

# 2019

MARKETING REPORT



## WorkQuest

The right solution.

MARKETING REPORT

# 2019



## CONTENTS

<i>WorksWonders</i> .....	2
A Message From the President & CEO.....	3
Who We Are / Who We Serve.....	4
How It Works .....	5
Annual Dinner.....	6
Profile: Amber Franger .....	8
Profile: Jared Sebren.....	10
Profile: Martin Becerra .....	12
How We Help.....	14
How We've Grown .....	15
CRP Partners.....	16
WorkQuest Central Store.....	17

# WorkQuest



# WORKSWONDERS



**THE WORKSWONDERS PROGRAM** is a mutually beneficial partnership between Texans with disabilities and the state and local government entities that purchase products, services and temporary employment services through the participating Community Rehabilitation Programs (CRPs) located across the state.

The *WorksWonders* brand was adopted by the Texas State Use Program in 1978 in an effort to enhance familiarity and increase involvement among purchasers from state agencies, municipalities, school districts and other political subdivisions.

To increase recognition among all *WorksWonders* audiences that the products and services they are purchasing are provided by a Texas worker with disabilities, the Braille letter “W” has been incorporated into the design of the *WorksWonders* logo.

Our continued goal is for more and more governmental entities to take advantage of the many benefits associated with *WorkWonders*, striving to make the “W” logo synonymous in Texas and across the United States as a mark of a quality product or service offered by a Texas worker with disabilities.



# A MESSAGE FROM THE PRESIDENT & CEO

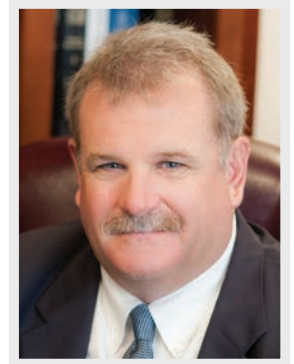
Fred M. Weber, Jr.

**OVER THE PAST 40 YEARS,** we have forged a pathway, connecting people with meaningful employment opportunities, improving their quality of life and moving business forward in a profound way. This year, in celebration of those 40 years of providing products, services and temporary employment services produced by individuals with disabilities throughout Texas, we announced our new name, WorkQuest, which we feel exemplifies our mission to serve Texans with disabilities.

In 2018, the *WorksWonders* Program employed more than 6,000 Texans with disabilities and paid more than \$44 million in wages to those individuals. This report introduces several current *WorksWonders* Program employees; lists WorkQuest's "Top 10" customers for products, services and temporary employment services; and reviews the growth of sales and wages. Also highlighted within this report are the 2018 Artie Lee Hinds Award banquet and the event's top award recipient, Marilyn Parsons. Recognized for her enthusiasm for and dedication to her job, Parsons, along with the additional 45 nominees celebrated that evening, embodies the mission of the *WorksWonders* Program—encouraging individuals to realize their full potential and utilize that potential to supply purchasing entities with quality products and services.

WorkQuest continued its partnership with the Texas Workforce Commission (TWC) in 2018, implementing technological updates and streamlined reporting processes which lead to increased customer engagement, as well as more ef-

ficient and accurate reporting. As the *WorksWonders* Program Central Nonprofit Agency (CNA), WorkQuest also created a new curriculum for educating Community Rehabilitation Programs (CRPs) about how to implement competitive integrated employment initiatives. Through the partnership with TWC, WorkQuest was also able to facilitate the approval of 44 new products and 106 new service contracts to be provided under the *WorksWonders* Program in fiscal year 2018.



The success that WorkQuest has been able to facilitate through the *WorksWonders* Program would not be possible without the continuous efforts of our CRPs, their employees and the customer base that provide the support which enables the Program to thrive. Because of their dedication, the *WorksWonders* Program has established itself as one of the most successful programs of its kind in the nation due to the number of individuals it employs and its ability to provide increased wage growth year after year.

On behalf of WorkQuest, I would like to thank you for your support of the *WorksWonders* Program. We look forward to continuing this journey of serving the citizens of Texas alongside you for the next 40 years.

