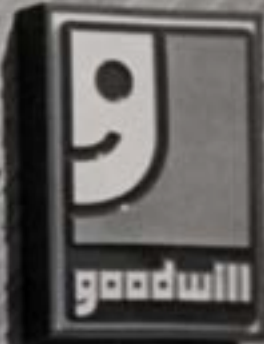


GOODWILL
INDUSTRIES



60 *years*
OF GOOD



Message from the President & CEO

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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DO GOOD. BE GREAT.

HE THAT DOES GOOD TO ANOTHER
DOES GOOD ALSO TO HIMSELF.

- *Annaeus Seneca*

*Goodwill Industries of Central Texas
hosting Coats for Kids*

MISSION, VISION, VALUES

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.



*Goodwill Retail
Team Member 2019*

60 YEARS OF GOOD

A HAND UP, NOT A HANDOUT

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.



We opened our 35th Store!



2014 Advocacy Day



Goodwill Industries opens in Austin, Tx



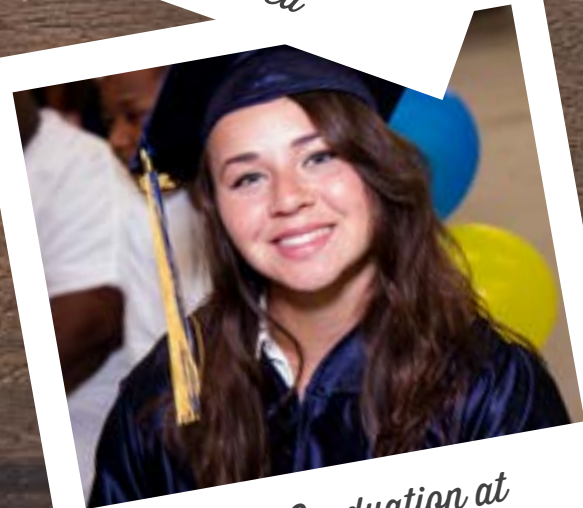
60th Anniversary Capital Campaign Launch was Launched



Inaugural Graduation of The Goodwill Excel Center



Goodwill Resource Center Opens



First Graduation at the Lockhart Women's Correctional Facility

OUR IMPACT

**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*

CENTRAL TEXAS AT A GLANCE

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.

*Census Bureau ACS 5-Year Estimate

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

Unfortunately, this is a 5% increase over 2018.

*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

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

89.6M POUNDS were diverted from the landfill last year, furthering our commitment to keep Central Texas green.

