

2020

ANNUAL REPORT



OCTOBER 1, 2019 - SEPTEMBER 30, 2020

Dear Friends and Supporters,

We are living in unprecedented times. Since our last annual report, our world, country and community have gone through a series of traumatic events. The simultaneous emergence of the COVID-19 pandemic, social unrest, economic loss and political uncertainty continue to impact our everyday lives. San Antonio was not immune to any of these issues. As a nonprofit focused on breaking down barriers and uplifting people, we were proud to be on the front lines providing resources to those in our community adversely impacted.

In response, Project QUEST activated a four phase service continuation plan with the sole intent of maintaining services while keeping our staff safe. By April, we transitioned to 100% online service delivery with employees working from home. A year ago it would have been unimaginable to have implemented this type of change. The old saying is so true, "Where there is a will, there is a way." We were fortunate to have received a CARES Act funded PPP loan which helped sustain operations during this critical time.

We collaborated with City and County officials, nonprofit partners, educational institutions and workforce agencies in a community-wide response to the economic devastation. We benefited from the advocacy and support of our Board of Directors and COPS/METRO partners. As a result, Project QUEST was able to serve over 900 participants during the peak of the crisis and enrolled others through a newly implemented online recruitment platform. We also gratefully acknowledge USAA's \$1.6M contribution to advance our workforce development and racial equity initiatives. Through these partnerships, QUEST is stronger in providing its services and programs to those who are most in need.

In the closing of fiscal year 2019-2020, Project QUEST continues contributing to the San Antonio's workforce recovery and resiliency plan. This will require us to more than double our capacity and steward an estimated \$20M of public funds. It is truly a daunting task; however, the Project QUEST team has shown a remarkable commitment and perseverance in order to meet these challenges. Our partnership network continues to be fully engaged in providing the training programs needed by participants. We remain humbled by the faith and trust bestowed upon our organization.

The uncertainty of the current moment and immediate future is understandable. It calls upon all of us to be sensitive, emphatic and respectful towards each other. The pain of personal, family and economic loss is real. Our never-ending goal at Project QUEST is to be part of the solution. We strive to ensure our participants are healthy, safe and prospering. We do not accomplish this alone. There is a great deal of work that needs to be done. We support our elected officials, health care workers, military personnel, first responders and all others serving our community. It is going to take all of us. We are Stronger Together!



DAVID J. ZAMMELLO, SPHR
President | CEO



TODD THAMES, MD, MHA
Chairman

This year, with the impacts of COVID-19, Project QUEST is playing an even more vital role in the workforce recovery efforts. USAA is standing with QUEST on a responsive and comprehensive plan to move our community forward.

**Charito Lincoln, Corporate Responsibility Director, USAA
Corporate Responsibility & Community Affairs
2020 Award Ceremony**

OUR EFFORTS LED TO SEVERAL KEY OUTCOMES:

Transitioned program delivery to 100% online and virtual.

Sustained participant services through staff engagement, new technology and social media platforms.

Expanded PQ Partnership Network to grow outreach and training programs.

Completed physical office relocation to improve capacity and services.

Enhanced national presence through collaborations with Urban Institute and New Profit America.

2020 OUTCOMES

981

PARTICIPANTS
SERVED



285

GRADUATES



272

JOB
PLACEMENTS



24

IN-DEMAND
OCCUPATIONS
W/PLACEMENTS



\$22.42

THE AVERAGE
WAGE PER HOUR
FOR GRADUATES



PARTICIPANTS

29

AVERAGE AGE

45%

PARENTS

24%

SINGLE PARENTS

13%

AFRICAN AMERICAN

67%

HISPANIC

72%

WOMEN

5%

FORMER MILITARY

36%

RECEIVE PUBLIC ASSISTANCE

FINANCIAL STATEMENT



CHANGE IN
NET ASSETS
\$12,718

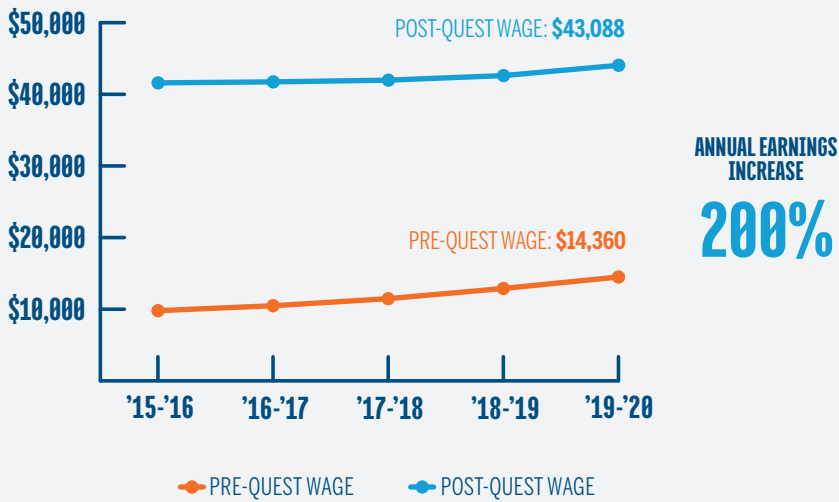


Federal Government	\$652,479
State Government	\$120,056
Local Government	\$2,598,987
Foundation Grants	\$869,378
Individual & Corporate Gifts	\$212,615

