

Goodwill Fort Worth  
2014

Out of the Box  
Transformations

Goodwill  
Donations

# Your Generosity Makes Goodwill Possible

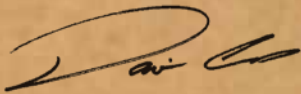
Goodwill is a non-profit leader in providing education, training and career services for people with disabilities or other special needs. In 2014, Goodwill Industries of Fort Worth touched the lives of over 45,000 people.

Goodwill Industries of Fort Worth, Inc.'s 21 retail locations provide not only affordable goods and services, but also jobs for those in need and revenue to support Goodwill's charitable mission. Goodwill also provides the Fort Worth area with four Job Resource Centers, staffed with job-search experts and equipped with computers and free internet access. In addition, the North Texas Institute for Career Development (NTI) offers courses in medical office assistant, rehabilitation technician, phlebotomy technician and professional truck driving (CDL). Goodwill also partners with the Texas Department of Assistive and Rehabilitative Services (DARS) to offer on the job training in janitorial, maintenance, clerical and warehouse skills.

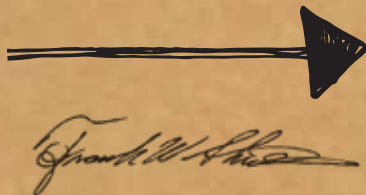
Across the United States, 80% of people with disabilities are not part of the workforce. Goodwill's collective efforts in the community of advocates are to focus on how to make employment a reality for any person, including those with severe disabilities. Goodwill provides work for disabled employees who may not otherwise be able to find work. This contract work in Goodwill's local facilities includes packaging, assembly, sorting, collating and mail-outs. Goodwill career counselors provide valuable support services to help these employees to make sure they are working to their fullest potential in their jobs. In addition, the counselors provide a number of holistic services including socialization, daily living skills and peer interaction.

Goodwill believes that work has the power to transform lives by building self-confidence, independence, creativity, trust and friendships. Everyone deserves this chance. For more information on Goodwill Industries of Fort Worth, please visit [www.GoodwillFortWorth.org](http://www.GoodwillFortWorth.org).

Sincerely,



David Cox  
President and CEO



Frank Shiels  
2014 Board Chair

Goodwill's Mission is  
to empower people  
with disabilities,  
disadvantages and  
other barriers to  
employment so that  
they may achieve  
maximum  
independence.





**45,026**

lives touched by Goodwill  
Industries of Fort Worth in 2014

**23,550** received employment services.

**256** people received vocational assessment.

**44** people enrolled in Day Habilitation services.

**424**

people were placed into  
employment through  
Goodwill Staffing Services.

**86**

people participated in  
Goodwill's Work Adjustment  
Program (paid work experience).

**316**

people gained employment  
through Goodwill's  
Employment Services.

**358**

people learned vocational  
skills through Goodwill's  
North Texas Institute for  
Career Development (NTI).

# Your Donations at Work

## 2014 Financial Summary

### The Community Gave:

Retail Sales of Contributed Merchandise	\$26,242,038
Industrial Contracts	\$8,347,317
Training + Placement Fees	\$700,496
Corporate/Foundation Grants	\$77,758
General Contributions	\$77,278
Investment Income	\$1,711
Miscellaneous Revenue	\$326,108

**TOTAL: \$35,772,706**

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### We Gave Back:

Salaries, Wages + Benefits	\$21,334,310
Professional Fees/Contracts	\$317,671
Supplies	\$3,080,782
Building Occupancy	\$5,766,747
Printing + Publications	\$264,700
Marketing	\$250,490
Transportation + Travel	\$1,106,946
Conferences, Conventions + Meetings	\$83,651
Membership Affiliations	\$192,118
Awards, Grants + Contributions	\$45,291
Depreciation	\$1,993,348
Change in Net Assets	\$1,336,652

**TOTAL: \$35,772,706**

# Will Courtney

Inducted into Goodwill  
Industries International's Hall of Fame



As a board member of Goodwill Industries in Fort Worth, nationally and internationally, Will Courtney's work has touched thousands of lives both directly and indirectly. From serving on the board, giving his time as a volunteer, his financial contributions and fundraising efforts, Will Courtney has spent his life promoting and living out the mission of Goodwill Industries.

