

# Goodwill

Industries of East Texas, Inc.

**2018 ANNUAL REPORT  
JANUARY—DECEMBER 2018**



*Heroic Partners in Serving East Texans*

# MISSION

Goodwill Industries of East Texas is dedicated to providing skills training and vocational opportunities for people with barriers to employment.

# VISION

Goodwill improves lives in the East Texas communities we serve by ensuring that people have the opportunity for economic independence through work.

# VALUES

## **SECOND CHANCES**

We believe that everyone deserves a second chance to change their lives.

## **SERVICE**

We believe that we are here to serve our community, our customers, donors, Consumers, and each other.

## **DIVERSITY & INCLUSION**

We believe that all people can contribute and add value in our society.

## **OPPORTUNITY**

We believe that everyone deserves a chance to succeed and fulfill their dreams and goals.

## **LOYALTY**

We believe in being present and consistent.

## **FRIENDLINESS**

We believe in spreading joy by sharing kind words and warm smiles.

# “New Mission Request” Urgent Message From Agent



President /CEO  
Kimberly Lewis



Board Chair  
Carolyn Hutson

“Work” rose to a new level in 2018 at Goodwill Industries of East Texas. Complimented with Innovative training strategies, new information technology certification courses and dedicated staff members, we launched GoodTech Academy and GoodTech Services.

We focused on the strengths of our employees and joined our heads, hearts and hands in the momentous task of competing on a national level to serve more people...and WE DID IT!!

YOUR Goodwill was awarded highly competitive national grants from Google and Accenture to launch the IT incubator that we now call GoodTech Academy. This was only equaled by the tremendous local support of our area business partners, local colleges and partnerships with area non-profit agencies. Innovation in technology allowed Goodwill to increase the number of persons served by 35% in one year! Simply put, Goodwill of East Texas and our committed community partners, touched the lives of 3,631 people in 2018!

Throughout the pages of this Annual Report are glimpses of a few of the individuals served by this organization whose staff and Board of Directors were determined to turn the IMPOSSIBLE into MISSION IS POSSIBLE!

You will read about Nancy Wynne who has been with Goodwill for 45 years! Goodwill gave her a place to learn and perform meaningful real work in the Commercial Services Division despite her disability.

With Goodwill’s help Michael “Chris” Fielder turned his desire to work into a great job with Tyler Day Nursery and he’s working towards his goal of independence through work.

Goodwill retail employee Melissa Williams, turned her life around from prison to management as the Manager of our largest store and is building a future for herself.

Finally, we remember and honor the life of “Cowboy” Chris Anderson who died in a tragic house fire after heroically running in to save his family.

Through life’s challenges, the spirit of mankind is strong, just like the mission of Goodwill.

Warmest Regards,

*Kimberly B. Lewis*

President/CEO

*Carolyn Hutson*

Board Chair



# 2018 SUPERHEROES

## CONSUMERS OF THE YEAR

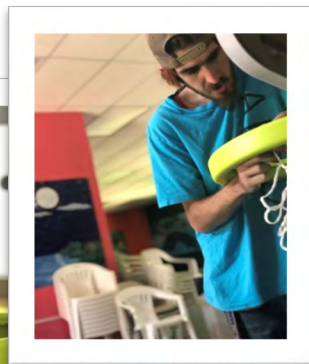


Nancy has been with the Commercial Services Division of Goodwill Industries of East Texas, formerly known as Opportunities In Tyler for 45 years! Nancy has shown dedication and commitment throughout all of her years with Goodwill. In all of the years Nancy has been with us, she has performed a myriad of tasks on countless contracts. Currently, Nancy is a pro at cutting tar tape for Trane. She also helps with Trane BAYEKITS and DRG craft kits. Nancy always has a pleasant attitude and is willing to try all tasks assigned to her.

Nancy loved to travel with her mom when she was alive. She has been fortunate enough to travel the United States from Alaska to Hawaii. Now in her spare time, Nancy likes thrift shopping at Goodwill and browsing Walmart for a good bargain. Nancy loves working at Goodwill. She loves to be active and wants to work at Commercial Services as long as she is able. We are grateful for Nancy's 45 years of service!