# WHO WE ARE

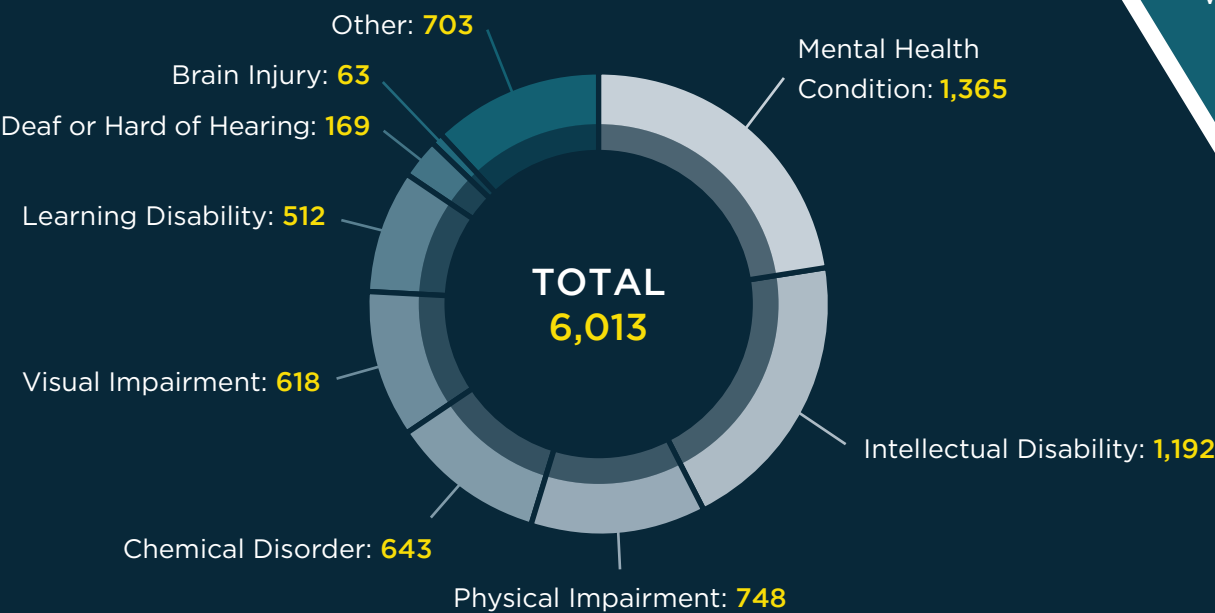
**WORKQUEST IS A UNIQUE NONPROFIT** corporation that helps supply state agencies and governmental entities with a wide array of products, services and temporary employment services for their day-to-day operations. These products and services are manufactured with the highest quality and performed with reliability by proud Texans with disabilities.

WorkQuest partners with nearly 120 Community Rehabilitation Programs (CRPs) across Texas that share our goal of providing valuable employment opportunities for individuals with disabilities.

Purchasing through the *WorksWonders* Program offers a number of benefits for those who do business with us. In addition to receiving fair and competitive pricing, a convenient and efficient ordering system and outstanding customer service, every transaction helps to advance our mission of employing Texans with disabilities.

We, along with the more than 6,000 individuals with disabilities participating in the *WorksWonders* Program, are ready and eager to support your product, service and temporary employment service needs.

# WHO WE SERVE



Annual Wages  
Paid to Texans  
with Disabilities:

**\$44,317,418**

## HOW IT WORKS

- WorkQuest partners with Community Rehabilitation Programs (CRPs) across Texas to identify and develop new products, services and temporary employment services to be offered through the *WorksWonders* Program.
- Using established criteria, WorksQuest reviews all requests and presents an application for inclusion in the *WorksWonders* Program, as well as a fair market price, to the Texas Workforce Commission.
- WorkQuest is directly involved in service contract negotiations, bringing the purchasing customer and vendor CRP to agreement on specifications and price.
- The Texas Workforce Commission determines whether each product or service is appropriate to be considered for purchase by public agencies.
- Once a product or service has been approved, WorkQuest develops a marketing plan for that product or service. WorkQuest staff then implements the plan with state agencies, municipalities, school districts and other governmental entities. As products or services are bought by agencies, WorkQuest facilitates compensation between CRPs and those agencies.





