

WorkQuest



2023
MARKETING REPORT

MARKETING



A MESSAGE FROM THE PRESIDENT & CEO

Fred M. Weber, Jr.

ON BEHALF OF
WORKQUEST, I would
like to take this opportunity
to extend our sincerest thank
you for your dedication to
the *WorksWonders* Program.

In 2022, the *WorksWonders* Program employed more than 6,300 Texans with disabilities and paid more than \$64 million in wages and benefits to those individuals. This report features several current employees working on Program contracts; lists WorkQuest's "Top 10" customers for products, services and temporary employment services; and reviews the Program's growth in sales and wages.

WorkQuest announced that, in partnership with the Texas Workforce Commission (TWC), the last community rehabilitation program (CRP) utilizing a Section 14 (c) special wage certificate allowing employees to earn less than minimum wage had developed a

transition and retention plan – ensuring their employees would earn at or above federal minimum wages by the first quarter of FY2023. The aim of completely eliminating the payment of subminimum wages within the *WorksWonders* Program was originally established in 2019 with the passing of Senate Bill 753 during the 86th Texas Legislative Session.

As reflected by the accomplishments outlined in this report, the combined effort between the Texas Workforce Commission, our CRPs, their outstanding employees and our devoted customer base, has allowed WorkQuest to achieve a level of success – not only in providing greater employment through job placement, but in increasing wage growth year after year – that would otherwise not be possible.

Your enduring support allows the *WorksWonders* Program to benefit all Texans, and we appreciate your partnership as we continue to grow and accomplish greater achievements in the future.

WORKSWONDERS

TO HELP ENHANCE FAMILIARITY and increase involvement among purchasers from state agencies, municipalities, school districts and other political subdivisions, the State Use Program adopted a brand – *WorksWonders*.

WorksWonders is a phrase demonstrating the mutually beneficial partnership involving Texans with disabilities and the state and local government entities that purchase the products, services and temporary employment

services they offer through statewide Community Rehabilitation Programs.

It is our hope that more and more governmental entities take advantage of the many benefits associated with *WorksWonders*, and that the W logo will someday be instantly recognized in Texas and across the U.S. as the mark of a quality product or service offered by a Texas worker with disabilities.

WHO WE ARE

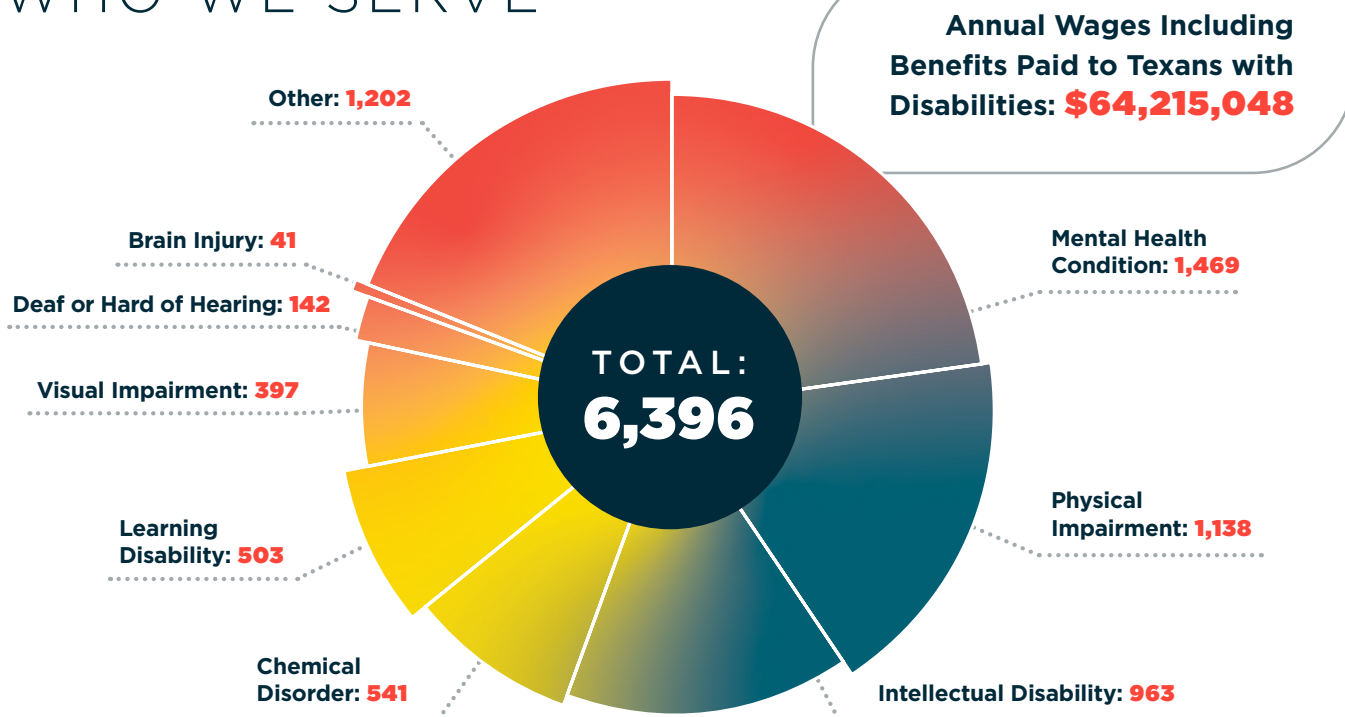
WORKQUEST IS A PRIVATE, NONPROFIT corporation that links Texans with disabilities to meaningful employment opportunities through its partnerships with 120 Community Rehabilitation Programs (CRPs) across Texas. These partner CRPs supply city, county and state government entities with a wide array of products, services and temporary employment services provided by Texas workers with disabilities.

