

2021

marketing report



WorkQuest

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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 Texas workers with disabilities.



A Message From the President & CEO

Fred M. Weber, Jr.

2020 was a year we
will never forget.

The introduction of COVID-19 spurred a monumental effort in the way that WorkQuest employees, as well as employees of Community Rehabilitation Programs (CRPs), were able to continue providing services to our *WorksWonders* Program customers. Words cannot express my appreciation for everyone's efforts.

CRP employees were among those on the front lines working to ensure that all essential business was able to continue uninterrupted—most significantly by supplying emergency cleaning services and products to state agencies and purchasing entities. WorkQuest helped to support those efforts by facilitating the purchase and distribution of personal protective equipment (PPE) to our frontline CRPs and working with them to develop and expand their safety product offerings to the state.

Through it all, *WorksWonders* Program employees proved that their steadfast determination and commitment to hard work is an essential element to a productive and successful Texas economy.

The *WorksWonders* Program has established itself as one of the most successful Programs of its kind in the nation time and time again. In 2020, the Program employed nearly 5,500 individuals with disabilities and paid more than \$50 million in wages to those individuals. This report introduces a few current *WorksWonders* Program employees; lists the Pro-

gram's "Top 10" customers for products, services and temporary employment services; and reviews the growth of sales and wages for the fiscal year. The report also highlights the 2020 Artie Lee Hinds Award virtual banquet and its winner, Nichole Nobles of the Austin Lighthouse for the Blind.



While WorkQuest prides itself on the contributions that the *WorksWonders* Program provides to the state economy, the benefits the Program provides to the individuals who work within it cannot be overlooked. Individuals employed through the Program receive access to training that prepares them for all working environments, both within the Program and beyond. By providing these individuals with the experience necessary to succeed in whichever environment they choose, the Program affords them the independence they need while also increasing employment opportunities through job placement and wage growth.

Of course, none of this would be possible without the tireless efforts of our CRPs, their dedicated employees and our solid customer base, all of which work together to enable the *WorksWonders* Program to grow.

On behalf of WorkQuest, I would like to thank the Texas Workforce Commission and the WorkQuest board of directors for their continued support of the *WorksWonders* Program. To our customers, we appreciate your partnership as we continue to grow and achieve even greater success.

Who We Are

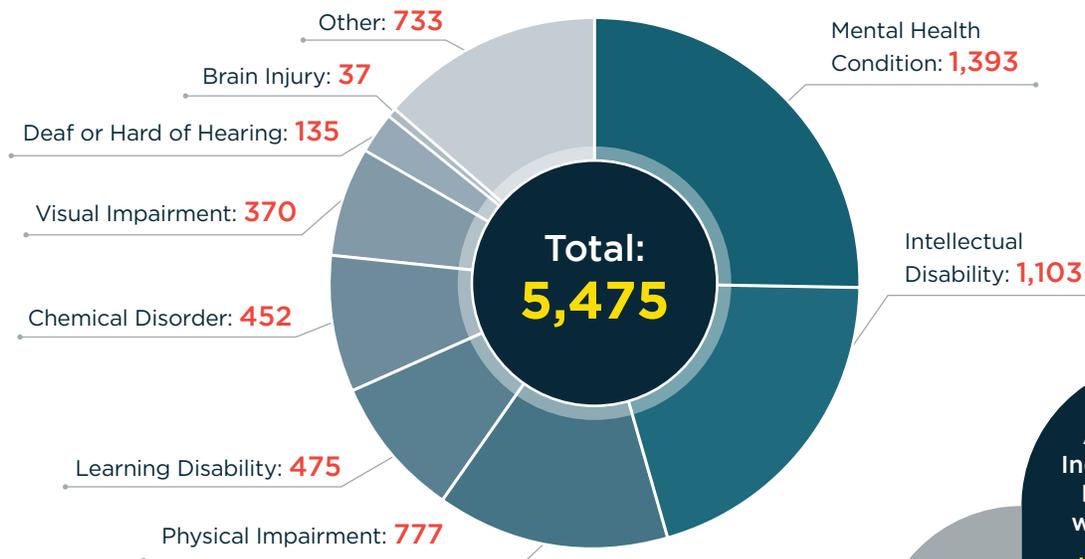
WorkQuest is a private, nonprofit corporation that links Texans with disabilities to meaningful employment opportunities through its partnerships with more than 100 Community Rehabilitation Programs (CRPs) across Texas. These partner CRPs supply city, county and state government entities with a wide 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 nearly 5,500 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



Annual Wages Including Benefits Paid to Texans with Disabilities:
\$50,806,443

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 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.



