

# Goodwill

Industries of East Texas, Inc.



we put people to work!



## Annual Report

January—December 2016

## MISSION, VISION & VALUES

### -Our Mission-

Goodwill Industries of East Texas is dedicated to providing skills training and vocational opportunities for people with barriers to employment.

### - Our Vision-

Goodwill improves lives in the East Texas communities we serve by ensuring that people have the opportunity for economic independence through work.

### -Our Values-

**Second Chances**—We believe that everyone deserves a second chance to change their lives.

**Service**—We believe that we are here to serve our community, our customers, donors, consumers and each other.

**Diversity & Inclusion**—We believe that all people can contribute and add value in our society.

**Opportunity**— We believe that everyone deserves a chance to succeed and fulfill their dreams and goals.

**Loyalty**—We believe in being present and consistent.

**Friendliness**—We believe in spreading joy by sharing kind words and warm smiles.





# -MESSAGE FROM OUR-

## President & CEO and Board Chair



President/CEO  
Kimberly Lewis



Board Chairman  
Andrew Adams

What does success look like? It has many faces and some of them you'll find in this Annual Report. You will also find a continuing thread in every success story, that thread is a support system of staff, employers, referral agencies, volunteers, customers, funders and donors.

Last year, we joined hands with several new partners to provide jobs and training opportunities for individuals with barriers to employment, and we expanded existing partnerships to allow for a deeper commitment to our mission of providing skills training and vocational opportunities for people with barrier to employment.

We reached out to new and existing funders to raise \$132,833 to support our programs and services which allowed us to serve more people. One of these partners was the Women's Fund of Smith County who helped us to take our Re-Entry Program to address the needs of women in an impactful program called "A Second Chance for Her." The generosity of the Women's Fund allowed us to provide intensive job readiness training and counseling to more than 30 women in 2016 and the program continues today. Through

our collective efforts women who have been previously incarcerated took control of their lives, found jobs, apartments, and reconnected with their children.

We also opened a new store in Whitehouse and in doing so partnered with Life Blessings Day Rehabilitation Center to provide their consumers who have severe disabilities with opportunities to gain real work experience.

Success is a collaborative effort and here at Goodwill Industries of East Texas we recognize that we cannot be successful without your support.

An internet search of motivational quotes will yield any number of catch phrases, warm sentiments and encouraging monologues. The words fall off the screen in beautiful colors and add graceful movement to our meager feelings. Yet, when it comes to describing the pure elation we feel when those we serve are successful, we fall short. We cannot do justice to their hard work with mere words, but it is our hope that the success stories in this Annual Report will give you cause to do all the good that you can, for as long as you can, for whomever you can. We invite you to share this report and the stories with your friends and neighbors. Perhaps it will encourage others to join hands and work together for the Good of all.

Warmest Regards,

# MISSION SERVICES

1/1/2016 - 12/31/2016

Mission Service Yearly Report  
1/1/16 - 12/31/16



**Mission**  
Goodwill Industries of East Texas is dedicated to providing skills training and vocational opportunities for people with barriers to employment.

**Vision**  
Goodwill improves lives in the East Texas communities we serve by ensuring that people have the opportunity for economic independence through work.

EMPLOYMENT SERVICES				
Program	Referrals	Enrollments	Active Participants	Placements
Job Placement	68	29	13	22
Supported Employment	27	11	5	N/A
Job Coaching	5	7	0	N/A
Job Readiness Training	0	0	7	N/A
Situational Asmt (Extensive)	6	6	0	N/A
Work Readiness Assessment (WAT)	2	2	0	N/A
Paid Vocational Evaluations (VE)	7	0	0	N/A
<b>Total</b>	<b>115</b>	<b>55</b>	<b>25</b>	<b>22</b>

WORK ADJUSTMENT TRAINING			
Developing work place behaviors and job readiness	Referrals	Enrollments	Active Participants
	126	90	30

COMMUNITY OUTREACH			
Program	Referrals	People Served	Active
GoodAssist - State Application	201	753	
GoodAssist - Alternative Resource	552	Outreach 65	
Adult Education Classes LCOT Partnership	6	11	11 / Sessions 53
Azelway Boys Ranch At Risk Youth (PSAT/Job Readiness)	0	6	
Basic Computer Education Classes	0	0	
Take The Step: Job Skills Fair	37	37	
Corner Stone Outreach	75	75	
Day Hab. Andrew Center		5	

Referrals/Enrollments	
Referrals	1469
Enrollments	1,115
Active Participants	172
Program Participants Served (Unduplicated)	1577

PROFESSIONAL COUNSELING SERVICES			
Provided to participants, community & staff	Referrals	Enrollments	Active Participants
	48	55	8

SOCIAL SERVICES TRAINING			
Personal Social Adjustment & Vocational Adjustment Training	Referrals	Enrollments	Active Participants
	27	24	6

PRE-VOCATIONAL PROGRAM			
Program focusing on participant dexterity, concentration, interpersonal skills, etc.	Referrals	Enrollments	Active Participants
	9	0	40

RE-ENTRY PROGRAM				
Employment Services for individuals with Backgrounds	Referrals	Enrollments	Active Participants	Placements
	103	61	32	39

