



2020

MARKETING REPORT

WorkQuest

A man with a grey beard and a purple baseball cap with 'TCU' on it is smiling. He is wearing a dark t-shirt with a graphic that says 'Rivers and Ravines 2009'. He is working with a large roll of cardboard on a machine. The background shows a workshop with shelves and a window. A large blue graphic with diagonal lines is on the left side of the image.

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MARKETING REPORT



Contents

<i>WorksWonders</i>	2
A Message From the President & CEO	3
Who We Are / Who We Serve	4
How It Works	5
Annual Artie Lee Hinds Award Dinner	6
Profile: Kara Botschon	10
Profile: Fernando Rodriguez	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.

THE WORKSWONDERS PROGRAM experienced a successful year and was able to expand employment opportunities for individuals with disabilities across the state.

In 2019, the *WorksWonders* Program employed nearly 6,000 individuals with disabilities and paid more than \$48 million in wages to those individuals. This report introduces a couple of current *WorksWonders* Program employees; lists the Program'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 2019 Artie Lee Hinds Award banquet, including the event's top award recipient, Jamie Chilton. Chilton, along with all of the evening's recognized nominees, exemplifies the purpose of the *WorksWonders* Program – providing individuals with the skills necessary to succeed in professional and personal environments, while simultaneously supplying quality products and services to purchasing entities across the state.

Over the years, the *WorksWonders* Program has established itself as one of the most successful programs of its kind in the nation. Individuals employed through the Program receive access to training that prepares them for all working environments, both within and outside the Program, which stimulates increased employment through job placement

and wage growth. All of this is possible due in large part to the tireless efforts of our Community Rehabilitation Programs (CRPs), their dedicated employees and our solid customer base, all of which works together to enable the Program to prosper.



In the fall of 2019, administrative oversight of the *WorksWonders* Program was transferred within the Texas Workforce Commission (TWC) to reside under the Office of Disability Employment Strategies. WorkQuest continued its relationship with TWC under this new administrative body and worked together to ensure the Program fulfills its mission of employing individuals with disabilities. WorkQuest looks forward to further expanding that relationship to benefit those individuals.

On behalf of WorkQuest, I would like to thank you for your steadfast commitment to the *WorksWonders* Program. It is your enduring support and partnership that have enabled the Program to continually achieve greater successes year after year.

Who We Are

WORKQUEST IS A UNIQUE NONPROFIT corporation that helps supply these 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.

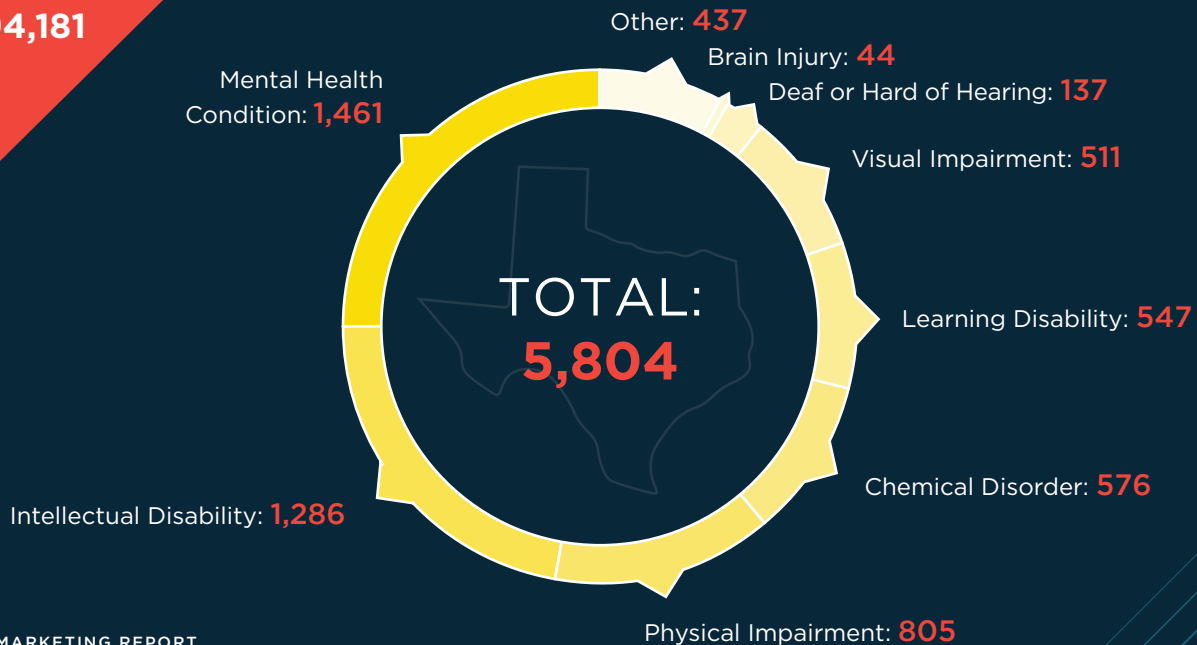
Purchasing through the *WorksWonders* Program offers a number of benefits for those who do business with us. In addition to receiving fair and competitive pricing, a convenient and efficient ordering system and outstanding customer services, every transaction helps to advance our mission of employing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

