



Goodwill®

Serving the People of Southern Los Angeles County

Transforming Lives Through the

POWER OF WORK

Annual Report 2018

“ We are

SO MUCH MORE

than just our stores.”

— Janet McCarthy —



Janet McCarthy



Anitra Dempsey

DEAR FRIENDS,

Everyone knows Goodwill SOLAC as a place to shop or to donate slightly used clothing and household goods. And that's all good!

The main reason we exist is to assist individuals with barriers to employment. Typically, those with barriers to employment have vocational disadvantages, minimum work history, low or no income, or are experiencing homelessness. Others are at-risk youth, parolees, or individuals with disabilities.

C.S. Lewis once said, "Isn't it funny how day by day nothing changes, but when (you) look back, everything is different." When we at Goodwill SOLAC look back over the past year, we certainly know this to be true.

Our Goodwill provides a five-year commit to those entering industry sector programs. Those who come through our doors in search of work, education, training, and employment placement receive life-changing support. This annual report includes stories about James Woods, Jr., Patricia Wekhomba, Wallace Wahome, Victor Wahome, and Brenda Reyes, who are just a few examples of the individuals we assist daily.

Many of the people we work with report that they entered our doors believing, "I CAN'T." We provide hope, and we push harder until they hear that ever-so-quiet whisper, "I CAN."

To you, Goodwill SOLAC extends our deepest thanks for your investment of time, talent and financial resources this past year. You afforded us the ability to move the I CAN'Ts to the I CANs. We ask that you continue to help us create pathways out of poverty to economic self-sufficiency. That's who we are.

JANET MCCARTHY

President & CEO

ANITRA DEMPSEY

Board Chair

GOODWILL WORKFORCE DEVELOPMENT

2018 Highlights

875

Individuals entered specific
job training programs

152

Individuals were placed
immediately into jobs via direct
job placement services

621

Individuals completed job
training programs

169

Individuals were placed
into specific industry
sector employment



GOODWILL SOLAC & CITY OF LONG BEACH MULTI-SERVICE CENTER

In 2018, 357 individuals experiencing homelessness accessed Goodwill SOLAC services, inclusive of Life Skills training classes, resume preparation, mock interviews, and job placement services. Of the participants served by this program, 191 completed Life Skills training, 42 completed Employment Preparation training and 42 individuals were successfully placed into jobs.



FATHERS COACHING FOR LIFE PROGRAM

In 2018, Goodwill SOLAC in partnership with the City of Long Beach Department of Health and Human Services provided the “Fathers Coaching for Life” program located at the City of Long Beach Miller Family Health Center. Fifty-one men entered the Goodwill SOLAC program in 2018; twenty men obtained employment and as of December 31, 2018, thirteen men had been employed 90 days or longer.

GOODWILL SOLAC & LBUSD

Goodwill-SOLAC expanded its dynamic partnership with the Long Beach Unified School District’s Healthcare Academies. In 2018, LBUSD underwrote both the spring and the fall C.N.A. cohorts to serve students from Polytechnic High School, Jordan High School, Cabrillo High School, Lakewood High School and McBride High School, as well as alternative learning students from Reid High School, Beach High School, Poly PALS and EPHS.



JAMES WOODS, JR.

Goodwill Loss Prevention Graduate of the Year

James Woods, Sr. was a sharecropper in Kern County. He moved to Southern California and started and developed a highly successful garment cutting, marking and grading company. When trade policies changed, and off-shore manufacturing changed business models, his company suffered.

His son, James Woods, Jr. (James) attended Los Angeles High School, L.A. Trade Tech, and Cerritos College where he focused on Computer Science. He then

