

CITY OF SAN MARCOS HUMAN SERVICES GRANT FY 2026-2027 APPLICATION

I. SUMMARY INFORMATION

Please spell out organization name and program name completely, without acronyms.

Applicant Organization: Goodwill Central Texas

Contact Name, Title: Jaime Castleberry, Director of Grants

Telephone: 512-637-7547

Contact E-Mail Address: jaime.castleberry@gwctx.org

Website: goodwillcentraltexas.org

Mailing Address: 1015 Norwood Park Blvd., Austin, TX 78753

Do you have a location in San Marcos where people can walk in and ask questions about the program? If so, what is the address? San Marcos Career Center, 1005 Texas 80, San Marcos, TX 78666

Who is authorized to execute program documents? (Name, Title) Tamara Atkinson, Chief Impact Officer

Program Name: Workforce Advancement at San Marcos Career Center

Amount of Funds Requested: \$77,209.05

What percentage of the cost of this program is requested as funding through this application? 50%

II. SHORT ESSAY QUESTIONS

All questions must be answered. Please type your answers. Application evaluations will be based on, but not necessarily limited to the criteria stated in each section.

OVERVIEW

1. Summarize the program for which funding is being requested, the services it provides, and the clients it serves.

Goodwill Central Texas has extensive experience delivering workforce development and employment services to individuals with obstacles to family-sustaining employment. The proposed program is designed to connect low-income San Marcos residents who are unemployed or underemployed with training, support, and other employment services that lead to sustained economic self-sufficiency.

Program activities are designed to address significant barriers to employment commonly experienced by hard-to-serve individuals, including housing insecurity, limited digital literacy, lack of work history or credentials, disabilities, transportation challenges, and other economic hardships that prevent sustained employment.

The program utilizes an integrated service model that combines:

- Comprehensive Case Management - Participants will receive individualized, employment-focused case management delivered by an experienced Career Case Manager (CCM). Comprehensive assessment conducted at enrollment and updated throughout participation includes a holistic review of employment history, education and skills, housing stability, transportation access, legal barriers, health and behavioral health considerations, digital literacy, and career goals. Using assessment results, the CCM will collaborate with each participant to develop an Individual Career Plan that identifies short and long-term employment goals, needed services, referrals needed for resources from partner agencies, and other strategies to mitigate barriers to employment and retention.
- Career Advancement Training (CAT) - CAT focuses on strengthening foundational employability and job-retention skills that employers consistently identify as critical to success in the workplace. Core training components include professional communication, workplace expectations, time management, problem-solving, teamwork, and accountability. Participants also receive targeted instruction in resume development, application completion, interview preparation, and effective job search strategies. Digital literacy is integrated throughout training and includes use of email, online job boards, Microsoft and Google platforms, and productivity tools needed to successfully engage with modern employers.
- Supportive Services - Supportive Services will be provided to eligible participants when other resources are unavailable, in accordance with cost limitations and Goodwill policies. Supportive services such as emergency assistance for transportation, housing, utilities, and food will provide participants with a minimum level of short-term stability needed to complete the program. Transportation assistance will be available for participants who do not have transportation to training or work, and participants may also receive assistance with purchasing work materials, such as work boots or uniforms or digital devices. Supportive services can help to bridge the gap, allowing clients to maintain program participation rather than dropping out due to lack of ability to meet critical basic needs or to travel to services.
- Job placement assistance - CCMs work directly with participants to support all phases of the job search and placement process. Services include career exploration aligned with skills and interests, job search planning, identification of appropriate job leads, application assistance, interview preparation, and coordination with employers as needed. CCMs may also advocate on behalf of participants by communicating with employers regarding participant strengths, training completed, and the availability of ongoing support to address workplace challenges.
- Job-retention follow-up Services - Once a participant is placed into employment, GCT provides follow-up services to support their continued advancement and career pathway. Retention services focus on supporting employment stability and advancement. During follow-up contacts, CCMs assess job satisfaction, attendance, performance, and emerging barriers that could threaten continued employment, such as transportation issues, schedule changes, or workplace conflicts. When needed, CCMs coordinate additional supportive services, provide problem-solving assistance, or connect participants to further training or credential opportunities that support career progression. This proactive retention strategy helps participants maintain employment, supports positive employer relationships, and contributes to sustained employment outcomes.

COMMUNITY NEED AND JUSTIFICATION –20 POINTS

Evaluation: documentation and justification of the need for the program in the City of San Marcos.

1. Describe in detail the need for this program in San Marcos.

San Marcos is a growing city with an estimated 77,362 residents in 2026, up 13.4% since 2020. Population growth highlights expanding demand for stable employment and workforce supports. San Marcos continues to experience significant economic challenges that disproportionately impact low-income residents.

- The median household income in San Marcos is approximately \$55,727 (with some sources indicating \$51,030), below the U.S. median, indicating challenges in attaining economic self-sufficiency for many households
- San Marcos has a poverty rate of about 26%, significantly higher than the Texas state average (~14%) and the national average (~11%), showing persistent economic hardship. A large share of households earn under \$50,000 annually, with over 15% earning less than \$15,000, demonstrating the prevalence of low-income residents in need of support.
- While the regional unemployment rates have fluctuated, local unemployment remains a challenge for residents with barriers to training and job placement. (Local data suggests unemployment around ~5.5% as of 2025.)
- A growing number of households live at or below ALICE (Asset Limited, Income Constrained, Employed) threshold, those working but unable to afford basic needs. Median income has stagnated compared to rising housing and transportation costs.
 - While the majority of households rent, the median monthly rent in San Marcos is approximately \$1,299, presenting a cost burden especially for low-income households where rent can consume a high percentage of income. Cost-burdened renters often face difficult choices between work and essential supports such as childcare.
 - Transportation challenges, limited access to childcare, and workforce participation gaps disproportionately impact families with low incomes and people seeking employment at livable wages.
- Workforce participation gaps are evident among individuals with limited access to training and job support systems.

These conditions create barriers to stable employment and underline the need for a structured employment program that combines training, supportive services, and employment pathways.

2. Has the need for this program been increasing in recent years?

The need for employment-focused economic stability services in San Marcos has increased in recent years due to rapid population growth, rising housing costs, and persistent income disparities.

San Marcos has experienced significant population growth over the past several years, increasing demand for affordable housing, transportation infrastructure, and workforce opportunities. While economic development has expanded in the region, wage growth has not kept pace with rising living expenses, particularly rental costs. Median rents in San Marcos have steadily increased, while a substantial portion of households continue to earn below \$50,000 annually. As a result, many working residents remain cost-burdened, spending more than 30% of their income on housing.

IMPLEMENTATION –15 POINTS

Evaluation:

- *The application demonstrates that resources needed to manage the proposed program are available and ready.*
- *Applicant has clearly defined objectives focusing on results and measurable outcomes vs. only program activities descriptions and numbers served.*
- *Past performance of programs funded by Human Services Grants has met expectations.*

1. Are all resources in place to be able to implement this program? If not, what is missing?

The agency has established workforce development infrastructure, experienced staff, case management systems, financial oversight procedures, and employer partnerships necessary to begin implementation immediately upon award. The San Marcos Goodwill Career Center launched in 2010. With the growth and changes in need in the community, the career center has adjusted services accordingly. Current hiring trends have demonstrated the need for increased services in digital navigation and devices on which to job search and practice digital skills. A dedicated Career Case Manager (CCM) will oversee participant enrollment, individualized career planning, supportive service coordination, job placement, and retention follow-up. Career Advancement Training (CAT) is an existing program model with structured curriculum, trained facilitators, and available classroom and virtual delivery capacity.

The agency maintains:

- Established intake and eligibility procedures
- Secure case management and outcome tracking systems
- Written policies governing supportive service issuance and documentation
- Financial management systems compliant with public funding requirements
- Active employer partnerships in sectors aligned with local labor market demand

Community partnerships are also in place to support referrals and wraparound services, including housing resources, transportation coordination, public benefits navigation, and other stabilization services. These partnerships reduce duplication and strengthen service integration.

No major program components are missing. If funding is awarded, implementation can begin immediately without delay. The only scalable element is the level of supportive services and digital devices available to provide to community members; additional funding would expand the depth to which participants are served.

2. What specific, measurable outcomes or results do you hope to achieve with this program?

The program is structured around clear, measurable, outcome-focused objectives. Over the 12-month funding period, the program will achieve the following:

Participation & Training Outcomes

- 64 San Marcos residents enrolled
- 44 participants (70%) complete Career Advancement Training
- 45 participants receive supportive services tied to employment attainment/retention
- 70% demonstrate improved digital literacy and job search capacity

Employment Outcomes

- 40 participants (62% of enrolled) obtain employment
- Average wage at placement will meet or exceed their entry wage

Performance will be tracked through enrollment records, training completion logs, employment verification, and service and case note documentation. Monthly internal reviews will monitor progress toward benchmarks and allow for timely adjustments if necessary. The program's success is defined not only by the number served but by measurable employment attainment and sustained job retention outcomes that directly contribute to economic stability for San Marcos households.

3. If funding is not available at the requested amount, what is the minimum Human Services Grant funding needed to be able to run this program?

The minimum funding required to operate the program effectively is \$60,000

At this reduced level, the program would:

- Enrollment would decrease from 64 participants to approximately 45-50.

- Maintain core case management, training, and placement services
- Job placement targets would scale proportionally.
- Supportive service capacity would be reduced but not eliminated.
- Core case management and training infrastructure would remain intact.

Funding below this threshold would significantly limit the program’s ability to provide meaningful supportive services, which are critical to achieving employment retention outcomes. Supportive services are often the determining factor in whether participants can maintain training participation and employment during the first 90 days. It would also risk weakening placement success rates.

Even at reduced funding, the agency would leverage existing infrastructure, employer partnerships, volunteer engagement, and non-City funding sources to preserve core employment services. However, the requested funding level ensures full implementation capacity and maximizes measurable impact.

IMPACT AND COST EFFECTIVENESS –20 POINTS

Evaluation:

- *impact on the identified need*
- *implementation costs compared to impact*
- *use of available resources (financial, staff, volunteer)*
- *impact compared to other applicants*

1. Programs can provide value by deeply impacting the lives of a few, with effects that may ripple through generations, or by providing smaller but meaningful impact to a larger group. Describe in detail the impact this program will have on the identified need and on San Marcos residents.

Goodwill Central Texas’ workforce model is designed to produce measurable employment outcomes that directly address economic instability in San Marcos. With poverty rates significantly higher than state and national averages, a substantial renter population experiencing cost burden, and a growing number of ALICE households struggling to meet basic needs despite employment, there is a clear need for structured employment pathways tied to retention and wage stability.

The program’s impact is both immediate and long-term. The direct individual impact includes:

- Increased job readiness and employability skills
- Improved digital literacy and navigation skills
- Access to barrier-removal supports that allow consistent workforce participation
- Employment aligned with their skills, short- and long-term career goals
- Structured retention support to sustain employment

Participants enrolled in the program will receive holistic assessment, workforce readiness training, barrier mitigation support, and employment placement services aligned with local labor market demand.

For individuals placed into employment, the impact includes increased earned income, reduced reliance on emergency assistance, improved housing stability, and greater financial resilience. Retention-focused follow-up reduces early job loss, which is a common speed bump to long-term stability. For participants who retain employment beyond 90 days, the likelihood of sustained workforce attachment significantly increases, creating a pathway toward long-term economic mobility.

Employment stability improves outcomes for entire households. These effects ripple across generations, particularly in households with children. Increased income improves food security, reduces housing instability, supports

childcare continuity, and decreases financial stress. In households with children, stable employment correlates with improved long-term educational and economic outcomes.

This program prioritizes measurable employment outcomes tied directly to economic mobility. It balances depth and breadth by serving 50 residents while ensuring meaningful, retention-focused impact. As San Marcos residents secure new employment, they not only improve their own financial stability but also strengthen the local labor force and help meet employer demand for trained, job-ready workers. Over time, as participants achieve economic mobility, these individual gains translate into stronger consumer spending, expanded workforce participation, and greater overall economic resilience for the San Marcos community.

