

2016

ANNUAL REPORT

From the Board Chair and Executive Director

August 1, 2017

Dear Friends and Supporters,

Project QUEST was founded twenty-five years ago, based 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. We are proud that this past year was the best ever! QUEST had the highest number of participants, 1,066 in total, and placed 295 in jobs. Due to its success, QUEST has been emulated in five other cities in Texas and in four other states, including, Louisiana, Arizona, Iowa, and Illinois. Groups from London, England, Southern California, and Mississippi have also met with us recently to learn more about our model.

QUEST initiated three major strategies in 2016:

- In 2015-2016, Project QUEST and USAA teamed up to provide financial support and training expenses, for discharged veterans and their spouses to receive education in basic technical skills and USAA's IT process. The program, VetFIT provided 49 graduates with high paying careers such as, Java developers, comprehensive software development training, and internships in the involved field.
- QUEST became a line item in the City of San Antonio's budget in 2016-2017. This means that QUEST will be funded through the City of San Antonio at an annual rate, as it has become a part of the overall budget.
- QUEST partnered with Open Cloud Academy and Coley & Associates to provide a 16-week boot-camp style Cyber Security Training. The program provides an entry level cyber security specialists with the basic knowledge, certifications and hands-on exposure to support San Antonio area commercial and defense cyber security employment requirements. 87% of the students who started the program and are currently employed or interning with one of our employer partners.

During Project QUEST's 25th Anniversary, we look forward to working with you to continue to strengthen San Antonio's economy and would like to thank you once again for your continued commitment.

Best regards,



Don A. Beeler
Chairman, QUEST Board



David J. Zammiello
Executive Director



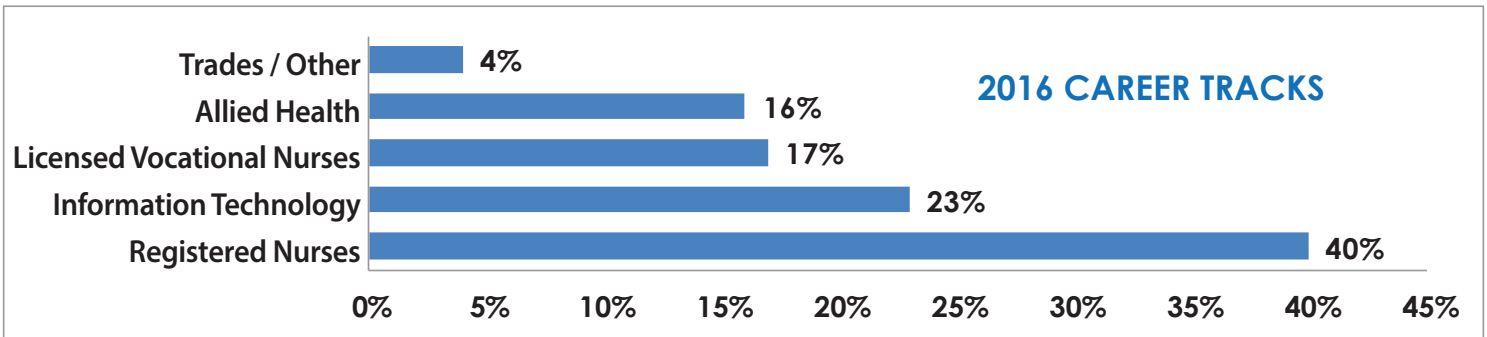
At A Glance

WHAT WE DO

- Identify demand driven occupations
- Recruit adults with a GED or High School Diploma
- Partner with local colleges and training providers to provide job-ready, high skilled education and training
- Provide specialized case management, career coaching, and financial support services to enable successful graduation & job placement

PARTICIPANT DEMOGRAPHICS

- 23% Single Parents
- 41% Under 27 years of age
- 12% African American
- 60% Hispanic
- 70% Women
- 25% Receive Public Assistance



