



WorkQuest

2022
MARKETING REPORT

WorkQuest



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MARKETING REPORT

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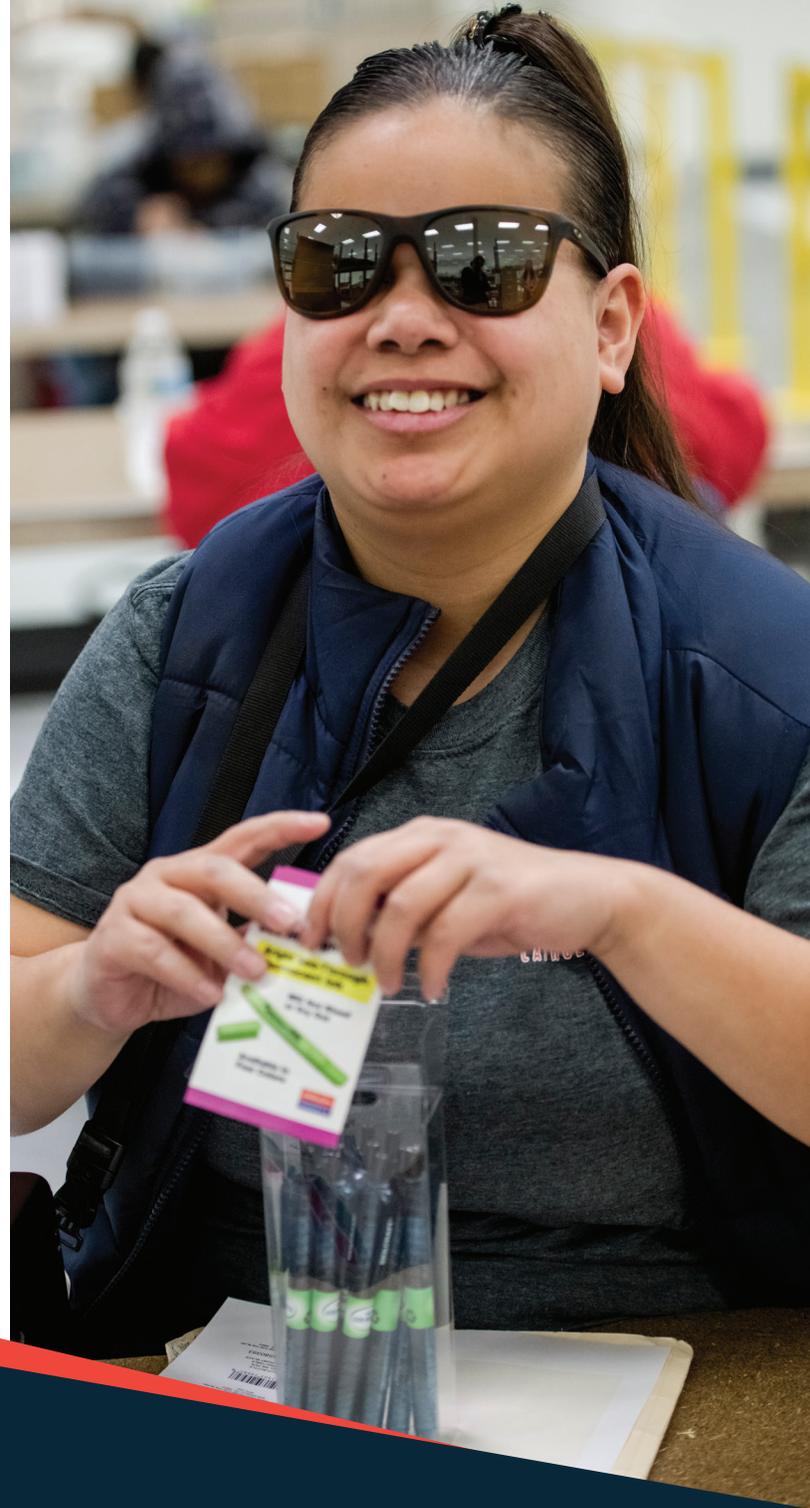
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WORKSWONDERS

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.

