



STRENGTH

AT WORK

GOODWILL HOUSTON
ANNUAL REPORT 2016

“THE STRENGTH OF THE TEAM IS EACH
INDIVIDUAL MEMBER. THE STRENGTH
OF EACH MEMBER IS THE TEAM.”

- PHIL JACKSON

Goodwill Houston is a pathway to success for people facing difficulty finding work – especially veterans, at-risk youth, seniors, and people with disabilities. They are the reason Goodwill Houston exists, and their desires and dreams are essential to the organization’s mission of *Changing Lives Through the Power of Work*.

Goodwill’s retail stores – through the sale of goods donated by the community – fuel this mission. In 2016, Goodwill Houston opened four new stores, expanding its footprint to 65 retail locations and 47 attended donation centers, serving seven counties.

Throughout the stores and across the organization, Goodwill’s staff and volunteers leverage their unique strengths to help others *put their strengths to work*.

TELFAIR

6526 US-90 ALT, Sugar Land, TX



GREATWOOD

1025 Crabb River Rd., Richmond, TX



READING ROAD

6970 Industrial Pkwy, Rosenberg, TX



ALVIN

253 N. Bypass 35, Alvin, TX



COMMITMENTS

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STRONG LEADERS

Steven P. Luffburrow &
Tommy A. Moore, Jr.

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STRONG TEAMS

Emily Conner, Fred Darden,
Shamara Kallie & Roy Sambrano

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STRONG BOARDS

Volunteer Leadership



FROM THE
PRESIDENT / CEO

Dear Goodwill Friends and Supporters,

Every year as we prepare to publish our annual report, I reflect on events of the previous year. Many great things happened in 2016. We raised nearly \$1 million through special events, private donations, and foundation gifts. We kept more than 56 million pounds of material out of local landfills. The economic impact we had over our seven county region was an estimated \$370 million.

Along with the good news came a few challenges. Like retailers across the country, we struggled to stabilize sales in a shifting retail environment. Additionally, our revenues were affected by the softest economy Houston has seen in years.

Goodwill Houston has always successfully navigated challenging times by getting back to basics and focusing on our strengths. I know that our true strengths are the people that we serve, the programs that we provide, and the teams and leaders that make all of this possible.

Throughout this report, you'll meet people who exemplify Goodwill Houston's amazing spirit. You'll see why we have called this report *Strength at Work*, and why I am so proud of what we accomplished in 2016.

STEVEN P. LUFBURROW



FROM THE
CHAIRMAN OF THE BOARD

Dear Friends,

I'm pleased to report that 2016 was another good year for Goodwill Houston. Our overall financial picture was solid. We opened four new retail stores, generated nearly \$77 million dollars in sales, covered our operating costs and capital expenditures, and ended the year debt-free, with \$28 million in net assets.

While the financial data is an important and necessary measure, the real strength of this organization is its people – the associates who operate our stores, the skilled professionals who run our programs and the executive team that manages day-to-day operations, led by President/CEO Steve Lufburrow. The talented men and women who serve on Goodwill Houston's boards, councils and committees – including the newly created Young Professionals group – multiply this strength. Their experience, collective wisdom, and enthusiasm make Goodwill Houston the strong, dynamic organization that I am proud to chair.

Finally, the most important measure of success for any nonprofit is its ability to deliver on its mission. In 2016, Goodwill Houston served more than 12,500 program participants, placed 4,700 people in meaningful jobs, and applied 95% of every dollar raised to mission services – this is the *power of work* in action. With your continued support, Goodwill Houston will continue to change lives.

TOMMY A. MOORE, JR.



"GREAT THINGS IN BUSINESS ARE NEVER DONE BY ONE PERSON.

THEY'RE DONE BY A **TEAM** OF PEOPLE."

