

A black and white portrait of a man with a mustache, smiling slightly, looking directly at the camera. The image is positioned on the left side of the page, with a blue vertical bar to its left.

Annual REPORT

2014



Goodwill®

Serving the People of Southern Los Angeles County

Friends of Goodwill,

The year 2014 was one of growth for Goodwill SOLAC, as we focused the year on expanding our presence in Southern Los Angeles County. The result of our efforts—from creating new job programs, to opening a new retail store, to establishing a greater online presence—significantly raised our profile as a workforce development and discount retail leader.

We introduced several new job programs, like our Culinary Arts Workforce Development Program in partnership with Cerritos College. We also partnered with the City of Norwalk and the Southeast Los Angeles County Workforce Investment Board (SELACO WIB) to launch the Goodwill Employment Services Program at SELACO WIB's offices in Norwalk. These new job programs are positioning us to serve more people by broadening our job placement efforts for individuals with barriers to employment.

With the opening of our 13,000 square foot Storm Plaza retail store and donation center, we created another revenue stream while adding a new donation site. What's more, this stylishly branded store boosted our image as a competitive discount retailer.

The debut of our new website and social media campaign increased public awareness about all things Goodwill SOLAC. Our enhanced digital presence enabled us to better communicate to our online community of customers, donors, program participants, LiNKS clients and employer partners.

This quest for growth was inspired in 2013, when our Board of Trustees created a three-year strategic plan to chart our path to progress in every area of Goodwill SOLAC. This strategic plan is guiding us onward through 2016, empowering our organization to become an even more effective one.

We hope you enjoy reading about our 2014 accomplishments and the stories about those whose lives have been lifted up through the power of work. We thank you for your support. And we hope to count on that support as we continue on this road of expansion!

Sincerely,

Janet McCarthy
President & CEO

Harry Saltzgaver
Board Chair



2014

BOARD *of* TRUSTEES

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Goodwill **NAMED** ON **FORBES TOP 20 LIST** OF AMERICA'S *Most Inspiring Companies*

Forbes released its annual list of America's Most Inspiring Companies, and for the third year in a row, it included Goodwill. Coming in at #11 in 2014, Goodwill is the only nonprofit to make the prestigious list. In 2013, Goodwill ranked #19.

Forbes reporter Susan Adams who originally covered this story made an interesting comment in the article: "Amazon is up at No. 10, even with all the controversy surrounding its pricing war with publisher Hachette and its black eye in the media...Yet it ranks ahead of Goodwill, a company with a long history of providing employment and job training to veterans and people with disabilities and other challenges."

This list is based on results from Performance Inspired, Inc., a consulting and training firm that helps organizations elevate performance through the science of inspiration. Prior to surveying 3,300 consumers to rank how inspirational they found a number of businesses, respondents were asked to think about the values, behaviors and attitudes of a hypothetical inspirational company and how a real-life company measured up to it.

1. Tesla
2. Trader Joe's
3. Target
4. TOMS Shoes
5. Costco
6. Ford
7. Chick-fil-A
8. Google
9. Microsoft
10. Amazon

11. Goodwill

12. Whole Foods
13. Johnson & Johnson
14. Nike
15. Apple
16. Coca Cola
17. Kohl's
18. Disney
19. Starbucks
20. McDonald's

TIARRA BARRERA

Graduate of the Year, Healthcare Academy

Five years ago, Tiarra Barrera was a single mother raising two young children while living in a low-income housing community. Determined to support her family, Tiarra enrolled in Goodwill's Certified Nurse Assistant (CNA) Training Program.

During the training program, Goodwill provided Tiarra with a \$1,000 scholarship and tutorial assistance to help her succeed in the program. She also received supportive services from Goodwill, such as assistance with transportation and state testing fees. The training program gave Tiarra the inspiration she needed to embark on a new career that benefited her and her children.

While enrolled in the training program, Tiarra began taking prerequisite courses for the Registered Nurse (RN) Program at Long Beach City College. After graduating from the CNA Program, she remained in school full-time to complete her RN prerequisite courses. Her hard work paid off. She was eventually accepted into the College's Associate Degree Nursing Program, which she graduated from a few years later.

Once Tiarra passed the National Council Licensure Examination for Registered Nursing, she began a two-year contract to work as an RN for St. Mary Medical Center.