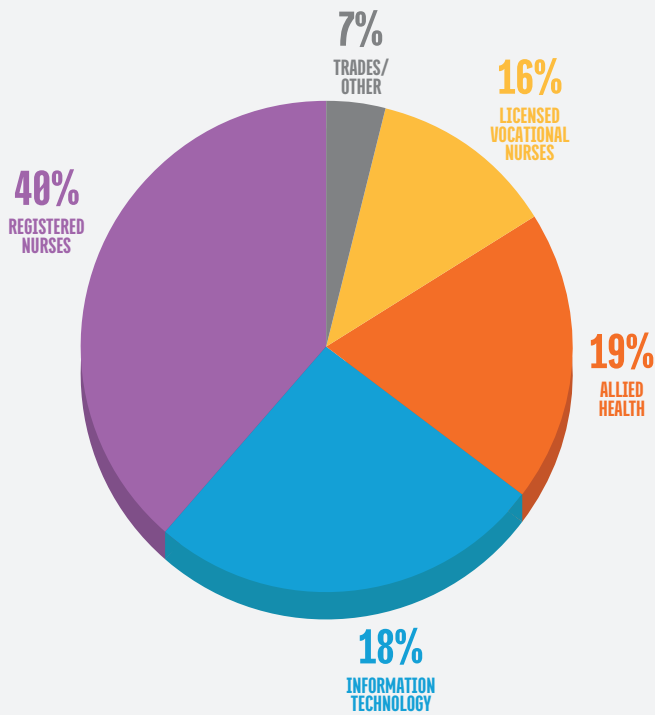
Program Services	\$3,503,730
Administration	\$781,950
Fundraising	\$180,553

» TOTAL NET ASSETS, END FY '20
\$841,326

ANNUAL EARNINGS



CAREER TRACKS



■ CHELSIE

RN



I had worked as CNA for about 5 years but always wanted to be an RN especially after learning how other RN's were once C.N.A's themselves, but I never got around to it. In 2016 my mother lost her battle with colon cancer and before she passed

asked that I take care of my three nephews and finish college. However, after one year of my mother's passing, my sister was incarcerated due to drug addiction. I stepped up and took on the responsibility of caring for my nephews along with my elderly father, as my mother's last request.

The arduous journey from student to RN was rattled with obstacles and times I wanted to give up; however, I could never have done it without the help of Project QUEST. Not only did they assist with my books and tuition, they offered us tutoring services at no charge. Juggling my job, school, three nephews, and elderly father were exceedingly difficult. Fortunately, QUEST was there for me, and the VIP sessions helped keep me on track reminding me to set goals and to remember my motivation for attending college. My Career Coach Maria was like a guide/counselor; she always listened and tried to help me as much as she could.

Today, I am a Registered Nurse and the first in my family to graduate college. I hope to show my nephews that despite the trials of life you can reach your goals. Thank you Project QUEST for building bridges to help people like myself reach their fullest potentials.

■ JASON

MEDICAL FIELD

My name is Jason Thomas. The idea of healing people has always been of interest to me. The healing power of a warm smile and a well-placed, “have a blessed day”, was all I knew.

I am a husband and a father of 7 beautiful children, so the thought of not being able to provide for my family was very scary. I had never been to college. I had heard at work from my co-workers that NE Methodist was partnering with Project QUEST through a program called the Kellogg scholarship program. So I took a leap of faith and began the process to get into the program. It was a struggle trying to balance school, work, my family, and church obligations. I can honestly say if it was not for the support that I received from Project QUEST I don't think I would have made it. Through all the hardships Career Coach Maria was there to encourage me and keep me on track. There were challenges, life circumstances that I had to overcome, but through it all I had QUEST in my corner. I could not have done it without the support of my family and Project QUEST.

On December 15, 2020, I completed my Nursing degree and I plan to continue my education and get my masters in nursing in order to become a CRNA. Project QUEST has truly been a God send to our family and I will continue to support this program to the best of my capabilities for years to come.



THANK YOU TO OUR DONORS

October 1, 2019-September 30, 2020

\$2,000,000+

City of San Antonio
State of Texas – ACE5

\$200,000+

USAA

\$100,000+

New Profit
Postsecondary
Innovation for Equity
Bexar County CDBG

\$50,000+

San Antonio Area
Foundation
Bexar County Innovation
Fund

\$20,000+

Charles and Nancy
Cheever
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Annual Awards
Ceremony Presenting
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\$10,000+

3M
Hixon Properties
Jefferson Bank
Petty Hefte Family
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\$5,000+

Alamo Colleges District
Broadway Bank
Sisters of the Holy Spirit

\$2,000+

ABIP, PC
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Development
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CPS Energy
Crystal Kohanke
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Transpecos Bank
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\$1,000+

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\$200+

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Paul Martinez
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\$200+ continued

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SR Wheeler	George Santos	Micheal Del Toro
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Elizabeth Eguia Robinson	Mayra Napoles	
	Melissa Sorola	

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.

BOARD OF DIRECTORS

October 1, 2019 – September 30, 2020



DR. TODD THAMES
Chairman
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Grand Rounds, Inc.



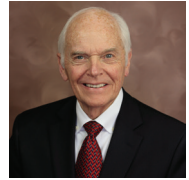
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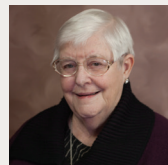
DIRECTORS EMERITUS



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



**CHARLIE E.
CHEEVER**



**SISTER GABRIELLA
LOHAN, SHSP**



www.questsa.org
(210) 630-4690



Project QUEST Inc., is a 501(c)(3) non profit organization funded in part by the City of San Antonio, Bexar County, the State of Texas, the U.S. Department of Labor and private funds.