IN AN EFFORT TO CONTINUE WORK AS USUAL IN 2021, WorkQuest and its *WorksWonders* Program partners and supporters endeavored to not only meet, but exceed, every demand that arose throughout the year.

The *WorksWonders* Program employed more than 6,500 Texans with disabilities while increasing wages and benefits paid to those individuals throughout 2021. 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 for the reported fiscal year. The report also highlights the 2021 Artie Lee Hinds Award banquet and its winner, Ronald Jordan of the East Texas Lighthouse for the Blind.

Although lingering challenges from the COVID-19 pandemic continued to impact the workplace, WorkQuest and its Community Rehabilitation Program (CRP) partners and their employees worked to advance the mission of the *WorksWonders* Program and ensure its success. The efforts of our CRP partners to fulfill product and service orders while maintaining a safe work environment exemplified the perseverance and dedicated work ethic of the individuals employed throughout the Program.

WorkQuest and the Texas Workforce Commission worked together in 2021 to implement new reporting criteria for

Program CRPs. These new requirements were created with the intent to expand and increase the benefits provided to employees participating in the Program, and to ensure their future personal and professional progress.



The success of the *WorksWonders* Program would not be possible without the dedication of our CRP partners, the relentless hard work of the individuals employed through the Program, and the support of the Texas Workforce Commission and the WorkQuest Board of Directors. We are grateful for your enduring support which allows WorkQuest to provide meaningful employment opportunities across the state.

The *WorksWonders* Program benefits not only individuals with disabilities, but all Texans. I would like to thank you for your commitment and continued support as we look forward to another year full of growth and success in 2022.

WHO WE ARE

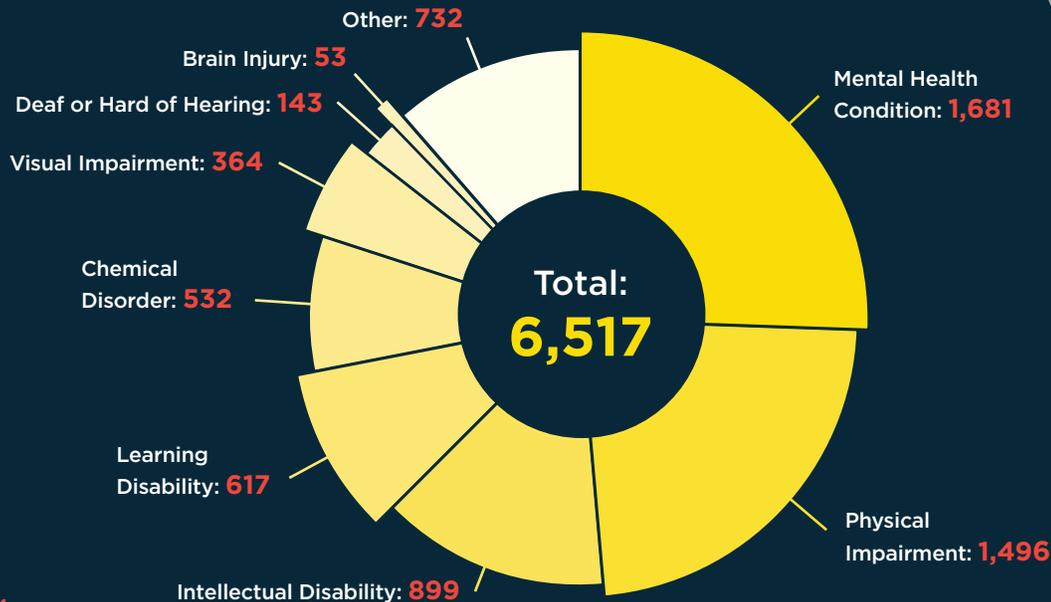
WORKQUEST IS A PRIVATE, NONPROFIT CORPORATION that links Texans with disabilities to meaningful employment opportunities through its partnerships with more than 100 Community Rehabilitation Programs (CRPs). These partner CRPs supply city, county and state government entities with a wide array of products, services and temporary employment services provided by Texas workers.

