



2022

COMMUNITY IMPACT REPORT

TRANSFORMING LIVES



Table of Contents

<i>Our Mission</i>	1
<i>Board of Directors</i>	2
<i>Letter from CEO and Board Chair</i>	3
<i>Workforce Development</i>	4
<i>Elisama: A Story of Determination</i>	5
<i>Donated Goods Retail</i>	6
<i>Tino: A Story of Second Chances</i>	7
<i>Business Services</i>	8
<i>Becky: A Story of Perseverance</i>	9
<i>Goodwill Cares</i>	10-11
<i>Diversity, Equity and Inclusion</i>	12-13
<i>Mission at Work + Financial Statement</i>	14-15
<i>Executive Leadership Team</i>	16



OUR MISSION

**HELPING CHANGE
LIVES THROUGH
THE POWER
OF WORK.**

Board of Directors

Officers



ERIN FOGARTY
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Executive
Committee Chair
Holt Cat



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Real Estate
Committee Chair
JPMorgan Chase & Co.



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Committee Chair
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Committee
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BURTON**
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KIM CARROLL
Compensation
Committee Chair
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& Consulting



VIRGINIA FINSTER
Finance/Real Estate
Committee
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MARINA GONZALES
Board Nomination/
Development Committee
San Antonio Hispanic
Chamber of Commerce



REGINAL HARRIS
Programs Committee
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Communications,
LLC



RYAN HARRISON
Finance/Real Estate
Committee
Merit Commercial
Real Estate



AMY LEWIS
Compensation
Committee
Texas A&M
University
San Antonio



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PEAVY**
Board
Nomination/
Development
Committee Chair
CBRE



SYBEL LOPEZ PICI
Board Nomination/
Development
Committee
McDonald's
Corporation
Franchise Owner
(Retired)



**BONNIE
PROSSER ELDER**
Audit/Compliance
Committee
VIA Metropolitan
Transit



MARY STICH
Programs
Committee and
Compensation
Committee
Rackspace
(Retired)



JANELLE SYKES
Audit/Compliance
Committee
Whataburger



**JESSICA
URIEGAS**
Audit/
Compliance
Committee Chair
Ernst & Young



Carlos J. Contreras, III

Erin Fogarty

Dear Friends of Goodwill,

Goodwill San Antonio had a banner year in 2022, filled with record-making achievements, growth, and successes. Collectively, our more than 1,600 team members worked passionately to achieve transformational impact within the communities we serve, and we couldn't be prouder of their commitment.

Through their spirit of collaboration and genuine care of helping people, our organization achieved record-setting milestones in our donated goods retail stores; created jobs through new and extended business service contracts; assisted 1,114 job seekers in gaining employment; helped 318 program participants earn a career education or training credential; and provided 259 people with computer skills through our digital literacy program.

This report provides insight on our social and economic accomplishments, always centered on our mission of *Helping Change Lives Through the Power of Work*. We focus on the significant impact that transformed the lives of many through change, progress, and solutions.

In the year ahead, we will remain committed to addressing the needs of the people we have the honor to serve. We thank you for your generosity, because none of our successes would be possible without your continued support. Through your donations, partnerships, and advocacy, we are sure to achieve even more monumental growth and milestones in 2023. Together, under our collective focus of "One Team, One Mission," we can be the difference in helping our community achieve social and economic mobility.

With gratitude,

CARLOS J. CONTRERAS, III
President/CEO

ERIN FOGARTY
Board Chair, Executive Committee Chair

TRANSFORMATIONAL Change

For decades, Goodwill San Antonio has remained committed to helping community members achieve upward mobility through stable employment, skill development, job training, and other life-changing opportunities.

Through job readiness coaching, digital literacy programs, vocational certification training, and more, we continue to promote economic independence to individuals while empowering a skilled workforce.

In 2022, 1,114 program participants received job readiness services to achieve meaningful employment, while more than half earned an entry wage 200% above the federal poverty level.

Year after year, we continue to rally around our mission and deliver on our promise to achieve transformational change in the communities we serve.

