I am humbled to introduce myself as the new CEO of Goodwill Central Texas. It is an immense honor to be at the helm of an organization that has made such a tremendous impact on Central Texas for the past sixty years, and remains at the forefront of an innovative social enterprise model that is a catalyst for transforming people's lives.

As we enter our 61st year of service to Central Texas, I am excited to see the continuation of that ground-breaking spirit as we expand our education, training, and career-advancement services to build the workforce of the future. We are grateful to everyone in our community that helps make that possible.

In Partnership,

Kenny Hill
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- Valuing Our Earth

## 3. OUR SUSTAINABLE BUSINESS
- Fiscal Impact
- Financials
- 2018 Leadership
- Our Board
- Partners, Funders & Donors
HE THAT DOES GOOD TO ANOTHER DOES GOOD ALSO TO HIMSELF.

- Annaeus Seneca
OUR MISSION
GENERATING LIFELONG CONNECTIONS TO WORK

OUR VISION
EMPOWERING 100,000 CENTRAL TEXANS TO TRANSFORM THEIR LIVES THROUGH WORK

OUR VALUES

Make the Difference
We are inspired by a purpose beyond ourselves. We constantly go the extra mile to exceed expectations and find solutions.

Own It
We are responsible for success and driving our mission forward. Holding ourselves and our teams accountable in order to deliver results.

Spirit of Service
Build trust by being respectful, inclusive, and transparent. Embracing our values creates an environment for success.

Work Hard. Play Hard.
Inspire others by being the best at what we do, taking pride in learning, and being passionate team players.
For sixty years, Goodwill Central Texas has endeavored to achieve our mission of generating lifelong connections to work. Established in 1958, Goodwill Central Texas began as a small collection of resale stores generating funds to provide job placement services to people in our community. We are now a thriving, $100M dollar social enterprise organization and one of the largest employers in Central Texas.

In the spirit of Edgar J. Helms, founder of Goodwill Industries, “a hand up, not a handout,” means that Goodwill Central Texas provides comprehensive education, training, and career-advancement programs to people that are marginalized in our community: people who are undereducated, people who are facing homelessness, people with a criminal background, people with a disability, and youth lacking opportunity – giving them the resources and skills to become self and family-sufficient, and breaking the cycle of generational poverty for their families.

We look to our community and business partners, to collaboration with other workforce and service organizations and to the generous support of individuals in our community to realize this vision. We cannot empower people to transform their lives and shape the future of Central Texas without you.

Serving the Central Texas community for six decades has been our privilege. We look forward to another sixty years of service building hope, stability, and dignity.
BIG MOMENTS

From our very first store to the inaugural graduation of The Goodwill Excel Center Class of 2015, these are the moments that have shaped Goodwill Central Texas as the premiere, full-service destination for developing the workforce of the future.

- Goodwill Industries opens in Austin, Tx
- We opened our 35th Store!
- Inaugural Graduation of The Goodwill Excel Center
- Goodwill Resource Center Opens
- First Graduation at the Lockhart Women’s Correctional Facility
- 60th Anniversary Capital Campaign Launch was Launched
- 2014 Advocacy Day
- Goodwill Industries opens in Austin, Tx
SUCCESS IS NOT MEASURED IN THE AMOUNT OF DOLLARS YOU MAKE, BUT THE AMOUNT OF LIVES YOU IMPACT.

- Anonymous

Traci Berry, Chief Learning & Engagement Officer and Superintendent of The Goodwill Excel Center speaking at the graduation of the Goodwill Excel Center Class of 2018
You know that for 60 years, Goodwill Central Texas has been empowering people in our community. But do you know why we do what we do?

1 in 6 people live in poverty in our community.

About 15.4% of the population live in poverty in Austin - or an individual earning less than $13,064 annually for 2018. The average wage for a person placed in a job by Goodwill last year was $13.13 or about $27,000 per year.

On any given day in Austin/Travis County, **2,225 people** experience homelessness.

Unfortunately, this is a 5% increase over 2018.

*Census Bureau ACS 5-Year Estimate

*ECHO 2019 Annual Point in Time Count

Three million people over the age of 25 do not have a high school diploma in Texas.

Texas has the highest percentage of adults in the country that lack a high school diploma or equivalent. The Goodwill Excel Center is the ONLY adult high school in Texas serving people over the age of 26.

*U.S. Census Bureau 2016

CENTRAL TEXAS AT A GLANCE
Over 60% of people with disabilities (ages 18 – 64) in Texas are unemployed. Compare that to about 24% of people without disabilities (ages 18-64) that are unemployed in Texas.

