

2019

ANNUAL REPORT



Dear Friends and Supporters,

This year turned out to be one of the most exciting, challenging and rewarding times in the 27-year history of Project QUEST. The prior efforts of our board, staff and partners created a solid foundation entering into fiscal year '19. Our mission remains to deliver life changing opportunities through specialized workforce development services. We fulfilled that commitment in FY '19 by serving 1,022 participants and guiding 330 to family sustaining employment.

There were three key events in FY '19 that brought Project QUEST into the national spotlight. In December 2018, Project QUEST won a \$1M grant from the Rockefeller Foundation and Chan Zuckerberg Initiative for its outstanding community impact. A study released, in April, by the Economic Mobility Corporation documented the long-term effectiveness of the Project QUEST program. Finally, in August, the New York Times produced a compelling article highlighting Project QUEST's wrap-around service model.

The Project QUEST team is grateful to reflect San Antonio nationally in a positive way. However, we fully recognize there is much more work required in the workforce development arena. Social and economic segregation require our attention. Our efforts continue to direct resources and create pathways for greater economic mobility. To that end, we acknowledge our partners and stakeholders that make our work possible.

Looking into the future, Project QUEST will continue to explore new opportunities, and new partnerships in order to scale our programs and services. We thank you for making it possible for Project QUEST to be a leading agency in workforce and economic development.



DAVID J. ZAMMELLO, SPHR
President | CEO



TODD THAMES, MD, MHA
Chairman

**Project QUEST
is scalable, and
there is no reason
every city and
town in America
can't have
something like it.**

**Paul Osterman, professor at the
MIT Sloan School of Management**

**Economics Reporter Nelson D. Schwartz
(August 2019), "Job Training Can Change
Lives. See How San Antonio Does It."
*New York Times***

OUR EFFORTS LED TO SEVERAL KEY OUTCOMES:

Received national recognition from several prominent institutions for program outcomes and community impact;

Expanded wrap-around service model into the trades and manufacturing sectors;

Enriched participant experience with new on-boarding tools and coaching services;

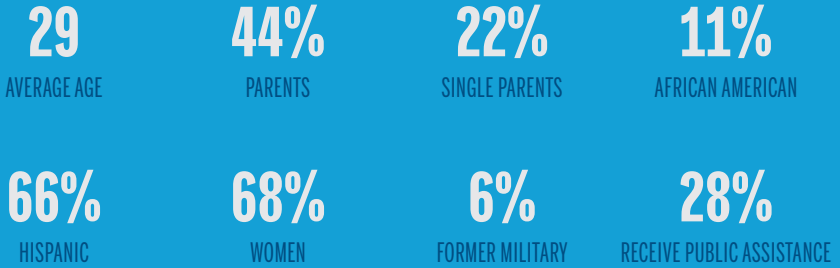
Strengthened workforce partnerships through collaboration and structured agreements; and

Improved brand awareness through research and social media outreach.

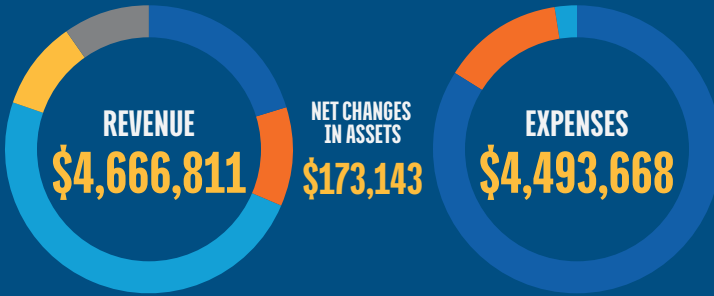
2019 OUTCOMES



PARTICIPANTS



FINANCIAL STATEMENT

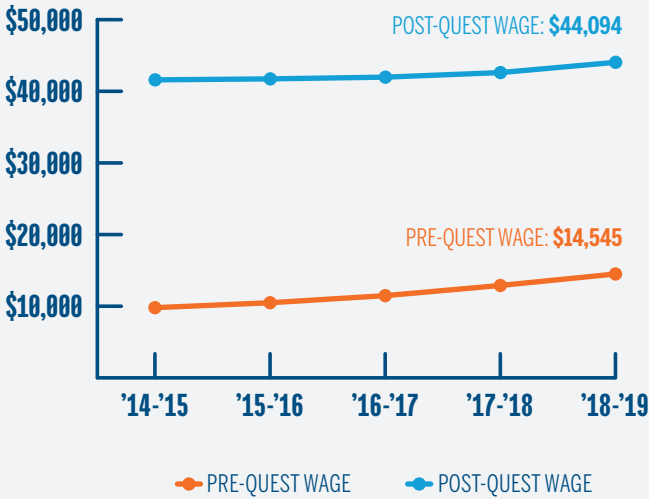


Federal Government	\$955,116
State Government	\$520,278
Local Government	\$2,278,716
Foundation Grants	\$464,938
Individual & Corporate Gifts	\$447,763