Workforce Development Highlights

- In 2022, we held our first Digital Literacy Graduation in Laredo for Goodwill team members, who received their education from our instructors at no cost.
- This year, 174 students graduated from our Good Careers Academy with their certification in Commercial Driver License, Medical Assistant, Nurse's Aide, or Pharmacy Technician. We also welcomed back our first in-person graduation since the pandemic.
- We continued to bridge employment opportunities by hosting multiple hiring events and job fairs with attendance of over 900 job seekers and over 50 employers.
- In partnership with the City of San Antonio, Communities in Schools, and Northside Independent School District, we opened a second NXT Level Youth Opportunity Center.



ELISAMA – A Story of Determination

Growing up in Venezuela, Elisama quickly found her calling while volunteering at her local church. Seeing peoples' gratitude through their smiles helped her realize she wanted to pursue a career in dentistry.

After moving to San Antonio at the age of 18 with her family, Elisama had a game plan – learn English, earn her GED, and enroll in college to pursue her dentistry career. After earning her GED and completing a basic English as a Second Language (ESL) course, she quickly realized to be successful in college, she would need additional ESL training.

She was referred to the NXT Level Youth Opportunity Center, which had the resources she needed. She met with a Goodwill Education/ Career Coach to develop her career plan. Elisama's coach supported her every step of the way. Her coach helped her navigate the college application process and secure financial assistance for both her ESL class and dental assistant program at San Antonio College.

With Goodwill's support, Elisama is living her dream working at UT Health San Antonio and is exploring becoming a dental hygienist.

“Goodwill opened the door of possibilities for me. My education coach believed in me, believed in my dream and helped me achieve my dream.”

Scan the QR code to hear more about Elisama's journey



TRANSFORMATIONAL Opportunities

Utilizing donations of gently used items to fuel our mission is the hallmark of Goodwill. Our commitment of helping change lives through the power of work would not be possible without the generosity of donors in our communities.

As a non-profit social enterprise, we were able to support the personal and professional development of our Donated Goods Retail (DGR) team members. Over one million donations to Goodwill San Antonio in 2022 enabled transformational professional development and economic advancement for over 800 DGR employees.

Donations also enabled employee personal growth by funding affordable health care plans, training programs and life skills coaches. Our life skills coaches provided counseling and referral services to DGR employees in over 4,000 sessions, significantly improving employee retention and performance.

Donated Goods Retail (DGR) Highlights

- DGR re-engaged community volunteer programs in our stores in 2022, providing over 5,000 hours of community service opportunities and over 22,000 hours of service for AARP volunteers. We also provided over 800 hours of store job training for high school students and adults with special needs.
- As a non-profit social enterprise, Goodwill facilitated the purchase and re-circulation of over 20 million donated items, making an important contribution to environmental sustainability.
- 114 employees, 14% of the DGR workforce, were promoted to higher paying positions within our organization. Following pay increases of 15% to DGR front line employees in 2021, an additional 6% wage increase was provided in 2022.



TINO – A Story of Second Chances

Tino grew up on the Southside of San Antonio. As an only child in a single parent household, he and his mother forged a strong bond. Through her, Tino learned the value of hard work. Although his mother was a positive role model, Tino began drinking at an early age.

As he grew older, his mother encouraged him to enlist in the military in hopes of finding his purpose. During his time in the Army, he learned the importance of being a team player. After serving six years in the Army, Tino joined the workforce but still struggled with drinking.

Tino's struggles with alcohol worsened after losing his mother to cancer. His alcoholism led to multiple DWIs, job loss and eventually incarceration. However, Tino held onto hope and found his second chance through Goodwill.

Through personal perseverance, AA meetings and support from Goodwill's Good Career Center, Tino found his purpose through the power of work and is now thriving as a production assistant and trainer for Goodwill San Antonio.

"Goodwill opened the door of possibilities for me. However, it was up to me to make them count. I wake up each morning happy to go to work at Goodwill and help make a difference in our community."