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

Annual Wages Paid to Texans with Disabilities:

\$48,994,181

Who We Serve



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 purchased by agencies, WorkQuest facilitates compensation between CRPs and those agencies.



Artie Lee Hinds Award Dinner

WorksWonders Program participants recognized during 12th annual Artie Lee Hinds Award dinner

WORKQUEST HELD ITS 12TH ANNUAL Artie Lee Hinds Award dinner in Austin last fall, where nearly 400 attendees gathered to celebrate the supporters of the State Use *WorksWonders* Program. The annual event recognizes CRPs and their employees, as well as state and other government agencies and their representatives, who have made significant contributions to the *WorksWonders* Program and helped to ensure its continued provision of employment opportunities for Texans with disabilities.

The evening's highest honor, the 2019 Artie Lee Hinds Award, was presented to Jamie Chilton of Beacon Lighthouse for the Blind. Chilton was awarded for her determination, resilience and compassionate leadership at the Lighthouse. Her story of overcoming personal obstacles while excelling in her work is an inspiration to all.

Some of the evening's other award recipients include:

- » Jerrell Harris of ABG Fulfillment, who received the Most Motivational Employee Award
- » Edgar Contreras of Xceed Resources, who received the Most Inspirational Employee Award
- » Buddy Edgemon, of Beacon Lighthouse for the Blind, and Lori Henning, of the Texas Association of Goodwills, who each received the Spirit of State Use Awards for their longstanding commitment to the success of the Program





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



The event wrapped up with keynote speaker, Jim Abbott, who is a former Major League Baseball (MLB) pitcher born without a right hand. Abbott shared his poignant story about achieving success as an athlete at a professional level despite his perceived disability. He played 10 seasons for several MLB teams and now travels the world sharing his message of perseverance and creatively adapting to overcome adversity.



We look forward to celebrating another year of successes through the *WorksWonders* Program.







Kara Botschon:

Embracing versatility and appreciating the little things

AT THE LIGHTHOUSE FOR THE BLIND of Fort Worth (the Lighthouse), Kara Botschon can be found assembling drug testing kits, inputting data on a computer in the optical lab, moving boxes on a pallet jack, grinding lenses to fit specific prescriptions or working on any number of other tasks.

The Lighthouse, a Community Rehabilitation Program (CRP) with the Texas State Use *WorksWonders* Program, serves the blind and visually impaired community in the Fort Worth metro area. Founded in 1935, the Lighthouse offers three distinct programs: Industrial Operations and Sales, Client Services and Community Outreach.

A true chameleon at her job, Botschon jumps in to assist with any number of roles.

“I’m a perfectionist and very detail-oriented, which makes this job a good fit for me,” Botschon said. “When I leave for the day, I feel like I’ve accomplished something that’s going to help people.”

