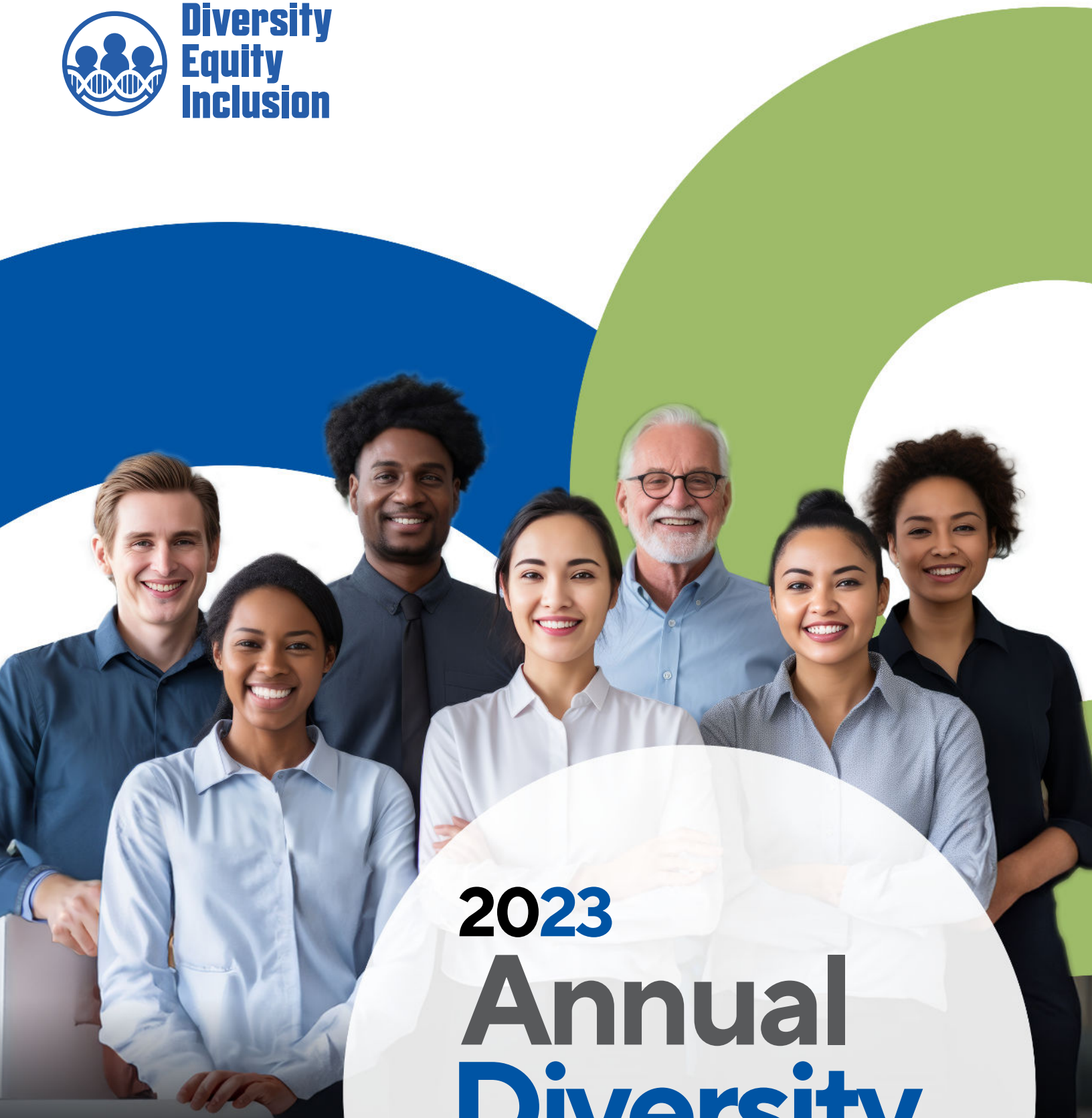
Diversity
Equity
Inclusion



2023 Annual Diversity Report

GOODWILL SAN ANTONIO

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Our Journey Continues

The key to Goodwill San Antonio's success is our people, and we are deeply committed to continuing an organization that reflects the diversity of our community.

In 2023, the Diversity, Equity and Inclusion (DEI) Panel continued to build momentum in the organization through events, training, and awareness.

Through the formation of focus groups, webinars, and community participation, we provided safe zones for support where employees could engage in ways that are meaningful to them.

As a result, we enhanced inclusive practices into everything we do to ensure an unbiased employee experience at all levels of the organization.