- STEVE JOBS

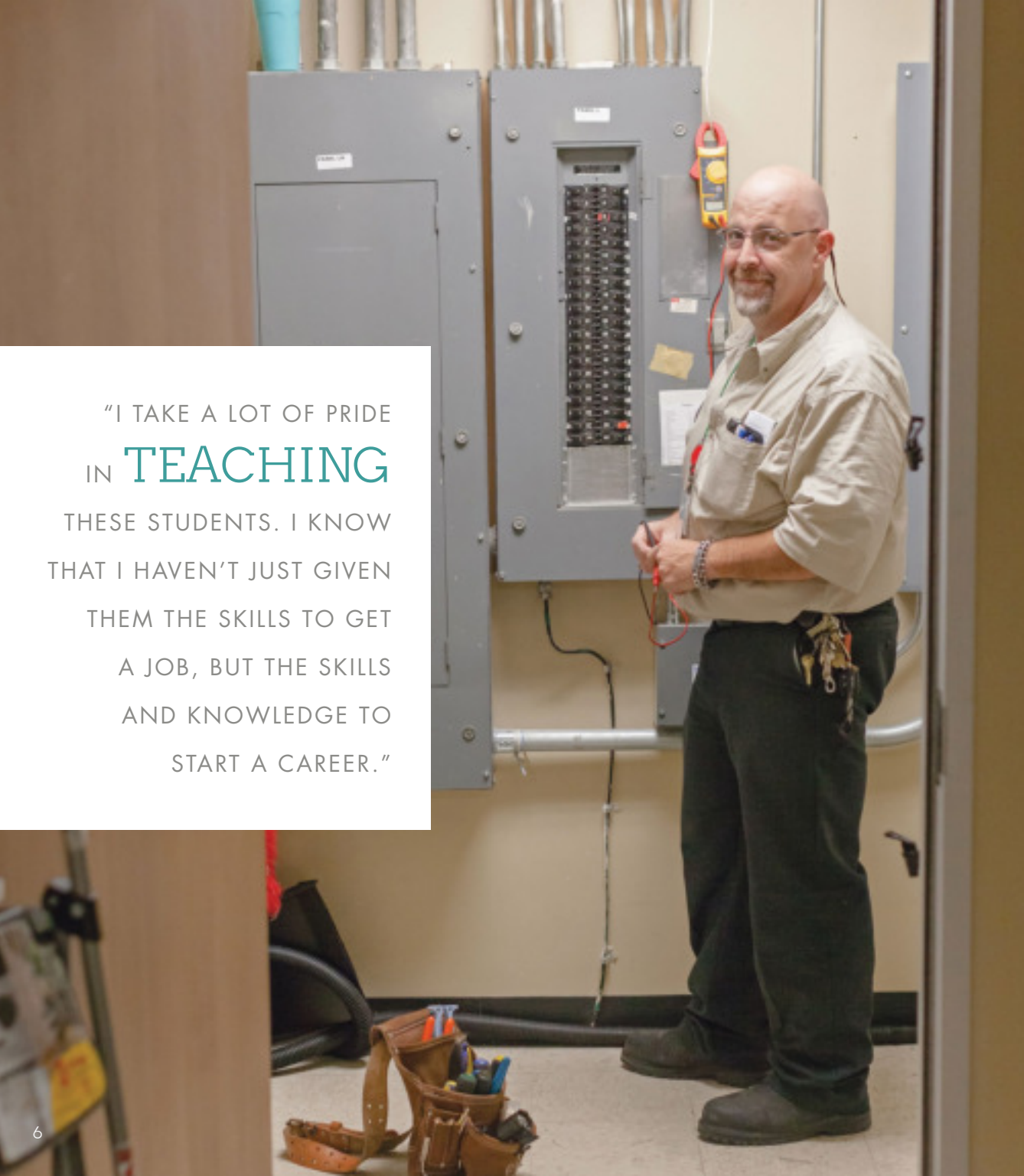
STRONG TEAMS

EMILY CONNER, FRED DARDEN,
SHAMARA KALLIE & ROY SAMBRANO

HUMAN RESOURCES

When Goodwill's Human Resources leaders interview job applicants, they see them through the lens of their *potential*. They look for a can-do spirit, a sense of integrity, and a willingness to learn and work hard. Their shared hiring philosophy is to assess applicants' core strengths and to envision how they could grow and who they could become at Goodwill.

Across Goodwill's departments and programs are exceptional people who benefitted from a fresh start – veterans transitioning to civilian life, new college graduates, seasoned managers. Human Resources is their bridge to employment and their initiation to Goodwill's mission and values. These leaders understand that being part of a team – in the broadest sense – is the result of feeling part of something larger than oneself. Through their individual and collective commitment to Goodwill's mission, they characterize the strong individuals and teams that create Goodwill's success.