252

PEOPLE

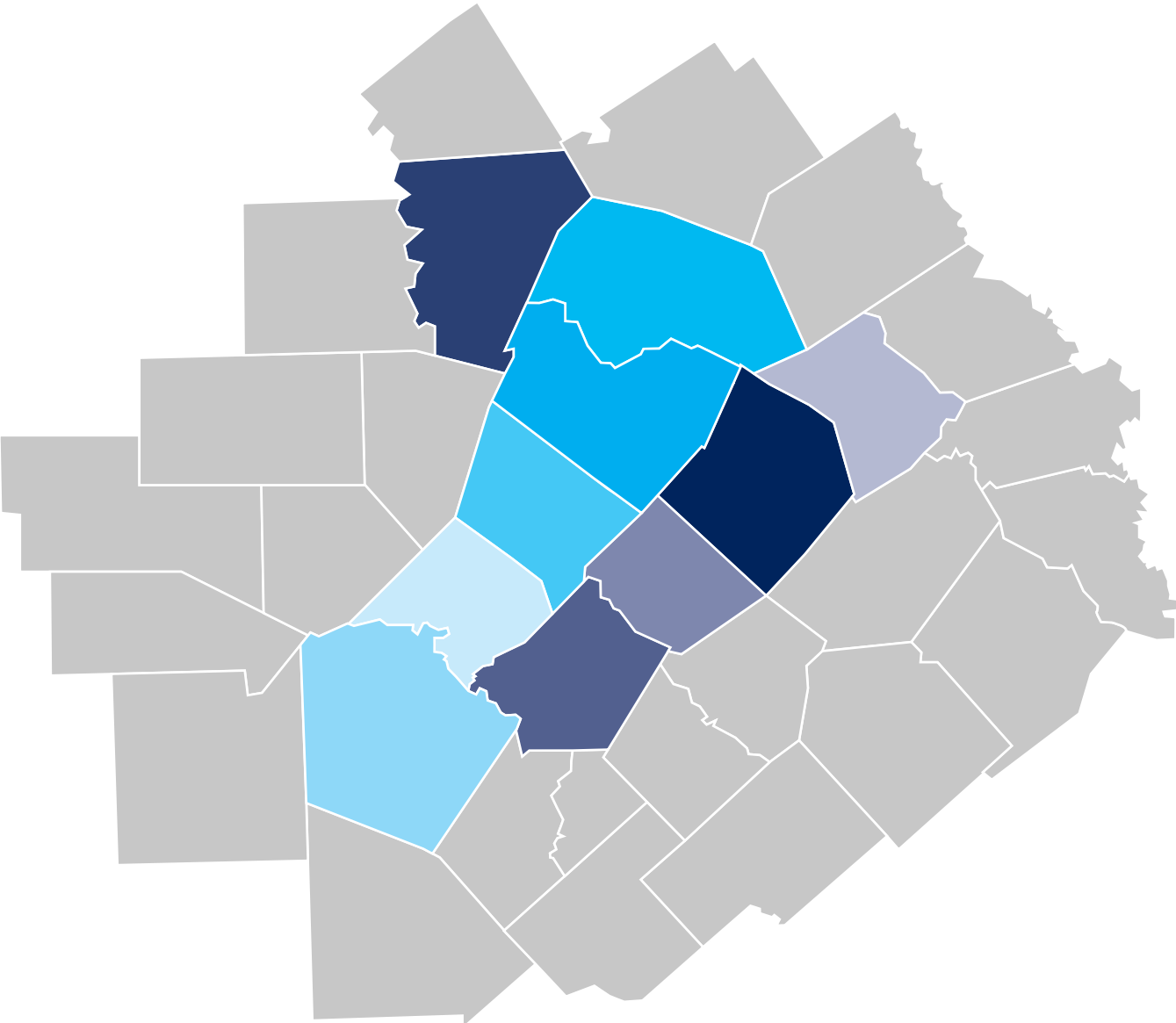
received training in a middle-skills job in industries such as healthcare and information technology from the Goodwill Career & Technical Academy, preparing them to