

Annual Report



Annual Report 2011



Heart of Texas
Goodwill Industries



Award Winners



Jacquiez Cleveland
Client Success Award

Jacquiez Cleveland was referred to Heart of Texas Goodwill Industries in August 2010 from A.J. Moore High School as part of the School to Work transition program sponsored by Goodwill and Waco ISD.

Although the school district does not allow a life skills student to enter the School to Work program, Jacquiez was determined to start the program early. He took it upon himself to meet with the schools

vocational trainer and after much consideration he was granted permission to start the work program.

When Jacquiez first arrived at Goodwill, his biggest obstacle was learning to accept constructive criticism from his supervisors without becoming upset. With the help of job coaching, skills training and counseling, Jacquiez's relationship with his supervisors dramatically improved and

he began to excel in his work performance.

By the end of the school year, he had demonstrated reliability, initiative, and hard work. Therefore, prompting his supervisors to offer him a permanent position in the production area at the Goodwill retail store on Valley Mills Drive. Which resulted in him moving out of the School to Work transition program and into the school's Vocational Work program.

Before Tom Hamilton came to Goodwill, he received his Bachelor's in Technology and a Masters in Education. With his degrees, he spent 13 years teaching special education up north but due to budget cuts, the school district wanted to move his position to another area, which resulted in a commute of more than an hour each way. With the increasing prices of gasoline and decline in the economy, he was just unable to travel that distance on a daily basis.

When looking for a new job, he heard that the economy in Texas

was doing well so he decided to move his family to Temple, which would also be closer to their extended family. Once in Temple, Tom stumbled upon the Goodwill Learning Center. He found that Goodwill offered free computer access for job search, resume writing assistance, and staff available for assistance with job placement.

When Tom first came in to the Learning Center, he found that his biggest obstacle was that employers were not responding to his resume. He worked one-on-one with a Learning Center Specialist to help him rewrite

his resume, and shortly after, Tom started receiving multiple responses to his resume. He also found that the Learning Center staff constantly suggested new places for him to look for employment.

One such place that was brought to Tom's attention was a position with Scott & White Hospital. He submitted his resume and a few weeks later, received a call from Scott & White to come in for an interview. He came away from the interview feeling very confident and was asked to come aboard as a full-time employee.



Tom Hamilton
Participant Success Award

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Our organization



Pictured above:
Heart of Texas
Goodwill Industries
Headquarters

MISSION

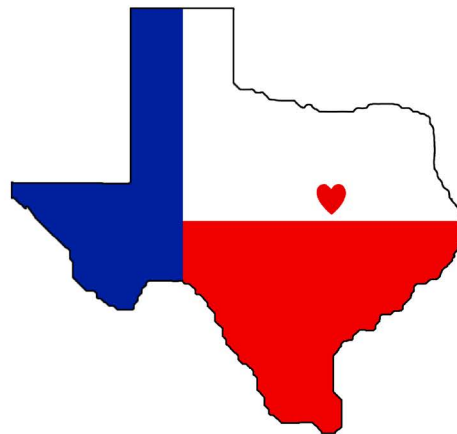
Our mission is to actively pursue the full participation in society of people with disabilities and disadvantages by expanding their opportunities and capabilities through our employment.

TERRITORY

Heart of Texas Goodwill Industries and Goodwill Contract Services provide services to 20 counties in Central Texas and Brazos Valley. Retail stores are available in Waco, Temple, Killeen, Harker Heights, Copperas Cove, Bryan, and College Station with a new facility opening 2013 in Belton. Goodwill Learning Centers offer free services to the public in Waco, Temple, and Killeen.

