



# Goodwill Houston

Changing Lives through the Power of Work

## Quick Facts

### Mission

We provide training, education and employment services to people with disabilities and other barriers to employment, improving the lives of individuals, families and communities.

### VISION

We shall be the premier workforce development resource in Greater Houston, based on the excellence of our people and our career services. By the end of 2013, we will increase our impact in the community by 50 percent by adding 25 new retail stores.

### VALUES

People, Integrity, Stewardship, Innovation, Teamwork, Communication, Continuous improvement

### Background

We're a member of Goodwill Industries International, a network of 186 community-based, independent member organizations in the United States, Canada, and 15 other countries. Each Goodwill is an independent entity, responsible for funding, governance and establishment of its mission and goals.

We're one of the largest of 19 Texas Goodwill agencies, serving Harris, Fort Bend, Galveston, and Montgomery Counties. Since 1945, we've served the Houston community by employing more than 35,000 people and providing employment-related services to more than 75,000.

Our programs are built around Goodwill owned-and-operated thrift stores and attended donation centers that are ideal for simultaneous training and employment.

### Recognition

In May 2008, we were awarded the Better Business Bureau Pinnacle Award for superior commitment to ethics, overall excellence, and quality in the workplace. It is the top award category for accredited, charitable members.



In September 2008, we were #53 on the Houston Business Journal's list of 100 fastest growing companies. We were the only nonprofit named to the 2008 list.

In 2008, we placed **92 cents** of every dollar into our programs and services, keeping overhead as low as possible.

### Employees

About 42 percent of our employees have a self-disclosed ADA-documented disability.

Employees in 2006: **392**  
Employees in 2007: **577**  
Employees in 2008: **655**

### Programs and Services

People served in 2006:  
**1,951**

People served in 2008:  
**6,104**

Our programs and services include:

- Job Connection Service Centers
- Training, job preparation and job placement
- Homeless Veterans Reintegration Program
- Project Good Hope
- Houston Academy of Career Development
- Goodwill Temporary Services
- Charles R. Swain Memorial Contracts Center
- Work Rehabilitative Services
- Personal/Social Work Adjustment Training
- Supported Employment Services
- Ticket to Work (for social security beneficiaries)
- Youth Summer Jobs Program

### Retail Operations

In 2008, we opened five new retail stores and leased seven new attended donation centers.



Our new Pearland Store at 5004 Broadway