Tiarra has persevered throughout her journey of becoming a nurse, all while taking care of her growing family. Now married with a third child, Tiarra's passion to nurture those in need is only eclipsed by her role as a caring mother.

To read the career progress timeline for Tiarra and other successful grads of our CNA Training Program, see page 8.



JOHNNIE MENDOZA

Graduate of the Year, Continuum of Care

Since a young age, Johnnie Mendoza has always dreamed of becoming a chef. He even once attended Le Cordon Bleu, but was unable to finish due to financial struggles. Today, Johnnie is keeping his culinary dreams alive by working in food prep at a Redondo Beach bistro. He's grateful to Goodwill for giving him an opportunity to help rebuild his life by helping him restart a career he once lost hope in.

Raised in a tough neighborhood in La Puente, Johnnie always sought solace in cooking by helping his mother prepare meals for the family. Still, it wasn't enough of a distraction to prevent him from street activity, as he eventually got involved in drugs and gangs. By the time he was a teen, he served his first jail sentence, and eventually spent the next 25 years in and out of prison.

After his last prison release, he became homeless when he was unable to find work. He sought refuge at the Long Beach Multi-Service Center, which helped him find housing and referred him to Goodwill. At Goodwill, he enrolled in a Life Skills and Employment Preparation Program to learn how to live a life of self-sufficiency. Throughout the program, he eagerly participated in his classes and became optimistic about re-entering the workforce. Within weeks, he landed jobs as a prep cook at two soul food restaurants before working for his current employer.

Outside of work, Johnnie spends much of his free time baking and selling cake pops. He hopes to one day own a bakery to sell his cake pop creations. In the meantime, he's taking his career one step at a time.



MARSHALL FISHER

Achiever of the Year, Direct Employment Placement

Marschall Fisher enjoys his work in the culinary industry, but it was just a short time ago that companies didn't even consider hiring him for employment. Raised in a close-knit family in Santa Barbara, Marschall rebelled from the life of a stable upbringing by getting involved in drugs as a teenager. By early adulthood, he was convicted of a felony and served a prison term.

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Following his release, he began residing in a sober-living facility while seeking employment to get back on his feet. Unable to find work, he became frustrated but remained vigilant about securing a steady job. When a Goodwill board member heard that Marschall struggled to find work, he recommended that he visit the organization.

During his initial meeting at Goodwill, Marschall shared about his former job as a barista. So Goodwill placed him in a position at a local coffee house that didn't discriminate against applicants with felony records or body art. After being promoted at the coffee house, he left on good terms to work for his current employer.

Today, Marschall is excited about his career future and hopes to make his family proud of the man he's now become.



CARMEL GOODWIN

Graduate of the Year

Carmel Goodwin has never let her disability put limits on her life. As a sales associate for the Goodwill retail store in Norwalk, Carmel serves as a dedicated employee who has been embraced by both co-workers and customers alike.

When she was first hired at Goodwill in 2005, she was quite reticent and rarely interacted with customers. But as she gained more job experience and her confidence grew, she began communicating with staff, even addressing customers when they needed assistance.

Carmel enjoys going to work each day and she has always been encouraged to hold a job, regardless of her disability. Raised along with her two siblings by a single mother, Carmel first showed signs of developmental challenges as a preschooler. Her mother initially thought she only suffered from a visual impairment. But by kindergarten, her developmental delays became more prominent so her mother sought assistance from the Harbor Regional Center. There, Carmel received therapy services while attending special education classes in the public school system.

Carmel began working part-time while still in high school and continued working after graduating. She left the workforce when her continuation program ended, and remained unemployed for more than a year. Realizing that she was losing simple skills, her mother asked the Harbor Regional Center to find her a job. The center referred her to Goodwill, which placed her in a job at the same retail store where she has worked for the past decade.

Carmel also has been a successful gymnast in the Special Olympics, and she has received several medals for her competition performances, including gold medals. No longer a competitive athlete, Carmel remains busy with her career. She looks forward to continuing her work at Goodwill to help give her a sense of connection to the "real world."

CHARLES HUNT

Employee of the Year

Charles Hunt is a sales associate for the Goodwill retail store in Carson and has worked for the organization over the past nine years. His supervisors describe him as a friendly and hardworking employee who has a passion for working at Goodwill.