Program Services	\$3,773,485
Administration	\$611,753
Fundraising	\$108,430

» TOTAL NET ASSETS, END FY '19
\$1,816,530

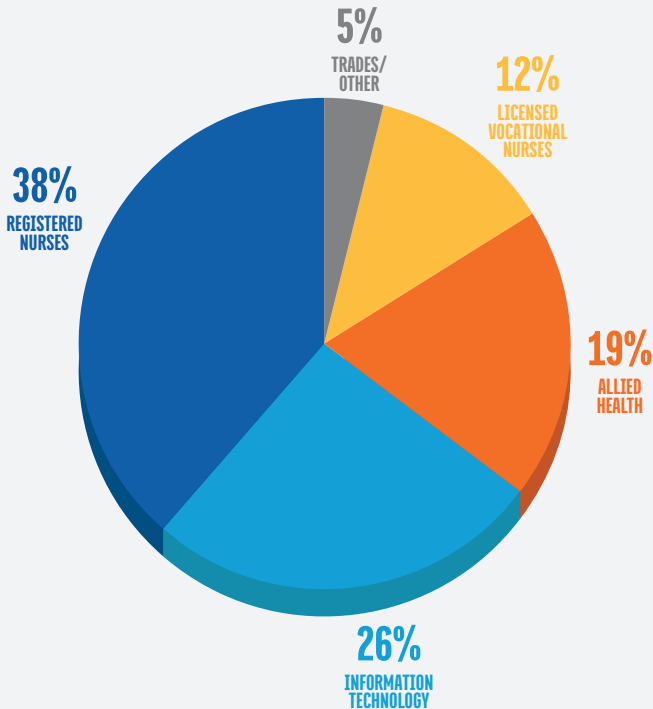
ANNUAL EARNINGS



ANNUAL EARNINGS INCREASE

203%

CAREER TRACKS



ELICIA

SYSTEMS ADMINISTRATION, RACKSPACE



When I first approached Project QUEST I hadn't worked in 6 years. I had a GED that I carried with a part time job, trying to find a career that brought me joy. When my husband and I had our son, we decided it would be best to be a stay-at-home mom until he started kindergarten. Being at home for those 6

years brought me immeasurable joy. I cherished my identity and title of "mom." When my son started school, I suddenly realized that I had time to focus on myself and what I wanted to do.

When I approached Project QUEST, my only real computer experience was shopping on Amazon, but I had an interest in IT and a stubbornness that came in handy. I began to worry about what QUEST would see in someone like me. Someone with very little schooling and hadn't worked in years, but QUEST welcomed me with kindness and support, and I was thrilled when they offered me full funding to go back to school. I started shortly after at the Open Cloud Academy under their System Administration program, and the possibilities for my future were endless. My teachers had the difficult task of training a stubborn, computer illiterate girl into a System Admin in less than three months. It took a million questions, some tears, sacrificing a lot of nights and weekends to study, understanding from friends, and support from my family, but I was able to complete my program with a Network+ certification and a Red Hat Linux System Administrator certification.

I've added a few titles to "mom" since my journey—"student," "System Administrator," "Racker," and now "QUESTer." I hope to keep adding to these titles.

MICHAEL

RN, METHODIST HEALTH CARE SYSTEM

I'd like to share a piece of my journey with you. It began 10 years ago, really, with the birth of my son. He is my purpose and reason to live and I knew early on that I needed to reach for my dream to work in the medical field. So as a single father with nothing to lose, and 10 years out of high school, I went to college.

I kept my grades high and was accepted into the competitive San Antonio College Nursing Program.



QUEST was a huge help. They provided materials, advice, and in my case my QUEST Career Coach became a close friend of mine. They were not simply a source of financial aid, but a source of confidence in your corner. The path wasn't easy. We all had to neglect family and friends. That being said, I'd like to thank my son, Arion for hanging in there with me. He was so understanding when his requests were often met with: "I'm sorry, but dada really needs to study." For many of us this scenario was the case. There were times when our hard work was met with a mediocre grade, but every setback was met with increased determination. Now here I am, a graduate of the SAC Nursing Program. I have been blessed. I've secured employment with the Methodist Healthcare System in the Cardiovascular Intensive Care Unit, which is my dream job.

Honestly, without QUEST and the support of my family, my dream would have remained but a dream. QUEST was not just a source of aid, but also a source of encouragement, and often a source of friendship. They truly care about what they are doing for every individual.

THANK YOU TO OUR DONORS

October 1, 2018-September 30, 2019

\$2,000,000+

City of San Antonio

\$1,000,000+

Rockefeller Foundation
& Chan Zuckerberg
Initiative

\$200,000+

Health Profession
Opportunity Grant

\$100,000+

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ABOUT US

OUR MISSION

Project QUEST strengthens the economy and transforms lives by preparing individuals for in-demand, living wage careers.

OUR VISION

Project QUEST will be San Antonio's leading workforce development initiative; providing life-changing services, education and career skills through collaboration and community partnerships.

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October 1, 2018-September 30, 2019



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Chairman

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Care Administration, Trinity
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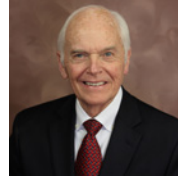
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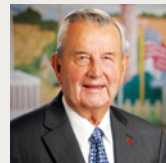
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ZAMMILO, SPHR**

President/CEO, Project
QUEST, Inc.

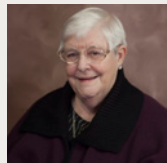
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In Memory of Our Founder
TOM C. FROST[†]
(1927-2018)



**CHARLIE E.
CHEEVER**



**SR. GABRIELLA
LOHAN, SHSP**



Project
QUEST

TELEPHONE: (210) 630-4690
www.questsa.org



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