

Celebrating

50
years

1 9 6 7 - 2 0 1 7



Goodwill

Industries of Northwest Texas

WHO WE ARE

AS A LOCAL NONPROFIT WE ACCEPT DONATIONS FROM OUR GENEROUS COMMUNITY AND PUT THEM TO WORK. THE PROCEEDS FROM THE SALE OF ALL DONATIONS STAY LOCAL AND HELP FUND OUR MISSION.

WHAT WE VALUE

PEOPLE
CULTURE
DIVERSITY
TEAMWORK

LIVE THE 4

BE HONEST
BE ON TIME
WORK HARD
BE RESPECTFUL OF OTHERS

WHAT WE BELIEVE

WE BELIEVE IN THE POWER OF WORK. OUR MISSION IS TO CREATE JOB OPPORTUNITIES FOR PEOPLE WITH BARRIERS TO EMPLOYMENT. WE HAVE THE POWER AS AN AGENCY TO HELP CHANGE LIVES AND THAT MAKES US EXCITED TO COME TO WORK EVERY DAY.

a word from leadership

Goodwill Industries of Northwest Texas has been serving the Lubbock and surrounding communities for fifty years, since opening our first store in 1967. We have operated with the same mission since the beginning: "to create job opportunities for people with barriers to employment." We do this through the many resources we provide, including our Training, Placement and Life Skills (T-PALS) program and hiring people with barriers to employment.

Our T-PALS program provides many services including free computer training, resume and cover letter writing assistance, interview coaching, soft skills training, one-on-one job development training, and a computer/phone bank open to the public for job-related needs. We value our partnerships within the community and aim to help as many people as we can identify and overcome their barriers to employment.

Goodwill remains a go-to employer for individuals with barriers and disabilities who have a hard time finding employment in more competitive work environments. Our Document Destruction and Amazon Books departments are staffed primarily by individuals with at least one documented disability. We are also known as a second chance employer for people with non-violent criminal backgrounds.

We believe in the power of work. We believe in the self-respect that comes from earning a paycheck. We believe we can help children by hiring their parents. We value the impact a job can have on an individual's life.

Retail sales are the bread and butter of our business. Without the community's generosity, we wouldn't be able to help the people we do. Every time you donate to or shop at one of our Goodwill stores, you help create job opportunities for people with barriers to employment. We couldn't live out our mission without you. Thank you.

Robin Raney, CEO
Drew Smith, Board President



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CREATING
JOB OPPORTUNITIES
FOR **PEOPLE** WITH
BARRIERS TO
EMPLOYMENT

...since 1967

2017 highlights



Goodwill Industries of Northwest Texas celebrated 50 years of service with a ribbon cutting at its annual Halloween Shopping Event at the Goodwill Store on Spur 327.



November 30, 2017 Goodwill received the Texas Workforce Commission "Employer Excellence Award."



Evergreen Fiber Sales recognized Goodwill for Recycling Excellence. See page 6 for more information.



In December, Goodwill held a ribbon cutting for the Grand Opening of the Goodwill Showroom. See page 10 for more information.

920

individuals served through the T-PALS Program

84.5%

of participants received a completion certificate and continuing education credits from South Plains College