Through tailored programs like, AbilityOne, we provide access to growth opportunities, professional development, and support in accomplishing goals to ensure that our employees from historically underrepresented groups are given every opportunity to thrive at Goodwill San Antonio.

We are proud of some of the measures we have taken to ensure our employees are supported and empowered. Our Life Skills Counselors and Coaching (LSC) units extend services to our employees struggling with life needs and mental wellness. We take our obligation to our employees seriously and hold ourselves accountable to walking the walk on inclusion.

The work is far from done; but we are humbled by the challenge and opportunity ahead of us to be better change agents. The data highlighted in this report include employee demographic data, self-reporting categories, key initiatives and investments made in 2023, with a continued focus on supporting and helping our employees and their families.

In 2023, the executive leadership team committed the organization to an 80% DEI training goal as one of the six main Goodwill San Antonio's scoreboard metrics for the organization.

The Representation

Our numbers reflect the Goodwill San Antonio employee population as of December 31, 2023. At this time, we had 1,782 employees located in the Greater San Antonio Area. Consistent with our EEO-1 reports, the data may not include employees who chose not to self-identify during onboarding.

Ethnicity reflects the EEO-1 categories required by the US Government Reports; we understand that these may be imperfect categorizations of both race and ethnicity. Also, the report does not capture other forms of diversity, such as ability and veteran status, to name a few.

We are actively working on many elements of diversity and inclusion at Goodwill San Antonio, and you will see in the pie chart our employees responded to these self-reporting questions in the self-reported data category.

Representation by Gender

Organization-Wide:
- **Female: 59.15%**
- **Male: 40.85%**

Representation By Unit:

- **Donated Goods and Retail**
  - Female: 58.80%
  - Male: 41.20%

- **Contract Services**
  - Female: 59%
  - Male: 41%

- **Workforce Development**
  - Female: 82.26%
  - Male: 17.74%

- **Mission Support**
  - Female: 48.42%
  - Male: 51.58%

Source: Goodwill San Antonio Human Resources December 2023 Metrics

Self-Reported Categories

Reporting on gender, ethnicity and age data helps Goodwill San Antonio track progress of our diversity over time, but they are imperfect categories. Diversity is layered and we are constantly stretching ourselves to make sure our data and reports properly reflect those demographics.

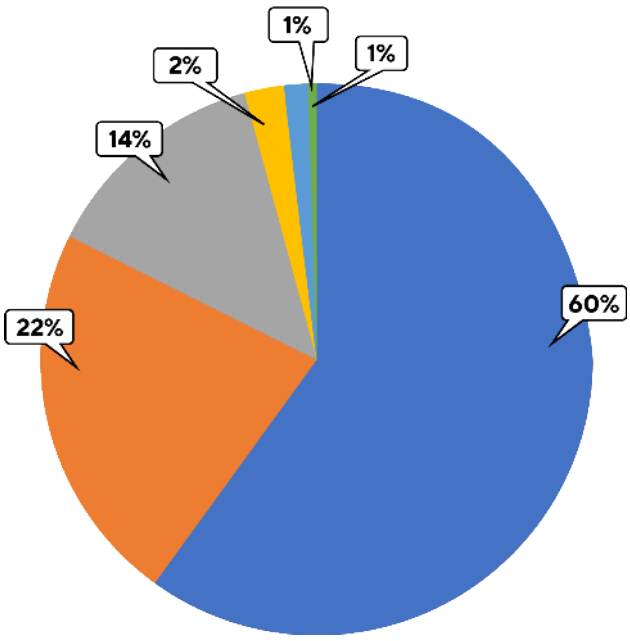
Self-reported data is one way we work to better understand how Goodwill San Antonio's employee population identifies. The self-reported survey is anonymous and voluntary, and this year, we continued with the same six (6) expanded categories from 2023.

In the 2023 survey, 26.21% of Goodwill San Antonio's employees chose to self-identify as disabled or veteran.

Of those who chose to self-identify:

- 21.83% are people/persons with disabilities
- 4.38% are veterans

Representation by Ethnicity:



Source: Goodwill San Antonio Human Resources December 2023 Metrics

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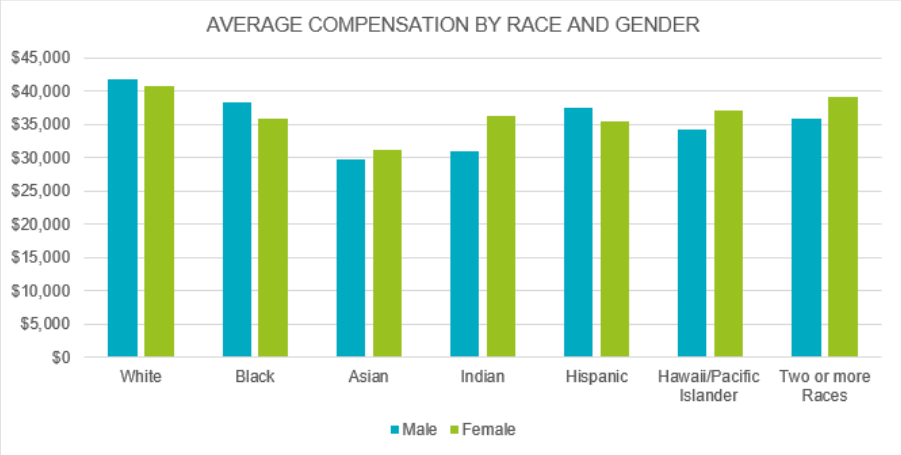
The Following Graph And Charts Display Average Compensation By Race And Gender Within Goodwill San Antonio



Source: Outsolve, LLC.

Self-Reported Categories, cont.

As we develop our strategic plan over the next decade to serve our employees and the community, this information will be significant in providing support and solutions for future generations.

Vendor Business Report

Goodwill San Antonio desires to partner with suppliers that are 51% owned and operated by traditionally underrepresented individuals or groups who share our same values and mission. In 2023, Goodwill San Antonio partnered with 37 vendors in this category with a total spend of $3,261,920.18.

Disabled Individual Business Enterprise:
- (1) $391,091.68

Small Business:
- (23) $ 1,027,469.10

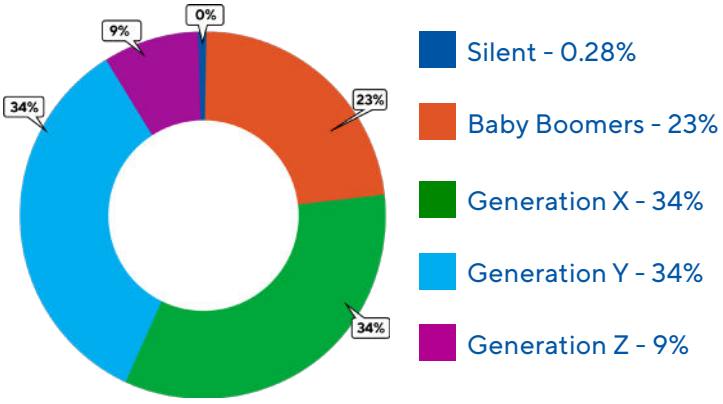
Female Owned:
- (10) $1,157,719.44

Veteran Owned:
- (2) $163,306.20

Minority Owned:
- (1) $522,333.76

Generations in the Workplace

Of the seven (7) generational groups that exist in our society today, there are five (5) who are represented in our organization:



Source: Goodwill San Antonio Human Resources

Generational Groups

1925-1945	Silent
1946-1964	Baby Boomers
1965-1979	Generation X
1980-1994	Generation Y
1995-2012	Generation Z

Source: Peter Sheahan

Disparity Analysis

The following contain the results of the analyses conducted for the 2024 Affirmative Action Plans (AAP)

The analysis determines whether the selection rates differ statistically by race and/or gender. The statistical test identifies whether chance, or something other than chance, caused differences in selection rates between two groups. Whenever a disparity is identified an investigation to explain the disparity is advised.

Below are explanations of the data analyses using the January 1, 2023 through December 31, 2023.

Pay Gap

Companywide Unadjusted Pay Gaps

An unadjusted Pay Gap represents the average difference in between median earnings in a given year. This analysis is considered raw/unadjusted because it does not account for factors that may influence pay (job title, time in position, etc.). Goodwill has a lower pay gap than the U.S. average overall in each category. This data is benchmarked against $1.00 per male and white employees.

Comparsion Group	Goodwill San Antonio	United States
Female	$0.94	$0.83
African American	$0.89	$0.76
Hispanic	$0.89	$0.73

Source: Goodwill San Antonio Human Resources

Pay Gap, cont.

