GOODWILL AT WORK

Goodwill Houston is an organization with many different, yet interconnected parts. Collectively, we are like the cogs and wheels of a gear assembly.

It takes all of us—accountants, human resources professionals, truck drivers, fundraising staff, career navigators, cashiers, dispatchers, store managers, donation attendants, and many more dedicated team members—to do the work of Goodwill.

Each of us depends on the input and efforts of others as we work to accomplish our specific goal—the goal of changing lives through the power of work.
As I reflect on 2018, I can’t help but see the similarities between Goodwill Houston and a complex machine. We have many moving parts with gears that are large, some that are small and some that are uniquely shaped. And just like any machine, every part is necessary for it to run efficiently and effectively. All machines require regular maintenance, and in 2018 after more than 70 years of serving Houston, Goodwill once again oiled its cogs and updated infrastructure. I’m proud to report that the Goodwill machine is running smoothly.

Goodwill Houston is reaping the benefits that its dedicated team have made through improved and refocused efforts on communications and streamlined processes. In 2018, we started building a dream team of visionary “architects” motivated and committed to tap the potential available for Goodwill in Houston. We have reorganized and restructured so we are now hitting on all cylinders. I would be remiss if I didn’t thank our loyal donors, customers and supporters. Without these friends, none of this would be possible. Throughout this report, you will be introduced to just a few of the programs that represent Goodwill Houston’s mission. I hope this annual report conveys to you why I am so proud to lead this organization, and I’m equally proud of our employees who accomplished so much in 2018.

Thank you for your commitment to Goodwill.

I am so proud of Goodwill Houston’s team in 2018. As the Chairman of the Board, I’ve had the privilege to watch Goodwill’s team innovate, streamline and redesign. Our overall financial picture included a record-breaking year in sales, and we ended the year debt-free. As a professional in the finance field, it is exciting for me to see the stable financial foundation Goodwill Houston has built. They are uniquely positioned to change the landscape of Houston’s community by connecting individuals with assistance and training as they become more productive members of society. The skilled team of professionals who run our programs and the executive team that manages day-to-day operations have stepped up their game. The ripple effect of their experience, collective wisdom, and enthusiasm can be seen all over this great city through lives that were changed by the power of work.

The most important measure of success for any nonprofit is its ability to deliver on its mission. In 2018, Goodwill Houston served more than 14,000 program participants, placed 4,540 people in meaningful jobs, and applied 95% of every dollar to mission services. With your continued support, Goodwill Houston will continue to change lives.

On behalf of the Board of Directors, Foundation Board and Goodwill Houston Trustees, I want to thank you for your support of this great organization.

STEVEN P.
LUFBURROW

P R E S I D E N T & C E O

TOMMY A.
MOORE, JR.
CHAIRMAN OF THE BOARD
In 2018, Goodwill Houston helped more than four thousand people find work. Among them were people whose livelihoods had been devastated by Hurricane Harvey, veterans returning to civilian life, young adults with no work history, older adults returning to the workforce, and individuals with disabilities.

In the past, Goodwill Houston focused on preparing people for work by providing strong education and training programs and getting them into a job. Now, many of the people we proudly serve want more than just a job—they need a job that can be built into a career. As a result, Goodwill Houston is offering career pathway programs that assess a person’s strengths and interests, connect them to education and training, and help them get hired by eager employers in high demand industries. As with all of Goodwill Houston’s programs and services, there is no cost to the participant.

One example is Goodwill Houston’s Apartment Maintenance Professionals (AMP) program, which teaches participants introductory building maintenance skills and provides hands-on training. Upon completion of this accredited, 9-week course, graduates are well-positioned for employment. They frequently receive job offers before the official end of their training period and can earn a starting salary of $30,000-$48,000. Funded by the Texas Apartment Association and the United Way of Greater Houston, this program was developed as a response...
to the critical shortage of workers with the skills necessary to maintain a growing number of rental properties and multi-family communities in our area.

Goodwill Houston’s AMP program provides certified training and connects participants with on-the-job training and opportunities to shadow working professionals. Since the program began in 2016, 11 groups of students have participated, producing 76 graduates with a 92 percent job placement rate. In 2018 alone, we enrolled 24 participants and placed 21 in jobs. While the program is focused on apartment maintenance, graduates also have been considered for roles in hotel and commercial building maintenance. Others have used their training to get started with electrical or plumbing companies.