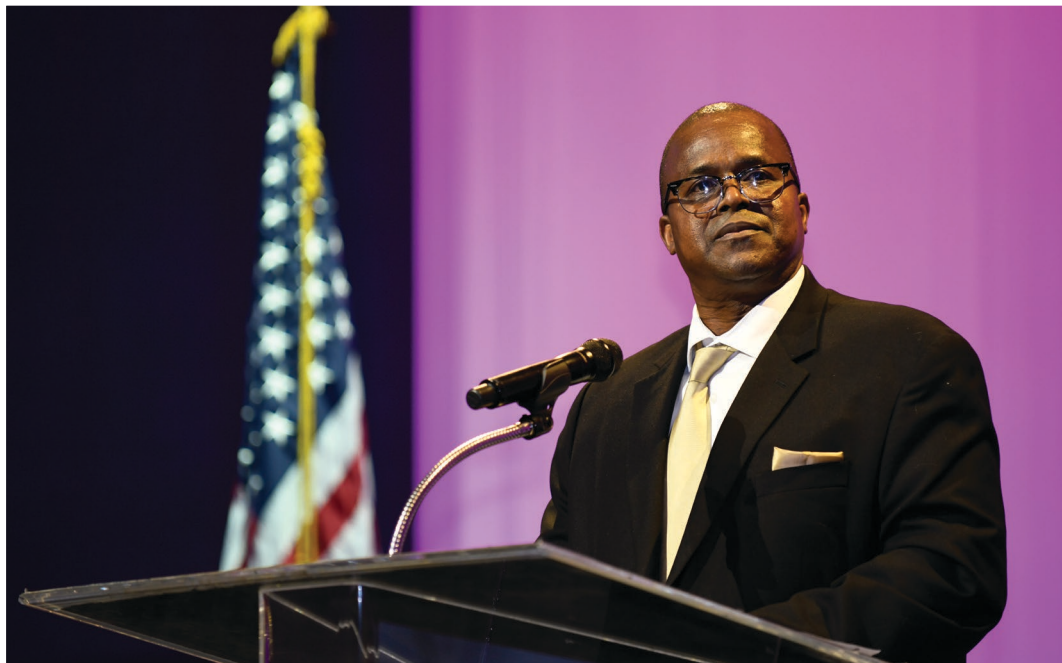
developed an offshoot company that sized garments for his father's company. When his business later failed, it led to homelessness and government relief.

He stayed in his Jeep for seven months until it was impounded and then went into a shelter. The schedule at the shelter was up at 5:00 a.m., out at 6:00 a.m. and back at 2:30 p.m. to secure a bed for another night.

James never stopped trying to find gainful employment. After talking to a

Social Worker he was recommended to Goodwill, he was not convinced that it would work out. Even when he was accepted to the Goodwill's Loss Prevention Program and was told it had a 100% successful placement rate, he remained doubtful, but determined.

Then he met Goodwill's Anthony Ford who told James: "You give me 100% and I'll give you 110%. This quote got James' attention and he has never forgotten it. In James' terms, "Anthony Ford is The Man!"



James was in Class #32 and was the first in his class to nab a thief. Then he experienced the Hiring Fair at Goodwill, all doubts were gone. Seeing the number of employers, their interest in the applicants and their belief in Goodwill left no doubt that this was his tipping point.

He started at Elite Security in Orange County. He began as a Patrolman, became a Supervisor, and, finally, Field Manager where six Patrolman reported to him.

The Man," Anthony Ford came into James'

career picture again when James was seeking a position closer to home. This led to James' current position at "Peterson Auto Museum" in Los Angeles, one of the world's largest – and most elite – auto museums in the world. James trajectory at Peterson is similar to Elite Security: He started on the night shift, moved to a Patrol Agent, then to the position of Dispatcher which is the highest position in security at the museum. Most recently he has been promoted to Manager for the Detail Specialist Department,

cleaning and moving the priceless cars, two employees report to him.

James believes strongly that Goodwill's Loss Prevention Program provided the roadmap to his current success and considers himself a Goodwill Ambassador. He also has lived by Dr. Martin Luther King Jr.'s belief that: "The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy."



PATRICIA WEKHOMBA, WALLACE WAHOME, AND VICTOR WAHOME

2019 Graduates of the Year

As a family, the Wahome/Wekhombas rose above their disadvantaging situations together. Their strong will and close-knit relationship helped all three in ways that perhaps they would not have achieved in their homeland.

Husband and wife Wallace Wahome and Patricia Wekhomba yearned to come to the U.S. for a better future for themselves and their daughter. After qualifying for

their permanent residency card, obtained through a lottery system, they arrived in the U.S. from Kenya in November 2007. It was a difficult adjustment for them when they arrived. Victor Wahome, Wallace's brother, arrived in the U.S. in 2009; his greatest challenge was his language barrier.

Patricia heard about Goodwill's Certified Nursing Program, and at that point they all set out their plans. Patricia continued

to work and care for her daughter while Wallace entered Goodwill's program first in 2008. He graduated and was immediately employed. Patricia entered the program and graduated in 2009. Victor then followed, and like his brother and sister-in-law, he was certified by the state and immediately employed in 2010.

Through Goodwill's partnership with Broadway by the Sea, the Wahome

brothers gained employment and were able to pay for licensed vocational school at Angeles Institute. Both brothers passed their LVN state board tests.

Wallace then worked two full-time LVN jobs so Patricia could continue earning her Registered Nursing degree. Patricia graduated with an associate degree in biological sciences in 2014 and was accepted into American University of Health Sciences' bachelor's degree program in

nursing. Goodwill provided Patricia financial assistance for tuition, gas cards, Target gift cards, book fees and multiple school fees that she and Wallace simply could not afford at the time.