Charles was one of the first employees who volunteered to participate in Goodwill's mentoring training program. He takes his training role very seriously and uses every opportunity to both train and mentor newly hired sales associates. In fact, Charles was instrumental in training new sales associates for Goodwill's Belmont store re-opening in 2013.

Charles is truly a testament to Goodwill's mission of helping people get a second chance in life. Before joining Goodwill, Charles spent nearly 20 years incarcerated. Even though he worked in warehousing through a prison job program, he struggled to find work following his release. Once companies discovered his prison history, he was rejected for employment, despite his work experience. When a drug rehab program referred him to Goodwill, he immediately applied for a job with the organization. He pledged his commitment to Goodwill if he was given an opportunity to work. Goodwill staffers believed in him, so he was hired as a donation center attendant just five days later.

Since being hired, Charles has kept his promise to Goodwill by becoming a stand-out employee who brings a positive attitude to his job each day.



Retail OPERATIONS

Shoppers in Southern Los Angeles County continued to flock to Goodwill SOLAC's retail stores in 2014 to select from a wide assortment of gently used clothing, shoes and accessories as well as furniture and housewares. The steady volume of customers resulted in strong sales performances in retail sales, our ShopGoodwill.com auction site and our online book store on Amazon.com.

Thanks to more than one million customers who shopped at our retail stores during the year, Goodwill SOLAC's retail operations generated more than \$17 million in revenue in 2014. Our Last Chance clearance outlet exceeded \$1 million in annual sales. Our e-commerce business experienced a boost in revenues during the year, as ShopGoodwill.com increased 12.4% over the prior year.

In 2014, Goodwill SOLAC opened a new retail store and donation center at Storm Plaza in Torrance. Storm Plaza is a newly built retail center on 4.2 acres of property located at the northwest corner of Sepulveda Boulevard and Normandie Avenue. Goodwill at Storm Plaza delivered the highest sales figures ever generated by a Goodwill SOLAC store during an opening weekend.

Throughout the year, several of our retail stores underwent branding facelifts to raise them to *Think Goodwill* retail marketing standards.

The sales revenue from Goodwill SOLAC's retail operations directly impact lives in Southern Los Angeles County. For every dollar generated from our retail operations, 84 cents goes toward funding job training and placement programs for those with barriers to employment.



Goodwill SOLAC's Workforce Development Department served 5,139 individuals through its various training programs in partnership with the City of Long Beach Workforce Investment Network, City of Long Beach Youth Opportunity Center, Long Beach Multi-Service Center, Long Beach City College, Cerritos City College, Long Beach Unified School District School for Adults, and College of Continuing and Professional Education at California State University Long Beach.

Goodwill SOLAC's 2014 Healthcare Training Program consisted of the Certified Nurse Assistant (CNA) and Medical Insurance and Billing Training Programs. By the year's end, the CNA Training Program served 1,089 individuals, and 94 participants entered the training program. Seventy-five individuals completed the CNA Training Program, and 61 of these graduates were placed into employment.

In June 2014, the organization enrolled its inaugural CNA class of the Goodwill SOLAC Healthcare Academy under the approved certification for the State of California. This class had the added distinction of being the first Goodwill SOLAC CNA class to be enrolled as part of a dynamic new partnership with the Long Beach Unified School District's Healthcare Academies at Poly High School, Jordan High School and Cabrillo High School. These students were enrolled in this collaborative program in May 2013 while juniors in high school and met with Goodwill SOLAC staff during Goodwill Works Training once a month throughout their senior year. Upon graduating from high school in June 2014, these students were officially enrolled

in the Goodwill SOLAC CNA Training Program. In August 2014, 10 participants graduated from this inaugural class. Of these graduates, six began working as CNAs, three enrolled in higher level training institutions to pursue additional nurse credentials, and one was involved in the job search process. The second high school cohort in this training program comprised of 18 high school juniors who enrolled in the program in May 2014.

In partnership with the College of Continuing and Professional Education at California State University Long Beach, Goodwill SOLAC enrolled 13 participants in the Medical Insurance and Billing Training Program. All 13 participants completed the training program the same year.

Goodwill SOLAC graduated its 33rd class of the Loss Prevention Training Program in December 2014, with 72 participants completing the entire five-week training program in 2014. Each class received an opportunity to go "undercover" at various Goodwill SOLAC retail sites. This on-the-job training provides students with real world training experience, increasing their marketability in the job market. By the year's end, 46 Loss Prevention graduates secured employment, with another seven graduates involved in the interviewing stage.