**NANCY WYNNE**



Chris enrolled in Goodwill's Work Adjustment Training Program in March 2017. Chris was a graduate of Lindale High School but had been diagnosed with ADHD (Attention Deficit Hyperactivity Disorder) and a mathematics disorder – yet this did not stop him from reaching his goals. He graduated from the Work Adjustment Training Program in October 2017 and working with Goodwill's Job Placement Specialist was placed at Tyler Day Nursery July 3, 2018 as a maintenance assistant.

The Tyler Day Nursery Director, Mrs. JaQuita Lee and several of his co-workers speak highly of him. He reports to work on time and is a hard worker. He is always willing to do whatever is asked of him.

Chris currently lives with his mother, but he has purchased a mobile home and is doing the necessary repairs himself to turn it into his home.

**MICHAEL "CHRIS" FIELDER**



# 2018 SUPERHEROES SIDEKICKS

## COMMUNITY & BUSINESS PARTNERS OF THE YEAR



### Community Partner of the Year

Mueller came to Commercial Services about 2 years ago with a proposal to insulate Heat Pump Compressor Covers for Trane. We started production in January 2018. Throughout the start-up and production in the last year, they have been an ever-present partner answering questions and assisting with process improvements. In our first year with Mueller, Commercial Services generated \$80,000 in revenue!

Currently we are looking into other ways to expand the partnership like AC compressor covers and fatigue mats for WorkQuest. Mueller and their team have been supportive and enthusiastic partners with Goodwill. They are proud to be providing jobs to those who have disabilities.



CDG (Cosmetic Design Group) - For approximately 4 years Goodwill Industries of East

Texas has been warehousing makeup and doing a pick/pack operation for CDG out of California.

The pick/pack operation has been a tremendous training ground and CDG has enthusiastically supported our workforce. Commercial Services generated about \$75,000 per year in revenue by serving CDG.

We are grateful for the opportunities that CDG has provided to our workforce and we look forward to a continuing partnership with them for many years to come.



### Business Partner of the Year

We began working with Marsh and McLennan in 2017 as our employee benefits provider. From the beginning, we saw a dramatic difference in the customer service we received. Our Advisor Tyler Tracy was not just interested in getting our business, he took the time to understand Goodwill and the individuals we employ and serve.

From day one, Marsh & McLennan proved that they were top notch in all areas, not just in the day to day business operations but as partners in serving the community. MMA co-sponsors events like our Goodwill Family Picnic and the annual meeting.

Tyler Tracy visits often to stay in tune to not only our needs as a customer, but he's genuinely interested in the mission of Goodwill. He's an asset to our HR/Benefits department and we consider him a part of the Goodwill family. This year Marsh & McLennan is helping Goodwill of East Texas with the remodel of our IT incubator that houses our GoodTech Academy, which provides IT certification courses and hands-on training in the technology field.

### *To our Business & Community Partners*

Together, we are the face of Goodwill.

Every time you donate, shop or use our services, you help Transform Lives Through the Power of Work.



# 2018 SUPERHEROES

## GRADUATE OF YEAR & EXTRA MILE AWARD



### GRADUATE OF THE YEAR



**MELISSA WILLIAMS**

Melissa enrolled in Goodwill's re-entry program for women – A Second Chance for Her Dec. 11, 2017 after serving 60-months in prison for drug possession with intent to deliver. She was referred to Goodwill by the Smith County Rehabilitation Center and it changed her life.

After completing the Re-entry Job Readiness program, she applied and was hired to work at the Goodwill retail store in Mineola. She quickly displayed her abilities as a leader.

Her supervisor says that Melissa is an “outstanding supervisor,” who is “extremely efficient in her job duties, and is professional and leads by example.” Since her employment with Goodwill she has opened a savings and checking account, purchased a new car, and has a home. She said she is enjoying the blessings of a loving family and friends.

### EDGAR J. HELMS EXTRA MILE AWARD



**CHRISTOPHER “COWBOY” ANDERSON**

Chris had worked at Goodwill 20 years when he died in a tragic house fire in February of 2019. Chris had a zeal for life! Chris adored life, life's experiences and everyone he came in contact with.