Artie Lee Hinds Award Celebration

WorksWonders Program participants celebrate first-ever virtual Artie Lee Hinds Award event

On September 23, 2020, WorkQuest hosted its first-ever virtual Artie Lee Hinds Award event, streamed over Zoom and YouTube Live. The online event celebrated community rehabilitation program (CRP) employees and the government entities who participate in the State Use *WorksWonders* Program, which provides employment opportunities for Texans with disabilities. Employees nominated for the 13th annual Artie Lee Hinds Award were recognized for their continued commitment to excellence—especially despite the difficulties caused by the ongoing COVID-19 pandemic.

Attendees, which included award nominees and their families, WorkQuest board members and employees, CRP representatives and purchasing entity representatives, celebrated the success of the *WorksWonders* Program, as well as the dedication of WorkQuest and its CRP partners.

The event featured video messages from special guest speakers, including several representatives from the Texas Workforce Commission (TWC)—Chairman Bryan Daniel, commissioner representing the public; Ed Serna, executive director; and Michael Hooks, director of the office of disability employment strategies. TWC received oversight responsibility for the Program in 2015 and has been instrumental in ensuring increased job opportunities for Texans with disabilities.

The event's highest honor, the 2020 Artie Lee Hinds Award, was given to Nichole Nobles of the Austin Lighthouse for the Blind. Nobles was honored for her leadership, dedicated service and commitment to her job. Her ability to adapt quickly to ensure the health and safety of herself and her coworkers was crucial to the success of the Travis Association for the Blind over this past year.

As in previous years, several other employees were recognized for going above and beyond in their work. Other award recipients include:

- ▶ **Van Bui of Endeavors Unlimited**, who received the Most Motivational Employee Award
- ▶ **Leroy Lacey of Goodwill Industries of East Texas**, who received the Most Inspirational Employee Award

WorkQuest also recognized the Top 10 customers who purchase products, services and temporary employment services through the *WorksWonders* Program. Without the contributions of these city, county and state organizations, Texas workers with disabilities would not have adequate opportunities for meaningful employment.

WorkQuest is looking forward to the continued growth of the *WorksWonders* Program, and we can't wait to celebrate its successes in person again.

Darryl Minor

Setting an example with positivity and hard work



The Lighthouse of Houston
Houston, Texas

If you were to walk into the warehouse at The Lighthouse of Houston (The Lighthouse), you would likely hear the laughter and friendly chatter of employees working there. One warehouse employee, Darryl Minor, has a contagious laugh that can often be heard above the rest.

Minor has worked in the warehouse at The Lighthouse, a nonprofit education and service center for the blind and visually impaired that is also a Community Rehabilitation Program (CRP) in the Texas State Use *WorksWonders* Program, for about eight months. However, his history with the organization goes back much further. When he was younger, he attended summer programs at The Lighthouse for children and teens who are blind or visually impaired.

“Because we have programs for youth and teens, some of the folks who go through those programs come back to work here later,” James Wakeland, Enterprise Services manager at The Lighthouse and Minor’s supervisor, said. “A lot of the employees have been here and been involved in this environment almost their whole lives.”

At The Lighthouse, Minor works on the organization’s largest contract. Each day, he packages bars of Dial soap and





“The best part of my job is the work camaraderie we all have because it makes each day more enjoyable.”

– Darryl Minor

The Lighthouse of Houston

gets them ready to be palletized and shipped out to every prison commissary in Texas run by the Texas Department of Criminal Justice. He’s quick to help his coworkers with their tasks in order to ensure that no one falls behind, and he appreciates how hard his team works.

“I get to be around people like myself,” Minor said. “We all like to get tasks done and make sure they’re fully complete, and my team meets my high standards.”

Minor’s exemplary work ethic doesn’t go unnoticed by his supervisor.

“Darryl makes my job super easy,” Wakeland said. “He’s very self-motivated, and his consistently great attitude makes others want to do better.”

Minor is one of the Lighthouse’s 87 current employees. The organization has served the blind or visually impaired community in the Houston area since it was founded in 1939. It helps to ensure that Minor, those he works with, and the broader blind or visually impaired community can be as independent as they want to be.

Minor is grateful that having a steady job allows him to pursue other passions, such as restoring old cars, playing on a beep baseball team and traveling to visit his family.