# ARTIE LEE HINDS AWARD DINNER

*WorksWonders* Program participants  
recognized at 11<sup>th</sup> Annual  
Artie Lee Hinds Award dinner

**NEARLY 400 ATTENDEES GATHERED** to celebrate the 40<sup>th</sup> anniversary of WorkQuest, which provides employment opportunities for Texans with disabilities, at the 11th Annual Artie Lee Hinds Award dinner in Austin. The annual fall event recognizes community rehabilitation programs (CRPs) and their employees, as well as state agencies and their representatives who have made significant contributions to the *WorksWonders* Program. The Program is designed to connect state agencies with CRPs that provide them with products, services and temporary employment services.

Some of the evening's award recipients included:

- Armando Perez of PCSI Inc., who received the Most Inspirational Employee Award
- Arnold Joiner of Marian Moss Enterprises, who received the Most Motivational Employee Award
- Milton Turnipseed, Randy Bassett and Jerry Mayfield, who each received the Spirit of State Use Award in recognition of their dedicated work for the success of the *WorksWonders* Program

The pinnacle honor of the evening, the 2018 Artie Lee Hinds Award, went to Marilyn Parsons of West Texas Lighthouse for the Blind. Parsons was recognized for her leadership skills, dedication and quality-driven work at the Lighthouse. Her story of overcoming the loss of her eyesight while maintaining a positive attitude serves to inspire and motivate her coworkers.







WorkQuest also thanked the Top 10 customers who purchase products, services and temporary employment services through the *WorksWonders* Program for contributing to its continued success. These state, city, and county organizations and agencies make it possible for CRP employees to engage in meaningful work.

For the keynote speech, attendees heard from motivational speaker and author Derek Clark. A survivor of severe child abuse and abandonment, Clark shared his 13-year journey in the foster care system, including how it ultimately shaped

his outlook on life and how he engages with the world today. He travels the world helping others overcome personal obstacles and reclaiming a sense of purpose.

As the evening's finale, WorkQuest introduced its new name, logo and tagline to an excited audience. This change set in motion an expanded organizational vision and a renewed commitment to providing employment opportunities to Texans with disabilities in 2019 and beyond. We look forward to seeing you all again in 2019 as we celebrate another year of accomplishments through the *WorksWonders* Program.

# AMBER FRANGER:

## Finding the fun in each work day

**AT A SPICE PACKAGING FACILITY** in Devine, Texas called Tex Spice, employee Amber Franger's smile can't be missed.

"She does every job asked with a smile on her face," Stacy Skow, her supervisor, said. "When you're around her, you can't help but be in a good mood."

Tex Spice has been a part of Franger's life since she graduated from high school.

"I graduated and told my mom 'I'm getting a job.' She suggested Tex Spice and I've been here ever since!" Franger said. "It's nice to be able to spend my own money."

Skow says working at Tex Spice offers Franger more than just financial benefits.

"Not only does she get to earn her own money, but she gets to socialize and be around people who she cares about, and who care about her."

For the staff at Tex Spice, seeing their employees actively engaged in work and social conversations is a rewarding part of their own jobs within the organization.

"This is a place where our [employees] can interact with people who are similar to them in some ways and unique in others," Marcie Andrews, general manager at Tex Spice, said. "I think it's good to be around peers who you can relate to and to be reminded that people aren't all the same. That doesn't make them better or worse—just different."







“Everyone here is **special**  
in their own right.”

- **Marcie Andrews**

General Manager, Tex Spice



## Tex Spice | Devine, TX

On the packaging line, Franger’s daily tasks change frequently because she’s quite skilled. One morning, she might be weighing spices and by the afternoon, she’s sealing the full bottles. However, labeling the bottles is the task she counts as her favorite.

“You have to put it in just the right spot, which isn’t always easy,” Franger said with a wide grin. “I’m just really particular!”

Skow agrees.

“Few have mastered all the tasks like Amber has,” she said.

Andrews believes that the work Tex Spice does for the community is especially noteworthy.