“I TAKE A LOT OF PRIDE
IN **TEACHING**
THESE STUDENTS. I KNOW
THAT I HAVEN’T JUST GIVEN
THEM THE SKILLS TO GET
A JOB, BUT THE SKILLS
AND KNOWLEDGE TO
START A CAREER.”

STRONG PROGRAMS

JIM MIDKIFF

PROGRAM INSTRUCTOR

Graduates of the Certified Apartment Maintenance Technician (CAMT) program rave about their instructor Jim Midkiff. They praise his knowledge and experience, and they also understand how much he cares about them.

Jim, now a lead building engineer for CBRE, closely identifies with his students. He was a high-school dropout who started out in apartment maintenance. He has overcome tough personal challenges that could have derailed his life.

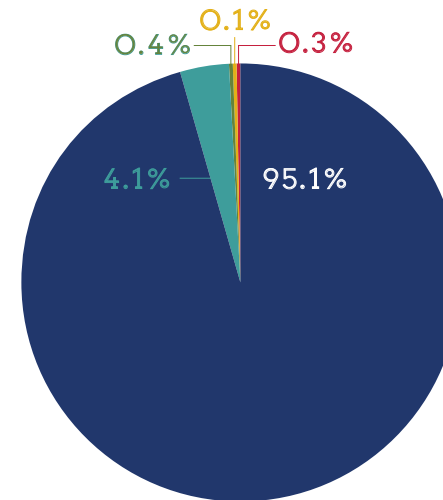
To help his students avoid similar mistakes, the instructor – who rides a Harley and plays guitar in a rock band – teaches them much more than apartment maintenance. He shares life lessons, from the importance of having a solid work ethic to the need to be honest and trustworthy.

Students completing the CAMT program learn skills that will help them change the course of their lives. CAMT exemplifies Goodwill’s many excellent programs that change lives every day.

“STRENGTH DOES NOT
 COME FROM WINNING.
 YOUR STRUGGLES DEVELOP
 YOUR STRENGTHS. WHEN YOU
 GO THROUGH HARDSHIPS AND
 DECIDE NOT TO SURRENDER,
 THAT IS STRENGTH.”

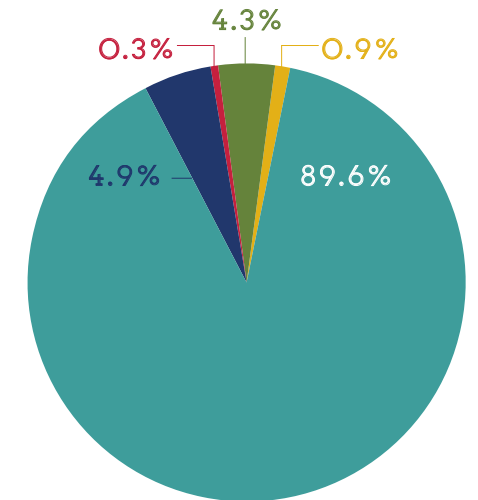
- ARNOLD SCHWARZENEGGER

2016 REVENUES



- Donated Goods Program (Retail)
- Employment, Education, and Training
- Contributions - Financial Support
- Contract Services
- Other

2016 EXPENSES



- Donated Goods Program (Retail)
- Employment, Education, and Training
- Contract Services
- Management & General
- Fundraising

COMBINED STATEMENT OF ACTIVITIES

	<u>2015 DATA</u>	<u>2016 DATA</u>
TOTAL REVENUES & SUPPORT	\$130,097,282	\$141,160,147
TOTAL EXPENSES & LOSSES	\$130,771,285	\$143,717,239
INCREASE IN UNRESTRICTED NET ASSETS	\$(674,003)	\$(2,557,092)
NET ASSETS AT BEGINNING OF YEAR	\$32,071,161	\$31,397,158
NET ASSETS AT END OF YEAR	\$31,397,158	\$28,840,066

STRONG SUPPORT

\$200,000+

Sherry and Jim Smith

\$20,000-\$199,999

George & Mary Josephine Hamman Foundation
Darrell Harry Family
Houck Family Foundation
George Lindahl III Family Foundation
John P. McGovern Foundation
Second Baptist Church
The Brown Foundation, Inc.
The Robert and Janice McNair Foundation

\$5,000-\$19,999

BSI
Sue and Rusty Burnett
Cathy and Dougal Cameron
CenterPoint Energy
Kathy and Carlton Cook
Betsy and John Crafton
Lucille Cruce
Deloitte
Missy and John Duffie
Evelyn Houstoun Chew CRT
Arline Guefen
Nancy and James Hall
Heartspring Methodist Foundation
KPRC-TV
Locke Lord LLP
Lynn, Kiecke, Lackey & Eason
Rena and Craig Nunez
Ram Investment Group, Inc.
Dawn and Richard Rawson
Satya Inc.
Joseph Siegel
SK Foundation
Texas Apartment Association Education Foundation
Waste Management, Inc.