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 workers with disabilities are able to create 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 6,500 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:
\$60,965,955

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.



ARTIE LEE HINDS AWARD CELEBRATION

WorksWonders Program participants celebrate the 14th annual Artie Lee Hinds Award dinner



WORKQUEST HOSTED THE 14TH ANNUAL ARTIE LEE HINDS AWARD DINNER in Austin this past fall. After celebrating the dinner virtually in 2020 due to COVID-19, the event was held at a brand new location - the Hilton Austin Airport Hotel – with health protocols in place to assure the safety of all guests. WorkQuest was glad to be able to host the event in person and see so many familiar faces.

The event brought individuals together to recognize the hard work of WorkQuest, its *WorksWonders Program* Community Rehabilitation Program (CRP) partners and their employees. Attendees included CRP representatives, award nominees and their families, representatives from the Texas Workforce Commission, WorkQuest board members and employees, state agency customers, and various other guests.

The keynote speaker for the evening was Daryl Johnston, former NFL player and three-time Super Bowl champion with the Dallas Cowboys. Johnston gave an insightful speech during which he highlighted the positive impact that a cooperative work environment between CRP leadership and their employees can have on the success of an organization.

After the keynote address, WorkQuest thanked the top three customers who purchase products, services and

WorkQuest

The right solution.



temporary employment services through the *WorksWonders* Program. These city, county and state organizations and agencies allow CRP employees to engage in purposeful work. Agencies honored at this year's event included the Texas Department of Transportation, Texas Health and Human Services Commission, City of Houston, Office of the Attorney General, Texas Department of State Health Services and Texas Department of Criminal Justice.

The 2021 Artie Lee Hinds Award was given to Ronald Jordan of the East Texas Lighthouse for the Blind. Jordan – who is an experienced team member working on various production lines at the Lighthouse – was honored for his willingness to learn, his work ethic, and his leadership skills.

Some of the evening's additional award recipients included:

- **Connie Wooten of Rising Star Resource Development Corporation**, who received the Most Inspirational Employee Award
- **Brandon Freeman of On Our Own Services**, who received the Most Motivational Employee Award
- **Addy Leslie-Heaps of Goodwill Industries of North Central Texas**, who received the President's Award

WorkQuest looks forward to the 2022 event to celebrate another year of *WorksWonders* Program successes.



OSCAR HOLBROOK

Going above and beyond in the workplace



Work Services Corporation
Wichita Falls, Texas

IF YOU MAKE A ROAD TRIP STOP at the Eastland County Eastbound Safety Rest Area, you may come across Oscar Holbrook greeting you with a friendly smile and a helping hand.

Holbrook has been employed for the last 6 years by Work Services Corporation (WSC), a not-for-profit corporation that is also a community rehabilitation program (CRP) in the *WorksWonders* Program, which focuses on providing development and employment opportunities for people with disabilities. In his role at the safety rest area, Holbrook takes on a number of responsibilities such as setting up cleaning supplies, cleaning, grounds maintenance and leading the information services desk.



“The difference in what we do is that we prioritize filling jobs with people who have disabilities.”

– David Toogood

President and CEO, Work Services Corporation

“WSC serves any person in the community who has a disability and wants to work,” David Toogood, president and CEO of WSC, said. “We aim to build a strong team of leaders, align and motivate all members of the organization to achieve our goals, and serve people in a manner that helps move toward our vision of social, economic, and vocational equality for people with disabilities.”

Having made many memories during his time at WSC, Holbrook says the best part of his job is getting the opportunity to support others in any way he can. “I love getting to help other people by assisting them, helping with directions and answering their questions,” said Holbrook.