Goodwill’s Google IT Support Professional Certificate Program prepares individuals for an entry-level role in IT support. The self-paced, five-course program is conducted primarily online. Goodwill staff members facilitate monthly, face-to-face group meetings that offer peer support and training in soft-skills, such as communication, team work, and problem solving. The curriculum takes six to eight months to complete. Launched in June of 2018, the program generated interest and produced results by year’s end—32 students were enrolled, three graduates were placed in industry-related jobs, and several received raises or promotions.

The training is focused on troubleshooting and customer service, networking, operating systems, system administration and security. Funded by Google.org through Goodwill Industries International, this first-of-its-kind program offers highly interactive content, hands-on labs, and

**THE STRENGTH OF THE TEAM IS EACH INDIVIDUAL MEMBER. THE STRENGTH OF EACH MEMBER IS THE TEAM.** - PHIL JACKSON

**TOTAL PEOPLE HIRED BY GOODWILL IN 2018**

2,671

**INDIVIDUALS WITH DISABILITIES**

385

**YOUTH (AGES 16-24)**

737

**GOODWILL'S GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE PROGRAM**

**TOTAL PEOPLE SERVED**

9,555

**INDIVIDUALS WITH DISABILITIES**

5,429

**VETERANS**

1,989

**YOUTH**

785

**PEOPLE PLACED INTO EMPLOYMENT**

1,776
learning tools exclusively developed by Google and supported by Coursera, an online education provider.

Participants in this program include young adults, veterans transitioning to civilian life, individuals starting a second career and people seeking to advance in their current career. Although they begin as a cohort, participants’ completion rates vary. The program’s goal is to help 50 individuals launch a career in information technology.

The GoodPaths Retail Management Career Navigation Program (GoodPaths), funded by the Walmart Foundation through Goodwill Industries International, helps retail employees gain the skills and knowledge they need to advance in their current workplace or at other retail employers. GoodPaths helps participants create a career development plan that lays out a clear pathway for success, including the steps needed to receive a wage increase or promotion. Employees who demonstrate the drive, desire and aptitude for advanced roles within the organization receive individualized career navigation, customized training and mentoring to equip them to fill a new role when it becomes available.

The program includes career assessment and evaluation, resume preparation and interviewing skills, career planning, referrals to community resources, coaching and follow up. GoodPaths is designed to decrease turnover, positively impact employee morale and skills, and help Goodwill recruit more employees as promotions occur internally.

Goodwill Houston piloted GoodPaths with its own employees at 27 stores in 2017 and expanded to 56 stores in 2018, with a goal of creating a successful model that can be utilized by the broader retail industry. Last year, 222 employees received job-coaching services through GoodPaths, resulting in a 98 percent retention rate and 48 promotions. GoodPaths enhances lives, increases retention and improves the productivity and professionalism within Goodwill retail stores.
## Combined Statement of Activities

### Year: 2018 vs 2017

<table>
<thead>
<tr>
<th>Category</th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Revenues &amp; Support</strong></td>
<td>$156,595,348</td>
<td>$136,105,912</td>
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<tr>
<td><strong>Total Expenses</strong></td>
<td>$152,507,397</td>
<td>$138,293,087</td>
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<tr>
<td><strong>Change in Net Assets</strong></td>
<td>$4,087,951</td>
<td>$(2,187,175)</td>
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<td><strong>Net Assets at Beginning of Year</strong></td>
<td>$26,652,891</td>
<td>$28,840,066</td>
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<tr>
<td><strong>Net Assets at End of Year</strong></td>
<td>$30,740,842</td>
<td>$26,652,891</td>
</tr>
</tbody>
</table>

### Revenues

- **2018**
  - Donated Goods Program (Retail): 96.4%
  - Employment, Education, and Training: 2.7%
  - Other: 0.7%

- **2017**
  - Donated Goods Program (Retail): 96.4%
  - Employment, Education, and Training: 2.7%
  - Other: 0.7%

### Expenses

- **2018**
  - Donated Goods Program (Retail): 91.5%
  - Employment, Education, and Training: 3.5%
  - Other: 4.3%

- **2017**
  - Donated Goods Program (Retail): 91.5%
  - Employment, Education, and Training: 3.5%
  - Other: 4.3%
OUR SUPPORTERS