Because of his work with our organization, Will Courtney was named a 2014 inductee to Goodwill International's Hall of Fame. An honor usually reserved for retired Goodwill CEOs, this prestigious award is fitting for the man who's contributions to the Goodwill organization has changed countless lives at the local level and beyond. "We call Will Courtney "Mr. Goodwill" because he embodies everything that our organization strives to do for the community," said David Cox, President and CEO of Goodwill Industries of Fort Worth. "Without his dedication, leadership and passion for the cause, Goodwill Fort Worth wouldn't have been able to serve the thousands of individuals that we do each year with jobs and job training for individuals with disabilities and other barriers to employment. Congratulations, Will!"

# Goodwill Goes Global With E-commerce

As our society becomes more and more mobile, it's important for Goodwill Fort Worth to accommodate this retail evolution by offering a variety of e-commerce solutions. This transition benefits customers by making it easier for them to find exactly what they're looking for from anywhere in the world. As a result it opens up opportunities for Goodwill to expand our customer base in Fort Worth and beyond. It's just another way Goodwill is being innovative and using technologies to further our mission.

## Goodwill's Online Bookstore

Goodwill receives many book donations each year. Since nearly half of all book sales are now made online, Goodwill Fort Worth made a way for our customers to purchase books from Goodwill using our online bookstore powered by Amazon. We're still offering a wide selection of books in our retail stores but adding this online component makes Goodwill even more competitive in the marketplace.

## ShopGoodwill.com

Goodwill Fort Worth's savvy shoppers are now finding their collectibles, antiques and rare finds using ShopGoodwill.com. An online auction site similar to Ebay, ShopGoodwill.com sells donated items online that customers can search for by category, auction end-date or geographical location. That's how Goodwill Fort Worth raised more than \$1300 on one item, selling a rare 18k Boris Le Beau gold ring with a large 6.5mm pearl.



# Shannon Moore

## Thank You, Goodwill

With the help of Goodwill and *The Power of Work*, Shannon Moore is proving that a disability won't stop her from reaching her goals and maximizing her potential.

At eighteen months of age, Shannon, now 23, was in a car accident that severely burned most of her body. Due to her burns, most of the digits on both her hands were amputated and the intense medicine that prevented infection caused her to lose hearing in both ears. Shannon communicates with American Sign Language, miming and mobile devices; but it is Shannon's positive attitude and work ethic that have secured a great future for her at Goodwill.

With assistance from a DARS employment specialist, Shannon was paired with an interpreter and began a volunteer position at the Goodwill store in Granbury performing various tasks as a way to evaluate her skills.

Through hard work and determination, Shannon increased her volunteer hours to eight hours per week. Three weeks later, she was offered a part-time position at Goodwill. She now works 20 hours a week and has become one of the store's most valued team members.

To hear more on Shannon's story, visit:

[ThankYouGoodwill.org](http://ThankYouGoodwill.org)

# Robbie Green

## Goowill Industries International 2014 Achiever of the Year



In 2008, Robbie Green was sitting in a barber chair when he collapsed. He woke up in the hospital unable to use his legs and was told he would never walk again. Determined to overcome his paralysis and with support from his pastor and nursing staff, Robbie walked out of the hospital.

“They told me I would never work, but I’ve been at Goodwill Industries of Fort Worth for almost two years. When I first came to Goodwill, I didn’t know anything about computers. With training and patience from the staff at Goodwill, I learned how to work with hard drives and refurbish computers.”

Robbie Green’s perseverance not only helped him get his life back, it’s helping him earn medals as a wheelchair athlete. Encouraged by a friend to participate in the National Veteran Wheelchair Games, Robbie won gold medals in shot put, javelin, 100-meter race and softball and 9-ball at his first games held in Pittsburgh, PA. The following year, he concentrated on track events and brought home two gold and three silver medals.