“It’s crucial that everybody knows their own importance,” Andrews said. “Everybody deserves to feel independent, worthy and to have the best life that they can.”



## JARED SEBREN:

### Turning an obstacle into an asset



**AT THE EAST TEXAS LIGHTHOUSE** for the Blind in Tyler, you'll find Jared Sebren hard at work on one of five machines he regularly operates. Among his peers and supervisors, Sebren is regarded as one of the organization's best machine operators.

"The first machine Jared learned was a manual one," Charles Coleman III, Sebren's supervisor, said. "He became so good at its operation, I asked him to teach me how to run it!"

Sebren began working at the Lighthouse in 2016 as part of the organization's temporary employment training program and was hired as a permanent employee soon after. He saw how the Lighthouse could help him achieve future goals, including buying his own house and serving others who are blind or visually impaired.

"I'd love to work my way up here and someday help others with visual impairment," Sebren said. "It would be cool to work with people on their orientation and mobility skills like the Lighthouse did with me."

Sebren has dealt with visual impairment all his life. He inherited a genetic condition called radial cone-rod dystrophy, which causes vision loss that increases over time. Despite this obstacle, Sebren enjoys playing the piano and video games, and he also holds a cooking certificate, which he received while living in his hometown of Houston. His supervisor says Sebren doesn't let his visual impairment get in the way of his many strengths.

“Jared is all about teamwork. He learns fast and **is as sharp as they come.**”

**- CHARLES COLEMAN III**

Lead Production Supervisor,  
East Texas Lighthouse for the  
Blind-Horizon Industries



East Texas Lighthouse for  
the Blind | *Tyler, TX*

“Jared is a high-performing operator with a team leader attitude,” Coleman said. “His success shows that by understanding individual limitations and responding accordingly, anyone has the opportunity to do their best. The same can be said for any job, sighted or not.”





## MARTIN BECERRA: Staying focused on the goal ahead

**A VALUED STAFF MEMBER** at Austin Task, Inc. (ATI) for the past three years, Martin Becerra is often recognized for his observational skills and creative approach to problem solving.

“He has an ability to see things other people would probably just take for granted,” Jim Thomson, his supervisor, said. “He picks up on things no one else does and is the first to offer up a solution if a problem arises.”

In 1997, ATI began offering janitorial services through WorkQuest contracts with state agencies. In 2004, the company transitioned to its current work—secure document

destruction, including paper and electronic media—with its first contract with the Texas State Library and Archives Commission (TSLAC). Presently, ATI’s service area stretches from Brownwood to Beaumont and south to Laredo.

At ATI, Becerra works on a confidential document security contract. His responsibilities include stacking and cleaning the carts of documents brought in daily for destruction, loading empty carts back onto the truck and operating a paper shredder. But now, Becerra is taking on a new challenge as he works toward becoming a forklift driver. He’s excited about the opportunity to learn something new that will benefit him and ATI.





## Austin Task, Inc. | Austin, TX

"I like my routine and the stability of my job," Becerra said. "But I know being able to drive a forklift would be helpful here as there are only a few others who can do it. It would be a useful skill to have."

As he works toward his goal, Becerra continues to uphold the high standards required of his work in document security. Because the documents he handles require confidentiality, Becerra had to meet additional requirements beyond those necessary for the rest of the ATI staff. Thomson says Becerra's potential for advancement at ATI is clear.

"He's very cautious, which is a good trait to have in his current job and as a forklift driver," Thomson said. "We're trying to move him into a more difficult role since he always seems to be excited by new challenges."

"He has an ability to see things **other people would probably just take for granted.**"

**- Jim Thomson**

Supervisor,  
Austin Task, Inc.