2. Briefly describe other funding sources, volunteers, or in-kind donations that will be used with this program.

This program leverages multiple funding streams and in-kind contributions to maximize cost efficiency.

Financial Resources

- Organizational operating funds
- Private philanthropic grants
- Corporate contributions
- Earned revenue supporting workforce programming

City funding will represent no more than 50% of total program costs, ensuring diversified financial support.

In-Kind Contributions

- Administrative and executive oversight
- Existing training curriculum and facilities
- Technology infrastructure and case management systems
- Employer partnership development

3. How many total annual unduplicated direct clients is this program expected to serve? What percentage will be San Marcos residents?

The program will serve 64 unduplicated direct participants annually. In accordance with Human Services Grant requirements, 100% of participants served through City funding will be San Marcos residents.

Eligibility will be verified through residency documentation during intake. If additional participants are served through non-City funds, those numbers will be tracked separately to ensure compliance.

4. Please list the agencies with which you partner to provide this program's services.

Goodwill Central Texas partners with a range of community-based organizations and workforce entities to ensure San Marcos residents receive coordinated, comprehensive support. Key partners include:

- Foundation Communities – referral coordination and access to residents receiving housing and stabilization services
- The Salvation Army – referrals and wraparound support for individuals experiencing financial hardship
- San Marcos Homeless Coalition – coordinated entry connections and referrals for individuals experiencing housing instability
- Workforce Solutions Rural Capital Area – workforce alignment, labor market information, and referral collaboration
- ARCIL, Inc. (A Resource Center for Independent Living) – support and referrals for individuals with disabilities
- Local employers across healthcare, logistics, retail, hospitality, and skilled trades sectors

- Additional community-based organizations providing transportation, childcare navigation, and stabilization resources

These partnerships allow for stronger resource navigation and include warm handoffs for shared case coordination when appropriate and streamlined referral pathways. By working collaboratively with partner organizations rather than in isolation, we ensure participants receive both employment services and the basic needs necessary to achieve and retain self-sufficiency.

COMMUNITY SUPPORT – 15 POINTS

Evaluation:

- *A minimum of three letters of reference that indicate strong local support for the program and the agency's ability to implement it as described in the application. Letters must be in support of the specific program requesting funding, not the agency as a whole. Letters will preferably be from San Marcos residents as well as direct clients of the program.*
- *Evidence that volunteers play a vital role in the program or agency's operation.*
- *Evidence that board members are actively involved in and supportive of the agency*

1. What actions do Board members take to support the programs of the agency?

Goodwill Central Texas is governed by an engaged, policy-driven Board of Directors that provides strategic leadership, fiduciary oversight, and active community advocacy in support of workforce development programming. The Board provides oversight of mission alignment, strategic planning, and long-term sustainability. Members review program performance data, financial statements, and scorecard metrics to ensure that workforce programs and employment services are achieving measurable outcomes. With governance, financial oversight, and community leadership, the Board strengthens and sustains workforce programming for San Marcos residents.

2. Briefly describe the number and role of volunteers in the program or agency's operation.

Volunteers play a meaningful and mission-aligned role in Goodwill Central Texas' workforce programming. Annually, the organization engages community volunteers who contribute professional expertise, mentorship, and operational support across workforce programs.

Volunteers support participants through:

- Resume review and interview preparation workshops
- Mock interview panels with employer representatives
- Financial literacy instruction
- Industry-specific guest speaking engagements
- Career exploration panels
- Networking introductions

Employer volunteers provide real-world insight into hiring expectations and workplace culture, increasing participant confidence and job readiness.

COUNCIL PRIORITIES - 20 POINTS

1. How long has this program served San Marcos residents? (10 points if at least 2 years)

Goodwill Central Texas has served San Marcos residents through workforce development and employment services at the San Marcos Goodwill Career Center (first called "Job Help Center") since 2010. For more than 15 years, San

Marcos residents have accessed Goodwill's career advancement programming, case management services, training pathways, and job placement support. Over time, services have expanded to meet evolving regional labor market needs, including technological advances and growth in healthcare and skilled trades sectors.

The longevity of service delivery demonstrates an established community presence and trusted relationships with community partners. Goodwill's continued engagement in San Marcos reflects long-term commitment rather than short-term project implementation. The program is embedded within the organization's broader Workforce Advancement model and will continue serving residents beyond the current grant period.

2. In what ways does your agency actively conduct outreach to engage San Marcos residents in its programs and services? How will San Marcos residents access those services? (up to 10 points)

Goodwill Central Texas takes an active, community-based approach to outreach in San Marcos. We intentionally build partnerships and maintain a consistent presence in the community to reach residents who face barriers to stable employment. Our outreach includes participation in local job fairs, community events, resource fairs, and community-based information sessions. We partner with housing providers, social service agencies, workforce entities (such as Hilton Garden, Child Care Careers, Texas State University, Cypress Healthcare, and more), as well as nonprofit organizations serving low-income residents, veterans, individuals experiencing housing instability, justice-involved individuals, and residents with disabilities. These partners provide direct referrals and help ensure that residents who need employment services are connected quickly and efficiently.

Once a resident expresses interest, their Career Case Manager walks them through eligibility (residency) verification and enrollment. We understand that barriers such as transportation, childcare, work schedules, and limited digital access can prevent participation. To address this, we offer flexible scheduling, virtual or hybrid options when appropriate, and coordination of supportive services tied directly to employment goals. Our focus is on reducing barriers so residents can fully engage in training and employment opportunities.

Our outreach strategy is relationship-driven, consistent, and embedded within the community. By maintaining strong referral networks and providing clear, low-barrier access points, we ensure San Marcos residents can access services that lead to measurable employment outcomes and long-term economic stability.

RISK - 10 POINTS

1. How many years' experience does the agency have in implementing a program of this size and complexity? (5 points if more than 5 years)

Goodwill Central Texas has more than 50 years of experience implementing workforce development programs of similar size and complexity, including direct service delivery in San Marcos since 2010.

The agency operates a comprehensive Workforce Advancement model that includes intake and eligibility screening, individualized case management, structured workforce readiness training, occupational credential programs, employer engagement, job placement services, supportive service coordination, and post-employment retention follow-up. These components mirror the structure and operational scope of the proposed program.

In addition to City-funded programs, Goodwill administers local, state, federal, and private grants that require performance tracking, fiscal compliance, reporting, and outcome accountability. The organization maintains established systems for financial oversight, case management documentation, data tracking, and performance monitoring.

The staffing and infrastructure required to implement a program of this size, including career case management, trainers, employment development, program administration, and fiscal oversight is already embedded within the

organization’s operational model. These roles are not new positions created solely for this proposal but are part of an established infrastructure with defined policies, supervision, and accountability measures.

Because this program builds upon an existing service framework rather than introducing a new or untested model, implementation risk is low. With years of direct experience delivering workforce programming at this scale, Goodwill Central Texas has the operational stability, financial systems, and staff necessary to implement this program successfully.

2. What percentage of the program’s funding is non-City? (5 points if at least 50%)

City funding through this proposal represents approximately 50% of the total program cost. The remaining program expenses are supported through Goodwill Central Texas’ social enterprise revenue and small private foundation grants dedicated to workforce advancement initiatives.

Goodwill’s social enterprise model generates earned revenue through retail operations, which is reinvested directly into mission-driven programs, including workforce development services. This unrestricted revenue allows the organization to cover core infrastructure, administrative oversight, and partial staffing costs, reducing reliance on public funds.

In addition, small private-funder grants help support training delivery, supportive services, and participant needs tied directly to employment outcomes.

This blended funding approach ensures that City investment is leveraged and not the sole source of program support. By combining public funding with earned revenue and private philanthropy, the program maintains financial stability while maximizing impact for San Marcos residents.

III. FUNDING RESTRICTIONS

By signing this application I certify the following to be true:

1. All Human Services Grant funding will be spent on San Marcos residents, except for school-based programs, in which case it may be spent within the San Marcos Consolidated Independent School District boundary.
2. Funding requested is not more than 50% of the total funding for the agency.
3. Funding will not be used to fund more than 20% of a full time position.
4. Agency has been in existence for at least 2 years. (This can include serving communities other than San Marcos.)

SUBMITTAL APPROVED BY:

Tamara Atkinson
A0A930B7AAE18B39D3C001243D6A257B contractworks
Signature

03/02/2026
Date

Tamara Atkinson
Printed Name

Chief Impact Officer
Title

San Marcos Career Center
 FY 2026 Budget and Estimated 2027 Budget

Title/Expense	%	Total
CCM	100%	\$50,954.40
CAT Trainer	38%	\$20,550.40
Program Supervisor	25%	\$15,600.00
Program Manager	11%	\$8,465.60
Total Salary		\$95,570.40
Total Fringe	23%	\$22,057.65
Supplies		\$400.00
Mileage		\$1,320.00
Phone Stipends		\$1,008.00
Software		\$528.00
Repairs/Maintenance		\$400.00
Total Operating		\$4,456.00
External Occupational Training		\$7,500.00
Incentives		\$3,600.00
Transportation Assistance		\$1,344.00
Food Assistance		\$1,344.00
Assistance work materials		\$1,344.00
Total Direct Client Assistance		\$15,132.00
H&O/Accounting/Other Indirec	15%	\$5,853.72
TOTAL		\$154,489.81

Proposed HSAB Funding Budget
 FY 2027

Title/Expense	%	Total
Career Case Manager	20%	\$10,203.44
Benefits	23.08%	\$2,354.44
Salaries plus Benefits		\$12,557.88
Support Services - Transportation		\$2,000.00
Support Services - Groceries		\$8,000.00
Support Services - Housing		\$24,000.00
Support Services - Utilities/phone		\$1,600.00
Support Services - Devices		\$16,800.00
Support Services - Work materials		\$10,000.00
Direct Client Assistance		\$62,400.00
Hardware		\$1,348.28
Mileage		\$794.88
Cell Phone Stipend		\$108.00
Other Programmatic		\$902.88
TOTAL		\$77,209.05

Sits on the Education Board in addition to the GCT Board

2026 Goodwill Central Texas Board of Directors (Charterholder)

Member	Position	Mailing Address
Richard "Rich" Shields	Chair	[REDACTED] Austin, TX 78746
Wes Burke [REDACTED]	Vice Chair	[REDACTED] Austin, Texas 78721
Michael "Mike" Clifford	Treasurer	[REDACTED] Driftwood, TX 78619
Catherine Savage	Secretary	[REDACTED] Austin, TX 78703
Courtland "Corky" Logue Jr.	Board Member	[REDACTED] Rollingwood, TX 78746
Delbert Bray	Board Member	[REDACTED] Austin, TX 78735
Cheryl Koury	Board Member	[REDACTED] Austin, TX 78747
Elizabeth Gunter	Board Member	[REDACTED] Austin TX 78735
Joanne Corum	Board Member	[REDACTED] San Marcos, Texas. 78667
Jenny Everett	Board Member	[REDACTED] Austin, TX 78731
Katina Kenyon	Board Member	[REDACTED] Austin TX 78733
Anahita Cameron [REDACTED]	Board Member	[REDACTED] Austin, TX 78738
Bril Flint	Board Member	[REDACTED] Austin, TX 78738

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PLEASE FILE IN A SAFE PLACE

ARMANINO ADVISORY LLC

Return of Organization Exempt From Income Tax

OMB No. 1545-0047

Form 990

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

Do not enter social security numbers on this form as it may be made public.

Go to www.irs.gov/Form990 for instructions and the latest information.