GoodTemps				
Temp. Service	Referrals	New Empl	Termed	Active
	80	49	6	7

VETERAN SERVICES PROGRAM				
Employment Services for individuals with Veteran Status	Referrals	Enrollments	Active Participants	Placements
	1	1	0	1

Mission Works			
Volunteer, Intern, Community, Court Order, Other	Referrals	Enrollments	Active Participants
	66	53	N/A

YOUTH ACADEMY				
Free 6 week training program for 16-24 year olds	Referrals	Enrollments	Active Participants	Employment
	12	16	13	8
Vocational Enrollment				
	Referrals	Enrollments	In Progress	Exit
	11	7	0	0

Mission Program Demographics			
Gender:	54% Male	46% Female	
Race:	54% Cauc.	32% Af-Am	13% Hisp.
			1% Other

**Referral Sources**

Department of Assistive & Rehabilitative Services, Department of Blind Services, Andrews Center, County Rehabilitation Center, Smith County Probation/Parole, Salvation Army, Azelway Boys Ranch, and Community Walk-Ins



Success Is!

# TRAINING & EDUCATION

Changing Lives One Job at a Time

### *Re-Entry*

*Veterans/Justice-served individuals*  
Three Week Training  
Job Readiness/Job Search Assistance  
Soft Skills Training and Counseling

### *GoodTemps – Temporary Service*

Temporary Staffing  
(State Jobs/Other)

### *Employment Services*

Resume Writing/Interview Skills  
Job Searches/Application Assistance  
Job Placement/Coaching/Retention

### *YouthWorks*

Six Week Training  
Job Skills/Job Placement  
Age 16-24/Out of school youth

### *Counseling Services*

(Individual/Group/Family Support)  
Counseling & Life Coaching

### *GoodAssist*

1 on 1 Benefits Assistance  
(TANF, SNAP, etc.)

### *Pre-Vocational Services*

Job Skills/Employment Training

### *WAT-Work Adjustment Training*

Three to Six Month Training  
Job Skills/Job Readiness

### *Vocational Evaluations*

Skills evaluation to determine employability  
for individuals with severe/multiple disabilities

### *GED/Literacy*

Adult Basic Education  
Pre-GED and GED preparation classes

## *To our Business & Community Partners*

Together, we are the face of Goodwill. Every time you donate, shop or use our services, you help Transform Lives Through the Power of Work.

Thank You   
Together, we prepare people for work

FIGHT  for OPPORTUNITY   
#whygoodwill

# COMMERCIAL SERVICES

## Contracts Division

Last year was a year of continued growth and progress.

Our contract with CDG (Cosmetic Design Group) continued to grow and expand in 2016. This contract has provided an excellent training ground for our Work Adjustment Training consumers to learn and perfect the skill of warehousing.

One of our biggest new contracts in 2016 was with ABOX from Kaufman, TX. We are now experts at folding and gluing display boxes together and we hope to continue to serve and expand our services to them in the coming year. We have also continued partnerships and expanded business with DRG, Gexpro, Kapstone/ Klein Tools, and East Texas Containers as well as our State Use Contracts through Texas Industries for the Blind and Handicapped.

New contracts and the expansion of current contracts provided great employment and training opportunities for Commercial Service Consumers, disabled workers and WAT trainees in 2016.

<b>Paper</b> 48 + Tons	<b>Metal</b> 200 + Tons
<b>Cardboard</b> 211+Tons	<b>E-Cycling</b> 166 + Tons



**2016 Recycling Tons Saved from Landfills**



Secure Document Destruction



### ADDITIONAL SERVICES

- ◆ Manpower. Our site or yours.
- ◆ Secure Document Destruction.

# FINANCIAL STATEMENT

1/1/2016 - 12/31/2016

## STATEMENT OF REVENUES & EXPENSES

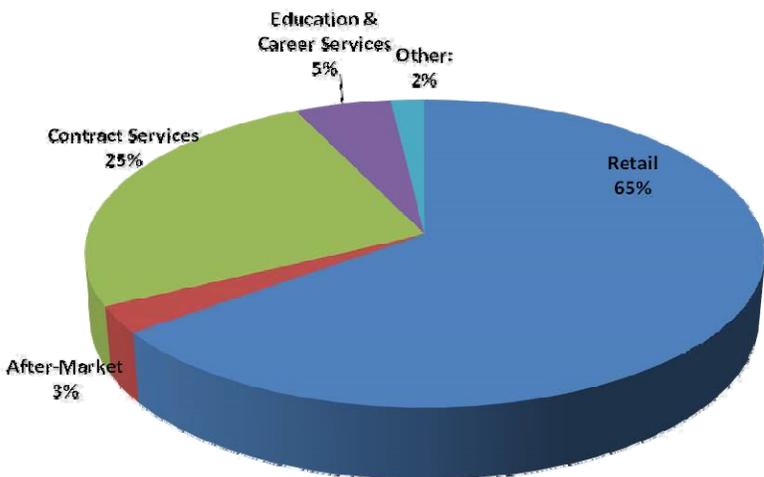
	<b>2016 Revenue</b>
Retail	\$ 7,863,275.03
After-Market	\$ 345,533.63
Contract Services	\$ 3,094,229.08
Education & Career Services	\$ 630,027.36
Other:	\$ 217,597.96
<b>TOTAL REVENUE</b>	<b>\$ 12,150,663.06</b>

