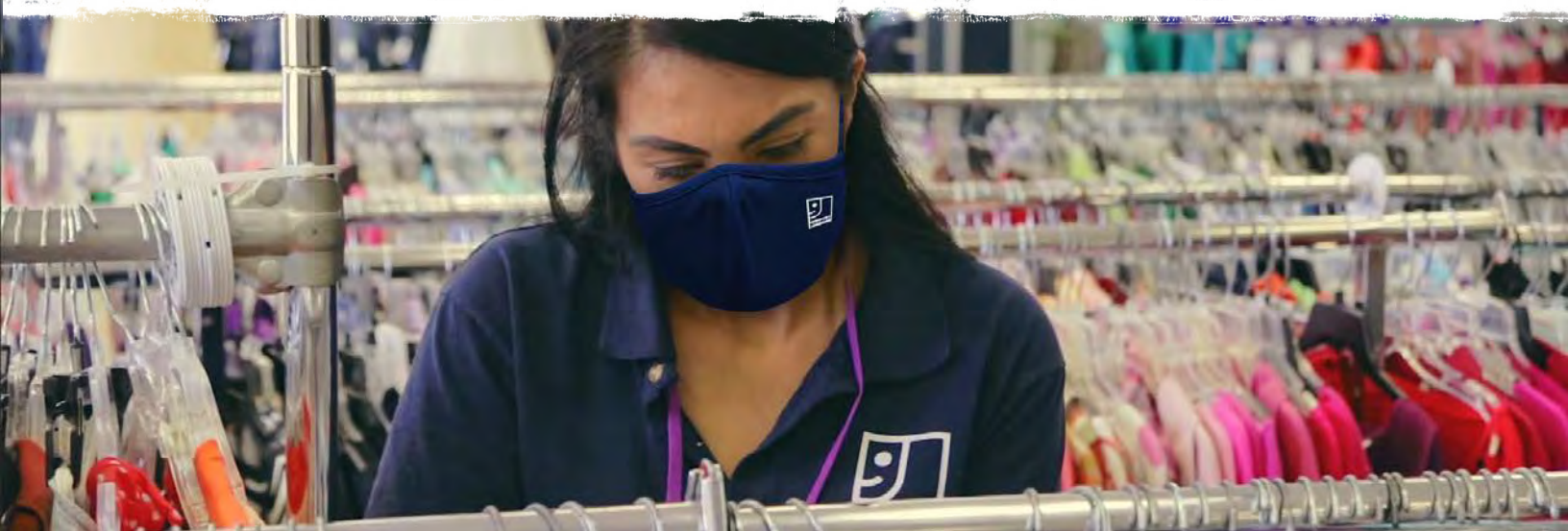
2017

Goodwill began offering life skills coaching and financial literacy training to support employees.

2020

As a second chance employer, knowing a large portion of our workforce would struggle to find employment elsewhere, Goodwill maintained employment, pay, and benefits to employees during a six week stay-at-home order when retail stores were closed due to the pandemic.

Employing 700+ team members in five Texas counties, Goodwill operates 22 retail stores, two outlets, and an online eCommerce auction site. In spite of the significant financial and operational impact, including a six-week pandemic closure directed by the state of Texas, Goodwill has continued to innovate and grow. Generous donors provided approximately 850,000 donations now available for resale in our stores. Goodwill also generated \$39 million in revenue to help change lives through the power of work.





MOVING FORWARD

ADVANCING UPWARD

In 2020, Goodwill San Antonio focused on rebuilding our community – first through providing employment and supportive benefits to our 1500+ team members, and then through education and employment programs offered to the community – the same work Goodwill has been doing for 75 years.

EMPLOYMENT

Technology Access Program

With an ever-increasing reliance on technology to complete distance learning, job search, and remote working activities, Goodwill San Antonio's Technology Access Program has responsibly refurbished more than 900 donations of computers and related equipment for reuse in the community. Continued partnerships and a new facility housing the Goodwill Electronics Store and our IT Asset Disposition services will ensure those most vulnerable in our community are connected to today's digital world.

