From the Board Chair and Executive Director

May 10, 2015

Dear Friends and Supporters,

This year Project QUEST celebrates its twenty-third anniversary. QUEST was founded in 1992 as a common voice held by Communities Organized for Public Service (COPS), National Alliance businesses, the City of San Antonio, Bexar County, and the State of Texas. Our mission is to develop a skilled and educated workforce, place participants in demand occupations paying family wages and, ultimately, to strengthen the local economy. We work with adult driving to live with dignity and raise families with hope for a better future.

Due to its success, QUEST has been emulated in five other cities in Texas and in four other states—Arizona, Iowa, and Illinois. Groups from London, England, Southern California, and Mississippi recently met with us to learn more about our model.

Our work is not done. San Antonio’s poverty rate is over 20%. What this means is too many San Antonio families work hard, but can do little. QUEST aims to continue to be part of the solution by training and educating San Antonians with the skills and knowledge they need to earn a living wage.

Since 2012, QUEST has grown in the number of participants served. In 2013 and 2014, QUEST served 2,000 participants and graduated 581. Last year participants entered QUEST with an average age of 40.2, 70% female, with 58% having some college, 24% with a high school diploma, and 18% at the GED level.

In 2014, they received 22.2 hours of instruction and 10 hours of job search and career development training. QUEST participants earned an average of $42,039 a year. To achieve this success, QUEST participants overcome adversity and hardship while they transform themselves into role models for their families, peers, and the San Antonio community. Families who healthcare, communities are vibrant and San Antonio has a stronger economic future.

This year we celebrate Project QUEST’s Twenty-Third Anniversary and continued success. Thank you for your support.

Best regards.

Sister Pearl Ceasar, CDP
Champion QUEST Board
Executive Director

San Antonio, TX 78207

www.facebook.com/Project-Quest

2014 ANNUAL REPORT

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Our work is not done. San Antonio’s poverty rate is over 20%. What this means is too many San Antonio families work hard, but are barely above the poverty line. QUEST aims to continue to be part of the solution by training and educating San Antonians with the skills and knowledge they need to earn a living wage.

Since 2012 QUEST has grown in the number of participants served. In 2013 and 2014 QUEST served 2,000 participants and graduated 168. Last year participants entered QUEST at an average income of $4,320 a year and graduated with an average income of $42,000 a year. QUEST has been able to help participants find employment, become more self-sufficient, and become valuable members of our community. Over the past two years QUEST participants have found jobs making $42,000 a year. To achieve this success, QUEST participants overcome adversity and hardship while they transform themselves into role models for their families, peers, and the San Antonio community. Families we help, our athletes, and our communities are vibrant and San Antonio has a stronger economic future.

This year we celebrate Project QUEST’s Twenty-Third Anniversary and continued success. Thank you for your support.

