



2018 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 San Antonio to 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.

Every day, we are inspired and privileged to serve 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 neighbors who are experiencing or facing homelessness. But everyone we serve has one thing in common, they have the courage to change their lives.

Our 2018 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. Through collaboration and teamwork, we were able to **train more than 800 adults and youth** for high-demand careers; **equip more than 1,800 high school youth** for college and the workforce; and **placed more than 2,300 people** into competitive employment. We also proudly **employed 1,400 people** in Goodwill jobs serving our community while also providing an opportunity for growth.

On behalf of our team members, our Board of Directors, and the people 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

Chief Executive Officer

Goodwill San Antonio

Janice Flynn

Chair, Board of Directors

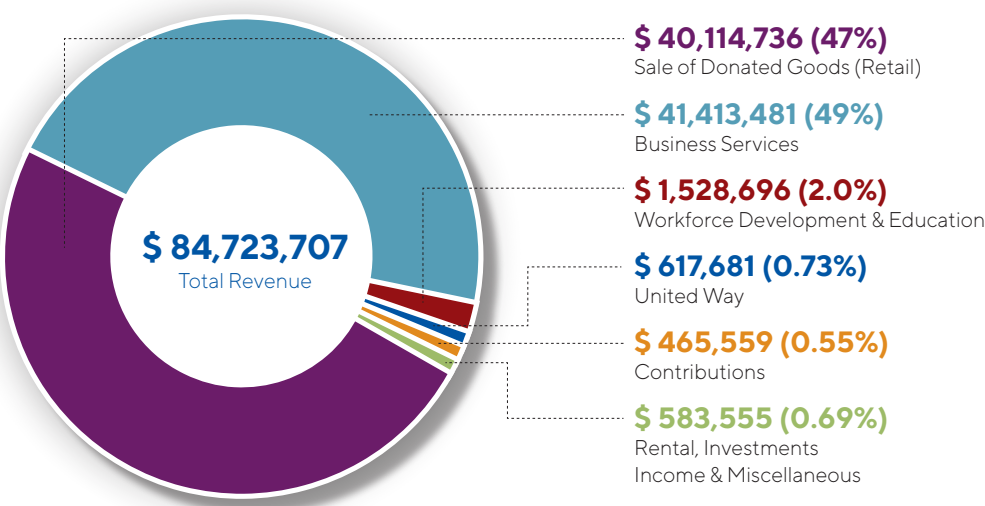
H. E. Butt Family Foundation

FINANCIAL IMPACT (UNAUDITED)

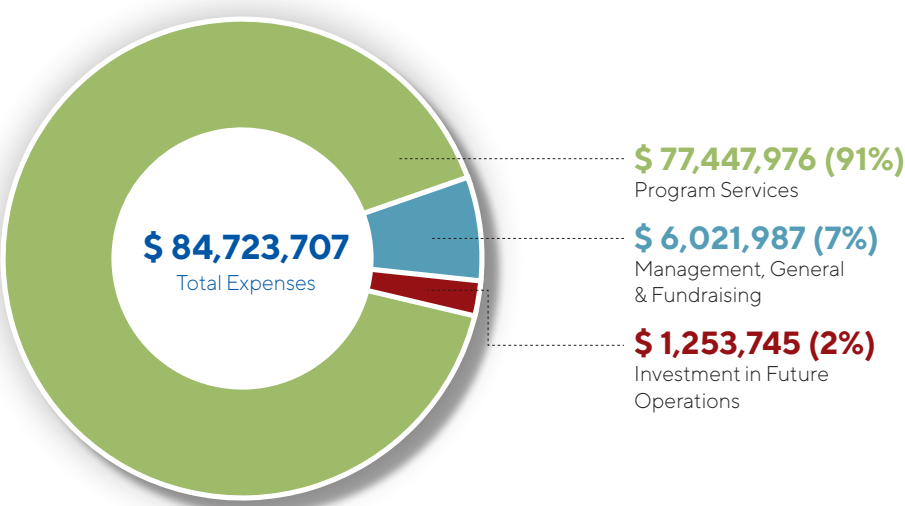
Our success in serving our mission is made possible only through the community’s generous support coupled with the *COURAGE* and *COMMITMENT* of the people we are proud to serve.

Goodwill uses the profits earned by our Donated Goods and Retail and Business 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

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
76% 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

Research cites one-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 one-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.

2018 RESULTS

1,800+
YOUTH
EQUIPPED
FOR SUCCESS

1,400+
EMPLOYED BY
GOODWILL

2,300+
PLACED INTO
EMPLOYMENT

800+
TRAINED IN
HIGH DEMAND
CAREERS



STORY OF COURAGE: David

**" Goodwill helps guide you
WHEN YOU ARE LOST.
They have been a beacon
of light and hope — not
just for me, but for others
who are struggling."**

Growing up in Virginia, David found himself lost and disconnected at an early age. Broken family relationships impacted him throughout his teen years leaving him uncertain as to what the next chapters would hold.