Around the workplace, Holbrook is known for being hard-working, committed, dependable and passionate. “This job

is literally my life and the people I work with are like my family,” Holbrook said. “I show up two hours early to every shift because I’d rather be a year early than a second late.”

Holbrook’s hard-working mentality has definitely been noticed by his peers and his Project Manager, Damon “Banjo” Berryman. “His strongest quality is his willingness to help and his ability to be available in any way he can. He is just a very faithful employee,” Berryman said. “He is always there when you need him and is always there to cover for people when they are sick or unable to make their shift.”

As for Holbrook, he is grateful to have a job that he enjoys and that gives him financial stability. “I can now afford to live on my own, which I couldn’t before,” Holbrook said. “I’m glad to still be here today, it’s a very fun place to work.”



MARK DUDLEY

Small details can make a great impact



West Texas Lighthouse for the Blind
San Angelo, Texas

AT THE WEST TEXAS LIGHTHOUSE FOR THE BLIND (the Lighthouse) in San Angelo, Texas, Mark Dudley is an employee known for his punctuality, effectiveness and attention to detail. You can find him working on numerous production lines assembling and packaging pens, safety items, gloves and lanyards.

For the last 6 years, Dudley has been employed by the Lighthouse, a non-profit organization that is also a community rehabilitation program (CRP) in the *WorksWonders* Program, that offers on-the-job training, upward mobility and advocacy for blind and visually impaired individuals.

Dudley enjoys having a job that consists of many tasks and attributes his success to being a detail-oriented person. “I find joy in making the products and packaging everything neatly and properly,” said Dudley. “I don’t like sloppy work, so I always make sure everything is correct and complete.”

His attention to detail, accuracy and task management skills are traits that make him stand out among others and allow him to be recognized by his peers and supervisors.

“Mark has a great work ethic. He always makes sure everything is done right and he recognizes how his job impacts the company as a whole,” said Joshua Glaze, operations manager at the Lighthouse. “He has an understanding of the bigger picture and that is one of the many reasons why he is a great employee.”



Aside from seeing how his work can impact the company, Dudley also says his job has made an impact on his life; a life that he is very grateful for. “I like my job at the Lighthouse because it keeps me financially secure. My steady income helps me pay my bills and it keeps me from relying on anybody else,” said Dudley.

Since 1963, the West Texas Lighthouse for the Blind has been changing lives by providing stable jobs with competitive pay and benefits to people that are blind.

“We are the only employer in all of West Texas that focuses on providing jobs to people that are blind or visually impaired,” said Dave Wells, CEO of the West Texas Lighthouse for the Blind. “A lot of our employees would not have jobs if it wasn’t for us, so we are happy to be able to provide them with a way to be financially independent.”



“My favorite thing about working at the Lighthouse is that it gives me a steady job and income, which is amazing for me.”

– **Mark Dudley**

West Texas Lighthouse for the Blind

BETTY JOHNSON

Making a difference behind the scenes



Second Chances - Starting Over Again
Humble, Texas



BETTY JOHNSON HAS BEEN WORKING

at the Texas Health and Human Services Commission (HHSC) office in Pasadena, Texas since the location opened 4 years ago. She is employed through Second Chances - Starting Over Again (Second Chances), a community rehabilitation program (CRP) in the *WorksWonders* Program that provides employment opportunities for individuals with disabilities.

Around the HHSC office, employees admire Johnson's ability to keep everything perfectly clean at any given time. "I start my routine first thing in the morning," said Johnson. "I do my first round of cleaning and tidying up, and then I make sure to continue cleaning throughout the day to keep everything looking nice."

Ambery Walker, supervisor at Second Chances, is thankful to have an employee like Johnson. "Supervising Betty is truly an honor because she is the ideal employee," said Walker. "She always keeps her building very clean and always wants to do a good job to make sure everyone around her is happy."



