



2016 ANNUAL REPORT NORTHWEST TEXAS



WHAT'S INSIDE

- 3 From the Board
- 4 T-PALS Program
- 6 Financials
- 8 Employee Spotlight
- 9 Recycling
- 10 E-Commerce
- 12 Employee Spotlight
- 13 Our Locations
- 14 From the CEO
- 15 Board of Directors

Sandra Perez
Chief Operating Officer



FROM THE BOARD

As the 2016 chairman of Goodwill Industries of Northwest Texas, I came to know Goodwill on a deeper level. As a second chance employer, Goodwill empowers people to strive for personal enrichment.

In 2016, the Training, Placement and Life Skills program provided services to **1,121 individuals** in the South Plains and Panhandle of Texas, including free computer skills classes, resume and cover letter writing, interview techniques and more. These services are offered in Goodwill's career centers in Lubbock and Amarillo.

With a physical presence in six counties and a territory of 45, Goodwill stands to greatly impact the lives of Texans. In 2016, Goodwill diverted **6 million pounds** of recyclable material and **1.5 million pounds** of paper from our landfills.

Looking forward, Goodwill will remain focused on fulfilling its mission of creating job opportunities for people with barriers to employment. In doing this, Goodwill will work endlessly to identify each of those barriers and develop strategies to relieve people from poverty through the power of work.

We thank you for your past and continued support of our mission.

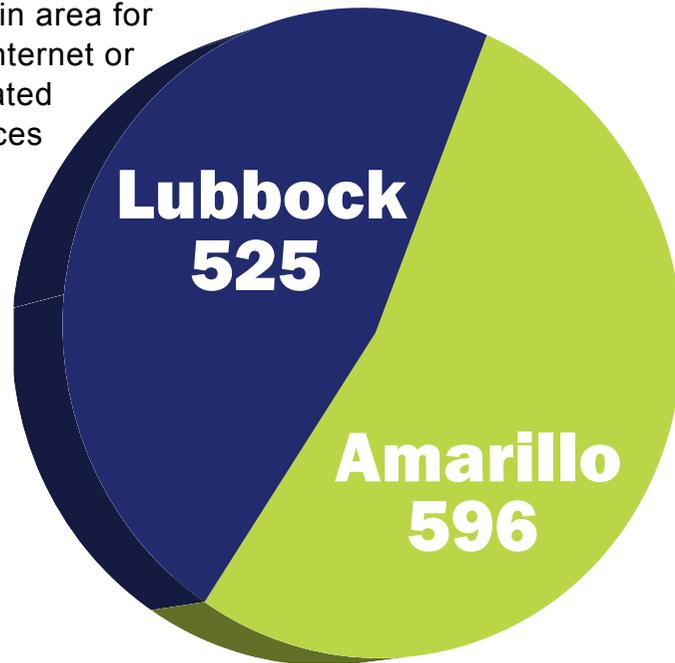
Will Baker
2016 Board President

T-PALS PROGRAM

Goodwill Industries of Northwest Texas works to enhance the dignity and quality of life of individuals and families by strengthening communities, eliminating barriers to employment, and helping people in need reach their full potential through learning. Goodwill strives to demonstrate the mission and believes that an individual's life can be changed by the ability to get a job.

Goodwill Industries of Northwest Texas offers community support through its Training, Placement and Life Skills (T-PALS) program offered in both Amarillo and Lubbock. The T-PALS program encompasses a number of services, including computer skills classes, résumé and cover letter writing, interviewing techniques, one-on-one job counseling, barrier identification, job search skills, job and employment development training, and other pre-employment needs. T-PALS also offers a walk-in area for individuals to access the internet or telephone bank for job-related interests. All T-PALS services are offered at no cost to participants.

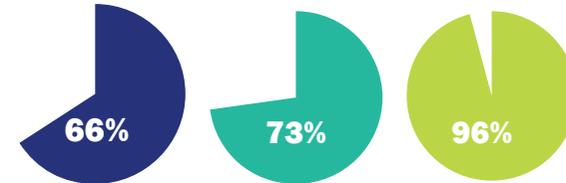
In 2016, Goodwill served a total of **1,121 participants** through the T-PALS program in Lubbock and Amarillo.