David graduated high school and was enthusiastic to attend a local community college. College meant he had an opportunity for a fresh start and the chance to meet new people. But after three years in the classroom, college stopped being interesting. Coming to the realization he enjoyed working more, David's ambition to acquire a post-secondary education was no longer a priority.

A relationship and a desire for change brought David to San Antonio. To make ends meet, he obtained a full-time job at a community bank where he obtained both technical and soft skills. However, **the constant demands and stress associated with working in a call center environment was more than he could bear.** The stress of his job, coupled with the desire to be back in Virginia closer to his mom, triggered severe anxiety.

David eventually left the company, but at the cost of his mental well-being and damaged self-confidence.

After resigning from his call center position, David struggled to find employment. With only a high school diploma in hand, he received phone calls from only three out of one hundred applications he submitted. Financial burdens were piling up. Desperate to find his life's path, **David discovered the Administrative Assistant program being offered by Goodwill San Antonio's Good Careers Academy.** He registered and began classes with the simple notion that earning a certification meant he would have actually completed something.

Although David had already acquired many of the skills being taught in the class, the Administrative Assistant program taught him more than he ever expected. For David, the class was not so much about the content, but rather the accomplishment and experience. He and his fellow classmates became a family. They supported one another both in and out of the classroom. Organically, David became a mentor imparting his knowledge to others who needed additional assistance. **David completed his externship and graduated Valedictorian of his class.**

Following completion of his certification, David was hired by Goodwill San Antonio's Business Services division where he works at Randolph Air Force Base as a Records Management Support Associate. It was a call he never expected, but one he is extremely thankful to have received.

"Since I started working for Goodwill, I wake up excited and ready to go to work. I finally have the opportunity to show my true, passionate self."

Appreciative for the opportunity to realize his potential through meaningful employment in a supportive work environment, David now has everything he needs to lead a successful and stable life.

STORY OF COMMITMENT : Mary

When Mary made the difficult decision to resign from a management position she had worked diligently over eight years to achieve due to decreasing mobility, she was fearful for what the future would hold. "When your ability to work becomes limited, it affects the way you think. You wonder how you are going to be able to feed yourself or keep a roof over your head. Uncertainty is a very scary place."

Mary had been diagnosed with severe osteoarthritis causing her to limp when she walks. In time, she would continue to lose mobility as the disease would eventually further penetrate her knees, hips, and back. With her daily production on the decline, Mary knew she would not be able to keep up with the expectations of the physically demanding job she loved in the restaurant industry.

Osteoarthritis was not something Mary planned for, however, she could either view herself as a victim or **stand up and do something about her circumstances.** Although her age coupled with her disability would unquestionably place her at a competitive disadvantage when finding alternative employment, Mary resigned from her position and applied to Goodwill San Antonio based on referrals from former customers.

Now working as a Medical Records Associate for Goodwill, Mary feels as though she is contributing more to her community than ever before. She is part of a team that prepares, scans, and digitizes hundreds of thousands of medical records for U.S. Air Force veterans. Their work expedites the time for the Department of Veterans Affairs to process medical claims ensuring veterans receive their benefits.

Since Mary has been employed, 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.

Proud of the new position she holds, Mary is thriving in a work environment that focuses on her abilities such as her **Capability** to do the job, **Dependability** to show up on time ready to work, **Reliability** to get the job done correctly, and her **Flexibility** to work with others to achieve a common goal. Mary no longer feels different or inadequate; but instead, is recognized for her contributions that make a difference to the military men and women she is serving.

"I am employed with someone who understands, and is willing to work with me. Goodwill stops hopelessness. There has to be a place to turn before you become hopeless."

Driven by a strong work ethic and a positive attitude, Mary's goals are set on progressing within her current position. She is keenly aware people are counting on her to get the job done, and it is that sense of purpose that makes her feel valued – not for what she has, but for who she is. As Mary proudly states, she is the "mission fulfilled."



**"I have a future now,
AND THAT FUTURE IS
A LOT BRIGHTER. Life
with a disability can
and should be good."**

THANK YOU

GOODWILL SAN ANTONIO PARTNERS AND SUPPORTERS

AARP/SCSEP / Air Force Medical Operations Agency /
Air Force Personnel Center / Air Reserve Personnel Center /
Alamo Colleges / Bexar County / Christian Hope Resource Center /
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The USAA Foundation, Inc. / Workforce Solutions Alamo /
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**GOODWILL
SAN ANTONIO**

Helping Change Lives Through the Power of Work.



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