“I’ve always been independent, but this job has made me more so,” Minor said. “I have been very blessed.”



Michele Herrera

Empowered by her past and excited about her future



Goodwill Industries of
Fort Worth
Fort Worth, Texas

Starting a new job virtually—in the midst of a global pandemic, no less—might not be most people’s preferred way to begin a new chapter in life. Michele Herrera, however, believes that her career path has been nothing short of divine timing.

Through a contract with Goodwill Industries of Fort Worth, a Community Rehabilitation Program (CRP) in the Texas State Use *WorksWonders* Program, Herrera started working at the Texas Department of Transportation (TxDOT) in August of 2020, right in the middle of the coronavirus pandemic. Although the role is currently a temp position, she’s hoping to one day be permanently employed by TxDOT and is looking forward to meeting her coworkers in person for the first time.

“Goodwill’s intention in placing people in temp jobs is to ensure we can get a good paying job with benefits—something we can even retire from,” Herrera said. “I’d compare it to rising through military ranks. We have a structured path to achieve and excel.”

“By giving underserved people in Tarrant County and surrounding areas the job training they need to achieve max-



imum independence, Goodwill is a hand up, not a hand out,” David Cox, president and CEO of Goodwill Industries of Fort Worth, says.

As a record keeper, Herrera is in charge of maintaining all documents related to the TxDOT construction projects to which she’s assigned. It’s her job to make sure that contractors stay within the allotted budget for each project and to properly document receipts and other materials to back up cost estimates.

“I’m really fast and accurate, probably because I’m such a perfectionist,” Herrera said, laughing. “Someone told me that they saw how hard I worked to get everything right, and that’s the biggest compliment I’ve ever received.”

While she’s been at TxDOT for just 11 months, her journey to get to this job has been far longer. In 2017, Herrera found herself experiencing homelessness and working multiple part-time jobs to make ends meet. While eating at True Worth Place, a homeless resource center, she met a representative of Goodwill Industries of Fort Worth and found out about the Goodwill Jobs Program, where she was able to start her path

toward employment. Herrera started filling temp positions through Goodwill Staffing Services in 2019 as she patiently waited for a chance at a position with TxDOT. Her supervisor encouraged her to apply once a record keeping role became available, and Herrera never looked back.

“I absolutely love my job,” Herrera said. “I feel challenged every day and learn more with each task I’m assigned. I have job stability for the first time in a long time, and with that comes new hope. Goodwill Staffing Services—and through it, TxDOT—changed my life!”

For Herrera, the impact of stable employment has extended far beyond increasing her confidence to improving her financial situation as well. She recently closed on her dreamhouse in Fort Worth, a milestone she never imagined she would achieve without what she describes as divine intervention four years ago when she connected with Goodwill at True Worth Place.

“I was at rock bottom, but someone at Goodwill believed in me,” Herrera said. “They didn’t count my past against me and gave me a new lease on life.”



**“It’s not just employment, it’s empowerment.
We’re in the business of changing lives.”**

– David Cox

President and CEO, Goodwill Industries of Fort Worth

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 2019 through September 2020

Service Sales:

Texas Department of Transportation	\$55,130,842
Health and Human Services Commission	7,832,624
City of Houston	7,308,326
City of El Paso	2,750,134
Adjutant General's Department	2,441,846
Texas Department of Public Safety	2,075,890
City of Austin	1,950,292
Texas Department of Motor Vehicles	1,774,635
City of San Marcos	1,303,488
Texas Juvenile Justice Department	933,956
Other	4,447,120

TOTAL **\$87,949,153**

Product Sales:

Texas Department of Criminal Justice	\$16,524,129
Health and Human Services Commission	9,320,533
Texas Department of Transportation	9,180,159
Texas Department of Public Safety	2,091,174
Texas Department of Motor Vehicles	1,022,960
Texas Parks and Wildlife Department	766,517
Office of the Attorney General	342,979
Texas Juvenile Justice Department	310,825
Texas Commission on Environmental Quality	265,469
Texas Workforce Commission	205,807
Other	1,761,983

TOTAL **\$41,792,535**

Temporary Employment Service Sales:

Office of the Attorney General	\$7,171,642
Department of State Health Services	5,497,456
Health and Human Services Commission	5,295,128
General Land Office	4,197,666
Texas Department of Transportation	3,065,084
Texas Workforce Commission	2,996,663
Comptroller of Public Accounts	2,027,854
Texas Commission on Environmental Quality	1,465,571
Texas Department of Motor Vehicles	1,116,770
Department of Family and Protective Services	1,074,844
Other	7,003,391