76%

of participants received a satisfactory rating on their mock interview

13

T-PALS participants enrolled in college courses upon computer class completion

132

T-PALS participants placed into jobs

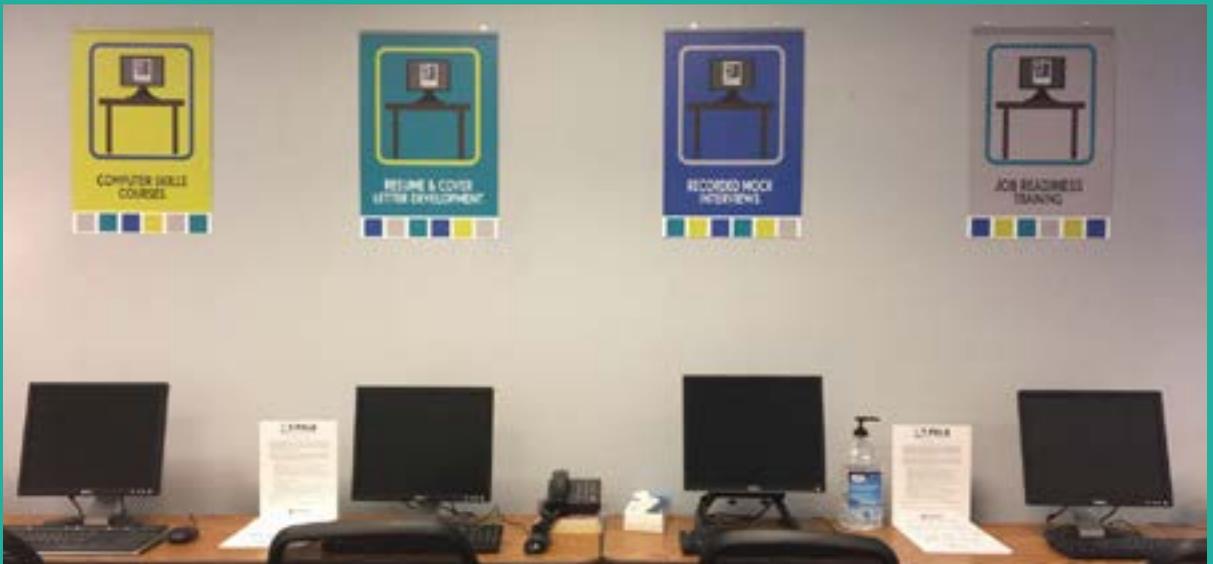
T-PALS Program

The Training, Placement and Life Skills Program is offered in both Lubbock and Amarillo and encompasses a number of services including computer skills classes, resume and cover letter development, interview practice through recorded mock interviews, job search skills, and job development training. T-PALS also offers a walk-in computer and phone bank for individuals to access for job-related interests.

T-PALS partners with South Plains College to provide certificates of completion for basic, intermediate, and advanced computer skills classes for continuing education credits; computer classes are provided according to individual needs. In 2017, Goodwill introduced Windows 10 and Microsoft Office 16 into its curriculum.

Through grant funding, Goodwill was able to replace outdated technology in both of its Career Centers. The support of the Mary E. Bivins Foundation allowed T-PALS Amarillo to replace all computers in the training lab, public computer bank, and staff offices. The South Plains Foundation (Lubbock) provided funding to replace all computers in the Lubbock T-PALS training lab.

In 2017, T-PALS staff also began revisions to the training textbooks, moving from a traditional, information based textbook format to a "How-To"/instructional format which contains practical application exercises for review. These new textbooks are set to be completed mid-2018.



Lubbock's computer and phone bank, open to the public

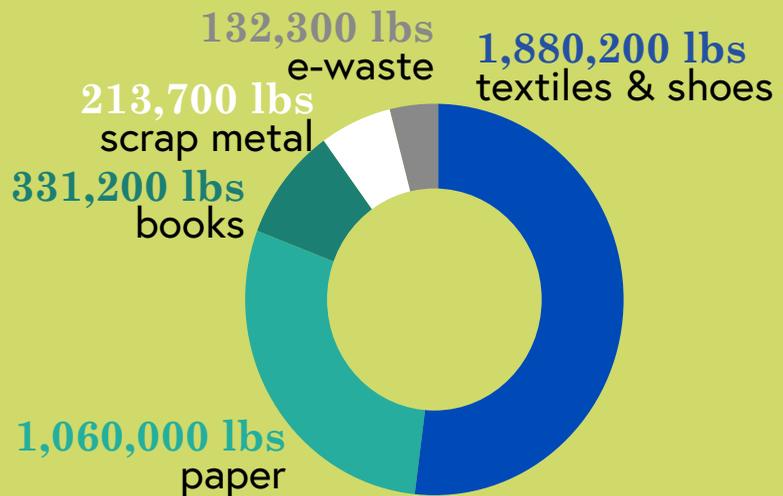
recycling

The Dell Reconnect Program is a partnership between Goodwill and Dell Computers to keep electronic waste out of the landfill. Goodwill collects donations of old, outdated, or inoperable electronics and sends them to Dell to be recycled for parts.

Goodwill aims to reduce, reuse, and recycle in any way possible. Just because an item may not sell in the store, doesn't mean it gets thrown away. The Salvage department at Goodwill groups unsold items together for bulk sale to third party vendors who either break them down for mass recycling or send them to impoverished countries. Nothing goes to waste at Goodwill!