earn career-changing credentials.

180

GRADUATES

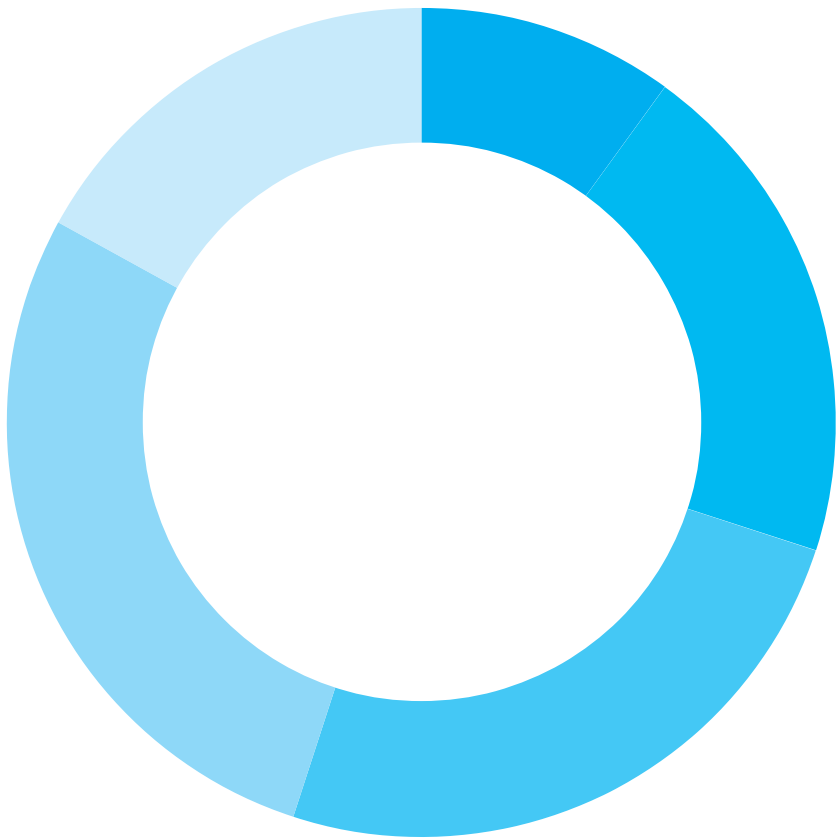
ages 17-50 walked the stage during The Goodwill Excel Center Class of 2018 Graduation, with a high school diploma in their hand.