Robbie volunteers at the Veterans Administration Hospital inspiring other wounded veterans. “I tell them, If you don’t use it, you are going to lose it. Many of them are angry at their situations and ask me why I always have a smile. I tell them, It takes a lot of effort to get angry and less effort to smile.” His tenacious spirit and hard work makes Robbie Green a worthy recipient of Goodwill Industries International’s 2014 Achiever of the Year.





# Cathy Busby

## Thank You, Goodwill

Cathy Busby, Goodwill Fort Worth's centralized processing manager, was recently named Employee of the Year for her hard work and tireless dedication to Goodwill.

Before Goodwill, Cathy worked for 21 years as a waitress but after multiple arrests, ended up in prison for a two-year sentence. While there, Cathy turned her life over to God and decided she wanted to change the direction she was going. As part of her parole process, Cathy started working at Goodwill as a dock worker. She found that Goodwill does not look at your past, but instead focuses on where you're going and gives you a chance to prove that you can change.

Cathy is now a homeowner, car owner and a tax-paying citizen and she believes that God and Goodwill helped her get where she is today.

To Cathy, Goodwill is an organization that reaches far into the community and benefits all of Fort Worth, making it a stronger community by giving people the confidence and power for a better future. She is humbled to have been voted Employee of the Year by her peers.

"For once in my life, I'm actually proud of the person who is looking back at me in the mirror. I like that person now. I never had that before," says Cathy.

Seeing Goodwill as God's will for her life, Cathy is dedicated to advancing the mission in any way possible. She continues to do a fantastic job and focuses on helping all those in her department gain independence and success.

To hear Cathy's story in her own words, please visit:

[www.ThankYouGoodwill.org](http://www.ThankYouGoodwill.org)

# Expanding Our Recycling Program, Reducing Waste



Goodwill Industries of Fort Worth is expanding our Recycling Program based on a 2013 audit of waste materials. The advancements to our Recycling Program will improve our green initiative by 90%. Goodwill Fort Worth is now responsible for diverting more than twelve million pounds of waste from our landfills annually – and that does not even include the usable donated items that are recycled as they are sold in our Goodwill Stores.

Here's how our new program works: Once a donation is received it is processed to determine if it should be sold in our Goodwill Stores. Unsellable donations are sent to our Outlet Store, and those that remain are recycled. During recycling, the items are sorted by type of material and then baled. The

end result means less waste in our landfills and more savings to Goodwill Fort Worth. By expanding this Recycling Program, we were able to save more than \$13,000 in 2014 with a projected savings of \$370,000 once all stores are included. Goodwill was “green before green was cool,” and this new recycling initiative will make us even greener!

# Goodwill Board of Directors

**Frank W. Shiels: Chair**  
**Noel “Kip” Adams: Chair Elect**  
**David Goodroe: Immediate Past Chair**  
**Pamela Voight: Secretary**  
**John Boswell: CPA, QPFC, Treasurer**

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Mary Anna Martinez  
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Darron Turner, PHD

Charla K. Wise  
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Jerry Thompson  
Natalie Wilkins, MHA

# Goodwill Executive Staff

**David Cox: President & CEO**  
**Dave Mayfield: CFO**  
**Elizabeth Butler: Vice President of Human Resources**  
**Rosemary Cruz: Vice President of Donated Goods/Retail Sales**  
**Mark Fishback: Vice President of Operations & Contracts**  
**Romney Guy: Vice President of Workforce Development**  
**Mike Hennig: Vice President of Information Systems**  
**Greg Hutchins: Vice President of Finance**  
**Jeff Lattimer: Vice President of Asset Protection & Safety**  
**Kimberly Smith: Vice President of Goodwill Staffing Service & Facility Based Contracts**  
**Shay Dial Johnson: Director of Administration & Marketing**



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[www.GoodwillFortWorth.org](http://www.GoodwillFortWorth.org)