2024

Open to Public Inspection

A For the 2024 calendar year, or tax year beginning		and ending	
B Check if applicable: Address change Name change Initial return Final return/terminated Amended return Application pending	C Name of organization GOODWILL INDUSTRIES OF CENTRAL TEXAS		D Employer identification number 74-1322808
	Doing business as		E Telephone number 512-637-7112
	Number and street (or P.O. box if mail is not delivered to street address)	Room/suite	
	1015 NORWOOD PARK BLVD		G Gross receipts \$ 207,084,688.
	City or town, state or province, country, and ZIP or foreign postal code AUSTIN, TX 78753		
F Name and address of principal officer: ROB NEVILLE SAME AS C ABOVE		H(a) Is this a group return for subordinates? Yes <input checked="" type="checkbox"/> No	
I Tax-exempt status: <input checked="" type="checkbox"/> 501(c)(3) 501(c) () (insert no.) 4947(a)(1) or 527		H(b) Are all subordinates included? Yes No If "No," attach a list. See instructions	
J Website: WWW.GOODWILLCENTRALTEXAS.ORG		H(c) Group exemption number	
K Form of organization: <input checked="" type="checkbox"/> Corporation Trust Association Other		L Year of formation: 1958	M State of legal domicile: TX

Part I Summary			
Activities & Governance	1 Briefly describe the organization's mission or most significant activities: TO TRANSFORM LIVES THROUGH THE POWER OF EDUCATION AND WORK. WE ENVISION A CENTRAL TEXAS WHERE		
	2 Check this box if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	3 Number of voting members of the governing body (Part VI, line 1a)	3	14
	4 Number of independent voting members of the governing body (Part VI, line 1b)	4	14
	5 Total number of individuals employed in calendar year 2024 (Part V, line 2a)	5	2942
	6 Total number of volunteers (estimate if necessary)	6	40
	7 a Total unrelated business revenue from Part VIII, column (C), line 12	7a	0.
b Net unrelated business taxable income from Form 990-T, Part I, line 11	7b	0.	
Revenue	8 Contributions and grants (Part VIII, line 1h)	Prior Year 104,079,466.	Current Year 98,168,297.
	9 Program service revenue (Part VIII, line 2g)	102,193,606.	105,811,345.
	10 Investment income (Part VIII, column (A), lines 3, 4, and 7d)	63,583.	1,771,602.
	11 Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	367,565.	397,124.
	12 Total revenue - add lines 8 through 11 (must equal Part VIII, column (A), line 12)	206,704,220.	206,148,368.
Expenses	13 Grants and similar amounts paid (Part IX, column (A), lines 1-3)	2,489,089.	1,705,777.
	14 Benefits paid to or for members (Part IX, column (A), line 4)	0.	0.
	15 Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10)	71,822,924.	74,150,718.
	16a Professional fundraising fees (Part IX, column (A), line 11e)	5,000.	4,750.
	b Total fundraising expenses (Part IX, column (D), line 25)	679,440.	
	17 Other expenses (Part IX, column (A), lines 11a-11d, 11f-24e)	123,244,992.	126,185,826.
	18 Total expenses. Add lines 13-17 (must equal Part IX, column (A), line 25)	197,562,005.	202,047,071.
19 Revenue less expenses. Subtract line 18 from line 12	9,142,215.	4,101,297.	
Net Assets or Fund Balances	20 Total assets (Part X, line 16)	Beginning of Current Year 173,416,622.	End of Year 178,170,525.
	21 Total liabilities (Part X, line 26)	107,454,179.	106,476,655.
	22 Net assets or fund balances. Subtract line 21 from line 20	65,962,443.	71,693,870.

Part II Signature Block						
Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.						
Sign Here	Signature of officer				Date	
	CRAIG WRIGHT, CHIEF FINANCIAL OFFICER					
Type or print name and title						
Paid Preparer Use Only	Preparer's name		Preparer's signature		Date	Check if self-employed
	MATTHEW PETROSKI		MATTHEW PETROSKI		09/25/25	<input type="checkbox"/>
Preparer's name		Preparer's signature		Date	Check if self-employed	PTIN
ARMANINO ADVISORY LLC		MATTHEW PETROSKI		09/25/25	<input type="checkbox"/>	P00853132
Firm's address				Firm's EIN		
15950 N. DALLAS PKWY, #600				94-6214841		
DALLAS, TX 75248				Phone no. 972-661-1843		

May the IRS discuss this return with the preparer shown above? See instructions Yes No

Part III Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III [X]

1 Briefly describe the organization's mission: OUR MISSION IS TO TRANSFORM LIVES THROUGH THE POWER OF EDUCATION AND WORK. WE ENVISION A CENTRAL TEXAS WHERE EVERYONE HAS THE OPPORTUNITY TO THRIVE.

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? [] Yes [X] No If "Yes," describe these new services on Schedule O.

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? [] Yes [X] No If "Yes," describe these changes on Schedule O.

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses. Section 501(c)(3) and 501(c)(4) organizations are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.

4a (Code:) (Expenses \$ 152,312,523. including grants of \$ 2,139.) (Revenue \$ 88,075,127.) ASSISTED EMPLOYMENT RETAIL GOODWILL RETAIL LOCATIONS GENERATE OVER 57.6% OF THE TOTAL REVENUE NEEDED TO FUND EDUCATION, CAREER TRAINING AND JOB PLACEMENT FOR MARGINALIZED INDIVIDUALS. THESE STORES FUNCTION AS EMPLOYMENT SITES, OFFERING TRAINING, WORK EXPERIENCE AND INCOME FOR PEOPLE FACING EMPLOYMENT CHALLENGES. SELECT STORES HOUSE CAREER CENTERS THAT PROVIDE CAREER SERVICES AND ACCESS TO EDUCATION AND TRAINING. GOODWILL ALSO OFFERS PERSONALIZED COACHING TO RETAIL TEAM MEMBERS, HELPING THEM MEET BASIC NEEDS, SET CAREER GOALS, AND ACQUIRE THE SKILLS NECESSARY TO ACHIEVE THEM. IN 2024, GOODWILL RETAIL LOCATIONS PROVIDED EMPLOYMENT TO 1,999 PEOPLE, OF WHICH 1,227 RECEIVED EDUCATION, CAREER TRAINING, AND JOB ASSISTANCE.

4b (Code:) (Expenses \$ 24,085,912. including grants of \$ 1,701,484.) (Revenue \$ 14,749,872.) SERVICES AND EDUCATION IN 2024, GOODWILL TRANSFORMED THE LIVES OF 9,343 CENTRAL TEXANS THROUGH EDUCATION AND WORK BY PROVIDING OPPORTUNITIES FOR PEOPLE WHO FACE OBSTACLES TO SUSTAINABLE EMPLOYMENT SUCH AS DISABILITIES, LACK OF EDUCATION, HOMELESSNESS, CRIMINAL BACKGROUNDS, AND YOUTH LACKING OPPORTUNITY. PEOPLE WHO ARE MARGINALIZED, OFTEN LIVING IN POVERTY OR MAKING LESS THAN A LIVING WAGE, RECEIVE ONE-ON-ONE CASE MANAGEMENT AND COACHING INCLUDING JOB SEARCH, JOB TRAINING, JOB PLACEMENT, FINANCIAL AND DIGITAL LITERACY CLASSES, INTERNSHIPS, BASIC NEEDS ASSISTANCE AND ACCESS TO MENTAL HEALTH SERVICES. IN 2024, 261 STUDENTS EARNED HIGH SCHOOL DIPLOMAS AND 235 IN-DEMAND INDUSTRY-RECOGNIZED CREDENTIALS WERE AWARDED.

4c (Code:) (Expenses \$ 5,530,551. including grants of \$ 2,154.) (Revenue \$ 2,986,346.) STAFFING SERVICES IN 2024, GSG TALENT SOLUTIONS PLACED 571 UNIQUE INDIVIDUALS INTO 792 POSITIONS, WITH 221 EMPLOYEES WORKING IN MORE THAN ONE ROLE DURING THE YEAR. WE PAID \$21,098,331 IN WAGES, AVERAGING \$34.11 PER HOUR, AND 741 POSITIONS EXCEEDED THE MIT LIVING WAGE BENCHMARK OF \$18.15 PER HOUR. OF TOTAL LABOR HOURS, 75.4% WERE PERFORMED BY INDIVIDUALS WITH DISABILITIES, EMPOWERING UNDERSERVED COMMUNITIES IN CENTRAL TEXAS. ASSIGNMENTS AVERAGED 161 DAYS, AND 72 EMPLOYEES TRANSITIONED INTO FULL-TIME DIRECT EMPLOYMENT. GSG TALENT SOLUTIONS PROVIDED \$15,460 IN FINANCIAL ASSISTANCE COVERING CHILDCARE, UTILITIES AND OTHER CRITICAL HOME EXPENSES, GROCERIES, AND TRANSPORTATION. (CONTINUED ON SCHEDULE O)

4d Other program services (Describe on Schedule O.) (Expenses \$ including grants of \$) (Revenue \$)

4e Total program service expenses 181,928,986.



Goodwill Central Texas Nondiscrimination/Anti-Harassment Policy and Complaint Procedure

Goodwill Central Texas is committed to a work environment in which all individuals are treated with respect and dignity. Everyone has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, Goodwill Central Texas expects that all relationships among persons in the office will be business-like and free of bias, prejudice and harassment.

Goodwill Central Texas has developed this policy to ensure that all its Team Members can work in an environment free from unlawful harassment, discrimination, and retaliation. Goodwill Central Texas will make every reasonable effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of such policies will be investigated and resolved appropriately.

Any Team Member who has questions or concerns about these policies should talk with the Human Resources Business Partner.

The law and the policies of Goodwill Central Texas prohibit disparate treatment based on sex or any other protected characteristic, with regard to terms, conditions, privileges, and perquisites of employment. The prohibitions against harassment, discrimination and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Goodwill Central Texas to ensure equal employment opportunity without discrimination or harassment on the basis of race (including hairstyle/texture), color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. Goodwill Central Texas prohibits any such discrimination or harassment.

RETALIATION

Goodwill Central Texas encourages reporting of all perceived incidents of discrimination or harassment. It is the policy of Goodwill Central Texas to promptly and thoroughly investigate such reports. Goodwill Central Texas prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports.

SEXUAL HARASSMENT

Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, “sexual harassment” is defined, as in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: a) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment, b)

submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Title VII of the Civil Rights Act of 1964 recognizes two types of sexual harassment: a) quid pro quo and b) hostile work environment. Sexual harassment may include a range of subtle and not so-subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling, or touching; insulting or obscene comments or gestures; display in the workplace of sexually suggestive objects or pictures; and other physical, verbal or visual conduct of a sexual nature.

HARASSMENT

Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal, written or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law, or that of his or her relatives, friends or associates, and that: a) has the purpose or effect of creating an intimidating, hostile, or offensive work environment, b) has the purpose or effect of unreasonably interfering with an individual's work performance, or c) otherwise adversely affects an individual's employment opportunities. Harassing conduct includes epithets, slurs, or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes; and written or graphic material that denigrates or shows hostility or aversion toward an individual or group that is placed on walls or elsewhere on the employer's premises or circulated in the workplace, on company time or using company equipment by e-mail, phone (including voice messages), text messages, social networking sites, or other means.

INDIVIDUALS AND CONDUCT COVERED

These policies apply to all applicants and Team Members, whether related to conduct engaged in by Team Members or by someone not directly connected to Goodwill Central Texas (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business related social events.

REPORTING AN INCIDENT OF HARASSMENT, DISCRIMINATION, OR RETALIATION

Goodwill Central Texas encourages reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been the victim of such conduct should discuss their concerns with their

immediate manager or any member of the Human Resources leadership team. See the complaint procedure described below.

In addition, Goodwill Central Texas encourages individuals who believe they are being subjected to such conduct to promptly advise the offender that his or her behavior is unwelcome and to request that it be discontinued. Often this action alone will resolve the problem. Goodwill Central Texas recognizes, however, that an individual may prefer to pursue the matter through complaint procedures.

COMPLAINT PROCEDURE

Individuals who believe they have been the victims of conduct prohibited by this policy or believe they have witnessed such conduct should discuss their concerns with their immediate manager or the Human Resources Business Partner.

Goodwill Central Texas encourages the prompt reporting of complaints or concerns so that rapid and constructive action can be taken before relationships become irreparably strained. Therefore, while no fixed reporting period has been established, early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.