Best regards,

M. E. Allison & Co/SAMCO
Michael and Barbara B. Gentry
Hector E. Garcia, CPA
Gambrinus Company- Shiner Beer
Tom C. Frost
Estrada Hinojosa-Bracewell Giuliani
Congregation of Divine Providence
2,000 & Above
Zachry Holdings, Inc.
University Health System
Mary Immaculate
First Unitarian Universalist Church
Broadway Bank
Fred Roy Charitable Trust
San Antonio Area Foundation - Oblates of Mary Immaculate
10,000 & Above
Valero Energy Foundation
San Antonio Area Foundation - Hixon Properties Incorporated
Frost Bank
Charlie E. Cheever, Jr.
20,000 & Above
Baptist Health Foundation
50,000 & Above
State of Texas - ACE Fund
100,000 & Above
City of San Antonio
5,000,000 & Above
U.S. Department of Labor
5,000 & Above
Timothy A. Watt
USAA
Sterne Agee
St. Leo the Great Catholic Church
St. John Baptist Church
St. Francis of Assisi Church
Security Service Federal Credit Union
San Antonio College
Sacred Heart Church
Rackspace
Port San Antonio
Our Lady of the Lake University
Morgan Stanley
Hutchinson, Shockey, Erley & Co.
HTS Voice & Data Systems
Hill Country Bakery
Charity of Incarnate Word
Congregation of Sisters of Charity of Incarnate Word
Bexar County Community Arenas
San Antonio Area Foundation - O’Connor Foundation
San Antonio Area Foundation - Oblates of Mary Immaculate
100 & Above
Jeanette Westbrook
Chamber of Commerce
The Greater San Antonio Chamber of Commerce
Mary E. Stefl
St. Mary’s University
Randolph Brooks Credit Union
Leticia Van de Putte
Public Allies-Alamo Colleges
Prosoft
Luther’s Café
David Kvapil
Phil Hardberger of San Antonio
Daughters of Charity Services of Washington, D.C.
Teresa Cullen
Conceptual Mind Works, Inc.
Rev. Emmet Carolan
Judith and John Belo
BCS Prosoft
Altex
Carmen Aguilar
Aeon Knights
PHILANTHROPY FOR LEADERSHIP DEVELOPMENT
The program must be jobs driven and must place participants in positions that are meaningful, rewarding, and lead to economic independence. Mobility expects to publish the final report of this project in late 2015. The report will examine whether participating in the Mott Foundation funded a random assignment study to evaluate the success of the organization. Economic Project QUEST continues to invite evaluations of the program in order to strengthen and share best practices. In 2005, Michael Gilbert, University of Texas at San Antonio, evaluated Project QUEST in 2007. This evaluation, funded by the City of San Antonio, examined the placement rate for its completers.

Today Project QUEST is a nationally recognized workforce strategy with over a 23 year history of successfully planning and executing strategies to support workforce development and career opportunities for all San Antonio residents. Project QUEST boasts an 80% completion rate and 86% job placement rate for its completers. The program must be jobs driven and must place participants in positions that are meaningful, rewarding, and lead to economic independence.

In the early 90’s, an acute skills mismatch emerged as San Antonio’s economic growth began and many employers found they had a hard time filling positions. While 250,000 jobs needed to be filled, only 250,000 jobs were available. The San Antonio community realized that a substantial workforce pipeline needed to be established before the City could further its economic development goals. The City commissioned a study to develop a workforce plan that would address the needs of the City.

In 1992, the economic development plan was released, and it included a five-year plan to establish a workforce development strategy. Project QUEST was created. The purpose of Project QUEST was to strengthen the economy with highly qualified employees for in-demand, living wage careers.

The board gives 100% financially in support of Project QUEST. The board gives 100% financially in support of Project QUEST.

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The program must be jobs driven. It must incorporate intensive support services to help participants overcome financial and personal barriers to skill acquisition. The program must only target training and careers that offer family wages and advancement opportunities.

Project QUEST improved participants’ employment and earnings over control group members at two and four years. Evidence of Project QUEST’s effectiveness has been documented by evaluations conducted by national organizations. In 2014, Project QUEST served 1059 low-income Bexar County adults aged 16-64 years. Ninety-two percent of participants were Hispanic. Twenty percent of the adults served in the program are single parents. Forty-seven percent are ages 35-44 years old. Because of Project QUEST, 6000 individuals are competitive in the current labor market. This has provided San Antonio with a critical economic development resource that:

- Provides comprehensive support and resources to participants to achieve employment goals.
- Facilitates collaboration with other workforce development stakeholders.
- Fills skill gaps in the San Antonio workforce.
- Impacts the economic development of San Antonio businesses.
- Increases employment and earnings over control group members.
- Increases employment rates for Hispanic, low-income, and single parents.
- Increases employment rates for minority populations.
- Increases employment rates for subpopulations, recruitment efforts take place in both brick and mortar and virtual environments.
- Includes presentations, partner agency referrals, participation in job and education fairs, neighborhood walks, social media campaigns, targeted mailings, and dissemination of flyers and cards.