Store Locations

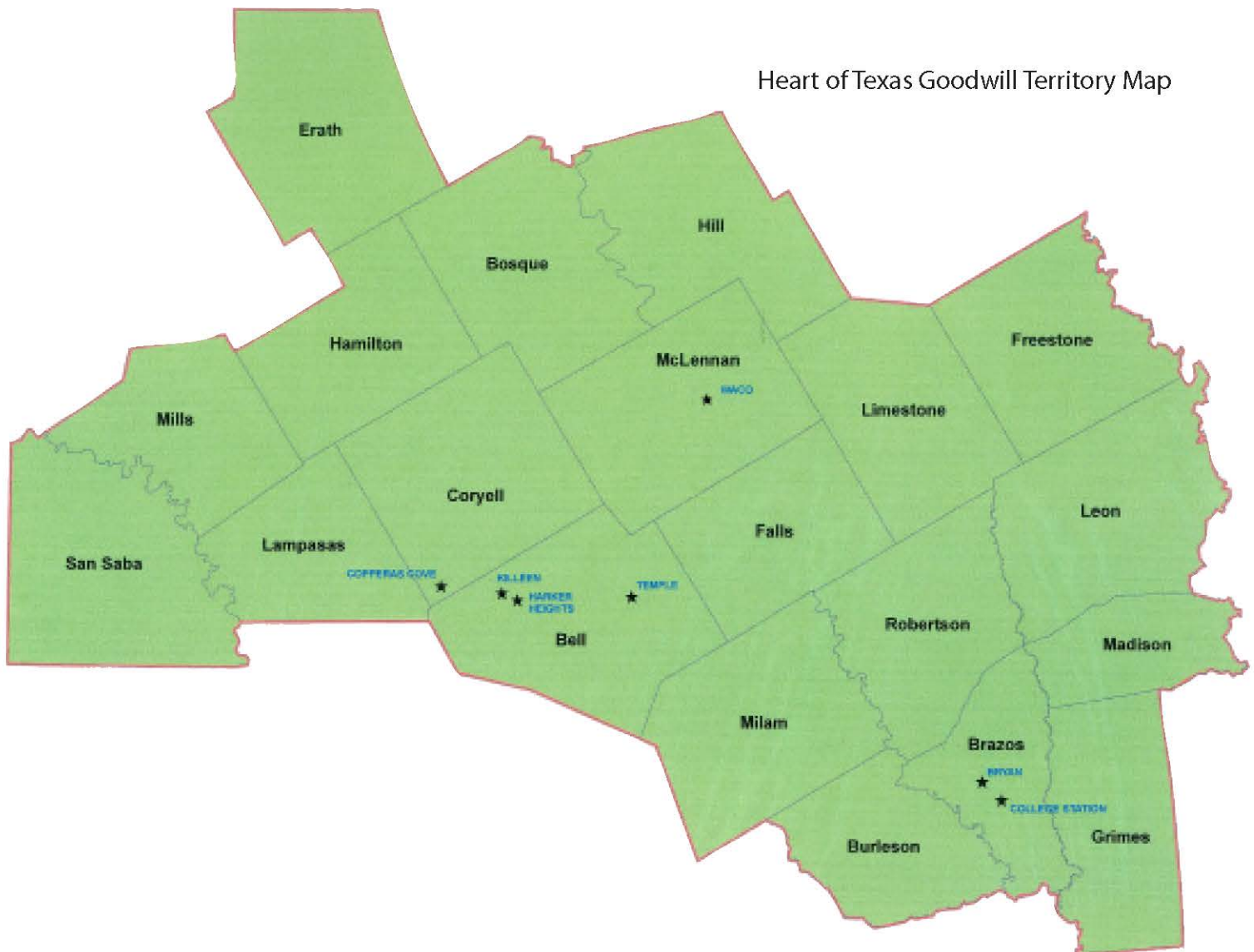
- Bryan
2600 South Texas Avenue
- College Station
2704 Texas Avenue South
- Copperas Cove
2421 East Highway 190
- Harker Heights
125 East Kathy Street
- Killeen
4004 East Stan Schlueter Loop
2421 South WS Young Drive



*Territorial map on next page

- Temple
4108 South 31st Street
11 North 4th Street
 - Waco
916 East Waco Drive
928 North Valley Mills Drive
1508 Hewitt Drive
2429 LaSalle Avenue
 - Waco Continued..
1700 South New Road
3332 Franklin Avenue
- Learning Center Locations
- Waco - 1700 South New Road
 - Temple - 4108 South 31st St. Ste A
 - Killeen - 4004 East Stan Schlueter Loop

Heart of Texas Goodwill Territory Map



Our organization continued...