WorkQuest was established in 1978 to implement the *WorksWonders* Program, a Texas State Use Program that facilitates the contracts between CRPs and government purchasers. Under WorkQuest's leadership, the *WorksWonders* Program has grown into one of the largest State Use Programs in the nation.

Purchasing through the *WorksWonders* Program is mutually beneficial for CRPs and government entities. Purchasers receive fair and competitive pricing, a convenient and efficient ordering system and outstanding customer service, while Texans with disabilities are able to obtain meaningful employment. WorkQuest helps to create relationships between CRPs and Program customers, ensuring that both sides receive the support they need for a successful program.

WorkQuest, along with the more than 6,300 Texans with disabilities who are employed through the *WorksWonders* Program, are ready and eager to support your product, service and temporary employment service needs.

WHO WE SERVE



Top 10 Customers

OCT 2021 - SEP 2022

Service Sales:

Texas Department of Transportation	\$65,532,022
Health and Human Services Commission	9,344,612
City of Houston	5,873,227
Texas Department of Motor Vehicles	2,565,854
Texas Department of Public Safety	2,323,890
City of El Paso	2,084,158
Texas Military Department	1,966,197
City of San Marcos	1,789,046
Texas Parks and Wildlife Department	1,671,455
Texas Juvenile Justice Department	948,615
Other	5,772,090

TOTAL \$99,871,165

Product Sales:

Texas Department of Criminal Justice	\$15,167,406
Health and Human Services Commission	10,741,335
Texas Department of Transportation	10,325,483
Texas Department of Public Safety	1,563,900
Texas Department of Motor Vehicles	780,177
Texas Parks and Wildlife Department	755,398
Texas Military Department	289,188
Texas Juvenile Justice Department	259,592
Texas Commission on Environmental Quality	214,336
Teacher Retirement System of Texas	111,318
Other	1,842,751

TOTAL \$42,050,883

Temporary Employment Service Sales:

Texas Workforce Commission	\$12,279,244
Department of State Health Services	12,080,083
Office of the Attorney General	7,517,621
Health and Human Services Commission	4,288,694
General Land Office	4,153,933
Department of Family and Protective Services	3,352,294
Comptroller of Public Accounts	2,714,883
Texas Department of Transportation	2,602,843
Texas Commission on Environmental Quality	1,964,509
Department of Agriculture	1,280,320
Other	8,388,358