## HOW WE HELP

### People with Disabilities

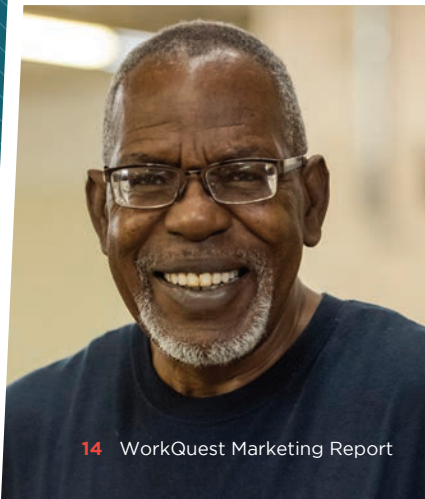
- Stable, vocational rehabilitation for individuals with disabilities is provided within their own communities.
- Individuals with disabilities are given the opportunity to become self-sufficient.
- Efforts to deinstitutionalize people with disabilities are encouraged.
- Training, meaningful employment and fair wages are provided for individuals with disabilities.

### Customers

- Customers receive quality products and services at a competitive price without the hassles of administering a competitive bid.
- The *WorksWonders* Program offers a wide variety of products and services.
- Each contract is negotiated individually, allowing for customization to meet specific wants and needs.
- Customers have one point of contact for all questions involving Program contracts.

### Taxpayers

- The *WorksWonders* Program has proven to reduce the cost of care for individuals with disabilities.
- National studies have shown a savings in public expenditures for purchases made through initiatives similar to the *WorksWonders* Program. Purchases made through the Program contribute to the economic health and vocational productivity of Texans with disabilities, while also saving tax dollars.
- Since Community Rehabilitation Programs (CRPs) are located in large and small communities, the Program also stimulates local area economic growth.



# HOW WE'VE GROWN

## Top 10 Customers

October 2017 through September 2018

### SERVICE SALES:

Texas Department of Transportation.....	48,404,384
Health and Human Services Commission.....	8,064,908
City of Houston.....	7,163,943
City of El Paso .....	2,766,885
Texas Department of Motor Vehicles.....	1,958,928
City of Austin .....	1,903,651
Texas Department of Public Safety .....	1,899,863
Adjutant General's Department.....	1,844,791
City of San Marcos.....	1,574,827
Department of State Health Services .....	1,489,086
Other .....	1,153,543

**TOTAL..... \$78,224,809**

### PRODUCT SALES:

Texas Department of Criminal Justice.....	\$16,707,397
Texas Department of Transportation.....	9,998,399
Health and Human Services Commission.....	9,443,606
Texas Department of Public Safety .....	1,772,503
Texas Parks and Wildlife Department .....	666,772
Texas Department of Motor Vehicles.....	649,749
Office of the Attorney General.....	536,431
Texas Juvenile Justice Department.....	388,407
Department of Family and Protective Services.....	295,302
Texas Workforce Commission .....	291,831
Other .....	2,684,270

**TOTAL..... \$43,434,668**

### TEMPORARY EMPLOYMENT SERVICE SALES:

Office of the Attorney General.....	14,241,727
Health and Human Services Commission.....	5,077,804
Texas Department of Public Safety .....	2,975,880
Department of State Health Services .....	2,320,247
Texas Department of Transportation.....	2,012,269
Texas Commission on Environmental Quality .....	1,946,138
Comptroller of Public Accounts.....	1,540,669
Texas Department of Motor Vehicles.....	1,196,957
Texas Workforce Commission .....	914,704
University of Texas at Arlington.....	499,213
Other .....	5,901,045