SERVING THE GREATER AUSTIN AREA



People Served by County

COUNTY	PEOPLE SERVED
Travis	2,562
Williamson	125
Hays	96
Bexar	31
Comal	6
Bastrop	6
Burnet	5
Guadalupe	3
Caldwell	2
Lee	2
Other/Un...	238
TOTAL	3,076

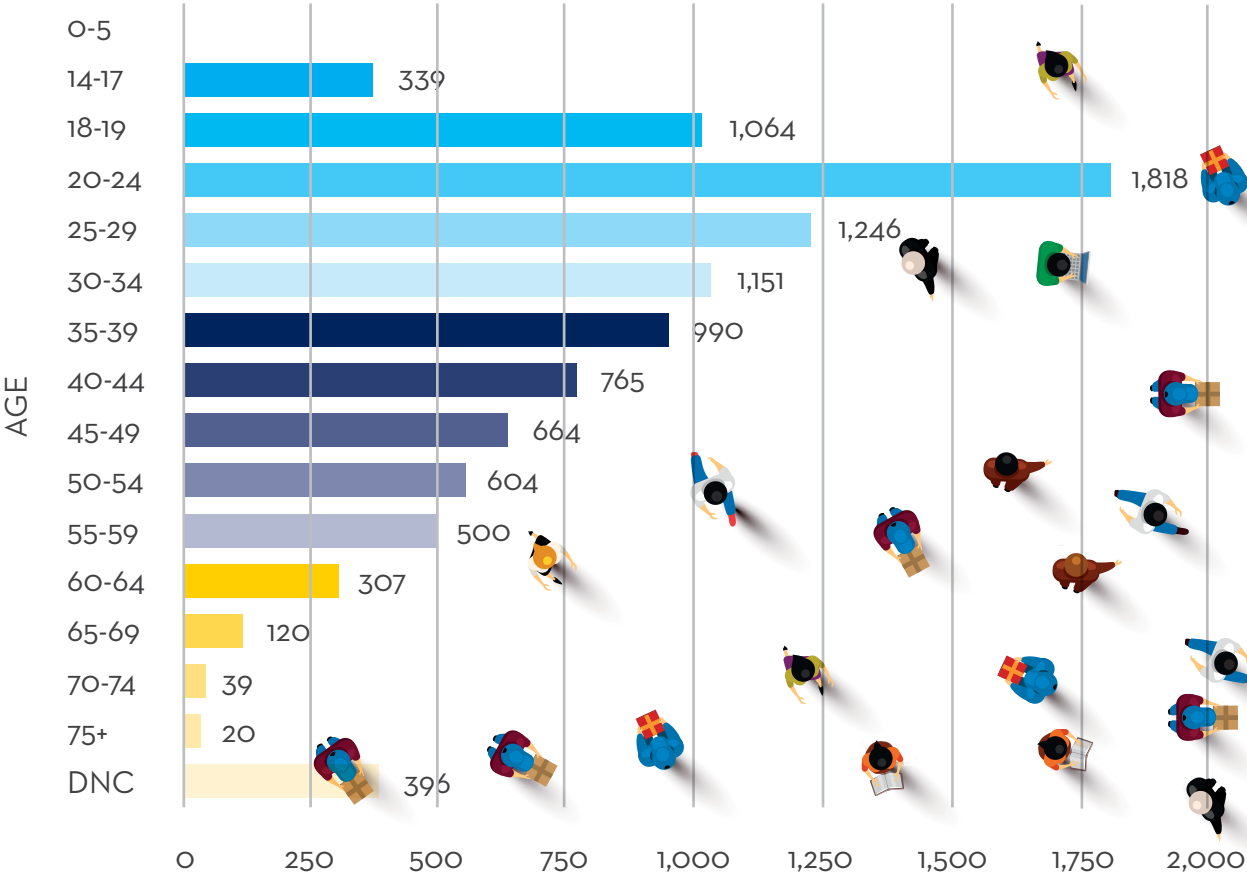


Job Placements by Population

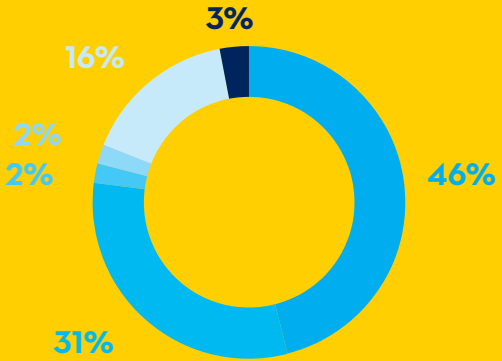
POPULATION	PLACEMENTS
At Risk Youth/Opportunity Youth	517
Criminal Background	1,084
Disability	1,310
Homeless/At Risk of Homeless	1,464
Lacks Education	873
Data Not Collected*	-
Grand Total	-

**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*

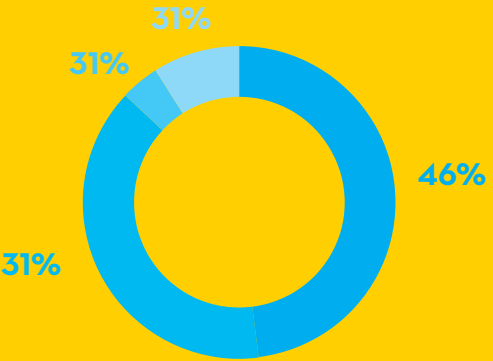
Total Clients Served



All Clients Intensively Served: Demographics



RACE	
White	4,619
Black or African American	3,058
Asian or Pacific Islander	214
American Indian or Alaska Native	212
Other	1,606
Data Not Collected	314
TOTAL	10,023



ETHNICITY	
Non-Hispanic or Latino	4,785
Hispanic or Latino	3,919
Other	412
Data Not Collected	907
TOTAL	10,023



GENDER	
Female	5,187
Male	4,773
Transgender Female to Male	6
Transgender Male to Female	8
Other	5
Data Not Collected	44
TOTAL	10,023