TOTAL \$60,622,781

Top 10 Products

OCT 2021 - SEP 2022

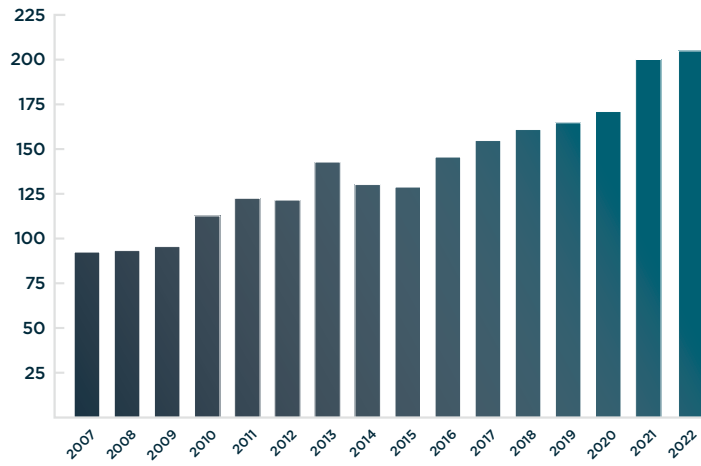
Bond Paper, Including Recycled	\$4,511,443
Gloves/Finger Cots, Medical Type	3,980,454
Toilet Tissue	3,708,710
Fish	2,739,000
Posts for Delineator Markers	2,098,415
Safety Shirts	1,577,053
Trash Can Liners	1,430,403
Hand Soap	1,350,688
Spices, Herbs, Seasonings	1,177,895
Safety Shoes and Boots	1,109,354
Other	18,367,467

TOTAL \$42,050,883



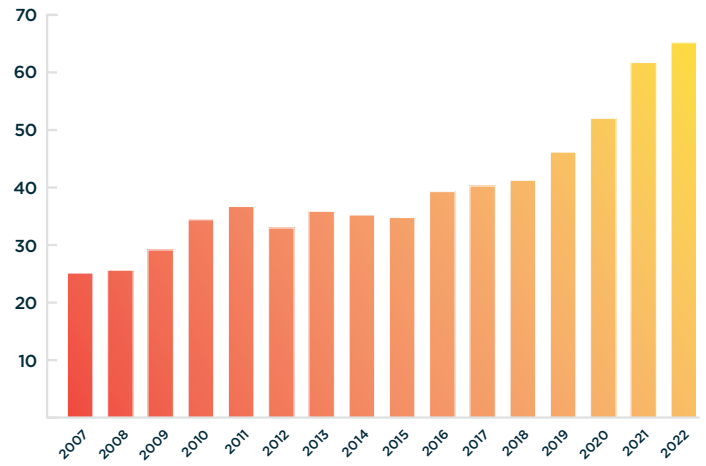
Sales Growth

(\$ MILLIONS)



Wages Growth

(\$ MILLIONS)





ALLON HILL

Getting the opportunity to grow

LIBERTY PROCLAIMED MINISTRY (LPM) is known by many people throughout the Fort Worth Metroplex as an organization that provides meaningful employment opportunities to those who have faced challenges finding employment.

Allon Hill's brother was one of those people. He had heard that LPM helps individuals with disabilities find a path to a career, and encouraged Allon to apply for a job. Hill began working for LPM as a member of the litter pickup crew and has since worked his way up to crew manager.

"This was my very first job at 18 years old and I was very nervous coming into this place," said Hill. "My job has taught me so much, and it has allowed me to build great relationships and friendships."

Derrick Hall, Hill's supervisor at LPM, is proud to see how much Hill has grown within the organization and feels honored that Hill sees him as his mentor. "I really see myself in Allon because we've both been through a lot. I'm proud of how far he has come," said Hall. "Allon sees the vision of the company and he keeps everyone motivated at work. He's like a big brother to many in the organization. He is always willing to listen, grow and be guided in the right direction."