Chris loved animals and sports. In fact, he often said he could talk to the animals and they would talk back to him. He knew every high school, college and pro mascot – especially if they were an animal. Bevo was by far his favorite. Bevo is the mascot of the athletic programs at the University of Texas at Austin.

Chris never met a stranger and enthusiastically introduced himself to everyone who came to Commercial Services with a warm welcoming smile. He cherished his fellow workers and greeted each one with a cheesy grin and a friendly hello each day.

# GRAND RE-OPENING MINEOLA STORE

## MINEOLA BEFORE



## MINEOLA AFTER



**BRING  
GOOD  
HOME.**



GOODWILL.ORG

## STATEMENT OF FINANCIAL POSITION

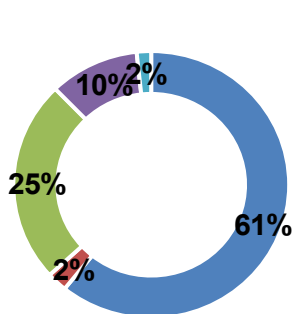
	2017	2018
<b>ASSETS</b>		
Cash and Investments	\$ 2,482,353	\$ 2,987,965
Other Current Assets	\$ 1,852,921	\$ 2,159,023
Fixed Assets and Other Non current Assets	\$ 9,693,754	\$ 9,443,619
<b>TOTAL ASSETS</b>	<b>\$ 14,029,027</b>	<b>\$ 14,590,606</b>
<b>LIABILITIES</b>		
Current Liabilities	\$ 1,391,168	\$ 1,721,679
Non-Current Liabilities	\$ 2,347,419	\$ 1,939,787
Net Assets	\$ 10,290,440	\$ 10,929,139
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 14,029,027</b>	<b>\$ 14,590,606</b>

## STATEMENT OF FINANCIAL ACTIVITIES

<b>2018 Revenue</b>	
Retail	\$ 8,134,483
After-Market	\$ 319,798
Contract Services	\$ 3,285,419
Mission Services	\$ 1,412,255
Other	\$ 226,463
<b>TOTAL REVENUE</b>	<b>\$ 13,378,418</b>
<b>2018 Expenses</b>	
Retail	\$ 6,366,350
Contract Services	\$ 2,676,820
Mission Services	\$ 1,708,459
General & Admin	\$ 2,066,228
<b>TOTAL EXPENSES</b>	<b>\$ 12,817,857</b>

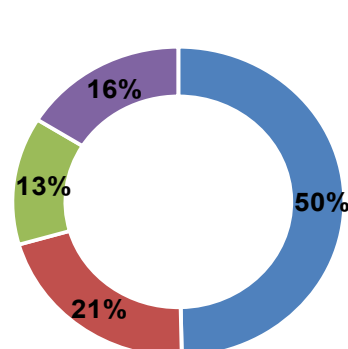
**TO REINVEST IN  
MISSION & CAPACITY BUILDING: \$ 560,560**

**2018 Revenue**



- Retail
- After-Market
- Contract Services
- Mission Services
- Other

**2017 Expenses**



- Retail
- Contract Services
- Mission Services
- General & Admin





# **TRAINING & EDUCATION SERVICES**

## **TRANSFORMING LIVES ONE JOB AT A TIME...**



### **Re-Entry/Veterans (37 Served)**

Three Week Training  
Job Readiness/Job Search Assistance  
Soft Skills Training and Counseling

### **GoodTemps (35 Served)**

Temporary Staffing  
(State Jobs/Other)

### **Employment Services (129 Served)**

Resume Writing/Interview Skills  
Job Searches/Application Assistance  
Job Placement/Coaching/Retention  
Job Skills Training

### **YouthWorks (12 Served)**

Six Week Training  
Job Skills/Job Placement  
Age 16-24/Out of school youth

### **Counseling Services (41 Served)**

(Individual/Group/Family Support)  
Counseling & Life Coaching

### **Community Outreach Education**

**(2,108 Served)**

### **GoodAssist (1314 Served)**

1 on 1 Benefits Assistance  
(TANF, SNAP, Job Search and  
Application Submissions)

### **Pre-Vocational Services (39 Served)**

Job Skills/Employment Training

### **Work Adjustment Training (34 Served)**

Three to Six Month Training  
Job Skills/Job Readiness

### **Literacy & Financial Services (164 Served)**

Adult Basic Education  
Pre-GED and GED preparation classes  
Financial Literacy  
VITA Tax Prep Services