LUBBOCK



AMARILLO



Participants who met the grade and attendance requirements to receive a certificate from South Plains College for continuing education units.

Participants who showed improvements on their recorded mock interviews.

Participants who reported satisfaction with the T-PALS computer training, facilities and technology resources.

Units of Service

One-on-One

Total minutes of one-on-one job training related interactions with staff members.

63,378

1,056 hours

Indirect

One unit of service is captured per individual for work done on behalf of an individual by T-PALS staff.

99,906

1,665 hours

Computer Bank

One unit of service is captured per individual who is independently utilizing the computer bank.

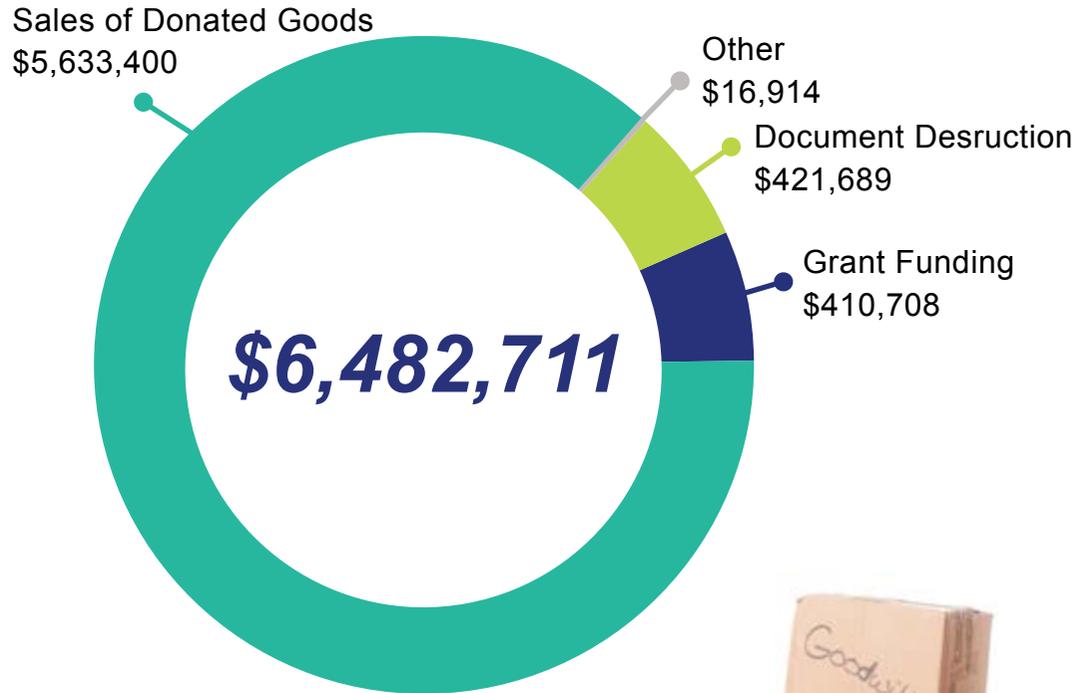
1,076

Classroom Training

One unit of service is captured per individual class attended. Classes vary from 1-3 hours.