	<b>2016 Expenses</b>
Retail	\$ 6,946,574.90
Contract Services	\$ 2,509,945.51
Education & Career Services	\$ 1,284,058.17
Management & General	\$ 1,848,859.16
<b>TOTAL EXPENSES</b>	<b>\$ 12,589,437.74</b>

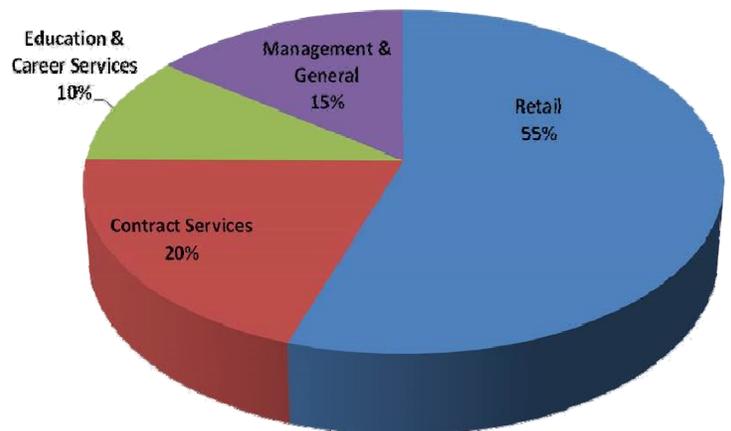
	2015	2016
<b>ASSETS</b>		
Cash and Investments	\$ 1,644,788.57	\$ 2,151,562.51
Other Current Assets	\$ 1,372,049.69	\$ 1,135,995.34
Fixed Assets and Other Non current Assets	\$ 11,215,627.31	\$ 10,155,105.66
<b>TOTAL ASSETS</b>	<b>\$ 14,232,465.57</b>	<b>\$ 13,442,663.51</b>

<b>LIABILITIES</b>		
Current Liabilities	\$ 1,014,019.68	\$ 1,278,484.34
Non current Liabilities	\$ 3,337,033.39	\$ 2,736,083.07
Net Assets	\$ 9,881,412.50	\$ 9,428,096.10
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 14,232,465.57</b>	<b>\$ 13,442,663.51</b>

2016 Revenue



2016 Expenses



# AGENCY OVERVIEW

1/1/2016—12/31/2016

## DONATED

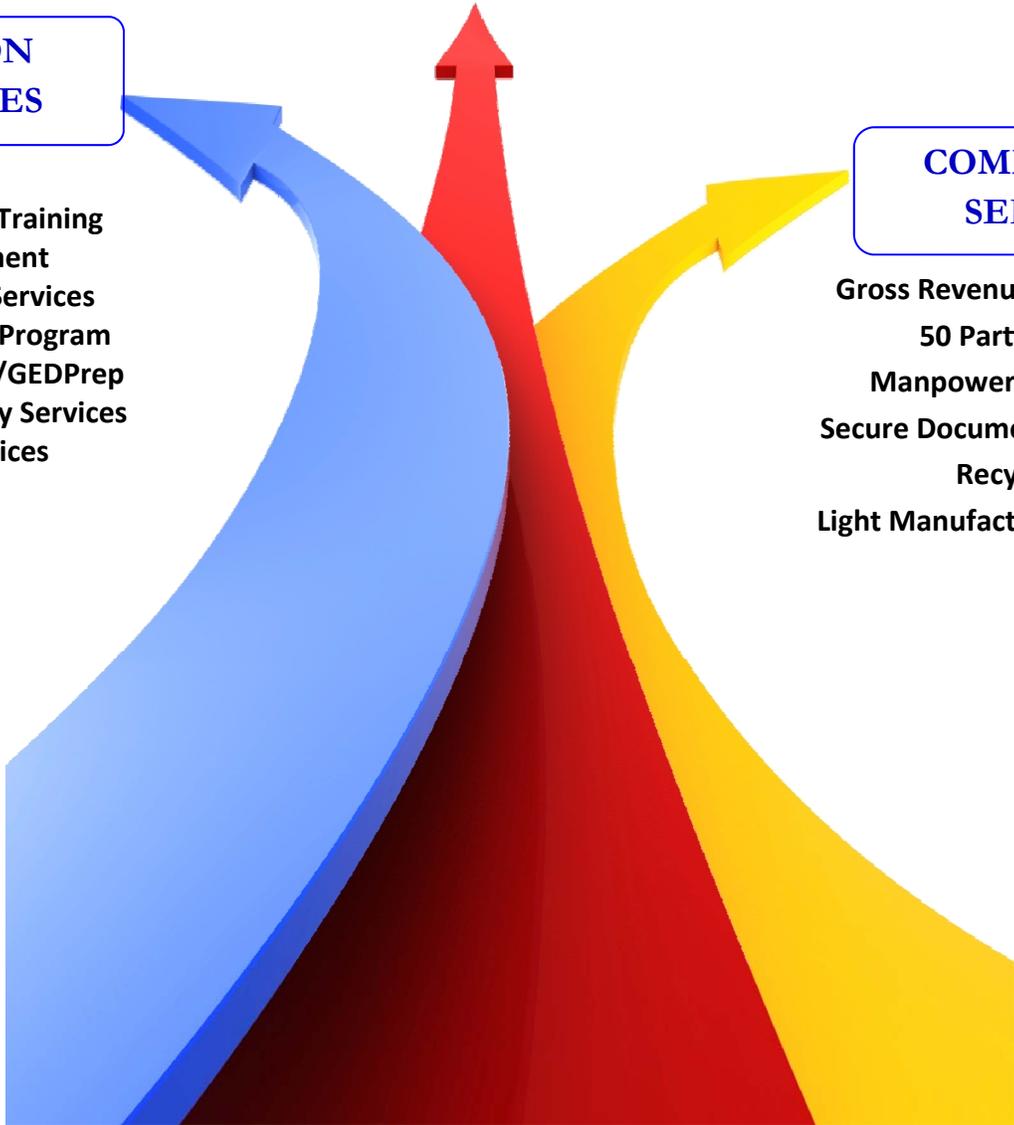
Gross Revenue—\$7.9 Million  
15 Retail Stores  
2 off-site Donation Boxes  
Retail Customers— 628,748  
Donors—166,954  
Diverted from the Landfill-Pounds 3.5 Million  
Aftermarket Income—\$345,534