$200,000+

The Moody Foundation

Omaya and Mohammad Awad

The George Lindahl III Family Foundation

Second Baptist Church - Angels of Light

Sherry and Jim Smith

Texas Capital Bank

The Ellwood Foundation

The Robert and Janet McNair Foundation

$20,000-$199,999

Omayya and Mohammad Awad

George Lindahl III Family Foundation

Houck Family Foundation

John P. McGovern Foundation

Second Baptist Church - Angels of Light

Sherry and Jim Smith

Texas Capital Bank

The Ellwood Foundation

The Robert and Janet McNair Foundation

$10,000-$19,999

Daniel Currens

Josh Dang

Susan and Bill Davis

Ann Deaton

Peggy and Wiley Dover

Pam and Scott Doyle

Debi and Bart Duckworth

F1 Technology Group

Nancy Fischer

Scott Gahn

Sherman J. Glass

Christopher Gobbi

Jennifer and Richard Gould

Charles and Mary Hall

Laura and David Hand

Hand Benefits & Trust, Inc.

David Hanson

Brenda Heims

Leisa Holland-Nelson

Jita Printing

Robert Johnson

Johnson DeLuca Kursky & Gould, P.C.

Darshelle and Jason Johnston

Kym King

Paul C. Knoy

KTRK Channel 13

Alonzo, Bacarisse, Irvine & Palmer

Amegy Bank of Texas

American Textile Exports

Antrimian Enterprises, Inc.

Astro Foundation

Antonine Badenhausen

Lisa Baldwin

Nancy C. Battle

Sand and Bessie Bumett

Marah and Jay Buxey

Cetera Advisors LLC

Darlene and Lynn Clark

Comcast Cable

Timothy Conway

Janet Cox

Daren Currens

Josh Dang

Suker and Bill Davis

Ann Deaton

Peggy and Wiley Dover

Fam and Scott Doyle

Debi and Bart Duckworth

FIT Technology Group

Stella and Michael Fitzgibbons

Janet and Brian Franklin

Rachel and Howard Frazier

Deborah Fritz

Richard C. Geis

Wendy M. Glass

John B. Field

Sharon Fink

Stella and Michael Fitzgibbons

Janet and Brian Franklin

Rachel and Howard Frazier

Deborah Fritz

Richard C. Geis

$5,000-$19,999

BSI

Burnett Staffing Specialists

CenterPoint Energy

Conveying Techniques, Inc.

Lucie Cruse

Debtors

Mary and Willoughby Williams

Belinda and Doug Wilson

Earl Zachry

Texas Gulf Bank

The Grant Family Fund

Andrae L. Turner

UnitedHealthcare

Vanguard Charitable

Vega Medical Marketing

Barbara S. Vilutis

Pam and Scott Doyle

Debi and Bart Duckworth

FIT Technology Group

Stella and Michael Fitzgibbons

Janet and Brian Franklin

Rachel and Howard Frazier

Deborah Fritz

Richard C. Geis

$1,000-$4,999

Alonzo, Bacarisse, Irvine & Palmer

Amegy Bank of Texas

American Textile Exports

Antrimian Enterprises, Inc.