Goodwill Central Texas will maintain confidentiality throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed. Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling, disciplinary action, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as Goodwill Central Texas believes appropriate under the circumstances.

If a party to a complaint does not agree with its resolution, that party may appeal to Goodwill Central Texas's Chief Executive Officer or a member of the Senior Executive Leadership group. False and malicious complaints of harassment, discrimination or retaliation (as opposed to complaints that, even if erroneous, are made in good faith) may be the subject of appropriate disciplinary action.

BULLYING

Goodwill Central Texas defines bullying as repeated, health-harming mistreatment of one or more

people by one or more perpetrators. It is abusive conduct that includes:

- Threatening, humiliating, or intimidating behaviors, whether physical, verbal, or gesturing.
- Work interference/sabotage that prevents work from getting done.
- Verbal abuse.

Such behavior violates Goodwill Central Texas' Code of Ethics, which clearly states that all Team Members will be treated with dignity and respect.

Individuals who feel they have experienced bullying should report this to their manager or to their Human Resources Business Partner before the conduct becomes severe or pervasive. All Team Members are strongly encouraged to report any bullying conduct they experience or witness as soon as possible to allow Goodwill Central Texas to take appropriate action.

Goodwill Central Texas Ethical Code of Conduct

If you have or are seeking professional licensure the ethical guidelines for that profession shall take precedence over the following ethical code of conduct.

This code applies to all Workforce Advancement team members, Business Solutions Placement team members, GSG Talent Solutions team members and Goodwill Career and Technical Academy team members, and professional interns. This group will be referred to as Mission team members throughout this document.

This Ethical Code of Conduct works in conjunction with Goodwill Central Texas' Team Member Handbook, Ethical Code, and Corporate Compliance Program.

Responsibilities as Professionals

Mission Team members will be aware of the scope at which they can provide support and knowledge. It is important for employees to know the limitations of their own skill set. It is important for employees to provide referrals when necessary. (Goodwill Counseling Services (GCS) is available for referrals)

Discrimination

Mission team members will not practice, condone, facilitate, or collaborate with any form of discrimination on the basis of race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, or mental or physical disability.

Private Conduct

Mission Team members will not permit their private conduct to interfere with their ability to fulfill their professional responsibilities.

Dishonesty, Fraud, and Deception

Mission Team members will not facilitate, participate in, or condone dishonesty, fraud, or deception.

Impairment

Mission Team members will not allow their own personal issues, psychosocial distress, legal problems, substance abuse, or mental health difficulties to interfere with their professional judgment and performance or to jeopardize the best interests of people for whom they have a professional responsibility.

Mission Team members whose personal problems, psychosocial distress, legal problems, substance abuse, or mental health difficulties interfere with their professional judgment and performance should immediately seek consultation and take appropriate remedial action by seeking professional help, making adjustments in workload, terminating practice, or taking any other steps necessary to protect clients and others. (GCS is available for consultation)

Misrepresentation

Mission Team members will not misrepresent themselves to clients, employees, outside agencies, and/or the public. Mission Team members should claim only those relevant professional credentials they actually possess and take steps to correct any inaccuracies or misrepresentations of their credentials by others.

The Goodwill Ethical Code of Conduct is based upon the values, principles, and guidelines established by the National Association of Social Workers Code of Ethics

Responsibilities to Clients

***Definition of Client:** For the purposes of this ethical code of conduct the term client shall be defined as follows: an individual seeking or participating in services or programs provided by Goodwill Central Texas. An individual shall remain under the term "client" for 6 months after last program closure date as defined by program enrollments and database(s). With the exception of anyone receiving services through Goodwill Counseling Services, unless you are a GCS staff member, in which case this exception does not apply.

If you exert any type of influence (direct or indirect) over the service delivery of another person, they are considered a "client" under this definition.

If you have or are seeking professional licensure the ethical guidelines for that profession shall take precedence over the following ethical code of conduct.

1.1 Commitment to Clients

Mission Team members' primary responsibility is to promote the well-being of clients. In general, clients' interests are primary. However, the employee's responsibility to the larger society or specific legal obligations may, on limited occasions, supersede the loyalty owed clients, and clients should be so advised. (Examples include when an employee is required by law to report that a client has abused a child or has threatened to harm self or others.) All Mission Team members are mandated reporters.

**Texas Family Code Section 261.101(a) mandates that anyone –any person- who has "cause to believe" that a child's physical or mental health has been affected by abuse or neglect by any person shall immediately make a report.*

**The Human Resources code Chapter 48 (48.051) requires a person having cause to believe that an elderly or disabled person is in the state of abuse, neglect, or exploitation to report the information required immediately.*

1.2 Self-Determination

Mission Team members should respect and promote the right of clients for self-determination and assist clients in their efforts to identify and clarify their goals.

1.3 Informed Consent (As it pertains to Specific Job Descriptions)

(a) Goodwill staff will provide services to clients only in the context of a professional relationship based on valid informed consent. Employees will use clear and understandable language to inform clients of the purpose of the services, risks related to the services, reasonable alternatives, clients' right to refuse or withdraw consent, and the time frame covered by the consent. Employees will provide clients with an opportunity to ask questions.

(b) In instances when clients are not literate or have difficulty understanding the primary language used in the practice setting, Mission Team members will take steps to ensure clients' comprehension. *This may include providing clients with a detailed verbal explanation, pictures, or arranging for a qualified interpreter or translator whenever possible.*

(c) In instances when clients lack the capacity to provide informed consent, employees will protect clients' interests by seeking permission for services from a legal guardian and informing clients of this consistent with the clients' level of understanding.

(d) Mission Team members will obtain clients' informed consent before audiotaping or videotaping clients or permitting observation of services to clients by a third party.

(e) When providing services using technology, Mission Team members shall inform the client of relevant benefits and risks and provide information about how they will ensure confidentiality. Except for compelling professional reasons, Mission Team members shall not gather information about clients from online sources without the client's consent; if they do so, they shall take reasonable steps to verify the accuracy of the found information.

(f) Mission Team members who are not working in Goodwill Counseling Services may not provide therapeutic counseling services to clients in the context of intake and eligibility, career case management, career advancement training, or life coaching.

1.4 Competence

(a) Mission Team members will provide services and represent themselves as competent within the boundaries of their education, training, license, certification, consultation received, supervised experience, or other relevant professional experience. **Mission Team members who are not licensed as professionals may not, under any circumstance, represent themselves as a licensed professional.**

(b) Mission Team members will provide services in substantive areas or use intervention techniques or approaches that are new to them only after engaging in appropriate study, training, consultation, and supervision from people who are competent in those interventions or techniques.

(c) Mission Team members who use technology to provide services should ensure that they have the necessary knowledge and skills to provide such services.

1.5 Cultural Competence and Social Diversity

(a) Mission Team members will respect the culture of their clients and understand the function of culture in human behavior and society, recognizing the strengths that exist in all cultures. Mission Team members will not allow their personal values to interfere with service delivery and client choice.

(b) Mission Team members will develop an understanding of the cultures of the clients they serve and will competently provide services with sensitivity and consideration to those cultures and the differences between people and cultural groups.

(c) Mission Team members will pursue education about and seek an enhanced understanding of the nature of social diversity and oppression as it relates to clients served.

(d) Mission Team members will take it upon themselves to evaluate and understand their own values and belief systems (personal, religion, cultural, political, business, etc.) and how these values may conflict with or accommodate the needs of diverse clients. Mission Team members shall operate in a professional manner without imposing their own personal values onto the clients with whom they work.

1.6 Conflicts of Interest

*Definition of Conflict of Interest: A **conflict of interest** is a situation in which a person or organization is involved in multiple interests, financial interest, or otherwise, one of which could possibly corrupt the motivation of the individual or organization.*

(a) Mission Team members will be alert to and avoid conflicts of interest that interfere with the exercise of professional discretion and impartial judgment. Employees will inform clients when a real or potential conflict of interest arises and take steps to resolve the issue in a manner that prioritizes and protects clients' interests to the greatest extent possible. In some cases, protecting clients' interests may require termination of the professional relationship with proper referral of the client.

(b) Mission Team members will not take unfair advantage of any professional relationship or exploit others to further their personal, religious, political, or business interests.

(c) Mission Team members will not engage in dual or multiple relationships with clients or former clients where there is a risk of exploitation or potential harm to the client or that may damage the professional reputation of the employee. In instances when dual or multiple relationships are unavoidable, it is the employee's responsibility to take steps to protect clients and set clear, appropriate, and culturally sensitive boundaries as well as disclose the multiple/dual relationship to supervisor and/or Human Resources.

***Dual or multiple relationships occur when employees relate to clients in more than one relationship, whether professional, social, or business. Dual or multiple relationships can occur simultaneously or consecutively.*

(d) When Mission Team members provide services to two or more people who have a relationship with each other (e.g., couples, family members), employees should clarify with all parties the nature of employee's professional obligations to the various individuals who are receiving services. Employees should emphasize the individual nature of services for clients. Instances where employees may provide services to two or more people who have a relationship with each other may be subject to further review by their supervisor.

(e) Goodwill Workforce Advancement services are not open to any current Mission Team members or to any person in the same household as a Mission Team Member. In this instance, employees should seek assistance from GCS or GSG. Any exception must be reviewed and approved by a Director or Vice President prior to services. Additionally, family members of current Mission Team Members or former Mission Team Members seeking services must be reviewed and approved by a Director or Vice President prior to enrollment. This review is to limit potential for conflict of interest.

(f) In order to prevent conflicts of interest, Mission Team members should establish clear and professional boundaries within the scope of their position. Boundaries are defined as: a set of guidelines, expectations, and rules which set the ethical and technical standards for the relationship between Mission Team members and clients that allow for safe connection to be established based on the client's needs. It is the responsibility of Mission Team members to set and maintain appropriate professional boundaries with clients. If a dual relationship or conflict of interest arises between a Goodwill employee and a client it is the **Mission Team members —not their clients—who assume the full burden of demonstrating that these boundaries were established and maintained.**

(g) Boundaries violations are disruptions of the expected and accepted social, physical, and psychological boundaries that govern the professional relationships between Mission Team members and clients as outlined above. Boundary violations are defined as being harmful or having the potential to cause harm to clients. Mission Team members will, **under no circumstance**, engage in boundary violations during the course

of services with clients.

1.7 Privacy and Confidentiality

- (a) Mission Team members will respect clients' right to privacy. Employees will not solicit private information from clients unless it is essential to providing services. Once private information is shared, standards of confidentiality apply.
- (b) Mission Team members may disclose confidential information when appropriate with valid consent from a client or a person legally authorized to consent on behalf of a client.
- (c) Mission Team members will protect the confidentiality of all information obtained in the course of professional services, except for compelling professional reasons. The general expectation that employees will keep information confidential **does not** apply when disclosure is necessary to prevent serious, foreseeable, and imminent harm to a client or other identifiable person. In all instances, employees should disclose the least amount of confidential information necessary to achieve the desired purpose; only information that is directly relevant to the purpose for which the disclosure is made should be revealed. Employees will make best efforts to disclose confidential information collaboratively with client, rather than for the client, in order to uphold the relationship and clients' best interest.
- (d) Mission Team members will inform clients, to the extent possible, about the disclosure of confidential information and the potential consequences, when feasible before the disclosure is made. This applies whether employees disclose confidential information on the basis of a legal requirement or client consent. Prior to disclosure of confidential information, Mission Team members will inform clients of the disclosure and the possible consequences of such disclosure.
- (e) Mission Team members will discuss with clients and other interested parties the nature of confidentiality and limitations of clients' right to confidentiality. Mission Team members will review with clients the circumstances where confidential information may be requested and where disclosure of confidential information may be legally required. This discussion should occur as soon as possible in the employee-client relationship and as needed throughout the course of the relationship.
- (f) Mission Team members will not discuss confidential information in any setting unless privacy can be ensured. Employees will not discuss confidential information in public or semipublic areas such as shared workspace, hallways, waiting rooms, elevators, and restaurants.
- (g) Mission Team members will protect the confidentiality of clients' written and electronic records and other sensitive information. Employees should take reasonable steps to ensure that clients' records are stored in a secure location and that clients' records are not available to others who are not authorized to have access. Mission Team members will inform clients that due to the electronic transfer of information we cannot guarantee the confidentiality of email, social media, or text message communication.
- (h) Mission Team members will take precautions to ensure and maintain the confidentiality of information transmitted to other parties through the use of computers, electronic mail, facsimile machines, telephones and telephone answering machines, and other electronic or computer technology. Disclosure of identifying information should be avoided whenever possible.