## MISSION SERVICES

Job Readiness Training  
Job Placement  
Employment Services  
Pre-Vocational Program  
Adult Education/GEDPrep  
Veteran/Re-Entry Services  
Social Services

## COMMERCIAL SERVICES

Gross Revenue-\$3.1 Million  
50 Participants  
Manpower Fulfillment  
Secure Document Destruction  
Recycling  
Light Manufacturing Assembly





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# PLANS FOR THE FUTURE

## Goodwill's Strategic Plan for 2017, 2018, and 2019

The Board of Directors and Staff of Goodwill of East Texas enthusiastically embarked on the process of creating and writing this Strategic Plan for the years 2017, 2018, and 2019. These years are decidedly years of focus and stability.

This process was facilitated by a professional consultant from Goodwill Industries International Inc. We included a group of staff at various levels of leadership to garner as much input that would help shape the kind of organization that the staff and the Board desire and the kind of organization that would best meet the needs of the community.

The staff remains focused on meeting goals, teamwork, and connecting to partners in the community to provide a stellar level of service in every division and at every level. The Board was focused on ensuring that the plan would address financial responsibilities to ensure a strong Goodwill for years to come. This Strategic Plan outlines four areas:

- ✚ Community Impact: Increase brand awareness internally and externally; and improve the public's perception of Goodwill's purpose and mission
- ✚ Financial Strength: Increase overall net income to support the mission
- ✚ Talent/Human Resources: Build trust and morale in our workforce through training and team building
- ✚ Efficiencies / Infrastructure: Increase organization efficiencies and infrastructures to improve our internal business processes to support overall growth

### Goal 1: Community Impact

Increase brand awareness of services internally and externally

Success Measures	Target
1.1: Increase people served a. Increase our community presence (events etc.) b. Tell our individual and collective stories c. Utilize service learning students	2017-19
1.2: Increase donations a. Utilize schools	2017-19
1.3: Increase contract and business opportunities a. Reaching out to community businesses	2017-19
1.4: Increase revenues from all sources a. Make all business lines profitable b. Reduce E/R for Mission Services	20-17-19
1.5: Increase shoppers and sales a. Increase use of social media	2017-19
1.6: Increase people wanting to work here a. Increase training b. Communicate our plan and get buy in	2017-19



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# PLANS FOR THE FUTURE

## Goodwill's Strategic Plan for 2017, 2018, and 2019

### Goal 2: Financial Strength

Increase overall net income to support the mission

Success Measures	Target
2.1: Improve overall expense to revenue ratio <ul style="list-style-type: none"> <li>a. Improve payroll expense ratio</li> <li>b. Improve use of volunteers</li> <li>c. Improve benefit ratio – lower cost through TAG partnership</li> <li>d. Increase retail same store sales</li> <li>e. Increase other business services revenue</li> <li>f. Assess current store footprints</li> <li>g. Educate staff on recommended ratios and how they can impact those ratios</li> </ul>	2017
2.2: Reduce worker compensation – mod rate	2017
2.3: Increase overall revenues from existing sources and new sources <ul style="list-style-type: none"> <li>a. Increase grant funding</li> <li>b. Conduct at least two fundraising events (Halloween event, restaurant fundraising, etc.)</li> </ul>	2017-19
2.4: Meet and maintain GII recommended financial ratios <ul style="list-style-type: none"> <li>a. Current Ratio &gt; 1.5</li> <li>b. Net Assets Ratio &gt;.50</li> <li>c. Long-term-Debt-to Assets Ratio &lt;.60</li> <li>d. Expense to Revenue Ratio &gt;.96</li> <li>e. Return on Assets (15-15%)</li> </ul>	2017-19
2.5: Increase investment revenue	2017

[ "What people need is a chance not a charity."  
 Dr. Edgar J. Helms, Founder ]