2,713

COMMUNITY INVESTMENT

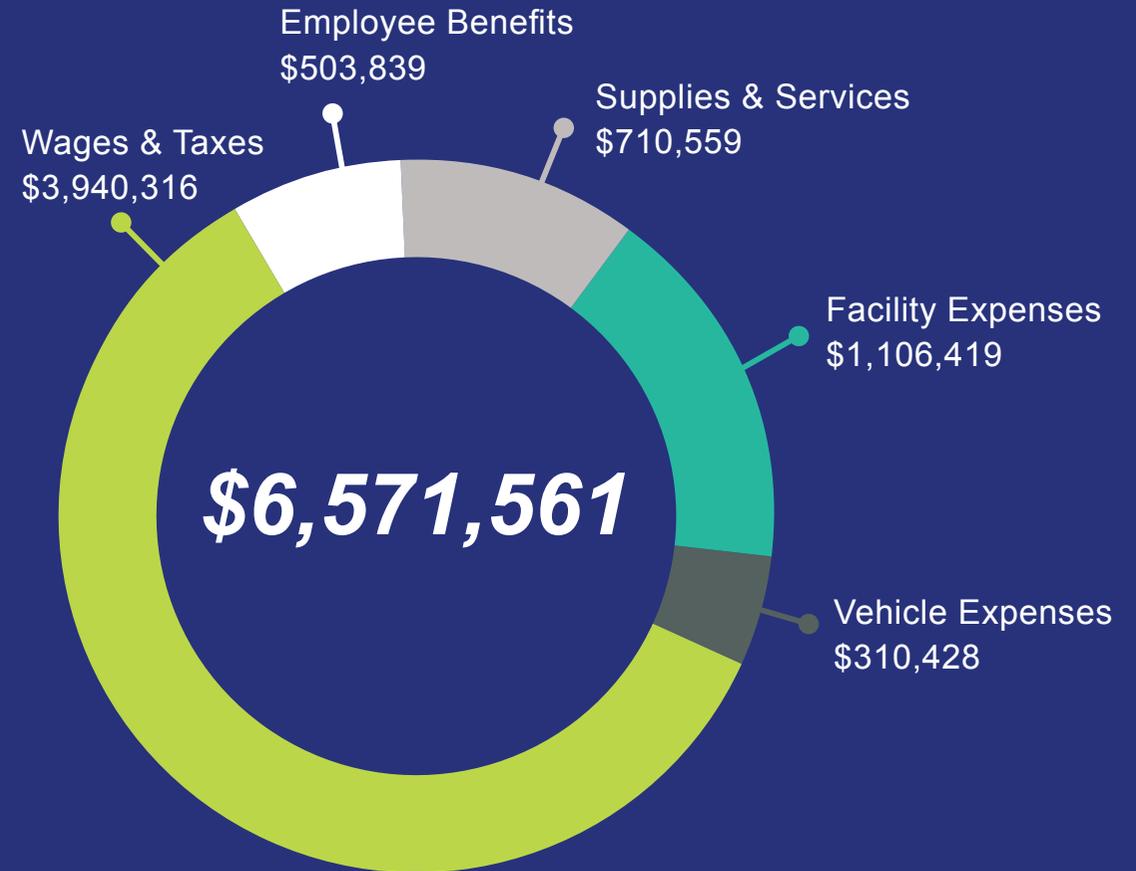


2016 Grant Funders

- CH Foundation
- Community Foundation of West Texas
- Helen Jones Foundation
- Lubbock Area United Way
- Lubbock Lions Club
- South Plains Foundation
- United Way of Amarillo & Canyon



COMMUNITY RETURNS



State & Local Taxes

In 2016, Goodwill Industries of Northwest Texas contributed a total of **\$431,503** in state and local taxes.

JANICE BARNES

Employee Spotlight



After working many years as a math teacher at Harmony Science Academy in Lubbock, Texas, Janice Barnes was faced with a road block. She was diagnosed with Parkinson's disease.

Because of the nature of the disease, Janice was unable to continue teaching. Faced with unemployment, Janice found hope when she attended a Goodwill job fair in January 2014. She was interviewed at the fair and hired shortly after as a cashier in one of the local Goodwill stores.

