



# 2023 FACT SHEET



## MISSION AT WORK



**243**  
GOOD CAREERS  
ACADEMY  
GRADUATES



**1,782**  
GOODWILL SA  
TEAM MEMBERS



**1,182**  
PARTICIPANTS  
EMPLOYED

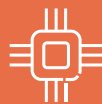


**212**  
DIGITAL LITERACY  
CERTIFIED

## ENVIRONMENTAL IMPACT



**1.2m**  
DONATION EVENTS



**10k**  
COMPUTERS  
REPURPOSED FOR SALE



**22.7m**  
ITEMS REPURPOSED  
for sale in our stores and at  
[shopgoodwill.com](http://shopgoodwill.com).

## OUR REACH



**24-COUNTY  
TERRITORY**



**26**  
RETAIL LOCATIONS  
Stores & Outlets



**30**  
BUSINESS SERVICE  
CONTRACTS

## MISSION, VISION, & VALUES



### MISSION

Helping Change Lives  
Through the Power  
of Work.



### VISION

A community powered  
by a skilled workforce,  
successful businesses,  
and a strong economy.



### VALUES

SERVICE  
TEAMWORK  
ETHICS  
PASSION  
SAFETY

## 2023 HIGHLIGHTS



### Digital Literacy Program Expanded Into Laredo

Through Goodwill, 36 Laredoans received free basic computer skills training.



### New Contracts Awarded to Business Services

Goodwill was awarded 5 federal, state, and city contracts for new grounds maintenance, custodial service, and HVAC filter maintenance, resulting in 84 new jobs.



### Goodwill opened 3 stores

Goodwill expanded its retail and donation presence with openings in the Northwest side of San Antonio, the Bulverde and Spring Branch community, and moved its Live Oak store to a larger location, resulting in 59 new jobs.



### Goodwill-hosted Career Fairs with Local Employers

Goodwill's 3 career fairs had 50 local employers at each event, offering a starting wage of \$15+/hour to 1,367 job seekers.



### DEI-Related Events for Employees

Goodwill's Diversity, Equity, and Inclusion Committee offered trainings and facilitated employee participation in community activities.



### Mission Awareness Campaign Achieved 130M Views

The Good Job, Everyone campaign launched in August on billboards, instore signage, and digital channels in San Antonio and Laredo.

## ACHIEVEMENTS & ACCOLADES



### Goodwill CEO Appointed to Community Advisory Council.

Carlos Contreras, President & CEO of Goodwill San Antonio was appointed to the Federal Reserves Board of Governors Community Advisory Council. As a member, he will provide information, advice, and recommendations on relevant policy matters and emerging issues of interest.



### Goodwill Military Contractor Receives SourceAmerica Award.

SourceAmerica awarded the Air Force Personnel Center at JBSA-Randolph the 2023 Military Customer Award in recognition of its contract with Goodwill San Antonio through the AbilityOne Program. Through its US Air Force Contracts, Goodwill employs 200 individuals of which 88% have a documented disability.



### Goodwill Earned Accreditation and Certification for Operational Excellence.

Goodwill achieved the highest level of Commission on Accreditation of Rehabilitation Facilities (CARF) for our tailored processes in workforce development.

Additionally, as a Quality Management System, Goodwill's headquarters, select government contracts, and facilities maintenance were certified to ISO 9001-2015.