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# PLANS FOR THE FUTURE

## Goodwill's Strategic Plan for 2017, 2018, and 2019

### Goal 3: Talent/Human Resources

Build trust and morale in our workforce through training and team building

Success Measures	Target
3.1: Reduce turnover – improve retention <ul style="list-style-type: none"> <li>a. Conduct baseline employee engagement survey</li> <li>b. Conduct employee needs assessment</li> </ul>	2017
3.2: Improve employee production through value proposition <ul style="list-style-type: none"> <li>a. Enhance employee development program to include both personal &amp; career development</li> <li>b. Start Dream Manager Program</li> <li>c. Cross training across all departments – networking with other areas; telling our stories</li> <li>d. Branding committee - ambassadors</li> </ul>	2017    2018
3.3: Reduce accidents and associated workers compensation costs <ul style="list-style-type: none"> <li>a. Increase safety training</li> <li>b. Conduct Safety boot camp before injured employee returns to duties</li> </ul>	2017
3.4: Reduce unemployment claims <ul style="list-style-type: none"> <li>a. Communicate better with staff</li> <li>b. Follow progressive discipline</li> <li>c. Improve documentation</li> </ul>	2017
3.5: Increase diversity & inclusion <ul style="list-style-type: none"> <li>a. Engage different segments of staff at all levels</li> <li>b. Print newsletter and other materials in Spanish</li> <li>c. Continue to monitor and measure D&amp;I at the Board level and staff levels to closely match community and consumer levels</li> </ul>	2017

"Friends of Goodwill, be dissatisfied with your work until every handicapped and unfortunate person in your community has an opportunity to develop to his fullest usefulness and enjoy a maximum of abundant living."  
 Dr. Edgar J. Helms, Founder



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# PLANS FOR THE FUTURE

## Goodwill’s Strategic Plan for 2017, 2018, and 2019

### Goal 4: Efficiencies / Infrastructure

Increase organization efficiencies and infrastructures to improve our internal business processes to support overall growth

Success Measures	Target
4.1: Reduce overhead costs <ul style="list-style-type: none"> <li>a. Increase recycling efforts in all locations to get most value (cardboard; cans etc.)</li> <li>b. Educate employees on proper recycling</li> <li>c. Reduce energy costs</li> <li>d. Process improvement in all businesses – operational excellence</li> <li>e. Reduce cost of trash</li> </ul>	2017
4.2: Reduce lost data <ul style="list-style-type: none"> <li>a. Enhanced technology – better systems and software</li> </ul>	2017
4.3: Increase revenue from e-commerce using better technology <ul style="list-style-type: none"> <li>a. Efficient use of technology</li> </ul>	2017
4.4: Provide more services via virtual means <ul style="list-style-type: none"> <li>a. Connectivity of internal systems</li> </ul>	2018
4.5: Improve brand awareness through improved “look” <ul style="list-style-type: none"> <li>a. Insure cleanliness of facilities</li> <li>b. Replace old signage</li> <li>c. Paint facilities as necessary</li> <li>e. Sell/remodel outdated facilities</li> </ul>	2017-19
4.6: Reduce liability using risk management <ul style="list-style-type: none"> <li>a. Comply with Risk Management assessments from Philadelphia</li> </ul>	2017

[
 “A Hand up, not a hand out.”  
 Dr. Edgar J. Helms, Founder
 ]



# HIGHLIGHTS

October 23, 2016

## THANKS TO BROOKSHIRE'S

Goodwill's First Employee/Family Appreciation Picnic





# HIGHLIGHTS

(continued)



## GOODWILL RE-ENTRY EXPANSION

Goodwill Industries of East Texas was proud to receive a \$35,000 grant from The Women's Fund of Smith County

## A SECOND CHANCE FOR HER (SCH)

This grant was for the expansion of Goodwill's Re-Entry Program designed for women returning to the Smith County area upon release from prison.

SCH combined job readiness skills, counseling, soft skills training, and job placement assistance to women returning to Smith County from prison incarceration, more than doubling the current enrollment and helping offenders successfully reintegrate into the community.

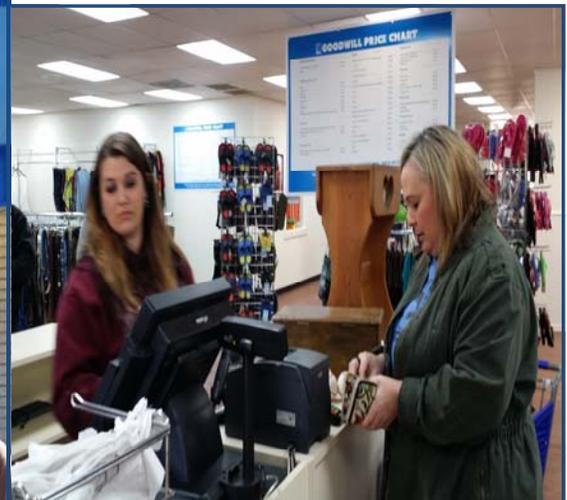


## NEW STORE - WHITEHOUSE, TX

Grand Opening Celebration

March 4, 2016

Goodwill was welcomed to the City of Whitehouse.



## "Spreading our Mission"

This beautiful store, formerly Roquemore's Hardware, was completely remodeled from the ground up by our very own maintenance team under the direction of Jeff Littrell. This location has a retail space of 7,000 square feet.

# 2016 AWARD RECEIPTS

## Edgar J. Helms Award Winners

### Advocacy Award Winner-2016



Sanjuana Ledesma

She started out working part-time in the Good Assist Office. When the concept of Good Assist took off and customers found out that there was an office in the Goodwill Store that provided a lot of answers to questions about: Employment, Job Applications, State Assistance, to name a few.