**TOTAL..... \$38,626,653**

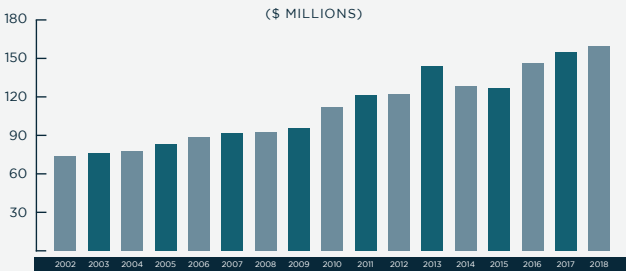
## Top 10 Products

October 2017 through September 2018

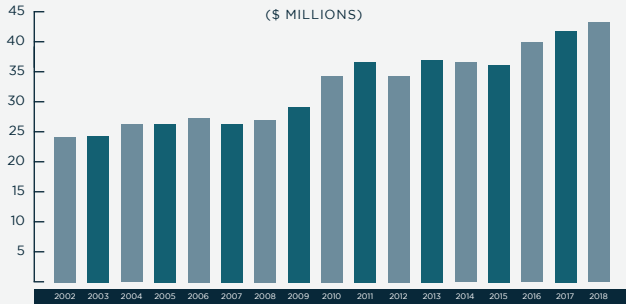
Copy Paper.....	\$6,565,035
Bathroom Tissue .....	4,848,268
Delineators.....	2,564,323
Safety Shirts and Vests .....	2,494,888
Fish .....	2,328,284
Trash Can Liners .....	1,565,749
Spices .....	1,471,708
Raisins .....	1,265,178
Safety Shoe.....	1,221,007
Bar Soap .....	1,183,235
Other .....	17,926,993

**TOTAL..... \$43,434,668**

## Sales Growth



## Wages Growth





# CRP PARTNERS

- Abilene Goodwill Industries, Inc., Abilene
- Upper Valley Helpsource, Inc., Alice
- Fresh Start of Monroe, Inc., Amarillo
- Growing New Generations, Arlington
- Austin Task, Inc., Austin
- Easter Seals Central Texas, Inc., Austin
- Enterprise Professional Services, Inc., Austin
- Goodwill Temporary Services, Inc. – Service Contracts, Austin
- Goodwill Temporary Services, Inc., Austin
- Peak Performers, Austin
- Professional Contract Services, Inc., Austin
- Relief Enterprise of Texas, Inc., Austin
- Travis Association for the Blind, Austin
- VRC Industries, Austin
- Beaumont Products & Services, Inc., Beaumont
- Opportunities for Deserving Individuals, Inc., Beaumont
- Spindletop Center, Beaumont
- West Texas Centers, Big Spring
- Center for Life Resources/Janie Clements Industries, Brownwood
- Junction Five-O-Five, Bryan
- SDR & Associates, Inc., Canton
- G&H Equitas Foundation, Corpus Christi
- Goodwill Industries of South Texas, Inc., Corpus Christi
- Goodwill Industries of South Texas, Inc. – Temporary Services, Corpus Christi
- South Texas Lighthouse for the Blind, Corpus Christi
- Nueces Center for Mental Health and Intellectual Disabilities, Corpus Christi
- The EB Foundation, Corpus Christi
- Woods, Etc., Corpus Christi
- Job Adventures, Converse
- Bootstraps Occupational Services, Inc., Crawford
- Dimmit/Zavala County IDD Work Center, Crystal City
- A Lift for Life Outreach Center, Inc., Dallas
- Achieve, Dallas
- Dallas Lighthouse for the Blind, Dallas
- Goodwill Industries of Dallas, Inc., Dallas
- Goodwill Industries of Dallas – Temporary Services, Dallas
- Precious Gems Service, Inc., Dallas
- Rising Star Resource Development Corporation, Dallas
- Rising Star Resource Development Corporation – Temporary Services, Dallas
- Denton State Supported Living Center, Denton
- Tex-Spice, Devine
- Frio County IDD Work Center, Dilley
- Maverick County IDD Work Center, Eagle Pass
- Aldersgate Enrichment Center, Early
- Goodwill Services, Inc., El Paso
- Goodwill Services, Inc. – Temporary Services, El Paso
- PRIDE Industries, Inc., El Paso
- ReadyOne Industries, El Paso
- Xceed Resources, Inc., El Paso
- Wilson County IDD Work Center, Floresville
- ABG Fulfillment, Fort Worth
- EXPANCO, Inc., Fort Worth
- Goodwill Industries of Fort Worth – Temporary Services, Fort Worth
- Liberty Proclaimed Ministry, Fort Worth
- Lighthouse for the Blind of Fort Worth, Fort Worth
- Redirection Opportunities, Fort Worth
- Woodcreek Outreach Rehabilitation Development, Glidden
- Center for Recovery and Wellness Resources, Houston
- Goodwill Industries of Houston – Temporary Services, Houston
- Lending Helping Hands to Others, Houston
- Lieutenant's House., Houston
- Link Labor and Construction, Houston
- On Our Own Services, Inc., Houston
- Second Chances – Starting Over Again, Houston
- Southeast Keller Corporation, Houston
- Southeast Vocational Alliance, Houston
- Texas House, Inc., Houston
- The Lighthouse for the Blind of Houston, Houston
- ODJ, Inc., Huntsville
- RUCON, Inc., Huntsville
- Gateway Community Partners, Inc., Jacksonville
- NBT Public Services, Inc., Katy
- Community Healthcare, Longview
- Goodwill Industries of Lubbock Contract Services, Inc., Lubbock
- Marian Moss Enterprises, Inc., Lubbock
- Burke Center, Lufkin
- Goodwill Industries of Central East Texas, Inc., Lufkin
- Goodwill Industries of Central East Texas, Inc. – Temporary Services, Lufkin
- Lufkin State Supported Living Center, Lufkin
- Oak Creek Day Habilitation/Vocational Center, Lufkin
- The Arc of Harrison County, Marshall
- Cen-Tex Association for Remarkable Citizens, Mexia
- Permian Basin Community MHMR, Midland
- Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- I Am Works, Pantego
- Reliable Facilities Service, Inc., Pflugerville
- Camp County Developmentally Disabled Association, Inc., Pittsburg
- Central Plains Center, Plainview
- Atascosa County IDD Work Center, Poteet
- Bluebonnet Trails Community Services, Round Rock
- MHMR Services of Concho Valley, San Angelo
- West Texas Lighthouse for the Blind, San Angelo
- Endeavors Unlimited, Inc., San Antonio
- E.Q.U.I.P. Enterprises, Inc., San Antonio
- Goodwill Industries of San Antonio Contract Services, San Antonio
- San Antonio Lighthouse for the Blind, San Antonio
- San Antonio State Supported Living Center, San Antonio
- South Texas Housing and Community Development, Inc., San Antonio
- Training Rehabilitation & Development Institute, Inc., San Antonio
- World Technical Services Inc., San Antonio
- Daniel Pest Control and Professional Services, Seguin
- Goodwill Industries of Northeast Texas, Sherman
- Goodwill Industries of Northeast Texas – Temporary Services, Sherman
- Andrews Diversified Industries, Tyler
- Goodwill Industries of East Texas, Inc., Tyler
- Goodwill Industries of East Texas, Inc., - Temporary Services, Tyler
- Horizon Industries, Tyler
- Worship Anointed Ministries, Universal City
- Goodwill Contract Services, Inc., Waco
- Heart of Texas Goodwill Industries, Inc., Waco
- RGG Construction Company, Weslaco
- RGR Industries, Inc., Weslaco
- Texana Center, Wharton
- Beacon Lighthouse, Inc., Wichita Falls
- Work Services Corporation, Wichita Falls