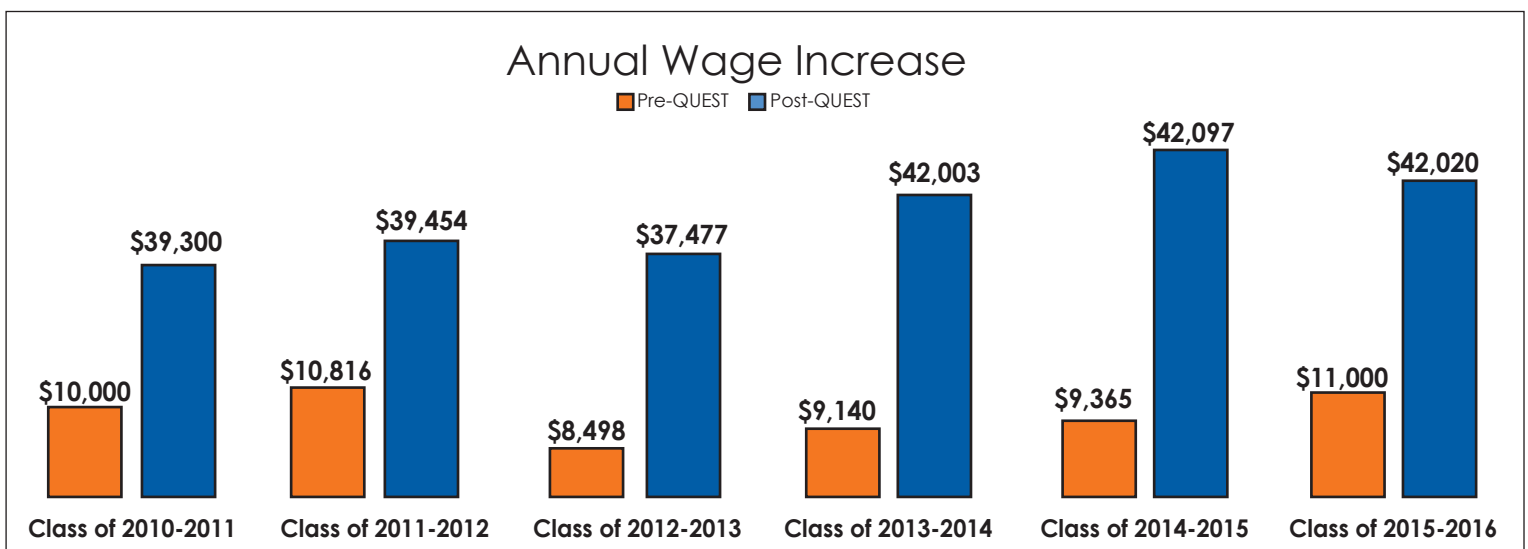
PROGRAM OUTCOMES

FY'16: 282% annual earnings increase from \$11,000 pre-QUEST to \$42,020 post-QUEST.

90% completion rate

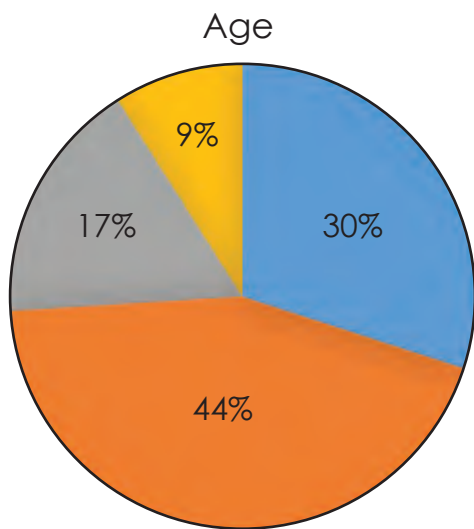
80% placement rate

90% job retention after six months

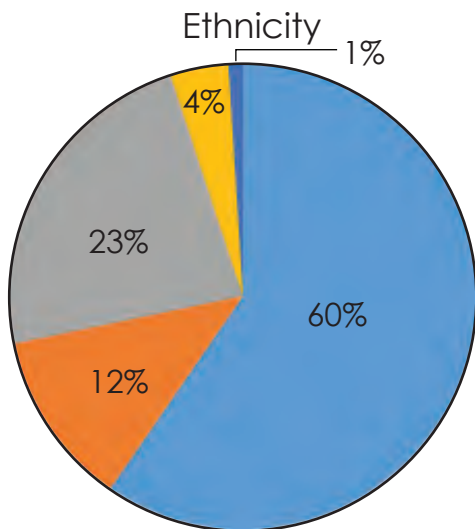


Results

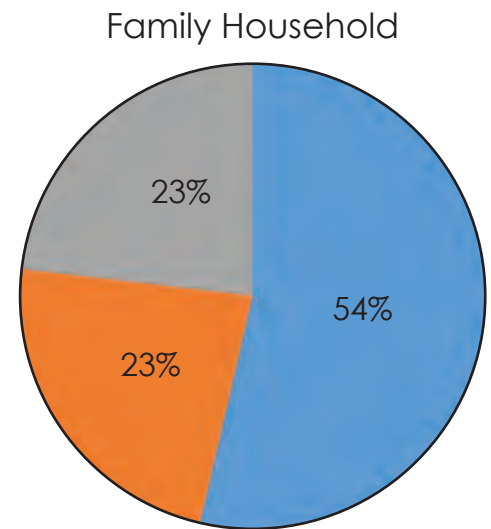
In 2016, QUEST served 1,066 under-employed or unemployed adults with skills training, and placed 295 of them in 27 demand occupations ranging from Healthcare to Information Technology and professional trades. The average wage per hour for a QUEST graduate in 2016 was \$21.70/hour.