Eddie Perez, Director of Operations and David Gonzales, Operations Manager in front of clothing that has been baled for recycling



total: 3,617,400 lbs
kept out of the landfill through recycling methods



Document Destruction staff in front of the newly-wrapped truck.

In 2017, Document Destruction employed 17 individuals resulting in over \$351,000 paid in wages, employer taxes and benefits.

Document Destruction provides certified secure document shredding to over 60 counties in the West Texas region. The program offers employment opportunities to individuals who may have barriers preventing them from securing sustainable employment in a more competitive environment. In accordance with Texas Industries for the Blind and Handicapped (TIBH), at least 75% of hours are worked by individuals with at least one documented disability.



CERTIFIED SECURE DOCUMENT HANDLING
24/7 VIDEO SURVEILLANCE
FLEXIBLE SERVICE AGREEMENTS
NO RENTAL FEE FOR BINS
OVER 60 COUNTIES SERVED



www.goodwillnextexas.org
715 28th St | 806.744.8419

client spotlight

Kelli - Amarillo, TX

"Before I found Goodwill, I had been homeless for three years. I had a vehicle for two and then I lost it and ended up living in a storage building. Even through the winter at -2 degrees – it was cold!

I saw one of the Goodwill trucks driving down the street one day and it had something on it about the Career Center and I thought, "Why not? I've tried everything else, why not?"

I had a pretty erratic work history. I have a criminal history and I couldn't get anybody to look twice at me. I came into the Career Center and met Jahnel (former Employment Specialist, now Workforce Development Manager). I signed up for the T-PALS classes and while waiting for them to start, Jahnel helped me with my resume. She was looking over my job history and told me I really should apply to Goodwill. I did and within a week, I was working - it was absolutely amazing!



I've been working at Goodwill for 14 ½ months and as of May 31st I've been sober 16 months. Goodwill has everything to do with that. I am so grateful, I can't even tell you how different my life is today versus how it was before. I am excited to get up in the morning and come to work, I am excited to tell people I work for Goodwill.

I have seen firsthand what the T-PALS program does. I know the depth of impact it can have on a life, just for somebody to give you that one chance. I love my job, I love what I do.

I don't think people understand how far reaching something like an opportunity is. It changed my life, it changed my kids' lives, and it changed my parents' lives. To get up in the morning and know that you have a place to go and that you're going to be productive and contribute and that no one is going to judge you and that everyone is accepting – it just propels your life forward in so many areas.

I am so thankful to Goodwill. I have my own apartment now; I found a church through one of the customers that came in. Every good thing in my life right now is tied to Goodwill in some way. And I am so thankful and so proud to be a part of Goodwill.

Every life that my life touches has been made better by this job...it makes you better."

financials

community investment

Sales of Donated Goods	\$ 6,241,000
Grant Funding	\$ 357,080
Document Destruction	\$ 527,055
Other	\$ 53,957

community return

Wages & Taxes	\$3,356,602
Employee Benefits	\$ 411,653
Supplies & Services	\$ 960,519
Facility Expenses	\$ 1,029,514
Vehicle Expenses	\$ 357,428
T-PALS Services	\$ 657,699
Operational Reserves	\$ 405,677

\$7,179,092

\$7,179,092

*values are rounded to the nearest dollar

state & local taxes

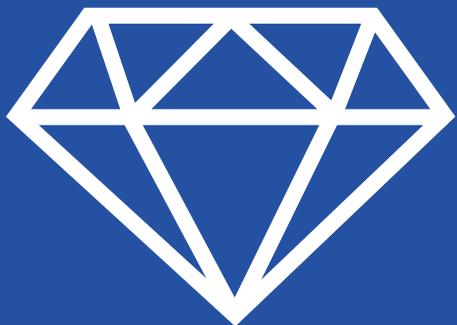
In 2017, Goodwill Industries of Northwest Texas remitted a total of \$460,538 in state and local taxes.

2017 grant funders

CH Foundation
Helen Jones Foundation
Lubbock Area United Way
Lubbock Lions Club
Mary E. Bivins Foundation
Texas Mutual
United Way of Amarillo & Canyon



Goodwill Showroom



TREASURE
HUNTERS
WELCOME

The Goodwill Showroom opened on December 7th, 2017. Goodwill Industries of Northwest Texas is the first Goodwill in the nation to partner an e-commerce division with a storefront. Goodwill strives to be good stewards of the community's generous donations.