\$1,000-\$4,999

Aquiline Holdings LLC
Haytham Awad
Judy and Bruce Baker

Nancy C. Battle
Bernal Consultants, Inc.
Better Business Bureau of Metropolitan Houston, Inc.
Kevin Carmody
CBRE
Jack B. St. Clair
Kay Clanton
Comerica Bank
Compaction Services Inc.
Anne and Tom Conner
Greg Davis
Ann Deaton
Peggy and Wiley Dover
Scott Doyle
Kathy and Mike Eason
Enterprise Holdings Foundation
Arthur Epley
Furniture Marketing Group, Inc.
Laura and Grant Gilbert
Richard Gould
Mary and Charles Hall
David Hanson
Randy Helms
Jason Horrocks
Scott Irwin
Jita Printing
Kim and Rich Jochetz
Johnson DeLuca Kurisky & Gould, P.C.
George A. Kurisky
Sherry and Richard Lowe
Allene Lucas
Joan and Steve Lufburrow
Kavan Marriot
Mobilease
Carol and Tommy Moore
National Signs, LLC
Ashley Olmsted
Tina Omelia
Michael A. Palmer
Cindy and Briscoe Parker
Gary R. Petersen
Pamela Powers
Lai and Mervin Ratnasingam
Rob Johnson Interests
Robert and Sarah Shaw Trust
Schwob Building Company
Lisa and Jerry Simon
Louis S. Sklar
Marsha and Mark Soper
Soper Brothers & Assoc.
The CFO Suite

Mary Thorstenberg
United Constructors of Texas, Inc.
Valence Operating
Vega Medical Marketing
Barbara S. Vilutis
Visible Applause
Patricia and James Walzel
Rose Chen and David Webster
Lori and Barkley Wedemeyer
Wedemeyer Realty
Candice and Trey Williams
Mary and Willoughby Williams
Belinda and Doug Wilson

\$100-\$999

Martha A. Adger
Nan and Richard Allen
Amegey Bank of Texas
BJ Farmer
Karen and Douglas Angevine
Dorothy and Donald Armstrong
Aubrey and Sylvia Farb Philanthropic Fund
Omayya and Mohammad Awad
Richard Bachmann
Nancy L. Bailey
Lisa Baldon
Gloria and M. B. Ballard
Carl Beasley
Karl H. Becker
Gary L. Bertelson
Marcia A. Blackard
Dale and Charles Bodden
Bohreer & Zucker, LLP
Brigitte Bosarge
Robert Boucher
Dianna and Harry Bowles
BP Foundation, Inc.
Adrienne and Stewart Braden
Beverly Braden
Matt Brand
Kenneth E. Brandon
Carol L. Brown
William F. Buckingham
Forrest R. Bugge
Irma and Louis Bujnoch
Mara and Jay Busey
James A. Byerly
Cadence Bank
John Carrara
Bill Carter

Ted L. Caryl
Church Women United in Houston
Mark Clark
Coastal Securities Corp.
Mary and Joseph Colaco
David Cole
Bonnie Colhour
T. Duane Connell
Talbot Cooley
Victoria Corcoran
Ernest G. Coulson
Jeremy S. Davis
Pauline M. Delaney
Ana M. Denena
Patricia A. Devlin
Stephanie and Robert Donaho
Robert L. Dorries
Scarlett and Franklin Duplechain
Delia Duson
Frank Echols
Vicky and Lucas Elliot
Endurance Builders
Robert W. Engle
ePlus Technology, Inc.
Sharon and Don Erskine
Rosemary and Jim Evans
BJ Farmer
John T. Ferguson
John B. Field
Nancy Fischer
Stella and Michael Fitzgibbons
Senly and Patrick Fox
Janet and Brian Franklin
Fuentes Toubia PLLC
Jan F. Fuerst
James Fulop
Edmund B. Garcia
Ronald L. Geer
Cardon Gerner
Margaret and Alvin Goolsby
Elaine Gordon
Mark Graber
J. Martin Grady
Stacey and Jay Guynes
Hand Benefits & Trust, Inc.
Clint Hardy
Susan and Mike Harkness
Betsy and Dan Harris
James D. Harris
Harris and Eliza Kempner Fund
Judith and Frederick Hemker
Donna K. Homfeld

