



**GOODWILL
SAN ANTONIO**

Good News Winter 2018



Rosa - Even After Multiple Setbacks, You Can Move Forward

Rosa was in a painful and abusive marriage, with no voice and no opportunity to realize her own potential. She struggled both emotionally and physically until one day found the courage to escape with her four children.

“Without knowing it, my co-worker said the right words to make me realize I mattered, and life matters.”

Rosa and her children were building a new life, when in an instant, the world stopped turning - September 11, 2001. Rosa worked in the travel industry and after the attacks travel bookings declined significantly. She was consequently laid off.

Unemployed, desperate and depressed, Rosa with her children and mother moved from New York to San Antonio to be closer to her uncle. The move was to signify a new start, however, for the next 2 years Rosa was unable to secure employment. She was diagnosed with post-traumatic stress syndrome as a result of her past abuse, and other mental issues.

Her uncle encouraged Rosa to apply at Goodwill. He had previously worked for the organization and was familiar with the support Goodwill provides to individuals facing tough obstacles. Rosa applied and began working for Goodwill San Antonio's Business Services division as a Records Associate.



Rosa was more than grateful to Goodwill for the opportunity for employment, yet the stress of working as a single mother raising four kids, coupled with being in a new environment, was more than she could handle. Rosa was on a

downward spiral, failing to take her prescribed medications and

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Your Donated Items Provide Opportunities to Others - But What Does that Mean?

We are fortunate many in our community know we help people find jobs, but we also know many do not know how we go about providing those services. Goodwill San Antonio is comprised of three operations – Business Services, Donated Goods & Retail, and Workforce Development. The profits earned by our Retail and Business Services operations is reinvested back into our mission through our Workforce Development operation where we empower people with life barriers to secure their future through meaningful employment. We provide education, training, and career services to those who need it most.



Throughout the year, Goodwill San Antonio kindly asks for your donated items. But with all the online selling apps, why should you donate that computer, those dining room table and chairs, never been worn clothes, or your Grandma's antique collection to Goodwill San Antonio? The answer is easy... your donated items truly help change the lives of people right here in our local community.

Your donated items stock the shelves of our stores throughout San Antonio, Cibolo, Kerrville, Laredo, New Braunfels, and Seguin. We consciously decide how best to sell the donated items in order to maximize the item's value in support of our mission. While some items are sold in stores, selected items such as your Grandma's antique collection, are sold online via shopgoodwill.com, to a larger audience.

Purchases are transformed into opportunities:

- **Employment in our stores.** For several team members, Goodwill is their first job, and more importantly, the first time they are able to financially support themselves. What a confidence builder!
- **Training to be a model employee.** Our stores are not just a place to shop, they are the training ground for team members to learn critical soft skills – the importance of providing great customer service, team work, punctuality, and following the Golden Rule.
- **Transferable skill sets.** The most rewarding part of working at Goodwill San Antonio, is seeing team members who never had a steady job until working at Goodwill, grow in their employment with us and then leave for bigger and better opportunities.

So the next time you drive by a Goodwill San Antonio store, we hope your smile is as big as our “Smiling G” logo because now you know we are more than just a store!



Please help us continue to serve our mission and help those struggling to secure meaningful employment by donating your gently loved items to Goodwill. We have 35 conveniently located [Donation Stations](#) throughout the communities we serve. We also encourage you to take advantage of our FREE [Home Pickup Service](#).

Additionally, please become a Goodwill ambassador by sharing the story behind our stores.

Thank you for your continued support of our mission of **helping change lives through the power of work!**

Giving Back to His Military Brothers and Sisters

Following high school graduation, Gilbert Mendez made the life-changing decision to join the United States Marine Corp, serving 2 tours in Iraq. Following his service in the United States Marine Corp, Gilbert's transition to the civilian world was characterized by a loss of direction and self-doubt. That was, until he connected with Goodwill San Antonio.

As Gilbert entered into one of the career programs Goodwill offered, he immediately recognized values that were aligned with his own when he was asked one simple question - "How are you doing?"



What initially started out as a place to gain career assistance, quickly became his place of

"I know the importance of having a job after the military. I get excited every time I help place a veteran in employment because I know what that job means to them and their family. More importantly, I know they can do it."

employment. Today, Gilbert is employed with Goodwill San Antonio as a Veterans Program Support Specialist, giving back to his brothers and sisters in the military. He provides veterans with personalized job search and resume assistance, mock interviews, and career counseling to help veterans discover what they want to do. From his own experience, he understands many veterans are at a loss when it comes to finding meaning and purpose after a military career. He knows firsthand the challenges associated with transitioning, and is thankful

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North East ISD and Goodwill San Antonio Celebrate the Medical Professions Academy with Ribbon Cutting

North East ISD (NEISD) in partnership with Goodwill San Antonio celebrated the opening of their Medical Professions Academy, a premier training center for the district's high school students enrolled in Dental Assistant, Medical Assistant, Certified Nurse Aide, Emergency Medical Technician, and Pharmacy Technician programs. An official ribbon cutting was held on Friday, December 7, highlighting the partnership between NEISD and Goodwill San Antonio.