As a Good Assist Community Outreach worker, she had visitors on a daily basis, many from the Hispanic Community and she built trust in the community very quickly. In fact, the Hispanic Community

depends on her for assistance from reading a letter to finding a job or basic needs.

She loved her position but needed more hours to support her family and did not want to leave Goodwill so when a position came open as a Work Adjustment Trainer she applied and got it.

Sanjuana Ledesma began her new duties on April 10, 2016, but she continues to help others in the community the same as she did as a Good Assist Community Outreach Worker. When she completes her task as a trainer each day, she helps the community that she's build a relationship with. She presents the Goodness of Goodwill in the Palestine area in Anderson County. She visits the following organizations and facilities in the area, sharing information and resources:

Palestine Resource Center for Independent Living, serving the disabled and elder-

ly.

Elkhart Head Start – helping with translation and State Programs

Westwood District Head start – helping with translation and State Programs

WIC –enrolling parents

Help Station – assisting the homeless

Multicultural Center, Story – PACE Program First Resource Center Living Alternatives Housing – Support Center St. Philips Church; First United Methodist Church; providing community resource information

And the list continues on and on. Sanjuana has continued to make connections in the Community even while being in her new role as a WAT Trainer. The love she has for Community and helping anyone with a disability or barrier is beyond the word “Great”

### Extra Mile Award Winners-2016

These two individuals have been with Goodwill for over 20 years and they have served together as the supervisors since 2006.

Sandy Choice and Gloria Mitchell are Good and Will!!

Sandy started as a consumer with Goodwill in 1988 after suffering a back injury on a job. After a short layoff, she returned to Goodwill in 1991 and worked answering phones in the front office.

Gloria began her tenure with Goodwill in 1997 after serving our country faithfully in the military. She too endured a short layoff but was asked to return to Goodwill when business picked up.

Sandy and Gloria first worked together in the mailroom downtown where they sorted mail for a contract Goodwill had with an insurance company. In 2002, Sandy transferred to Commercial Services as a supervisor of the consumers and Gloria joined her in 2006.

Sandy and Gloria complement each other so very well. Both are compassionate, caring and have great patience with the consumers. But they also know how to be tough when necessary. The consumers, in turn, respect and admire them.

Gloria's military background shines through in organization. (She recently assisted Sandy in organizing her office.) Gloria is marvelous at making sure that all paperwork is filed properly and all the timecards are up to date. She also makes sure the consumers are clocked in and ready to work in their designated areas promptly.

Sandy's compassionate heart shines through as she takes care of the daily consumer needs and issues. If a consumer is upset or confused, Sandy is right there to diffuse the situation. She works with their caregivers and Mission Services staff so that Goodwill stays current on their various needs and conditions. Sandy also provides feedback to the caregivers so they know how the consumers are performing while at work.

Ruth Davis the Director of Commercial Services says “They work seamlessly together and have for many years. I pray that they will continue to do so for many years to come. To have these two leading and caring for our consumers daily is priceless because I know that Goodwill's consumers are guided through their daily tasks with love and compassion. I am so grateful for their dedicated service and thus I think they are both deserving of the Edgar J. Helms Extra Mile Award.



Sandy Choice  
and  
Gloria Mitchell

# 2016 AWARD RECIPIENTS

## Program Participants Awards

### Graduate of the Year-2016



**Britney Scroggins**

Britney Scroggins came to Goodwill during her senior year of high school to take part in the Work Adjustment Training program. During her time in WAT, Britney developed the skills required to work in the customer service and retail industries. After graduating from the Work Adjustment Training program, Britney was transitioned into the Job Placement program. She learned how to build a resume, write a cover letter, search for jobs, conduct an interview and advocate for herself in the workplace.

When she first joined Goodwill, Britney was a very soft spoken young woman who had never worked before. She loved fashion and spending time with her friends. Though quiet, Britney was upbeat and funny, and was willing to work hard to master the skills she needed. She seemed like a typical teenage girl. Unless you really got to know her, you would never suspect that she was dealing with some very serious barriers in her personal life. These barriers threatened to derail the dreams that Britney hoped to achieve.

Britney's high school years were very challenging. When I met her, she had little more than a few suitcases of clothing to her name. She was suffering the consequences of poor decisions made by those who were supposed to nurture and guide her into adulthood. She was not always safe. She did not always have a place to live. Often, she didn't even have a way to get to school. The staff at Goodwill con-

nected Britney with resources that would provide support for her as she addressed these barriers. Britney was highly motivated to succeed and made use of every resource available to her on her journey to becoming self-sufficient.

Since then, Britney has made tremendous progress. Because of her bravery, perseverance and an unquenchable desire to overcome adversity, she was able to graduate from Robert E. Lee in 2016. She secured a job with Times Square Cinema, where she consistently exceeds her employer's expectations and is a valued member of the team. In a little over a month, she will have been there for one year. She has also been able to purchase her own car, which she uses to drive herself to work. Britney has also changed her career goals; instead of becoming a cosmetologist, she now wants to become a counselor, so that she can help others.

### Consumer of the Year-2016

Kristie Madigan began her journey with Goodwill Industries on April 22, 1998 completing small assembly jobs and was content until 2014, when we introduced the Pro-Vocational Program, which offered an opportunity for individuals at our Commercial Services location to be trained in the Work Adjustment Training Program and then placed on a job in the community.