Jeanne and Jack Hornsby
Kenneth H. Hyman
Cynthia and Paul Johnson
Edith H. Johnson
Mary M. Johnston
Lee Jones
Martha and M. Wayne Jones
Paul Juillard
Joan Kaplan
Phylis and Michael Karas
Frances Kittrell
William J. Knight
Mary and Herb Koenig
Kathleen Koenig
KTRK Channel 13
Ladies Association of Walden Inc.
Mackenzie Laine
Beth and Britt Langford
Tara and Patrick Lashford
Carl Lenz
Thadis M. Liggins
John T. Linderman
Sheila and Norman Loewenstern
Martha and Larry Loyd
John E. Lufburrow
Roland Manzano
William K. Mao
Ronald E. Martin
Maxon Lift Corp
Thomas B. McDade
George Meador
Evelyn and W.A. Merryman
Marvin J. Migura
Sherry and James Moffa
L. A. Monroe
D'Evelynn Montgomery
Sharon Moon
Morgan Corporation
Kathy and Derek Munger
Eric L. Munster
Edward C. Murphy
Delbert D. Myers
Helen G. O'Keefe
Elexa Orrange
Osborn & Vane Architects, Inc.
Jean and Stephen Palmerton
Cameron Palmore
Steven Parkhill
Don and Malia Passmore
Jenifer Pipkin
Joshua Pitts
Jennifer Poindexter

Carrie and Bill Prewett
Elizabeth Pritts
Steve Radack
William Rafferty
Steven Ramey
John Randall
Stephen M. Robbins
Sara and Fred Robertson
Regina Rogers
Sybil F. Roos
Ellis Rudy
Richard Sarabia
Louis O. Schaefer
Mary and Charles Schmerker
Stephen D. Schulze
Carl W. Schumacher
Cody Scott
Russell J. Scott
Sandy and Gerry Scott
Sarah and Bob Shaw
Roy G. Shaw
Silver Eagle Distributors, L.P.
Rae Smith
Solstice Consulting
Starkey Mortgage
Sterling McCall Lexus
Carol and Peter Taaffe
Texas Gulf Bank
The Bayou Fund
Shirley and Dick Thomas
Donald S. Thomas
Sally and Robert Thomas
Catherine and Jack Threet
Pamalah and Stephen Tipps
P. G. Von Tungeln
John A. Turner
Sandra and Tony Van Slyke
Peter Van Slyke
James A. VanPaasschen
Teri L. Viereck
Helen T. Viotor
James E. Villman
Tom D. Webb
Lynn and Gordon White
Robert H. Whitten
Chris Williams
William C. Wilson
James E. Winn
Jeanne Slaydon Wolbert
Carol and Alfred Youens
Earl Zachry

"WE MAKE A LIVING BY WHAT WE GET, BUT WE
MAKE A LIFE BY WHAT WE GIVE." – WINSTON CHURCHILL



“IF YOUR ACTIONS **INSPIRE**
OTHERS TO DREAM MORE, LEARN
MORE, DO MORE AND BECOME
MORE, YOU ARE A LEADER.”

– JOHN QUINCY ADAMS

STRONG FUTURE

MARCUS SOPER II

YOUNG PROFESSIONAL

Marcus Soper II, a real estate analyst and developer with Forestar Group, chose not to follow the family tradition of ophthalmology. He skipped popular Texas universities to earn his business degree from the University of Mississippi.

However, in one area of life, Marcus did follow a tradition established by his parents Mark and Marsha – he fell in love with Goodwill. His dad, Mark Soper, served on Goodwill Houston’s Board of Directors for many years. Then he and Marsha chaired the 2012 Goodwill Gala.

His father’s touching speech at that gala inspired Marcus to become involved. He now chairs Goodwill Houston’s Young Professionals. “I’m blessed to be in a position to give of my time and talent to Goodwill, and I want to encourage people my age to get involved,” said Marcus. He is one of many up-and-coming volunteer leaders who embody the strong future of Goodwill Houston.