# WORKQUEST CENTRAL STORE

For your one-stop shopping needs, visit the WorkQuest Central Store in Austin.



View all of the *WorksWonders* products on our website, [workquest.com](https://workquest.com), or order a catalog by calling (512) 451-8145.



# WorkQuest

[www.workquest.com](http://www.workquest.com)

## BOARD OF DIRECTORS

**Chair:** Gibson DuTerroil | Houston, TX  
**Vice Chair:** Brian Miller | Austin, TX  
**Treasurer:** Tommy Crowe | Georgetown, TX  
**Secretary:** Peggy Foreman | Austin, TX  
**Members:** Jack Nash | Austin, TX  
John Luna | Euless, TX  
Donnie Williams | Austin, TX

## ADVISORY COMMITTEE

Lori Henning | Austin, TX  
Texas Association of Goodwills  
  
David Dodson | Fort Worth, TX  
EXPANCO  
  
Platt Allen | Fort Worth, TX  
Lighthouse for the Blind of Fort Worth

## CORPORATE OFFICER

**President/CEO:** Fred M. Weber, Jr.

## CENTRAL STORE

(512) 834-8242  
1130 Rutherford Lane  
Building 1, Suite 190  
Austin, Texas 78753

## MAIN OFFICE

(512) 451-8145  
1011 East 53 ½ Street  
Austin, Texas 78751