Astro Foundation

Antonine Badenhausen

Lisa Baldwin

Nancy C. Battle

Sand and Bessie Bumett

Marah and Jay Buxey

Cetera Advisors LLC

Darlene and Lynn Clark

Comcast Cable

Timothy Conway

Janet Cox

Daren Currens

Josh Dang

Suker and Bill Davis

Ann Deaton

Peggy and Wiley Dover

Fam and Scott Doyle

Debi and Bart Duckworth

FIT Technology Group

Stella and Michael Fitzgibbons

Janet and Brian Franklin

Rachel and Howard Frazier

Deborah Fritz

Richard C. Geis

$100-$999

Forrest J. Agee

Karen and Douglas Angervine

Laurence H. Armstrong

Dorothy and Donald Armstrong

Kthever V. Atwell

AYCO Charitable Foundation

Susan B. Baker

BB's Cafe

Carl Beasley

Mary Jo D. Bihag

Janet and Bob Bodin

Bohrer & Zuckerk, LLP

Darri and Henry Bowles

David Brady

Matt Brand

Kenneth L. Brandon

Barbara Brown

Carol L. Brown

Richard V. Brown

Tony Brown

Michael Buckles

Beauregard Bullock

Forrest B. Bugge

Cabinet Oil & Gas Corporation

Nick Calvin

Cyrus Cema

Patricia Campbell

Kevin Carmody

John Carrara

Suzanne and Larry Carreker

Chevron

Chevron Humankind Matching Gift Program

Church Women United in Houston

Mark Clark

Lynne and Steven Clark

Vivian M. Cline

Coastal Securities

Mary, and Joseph Colaco

Mark Collins

John E. Conradi

Kathy and Carlton Cook

Talbot Cooley

Cathy and Mark Curran

David Dallas

Patricia A. Devlin

Robert L. Dornes

Bill Doubleday

Theresa D. Dylman

Mike and Kathy Eason

Ecolab-Community Relations

Rosemary and Jack Evans

Shanda Falcon

Fealoty Charitable Gift Fund

John B. Field

Shane Franken

Stella and Michael Fitzgibbons

Janet and Brian Franklin

Rachel and Howard Frazier

Deborah Fritz

Richard C. Geis

OUR SUPPORTERS

INDIVIDUAL RETAIL SALES: $79,576,079.96

IN 2018

INDIVIDUAL RETAIL TRANSACTIONS: 4,999,494
LED Lighting of Houston
Beth and Britt Langford
MBL Fine Properties/
Janice Lahr
Jason Lacher
Mary and Herb Koenig
William J. Knight
Frances Kittrell
Maer Kemp
Linda and Scott Kelm
Sharron Karter
Phylis and Michael Karas
Joan Kaplan
Nicole and Jeff Kacal
Paul Juillard
Ori Jones
Danielle Johnston
Peter Johnson
Cynthia and Paul Johnson
Clifford H. Johnson
Akbar Humeira
Jeanne and Jack Hornsby
Donna K. Homfeld
Dick Hite
Laurie and Scott Hartley
Halliburton
Jenard M. Gross
Great American Jewelry
Arlyne and Robert Gibbs
Cindy and Kelley Parker
Barbie and Coe Parker
Osborn & Vane Architects, Inc.
Olatunji Olaoye
Patricia Newton
Scott and Scott Neal
National Signs, LLC
Delbert D. Myers
Paul Moreton
Mark Moncman
Paul Moreton
Debby D. Myers
National Signs, LLC
Scott and Scott Neal
Patricia Neerton
Scott and Stewart Nefield
Patrick Odell
Olujuji Osayio
Donib & Vane Architects, Inc.
Jean and Stephen Palmeteer
Buttie and Cox Parker
Cindy and Kelley Parker
Gaylene Taylor
Nancy and Robert Bernstein
Shirley and Larry Bennett
Ameila C. Betros
Carol and Joe Birkhoe
Michelle Bohmer
Yves J. Bourgeois
Cynthia and Robert Bowden
Larry T. Broughton
Carol Broen
John H. Buehler
Fathara and Mahatb Bull
Leslie and James Caldwell
Kevin Campbell
James L. Carroll
Twila Carter
Wilbert J. Cernosek
Robert B. Chapman
Loretta L. Colchin
Rose G. Cole
Jacqueline Coleman
Terr and Scott Cooke
Donna R. Copeland
Mae N. Crow
Margaret E. Curtis
Roshanah Daniel
Donegal General Fund
Alma Duddleston-Ybarra
Scarlett and Franklin Duplexam
Kathleen and Stephen Eda
Stephen J. Eda
Susan Edmondson
Milton T. Eubanks
Roy Ewing
Evelyn Houston Chew ORT
Fran Fauntleroy
Andy and Anita Adams
Carol and Fred Williamette
David Wilganowski
Wexpro Company
Jim C. Nordhaus
Conswella Phipps
Carl and Robert Piforte
Carl Parker
Susan and Gary Priddy
Joanna and John Stroehlein
G. D. Statin
Ronald E. Sterkier
Kristina and John Stroehlein
Bryan D. Styrer
Phyllis Thomas
Stephen D. Turman
Harry and Toni Watson
Byron T. Welnner
Mary and C.A. Welsch
Alice and Lansing Yee
Madison Zurita
14
15

THANK YOU

14
15

4
5

1.8 MILLION

1.3 MILLION

2018 FUNDS

RAISED / TOTAL

CONTRIBUTIONS

GRANT DOLLARS

AWARDED FOR

MISSION

14

15

1-$99

G. D. Statin

Ronald E. Sterkier

Kristina and John Stroehlein

Bryan D. Styrer

Phyllis Thomas

Stephen D. Turman

Harry and Toni Watson

Byron T. Welnner

Mary and C.A. Welsch

Alice and Lansing Yee

Madison Zurita

THANK YOU
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Charles W. Hall +
David Hand
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Leisa Holland-Nelson
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Jim Dickinson
John Dufllie
Mike Eason
Rodney Faklyn
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Donald Graubart +
Charles W. Hall +
David Hand
Richard Hightower +
Leisa Holland-Nelson
John Holmstead +

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