

A photograph of two hands shaking in a firm grip, set against a light blue background with a blurred city skyline. The text is overlaid on the right side of the image.

not
charity,
but a
chance.



2008

GOODWILL

annual report



 a chance at
HAPPINESS

dear friends, We have a refrain we repeat often around here – “It’s not a charity. It’s a chance.” We repeat the words so often it’s tempting to think of them as a slogan instead of what they truly are, which is a concise description of how Goodwill revolutionizes lives every single day. Our job training and placement programs give thousands of adults not just a pay check, but the chance at rebuilding self-worth, becoming a productive part of society and building an independent life that many could not imagine without Goodwill’s help. Instead of relying on government support, the people helped by Goodwill are able to support themselves.

During this past year, Goodwill’s services expanded considerably. We opened four new career centers, which provide free career advice, interview preparation and resume help to anyone. Those centers helped nearly 4,000 in their job search. We also launched a new retail store and expanded our contracts division.

These expansions have allowed Goodwill to serve more people than ever before. We served nearly 18,000 people in our community last year – a record that makes the dedicated Goodwill Fort Worth staff members and its Board of Directors incredibly proud.

All of Goodwill’s services are funded by revenues raised by our retail stores and business contracts. Shoppers at Goodwill can feel confident not only that they’re getting a good deal, but that their purchases help to further a larger mission of providing help for those with significant barriers to employment. Our contracts provide more than well-selected, dependable workers; they provide someone else with a chance at changing his or her life through work.

Goodwill Industries of Fort Worth continues to operate in a growth mode. The nation’s economic downturn of 2008 led to an increase of more than 12 percent in our retail sales and allowed us to purchase properties for future stores at excellent prices. We’re pushing to expand not for our pocketbook, but because every extra dollar we raise goes toward helping another person build a new life. In the next few pages, you will read the stories of a few of those people. They illustrate beautifully what happens when you move beyond charity and start giving people a chance.



DAVID BOSTICK
President/Chief
Executive Officer



JIM RHODES
Board Chair



susan johnson

Business office manger for the Waterford of Fort Worth

Susan Johnson took a huge leap of faith when she left her job at American Airlines, the place where she'd devoted two decades of her professional life.

The road that led her to the leap wasn't an easy one, but it eventually led her to the most positive work experience she's ever had.

By the time she came to Goodwill, Susan had already made great strides toward creating a new life. She'd left an abusive marriage of 17 years, taking her two small children with her.

Without her husband, Johnson was able to recognize her problem with alcohol. In 2006, she successfully completed a rehabilitation program, leading doctors to finally be able to diagnose her with bi-polar disease.

"As the fog lifted," she says, "I realized my job at American Airlines was not supportive and not healthy for work life balance."

Her manager wasn't sympathetic to her rehabilitation, and though her pay had decreased, she was now doing the work of three people.

She quit. A fellow Alcoholics Anonymous member told her about the Department of Assistive and Rehabilitative Services, where she found psychological counseling, work training and assistance for education.

That assistance led her to Goodwill, which pointed her in the direction of the Waterford at Fort Worth.

Her new job, she says, "is the most fulfilling I've ever had." She likes it so much, she's decided that she'd eventually like to manage her own property.

Her new manager is incredibly supportive, allowing her to continue to work through the treatments she's receiving for stage 4 breast cancer.

"I'm able to face it all with a little bit of a smile on my face because of the support I get," she says. "I have a promising future with the Waterford at Fort Worth."

amanda pitts

Goodwill staffing supervisor

Amanda Pitts is straight-forward about the kind of childhood she had.

"I hated being a child," she says.

Amanda grew up in a broken home, living with her father after her mother joined the Navy. Her father was uninvolved and her stepmother, she says, treated her and her siblings harshly, verbally abusing them and spanking them with metal coat hangers.

Amanda began acting out at a young age, and by 16 she was heavily involved with drug users and sellers.

"I felt important for the first time in my life. I felt like I belonged somewhere," she says.

Eventually, Amanda was arrested for selling drugs and sent to prison. She used the time to turn her life around, joining a rehab program and getting her GED.

After her release, Goodwill hired her to refinish chairs.

"My life has totally changed thanks to Goodwill giving me a second chance," she says. "They saw something in me that others didn't. Something that I didn't see in myself."

Amanda quickly advanced to supervisor and then to Goodwill staffing supervisor.

"I can see myself retiring from Goodwill," she says. "This is the first time I've ever liked coming to work, so, for me, that tells me this is where I need to be."



a chance to
SMILE



vernetter gipson

Administrative assistant, Urban Housing & Development

Vernetter Gipson dreams of her own cake business, where she will create beautiful confections that bring smiles to faces.

But running a business, even one that centers around making tasty temptations that are hard to resist, takes skills that can't be learned in a kitchen.

When Vernetter came to Fort Worth in 1990, she left behind an unproductive life filled with drinking and going to parties. She eventually found a women's shelter that directed her to the Department of Assistive and Rehabilitative Services because she'd injured her hands making cakes.

The Department of Assistive and Rehabilitative Services directed her to Goodwill, where she completed a general office course, learning Microsoft Access, Excel and Powerpoint, how to use the Internet, and telephone etiquette. Her new skills landed her a job as an administrative assistant – valuable experience for a woman who'd like to start her own business.

Vernetter credits Goodwill with her success and her future possibilities.

"In my heart, I love Goodwill," she says. "And in my heart, Goodwill will always be a beginning to me. It did so much for me. It gave the skills I needed to start over."

the community & goodwill

Goodwill Industries of Fort Worth Financial Summary 2008

The community gave Goodwill:

Retail Sales of Contributed Merchandise	\$16,270,763
Industrial Contracts	\$6,363,083
Training and placement fees	\$393,548
Grants from government agencies	\$98,668
General contributions	\$3,511,744
Investment Income	\$45,672
Miscellaneous Revenue	\$174,526
Total	\$26,858,004

Goodwill gave back:

Salaries, wages and benefits	\$14,626,412
Professional fees/contract	\$254,462
Supplies	\$2,686,981
Building Occupancy	\$3,820,065
Printing and publications	\$42,602
Marketing	\$150,751
Transportation and travel	\$567,733
Conferences, conventions and meetings	\$40,543
Membership affiliations	\$153,110
Awards, grants and contributions	\$20,781
Depreciation	\$994,126
Change in net assets	\$3,500,438
Total	\$26,858,004

Note: This is a consolidation of the following companies: Goodwill Industries for Fort Worth and Goodwill Industrial Services of Fort Worth, Inc.



a chance to
LIVE
the **BEST**
LIFE

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Total individuals served by Goodwill Industries of Fort Worth in 2008... **17,922**

Of those individuals...

4057 job seekers were taught how to find, apply, interview, and keep a job.

248 people gained employment through Goodwill's Employment Services.

516 people received vocational assessment.

832 people were placed into employment through Goodwill Staffing Services.

42 people participated in Goodwill's Paid Work Experience Program.

100 people learned office and computer skills through Goodwill's North Texas Institute for Career Development (NTI)

354 people received psychological assessments.

63 people received Day Habilitation services.