Seeing Hall's growth within the organization inspired Hill to work hard to get to where he is today. Hill hopes to one day inspire others to grow at LPM. "Derrick wants the best for me and seeing his growth has been very motivating for me," said Hill. "I can't explain how much this job means to me, it's way more than just a way to pay my bills. We are a family at LPM and I'm grateful that they gave me this job and that they actually believe in me."

DAVID CABALLERO JR.

Building meaningful relationships in the workplace

DAVID CABALLERO JR. is an employee at RGR Industries, an organization that truly feels like a second family to him. RGR Industries serves various areas in South Texas through landscaping, debris pickup, guardrail and drainpipe and inlet cleaning contracts. They are proud to provide employment opportunities to Texans with disabilities through their partnership with WorkQuest.

Caballero began his career at RGR working on a guardrail contract where he assisted in installing and repairing highway guardrails throughout the Rio Grande Valley. Today, Caballero works as the supervisor of the guardrail contract in Laredo, Texas, and also works cleaning drainpipes and inlets for the Texas Department of Transportation during the months leading up to hurricane season. "I found out about this opportunity through a family member and I decided to give it a shot," said Caballero.

Caballero says that his growth within the organization is a testament

to how much he enjoys his job. "I love everything about my job and the people I work with are like family to me," said Caballero. "When you're working a job you like and working with people you like, the day goes by faster."

Ricardo Guerra Jr., field operations supervisor at RGR, has had the honor of seeing Caballero grow within the organization. He attributes Caballero's success to his strong work ethic and easygoing personality. "DJ (Caballero) is a very hard worker and his personality makes him stand out as an employee," said Guerra.

Caballero is grateful for his job because it has given him the opportunity to grow and it has taught him many new things. "RGR always takes care of their people. This job means so much to me because it puts food on my table and it has taught me many valuable lessons that I will pass on to my kids."



"Nobody else gave them a shot, but we are glad to be the ones to step up and give them a great job opportunity."

- RICARDO GUERRA JR.



"I always try to encourage my employees to see things from a different angle."

- CHRIS RIOS

CHRIS RIOS

Inspired to motivate others

CHRIS RIOS' OUTGOING PERSONALITY, upbeat attitude and positive impact on his colleagues have become a staple at the Travis Association for the Blind, also known as the Austin Lighthouse.

Rios was introduced to the Austin Lighthouse through a blind training program he joined after finding out that he was losing his eyesight. After touring the Austin Lighthouse, Rios realized that the loss of his eyesight did not mean that he had to stop working. Soon after that tour, Rios began working at the Austin Lighthouse in the receiving department and moved his way up to his current position – supervisor for the GOJO and Purell skincare line.

Rios is glad to have come across an organization that focuses on providing employment opportunities to those who are blind or

visually impaired. "I was inspired by the positivity of the employees who are blind and I hoped that one day maybe I could feel that way too," said Rios. "I was looking for an environment where I could fit in."

After being employed at the Austin Lighthouse for over a decade, Rios continues to not only produce great work but also motivate his peers every day. Martin West, Rios' supervisor at the Austin Lighthouse, admires Rios for his ability to help others. "Chris has so many qualities that are critical to his position as a supervisor," said West. "In his role, Chris is a coach. He will push, enable and encourage you. And if he sees that you need help, he will always stop what he is doing to help you out."

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 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.

- ▶ Upper Valley Helpsource, Inc., Alice
- ▶ Fresh Start of Monroe, Inc., Amarillo
- ▶ A Brothers Keeper, Arlington
- ▶ Austin Task, Inc., Austin
- ▶ Easter Seals Central Texas, 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
- ▶ Nueces Center for Mental Health and Intellectual Disabilities, Corpus Christi
- ▶ South Texas Lighthouse for the Blind, Corpus Christi
- ▶ The EB Foundation, Corpus Christi
- ▶ Woods, Etc., Corpus Christi
- ▶ Bootstraps Occupational Services, Inc., Crawford
- ▶ Dimmit/Zavala County IDD Work Center, Crystal City
- ▶ A Lift for Life Outreach Center, Inc., Dallas
- ▶ Envision, Dallas Lighthouse for the Blind, Dallas
- ▶ Goodwill Industries of Dallas, Inc., Dallas
- ▶ Precious Gems Service, Inc., Dallas
- ▶ Rising Star Resource Development Corporation, Dallas
- ▶ Rising Star Resource Development Corporation – Temporary Services, Dallas
- ▶ U&I, Dallas
- ▶ U&I – Temporary Services, Dallas