“Her job is what keeps her going and I’m glad we are able to provide this opportunity for her.”

- Ambery Walker

Supervisor, Second Chances - Starting Over Again

Johnson’s ability to maintain a clean environment is crucial, and was especially necessary during the COVID-19 pandemic when cleaning and disinfecting were critical to keeping everyone safe. “Betty would be the first to come in and she immediately took initiative and control of the situation,” said Walker. While supervisors usually take the lead in projects, the tables were turned this time around and Johnson had no problem taking charge by letting her supervisor know where and how she needed her assistance. “She is always eager to do her job while making sure to take the lead.”

Johnson has been fortunate to make close connections with the employees at HHSC. “I get along very well with everyone at my job and everyone is very friendly with me,” said Johnson. “I especially enjoy getting to meet all of the friendly people that come into the office throughout the day.”

“Our employees do work that is imperative in their communities,” Alisa Walker, CEO of Second Chances, said. “Having a clean work environment is one of the small things that sometimes goes unnoticed, but we know that it makes a difference. These jobs allow us to make a difference.”

“I enjoy keeping people satisfied with the work I do around the office,” said Johnson. “That is what makes me look forward to coming into work every day.”



HOW WE HELP

People with Disabilities

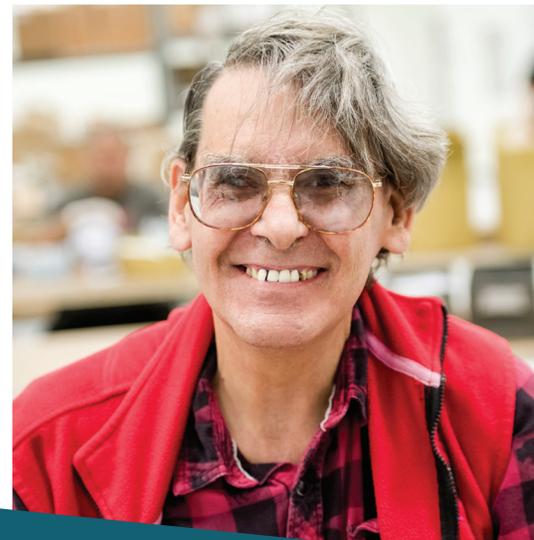
- Stable, vocational rehabilitation for individuals with disabilities is provided within their own communities.
- Individuals with disabilities are given the opportunity to become self-sufficient.
- Efforts to deinstitutionalize people with disabilities are encouraged.
- Training, meaningful employment 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.
- Studies have shown a savings in public expenditures for purchases made through the *WorksWonders* Program and similar initiatives nationwide. 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 2020 through September 2021

Service Sales:

Texas Department of Transportation	\$61,044,788
Health and Human Services Commission	10,733,781
City of Houston	7,550,346
City of El Paso	2,932,110
Texas Military Department	2,473,192
Texas Department of Public Safety	2,448,377
Texas Department of Motor Vehicles	2,095,837
City of San Marcos	1,381,693
Texas Parks and Wildlife Department	1,194,740
City of Austin	1,147,882
Other	4,695,878

TOTAL **\$97,698,625**

Product Sales:

Texas Department of Criminal Justice	\$17,354,840
Texas Department of Transportation	8,085,804
Health and Human Services Commission	7,473,498
Texas Department of Public Safety	1,577,515
Texas Parks and Wildlife Department	752,891
Texas Department of Motor Vehicles	601,151
Texas Juvenile Justice Department	238,422
Texas Commission on Environmental Quality	150,970
Department of Family and Protective Services	101,215
Texas Workforce Commission	99,205
Other	1,361,852

TOTAL **\$37,797,362**

Temporary Employment Service Sales:

Department of State Health Services	\$15,579,661
Texas Workforce Commission	15,075,350
Office of the Attorney General	8,787,873
Health and Human Services Commission	4,148,482
General Land Office	4,127,174
Texas Department of Transportation	3,105,790
Texas Commission on Environmental Quality	1,833,195
Comptroller of Public Accounts	1,742,028
Texas Division of Emergency Management	1,262,321
Department of Family and Protective Services	1,034,130
Other	7,762,988

TOTAL **\$64,458,993**

Top 10 Products

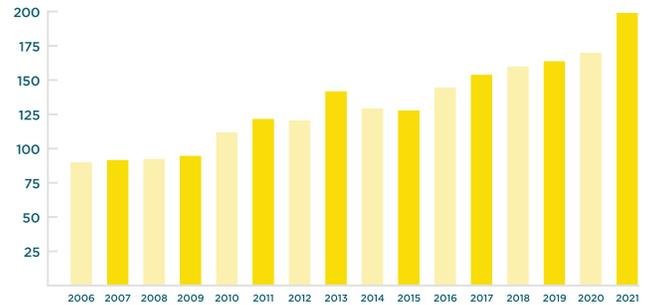
October 2020 through September 2021

Toilet Tissue	\$4,224,598
Bond Paper, Including Recycled	4,023,023
Fish	2,851,524
Posts for Delineator Markers	1,700,235
Lunch Tray	1,490,418
Trash Can Liners	1,389,154
Bag, Paper	1,371,843
Safety Shirts	1,300,115
Hand Soap	1,286,110
Raisins	1,063,181
Other	17,097,160

TOTAL **\$37,797,362**

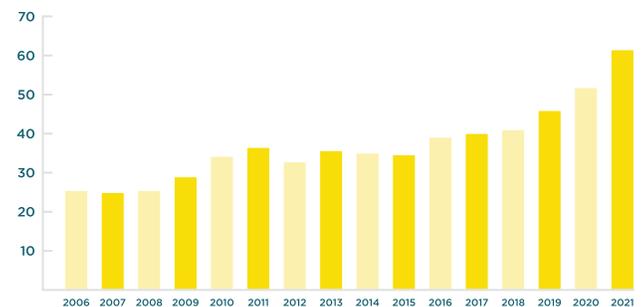
Sales Growth

(\$ MILLIONS)



Wages Growth

(\$ MILLIONS)



CRP PARTNERS

- ▶ 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
- ▶ 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 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
- ▶ 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
- ▶ 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
- ▶ 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, Houston
- ▶ Texas House, Inc., Houston
- ▶ The Homestead Community Development Corporation, Houston
- ▶ Lighthouse for the Blind of Houston, Houston
- ▶ The Phoenix Assembly, Houston
- ▶ Second Chances – Starting Over Again, Humble
- ▶ ODJ, Inc., Huntsville
- ▶ RUCON, Inc., Huntsville
- ▶ Saumya, Inc., Huntsville
- ▶ Gateway Community Partners, Inc., Jacksonville
- ▶ Laceking Global 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
- ▶ Oak Creek Day Habilitation/ Vocational Center, Lufkin
- ▶ Squeaky Clean Solutions.org, Magnolia
- ▶ Cen-Tex A.R.C., Mexia
- ▶ Midland Vocational Services, Midland
- ▶ Vocational Opportunity Center of Northeast Texas, Inc., Mount Pleasant
- ▶ 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
- ▶ 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.

WorkQuest

www.workquest.com

MAIN OFFICE

(512) 451-8145
1011 East 53 1/2 Street
Austin, Texas 78751

CENTRAL STORE

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

CORPORATE OFFICER

President/CEO: Fred M. Weber, Jr.

BOARD OF DIRECTORS

Chair: Gibson DuTerroil | Houston, TX
Vice-Chair: John Luna | Eules, TX
Treasurer: Peggy Foreman | Austin, TX
Secretary: Jack Nash | Austin, TX
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Donnie Williams | Austin, TX
Kevin Jackson | Austin, TX
Jason Modglin | Austin, TX

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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