Project QUEST supports a variety of funding sources. Federal and state government grants, private foundations, corporate contributions, and donations from individuals support the program. Donors including COPS Metro Alliance, AMAR, and the Texas Workforce Commission fund Project QUEST. The board gives 100% financially in support of Project QUEST. Donations from the business community and 8 leaders of COPS Metro Alliance.

In the early 90’s, an acute skills mismatch emerged as San Antonio’s economic industries. While 14,000 manufacturing jobs had been lost, over 19,000 new jobs were created. Many of these were high wage, high skill jobs. There was an acute need for a workforce development strategy that filled skill gaps in the San Antonio workforce.

Today Project QUEST is a nationally recognized workforce strategy with over a 23 year history of successfully planning and implementing programs that fill skill gaps in the San Antonio workforce. Because of Project QUEST, workforce development planning and implementation have evolved into a comprehensive approach to ensure successful outcomes for both individuals and businesses.

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OUR STRATEGIC OBJECTIVES

1. Identify and develop new strategic relationships with target employers
2. Develop and implement a formal participant recruitment program
3. Identify and grow new sources of philanthropic and grant funding
4. Foster strategic partnerships with the City of San Antonio and other workforce development leaders
5. Foster a culture of professionalism and accountability through staff development
6. Strengthen the local economy. We work with adults striving to live with dignity and raise families with hope for a better future.

Due to its success, QUEST has been emulated in five other cities in Texas and in England, Southern California, and Mississippi recently met with us to learn more about our model.

In 2014, QUEST completed a comprehensive strategic planning process. This process included working with local business and civic leaders as well as the Project QUEST Board of Directors and staff. The planning process involved a series of sessions to revisit and revise the organization’s mission and vision statements and to identify a set of strategic objectives and related measures and initiatives to ensure that Project QUEST’s resources are effectively utilized to strengthen the organization as well as the local economy.

OUR DONORS

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William Turk
Sally Turbon
Susan L. Pamerleau
Hector Matos
Father Francisco A. Macias
Jimmy’s Pizza
Kevin J. Downey
Father Walter D’heedene
Robert Cruz
Mario Carrasco
Dr. David Byrd
Swen W. Borg
Miriam Barksdale
Jeanette Westbrook
Chamber of Commerce
The Greater San Antonio Chamber of Commerce
Mary E. Stefl
St. Mary’s University
Rhianna Reyes
Randolph Brooks Credit Union
Public Allies-Alamo Colleges
Prosoft
Gerry Noriega
Luther’s Café
David Kvapil
Daughters of Charity Services of San Antonio
Teresa Cullen
Conceptual Mind Works, Inc.
Henry Cisneros
Catto and Catto, LLP
BCS Prosoft
Carmen Aguilar
Aeon Knights

In 2014, Project QUEST served 2,000 participants and graduated 581. Last year participants entered QUEST making an average of $9,322 a year and after training secured jobs making $42,033 a year. To achieve this success, QUEST participants overcome adversity and hardship while they transform themselves into role models for their families, peers, and the San Antonio community. Families are healthier, and San Antonio has a stronger economic future.

Our work is not done. San Antonio’s poverty rate is over 20%. What this means about our model.

This year Project QUEST celebrates its twenty-third Anniversary. QUEST was included working with local business and civic leaders as well as the Project QUEST Board of Directors and staff. The planning process involved a series of sessions to revisit and revise the organization’s mission and vision statements and to identify a set of strategic objectives and related measures and initiatives to ensure that Project QUEST’s resources are effectively utilized to strengthen the organization as well as the local economy.

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Chairman QUEST Board

From the Board Chair

STRATEGIC PLANNING

2014 ANNUAL REPORT

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Project QUEST improved participants’ employment and earnings over control group members at two and four years.

