GOODWILL SAN ANTONIO

Fighting Poverty. Creating Opportunity.

SINCE 1945

2021 COMMUNITY IMPACT REPORT

HELPING CHANGE LIVES THROUGH THE POWER OF WORK

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Programs Committee Chair
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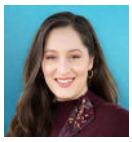

VIRGINIA FINSTER
Programs Committee
Freelance Photographer/
Content Creator

JACKIE GORMAN
Programs Committee
Ivy Consulting

RYAN HARRISON
Finance/Real Estate
Committee
Merit Commercial
Real Estate

AMY LEWIS
Compensation Committee
Texas A&M University
San Antonio

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McDonald's Corporation
Franchise Owner (Retired)

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Committee
VIA Metropolitan Transit

EDDY SALAS
Finance/Real Estate
Committee
H-E-B

ALLAN SMITH
Audit/Compliance
Committee
Law Office of
Allan F. Smith

MARY STICH
Programs Committee
Compensation Committee
Rackspace (Retired)

JANELLE SYKES
Board Nomination/
Development Committee
Whataburger

BOARD PURPOSE

Goodwill Industries of San Antonio is governed by an autonomous and dedicated local volunteer Board of Directors who guide on the agency's overall operation and strategic direction in support of our mission to *Help Change Lives Through the Power of Work.*

Dear Friends of Goodwill,

The continuation of the pandemic compounded by an unprecedented winter storm and a disrupted labor force environment made for another challenging year. Yet, despite these challenges and ongoing uncertainty, Goodwill San Antonio was able to transform obstacles into opportunities.

Fueled by the dedication, diversity, and perseverance of our team members, Goodwill realized a year of great success. A most generous, unsolicited grant provided to us by Philanthropist MacKenzie Scott, enabled us to stabilize our operations following unforeseen and devastating closures in 2020 and propelled us into 2021.

Through teamwork, collaboration, and an innovative spirit, our team members generated record-setting revenue in our retail stores; provided high-quality outsourced business services on 34 federal and commercial contracts; successfully placed 1,035 community members into meaningful employment; enrolled 458 clients in an education/training program; and provided 136 people with computer skills through a new digital literacy program designed to help bridge the digital divide.

This 2021 Community Impact Report highlights our commitment to our founding purpose of **Fighting Poverty. Creating Opportunity.** Inspired by those we are privileged to serve, we remain dedicated to helping ***ALL*** people realize their potential through training and employment by focusing on people, planet and prosperity.

On behalf of our Board of Directors and our nearly 1,600 team members, thank you for championing Goodwill San Antonio's mission to **Help Change Lives Through the Power of Work.**

As we continue to evolve to meet the changing needs of our community, we humbly ask for your continued support by means of your donations, partnership, and advocacy. Together, we strengthen people, families, and our city so we may collectively achieve the promise of a prosperous future.

With Appreciation,

CARLOS J. CONTRERAS, III
President/CEO

JOHN MATEY
Board Chair

OUR MISSION

Goodwill Helps Change Lives Through the Power of Work.

In 1945, five passionate civic leaders had the courage of conviction to start Goodwill Industries of San Antonio and help those less fortunate in our city. They believed, as we still do today, ***ALL*** people deserve equal access to employment opportunities.

Our mission comes to life by empowering people who want to begin or advance their careers, gaining financial self-sufficiency and independence for themselves and their families.

WHEN PEOPLE WORK, OUR COMMUNITY IS PROSPEROUS.

1940s–1960s

- **1946:** First store opens and employs 22 team members, of whom, 18 are Purple Heart Veterans.
- **1960:** Goodwill administers vocational assessments and is awarded first service contract.