Goodwill SOLAC continued to serve the local homeless community at the Long Beach Multi-Service Center. In 2014, 202 individuals experiencing homelessness accessed Goodwill SOLAC services at the center. These services included life skills training, resume preparation, mock interviews and job placement services. Of those served by this program, 84 individuals completed life skills training, 76 individuals completed employment preparation training, and 21 individuals were successfully placed in jobs.

Goodwill SOLAC launched its new Culinary Arts Program in partnership with Cerritos College in January 2014. This program is the second such partnership that Goodwill SOLAC has created with a local community college, the first being with Long Beach City College in September 2013, when the organization debuted its Culinary Arts Program. In 2014, both programs served 484 individuals, providing Goodwill Works Training for 113 individuals, and placed 49 individuals into industry related jobs.

In August 2014, Goodwill SOLAC partnered with the City of Norwalk and the Southeast Los Angeles County Workforce Investment Board (SELACO WIB) to launch the Goodwill Employment Services Program. Co-located at SELACO WIB's offices in Norwalk, Goodwill SOLAC staffs this program to provide employment placement services for low-income individuals residing in the greater Norwalk area. By the end of the year, this program served 134 individuals, enrolled seven individuals and placed two participants. This program also has worked closely with both the Cerritos College Veterans Services Program and the Retail Management Program.

Goodwill SOLAC's Direct Job Placement Services is a specialized job placement program that utilizes "positive recruitments" (industry specific job fairs) as a method to provide quick employment placement for job seekers. In 2014, this program served 853 individuals and placed 133 of these job seekers in local employment. This program averaged 11.1 job placements per month.

In November 2014, Goodwill SOLAC hosted its Fourth Annual Employer Appreciation Luncheon as a "thank you" to employers that provided job placement opportunities to the organization's participants. The event featured guest speakers Robert Sainz, Assistant General Manager of the City of Los Angeles Economic and Workforce Development Department, and Dr. Mary Bernadett, Executive Vice President of Molina Healthcare. Participants whose lives were transformed through Goodwill SOLAC's job programs also spoke at the event to share their

testimonials. Held at the scenic Hotel Maya in Long Beach, the luncheon drew more than 100 business leaders.

Through the Walmart Foundation's \$7.7 million grant to Goodwill Industries International's Beyond Jobs Program, an estimated 12,250 women are being assisted with job training and placement. In 2014, Goodwill SOLAC continued its leadership role as a faculty site for Beyond Jobs 2.0, which serves low-income women residing in Los Angeles County. As a faculty site, Goodwill SOLAC was used as a model for best practices for more than 40 other Goodwill's throughout the country also involved in Beyond Jobs 2.0. Goodwill SOLAC placed 35 women in jobs through the program in 2014, which was designated as the last year for the program's cycle of funding.

Goodwill SOLAC's Workforce Development Department was successful in securing \$225,032 in grants and contracts in 2014. These funding sources included The Women's Foundation of California, which awarded Goodwill SOLAC with \$102,000 to underwrite training and supportive services for low-income women enrolled in the organization's healthcare training program. Another funding source was the City of Long Beach Continuum of Care—through a proposal under the U.S. Department of Housing and Urban Development—that awarded \$95,532 to Goodwill SOLAC to continue providing employment services for the homeless community in Long Beach. The Toyota Foundation also awarded a \$10,000 grant to Goodwill SOLAC in 2014.

Goodwill SOLAC's industry specific trainings resulted in numerous individuals achieving economic sufficiency in 2014. Self-sufficiency is defined by the Family Economic Self-Sufficiency Standard, which measures how much income is needed for a family of a certain composition living in Los Angeles County to adequately meet their basic needs. It is based on the costs families face on a daily bases—housing, food, childcare, out-of-pocket medical expenses, transportation, and other spending necessities.



WHERE *are* THEY NOW?