(i) Mission Team members will not disclose identifying information when discussing clients for teaching or training purposes unless the client has consented to disclosure of confidential information.

1.8 Sexual Relationships

(a) Mission Team members will under no circumstances engage in sexual activities or sexual contact with clients, whether such contact is consensual or coerced.

(b) Mission Team members will not engage in sexual activities or sexual contact with clients' relatives or other individuals with whom clients maintain a close personal relationship. Sexual activity or sexual contact with clients' relatives or other individuals with whom clients maintain a personal relationship has the potential to be harmful to the client and may make it difficult for the employee and client to maintain appropriate professional boundaries. **Mission Team members—not their clients, their clients' relatives, or other individuals with whom the client maintains a personal relationship—assume the full burden for setting clear, appropriate, and culturally sensitive boundaries.**

(c) Mission Team members will not engage in sexual activities or sexual contact with inactive/post-service clients to avoid any potential for harm to the client. If employees engage in conduct contrary to this prohibition or claim that an exception to this prohibition is warranted because of extraordinary circumstances, Mission Team members must disclose this relationship to company and it is **Mission Team members—not their clients—who assume the full burden of demonstrating that the inactive/post-service client has not been exploited, coerced, or manipulated, intentionally or unintentionally.**

(d) Mission Team members will not provide services to individuals with whom they have had a prior sexual relationship. Providing clinical services to a former sexual partner has the potential to be harmful to the individual and may make it difficult for the employee and individual to maintain appropriate professional boundaries.

1.9 Harassment

Mission Team members will treat all clients with respect and dignity. Inappropriate behavior toward clients, their families, or other employees is a violation of professional ethics and Goodwill values. Inappropriate behaviors include those behaviors that induce a client or other to participate in a sexual activity to receive a benefit or avoid a punishment related to the client relationship. Other inappropriate behaviors include joking, name calling, or other behaviors that are perceived as creating an environment that is unwelcoming to clients based on their unique culture and/or immutable characteristics, whether protected by law or not.

1.10 Derogatory Language

Mission Team members will not use derogatory language in their written or verbal communications to or about clients. Employees will use accurate and respectful language in all communications to and about clients. Mission Team members will strive to use inclusive language at all times.

1.11 Clients Who Lack Decision-Making Capacity

When Mission Team members work with clients who lack the capacity to make informed decisions (are under legal guardianship), employees will take reasonable steps to safeguard the interests and rights of those clients and work collaboratively with the legal guardian.

Responsibility to Colleagues

2.1 Respect

- (a) Mission Team members will treat colleagues with respect.
- (b) Mission Team members will avoid unwarranted negative criticism of colleagues in communications with clients or with other professionals. Unwarranted negative criticism may include demeaning comments that refer to colleagues' level of competence or to individuals' attributes such as race, ethnicity, national origin, color, sex, sexual orientation, gender identity or expression, age, marital status, political belief, religion, immigration status, and mental or physical disability.
- (c) Mission Team members will take it upon themselves to evaluate and understand their own values and belief systems (personal, religion, political, business, etc.) and how these values may/may not conflict with the values and belief systems of coworkers. Mission Team members shall operate in a professional manner without imposing their own personal values onto their colleagues with whom they work.

2.2 Confidentiality

- (a) Mission Team members will respect confidential information shared by colleagues during their professional relationships and transactions. Mission Team members should ensure that such colleagues understand Goodwill's obligation to respect confidentiality and any exceptions related to it.
- (b) When gathering online information about professional colleagues, Mission Team members shall respect colleagues and verify the accuracy of the information before using it.

2.3 Disputes Involving Colleagues

- (c) Mission Team members will not take advantage of a dispute between a colleague and an employer to obtain a position or otherwise advance their own interests.
- (d) Mission Team members will not exploit clients in disputes with colleagues or engage clients in any inappropriate discussion of conflicts between colleagues.

2.4 Consultation

- (a) Mission Team members will seek the advice and counsel of colleagues whenever such consultation is in the best interests of clients. (GCS is available for consultation)
- (b) When consulting with colleagues about clients, employees will disclose the least amount of information necessary to achieve the purposes of the consultation. It is recommended to use pseudo names or initials when communication occurs.

2.5 Referral for Services

- (a) Mission Team members will refer clients to other professionals when the other professionals' specialized knowledge or expertise is needed to serve clients fully or when the employee believes that they are not being effective or making reasonable progress with clients and that additional service is required.

2.6 Impairment of Colleagues

- (a) Mission Team members who have direct knowledge of a colleague's impairment that is due to personal problems, psychosocial distress, substance abuse, or mental health difficulties and that interferes

with practice effectiveness will consult with that colleague when feasible or refer to Goodwill Counseling Services as necessary.

(b) Mission Team members who believe that a colleague's impairment interferes with practice effectiveness and that the colleague has not taken adequate steps to address the impairment will take action through appropriate channels established by Goodwill.

2.7 Unethical Conduct of Colleagues

(a) Mission Team members will take adequate measures to discourage, prevent, expose, and correct the unethical conduct of colleagues.

(b) Mission Team members will be knowledgeable about established policies and procedures for handling concerns about colleagues' unethical behavior. Employees can review established policies and procedures in the Employee Handbook. Employees are also able to bring concerns to WFA Leadership, Human Resources, or report unethical behavior on the employee hotline. 1-800-624-9178.

Welcome to the San Marcos Goodwill Career Center

You've been referred to the Career Center, where we help individuals find new or higher-paying jobs through personalized case management and support services. Our program is designed to support you in finding a new job or transitioning into a better-paying role. Support for occupational training scholarships are available on a first-come, first served basis and funding is not guaranteed.

Eligibility Requirements:

- Live in the surrounding area
- Must be actively seeking employment
- Have authorization to work documents

Program Offerings:

Our services include a variety of hands-on support to prepare you for the job market. These include:

- Career and education goal setting
- Personalized resume assistance
- Online job search training using Indeed
- Interview preparation, including mock interviews
- Financial skill building
- Digital skills classes when available

Career Navigation and Job Search Assistance:

We offer personalized support to connect you with real job opportunities. Your dedicated Career Case Manager will work closely with you to understand your goals and connect you with the right resources and services to help you succeed. This includes comprehensive job placement assistance, with one-on-one guidance throughout the job search process—from applications to follow-ups.

Support Services:

Support services are available on a case-by-case basis to participants who actively engage in the program and meet established goals and expectations. Please note that funding is not guaranteed and is distributed on a first-come, first-served basis.

Upon successful job placement, participants are eligible to receive a gift card. Additional gift cards may be awarded at the 30-, 60-, and 90-day employment milestones, contingent upon the submission of valid proof of continued employment.

Please note: We provide job search support through case management services. While we are here to help guide you in your employment journey, we are not a staffing agency and cannot directly place you into a job. Additionally, we cannot guarantee placement at a Goodwill location.

February 25, 2026

To Whom It May Concern,

I am writing on behalf of the Hays-Caldwell Women's Center (HCWC) to express our strong support for Goodwill Central Texas' Career Case Management Program and their upcoming funding proposal. HCWC has had the privilege of partnering with Goodwill Central Texas for several years, and during that time, their team has consistently provided exceptional, trauma-informed workforce support to our clients.

Goodwill Central Texas has played a vital role in helping HCWC clients overcome employment barriers and move toward long-term stability. Their staff has assisted survivors with resume building, job search guidance, interview preparation, and personalized career coaching, all of which have been instrumental in helping individuals rebuild their confidence and secure meaningful employment opportunities. Many of the survivors we serve are navigating significant transitions, and Goodwill's compassionate, individualized support has made a measurable impact on their ability to move forward safely and independently.

This funding proposal, which focuses on providing wrap-around supports and removing barriers to employment, aligns directly with the needs we see every day. Access to transportation, groceries, technology, and rental or utility assistance is often the deciding factor in whether a client can fully engage in workforce development activities. Should Goodwill Central Texas receive this funding, these resources would directly strengthen the outcomes for clients we jointly serve, ensuring they can participate in career case management without the stress of unmet basic needs.

HCWC deeply values our partnership with Goodwill Central Texas. Their commitment to collaboration, community service, and increasing economic stability for vulnerable populations makes them an essential ally in our shared mission. We are pleased to offer this letter of support and strongly endorse their proposal.

Thank you for the opportunity to contribute. Please feel free to contact me if additional information is needed or if further discussion would be helpful.

Sincerely,



Melissa Rodriguez
Chief Executive Officer
Hays-Caldwell Women's Center

Eric John Ramirez



February 27, 2026

Personal Statement: Eric J. Ramirez

My name is Eric Ramirez and I have been enrolled at Goodwill Central Texas in San Marcos under the guidance and mentorship of Orlando Perez since May of 2025. Since my enrollment, Mr. Perez has assisted me in building a resume and applying for jobs. As a result, I am currently working as a substitute teacher through San Marcos CISD and Comal ISD. I am also currently enrolled in a teacher's certification program through Teachworthy and am seeking full-time employment. I also enrolled in the financial empowerment training program at Goodwill where I received budget training with Cindy Guterrez. She helped me organize my finances and helped me build a budget and helped me understand the significance of paying bills and maintaining my credit. Through the Budgeting Basics, she provided me with a monthly budgeting template, an itemized spending tracker, and information in reference to Hello Wallet, a budgeting app.

I have studied at Austin Community College and completed my Bachelor's in Public Administration in August 2014. I also completed a Master's degree in Public Administration in May 2018. I will soon complete a Master of Arts in Political Science with Social Studies Emphasis in the hopes of pursuing my goal of teaching American Government in community college and a third Master's degree in Legal Studies where I plan to pursue tax law. I believe that my life experience may offer hope to those, like me but chose to rise above it and improve one's circumstances through higher education.

Financial issues still present challenges for me. However, I manage my financial affairs by working multiple jobs. I have worked as a newspaper carrier for the Austin American Statesman (January 2013 to December 2013), a store driver for Carquest Auto Parts (March 2013 to August 2016), and a server at Chipotle Mexican Grill (January 2014 to August 2016). In August 2016, I accepted a position as a Graduate Instructional Assistant for the Department of Political Science while I began my graduate studies. In addition, I work as a tax preparer for Jackson Hewitt that requires IRS licensure and have worked as a bookkeeper for Ledesma Bookkeeping where I managed very sensitive personal and financial information. I am also studying to earn an Enrolled Agent Designation from the Internal Revenue Service.

On my path to degree completion from ACC to Texas State, I have been blessed with strong mentors. Dr. Mullen at ACC motivated me to work in public service. While at ACC, I served as a scholar at the Laney Center for Public Service during the 2013 legislative session. This experience put me in touch with Speaker Laney who remains a source of guidance and support. At Texas State, Dr. Mora guided me through my undergraduate curriculum and inspired me to continue on my path to graduate study. She remains a strong advocate for my pursuit of sustainable employment in higher education.

The MA in Political Science with Social Studies Emphasis requires practical teaching experience to complete the degree. I truly believe that I have a great deal to offer students of American

Government and Texas State programs have trained me well to succeed. I have had the opportunity to continue on my path to degree completion by teaching POSI 2310. I intend to be a positive force in motivating students to do their best, stay strong in the face of adversity, make good choices, accept personal responsibility for their actions, and recognize that perseverance really does pay off in the long run. I am greatly appreciative of the support services that Goodwill as provided to return to the employment sector and get back on track.