1970s–2000s

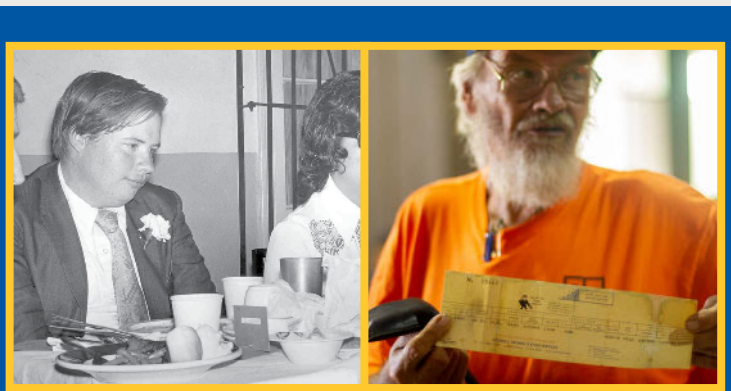
- **1998:** Goodwill awarded a grant from the U.S. Department of Labor and initiates Job Help Centers, now known as Good Careers Centers.
- **2000:** Goodwill moves headquarters to downtown San Antonio (406 W. Commerce).

2010s–Today

- **2011:** Goodwill opens Good Careers Academy offering certified vocational training opportunities.
- **2021:** Goodwill employs nearly 1,600 team members.

THIS IS GOODWILL

As Goodwill San Antonio's longest serving team member, Glenn King faithfully keeps an original 1973 paycheck in his wallet as a reminder of the independence work has afforded him during his 48 year tenure.



"Goodwill is one of the best places someone can come work and realize their ability."

-Glenn King, Donated Goods & Retail Material Handler

MORE THAN A STORE

Best known for a place to treasure hunt for bargains, Goodwill San Antonio is much more than a store. We are a diverse and inclusive non-profit social enterprise centered around helping people gain stability and realize their potential through work.

Instead of relying on fundraising efforts to sustain financial viability, Goodwill utilizes business principles to maximize self-sustaining revenue to support a social and environmental purpose.

Revenue generated from the sale of donated items in stores along with revenue earned from providing outsourced business solutions on federal, municipal, and community contracts helps fund meaningful training, employment, and career readiness/job placement services.

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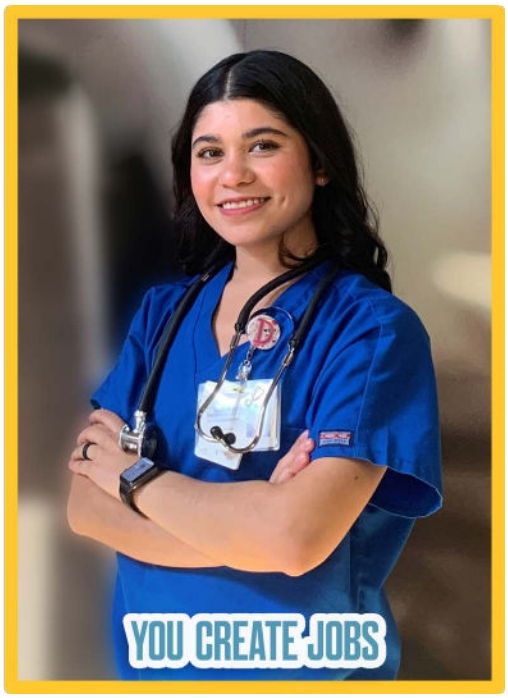


MAKING AN IMPACT

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 your gently used donated items, is the same intentionality we place on creating opportunities for those facing barriers to employment.

PEOPLE

Nearly 1,600 team members employed.

PLANET

19.5M items repurposed and diverted from landfills.

PROSPERITY

$0.91 of every dollar spent helps fund Goodwill San Antonio's Mission Programs.

HOW WE WORK

DONATED GOODS & RETAIL

Our Donated Goods and Retail team members' dedication to donors, shoppers, and mission never wavered throughout a challenging year. Their collective efforts and resiliency were responsible for the successful opening of our 23rd retail store on the north side of San Antonio at Blanco Road and Loop 1604, as well as the record-setting revenue performance we achieved in 2021.

MAKING AN IMPACT

PEOPLE

- Employed 730 team members.
- Increased wages for team members by an average of $2/hour to $13.49/hour.
- Maintained affordable health insurance for all team members, vital during a pandemic.

PLANET

- Received and processed more than 1M donations.
- Repurposed more than 19.5M items for sale in stores and online at shopgoodwill.com.
- Repurposed a 124,000 sq. ft. vacant facility into a new streamlined, energy efficient operations center.

PROSPERITY

- Contributed $20M in annual payroll for Donated Goods and Retail team members.
- Collected $353,800 in cash donations through our Round-Up program in support of our mission.
- Opened Blanco North store creating 28 new jobs.