VALUING OUR EARTH

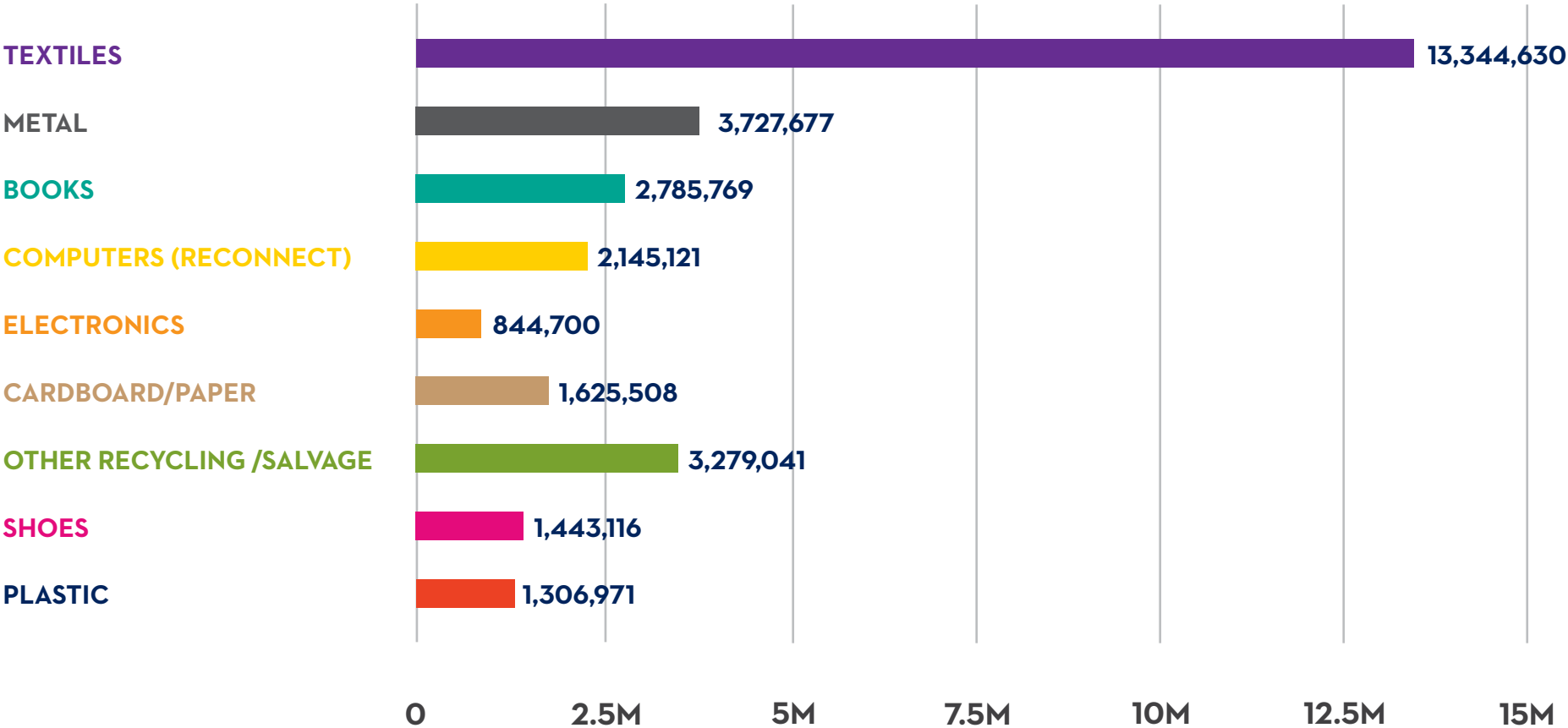
AN ITEM DONATED IS AN ITEM RECYCLED

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



An aerial photograph of a city skyline at sunset. The sky is a warm orange and yellow. In the foreground, a river flows through the city, with a bridge crossing it. The city is filled with various skyscrapers and buildings, some of which are illuminated. The overall scene is a mix of urban architecture and natural elements like trees and water.

OUR SUSTAINABLE BUSINESS

**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

	2017	2018
ASSETS		
Cash	\$7,740,186	\$11,981,851
Investments	\$615,231	\$576,851
Accounts and Other receivables	\$3,676,565	\$3,900,364
Inventory	\$1,639,421	\$1,416,793
Property & Equipment	\$55,038,630	\$53,121,696
Assets Limited to Use	\$2,001,374	\$2,624,971
Other assets	\$1,713,893	\$1,577,952
TOTAL ASSETS	\$72,425,300	\$75,200,478
LIABILITIES		
Accounts Payable	\$2,307,156	\$2,617,791
Accrued Expenses and Deferred Revenue	\$4,624,920	\$5,652,736
Current portion of long-term debt	\$910,400	\$998,138
Notes payable, less current maturities	\$23,587,853	\$22,990,550
Derivative financial instrument	\$487,799	\$136,326
other non-current liabilities	\$2,190,430	\$2,252,442
TOTAL LIABILITIES	\$34,108,558	\$34,647,983
NET ASSETS		
Without donor restrictions	\$35,822,748	\$37,651,357
With donor restrictions	\$2,493,994	\$2,901,138
TOTAL NET WORTH	\$38,316,742	\$40,552,495

2018 LEADERSHIP



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Paula Campbell
Chief Financial
Officer



Mark Hiemstra
Chief Operating
Officer



Traci Berry
Chief Learning and
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Financial Services



Chris Matlock
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Operations



Jennifer Tucker
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Advancement

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Left to Right:

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Not Pictured:

Lee Cooke & Saurabh Khetrapal

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Weaver & Tidwell

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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!*

