



# Goodwill<sup>®</sup> 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.

### VALUES

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

### Background

We're a member of Goodwill Industries<sup>®</sup> 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 2009, we were awarded the Better Business Bureau "Winner of Distinction" for superior commitment to ethics, overall excellence, and quality in the workplace - one of the top awards for accredited, charitable members.



In September 2009, we were #41 on the Houston Business Journal's list of 100 fastest growing companies, up from #53 in 2008. We were the only nonprofit named to the list both years.

In 2009, we placed **92 cents** of every dollar into our programs and services, keeping overhead as low as possible.

### Employees

About 40 percent of our employees have a self-disclosed ADA-documented disability.

Employees in 2006:	<b>392</b>
Employees in 2007:	<b>577</b>
Employees in 2008:	<b>655</b>
Employees in 2009:	<b>934</b>

People served in 2008: **6,104**  
People served in 2009: **9,648**

### Programs and Services

Our programs and services include:

- Job Connection Service Centers
- Training, job preparation and job placement
- Homeless Veterans Reintegration Program
- Veterans' Workforce Investment Program ("green" energy job training)
- Project CREW (Career Redevelopment for Experienced Workers, aged 55+)
- 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)

### Retail Operations

In 2008, we opened five new retail stores and seven new attended donation centers (ADC's). In 2009, we opened seven new retail stores and six new ADC's as well as remodeled and expanded our Humble store.



Our new River Oaks Store at 2030 Westheimer