### **GoodTech Academy ( 252 Served)**

10 Week Training  
Comp TIA A+ Certification Course

### **Volunteer/Internship**

**40-Participants**

**2879 hours completed**

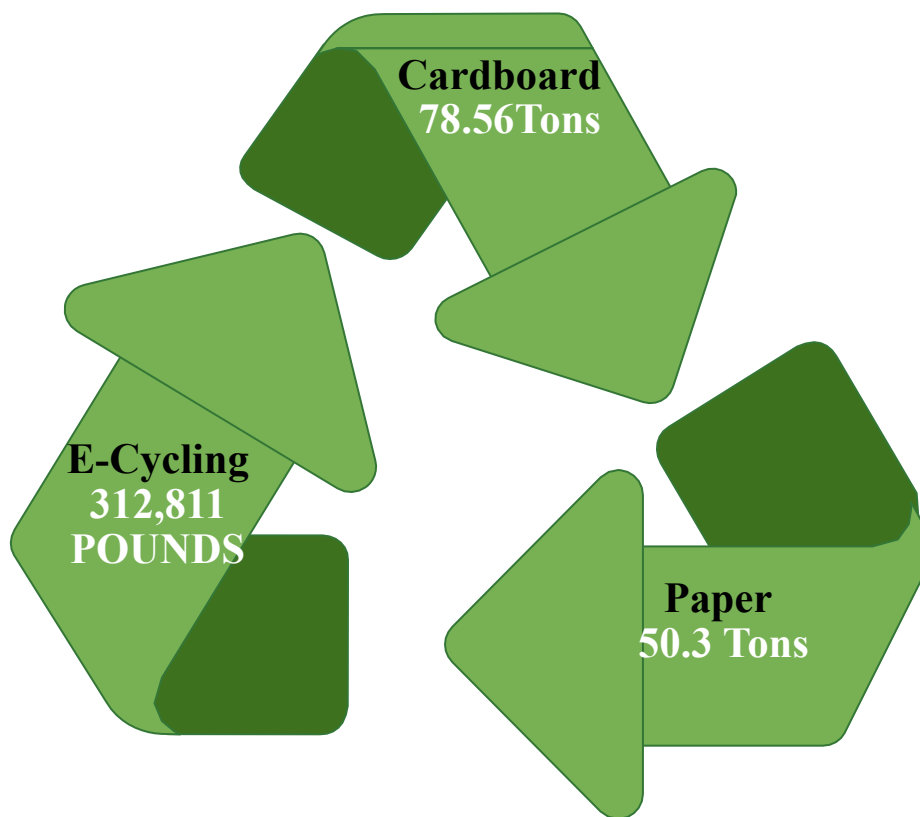
**Total Served for 2018**

**(Unduplicated)**

**3, 631**

# COMMERCIAL SERVICES CONTRACTS DIVISION

In 2018 Commercial Services continued to grow with new lines from Mueller, TIBH, Cosmetic Design Group (CDG), and Trane. These expansions helped Goodwill to keep people with significant disabilities working. Commercial Services offers packaging, assembly, light manufacturing, and secure document destruction.



# BRING GOOD HOME.<sup>SM</sup>

Goodwill Industries of East Texas, Inc.

## Retail & Administration Locations



<u>RETAIL STORE LOCATIONS</u>	<u>ADDRESS</u>
ATHENS	706 N. PALESTINE, ATHENS, TEXAS 75751
CANTON	24648 HWY 64, CANTON, TEXAS 75103
CARTHAGE	620 W. PANOLA, CARTHAGE, TEXAS 75633
CENTER	1233 TENAHA STREET, CENTER, TEXAS 75935
GLADEWATER	1640 E. BROADWAY, GLADEWATER, TEXAS 75654
HENDERSON	517 US HWY 79 SOUTH, HENDERSON, TEXAS 75654
KILGORE	1409 US HWY 259 N. KILGORE, TEXAS 75662
LONGVIEW SUPER STORE	2451 W LOOP 281, LONGVIEW, TEXAS 75604
MABANK	1018 S 3RD, MABANK, TEXAS 75147
MARSHALL	1601 SEDBERRY, MARSHALL, TEXAS 75670
MINEOLA	201 N NEWSOM, MINEOLA, TEXAS 75773
PALENTINE SUPER STORE	3824 WEST OAK, PALESTINE, TEXAS 75801
TYLER MAIN STORE	407 W. LOCUST STREET, TYLER, TEXAS 75702
TYLER SUPER STORE	1817 LOOP 323 WSW, TYLER, TEXAS 75701
WHITEHOUSE	300 US HWY 110 N., WHITEHOUSE, TEXAS 75791