- 18-24: 321
- 25-34: 468
- 35-44: 184
- 45+: 93



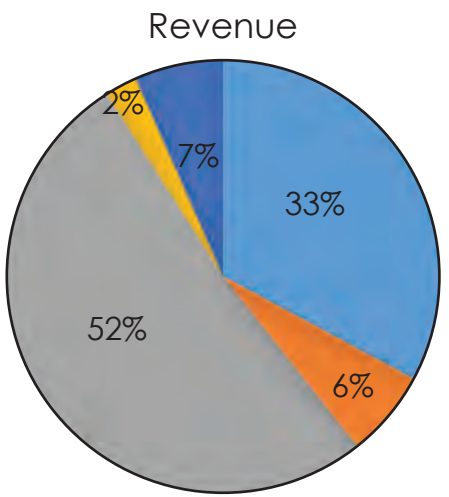
- Hispanic: 637
- African American: 123
- White/Anglo: 246
- Asian: 48
- Other: 12



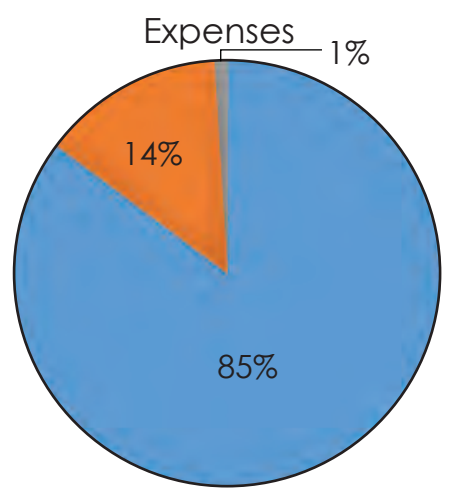
- Single Parent
- Two Parent
- No Children

Financials

Excerpts from the financial and independent auditors' report prepared by ABIP for year ending September 30, 2016 are below. This report includes Skills QUEST Dallas.



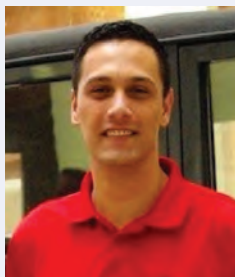
- Federal Government \$1,457,497
- State Government \$288,053
- Local Government \$2,288,770
- Foundation Grants \$106,445
- Individual & Corporate Gifts \$294,456
- Total Revenue \$4,435,221**



- Program Services \$3,719,890
- Administration \$601,455
- Fundraising \$43,765
- Total Expenses \$4,365,110**

Net assets beginning of year: \$996,027
 Net assets end of year: \$1,066,138
 Change in net assets: \$70,111

Testimonials



Aaron Lawson, USAA

I have spent the majority of my time on active duty serving this great country. When I left active duty and joined the reserves, I moved to Texas seeking new opportunities and stability

for my family as a mid-level leader in the oil industry. When I found out that two of my soldiers from my previous unit were going to be deployed to Afghanistan, I too felt like there was more that I needed to do for my country before I could settle. Thirteen months later, I returned home to the same job. A friend came over and showed me an email for veterans that USAA was training. I quickly signed up and hoped I would get a call. I found it amazing that Project QUEST, partnered with USAA, was able to assist in funding a program to get Vets on technical career paths with minimal prior experience. I was struggling to stay afloat and my family relationships were deteriorating over time because of the stress. QUEST helped me with tuition and supportive services assistance which gave me just enough room to get back on my feet. Now I am comfortable, my family is healthy both financially and emotionally, and I have a fantastic career with USAA that allows me to fulfill my aspirations; to do well for the world.



Rhiannon Reyes, RN, BSN, Methodist Hospital

Divorced while pregnant, I moved in with my parents at age 31. I enrolled in the Nursing program at San Antonio College

because I did not see myself raising a child on a salary based on waiting tables. With the help of QUEST, I graduated from the program and was licensed as a Registered Nurse. I

continued my education, received a Bachelor of Science in Nursing, and now I earn close to \$70,000 a year. In 2014 I was able to purchase my first home and I now drive a new car. I even have time to volunteer at my church and be a member of the PTA! Without QUEST, I would not have been able to dream that this was possible, and I am grateful for the service that they provide to people like me when we need some additional support in our lives.



Ruben Aplolinar, WP

I found myself in constant confrontation as to which direction I wanted my life to head. After high school graduation, I had no direction, leading me to take

two years off to join the workforce. Suddenly I came to the realization that if I wanted to go somewhere in life, I needed a proper education. Although I had a deeply seeded passion for computers, I returned to school for Business Administration, but this quickly left me in a heap of debt. I was working multiple jobs just to get by. It honestly was the lowest point in my life. That's when I discovered the Rackspace Open Cloud Academy. Upon my discovery, I was referred to Project QUEST by my mother who strongly recommended I look into this opportunity. I became aware that financial support was available to attend, and I worked harder than I have ever worked in my life. In the end, I achieved a CompTIA Network+ and Cisco CCNA certificate. I can honestly say going back to school was the best decision I have ever made. Thanks to Project QUEST, I was able to achieve my career goals. Today, I am working for an award-winning company with a great work environment. This experience has taught me great lessons but there is still so much to learn. I am ready for the next step in my future.

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Our Mission:

To strengthen the economy with highly qualified employees for in-demand, living wage careers.



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