SERVICES AT GLANCE

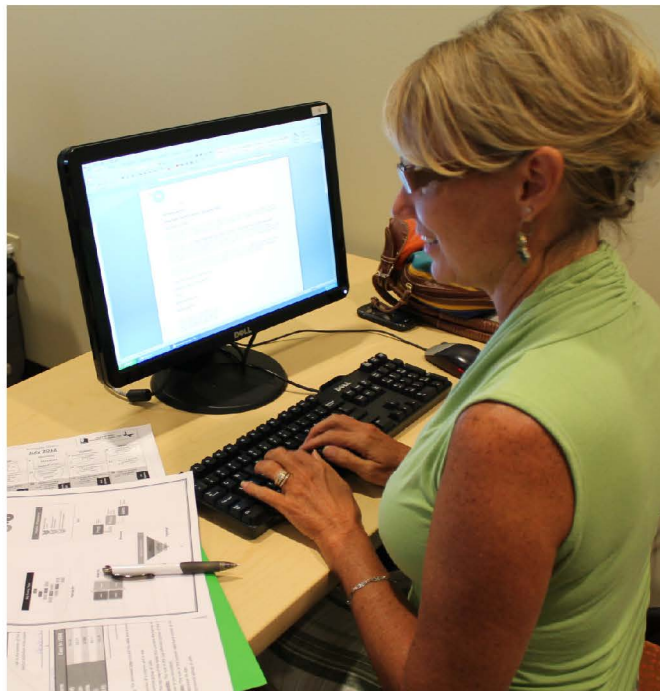
Workshop Services

Goodwill operates a corporate headquarters building in Waco and a secondary business office in Harker Heights. These facilities contain a production workshop used to provide job skills training. Services offered in these facilities include School to Work Transition programs, Return to Work programs, Work Adjustment Training, and Volunteer Service Opportunities. Clients in these programs are primarily referred by local school districts, workman's compensation companies, the Texas Workforce Commission, or the Texas Department of Assistive and Rehabilitative Services.



Learning Center Services

Heart of Texas Goodwill Industries also operates three Learning Centers located in Temple, Killeen and Waco. Goodwill Learning Centers provide one-on-one assistance to participants, as well as classroom instruction, in the areas of job search, job placement, resume writing, and interview skill techniques. Classes are offered to help participants sharpen their skills in typing and using a computer or specific computer software. Most services are free of charge and all services open to the public. In select centers, classes are also available in Parenting and Anger Management as well as self-paced guidance in English as a Second Language (ESL) and General Education Development (GED). Additional services and partnerships are continually developed in each region depending on the expressed needs of the community.



Our finance

People served

All programs (unduplicated)

Employment programs (paid by Goodwill)	816
Employment programs (paid by 3rd party)	173
Learning Center	1,560
Tax preparation assistance	1,476
Volunteer programs	52
Total people served	4,077

Placements

Job placements (in community)	132
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Learning Center Services

Computer training services	1,138
Computer classes	2,269
Employment services	3,803
Adult education	3,539
Community referral	85
Total services provided	10,834

Number of classes offered

Parenting/Anger management	62
Basic/Beginning computers	219
GED	176
ESL	123
Microsoft Excel	65
Microsoft Word	97
Christian Women's job Corps	49
Total classes offered	791



Financial Report

Community gave to Goodwill

	2011	2010
	\$	\$
Retail sales	4,486,365	4,057,831
Donated goods	5,744,774	5,518,014
Contract services, salvage, & other programs	1,470,308	1,293,283
Employment and training services	467,205	425,602
Direct public support (cash donations)	1,892	11,640
Investments	93,536	107,398
Other	16,469	17,659
TOTAL REVENUE	12,280,549	11,431,427

Goodwill gave to the community

	2011	2010
	\$	\$
Salaries, wages, taxes & benefits	6,825,870	6,358,628
Management and general expenses	3,327,190	3,137,632
TOTAL EXPENSE	10,153,060	9,496,260

Combined Statements of Financial Position

	2011	2010
	\$	\$
Assets		
Cash & cash equivalents	8,855,552	7,129,838
Accounts receivable	66,599	97,019
Inventories	1,260,699	891,537
Other assets	636,493	712,723
Prepaid expenses	159,656	162,091
Land, buildings, and equipment (Net)	14,328,722	107,398
TOTAL ASSETS	25,307,721	23,180,486
Liabilities		
Current liabilities	1,088,691	768,811
Deferred compensation	594,545	669,822
Long-term debt	8,121,461	8,370,332
Fund balance	15,503,024	13,371,521
TOTAL EXPENSE	25,307,721	23,180,486