TIARRA BARRERA

- April 2010 – Starts Goodwill SOLAC's CNA Program
- August 2010 – Graduates from CNA Program with State Certification
- September 2010 – Starts RN School
- June 2014 – Graduates from RN School
- April 2015 – Successfully passes the National Council Licensure Examination for Registered Nurse
- May 2015 – Begins two-year RN contract for St. Mary's Medical Center



EILEEN RASMUSSEN

- February 2011 – Starts Goodwill SOLAC's CNA Program
- June 2011 – Graduates from CNA Program with State Certification
- October 2011 – Works as CNA for Sunflower Gardens
- April 2012 – Starts LVN School
- September 2014 – Graduates from LVN School
- April 2015 – Successfully passes the National Council Licensure Examination
- August 2015 – Scheduled to work as LVN for Sunflower Gardens



YURI GARCIA

- November 2009 – Starts Goodwill SOLAC's CNA Program
- April 2010 – Graduates from CNA Program with State Certification
- May 2010 – Works as CNA for Community Hospital of Long Beach
- December 2013 – Starts LVN School
- December 2014 – Graduates from LVN School
- April 2015 – Successfully passes the National Council Licensure Examination



A special division of Goodwill SOLAC is LiNKS Sign Language & Interpreting Services®. LiNKS is a full service interpreting agency that serves the deaf and hard of hearing community and individuals with language barriers. LiNKS provides American Sign Language as well as foreign language interpreting in more than 30 languages, including Spanish, Arabic, Korean, Farsi, Armenian and Vietnamese. LiNKS is a member of the American Translators Association as well as the Registry of Interpreters for the Deaf, Inc.

In 2014, LiNKS assisted 3,086 individuals with interpreting and translation services. In addition, LiNKS trained 118 individuals during the year with programs covering subjects such as HIPAA Compliance, Fraud Waste & Abuse, and Ethics.

With more than 250 independent interpreters under contract in 2014, LiNKS exceeded \$2 million in revenue for the second consecutive year. Spoken language generated 54% of the revenue, and American Sign Language generated 46% of the revenue.

Environmental **IMPACT**

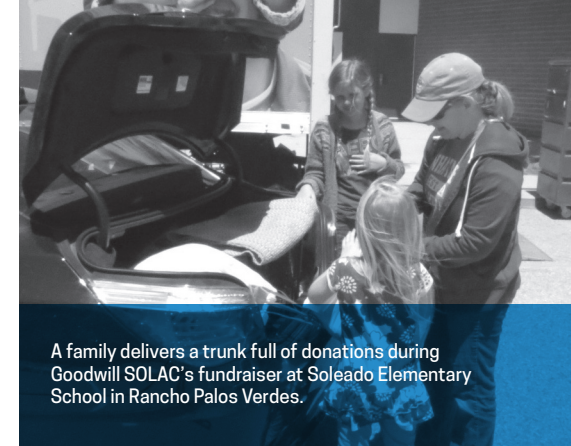
Bettering the environment is just as important today as it has been throughout our history. Goodwill SOLAC—also known as the “Original Recycler”—encourages the community to donate their used goods to help reduce waste in our landfills, leading to a cleaner environment.

Continuing our efforts in 2014, Goodwill SOLAC oversaw an ongoing sustainability program to protect the environment. All attended donation centers were refurbished and re-branded with a fresh, clean look. Our organization also opened a new attended donation center at the Long Beach Towne Center in partnership with Sam’s Club.

In addition to collections at our attended donation centers and retail stores, we continued our residential pick-up service as well as expanded recycling categories and vendors. Goodwill SOLAC also partnered with local businesses—including Toyota, Kaiser Permanente and Los Cerritos Center—to organize donation drives that supported our collection program.

Goodwill SOLAC continued conducting a school donation drive fundraising program to generate additional collections while enabling local schools to earn funds for student programs. The fundraising program awarded more than \$10,000 during the year to participating elementary schools, middle schools and high schools throughout Southern Los Angeles County.

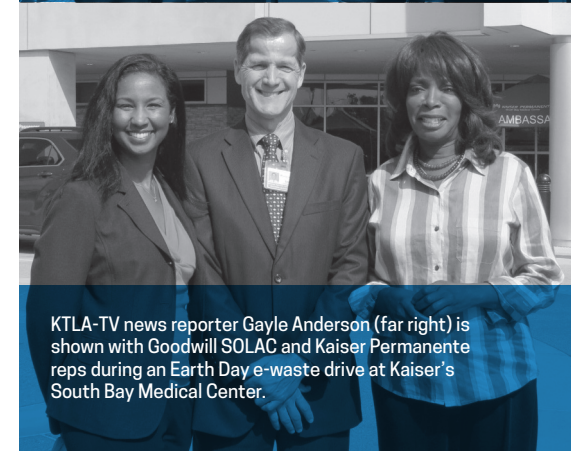
In 2014, Goodwill SOLAC collected and processed more than 300,000 donations totaling more than 12 million pounds. We also collected more than 375 tons of e-waste and recycled 875 tons of cardboard, aluminum, metal, hard and soft plastic, shoes and books. What’s more, we reduced fuel costs and emissions through improved efficiencies in truck routing, operations and driver productivity.