After working at the Lighthouse for 18 months, Botschon left town for a job at Amazon. However, she quickly missed her co-workers and returned to Fort Worth and the Lighthouse.

“She has such a vibrant outlook on life,” Gary Coufal, head of industrial operations at the Lighthouse, said. “She





The Lighthouse for the Blind // Fort Worth, TX

proves that she can do pretty much anything a sighted person can and doesn't let anyone stop her. Kara never says no to a challenge!"

Many things Botschon has learned at work have translated to her personal life. She wants others to realize that a lack of vision doesn't mean a lack of independence. Botschon lives on her own, which is something she says wouldn't have been possible without her job at the Lighthouse.

"I've learned a lot of useful skills that I can apply to the rest of my life and future jobs," she said. "I really appreciate being able to work and keep my independence, which is so important to me."

"People like to put blind or visually impaired individuals in a box. Kara [and our other employees] breaks that mold."

- GARY COUFAL

*Head of Industrial Operations,
Lighthouse for the Blind in Fort Worth*



Fernando Rodriguez: Reigniting a passion and a purpose

THE SOUTHBOUND LIVE OAK COUNTY SAFETY REST AREA just outside of San Antonio is consistently busy as those on road trips, lengthy commutes or long drives stop to stretch their legs or use the restroom. Fernando Rodriguez is there to greet as many as he can.

Rodriguez is an employee of E.Q.U.I.P. Enterprises, Inc., a San Antonio-based vocational rehabilitation nonprofit that is also part of the Texas State Use *WorksWonders* Program. Since he began at E.Q.U.I.P., a Community Rehabilitation Program (CRP), five years ago, Rodriguez has overseen the rest area. He makes sure it's clean, that restrooms are stocked with soap and paper products, and the grounds are maintained. As part of his daily tasks, he replaces toilet paper, takes out trash, scrubs windows, mops floors, rakes

gravel, sweeps sidewalks and pressure washes the parking lots. It keeps him busy, but that's how he prefers it.

"I like to do it all," Rodriguez said. "I don't want to stay home all day. I'd rather be busy, and I'm a bit of a workaholic!"

Rodriguez is thankful for his second chance at a fulfilling career. After suffering a stroke 10 years ago, he was unable to continue working as a flooring contractor. He found out about E.Q.U.I.P. at a job fair and thought it could offer him some stability and a renewed sense of purpose.

"Everyone here has been flexible and accommodating with my needs and have made me feel comfortable," Rodriguez said. "All I have to worry about when I'm here is making



sure anyone who stops at the rest stop doesn't have to ask for anything.”

Rodriguez notices and takes care of the little things that others might not, Richard Quintanilla, Rodriguez's supervisor, said.

“He likes to take on the more obscure tasks and always goes the extra mile,” Quintanilla said. “He's had his problems in life like everyone else, but he no longer allows things to get him down. He just focuses and gets to work. He often lets me know his plan for the day before I can even say, ‘Hi!’”

Rodriguez's efforts haven't gone unrecognized. Last year, he received E.Q.U.I.P.'s John Banasik Award, which honors the organization's top employee. Rodriguez accepted a plaque at the nonprofit's annual corporate banquet.

“It meant a lot to me,” he said. “When I first started here, I was five years into some hardships. Now, I'm much happier. I think things worked out.”

“Fernando doesn't need to be asked to do things. He puts his mind on the job, and he's a self-starter!”