Kristie completed the Pre-Voc program and moved over to the WAT program in November 2014. She graduated successfully from WAT April 30, 2015 and was placed on a job through the SMS Company performing janitorial work at the Broadway Square Mall in Tyler, Tx. She has

been successfully employed in this position for over a year.

Kristie has been able to overcome her learning disability and take instruction on the tasks she needs to complete in order to be sufficient in her role for SMS.



**Kristie Madigan**

This has allowed her to do well and maintain her position within the company.

Although Kristie has had behind the scenes difficulties in her life, she does have a positive attitude at work and with customers. This is vital to retain her job.

"Kristie Madigan is an exceptional employee for SMS. She pays attention to detail, she cleans places that no other employee sees, she is always on time and does not call off work. I am proud to have her on our SMS team, her work ethics and attitude are greatly appreciated, she always has a smile on her face," Broadway Square Mall Facility Manager **Angela Waldrep**.

## 2016 AWARD RECEIPTS

### Community Partnership Award Winners



East Texas Containers has been a long-time supporter of Goodwill Commercial Services. For years they have provided us boxes for our quarter-folds.

Recently, they have used our services to fold and assemble boxes for their customers. In 2016 we did 13 jobs for ETC to a tune of \$6395.61 in revenue. While these are not large jobs, they are consistent and we know Bob will forward as many jobs to us as he can because he has a heart for our consumers at Commercial Services.



For about 2 years we have had a wonderful partnership with Horizon Industries here in Tyler.

They purchase the scimm and manufacture the quarter-folds at their facility. Then they store the master cases of quarter-folds in their warehouse until we receive an order from TIBH.

This allows us to save on storage space at our facility and yet have access to our product quickly and efficiently when an order hits our door. This is a wonderful partnership because it is two non-profits working together to benefit those we both serve. In 2016 we did \$177,678.69 in quarter-fold revenue with the help of our Horizon partners.



SMS Company has employed numerous consumers from Goodwill. Several of those individuals have been employed by the SMS Company for over a year. The Company believes in giving opportunities to individuals with barriers to employment. They also work alongside Job Coaches from Goodwill, in order for the consumer to have the training and coaching needed to be successful.

SMS has an attitude of helping individuals to be successful and working with them regardless of the situation that individual faces. SMS does not see a person with a disability; first they see a person who is excited to go to work and has the potential to become a true asset to the company. SMS stays in close contact with Goodwill to let us know when they have job openings and wanting to know if we have anyone to fill those positions. Receiving these requests reaffirms that the SMS Group and Goodwill see each other as a team rather than two separate entities. This benefits the consumer, the SMS Group and the community, when people are put to work. The SMS Management has said they like working with Goodwill consumers because "They are detail oriented... reliable... and care about how their work looks."

Manager: Jisela Clayton and Clay Russell, Supervisor.

They have been so helpful in placements: Re-entry, Good Assist and Job Placement when needed.

An example of this is that "we had a homeless person who came through the Good Assist Program who needed clothing and a job. After speaking with Mrs. Clayton, she instructed us to send the individual over and he was hired on the spot. Unfortunately, the individual didn't remain employed for long because he wasn't ready to settle down. Nonetheless, What-a-burger continues to give individuals with barriers a chance to succeed.

Mrs. Clayton said that she realized with those she has hired they are very good workers and willing to work. We still have several people in those positions and working out well. What-a-burger is about helping people in the community and I will continue to help anyway that I can.

Mr. Russell expressed that it was an honor for What-a-Burger to continue working with Goodwill and thanked our Community Employment Specialist Dalila for being the bridge of connection.



## OUR DONORS

1/1/2016 –12/31/2016

We extend sincere thanks to all those who made charitable gifts to Goodwill Industries of East Texas in support of our mission. Donations are used to help support programs and services in our local communities. Thank you for supporting our mission.

For more information or other planned gifts please contact: Kimberly Lewis at (903) 593-8438 or kim.lewis@goodwilletx.com

### FINANCIAL GIFTS

Andrew Adams  
Anonymous  
Anonymous Foundation  
Brooke D. Parker  
Carmen Carpenter  
Carolyn and Joel Hutson  
Cheryl Way  
Cynthia and Paul Josephson  
David Pannier  
David Walton  
Dick P. McClenny  
Ernest J Plata  
ETCOG  
Gary Davis  
Goodwill Industries International, Inc.  
Goodwill Industries of Central & Costal Virginia  
Goodwill Industries of Central Texas  
Gregory Kennedy  
Harvey Endler  
Income Portfolio Strategies, LLC

Jack Dyer  
James (Jim) Blair, Jr.  
Janet Slimp  
Kimberly Hall  
Kimberly Lewis  
Kyle L Edgemon  
Larry Kraus  
Linda Burns  
Lisia A. Pyers  
Peggy and John Berry  
Peggy N. Parker  
Pollard Scout Troop #369  
Ralph Caraway  
Ronda Darby  
Round Up Donations  
Russell W. Cooper  
Sam Roosth  
Sandy and Lin Barker  
Satish Rawal  
Sebetha Jenkins-Booker  
Sherry and Ken Dunn  
Shirley Anderson

Southside Bank  
St. Louis Baptist Church  
Susan P. Holmes  
Sylvia VanZandt  
Teresa McCarthy  
The R. W. Fair Foundation  
The Rogers Foundation  
TIBH Industries  
Tim Vordenbaumen  
United Way of Tyler-Smith County  
Walton Family Trust  
The Women's Fund of Smith County

### In-kind Gifts

Distant Lands Coffee  
Exum Waterproofing  
Teleperformance

# GET INVOLVED!

## Support Goodwill in 2017

Goodwill sells donated goods to support its mission of changing lives through education, training and employment, but becoming a donor or shopper are not the only ways to show your support for Goodwill.