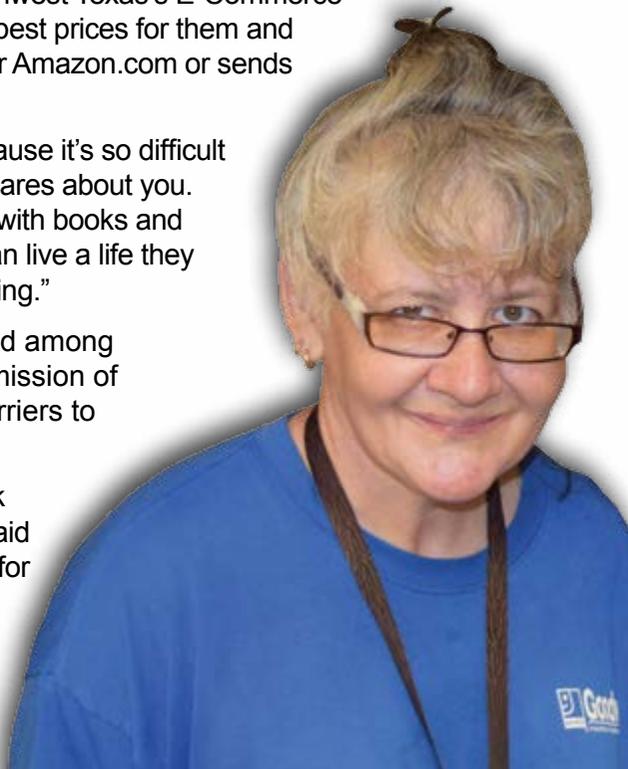
"Without Goodwill, I would be running around unemployed because there aren't many employers that are willing to see past the road blocks that life has put in your path, and I would not have the friends that I have," Janice said. "I would not have the ability to do something good for people every day."

Unfortunately Janice's condition got worse, creating difficulties for her when operating the cash register. However, she was determined to continue working and was moved to a position within Goodwill Industries of Northwest Texas's E-Commerce division. There, she inspects books, finds the best prices for them and either lists them on www.ShopGoodwill.com or Amazon.com or sends them to the local stores to be sold.

"I really appreciate that from an employer because it's so difficult with certain troubles to find an employer that cares about you. And Goodwill does," she said. "I love working with books and helping people find books they love so they can live a life they may not have been able to have through reading."

Janice's story, as well as many others shared among Goodwill employees, reinforces Goodwill's mission of creating job opportunities for people with barriers to employment.

"Goodwill believes in everyone's ability to work toward and achieve greater independence," said Michelle Barrientez, manager of e-commerce for Goodwill Industries of Northwest Texas. "We respect and love the uniqueness of all our employees."



RECYCLING & SALVAGE

In 2016, Goodwill Industries of Northwest Texas diverted approximately **7.75 million pounds** of household items, clothing, shoes, computers, trash and more from local landfills.

6,000,000 lbs. of textiles

were sorted by commodity, baled and sold for recycling.



243,740 lbs. of computers

were recycled through Dell Reconnect, a partnership between Dell and Goodwill.



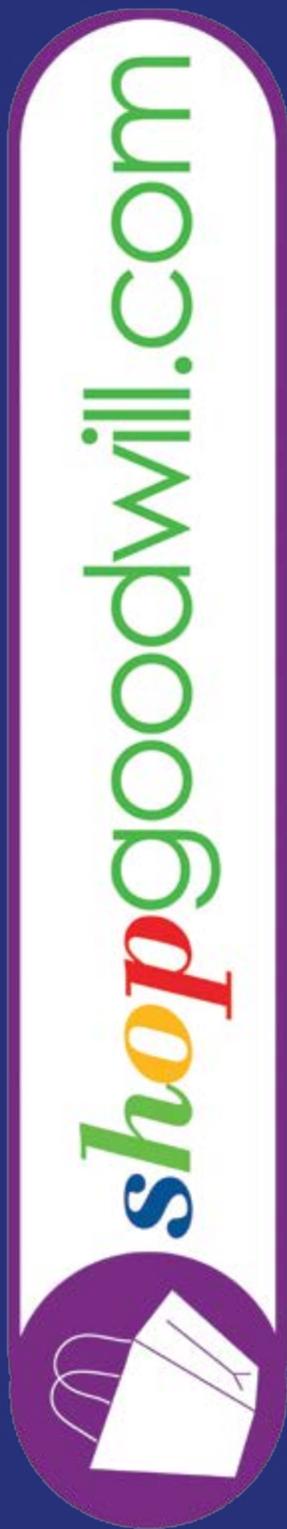
1,500,000 lbs. of paper

were shredded through the Document Destruction service and sold for recycling within the U.S.



7,743,740 lbs. TOTAL





ONLINE SALES

In 2016, the e-commerce division at Goodwill Industries of Northwest Texas brought in **\$215,377**.