*2016 Annual Disability Statistics Compendium

Nearly 27,000 young adults between the ages of 16 and 24 in the Austin Metro Area are not engaged in either school or a job.

That’s why Goodwill initiatives like the Summer Youth Employment Program, internships, and The Goodwill Excel Center are so integral to youth seeking opportunity.

*U.S. Census Bureau 2016

Approximately 150 people are released from Texas prisons into the Central Texas region each week.

Many of those people have no support system or knowledge of resources to change their trajectory, making them at high risk for recidivism. In 2018, we opened the first extension of The Goodwill Excel Center at the Lockhart Women’s Correctional Facility, expanding educational options for people before they are released.

*Texas Department of Criminal Justice
2018 HIGHLIGHTS

Last year, our Goodwill Team spent hundreds of thousands of hours in Career Case Management and placement services to serve the Central Texas Community.

10,024 people received education, training, and career-advancement services last year, empowering them to enter the workforce or elevate their career and start on a pathway to transform their lives.

3,076 placements into jobs by people in our community who were seeking self-sufficiency through work.
89.6M POUNDS were diverted from the landfill last year, furthering our commitment to keep Central Texas green.

252 people received training in a middle-skills job in industries such as healthcare and information technology from the Goodwill Career & Technical Academy, preparing them to earn career-changing credentials.

180 ages 17-50 walked the stage during The Goodwill Excel Center Class of 2018 Graduation, with a high school diploma in their hand.
### People Served by County

<table>
<thead>
<tr>
<th>COUNTY</th>
<th>PEOPLE SERVED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travis</td>
<td>2,562</td>
</tr>
<tr>
<td>Williamson</td>
<td>125</td>
</tr>
<tr>
<td>Hays</td>
<td>96</td>
</tr>
<tr>
<td>Bexar</td>
<td>31</td>
</tr>
<tr>
<td>Comal</td>
<td>6</td>
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<tr>
<td>Bastrop</td>
<td>6</td>
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<tr>
<td>Burnet</td>
<td>5</td>
</tr>
<tr>
<td>Guadalupe</td>
<td>3</td>
</tr>
<tr>
<td>Caldwell</td>
<td>2</td>
</tr>
<tr>
<td>Lee</td>
<td>2</td>
</tr>
<tr>
<td>Other/Un...</td>
<td>238</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>3,076</strong></td>
</tr>
</tbody>
</table>

SERVING THE GREATER AUSTIN AREA
Job Placements by Population

<table>
<thead>
<tr>
<th>POPULATION</th>
<th>PLACEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Risk Youth/Opportunity Youth</td>
<td>517</td>
</tr>
<tr>
<td>Criminal Background</td>
<td>1,084</td>
</tr>
<tr>
<td>Disability</td>
<td>1,310</td>
</tr>
<tr>
<td>Homeless/At Risk of Homeless</td>
<td>1,464</td>
</tr>
<tr>
<td>Lacks Education</td>
<td>873</td>
</tr>
<tr>
<td>Data Not Collected*</td>
<td>-</td>
</tr>
<tr>
<td>Grand Total</td>
<td>-</td>
</tr>
</tbody>
</table>

*Data not collected: Clients either refused or did not complete these fields at the time data was collected. Percentages may vary slightly for presentation purposes.
Total Clients Served

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>396</td>
<td>1,064</td>
<td>1,818</td>
<td>1,246</td>
<td>1,151</td>
<td>990</td>
<td>765</td>
<td>900</td>
<td>1,246</td>
<td>1,151</td>
<td>990</td>
<td>765</td>
<td>604</td>
<td>500</td>
<td>120</td>
<td>395</td>
</tr>
</tbody>
</table>

Total Clients Served:

- Total clients served: 7,897
All Clients Intensively Served: Demographics

**RACE**
- White: 4,619 (31%)
- Black or African American: 3,058 (16%)
- Asian or Pacific Islander: 214 (2%)
- American Indian or Alaska Native: 212 (2%)
- Other: 1,606 (3%)
- Data Not Collected: 314 (31%)
- TOTAL: 10,023 (100%)

**ETHNICITY**
- Non-Hispanic or Latino: 4,785 (31%)
- Hispanic or Latino: 3,919 (31%)
- Other: 412 (31%)
- Data Not Collected: 907 (31%)
- TOTAL: 10,023 (100%)

**GENDER**
- Female: 5,187 (52%)
- Male: 4,773 (46%)
- Transgender Female to Male: 6 (2%)
- Transgender Male to Female: 8 (2%)
- Other: 5 (2%)
- Data Not Collected: 44 (3%)
- TOTAL: 10,023 (100%)
VALUING OUR EARTH

AN ITEM DONATED IS AN ITEM RECYCLED

We strive to be exceptional stewards of the generosity of our community and that includes respecting the Central Texas landscape. Goodwill Central Texas is the original recycler and we continue to practice green initiatives in all of our operations.