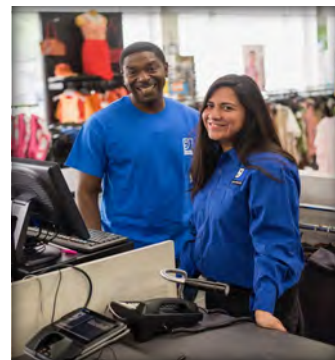
<u>ADMINISTRATION LOCATIONS</u>	<u>ADDRESS</u>
COMMERCIAL SERVICE DIVISION	1530 JOHN CARNEY DRIVE, TYLER, TEXAS 75701
COMPUTER WORKS	1817 LOOP 323 WSW, TYLER, TEXAS 75701
TRANSPORTATION DIVISION	500 ENE LOOP 323, TYLER, TEXAS 75701
ADMINISTRATIVE OFFICE	409 W. LOCUST STREET, TYLER, TEXAS 75702

# BRING GOOD HOME.™

## ***Our Board of Directors*** ***4/1/2018 –3/31/2019***

<u>Board Members</u>	<u>Affiliated Organization</u>
Linda Caldwell Bender	Retired (SVP Community Dev., BBVA Compass Bank)
Rev. Ralph Caraway, Sr.	St. Louis Baptist Church
Christina Fulsom	Founder/Network Weaver, East Texas Human Needs Network
Sandi Hegwood	Sr. Vice President/Chief Audit Executive, Southside Bank
Nathan Holt (Treasurer)	Lending Officer, Southside Bank
Carolyn Hutson (Chair)	Retired (EVP, CFO, Brookshire's)
Paul Josephson (Vice-Chair)	Retired (Trane)
Dr. Larry Kraus	Retired (Professor, University of Texas at Tyler)
Stephen Lynch, Sr.	Area Operations Mgr., Dynamic Workforce Solutions
Darrell Nunn	President/Owner, TMS Delivery, Inc.
David Pannier	Retired (Trane)
Michael Todd Pate (Secretary)	Global Pricing Leader-Ingersoll Rand
Faye Pettigrew	Human Resource Director, Tyler Pipe
Becky Steph	Retired (Human Resources Leader-Trane)
Michelle Tucker	Quality Assurance Dept. Leader, The Genesis Group
LaToya Young	Executive Director, Tyler Area Business Council
Tim Vordenbaumen	Finance Director, Trane

## 8 WAYS YOU CAN HELP?



### **1. HOST A SPEAKER**

Invite our staff to speak to your civic, community or religious group

### **2. CHOOSE GOODWILL WHEN YOU DONATE RESUSABLE ITEMS**

Proceeds from the sale of donated items fund mission focused programs

### **3. SHOP OUR RETAIL STORES**

Find a variety of high quality, value priced merchandise and support job training at the same time. Many of the employees of Goodwill are learning job skills.

### **4. PARTNER WITH GOODWILL ON COMMUNITY DONATION DRIVE**

Your business or organization can team up with Goodwill to help disadvantaged individuals gain the skills and training needed to find and keep jobs.

### **5. HIRE A GOODWILL PROGRAM GRADUATE**

Students have learned the skills needed to succeed in the workplace.

### **6. BE GREEN & RECYCLE**

Goodwill accepts electronic waste, office paper, metal and cardboard.

### **7. MAKE A DONATION**

To support Goodwill's mission by providing funds to develop and expand job training skills for people.

### **8. FOLLOW & SHARE**

Follow us on our social media to stay updated on how your contributions are making a difference in our community. Share with friends & family how we are training & putting people to work.