Mobility expects to publish the final report of this project in late 2015. The report will examine whether participating in Project QUEST continues to invite evaluations of the program in order to strengthen and share best practices. In 2005, the highest rating received among the five local workforce programs evaluated in that study was San Antonio Workforce Development Board, which was also rated “exceptional” for overall effectiveness.

Michael Gilbert, University of Texas at San Antonio, evaluated Project QUEST in 2007. This evaluation, funded by the City of San Antonio, found that Project QUEST’s “Overall Assessment Rating -- Effectiveness” was exceptional, which was the highest of five local workforce programs evaluated.

Today Project QUEST is a nationally recognized workforce strategy with over a 23 year history of successfully planning and implementing training programs for professional, high-paying jobs that enhance the economic competiveness of San Antonio, and implementing training programs for professional, high-paying jobs that enhance the economic competiveness of San Antonio neighborhoods and its business leadership identified:

- 80% completion rate
- 86% job placement rate
- 80% completion rate
- 86% job placement rate

Project QUEST expects to continue this trend in the years to come. It also increased its social media following by 200%.

Graduate Recognition Ceremony

On June 9, 2014, during the QUEST 5K, Project QUEST celebrated its 2014 Graduation Ceremony. A total of 117 graduates received degrees, awards, and certifications from 23 partner agencies.

In 2013, QUEST successfully inaugurated QUEST 4 Success, an annual fundraiser. This event utilizes funds to support the 1059 low-income Bexar County adults and families served.

The training approach is based on four principles that facilitate collaboration with other workforce development stakeholders:

- Facilitates collaboration with other workforce development stakeholders.
- Barriers to skill acquisition are eliminated.
- Graduates of QUEST make tremendous personal sacrifices and push themselves to overcome barriers that could hold them back. QUEST celebrates hard work and preservation of the event committee.
- The event committee included 156 supporters, including 100 who came to the event.

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May 10, 2015

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The Project QUEST celebrates its twenty-third anniversary. QUEST was founded in 1992 on a common vision held by Communities Organized for Public Service (COPS), Metro Alliance, business leaders, the City of San Antonio, Bexar County, and the State of Texas. Our mission is to develop a skilled and educated workforce, place participants in demand occupations paying family wages and, ultimately, to strengthen the local economy. We work with adult drivers to live with dignity and raise families with hope for a better future.

Due to its success, QUEST has been emulated in five other cities in Texas and in four other states—Louisiana, Arizona, Iowa, and Illinois. Groups from London, England, Southern California, and Mississippi recently met with us to learn more about our model.

Our work is not done. San Antonio’s poverty rate is over 20%. What this means is too many San Antonio families work hard, but are still poor. QUEST aims to continue to play a key role in the training and educating San Antonians with the skills and knowledge they need to earn a living wage.

Since 2012, QUEST has grown in the number of participants served. In 2013 and 2014, QUEST served 2,000 participants and graduated 581. Last year participants entered QUEST making an average of $9,322 a year and graduated with an average of $42,033 a year. To achieve this success, QUEST participants overcome adversity and hardship while they transform themselves into role models for their families, peers, and the San Antonio community. Families and communities are vibrant and San Antonio has a stronger economic future.

This year we celebrate Project QUEST’s Twenty-Third Anniversary and continued success. Thank you for your support.

Best regards,

Sister Pearl Ceasar, CDP
Chairman QUEST Board

Executive Director
The program must be jobs driven. The program must only target training and careers that offer family wages and advancement opportunities. The program must incorporate intensive support services to help participants overcome financial and personal barriers to skill acquisition.

Project QUEST, a San Antonio Center for Philanthropy through the programs of grassroots community inquiry led by CTPC and a nationally recognized public benefit and non-profit alliance.

OUR VISION
Project QUEST is a critical economic development resource that:
• Provides comprehensive support and resources to program participants in career-long employment
• Understands and meets current and emerging employer work force needs.