Sales on Goodwill's online platform, shopgoodwill.com, increased by more than **62 percent** from 2015. With an online presence, Goodwill has been able to capture additional markets not only nationally, but internationally as well.

Shopgoodwill.com operates as an online bidding site, with inventory from more than 75 Goodwills across the U.S. Items typically include antiques and collectibles, furniture, jewelry, musical instruments, electronics and clothing. From unique one-of-a-kind items to estate pieces, the depth of resources is enormous. Revenues from these auction sales help fund the Training, Placement & Life Skills program. A sample of items that can be found online are pictured on the left.

2016

\$215,377

2015

\$132,583

JOE ROBLEDO

Employee
Spotlight



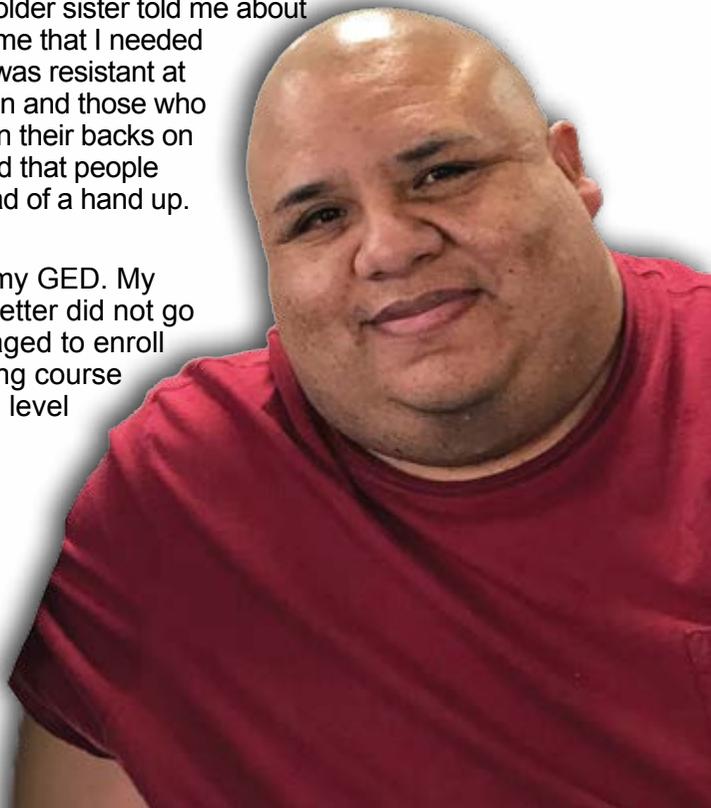
"I found myself at my lowest point when I lost my father while still in high school. As a result, I felt the burden of needing to step up and fill my father's shoes by taking care of my mom. Unfortunately, medical issues made this difficult for me to do. I was told I was disabled and unable to work so I attempted to get on disability income with no success.

The barriers continued to pile up, and I found myself jobless, not eligible for disability income, and without health insurance while dealing with medical issues. I had two tentative job offers upon graduation from high school, however, due to my health issues, I was unable to finish and obtain my diploma and was turned down for both jobs.

The feelings of failure and being a burden to my family became too overwhelming for me, and this started a downward spiral of depression, suicidal thoughts and substance abuse. Eventually, I hit rock bottom and knew if I didn't make some changes, I would either end up dead or in jail. I started praying for a second chance and made a vow that if given that chance, I would make better choices, choices that would have a big impact.

My prayers were answered when my older sister told me about Goodwill and was persistent in telling me that I needed to go see if Goodwill could help me. I was resistant at first as I feared the usual would happen and those who were "supposed" to help me would turn their backs on me. I feared that I would be judged and that people would think I wanted a hand out instead of a hand up. Fortunately for me, I was wrong.

Goodwill encouraged me to pursue my GED. My commitment and persistence to do better did not go unnoticed by the staff. I was encouraged to enroll into Goodwill's basic computer training course and went on to take the intermediate level computer course. Upon completing the intermediate level course, I was offered a part-time reception position with Goodwill and took the advanced computer training class. I successfully completed all three computer training courses which were eight weeks long; five days a week, and obtained my GED all in two years."