### Attend a Goodwill Tour

Goodwill offers you an exclusive look at everything from operations to core programs that fulfill our mission. You'll hear from President/CEO Kimberly Lewis, and meet East Texans whose lives have been empowered because of donations from our community and job training skills. **Please join us for lunch and a tour!**

For additional information  
Call 903-593-8438



### Host a Donation Drive

Corporations, schools, scouts and churches can partner with Goodwill to host donation drives. Donation drives engage employees and generate positive interaction with current and potential customers while benefiting Goodwill's mission.

### GET SOCIAL WITH US @goodwilletx

Follow Goodwill on social media for updates on weekly sales, donation drives and special events. Your "likes", "comments" and "shares" help spread the work about Goodwill's mission of changing lives through education, training and employment.

### Become A Recurring Donor

Individual giving donors provide additional support that assist Goodwill in its Mission Services Division.

- ◆ Shop Amazon Smile and donate.
- ◆ Donate your car or truck.
- ◆ Gifts of real property
- ◆ Gifts of stock
- ◆ Leave a gift to Goodwill in your will or estate.

### Become an Employer Partner

Let Goodwill help staff your business! Through our GoodTemps temporary service program. We have expanded our services by providing state agencies with qualified temporary staff.

Mission Services Division  
1817 Loop 323 WSW  
Tyler, TX 75701  
903-521-5422





Success Is!

## OUR BOARD OF DIRECTORS

4/1/2016—3/31/2017

<b>Adams, Andrew (Chairman)</b>	<b>Southside Bank</b>
<b>Caraway, Rev. Ralph</b>	<b>St. Louis Baptist Church</b>
<b>Carpenter, Carmen</b>	<b>CNB Texas</b>
<b>Cooper Esq., Russell</b>	<b>Retired (Brookshire's)</b>
<b>Dixon, Terrence (Treasurer)</b>	<b>Brookshire's</b>
<b>Dyer, Jack</b>	<b>Income Portfolio</b>
<b>Ellis, Chris</b>	<b>Brookshire's</b>
<b>Hutson, Carolyn (Secretary)</b>	<b>Retired (Brookshire's)</b>
<b>Jenkins-Booker, Dr. Sebetha</b>	<b>Retired (President-Jarvis Christian College)</b>
<b>Josephson, Paul</b>	<b>Retired (Trane)</b>
<b>Kraus, Larry</b>	<b>UT Tyler</b>
<b>Nunn, Darrell</b>	<b>TMS Delivery</b>
<b>Pannier, David</b>	<b>Retired (Trane)</b>
<b>Patel, Hemant</b>	<b>Country Inn and Suites</b>
<b>Tatman, Rick</b>	<b>Tyler Union</b>
<b>Vordenbaumen, Tim (Vice-Chairman)</b>	<b>Trane</b>



Success Is!

# LOCATIONS

## Retail and Administration

<b>Canton Store</b>	<b>24648 Hwy. 64 Canton, TX 75103</b>
<b>Carthage Store</b>	<b>620 West Panola Carthage, TX 75633</b>
<b>Center Store</b>	<b>1233 Tenaha Street Center, TX 75935</b>
<b>Gladewater Store</b>	<b>1640 E. Broadway Gladewater, TX 75654</b>
<b>Henderson Store</b>	<b>517 US Highway 79 South, Henderson, TX 75654</b>
<b>Kilgore Store</b>	<b>1409 US Hwy. 259 North, Kilgore, TX 75662</b>
<b>Longview Super Store</b>	<b>2451 West Loop 281, Longview, TX 75604</b>
<b>Mabank Store</b>	<b>1018 South Third, Mabank, TX 75147</b>
<b>Marshall Store</b>	<b>1601 Sedberry, Marshall, TX 75670</b>
<b>Mineola Store</b>	<b>201 North Newsom, Mineola, TX 75773</b>
<b>Palestine Store</b>	<b>3824 West Oak, Palestine, TX 75801</b>
<b>Tyler Main Store</b>	<b>407 West Locust Street, Tyler, TX 75702</b>
<b>Tyler Super Store</b>	<b>1817 Loop 323 WSW, Tyler, TX 5701</b>
<b>Whitehouse Store</b>	<b>300 Highway 110 N. Whitehouse, TX 75791</b>
<b>Commercial Services Division</b>	<b>1530 John Carney Drive, Tyler, TX 75701</b>
<b>ComputerWorks</b>	<b>1817 Loop 323 WSW, Tyler, TX 75701</b>
<b>Transportation Division</b>	<b>500 ENE Loop 323, Tyler, TX 75701</b>
<b>Administrative offices</b>	<b>409 West Locust Street, Tyler, TX 75702</b>

“It is ability, not disability that counts.”

Dr. Edgar J. Helms, Founder

*Fam*



“It is ability, not disability that counts.”

Dr. Edgar J. Helms, Founder

*Fam*