Last year, we achieved 90% of our goal to become a Zero Waste organization and diverted 44,826 tons, including 30.5 million pounds of recycling, from landfill.
Commodities Recycled in Pounds

- **TEXTILES**: 13,344,630 pounds
- **METAL**: 3,727,677 pounds
- **BOOKS**: 2,785,769 pounds
- **COMPUTERS (RECONNECT)**: 2,145,121 pounds
- **ELECTRONICS**: 844,700 pounds
- **CARDBOARD/PAPER**: 1,625,508 pounds
- **OTHER RECYCLING /SALVAGE**: 3,279,041 pounds
- **SHOES**: 1,443,116 pounds
- **PLASTIC**: 1,306,971 pounds
GREAT THINGS IN BUSINESS ARE NEVER DONE BY ONE PERSON. THEY’RE DONE BY A TEAM OF PEOPLE.

- Steve Jobs
FISCAL IMPACT

$200,500,000

OVERALL ECONOMIC OUTPUT FOR 2018

$2,453,700
STATE TAX REVENUE

$83.6
TOTAL WAGES

6,237
JOBS GENERATED
## FINANCIALS

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$7,740,186</td>
<td>$11,981,851</td>
</tr>
<tr>
<td>Investments</td>
<td>$615,231</td>
<td>$576,851</td>
</tr>
<tr>
<td>Accounts and Other receivables</td>
<td>$3,676,565</td>
<td>$3,900,364</td>
</tr>
<tr>
<td>Inventory</td>
<td>$1,639,421</td>
<td>$1,416,793</td>
</tr>
<tr>
<td>Property &amp; Equipment</td>
<td>$55,038,630</td>
<td>$53,121,696</td>
</tr>
<tr>
<td>Assets Limited to Use</td>
<td>$2,001,374</td>
<td>$2,624,971</td>
</tr>
<tr>
<td>Other assets</td>
<td>$1,713,893</td>
<td>$1,577,952</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$72,425,300</td>
<td>$75,200,478</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>$2,307,156</td>
<td>$2,617,791</td>
</tr>
<tr>
<td>Accrued Expenses and Deferred Revenue</td>
<td>$4,624,920</td>
<td>$5,652,736</td>
</tr>
<tr>
<td>Current portion of long-term debt</td>
<td>$910,400</td>
<td>$998,138</td>
</tr>
<tr>
<td>Notes payable, less current maturities</td>
<td>$23,587,853</td>
<td>$22,990,550</td>
</tr>
<tr>
<td>Derivative financial instrument</td>
<td>$487,799</td>
<td>$136,326</td>
</tr>
<tr>
<td>other non-current liabilities</td>
<td>$2,190,430</td>
<td>$2,252,442</td>
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<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>$34,108,558</td>
<td>$34,647,983</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Without donor restrictions</td>
<td>$35,822,748</td>
<td>$37,651,357</td>
</tr>
<tr>
<td>With donor restrictions</td>
<td>$2,493,994</td>
<td>$2,901,138</td>
</tr>
<tr>
<td><strong>TOTAL NET WORTH</strong></td>
<td>$38,316,742</td>
<td>$40,552,495</td>
</tr>
</tbody>
</table>
Left to Right:
Brenda Albright, Mike Clifford, Sam Bakir, Michael De La Fuente, David Aronica, Les Gage, Ted Delisi, Cindy Goldsberry, Anna Denton, Delbert Bray, Mojdeh Gharbi, Patti Boyle, Jamie Lagarde, Uche Abalogu, David Reiter, Margaret Moten, Mohan Kharbanda

Not Pictured:
Lee Cooke & Saurabh Khetrapal
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Thomas Graphics Inc.
Weaver & Tidwell

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Dell Reconnect
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Higginbotham

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Landon Shultz
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Theresa Terlik
Holland Timmins
Chris Treadaway
Eric Vail
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Todd Wallace
Jason Walters
Michelle Weisblatt
Ralph Weston
Benjamin White
James and Karen White
Together we are empowering 100,000 Central Texans to transform their lives through work.

Here’s to the next 60 years!