"I am excited about our partnership with Goodwill and I look forward to the opportunities we will provide together for students," said Justin Missildine, Career and Technical Education Center Director.

In 2014, the two organizations began collaborating as



Pictured L to R: Dr. Brian Gottardy, NEISD Superintendent, Janie Espinoza, Senior Manager of Workforce Development for Goodwill, and Mark Milton, Director of Workforce Development for Goodwill.

Connecting the Community to Career Opportunities

On October 25, Goodwill San Antonio hosted a Career Fair for community members seeking new career opportunities. The hiring event brought more than 50 employers including FedEx, Citibank, Toyota Motor Manufacturing Texas, Spectrum, Methodist Hospital, and the City of San Antonio, to meet job seekers and discuss their skills in relation to open positions.

More than 350 job seekers attended, of which 45 were veterans or military family members. Goodwill San Antonio Veteran Services Specialists were on-site offering these participants career services specifically geared toward the unique needs of transitioning service members, veterans, and their families. If you are a veteran or transitioning military member, learn more about our Veterans Services program [here](#) or visit one of the Good Careers Centers. Goodwill San Antonio Human Resource representatives were also on hand to discuss

employment opportunities available across our organization. In addition to Retail opportunities, Goodwill also offer employment in Call Center Services, Document Management, Commercial Landscaping/Grounds Maintenance, and Medical Transcription Services.



If you are seeking employment, visit one of our [Good Careers Centers](#) for personalized career assistance. Career specialists can help with career searches, resume development, and interview strategies.

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community partners in the Career and Technical Education department. The program provides a beneficial opportunity for students to gain instruction in high-growth occupations and positions students to leave high school with the skills and industry-recognized credentials needed to enter the workplace or post-secondary education.

“This partnership is an impactful example of the collaboration between a premier school district and a non-profit agency investing in the future of our community,” says Mark Milton, director of workforce development for Goodwill San Antonio. “By leveraging our collective resources, together, we are positively impacting our community by building a sustainable, scalable pathway for our youth and creating the foundation for future learning opportunities.”

Students also have the opportunity to receive high school credit and Continuing Education (CE) credits or dual credit with Alamo Colleges. NEISD students from all seven high schools started attending the Medical Professions Academy in August of 2018.

In appreciation of the successful partnership that has resulted in positive gains for the district's students, NEISD recently recognized Goodwill San Antonio with the Superintendent's Partnership award.

We are humbled and proud to have been recognized by North East ISD's superintendent, Dr. Brian Gottardy, for our long-standing partnership focused on providing sustainable and scalable career pathways for NEISD high school students. Starting with a dual-credit Diesel Technology course, our partnership has expanded to seven current pathways in the Medical and Welding fields, with plans for further expansion in the years to come. Students are gaining hands-on, real world experience and earning industry-recognized certifications within their program of study. Thank you NEISD for your partnership and this collaborative opportunity to elevate our community's youth!

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contemplating suicide. Although she kept busy with work, Rosa was haunted by thoughts of when she would end it all.

It was then what would otherwise seem as an insignificant conversation with a colleague ended up having a significant impact on Rosa's life.

“Without knowing it, my co-worker said the right words to make me realize I mattered, and life matters.”

Recognizing the many trials and tribulations she was facing, Goodwill quickly provided access to chaplain services and connections to resources that aided Rosa in the areas of food and financial stability as well as her overall health and well-being. Support from Goodwill's case management team ensured she was responsibly taking her medications while helping her build a plan for the future.

Rosa dreamed of a career in Education, and with the flexibility and support from Goodwill, she worked full-time while taking classes to become an elementary school teacher.

Rosa's journey has been every bit raw and arduous, but it is one she looks back on and is immensely proud of. Working for Goodwill the past twelve years, Rosa has not only established a new sense of purpose, but has worked diligently to put her four children through college and is months shy of graduating with a college degree herself.

“I told my children not going to college wasn't an option. But I can't just say that; I have to be the role model.”

Rosa's difficult past has helped shape her, but in no means does it define her. Her strength and perseverance to overcome is what accelerates her to look ahead and create a life as she designs.

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to now be in a position to help other veterans navigate the civilian world.

When asked what the Goodwill San Antonio Veterans program means to him, Gilbert confidently remarks, “Hope”. Hope that gives someone opportunity. Hope that gives someone a better life. Hope that enabled him to find his purpose by helping other veterans discover theirs.



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