

MORE THAN A STORE

The continuation of the pandemic compounded by an unprecedented winter storm and a disrupted labor force environment made 2021 a challenging year. Yet, despite these challenges, Goodwill San Antonio's nearly 1,600 team members were able to transform obstacles into opportunities.

HOW WE WORK

Goodwill San Antonio serves 24 counties, encompassing Bexar, Val Verde, Kerr, Guadalupe, and Webb with a presence in San Antonio, Cibolo, Del Rio, Kerrville, Laredo, New Braunfels, Pearsall, Seguin, and Windcrest.

While we are known as a place for bargains, Goodwill San Antonio is much more than a store.

We are a non-profit social enterprise. Revenue generated from selling donated items along with revenue earned from providing outsourced business solutions for federal and local governments and commercial contracts helps fund training, employment, and career readiness/job placement services.

2021 OVERVIEW

BUSINESS SERVICES



- 720 team members
- 15 Federal Contracts
19 Commercial Contracts
- \$16.16 average hourly wage*

DONATED GOODS & RETAIL



- 730 team members
- 22 Retail Stores
1 Clearance Center
- \$13.49 average hourly wage*

MISSION SERVICES



- 56 team members
- 3 Good Careers Academies
5 Good Careers Centers
- \$21.63 average hourly wage*

Every full-time team member has access to quality and affordable healthcare, generous retirement benefits, and supportive services.

*Texas minimum wage is \$7.25/hour

OUR MISSION

HELPING CHANGE LIVES THROUGH THE POWER OF WORK

As a social enterprise, Goodwill operates as a triple bottom line organization focused on *People, Planet, & Prosperity*.

Through reuse and repurposing efforts, Goodwill employs innovative solutions to reduce waste while simultaneously elevating lives in the communities we serve. The intentionality we give to providing second chances to gently-used donated items, is the same intentionality we place on creating opportunities for those facing barriers to employment.

OUR 2021 IMPACT

PEOPLE



- 458 people enrolled in an education program.
- 449 Goodwill Business Services team members had a documented disability.
- 800 Goodwill team members, on average, received life coaching services per month.

PLANET



- Repurposed more than 19.5M items for sale in stores and online at shopgoodwill.com.
- Processed more than 1M donated items.
- Recycled 1.3M pounds of hazardous electronic equipment.
- Repurposed 3,857 computers for reuse.

PROSPERITY



- Nearly 1,600 team members employed at Goodwill with an annual payroll of \$54.3M.
- \$0.91 of every dollar spent helped fund Goodwill's mission.
- 1,035 individuals gained employment in the community, 52% above Federal poverty level.



THIS IS GOODWILL

"Goodwill means to me optimism and hope because work has given me a sense of pride and security."

- Toni Mattox

Connect with us!



For more information about the Goodwill San Antonio Mission and how you can be part of the Impact, visit [GoodwillSA.org](https://www.GoodwillSA.org).

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