OUR LOCATIONS

Corporate Headquarters

715 28th Street
Lubbock, TX 79404
806-744-8419

Amarillo Store

1904 Bell Street
Amarillo, TX 79106

Lubbock Career Center

714 34th Street
Lubbock, TX 79404
806-687-5046

Plainview Store

1715 W 5th Street
Plainview, TX 79072

Amarillo Career Center

1904 Bell Street
Amarillo, TX 79106
806-331-6890

Wolfforth Store

702 Highway 62
Wolfforth, TX 79382

Central Lubbock Store

1940 34th Street
Lubbock, TX 79411

Pound Store

714 34th Street
Lubbock, TX 79404

West Lubbock Store

5710 Spur 327
Lubbock, TX 79423

Déjà Blue Boutique

612 W Loop 289
Lubbock, TX 79416

North Lubbock Store

2121 Marsha Sharp
Lubbock, TX 79415

FROM THE CEO



Goodwill is sometimes described as a thrift store. But we're more than that. We are in the people business – developing people for success by providing hope, opportunity and training through the living, breathing, active mission of Goodwill.

In addition to employing up to **200** individuals in Lubbock, Amarillo and the surrounding areas, the revenue generated from the sales of donated goods helps fund Goodwill's Training, Placement and Life Skills (T-PALS) program, which includes computer skills classes, résumé and cover letter writing, interview techniques, one-on-one job counseling, barrier identification and job search skills. Many of our clients begin with a basic need to learn how to fill out an online job application – and we go from there!

The journey for a Goodwill client begins with hope. Hope for a job, a better job, or a higher paying job using computer skills gained in Goodwill's classrooms. The hope for opportunity to conquer job interviews using new communications skills. Opportunity comes from developing one's soft skills and preparing for a brighter future.

Goodwill offers opportunities to defeat barriers to employment while providing generous benefits and the opportunity for advancement. It's easy to imagine this opportunity when meeting someone with the potential to break through the barriers of homelessness, poverty or dependency through sustainable employment. We often say that we help children by hiring their parents and help people feed their families with money that's earned, but the real test comes when it's time to get up in the morning, go to work and demonstrate Goodwill's expectations of being honest, on time, hard-working and respectful of others.

We offer hope in the form of training, job placement and employment. It's that simple. And it all begins with local donations of gently used clothing and household items, which Goodwill transforms into something that changes lives. It's always a life-changing day at Goodwill.

Robin Raney
Chief Executive Officer



2016 BOARD OF DIRECTORS

Goodwill Industries of Northwest Texas is governed by a local volunteer board of directors who are tasked with oversight of the organization and its programs.

Will Baker, *United Supermarkets* | Board President
Drew Smith, *Lubbock National Bank* | President Elect
Lucio Castro, *United Supermarkets* | Treasurer
Chuck Parr | Past President
Matthew Wade, *Plains Capital Bank* | Vice President
Shari Keyner, *Amarillo National Bank* | Secretary

Rafael Aguilera, *X-FAB*
Constance Barbian, *Benchmark Business Solutions*
Adrienne Cozart, *UMC Health Systems*
Jimmy Dirks, *Cox/Dirks Architects*
Kevin Dyer, *New York Life*
Andrea Garcia, *Cloud Training Services*
Jo Henderson, *Retired*
Bobbie Howard, *Workforce Solutions*
Elizabeth Hudspeth, *Wayland Baptist University*
Debra Perry, *Naturopath*
Dr. Felicia Powell, *Lubbock State Supported Living Center*
Joe Rollins, *United Supermarkets*
Michael Shaffer, *Suddenlink Communications*
Mark Stiff, *Bates Wells*
Gwen Titus, *Workforce Solutions*
Casey Wood, *Kelly Wood Company*

Judy Darby, *Retired* | Emeritus
Lynn Elms, *Retired* | Emeritus



*“Creating job opportunities for people
with barriers to employment.”*

www.goodwillnwtexas.org | 806.744.8419 | 715 28th St. Lubbock, TX 79404