Respectfully,

Eric John Ramirez

Eric John Ramirez

Tiffany Manning
Amazon

February 25, 2026
Goodwill Industries
1005 TX-80
San Marcos, Texas 78666

To whom it may concern,

Goodwill Industries has an exceptional program at the Career Center location in San Marcos, Texas. This letter is to thank Goodwill for helping me in my time of need throughout last summer. I abruptly had to relocate last year. I was in need of help finding employment and getting back on my feet. I was not only offered job training, but also offered assistance with getting proper clothes for job interviews, as well as being able to take a course on how to budget my expenses. My goal for 2025 was to be self sufficient again, by working and living on my own; which I was struggling to do. Goodwill came along at just the right time. Since starting the program, I have successfully found and maintained a job, as well as getting my own apartment. The team at the Career Center is sincere, caring and very helpful to those in many different types of need. Their genuine knowledge of the job industry, real life skills and the service they provided were second to none.

I would not hesitate to recommend Goodwill to anyone I know. I am happy to have worked with Goodwill and truly appreciate their professionalism.

-Tiffany Manning

Board Attendance Record

Board Member	Meeting Date		
		Annual Mtg	Retreat
	<u>11.14.2025</u>	<u>12.19.2025</u>	<u>01.23.2026</u>
Richard Shields	Present	Present	Present
Wes Burke	Absent	Present	Present
Catherine Savage	Present	Present	Present
Mike Clifford	Absent	Present	Present
Elizabeth Gunter	Present	Present	Present
Joanne Corum	Present	Absent	Present
Jenny Everett	Present	Present	Present
Delbert Bray	Present	Present	Present
Cheryl Koury	Present	Present	Present
Corky Logue	Present	Present	Present
Katina Kenyon	Present	Present	Present
Bril Flint	Present	Present	Present
Anahita Cameron	Present	Present	Absent

**AMENDED AND RESTATED BYLAWS OF
GOODWILL INDUSTRIES OF CENTRAL TEXAS**

ARTICLE 1

NAME AND PURPOSE:

Name

The name of the corporation is GOODWILL INDUSTRIES OF CENTRAL TEXAS (the "Corporation"). These bylaws (the "Bylaws") have been adopted pursuant to authority evidenced in the Certificate of Formation filed with the State of Texas. The amended Certificate of Formation designated the name to be Goodwill Industries of Central Texas ("GICT"). The principal office of the corporation is located in the City of Austin, County of Travis and State of Texas.

Purpose

The Corporation is formed exclusively to further and promote charitable, scientific and educational purposes, and the business and objectives to be carried on and promoted by it are to provide job-related services and perform any other activities which are permitted to be performed by corporations that are: (i) formed under the Texas Business Organizations Code (the "TBOC"); and (ii) exempt from federal income tax under Section 501(c)(3) of the Internal Revenue Code of 1986, as amended, or the corresponding provisions of any future United States Internal Revenue Law (the "Code"). In no event shall the Corporation carry on any activities not permitted to be carried on (a) by a corporation exempt from federal income tax under Section 501(c)(3) of the Code or the corresponding provision of any future United States tax law, or (b) by a corporation, contributions to which are deductible under Section 170(c)(2) of the Code or the corresponding provision of any future United States tax law.

The Corporation is not organized for profit and no part of the net earnings of the Corporation shall inure to the benefit of, or be distributable to, its members, directors, officers or other private persons.

Upon liquidation, dissolution or winding up of the Corporation, the Board of Directors ("Board") shall, after paying or making provisions for the payment of all of the liabilities of the Corporation follow the guidelines as expressed in the Corporation's Certificate of Formation.

This corporation shall conduct its operation only in: its Goodwill Industries International, Inc. ("GII") assigned territory of Mason, Gillespie, Burnet, Travis, Lee, Caldwell, Gonzales, DeWitt, Llano, Blanco, Williamson, Hays, Bastrop, Fayette and Lavaca Counties, Texas ; other local Goodwill Industries' territories, with their approval and collaboration, and notice given to GII; and in other countries with like-minded social service organizations, after approval by the Board of GICT.

Relation to Goodwill Industries International, Inc.

GICT is a member of GII. In return for the general supervision and cooperative helpfulness afforded by GII, this corporation will pay GII, a monthly fee determined by GII. This fee is to be used in providing services and improving the program and efficiency of all Goodwill organizations, including the expansion of rehabilitation services in areas not served. It is not in liquidation of any

loans, supplies, or contributions provided by GII. Autonomy of the local members is one of the most valued traits of Goodwill Industries.

This autonomy shall be preserved. All ultimate authority concerning the local members which it does not delegate to any other body shall remain vested in local Goodwill Industries.

ARTICLE 2

BOARD OF DIRECTORS

2.1 Powers, Composition, Qualifications, Terms and Vacancies; Election

Powers. The Board shall have the powers and duties necessary and appropriate for the administration of the affairs of the corporation. The direction and management of the affairs of the Corporation and the control and disposition of its properties and funds shall be vested in the Board.

Composition. The number of directors which shall constitute the whole Board shall be not less than nine (9) nor more than twenty-one (21). The number of directors may be increased or decreased from time to time by majority vote of the Board, but no decrease shall have the effect of shortening the term of any incumbent director.

Qualifications. A nominee for a position on the GICT Board may not (1) financially benefit from any contractual relationship with GICT or its affiliates, or (2) have an immediate family member serve as a supervisory level employee of GICT or affiliates, during, and for a period of one (1) year following, the director's service on the Board.

Election, Terms and Vacancies. The Board shall be a self-perpetuating body. The manner of electing successors to directors, filling vacancies and filling directorships by reason of an increase in the number of directors shall be done by the affirmative vote of a majority of the other members of the Board at any Board meeting. The term for each director shall be three (3) years, and directors are eligible for two additional three (3) year terms. After a year's absence, a director may be nominated to serve again for up to three (3) additional terms. If the Board Chair's third three-year term expires at the end of his or her term as chair, then he or she may serve one additional year. If a director is also a director of the Board of GII, then he or she may remain on the GICT Board until his or her GII Board term expires.

Resignation and Removal. The Board shall declare a vacancy in any seat on the Board upon the expiration of the occupant's term, the death or resignation of the occupant or the disability of any occupant rendering him/her permanently incapable of participating in the management and affairs of the corporation. Subject to Section 22.211(b) of the TBOC at any meeting of the directors called expressly for that purpose, any director may be removed either with or without cause by majority vote of the Board.

2.2 Committees

The Board, by resolution adopted by the majority of the directors in office, may from time to time designate one or more committees, including an Executive Committee, to have and exercise the authority of the Board in the management of the Corporation to the extent provided by the resolution. Each such committee shall consist of three (3) or more persons. The majority of the

persons on the committee must be directors; the remainder need not be directors. A committee member who is not a director has the same responsibility with respect to the committee as a committee member who is a director; provided, however, that non-directors shall serve in an advisory capacity only, without any authority to vote on actions of the committee. A majority of the director members of any committee may determine its action and fix the time and place of its meetings, unless the Board shall otherwise provide. The Board shall have the power at any time to change the number and members of any committee, to fill vacancies and to discharge any committee. Each committee shall be governed by a committee charter approved by the Board. Each committee's work plan shall be reviewed and approved by such committee annually.

2.3 Orientation and Training

Upon election to the Board, each new director will complete an orientation and training program, with logistical support provided by GICT staff. The program will educate the new director on responsibilities, including planning, financial, development, and other aspects of GICT that require Board oversight. Additionally, each director will attend the Board's annual retreat.

Members of the Board are required to undergo annual training per Section 6.2 below.

2.4 Evaluation

The Executive Committee will lead or delegate the Board Performance Evaluation process annually and present findings for possible Board discussion and action.

2.5 Meetings

The annual meeting of the Board shall be held at such time and place as the Board shall determine. The Board will elect officers and directors, if applicable, and will conduct other business deemed necessary.

Regularly-Scheduled Meetings. The Board will meet at least four (4) times per year, but meetings can be held as often as deemed necessary by the Board Chair. Regular meetings of the Board may be held upon such notice, or without notice (except when discussing or taking action on charter school business, in which event compliance with the Texas Open Meetings Act, including its notice requirements, is required), and at such time and at such place as shall from time to time be determined by the Board Chair. If notice is required, and if the meeting will be held solely or in part by using a conference telephone or other communications system authorized by Section 6.002 of the TBOC or by these Bylaws, the notice must also comply with the requirements of Section 2.9 of these Bylaws (except when discussing or taking action on charter school business, in which event compliance with the Texas Open Meetings Act is required, including the TOMA's limitations on telephone conference and video conference attendance).

Special Meetings. Special meetings of the Board shall be held whenever called by the Board Chair or upon written request of a majority of the Board. Notice of each special meeting of the Board shall be given to each director at least two (2) days before the date of the meeting. If the meeting will be held solely or in part by using a conference telephone or other communications system authorized by Section 6.002 of the TBOC or by these Bylaws, the notice must also comply with the requirements of Section 2.9 of these Bylaws.

Regularly-scheduled GICT meetings may have a designated time to discuss charter school

business. If charter school business will be discussed at a GICT meeting, notice will be published in accordance with the Texas Open Meetings Act, and the meeting will be conducted in accordance with the Texas Open Meetings Act. In addition, if charter school business is to be discussed at the GICT special meeting, notice will be provided in accordance with the Texas Open Meetings Act, and the meeting will be conducted in accordance with the Texas Open Meetings Act.

2.6 Voting

A director may vote in person or by proxy executed in writing by the director. A proxy expires three (3) months after the date the proxy is executed. A proxy is revocable unless expressly provided by the proxy or made irrevocable by law. A proxy may be general or specific in nature. A copy of the written proxy shall be provided to the Board Chair a reasonable time (no later than 12 hours) prior to the Board meeting at which the proxy is to be utilized. Votes regarding the Goodwill Education Board ("GEB") and/or charter school business cannot be by proxy and must be in accordance with the Texas Open Meetings Act.

2.7 Quorum; Majority Voting

At all meetings of the Board, the presence in person (but not by proxy) of a majority of the number of directors set by these Bylaws shall constitute a quorum for the transaction of business, and the act of the majority of the directors present in person or by proxy at a meeting at which a quorum is present is be the act of the Board, unless the act of a greater number is required by the Certificate of Formation or these Bylaws. If a quorum is not present at any meeting of directors, the directors present in person may adjourn the meeting from time to time, without notice other than announcement at the meeting, until a quorum is present.

2.8 Place of Meetings

All Board meetings will be held either at the registered office of the Corporation in the State of Texas, or at such other place within or without the State of Texas as may be designated by the Board and specified in the respective notices or waivers of notice thereof.

2.9 Alternative Forms of Meetings

Subject to the provisions of the TBOC, the Corporation's Certificate of Formation and these Bylaws, the Board or its committees may hold meetings by using a conference telephone or similar communications equipment, or another suitable electronic communications system, including videoconferencing technology or the Internet, or any combination, if the telephone or other equipment or system permits each person participating in the meeting to communicate with all other persons participating in the meeting.

If voting is to take place at the meeting, the entity must:

- 2.9.1 implement reasonable measures to verify that every person voting at the meeting by means of remote communications is sufficiently identified; and
- 2.9.2 keep a record of any vote or other action taken.

If a meeting is held solely or in part by using a conference telephone or other communications system authorized by Section 6.002 of the TBOC or by these Bylaws, the notice of the meeting

must identify the forms of communications systems to be used for the meeting and the means of accessing the communications system.

All meetings at which the Board will discuss or take action on charter school business shall be held in accordance with the Texas Open Meetings Act.

2.10 Action by Written Consent

An action required to be taken at a meeting of directors, or an action that may be taken at a meeting of the directors or a committee, may be taken without a meeting if a written consent, stating the action to be taken, is signed by the number of directors or committee members necessary to take that action at a meeting at which all of the directors or committee members are present and voting. Any such written consent shall state the date of each director's or committee member's signature, and prompt notice of the taking of an action by such a consent shall be given to each director or committee member who did not consent in writing to the action.