A family delivers a trunk full of donations during Goodwill SOLAC’s fundraiser at Soleado Elementary School in Rancho Palos Verdes.



Two Goodwill SOLAC attendants assist one another while collecting donations at an attended donation center.



KTLA-TV news reporter Gayle Anderson (far right) is shown with Goodwill SOLAC and Kaiser Permanente reps during an Earth Day e-waste drive at Kaiser’s South Bay Medical Center.



STRATEGIC PLAN

2014 - 2016

EMPOWERING INDIVIDUALS ADVANCING BUSINESS ENRICHING COMMUNITY CARING FOR THE EARTH

PERFORMANCE TARGETS

- #1** Be the leading provider of training and employment services focusing on those with barriers to employment.
- #2** Maximize revenue/contribution to support mission sustainability and growth.
- #3** Expand community partners and awareness to fulfill mission and grow business lines.
- #4** Advance as a Mission Integration organization by deepening a culture that encourages and supports continuous learning by staff and participants.
- #5** Increase visibility and awareness of Goodwill SOLAC's mission and success.



OUR MISSION STATEMENT

Goodwill partners with the community, transforming donated goods into job training, education and placement services for individuals with barriers to employment.

FINANCIAL *Statement*

SOURCES OF FUNDS

84% Store & Resale Operations
8% LiNKS Interpreting
4% Workforce Development
3% Other Sources
1% Fundraising/Development



USES OF FUNDS

73% Commercial Operations
15% Service Delivery
11% Administration and Support
1% Fundraising, Grant Writing



OPERATIONS I M P A C T

Goodwill SOLAC provided full-time employment to a total of **326** individuals in **2014**.

The average hourly wage per employee in **2014** was **\$12.18** working an average of **40** hours per week for **12** months.

The ripple effect of these jobs generated an additional **94** jobs for a total of **421** jobs with total wages of **\$13.4** million and a total economic impact output of **\$29.2** million.

The fiscal impact generated by Goodwill SOLAC operations in **2014** was more than **\$1 million** for the State of California.

DEMOGRAPHICS OF PEOPLE SERVED

in 2014

DISADVANTAGING CONDITIONS EXPERIENCED BY PERSONS SERVED

Unemployed/Dislocated Workers	1,263
Working Poor/Incumbent Workers/Underemployed	369
Welfare Recipients	199
At-Risk Youth	126
Persons with Criminal Background	48
Older Workers	75
Homeless	331
Non-English Speaking/Limited English Proficiency	26
Lack of/Low Literacy	22
Lack of GED/High School Equivalency	57
Other Disadvantaging Condition	410
Unknown or Unreported Barrier	3,122

DISABLING CONDITIONS EXPERIENCED BY PERSONS SERVED

Blindness or Other Visual Impairment	5
Deafness or Other Hearing Impairment	3,088
Other Physical Disability	1
Neurological Disability	2
Autism	1
Learning Disability Other Than Autism	6
Developmental Disability Other Than Autism	18
Psychiatric and/or Emotional Disability	2
History of Substance Abuse	12
Other Disabling Condition	9

COMMUNITY I M P A C T

In **2014**, Goodwill SOLAC placed a total of **311** job seekers in positions based in communities throughout Southern Los Angeles County.

The average hourly wage per placement in **2014** was **\$11.99** working an average of **40** hours per week.

The ripple effect of these jobs generated an additional **102** jobs in the local workforce for a total of **414** jobs with total wages of **\$13.5 million** and a total economic impact output of **\$34 million**.

The fiscal impact generated by Goodwill SOLAC by these total placements in **2014** was nearly **\$1 million** for the State of California.