TOTAL **\$40,912,069**

Top 10 Products

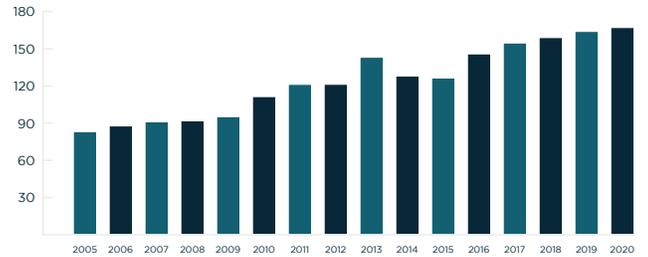
October 2019 through September 2020

Bond Paper, Including Recycled	\$5,466,094
Bathroom Tissue	4,653,889
Delineators	2,816,994
Fish	2,258,223
Raisins	1,625,908
Trash Can Liners	1,521,828
Spices	1,493,334
Safety Shirts and Vests	1,238,375
Hand Soap	1,061,791
Lunch Tray	1,060,550
Other	18,595,551

TOTAL **\$41,792,535**

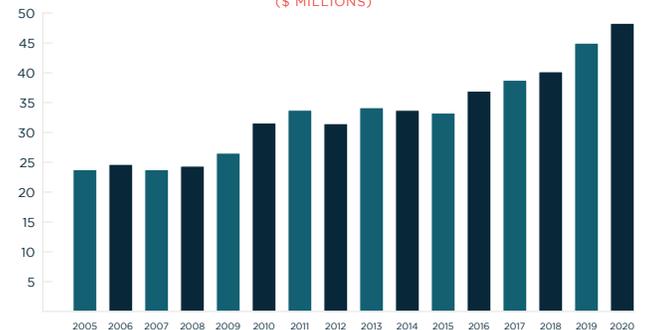
Sales Growth

(\$ MILLIONS)



Wages Growth

(\$ MILLIONS)



CRP Partners

- ▶ Abilene Goodwill Industries, Inc., Abilene
- ▶ Upper Valley Helpsource, Inc., Alice
- ▶ Fresh Start of Monroe, Inc., Amarillo
- ▶ A Brothers Keeper, Arlington
- ▶ Growing New Generations, Ft. Worth
- ▶ 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
- ▶ 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
- ▶ Achieve, Dallas
- ▶ Achieve – Temporary Services, Dallas
- ▶ Envision, 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
- ▶ 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 Industries of Fort Worth – Temporary Services, Fort 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
- ▶ Lending Helping Hands to Others, Houston
- ▶ Lieutenant's House., 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 Lighthouse for the Blind of Houston, Houston
- ▶ The Phoenix Assembly, Houston
- ▶ Xtra Spark Cleaning Services, Houston
- ▶ Second Chances – Starting Over Again, Humble
- ▶ ODJ, Inc., Huntsville
- ▶ RUCON, Inc., Huntsville
- ▶ Gateway Community Partners, Inc., Jacksonville
- ▶ Laceking Global Services, Inc., Katy
- ▶ NBT Public Services, Inc., Katy
- ▶ 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, Pollock
- ▶ Oak Creek Day Habilitation/Vocational Center, Lufkin
- ▶ Squeaky Clean Solutions.org, Magnolia
- ▶ Cen-Tex Association for Remarkable Citizens, Mexia
- ▶ Midland Vocational Services, Midland
- ▶ Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- ▶ I Am Works Association, Pantego
- ▶ Camp County Developmentally Disabled Association, Inc., Pittsburg
- ▶ Atascosa County IDD Work Center, Poteet
- ▶ Bluebonnet Trails Community Services, Round Rock
- ▶ 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
- ▶ 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://www.workquest.com), or order a catalog by calling (512) 451-8145.

Board of Directors

Chair: Gibson DuTerroil | Houston, TX
Vice Chair: John Luna | Euless, TX
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Kevin Jackson | Austin, TX

Advisory Committee Members

Lori Henning | Austin, TX
Texas Association of Goodwills

Dena Walts | Fort Worth, TX
Amplify

Platt Allen | Fort Worth, TX
Lighthouse for the Blind of Fort Worth

Corporate Officer

President/CEO: Fred M. Weber, Jr.

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