“GOODWILL BRINGS DIGNITY
TO PEOPLE WHO TRULY
WANT TO WORK,
AND IT DOES IT IN A VERY
HONEST AND ETHICAL WAY.”

STRONG PEOPLE

TERRI AMMERMAN

BOARD OF TRUSTEES

Dedicated volunteer leaders add tremendous strength to Goodwill Houston, whether they serve on the Board of Directors, Foundation Board, Board of Trustees or Business Advisory Council. One such leader is communications expert Terri Ammerman, President and CEO of The Ammerman Experience.

Through her previous service on the Board of Directors, and now as chair of the Board of Trustees, Terri knows the incredible talent that exists among the boards at Goodwill. “From lawyers and accountants to business owners and communicators, these diverse leaders truly love Goodwill,” Terri said. She feels that part of her mission is to tap into this passion to help Goodwill accomplish even more.

“My fellow trustees and I want to be even more involved because our greatest desire is to make a difference.”

Terri personifies the strong support that Goodwill Houston engenders.

STRONG BOARDS

OFFICERS OF THE CORPORATION

Tommy Moore**
Board Chairman

Craig Nunez**
Vice Chairman

John Crafton**
Treasurer

Rich Jochetz**
Secretary

Bill Kacal*
Senior Chairman

Jim R. Smith*
Chairman Emeritus

Steven P. Lufburrow**
President & CEO

BOARD OF DIRECTORS

Bruce Baker	Sharon Birkman Fink	Jerry Martin
Jim D'Agostino***	Douglas Foshee***	Elexa Orrange
Ann Deaton	Dick Hite	Coleman Rowland**
Stephanie Donaho	Don Jordan***	Robert Shaw
Scott Doyle	George Lindahl*	Barbara Vilutis
John Ebeling*	Allene Lucas*	Henry D. Wilde, Jr., M.D.*
Rodney Faldyn**	Brad Marks	William Key Wilde*

FOUNDATION BOARD OF DIRECTORS

Jim Vanderhider <i>President</i>	John Duffie <i>Treasurer</i>	Steven P. Lufburrow <i>Executive Director</i>
Ann Deaton <i>Secretary</i>	Stuart Ford <i>Director</i>	

* Life Member ** Executive Committee Member *** Advisory Director † Emeritus

BOARD OF TRUSTEES

Terri Ammerman - Chair
David Hanson - Vice Chair
Lisa Davis Baldon
Nancy Battle
Sue Burnett
Kevin Carmody
Ted Caryl
Mike Conway †
Carlton Cook
Jim Dickinson

John Duffie
Mike Eason
Brian Franklin
Richard Geis, M.D.
Donald Graubart †
Charles W. Hall †
David Hand
Richard Hightower †
Leisa Holland-Nelson
John Holstead †

Mark Kidd
George A. Kurisky, Jr.
Mark Lee
Rick Lowe
Sherri Lowe
Derek Munger
Dr. Tom Pace †
Karen Pitts
Carl Schumacher, Jr. †
Sandy Scott

Jerry Simon †
Frank C. Smith, Jr. †
Mark Soper
Michael Stryker
Cynthia Urquhart
David Webster
Bill Williams †
Candice Williams
Mary Williams
Doug Wilson †

BUSINESS ADVISORY COUNCIL

Pam Campbell - Chair
Kevin Carmody - Vice Chair
Patti Abshire
Lisa Davis Baldon
Ken Beaman

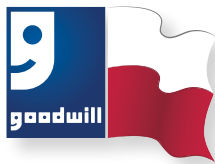
Joe Birkofer
Carlton Cook
Tom Ferguson
Brian Franklin
Mark Graber

David Hanson
George Kurisky, Jr.
Roland Manzano
Marshall McGhee
Sharon Moon

Tina Omelia
Elexa Orrange
Stephen A. Palmerton
Steven Parkhill
Paul Quin

“UNITY IS STRENGTH ...
WHEN THERE IS TEAMWORK AND
COLLABORATION, WONDERFUL THINGS
CAN BE ACHIEVED.”

- MATTIE STEPANEK



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1140 WEST LOOP NORTH | HOUSTON, TEXAS 77055

GOODWILLHOUSTON.ORG