2014 FINANCIAL DONORS

Warren Adcock
James Agronick
Janet & Lorin Aird
Maria Alarcon
Karl Albert
David Alexander
Betty Algie
Tessie Anctil
Mark Anderson
Dante Aragon
Amiliano & Clementina Arellano
Robin Arellano
James Argonick
Mr. & Mrs. Raymond Azar
Steven Bagnasco
Pat Baker
Christine Balch
J. Barendse
Elizabeth Barsley
Walter Batiste
Philip Baxter
Dorothy Beachler
John Beegle
Don Beeks
Jeffrey Behar
Barbara Bell

Ritt Berry
Robert Bethmann
Roger Biggeln
Khadijah Bilal
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Annette Bliss
Alden Bohlig
Lewis Bonney
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Peggy & Jack Bryant
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Tracy Colunga
Grace Conde
William Cook
George Cooper

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Joan Crishal
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Daniel Crumpton
Virginia Culp
Harold Cumberlin
Charles Curtis
Nadine Davies
Carolyn Davis
Howard Davis
Virginia Davis
E.W. Dawson
Robert Dearing
Rose Delia
Anitra Dempsey
Dan Descargar
Martha & Robert Dickerhoff
Elizabeth Dickinson
K.E. Dinshaw
Jackie Dixon
Lois Doyle
Marilyn Dubas
Ruth Durkin
Donald Earl
Richard Eastman
Loretta Elliott
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Joseph Engel
Fred Erick
Bill Everett
John Evich
Farmers & Merchants Bank

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Virginia Feo
Erica Ferro
Beatrice Flores
Christina Flystra
Gina & Paul Fornelli
Linda & Stephen Franz
Masback Fredrick
Rhoda French
D. Fults
Nancy Furne
Curtis & Shani Gadson
Norman George
Virginia Gerisch
Yale Gieszl
Leroy Goesel
Theodore Goll
Mary Ann Gonzales
Ivy Arlinda Goolsby
Richard Green
Beatrice Guererro
P.L. Haines
Frances Harding
Dale Hardwood
Christian Harris
Mr. & Mrs. Gary Hastings
Jacqueline Heite
Mr. & Mrs. James Hendrickson
Richard Henke
Lucille Hernandez
Herbert Herold
Mr. & Mrs. Hogenson
J.O. Hollingworth
Linda Holmes

Cora Lee Hopkins
Karen Hopkins
Kenneth Hostetler
Linda Hubbard
Mitchell Hudson
Milton Hunt
Elaine James
Angelina Janich
Cher Jardin
Harriet Jenkins
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Anne & Thomas Johnson
Gloria & Richard Jones
John Jones
Laverne Joseph
Sitara Kaiser
Richard Kamimura
Patricia Kasschau
John Kellam
Mark Keppel
Kathleen Keranen
Dennis Kern
Michael Kienitz
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Judith Lecezne
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Craig Matheny
William Mayeda
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Gerald McGee
Sharon McKenzie
Boris Melcomian
Helen & Alan Mest
Henry Meyer
Janice Miller
Sharon Miller
Anita & Edward Mitchell
John Morris
Lenora Morris
Earl Moses
Juanita Murray
Joalyn Mushin
Ziolo Nagy

Shohdy Nakhla
Robert Newsome
Violet & Joe Nishihira
Donald Nylund
Arnold Ohashi
Dr. Nancy Oliver
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Veronica Powell
Nancy & James Power
Ronald Radcliffe
Fe Lilia Ramos
Rebecca Rangel
Marie Reidy
Mary Reiter
Violeta Reyes
Cathy Robinson
Donalee Robinson
Gayle & Ray Roulette
Doris & John Rowe
Cleo Ruschmeier
Steve Sack
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Carol Ann Sapp

Victor Sastre
Bill Sawrey
Robert Sayles
Eleanor Schmidt
David Schnapp
Martha Schroeder
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Rise Sedillo
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Pearl Shoho
Christopher Silva
Irene Silver
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Jeannie Sprenger
Ruth Ann & Lloyd Stamp
Gordon Stanton
Marilyn & Randy Steinberg
Carolyn Steiner
Arthur Stone
Jules Streisand
Mary Sullivan
Diana Summerhayes
Daniel Tam
Terry Taugner
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Ronald Walters
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Mr. & Mrs. Hugh Wells
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Deborah Whitehead
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Rev. Kathey Wilborn