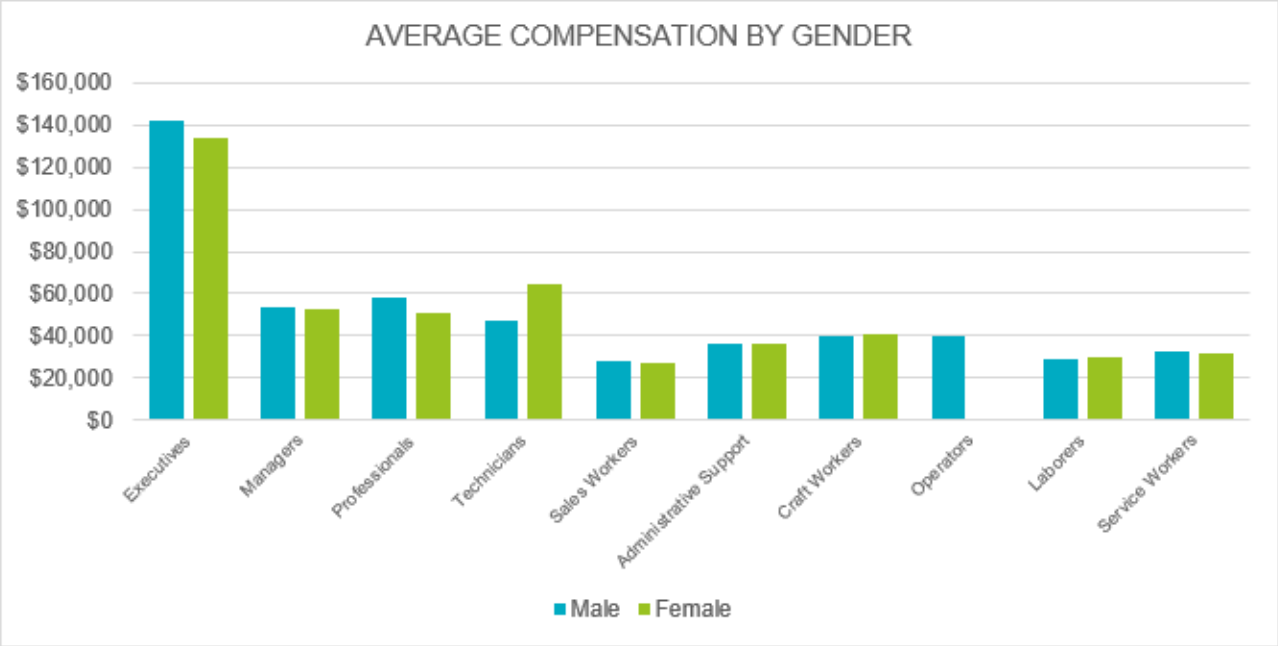
Comparsion Group	Goodwill San Antonio	United States
Asian-Pacific Islander	$0.84	$0.81
Native American	$0.87	$0.76
Multiracial	$0.91	$0.81

Source: Goodwill San Antonio Human Resources

Pay Equity

Pay by EEO Category - Gender

The following graphs and charts display average compensation analysis by gender and race from EEO Categories within Goodwill San Antonio.



Source: Outsolve, LLC.

Next Steps

Where do we go from here?

Looking forward and beyond

The 2023 Annual Diversity Report is a continuous work in progress – a way for the organization to track its impact and improvements over time. This section outlines Goodwill San Antonio's strategy for continuing the good work.

01

DEI Panel Development

The DEI Panel will spark dialogue, training and events needed to achieve our goal of overcoming the challenges of diversity, equity and inclusion.

02

DEI Training Curriculum

Agency goal of 80% completion of DEI training during the calendar year.

- DEI Training: Four (4) hour in-person training curriculum
- Knowledge Check at completion of training
- Foundation of DEI Online Training Module

03

Event Calendar

Organization-wide celebration of DEI events to educate and promote equality.

- MLK Celebration March
- Black History Month
- Women's History Month
- Deaf Awareness Week
- Mental Health Awareness Month
- LGBTQ Pride Month
- Taste of Goodwill
- Women's Equality Day
- National Hispanic Heritage Month
- National Disability Employment Awareness Month

04

Focus Groups

Formation of employee-centered focus groups to support our efforts of inclusion.

- Lean in Circle (Women)
- Voices of Veterans

Conclusion

In 2023, we leaned on our core values (S.T.E.P.S.) as we faced the challenges of inclusion with the aftermath of the pandemic, families struggling with caregiving and staffing shortages. As a non-profit organization, Goodwill San Antonio is on a path to equity of which the numbers are only the beginning. We know that sustained change and impact take time, and that being transparent about where we are in the journey, and where we need to improve is critical to long-term change. We are proud of the foundation we build and the successes we have had along the way.

CORE VALUES

S.T.E.P.S.

- **Service:** the reason we exist
- **Teamwork:** it is our key enabler
- **Ethics:** doing the right things when no one is looking
- **Passion:** a heart-felt commitment
- **Safety:** the most fundamental aspect of taking care of people