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, WorkQuest 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 works to develop 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.

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- ▶ 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, El Paso
 - ▶ ReadyOne Industries, El Paso
 - ▶ Xceed Resources, El Paso
 - ▶ Wilson County IDD Work Center, Floresville
 - ▶ ABG Fulfillment, Fort Worth
 - ▶ Amplify, Fort Worth
 - ▶ Goodwill North Central Texas – Temporary Services, Fort Worth
 - ▶ Growing New Generations, Ft. Worth
 - ▶ Liberty Proclaimed Ministry, Fort Worth
 - ▶ Lighthouse for the Blind of Fort Worth, Fort Worth
 - ▶ New Hope Academy of Fort Worth, Fort Worth
 - ▶ Redirection Opportunities, Fort Worth
 - ▶ Woodcreek Outreach Rehabilitation Development, Glidden
 - ▶ Center for Recovery and Wellness Resources, Houston
 - ▶ G & H Nutrition Centers of Texas, Inc., Houston
 - ▶ Goodwill Industries of Houston – Temporary Services, Houston
 - ▶ L&V Enterprise Resources Inc., Houston
 - ▶ Launch Point CDC, Inc. Houston
 - ▶ Lending Helping Hands to Others, Houston
 - ▶ Lieutenant's House., Houston
 - ▶ Lighthouse for the Blind of Houston, Houston
 - ▶ Link Labor and Construction, Houston
 - ▶ On Our Own Services, Inc., Houston
 - ▶ Open Wings Independent Living, Inc., Houston
 - ▶ Southeast Keller Corporation, Houston
 - ▶ Southeast Vocational Alliance, Inc., Houston
 - ▶ Texas House, Houston
 - ▶ The Homestead Community Development Corporation, Houston
 - ▶ The Phoenix Assembly, Houston
 - ▶ United Resource Group US, Houston
 - ▶ Second Chances – Starting Over Again, Humble
 - ▶ ODJ, Inc., Huntsville
 - ▶ RUCON, Inc., Huntsville
 - ▶ Saumya, Inc., Huntsville
 - ▶ Gateway Community Partners, Inc., Jacksonville
 - ▶ Enterprise Professional Services, Inc., Lakeway
 - ▶ Goodwill Industries of Lubbock Contract Services, Inc., Lubbock



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, or order a
catalog by calling (512) 451-8145.**

- ▶ 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
- ▶ Oak Creek Day Habilitation/ Vocational Center, Lufkin
- ▶ Squeaky Clean Solutions.org, Magnolia
- ▶ Cen-Tex A.R.C., Mexia
- ▶ PermiaCare, Midland
- ▶ Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- ▶ I Am Works, Pantego
- ▶ Camp County Developmentally Disabled Association, Inc., Pittsburg
- ▶ Lufkin State Supported Living Center, Pollok
- ▶ Atascosa County IDD Work Center, Poteet
- ▶ 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
- ▶ HIP Healthy Innovative Processes, 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
- ▶ Heart of Texas Goodwill Industries, Inc., Waco
- ▶ Heart of Texas Goodwill Industries, Inc., – Temporary Services, Waco
- ▶ RGG Construction Company, Weslaco
- ▶ RGR Industries, Inc., Weslaco
- ▶ Texana Center, Wharton
- ▶ Beacon Lighthouse, Inc., Wichita Falls
- ▶ Work Services Corporation, Wichita Falls

CORPORATE OFFICER

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