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Elaine Winer
Patricia Wohlford
Patrice Wong
Bertrand Woodson
Joanne Yamagata
Jenny & Henry Yang
Bettine Yawitz
Flora Jane York
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Kenneth Yuge
Mr. & Mrs. George Zettler
James Ziegler
Arlene Zimmer

2014 FUNDERS

City of Long Beach
Continuum of Care
Heffernan Insurance
Group Foundation
State of California Office
of State Health Planning
& Development
The Women's Foundation
of California
Toyota Foundation
Walmart Foundation

Main OFFICES

Goodwill, Serving the People of Southern Los Angeles County
800 W. Pacific Coast Hwy.
Long Beach, CA 90806
562.435.3411

Store & Donation LOCATIONS

Carson
21827 S. Avalon Blvd.
Carson, CA 90745

Cerritos
10745 South St.
Cerritos, CA 90703

Gardena Gateway
727 W. Redondo Beach Blvd.
Gardena, CA 90247

Long Beach—Atlantic/Willow
2610 Atlantic Ave.
Long Beach, CA 90806

Long Beach—Belmont
1130 Redondo Ave.
Long Beach, CA 90804

Long Beach—Last Chance Outlet
730 Esther St.
Long Beach, CA 90806

Long Beach—Pacific Coast Highway
800 W. Pacific Coast Hwy.
Long Beach, CA 90806

Long Beach—Wardlow Road
8155 E. Wardlow Road
Long Beach, CA 90808

Manhattan Beach
1145 W. Artesia Blvd.
Manhattan Beach, CA 90266

Norwalk
12827 Pioneer Blvd.
Norwalk, CA 90650

Rancho Palos Verdes
28901 S. Western Ave.
Rancho Palos Verdes, CA 90275

Redondo Beach—Artesia Blvd.
2318 Artesia Blvd.
Redondo Beach, CA 90278

Redondo Beach—Torrance Blvd.
317 Torrance Blvd.
Redondo Beach, CA 90277

Torrance—Crenshaw Blvd.
25425 Crenshaw Blvd.
Torrance, CA 90501

Torrance—Southwood Village
(Opened April 2015)
22227 Palos Verdes Blvd.
Torrance, CA 90505

Torrance—Storm Plaza
1307 W. Sepulveda Blvd.
Torrance, CA 90501

Torrance—Western Ave.
22725 Western Ave.
Torrance, CA 90501

Wilmington
311-A W. Pacific Coast Hwy.
Wilmington, CA 90744

Business SERVICES

LiNKs Sign Language & Interpreting Services
800 W. Pacific Coast Hwy.
Long Beach, CA 90806
888.742.0070
linksinterpreting.com

Goodwill Custodial Services
800 W. Pacific Coast Hwy.
Long Beach, CA 90806
562.435.3411, ext. 227



Attended Donation CENTERS

Long Beach Bixby Knolls
4545 California St.
Long Beach, CA 90807

Long Beach Goodwill SOLAC Main Offices
800 W. Pacific Coast Hwy.
Long Beach, CA 90806

Long Beach Millikan High School
Palo Verdes Ave. and E. Belen St.
Long Beach, CA 90815

Long Beach Sam's Club
Long Beach Towne Center
7480 Carson Blvd.
Long Beach, CA 90808

Long Beach Woodruff Community Church
3908 Woodruff Ave.
Long Beach, CA 90808

Redondo Beach South Bay Galleria
1601 Kingsdale Ave.
Redondo Beach, CA 90278

Rolling Hills Estates Peninsula Center
Silverspur Road and Crossfield Drive
Rolling Hills Estates, CA 90274



LEADERSHIP STEERING TEAM

Rob Boyajian
Director of Information Services

Steve Cipolla
Director of LiNKs

Julie Dover
Chief Operating Officer

Ben Espitia
Director of Workforce Development

Sola Fa'atulu
Assistant to the President and CEO

Gina Johnson
Director of Human Resources and Corporate Compliance

Janet McCarthy
President and CEO

Donna Snell
Director of Sales and Operations

Paulette Thornton
Director of Marketing and Community Outreach



All Retail Stores are open Monday thru Saturday from 9 am to 9 pm, and Sunday from 10 am to 8 pm.
Attended Donation Centers are open daily from 8 am to 5 pm. We gratefully accept donations, including at our stores.

➔ For more information, visit us at [ThinkGood.org](https://www.thinkgood.org)