Notwithstanding the foregoing, all actions related to charter school business shall be taken in accordance with the Texas Open Meetings Act.

2.11 Signed Waiver of Notice

Whenever any notice is required to be given under the provisions of the TBOC or under the provisions of the Certificate of Formation or these Bylaws, a waiver in writing signed by a person entitled to receive a notice shall be deemed equivalent to the giving of the notice. A waiver of notice shall be effective whether signed before or after the time stated in the notice being waived.

2.12 Waiver of Notice by Attendance

The attendance of a person at a meeting shall constitute a waiver of notice of the meeting unless the person attends for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called or convened.

2.13 Notice by Common Carrier, Facsimile, Special (hand) Delivery, or Electronic Methods

Any notice required or permitted by these Bylaws to be given to a director, officer, or member of a Board committee may be given by common carrier, facsimile, special (hand) delivery or electronic methods. If common carrier-mailed, a notice shall be deemed to be mailed when deposited in the United States mail addressed to the person at his/her address as it appears on the records of the corporation, with postage prepaid. A facsimile or electronic mail/text shall be deemed to be delivered upon (1) confirmation of transmission, or receipt, or (2) lacking 24-hour notice of non-transmission, when received by the sender's machine. Special (hand) delivery mail shall be deemed to be delivered when deposited in the appropriate mailbox or handed to the courier, addressed to the person at his/her address as it appears on the records of the corporation, with the fee prepaid. A person may change his or her address by giving written notice to the Secretary of the corporation.

2.14 Use of Experts by the Board

The Board may hire, at its discretion, external advisors, consultants, or other professionals for specific, time- limited tasks.

ARTICLE 3

GENERAL OFFICERS:

3.1 Election

The officers of this Corporation may consist of the Chair, Vice-Chair, Secretary, Treasurer, GEB President, GICT President and such other officers as may be determined and selected by a majority of the Board. The GICT President shall not be a member of the Board but is an officer of the Corporation. Other than the GICT President, the Board will elect the officers from among the Directors. The officers will hold office for a period of one (1) one-year term and until their successors are elected and qualify. Board officers may be elected to three (3) successive terms.

3.2 Duties

The principle duties of the officers are outlined below:

Chair. The Chair shall preside at all meetings of the Board and shall perform such other duties as may be assigned to him/her from time to time by the Board.

Vice-Chair. The Vice-Chair shall discharge the duties of the Chair in the event of his/her absence or disability for any cause whatsoever and shall perform such additional duties as may be prescribed from time to time by the Board.

Secretary. The Secretary shall be responsible for ensuring that notice is given of all meetings of the Board, and that true minutes of all meetings of the Board are taken and maintained. The Secretary shall discharge such other duties as shall be assigned to him/her by the Board.

Treasurer. The Treasurer shall be responsible for financial oversight, including ensuring that appropriate fiscal records are kept and ensuring that all funds are recorded, spent and monitored consistent with funder requirements, legal requirements and sound financial management. He/she shall also submit a report of the financial condition of the organization at its annual meeting of the Board and as such other times as the Board may designate.

GICT President. The GICT President shall be the chief executive officer ("CEO") of the Corporation and shall be responsible for the day-to-day operations including employment, supervision and termination of all other employees. The GICT President shall keep the Board apprised on a regular basis on the status of the organization. Unless such expenditure is included in the annual budget approved by the Board or the Corporation's financial forecast, as each may be updated from time to time, the GICT President may not authorize an operational expenditure of GICT funds in an amount in excess of \$200,000 or a capital expenditure of GICT funds in an amount in excess of \$100,000 without having first obtained the prior approval of a majority of the directors.

3.3 Vacancies

If a vacancy of an officer other than the GICT President occurs in the corporation, such vacancy may be filled by the Chair. A new officer will hold office until his/her successor is elected and qualified. For the office of GICT President, the Board will select an interim replacement through the recruitment process.

3.4 Compensation

No director shall receive any compensation for his/her service on the Board. Directors may be reimbursed for expenses incurred on behalf of the corporation with prior approval by the Board. GICT loans of any kind are not permitted to directors.

3.5 Executive Committee

The Executive Committee may conduct the business and affairs of the Corporation between regularly scheduled Board meetings. The members shall include the Board Chair, Vice Chair, Secretary, Treasurer, GICT President, and such other members as determined by the GICT President, a majority of the Board or the Board Chair.

The Executive Committee shall have the powers set forth in its charter.

The Executive Committee may not:

- (a) amend the Certificate of Formation of the Corporation;
- (b) amend, alter, or repeal these Bylaws of the Corporation or adopt new Bylaws of the Corporation;
- (c) commence the voluntary dissolution of the Corporation or perform an act which would adversely impact its non-profit status;
- (d) fill vacancies in the Board;
- (e) fill vacancies in or designate alternative directors of the Executive Committee;
- (f) fill any Board directorship to be filled by reason of an increase in the number of directors;
- (g) elect or remove officers or directors of the Executive Committee;
- (h) alter or repeal any resolution of the Board of the corporation;
- (i) authorize the execution in the name of the corporation of any contract which would be material to the financial condition of the corporation (or otherwise incur any indebtedness in the name of the corporation or secured by the property or assets of the corporation in an amount in excess of \$400,000) without having first obtained the prior approval of a majority of the directors of the Board.

The Chair of the Executive Committee shall be the Chair of the Board.

To the extent the Executive Committee discusses or takes action relating to the GEB and/or charter school business, such must be in compliance with the Texas Open Meetings Act, as applicable.

ARTICLE 4

CONFLICT OF INTEREST:

All directors agree that, to avoid any appearance of impropriety, no director or immediate family member of a director may (1) financially benefit from any contractual relationship with GICT or its affiliates, or (2) serve as a supervisory level employee of GICT or affiliates, during, and for a period of one (1) year following, the director's service on the Board.

Only the Board may allow an exception to this policy, and may do so only by resolution approved

by at least two-thirds of all directors, based upon a finding that the contractual or employment relationship will assist GICT and is in the overall best interest of GICT and its mission. The director who would, or whose immediate family member would, financially benefit from the contractual relationship or its affiliates or receive compensation in any form from GICT, the charter school, or management company that operates the charter school. The director who would, or whose immediate family member would be hired as a supervisory level employee shall fully disclose the potential conflict prior to the Board's vote, and shall abstain from participation in that vote.

The Board shall approve and adopt a Board Covenant that contains this Conflict of Interest Statement, a code of ethics, background check authorization and a commitment statement. Each Director shall sign this form on an annual basis.

ARTICLE 5

APPOINTED OFFICERS AND AGENTS:

The Board may appoint such officers and agents in addition to those provided for in Article 3, as may be deemed necessary, who shall have such authority and perform such duties as shall from time to time be prescribed by the Board. All appointed officers and agents shall hold their respective offices or positions at the pleasure of the Board and may be removed from office or discharged at any time with or without cause, provided that removal without cause shall not prejudice the contract rights, if any, of such officers and agents.

ARTICLE 6

OPEN ENROLLMENT PUBLIC CHARTER SCHOOL

6.1 Name and Purpose

GICT is the charter holder of the Excel Center for Adults – 227827 (“TEC”), an open enrollment public charter school authorized by The Texas Education Agency for the purpose of operating a high school for adults ages 18-50 in accordance with all applicable regulations of the Texas Education and Administrative Code.

The mission of The Excel Center for Adults is to transform lives in a supportive and holistic learning environment where all students are empowered to achieve personal growth, academic success, and career advancement.

Non-Discrimination. TEC shall admit students of any race, color, gender, national and ethnic origin, religion or ancestry and without regard to disability to all the rights, privileges, programs and activities generally accorded or made available at its charter schools. The Corporation shall not discriminate on the basis of disability, race, color, gender, national and ethnic origin, religion or ancestry in the administration of its educational policies, admissions, policies, scholarships and loan programs, and athletic or other school administered programs.

Non-Sectarian. TEC shall be non-sectarian and non-religious in its curriculum, programs, admission policies, employment practices, governance and all other operations.

6.2 Board of Directors

The GICT Board has primary responsibility for implementing the public school program authorized by the open-enrollment charter, TEC, and ensuring the performance of the students enrolled in its schools in accordance with the Texas Education Code. See 19 TAC, §100.1101(a). Pursuant to 19 TAC § 100.1033(b)(14)(C), the GICT Board shall not delegate the following: (i) final authority to hear or decide employee grievances, citizen complaints, or parental concerns; (ii) final authority to adopt or amend the budget of the charter holder or the charter school, or to authorize the expenditure or obligation of state funds or the use of public property; (iii) final authority to direct the disposition or safekeeping of public records, except that the governing body may delegate this function to any person, subject to the governing body's superior right of immediate access to, control over, and possession of such records; (iv) final authority to adopt policies governing charter school operations; (v) final authority to approve audit reports under Texas Education Code §44.008(d); or (vi) initial or final authority to select, employ, direct, evaluate, renew, non-renew, terminate, or set compensation for the TEC superintendent or, as applicable, the administrator serving as the TEC educational leader and TEC CEO. The GICT Board, as the charter holder, maintains sole and exclusive authority over the TEC except for those powers and duties that the GICT Board has specifically delegated, including to the GEB, in accordance with applicable rules and regulations promulgated by the Texas Education Agency, including, without limitation, 19 TAC § 100.1101 and 100.1033.

Goodwill Education Board. The GICT Board has delegated powers and duties per 19 TAC §100.1101 to the GEB to assist in the discharge of its obligation to run a charter school and other educational initiatives. See July 30, 2019 Charter Renewal Agreement between GICT and the Texas Education Agency (incorporating the original contract for charter, applicable law or administrative rule, Request for Application, and any amendment to the Charter, final renewal application received in January 2019, and all statements, representations, and the like made by GICT in the original Charter Application and Renewal Application). The purpose of the GEB is to advise and make recommendations to the TEC Superintendent or, as applicable, the administrator serving as the TEC educational leader and the TEC CEO of the charter school on matters similar to those considered by the board of Trustees of an independent school district and in accordance with school's mission.

GICT Board and GEB Directors are obligated to duty of care, duty of obedience and duty of loyalty to the open enrollment charter school under Tex. Bus. Org. Code § 22.221. The GICT Board remains responsible for the management, operation, and accountability of the charter school, regardless of whether the GICT Board delegates any of its power or duties. See 19 TAC, §100.1101(d). The GICT Board maintains sole and exclusive authority to file charter amendment(s) with TEA. See 19 TAC § 100.1033.

Qualifications. A nominee for a position on the GICT Board and GEB may not be related to or within the third degree of consanguinity or the third degree of affinity to a current director or to a full-time supervisory level employee of TEC. Directors must complete a criminal background check and may not serve as a director if he or she has been convicted of a felony or a misdemeanor involving moral turpitude as outlined in the provisions of Texas Education Code § 12.120 and TAC 100.1151. All directors are subject to annual background checks and governance reporting.

Training. Upon election to the GICT Board and/or GEB, each new director will complete an orientation and training program. All GICT Board and GEB directors are required to undergo annual training as defined by 19 TAC, §100.1102.

Powers. The GEB shall manage the business, property and affairs of the charter school in accordance with these Bylaws. The following powers and duties must be exercised by the superintendent, or, as applicable, the administrator serving as the educational leader and CEO of the TEC: (i) to organize the TEC's central administration; (ii) to approve reports or data submissions as required by law; and (iii) to select and terminate the TEC employees or officers. No action by the GEB shall in any way compromise the good standing of GICT, including, without limitation, its status as an eligible entity within the meaning of Texas Education Code § 12.101(a), GICT's exemption status under 26 U.S.C. § 501(c)(3), or GICT's good standing with Goodwill Industries International, the Texas Association of Goodwills, or cause a violation or breach of any rules or regulations imposed upon GICT, including GICT's membership agreement with Goodwill Education Initiatives, Inc., the GIL Territory Policy, and the GII Fundraising Policy as detailed in the Membership Agreement. No discussion, planning, or action regarding TEC's separation or divesture from GICT shall be entertained by the GEB or TEC staff without the express written direction of the GICT Board.