***Scan the QR code
to hear more about
Tino's journey***



TRANSFORMATIONAL Solutions

Goodwill San Antonio Business Services provides support and outsourcing solutions at all four JBSA military installations along with local municipalities and area businesses.

In 2022, through the fulfillment of 28 contracts, we were able to provide employment opportunities to veterans, individuals with disabilities, and those with unseen barriers. We employed over 360 people with a documented health disability on our federal contracts, furthering our commitment to providing and sustaining meaningful employment for our team members.

With a commitment to providing quality service at a competitive wage, the team secured additional business contracts with City of San Antonio, Northside Independent School District, U.S. Air Force and U.S. Space Force.

It is through our Business Services division that Goodwill San Antonio can continue to provide transformational

solutions to our military and business community, while fulfilling our organization's mission.

Business Services Highlights

- Investment in professional development and life-coaching services resulted in the promotion of 40 team members.
- Our Commercial and Federal Facility Maintenance teams successfully managed over 300 federal, city, and county properties across the city and surrounding areas.
- The International Organization of Standardization (ISO) recertification provided high praise to our workforce, while our Total Force Solution Center (TFSC) training program was rated as "Best in Class" in a recent audit.



BECKY – A Story of Perseverance

Born with spina bifida, and abandoned by her mother as a child, Becky learned early on to face life's many challenges.

She became a dedicated stay-at-home mom at 17, but as her children grew older and more independent, Becky wanted more.

Motivated, Becky obtained her GED and graduated with a billing and coding certification. She secured employment and excelled with a local radiology company, but unlike her peers, did not receive advancement opportunities. Becky was seen only for her disability.

When the discrimination became more than she could tolerate, Becky quit her job with no subsequent employment in place.

She went 5 months without employment, barely managing expenses on her limited disability benefits. That's when she connected with Goodwill San Antonio.

She was hired on the spot, and now works as a Medical Records Associate, joining a team that prepares, scans, and digitizes tens of thousands of medical records for U.S. Air Force Veterans.

With Goodwill's support, Becky is now thriving in a position that recognizes her potential. She is not hindered by barriers, but is instead open to limitless possibilities.

“Goodwill has given me confidence. With their encouragement, I believe I can really do what I have always dreamt of doing.”

Scan the QR code to hear more about Becky's journey





Caring is at the heart of Goodwill San Antonio and our team members. Together, we serve our community by fulfilling our mission. In 2022, our dedicated “Goodwill Cares” team engaged in community outreach by joining together to represent Goodwill as **One Team, One Mission**.

Throughout the year, we participated in community engagement opportunities that put our values of Service, Teamwork, Ethics, Passion, and Safety into practice in the areas we serve.

Our Goodwill **CARE**



ES for the Community

Diversity, Equity, and Inclusion is in our Goodwill “DNA”

Historically, Goodwill has prioritized equitable inclusion of people of all ages, gender, race, national or ethnic origin, religion, language, political beliefs, sexual orientation, gender identity, and physical/mental ability. As demonstrated in our mission, we believe that genuine service is inclusive and all who walk through our doors should see themselves reflected in our staff and leaders.

This year, Goodwill San Antonio announced the development of the Diversity, Equity, and Inclusion (DEI) Committee. Established in April 2022, the committee reflects the diversity and values of our employees and includes representatives from across our organization.

Designed to align our strategies, principles, and goals across our entire workforce, the DEI Committee works towards providing a framework for new and existing diversity, equity, and inclusion related initiatives, policies, training, and activities across Goodwill San Antonio.

We firmly believe diversity, equity, and inclusion drive impact, whether it’s within our organization, or in the communities we serve. We have and will continue to work to enhance people’s dignity and quality of life by strengthening their communities, eliminating their barriers to opportunity, and helping them reach their full potential through learning and the power of work.



Our DEI Committee includes:
From left, Yolanda Quintero, Joseph Pope (DEI Committee Executive Sponsor), Melissa Curiel, Haki Al-Azzawi, and Coriann Viner-Blake.