THIS IS GOODWILL

IT STARTS WITH A DONATED ITEM

Donated items, once purchased, get a new life and also help people start a new chapter in their lives.

Brenda, a Goodwill donation attendant, epitomizes how we value the community's generosity. She is frequently recognized by donors for her outstanding customer service and for the care she takes with each item received.

"My mother frequently donates her things to Goodwill. Since she broke her arm, I am taking her to donate. My mother loves going to the Bandera Road location because of Brenda. Her customer service is above and beyond. She boxes up my mother's breakables and listens to my mother reminisce about the items as if she is saying goodbye to it. She brings joy to my mother.

– Gayla, Donor

HOW WE WORK

BUSINESS SERVICES

Prioritizing the health and welfare of team members, the Business Services team remained agile and ready to serve new clients while continuing to deliver exceptional levels of service on 34 contracts (federal and local government and commercial).

MAKING AN IMPACT

PEOPLE

- Employed 720 team members, of whom, 449 have a documented disability.
- Provided an average wage of $16.16/hour for Business Services team members (not including benefits).
- Shifted 125 representatives to telework while supporting the needs of our military, local college students, and business customers.

PLANET

- Repurposed 3,857 computers for reuse in the community.
- Responsibly recycled 1.3M pounds of hazardous electronic equipment.
- Relocated the Goodwill Electronics Store and Electronics Recycling Program, expanding the selection of affordable electronics and data security services.

PROSPERITY

- Contributed $25.5M in annual payroll for Business Services team members.
- Awarded three additional ground maintenance contracts and one contact center contract.
- Received high performance ratings from Joint Base San Antonio installations, San Antonio Military Medical Center, and Laughlin Air Force Base in Del Rio.

THIS IS GOODWILL

HIRING FOR ABILITY

Toni Mattox represents one of the 449 Business Services team members who have a disability. Born with a congenital cataract, Toni is legally blind in one eye. Additionally, she and her son were once homeless. The uncertainty and stress led Toni to develop mental health issues, making it difficult for her to find and sustain employment. After a two-year job search, she found Goodwill and was hired as a Customer Service Representative at our contact center. Toni has thrived within a supportive environment which includes accommodations, wraparound services, and professional development training.