Goodwill receives many vintage and antique items which are valued higher because of their history. Sometimes donated clothing items are still new with the original tags still on them. Each item available for sale in the Showroom has been researched and appropriately priced according to its worth. If an item does not sell in the store within a designated timeframe, it will then be listed for sale online.





The Power of Work



**IT'S ABOUT
THE SELF-RESPECT
THAT COMES WITH
A PAYCHECK**



**IT'S ABOUT
LOWERING CRIME
BY RAISING
JOB TRAINING**



**IT'S ABOUT
FEEDING ONE'S
FAMILY WITH MONEY
THAT'S EARNED**



**IT'S ABOUT
HELPING CHILDREN
BY HIRING
THEIR PARENTS**

donation truck sites



®

Hours:
Monday - Saturday
10 am - 6 pm

Sunday
10:30 am - 5:30 pm

Lubbock:

United Supermarket
82nd St & Boston Ave

Market Street*

50th St & Indiana Ave

Walmart*

4th St & Frankford Ave

Amarillo:

Market Street*

2530 South Georgia St

*closed Wednesdays



e-commerce

Goodwill's online division captures additional national and international markets. Items are individually researched, photographed, and priced according to their value before being listed for sale online. Shopgoodwill.com operates as an online bidding site, with inventory from more than 75 Goodwills across the US.

In 2017, GINWT consolidated a page on the website that made shopping for its own listings quick and easy. Items are categorized into jewelry, clothing, electronics, video games, toys, home décor, antiques and collectibles, and books, each with their own icon that links directly to GINWT's listings on shopgoodwill.com and amazon.com/books.



amazon books



\$41,328

2017

\$28,595

2016

GINWT receives so many donated books; many are still in great condition, first editions, signed copies, or complete sets and can be sold online. Goodwill obtained a CD cleaner with grant funds from Lubbock Lions Club and also sells refurbished CDs, DVDs, and video games through amazon. Items are quickly researched via an internet program, allowing Goodwill to list the selected items below the lowest price found online.

The majority of this department's staff is comprised of individuals with disabilities who have difficulty securing employment in more competitive environments.



locations

Central Lubbock Store

1940 34th Street
Lubbock, TX 79411

West Lubbock Store

5710 Spur 327
Lubbock, TX 79411

North Lubbock Store

2121 Marsha Sharp
Lubbock, TX 79423

Pound Store

714 34th Street
Lubbock, TX 79404

Lubbock Career Center

715 28th Street
Lubbock, TX 79404
806.744.8419

Goodwill Showroom

714 34th Street
Lubbock, TX 79404

Amarillo Store

1904 Bell Street
Amarillo, TX 79106

Plainview Store

1715 W 5th Street
Plainview, TX 79072

Wolfforth Store

702 Highway 62
Wolfforth, TX 79382

Amarillo Career Center

1904 Bell Street
Amarillo, TX 79106
806.331.6890

Corporate Headquarters & Document Destruction

715 28th Street
Lubbock, TX 79404
806.744.8419

2017 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.

Drew Smith
Board President
Lubbock National Bank

Matthew Wade
President Elect
Plains Capital Bank

Lucio Castro
Vice President
United Supermarkets

Will Baker
Past President
United Supermarkets

Dr. Felicia Powell
Secretary
*Lubbock State Supported
Living Center*

Kevin Dyer
Treasurer
New York Life

Members of the Board:

Raphael Aguilera | *X-FAB*
Constance Barbian | *Benchmark Business Solutions*
Steve Cross | *Workforce Solutions*
Jimmy Dirks | *Cox/Dirks Architects*
Andrea Garcia | *Lubbock Avalance Journal*
Jo Henderson | *Retired*
Bobbie Howard | *Workforce Solutions*
Elizabeth Hudspeth | *Wayland Baptist University*
Debra Perry | *Traditional Naturopath*
Joe Rollins | *United Supermarkets*
Mark Stiff | *Bates-Wells Advertising*
Gwen Titus | *Workforce Solutions*
Casey Wood | *Kelly Wood Company*

Emeritus:

Adrienne Cozart | *UMC Health Systems*
Judy Darby | *Retired*
Lynn Elms | *Retired*



Team members at the Goodwill Store located on Spur 327

Creating job opportunities for people with barriers to employment ...since 1967!

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