Diversity Equity Inclusion



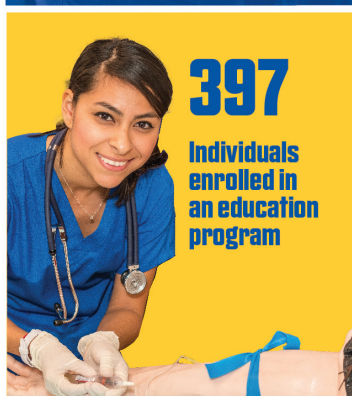
On October 17, 2022, the DEI Committee hosted a “National Hispanic Heritage Month Chat” with Goodwill San Antonio CEO Carlos Contreras III and Marina Gonzales, Goodwill San Antonio Board Member and President and Chief Executive Officer of the San Antonio Hispanic Chamber of Commerce.

Carlos and Marina shared experiences of growing up in San Antonio, as well as personal stories of challenges and biases they faced while working their way to success.



Mission at Work

2022 IMPACT



Goodwill Good Careers Academy Outcomes

Graduation Rate	82%
Certification Rate	85%
Placed Rate	75%

AbilityOne Ratio*

Goal Minimum	YTD Actual
77%	86.9%

Donated Goods Retail

21%

Wage increase to frontline Donated Goods Retail staff over a 2-year period.

*Agencies performing contracts under the AbilityOne program are required to maintain 75% of their direct workforce with a documented health disability.



Financial Statement (unaudited)

Supporting Our Mission

Revenue Sources

\$65,689,489 (57.55%)

Donated Goods Retail

\$45,150,484 (39.57%)

Business Services

\$2,296,992 (2.02%)

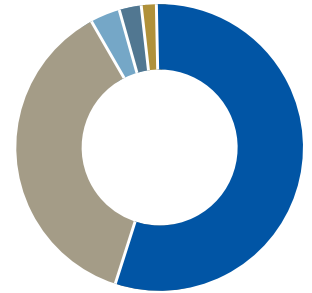
Grants and Subsidiaries

\$508,656 (0.45%)

Monetary Donations

\$466,626 (0.41%)

Other Revenue



Serving Our Mission

Allocation of Expenses

\$95,596,583 (83.78%)

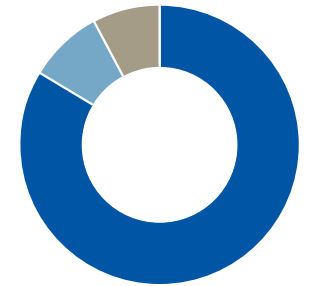
Mission Operations and Training

\$9,761,565 (8.55%)

Mission Support Services

\$8,754,098 (7.67%)

Investments in Future Operations



Executive Leadership Team



CARLOS J. CONTRERAS III
President/CEO

JANICE BUNCH
President and
Chief Operating
Officer -
Goodwill San
Antonio

MARK MCKEEVER
President and
Chief Operating
Officer -Business
Services

ANGELIQUE DE OLIVEIRA
Chief Mission
Services Officer

GEORGE STASKA
Vice President
of Retail Store
Operations

JOSEPH POPE
Vice President
of Human
Resources

JERRY ARELLANO
Vice President
of Marketing &
Communications

DEBBIE SCHMIDT
Vice President of
Compliance and
Quality

Our Commitment to Servant Leadership

At Goodwill San Antonio, our executive and leadership team proudly maintain a servant leader philosophy. Whether serving on local boards or participating in hands-on activities such as “Frontline Day,” executive team members actively pursue opportunities to demonstrate exemplary leadership qualities, often serving as mentors for aspiring team members. Under the guidance of **One Team, One Mission**, our leadership team continues to focus on the development, growth, and empowerment of all Goodwill San Antonio team members.





**“WE HAVE PROVEN WE GOT
WHAT IT TAKES TO SUCCEED.
WE ARE RESILIENT. WE ARE PREPARED.
WE ARE READY TO MAKE A DIFFERENCE
IN OUR COMMUNITY.”**

— PATRICIA DE LA CRUZ
2022 Good Careers Academy Graduate



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