- RICHARD QUINTANILLA

*Site Supervisor,
E.Q.U.I.P. Enterprises, 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 2018 through September 2019

SERVICE SALES:

Texas Department of Transportation.....	52,795,236
Health and Human Services Commission.....	7,421,546
City of Houston.....	5,633,049
City of El Paso.....	2,775,977
Adjutant General's Department.....	2,137,719
City of Austin.....	2,063,635
Texas Department of Public Safety.....	1,943,686
Texas Department of Motor Vehicles.....	1,887,084
City of San Marcos.....	1,311,992
Texas Juvenile Justice Department.....	911,619
Other.....	4,473,603

TOTAL..... \$83,355,150

PRODUCT SALES:

Texas Department of Criminal Justice.....	\$16,115,374
Health and Human Services Commission.....	9,169,580
Texas Department of Transportation.....	7,958,718
Texas Department of Public Safety.....	1,892,747
Texas Department of Motor Vehicles.....	934,374
Texas Parks and Wildlife Department.....	700,921
Office of the Attorney General.....	551,999
Texas Commission on Environmental Quality.....	366,264
Texas Workforce Commission.....	350,712
Texas Juvenile Justice Department.....	349,040
Other.....	2,291,589

TOTAL..... \$40,681,325

TEMPORARY EMPLOYMENT SERVICE SALES:

Office of the Attorney General.....	12,284,188
Health and Human Services Commission.....	5,416,236
Department of State Health Services.....	4,481,525
Texas Department of Transportation.....	3,411,930
Texas Department of Public Safety.....	3,131,834
Texas Commission on Environmental Quality.....	2,318,769
General Land Office.....	1,907,299
Comptroller of Public Accounts.....	1,475,604
Texas Department of Motor Vehicles.....	699,329
Department of Family and Protective Services.....	577,002
Other.....	6,708,567

TOTAL..... \$42,412,287

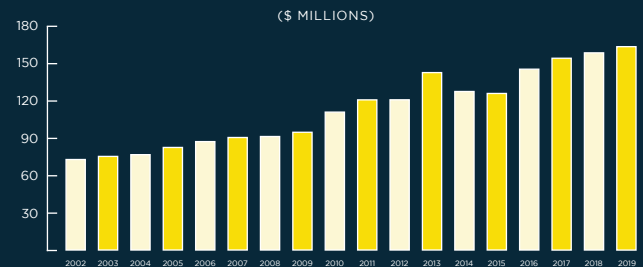
Top 10 Products

October 2018 through September 2019

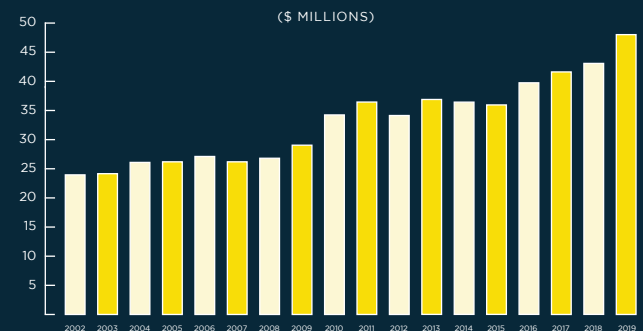
Copy Paper.....	\$6,286,091
Bathroom Tissue.....	4,932,968
Fish.....	2,171,138
Delineators.....	1,694,681
Trash Can Liners.....	1,509,263
Spices.....	1,482,065
Bag, Paper.....	1,170,962
Safety Shoe.....	1,078,025
Safety Shirts and Vests.....	1,060,547
Bar Soap.....	974,141
Other.....	18,321,439.00

TOTAL..... \$40,681,325

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
- > Woodcreek Outreach Rehabilitation Development, Conroe
- > 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
- > The Behavioral Health Center of Nueces County, 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
- > 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, 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, 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
- > 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
- > Xtra Spark Cleaning Services, Houston
- > ODJ, Inc., Huntsville
- > RUCON, Inc., Huntsville
- > Gateway Community Partners, Inc., Jacksonville
- > Laceking Global Services, Inc., Katy
- > 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
- > 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
- > Open Wings Independent Living, Inc., Pearland
- > Reliable Facilities Service, Inc., Pflugerville
- > 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
- > 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

WorkQuest

The right solution.

Since 1978



View all of the *WorksWonders* products on our website, WorkQuest.com, or order a catalog by calling **(512) 451-8145**.

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WorkQuest

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