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

– Toni Mattox

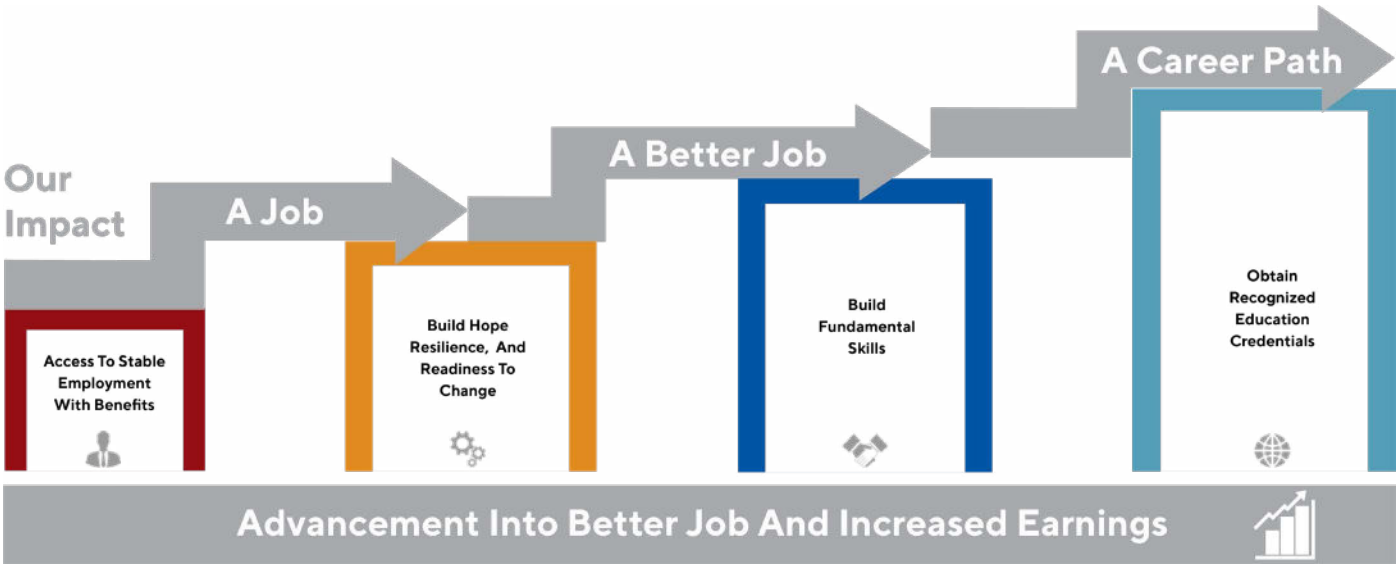
ADVANCING SKILLS AND CAREERS

Our Donated Goods and Retail operation directly helps fund critical workforce development programs for vulnerable populations who face significant barriers to training and employment success including: generational poverty, childhood trauma, no high school diploma, and a criminal history, among others.

Built on transformative coaching relationships, our services ensure every person is positioned to equitably reach their potential by finding, maintaining, and advancing into a job providing economic independence.

- **Career Planning**
- **Job Readiness and Placement**
- **Education and Training Assistance**
- **Digital Literacy (Basic Computer) Training**
- **Life Skills Coaching**

As a long-serving workforce development provider, Goodwill understands the barriers vulnerable populations face and the resources needed to overcome them. Our Strategic Mission Framework charts a path to success for each client, empowering our team to meet each client where they are on their career journey.

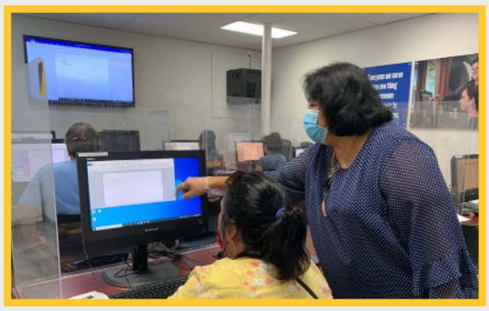


The pandemic has changed the future of work and skills development. With increased automation, adoption of new technologies and massive introduction to telework, technical and digital skills have become a prerequisite to employment. As a result, finding sustained, meaningful employment for workers with lower educational and income levels has become increasingly difficult.

Goodwill has responded to the changing needs by increasing its investment in career education and training to ensure vulnerable populations have equitable access to the skills they need to compete in the jobs of today and tomorrow.

THE PEOPLE WE SERVE

Assisted 458 people in enrolling in an education program, 323 of whom earned a recognized credential this year. This includes a 67% year-over- year increase in adult student enrollment at our Good Careers Academy.

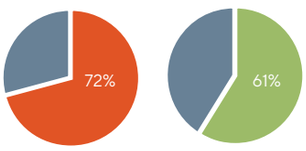


Assisted 136 people in gaining basic computer skills, including navigating the internet and essential productivity software.

Assisted 1,035 people in gaining employment, 52% of whom earned an entry wage above 200% of the Federal poverty level.

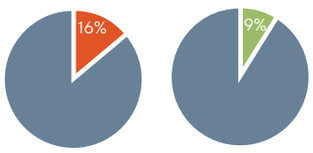
OUR CLIENTS

HISPANIC



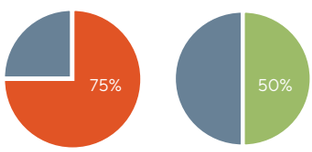
Goodwill Clients | Bexar County

BLACK OR AFRICAN AMERICAN



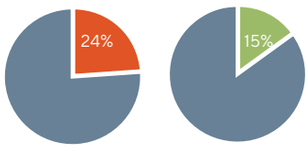
Goodwill Clients | Bexar County

ANNUAL HOUSEHOLD INCOME BELOW MEDIAN HOUSEHOLD INCOME ($57,157)



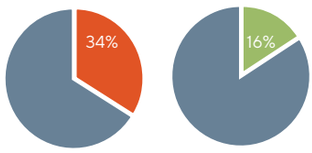
Goodwill Clients | Bexar County

NO HIGH SCHOOL DIPLOMA



Goodwill Clients | Bexar County

HIGH LEVEL OF ADVERSE CHILDHOOD EXPERIENCES



Goodwill Opportunity Youth Clients (16-24) | U.S. (Age 16-24 Population)

THIS IS GOODWILL

Goodwill San Antonio is proud to partner with FGF Brands to provide digital literacy training to their employees. Participants worked a full day/night work schedule and attended the four-hour class weekly which was administered onsite by a Goodwill San Antonio instructor. The experience and skills obtained positions each employee for advancement opportunities.