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SUCCESS STORIES

From Admiring Hispanics in Important Positions to Becoming One — Luz Velasquez

My journey to the finish line has not been an easy one. I am the only girl and one of three siblings originally born in California, where my family worked hard in farm labor. After a couple of junior high summers of working in the fields, I knew it was not the life for me. My family migrated from state to state until we settled in Texas. When I first moved here what caught my eye and motivated me to grow intellectually was that I saw many Hispanics in very important positions in well renowned companies. It was then, with the support of my husband that I decided to go into the nursing field. I was determined to make myself an exemplary role model for my children. With the grace of God, in the Fall of 2011, I was accepted to the University of Texas Health Science Center—School of Nursing. In Spring 2012, my husband passed away. He was my pillar of support and the sole provider of our family. God blessed me with three guardian angels that semester, and Project QUEST was one of them. They provided me with monetary support for my educational needs. They paid for books, scrubs, shoes, and gas cards because I lived far from the university. Thanks to QUEST, I am now Luz Maria Velasquez BSN-RN. I sincerely hope this program continues to help many more in need. QUEST taught me I could either be a passive victim of circumstance or an active hero in my own life. With their help, I have made decisions about who I want to be.

Luz Maria Velasquez, BSN-RN, takes her licensing exam this summer.

International Journey to Become a Registered Nurse — Amira Dadzie

Years ago, I came to the United States with my two young children from Ghana, West Africa. My husband was a chemical engineer and a U.S. citizen, and we decided it would be better to raise our children in the United States. Back in Ghana, I wanted to become a nurse, but my parents did not allow it because of the stigma associated with the profession in my country. When my husband and I moved to San Antonio, I heard about QUEST through past participants. By the time I went to the Project QUEST information session, my husband had lost his job, and I did not know how I was going to start RN school. My counselor Maria explained the program and services, and Project QUEST provided me with all the materials I needed to succeed. They paid for a portion of my tuition each semester until I graduated, and I always had someone to talk to about any academic or personal matter. In 2009, while I was in nursing school, my mother passed away of brain cancer. Although I was lost, I kept going because I knew she wanted me to succeed and be happy. Not long after, my husband passed from sickle cell disease. I knew my husband would have wanted me to continue not only for myself, but also for our four children. In June 2012, I graduated from Registered Nursing School at San Antonio College. I owe so much to Project Quest for their enormous support, for being my family, and mostly for providing me with unconditional love. Project QUEST touches so many lives and changes them for the better.

Amira Dadzie, RN, works at the Warm Springs Rehabilitation Center. She has doubled her pre-QUEST wages.

From Outdoor Laborer to Indoor Professional — Emma Lumbreros

I was born on the Westside of San Antonio into a family of migrant workers. My parents, along with their six children, traveled to Ohio, Indiana, Illinois, and Michigan looking for fieldwork. As the oldest female child, I was responsible for my siblings as we waited in my parents’ parked car while they spent hours picking fruits and vegetables. I still remember the unbearable heat inside the car and my sibling’s crying. By age sixteen, I was married, and by age thirty-eight, I was divorced. With just a GED, I ended up working in factories or as a receptionist. When I returned to San Antonio in 2000, I found myself with no support system, and the only possessions I could call my own were my clothes. I decided to become a landscaper, and for a while I enjoyed making my own schedule. After nine years of working outside, I realized the years were taking a toll, and I could not continue that type of work much longer. The problem was that I had no marketable skills. A friend suggested Project QUEST. Once I applied
and was assessed, they determined I was lacking basic math skills. I enrolled in their QUEST Prep Program. Months later, I passed the college algebra proficiency test and enrolled to become a vocational nurse. Recently, I took the state board exam and received my license. Thanks to Project QUEST, I was encouraged, supported financially, and surrounded by people who motivated me to keep up my grades. All my QUEST friends were supported through their journey in the same way. I am now marketable and excited about my future!