Composition. There shall be seven (7) voting directors of the GEB. Except as otherwise provided in these Bylaws, all directors shall have, and be subject to, the same and equal qualifications, rights, privileges, duties, limitations and restrictions. The GICT President shall be a director of the GEB.

Terms and Vacancies. At any GICT Board meeting, new directors for the GEB may be chosen. Terms will be three (3) years. Directors shall be eligible for re-election or re-appointment; provided, however, no person may serve as a GEB director for more than three (3) consecutive three (3) year terms.

Any vacancy among the GEB directors may be filled by the GICT Board. A director elected to fill a vacancy shall hold office until the expiration of the term of the director causing the vacancy and until a successor shall be elected and qualified.

The GICT Board shall declare a vacancy in any seat on the GEB upon the expiration of the occupant's term, the death or resignation of the occupant or the disability of any occupant rendering him/her permanently incapable of participating in the management and affairs of the corporation.

Removal. Subject to Section 22.211(b) of the TBOC at any meeting of the GICT Board called expressly for that purpose, any director of the GEB may be removed either with or without cause by a majority vote of those present and voting of the GICT Board. In addition, if a GEB director no longer meets qualifications to be a GEB Board member, removal shall be immediate.

Election. Three (3) members of the GEB shall be current GICT Board directors in good standing and shall be appointed by the GICT Board. The remaining three (3) members of the GEB shall be recommended by the GEB and appointed by the GICT Board.

6.3 General Officers

Election. The officers of the GEB shall consist of a GEB President, GEB Vice-President, GEB Secretary, and such other officers as the GICT Board may, by resolution, designate. Any two (2) or more offices may be held by the same person. The GICT Board may, by resolution, create, appoint and define the duties of such officers and agents as, in its discretion, is deemed necessary,

convenient or expedient for carrying out the purposes for which the GEB is formed.

6.4 Duties.

GEB President. The GEB President will preside at all meetings of the GEB, and will appoint the chairperson and members of all standing and temporary committees and shall do and perform such other duties as these Bylaws provide or as may be assigned by the GICT Board. The GICT President shall be the GEB President.

GEB Vice-President. The GEB Vice-President will preside at all meetings of the GEB Board if the GEB President is not present and shall do and perform such other duties as these Bylaws provide or as may be assigned by the GICT Board.

GEB Secretary. The GEB Secretary shall have the custody and care of the corporate records and the minutes book of the GEB. The GEB Secretary shall attend all the meetings of the GEB, and shall keep, or cause to be kept, a true and complete record of the proceedings of such meetings, and shall perform a like duty for all standing committees of the GEB, when required. The GEB Secretary shall file, or cause to be filed, all papers and documents belonging to the GEB, shall authenticate records of the GEB as necessary, and shall perform such other duties as may be required by these Bylaws or as may be prescribed by the GICT Board. The GEB Secretary shall prepare and maintain, or cause to be prepared and maintained, all the materials necessary to comply with the provisions of Texas Open Meetings Act and The Texas Public Information Act.

Election. Term of Office and Qualifications. All officers of the GEB shall be chosen annually by the GICT Board at the annual meeting of the GICT Board. Each officer shall hold office (unless the officer resigns, is removed, or dies) until the next annual meeting of the GICT Board or until a successor is chosen and qualified.

Removal. Any officer may be removed from office, with or without cause, by the GICT Board.

Resignations. Any officer may resign at any time by delivering notice to the GICT Board, the GEB President or the GEB Secretary. A resignation is effective upon delivery unless the notice specifies a later effective date.

Vacancies. In the event an office of GEB becomes vacant by death, resignation, retirement, disqualification or any other cause, the GICT Board shall elect a person to fill such vacancy, and the person so elected shall hold office and serve until the next annual meeting of the GICT Board or until a successor is elected and qualified, or until the officer's death, resignation or removal.

Compensation. No director shall receive any compensation for his/her service on the GEB. Directors may be reimbursed for expenses incurred on behalf of the Corporation with prior approval by the GICT Board. GICT loans of any kind are not permitted to GEB directors.

6.5 Meetings

All GICT Board meetings for charter school business and all GEB meetings shall be conducted in accordance with the provisions of the Texas Education Code will be subject to the requirements of the Texas Open Meetings Act.

Annual Meetings. The annual meeting of the GEB shall be held shall be held at such time and

place as the GEB shall determine.

Regular Meetings. The GEB and GICT Board will meet jointly at least once per year. GEB meetings can be held as often as deemed necessary by the GEB President. Meetings of the GEB and meetings of the GICT Board that discuss or take action on charter school business shall be conducted in accordance with the Texas Open Meetings Act.

Special Meetings. Special meetings of the GEB shall be held whenever called by the GEB President. The notice for a special meeting of either the GEB or GICT Board for the purpose of charter school business must be provided in accordance with the Texas Open Meetings Act. 7.8 Emergency Meetings, and such meetings shall be conducted in accordance with the Texas Open Meetings Act.

In the event of an emergency as defined in the Texas Open Meetings Act or waived per the Governor of Texas, a meeting may be conducted by telephone or video conference call. If a meeting involves video or telephonic participation, the video or telephonic participation must be conducted in accordance with the Texas Open Meetings Act.

Quorum. A majority of the GEB directors shall constitute a quorum for the transaction of business at all meetings of the GEB. At no time shall a quorum of the GEB or GICT Board meet to deliberate any issues or business related to the charter school without posting the meeting in accordance with the Texas Open Meetings Act.

Place of Meetings. All GEB and GICT Board meetings for charter school business will be held either at the registered office of the Corporation in the State of Texas, or at such other place within the TEA approved school boundaries.

Notice of Meetings Board Director Notice. Notice of all meetings of the GEB and GICT Board for charter school business, except as herein otherwise provided, shall be given by mailing the same (whether by post or by electronic mail), by telephoning, or delivering personally the same at least 72 hours before the meeting to the usual business or residence address of the director as shown upon the records of the Corporation.

Notice of any meeting of the GEB or GICT Board for charter school business may be waived in a document filed with the GEB Secretary by any director if the waiver sets forth in reasonable detail the purpose or purposes for which the meeting is called and the time and place of the meeting. Attendance at any meeting of the GEB or GICT Board for charter school business shall constitute a waiver of notice of that meeting, except where a director attends a meeting for the express purpose of objecting to the transaction of any business because the meeting is not lawfully called or convened.

Notice of any GEB meeting shall be posted in a conspicuous place at the district office of the charter school or at the GEB Board's meeting place at least 72 hours prior to the meeting. Notice of any meeting shall at all times conform with the requirements of Texas Open Meetings Act.

Emergency meetings as allowed under the Texas Open Meetings Act may be posted up to two hours before such meeting.

Closed Meetings. The agenda shall clearly state whether the GEB or GICT Board deliberating charter school business intends to convene in a closed meeting and shall identify separately each

matter to be deliberated in the closed meeting and whether the GEB or GICT Board may take action on any such matter upon returning to the open meeting. All closed meetings of the GEB and of the GICT Board deliberating charter school business will follow the requirements of the Texas Open Meetings Act.

Agenda. At regular meetings of the GEB and charter school business meetings of the GICT Board, the order of business shall be established in an agenda approved by the GEB President (for the GEB Board) or by the GICT Board Chair (for the GICT Board) and presented in the notice of meetings. However, the GEB President or GICT Board Chair may modify the order of the business. The agenda shall identify all matters to be presented to and considered by the GEB or GICT Board. Matters not disclosed on the agenda and meeting notice available to the public shall not be deliberated or be considered by the GEB or GICT Board, except as permitted by the Texas Open Meetings Act.

No actions without meetings. All actions required or permitted to be taken at any meeting of the GEB or GICT Board relating to charter school business must be taken at a meeting held in accordance with the requirements of the Texas Open Meetings Act.

Resolutions. All motions and resolutions of the GEB or GICT Board relating to charter school business will be recorded in the minutes of the GEB or GICT Board, as applicable, and certified copies will be placed in a journal of proceedings of the GEB or GICT Board held by the Superintendent or the Superintendent's designee. Such records will be maintained in accordance with state law.

6.6 Records

The TEC will maintain at its district office all financial books and records of account, all minutes of the GEB and committee meetings, the list of directors, and copies of all other material as required by law. All records will be made available for inspection at any reasonable time during usual business hours for any lawful purpose to any officer, Director, or person authorized by law or the GEB or GICT Board to inspect such records.

The Corporation shall also comply with the Texas Public Information Act for all charter school business.

6.7 Finances

Contracts. The GICT Board may authorize any officer or Superintendent of TEC or GICT to enter into any contract or execute and deliver any instrument in the name of and on behalf of the GEB or TEC, and such authority may be general or confined to a specific instance. The Superintendent or the GEB must have GICT Board approval on any contract which would be material to the financial condition of the corporation or any contract or expenditure in excess of \$50,000 unless authority to approve expenditures has been delegated to a specific individual or group of individuals, such as the GICT Executive Committee, by the GICT Board. The GICT Board, as the charter holder, is the sole entity authorized to enter into (and from time to time amend) one or more "Charter School Agreements" with the Texas Education Agency, including, without limitation, any amendment regarding a name change.

Payments and Investments. The GICT Board shall by resolution designate officers, agents or employees of the Corporation or TEC who may, in the name of the Corporation or TEC, execute

drafts, checks and orders for the payment of money in its behalf; provided, however, that any expenditure in excess of fifty-thousand dollars (\$50,000.00) that is outside of the ordinary course of operation or outside of the GICT Board-approved and state-submitted school budget shall require approval by the GICT Board unless authority to approve expenditures has been delegated to a specific individual or group of individuals, such as the GICT Executive Committee, by the GICT Board. The Corporation shall have the right to retain all or any part of any securities or property acquired by it in whatever manner, and to invest and reinvest any funds held by it, according to the judgment of the GICT Board.

State Funds. State funds received by TEC are considered to be public funds for all purposes and are held in trust for the benefit of the students and may be used only for a purpose for which a school may use local funds under §45.105(c). Texas Education Code §12.107. Property acquired with state funds is property of this state held in trust by the charter holder for the benefit of the students of the open-enrollment charter school. TEC §12.128.

Audited Financial Statements. The Corporation shall maintain financial statements prepared in accordance with the unified accounting system prescribed by the State Board of Education and State Board of Accountants and shall engage an independent certified public accountant to audit such financial statements.

Financial Compliance. The Corporation and charter school will follow all accounting and financial requirements to maintain an acceptable State of Texas Charter FIRST rating.

6.8 Texas Open Meetings Act

The Corporation, when performing charter school business, and the charter school will comply with the Texas Open Meetings Act.

6.9 Texas Public Information Act

The Corporation, when performing charter school business, and the charter school will appropriately respond to all Texas Public Information Act requests.

0ARTICLE 7

SEAL:

This GICT shall have a common seal, being a circular seal of the following description, viz: GOODWILL INDUSTRIES OF CENTRAL TEXAS around the circle and date or organization in inner circle. The seal shall be in the custody of the GEB President.

ARTICLE 8

AMENDMENTS:

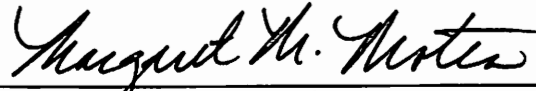
These Bylaws may be amended by the Board at any meeting of the Board by the affirmative vote of a majority of the directors of the Board.

ARTICLE 9

REVERSION CLAUSE:

In the event that the work of the Corporation shall be abandoned, and this corporation ceases to exist, the title to all its property remaining after payment of its debts will be distributed as outlined in the Certificate of Formation or these Bylaws.

APPROVED at a scheduled meeting of the GICT Board held at the Goodwill Industries of Central Texas, Austin, Texas, on the 18th day of May 2023.



Chair: Margaret Moten



Secretary: Catherine Savage