FGF Brand graduates

"I am thankful I got this opportunity. Going to work and class was a challenge, but overall I am glad I made it."

– Carmen A. Patino

LOOKING AHEAD

Goodwill San Antonio Team members representing Business Services, Donated Goods and Retail, Mission Services and Support Services.

ONE TEAM. ONE MISSION.

In 2022, Goodwill San Antonio will continue our focus on generating employment opportunities. These initiatives include:

- **Expansion of our career services by reopening the Good Careers Center located adjacent to our Goodwill South Park Store to better serve the city's south side.**
- **Training and job placement assistance targeting working individuals who live 200% below the poverty level.**
- **Improve donation processing for increased efficiencies in maintaining store inventories of quality, affordable goods.**
- **Growth management within existing and new outsourcing service opportunities, creating new job positions and employment opportunities for those with disabilities.**

Additionally, Goodwill San Antonio will continue the prioritization of our team members' health, safety, and well-being:

- **The starting hourly wage of every Goodwill frontline team member will increase to ensure all team members earn at least 200% above the federal poverty level.**
- **Every full-time team member has access to quality and affordable healthcare and generous retirement benefits.**
- **Team members have access to supportive services, which include financial and digital literacy training, leadership development, opportunities, and life skills coaching.**

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
Goodwill San Antonio Business Services

DAVID DAUPHINE, CPA
Chief Financial Officer

ANGELIQUE DE OLIVEIRA
Chief Mission Services Officer

GEORGE STASKA
Vice President of Retail Store Operations

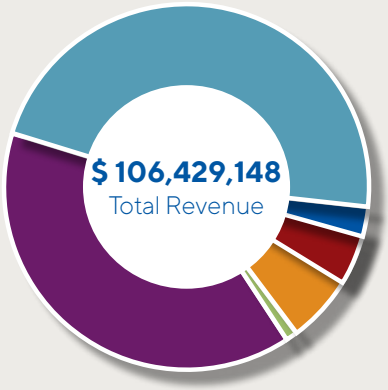
JOSEPH POPE
Vice President of Human Resources

ERIC MUENCHOW
Vice President of Information Technology

DEBBIE SCHMIDT
Vice President of Compliance and Quality

FINANCIAL STATEMENT

(Unaudited)



SUPPORTING OUR MISSION

Revenue Sources

$ 2,438,435 (2.29%)
Contributions

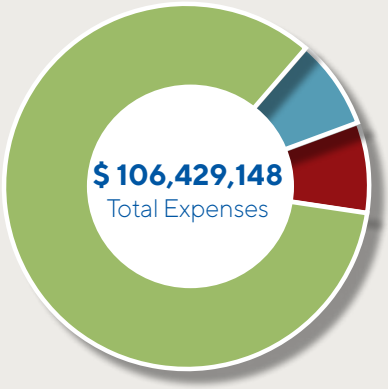
$ 645,725 (0.61%)
United Way

$ 55,492,805 (52.14%)
Sale of Donated Goods (Retail)

$ 45,704,031 (42.94%)
Business Services

$ 1,949,127 (1.83%)
Workforce Development & Education

$ 199,024 (0.19%)
Rebates, Investments, & Miscellaneous



SERVING OUR MISSION

Allocation of Expenses

$ 90,267,990 (84.82%)
Program Services

$ 8,945,562 (8.40%)
Management, General, & Fundraising

$ 7,215,596 (6.78%)
Investment in Future Operations

THANK YOU

FOR BRINGING OUR MISSION TO LIFE

HELP START SOMEONE ON THEIR JOURNEY:

- Donate Gently Used Items, Including Electronics
- Shop Our Goodwill Stores or Online at GoodwillSAonline.com
- Hire Goodwill Business Services for Your Outsourcing Needs
- Become a Good Careers Academy Employer Partner
- Hire our Good Careers Center Clients
- Refer a Job Seeker

LEARN HOW

GoodwillSA.org

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SINCE 1945

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