Emma Lumberos works at Bri Tex Nursing Services. She has increased her pre-QUEST wages by 300%.

Computers Prove Mightier Than Concrete — Steven Zuniga

I grew up the youngest child in a working class family of four. My parents both worked at a local supermarket, and even though they worked full-time, my family could barely make ends meet. From a young age, I became interested in computers, but after I graduated high school in 2009, my dad helped me find a job doing manual labor. I set fences, dug holes, broke concrete, and spent my time working hard outdoors. My family has always believed “what doesn’t break you makes you stronger,” and while that may sometimes be the case, my fascination with computers and information technology never ended. I heard about Rackspace Open Cloud Academy and completed all the certification exams to enter training. Around the same time, I learned about Project QUEST. I applied to the program and was excited about my acceptance. QUEST paid half of my tuition and some of my expenses during my two-month training period. My brother and grandmother loaned me the other half of the tuition, and I’m proud to share that eight weeks later I graduated from the Open Cloud Academy! I owe a lot to QUEST, because they prepped me through mock job interviews and gave me constructive feedback along the way. I landed my dream job and now I have in-demand job skills for the future.

Steven Zuniga is working at Rackspace. His wages have increased by 400% since graduating from QUEST.

College: Round Two — Andy Hernandez

My story is different than most. I had been on the path to college before. I was a high school graduate, the first in my family to attend college, and was majoring in philosophy when a bomb was dropped on me. My mother informed me she had cancer. What I didn’t know then was that her treatments would be so aggressive that they would cause her to lose her job, and that I would have to obtain two full-time jobs to compensate. Before long, I was so exhausted from constantly working that I had to drop out of college. I adapted and moved on. Eventually, I fell in love, got married, and had my first child. My daughter was born somewhat ill and spent the first nine days of her life in NICU. There was never a more grueling, prayer-filled time in my life. During those nine days, I met some very inspirational nurses. As a result of those encounters, I decided to go back to school and become a nurse. I wanted to help people the way nurses helped my child. When I returned to school, it had been eighteen years since I’d walked a college hallway, and my world had definitely changed. Going back to school was not easy, and it strained my family life, but I kept my goal in sight. With the help of Project QUEST, I stay motivated and focused. As a QUESTer, I strived to become something more than what I was before. QUEST gave me more than financial support and encouragement; their faith in my potential changed my life and my family’s future. My QUEST peers share the same undeniable feeling of accomplishment, because we succeeded in realizing our dreams.

Andy Hernandez, RN, works at NIX Hospital. He has increased his wages by 350% since graduating from QUEST.

### Annual Wage Increase

<table>
<thead>
<tr>
<th>Class</th>
<th>Pre-QUEST</th>
<th>Post-QUEST</th>
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</thead>
<tbody>
<tr>
<td>Class of 2010-2011</td>
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<tr>
<td>Class of 2011-2012</td>
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<tr>
<td>Class of 2013-2014</td>
<td>$8,498</td>
<td>$42,000</td>
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Best regards,

San Antonio, TX 78207

www.facebook.com/Project-Quest

In 2014, Project QUEST completed its comprehensive strategic planning process. This process included extensive feedback from the Board of Directors, staff, and current and past participants and community conferences, which helped define the organization’s strategic directions. The strategic plan is intended to guide the organization for the next several years as it continues to serve more people and lead to greater successes.

Our strategic planning process was driven by the vision and mission and informed by the feedback we received. A primary goal of our strategic planning was to ensure that the organization is adequately funded and staffed to deliver its promise to serve all people in need. A second major goal was to continue to strengthen the organization while increasing its capacity to meet the demand for its services. The new strategic plan reflects our commitment to the needs and aspirations of people who have been served.

Our success in the past 23 years is due in large part to the support of donors, past and present. We thank all those who have contributed to the success of Project QUEST and to the local economy.

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From the Board Chair and Executive Director

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