Business Services Operations Center (BSOC)

Goodwill San Antonio Business Services offers over 42,000 square feet of commercial office space to expand the capacity of our fastest line of business, Contact Center Operations. This facility allows for additional employment opportunities for those with disabilities.



New Store Opening at Loop 1604 and Blanco Road

Goodwill San Antonio will open its 23rd retail store, creating 30 jobs and a responsible means for donated clothing and household goods to be reused and repurposed in an affordable and sustainable manner.

New Donated Goods and Retail Operations Center

Goodwill San Antonio will transition our transportation, logistics, and warehousing activities to a new operations center, replacing current leased space, allowing us to right-size and operate more efficiently.

EDUCATION

Good Careers Academy New Funding Opportunities

For those whose jobs have been displaced in the wake of the pandemic and are needing to acquire new skills to compete in a fast-changing employment landscape, Goodwill San Antonio's Good Careers Academy is partnering with the City of San Antonio and Project Quest to provide no-cost vocational skills training opportunities as well as stipends for attending education programs in high-demand career fields.

Expansion of Life Skills Coaching to Business Partners

Goodwill San Antonio is helping organizations develop a skilled workforce by offering workplace-based training programs that provide life skills coaching, teach 21st century skills training, and provide access to formal education programs to help our partners' employees achieve their academic, personal, and professional goals.

San Antonio's First Digital Literacy Program

In today's digital world, nearly every career requires digital communication and engagement. Goodwill San Antonio is launching the city's first Digital Literacy training program this spring thanks to funding from JPMorgan Chase.

We reflect on our history, reminded of the necessity to move our mission forward in order to strengthen a community in recovery. Continued advocacy and support from our partners, donors, and shoppers, positions us for future growth. We are grateful to have celebrated 75 years of service, and look forward to helping our community emerge stronger and more resilient than ever before.

Together, we are Goodwill Strong.

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

\$ 10,661,179 (10.65%)
Contributions

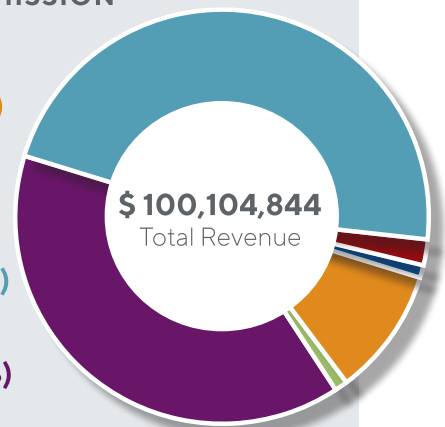
\$ 635,294 (0.63%)
United Way

\$ 47,239,440 (47.19%)
Business Services

\$ 39,681,237 (39.65%)
Sale of Donated Goods (Retail)

\$ 1,563,412 (1.56%)
Workforce Development
& Education

\$ 324,282 (0.32%)
Rental, Investments
Income & Miscellaneous

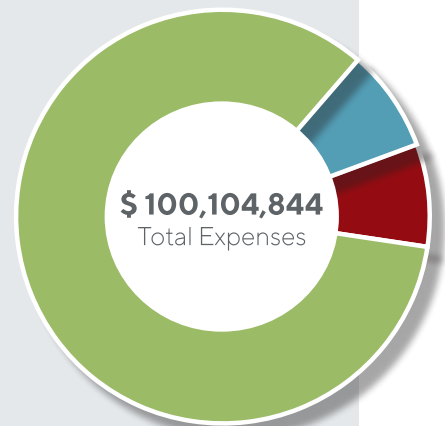


SERVING OUR MISSION Allocation of Expenses

\$ 83,608,120 (83.52%)
Program Services

\$ 8,138,672 (8.13%)
Management, General
& Fundraising

\$ 8,358,052 (8.35%)
Investment in Future
Operations



“

This year has been a dark year for so many of us.

The quote from Joshua 1:9 fits perfectly to how we have responded to the uncertainty. **“Strength and Courage!” We cannot control the negative circumstances but we can find the strength and courage to get through them.** It means a lot to see that leadership not only **BELIEVES IN THE MISSION** of the organization **but also believes in the people** *who work hard to put that mission into action.*

”

Debra Diaz,
Goodwill Employee



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goodwillsa.org