Today Patricia is employed with Cedars-Sinai Medical Center in the oncology department and is in the master's program at United States University in San Diego. Wallace is currently employed as a licensed vocational nurse at Norwalk

Meadows. Victor ultimately moved to Texas to find better opportunities. He is working as a licensed vocational nurse at Park Manor in McKinney, Texas.

This family's accomplishments started at Goodwill and were furthered by education. Patricia, Wallace and Victor, you three are nothing short of amazing!

“ ISN'T IT FUNNY HOW DAY BY DAY NOTHING CHANGES,
BUT WHEN YOU LOOK BACK

EVERYTHING IS DIFFERENT.”

C.S. LEWIS



BRENDA REYES

Graduate Employee of the Year

For Brenda Reyes, childhood was not a typical experience. Brenda was born in 1989 in El Salvador and moved to the United States with her mother when she was only 4 years old. The family settled in Montebello, California, and as is true with most immigrant families, starting out was not easy.

The biggest challenge for her mother was finding jobs in order to put food on the table and pay rent. In 2007 Brenda's brother Angel was born, which placed even more pressure on the family. In spite of these pressures, Brenda committed to her studies and grad-

uated from Montebello High School.

Her mother worked a variety of factory jobs but continued to get laid off. Brenda, the oldest child, was forced to find work in order to help support her family. She was hired as a sales associate for JCPenney but was only given four to eight hours of work per week.

Brenda realized that she needed to pursue a career so she could create more stability in her life and for her family. In May 2015 she enrolled in Goodwill's Loss Prevention Program. She excelled in the program and was

awarded the outstanding achiever award.

After graduating from the program, Brenda was immediately hired by Rite Aid as a loss prevention agent. Her supervisors immediately recognized her talents and work ethic and promoted her to a trainer. In that role she trained other loss prevention agents, not only saving the company thousands of dollars but also becoming Rite Aid's top loss prevention agent.

While working for Rite Aid, Brenda learned of an opening at Goodwill for a security agent and receptionist. She applied and was

“ LIFE IS A MIXTURE OF LIGHT AND
SHADOW, CALM AND STORM, AND

IT'S ALL GOOD.”

- SUSAN W. KREBS

selected because of her passion, hard work and willingness to learn and improve herself. Another position at Goodwill opened up as the Loss Prevention Program's recruiting and admissions specialist. Having previously gone through the Loss Prevention Program, her talents were quickly noticed and she transferred to the Workforce Division to lead the recruitment efforts for the program.

One of Brenda's former instructors in the Loss Prevention Program says, "Brenda possesses the quality of a humble, optimistic, hardworking individual who never gives up no matter how tough it gets. She is a role model for our program and is a person who has put the world on her shoulders for her family in order to achieve her goals to reach economic self-sufficiency."



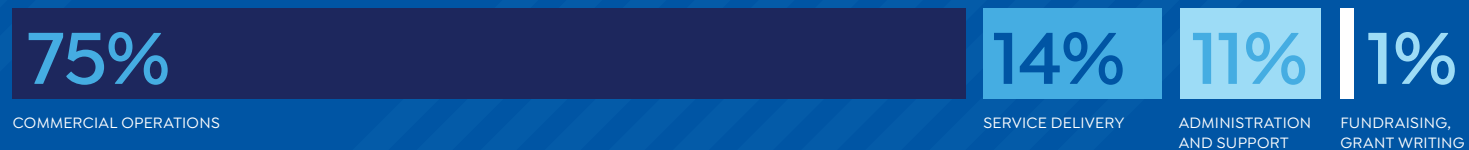
2018 FINANCIAL STATEMENT

Source of Funds



84%	RETAIL OPERATIONS
9%	LINKS INTERPRETING
5%	WORKFORCE DEVELOPMENT
1%	FUNDRAISING DEVELOPMENT
0.4%	INDUSTRIAL OPERATIONS
0.2%	OTHER SOURCES

Use of Funds









ECONOMIC SELF-SUFFICIENCY IN LOS ANGELES COUNTY

DEFINITION

Economic 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 basis: housing, food, childcare, out-of-pocket medical expenses, transportation and other spending necessities.

Goodwill-SOLAC assisted 53 additional individuals with achieving economic self-sufficiency by year-end 2018. This was achieved through Goodwill SOLAC's various job training and placement programs with five-year follow-along services that assist graduates in moving up the career ladder and obtaining additional certifications and training, leading to higher paying jobs.

\$30,000

Single Adult

\$45,000

Single Adult + Child



\$23,500

We offered school fundraising drives in 2018 throughout Southern Los Angeles County. Through this program, school-hosted donation drives earned \$23,500 from Goodwill SOLAC.

15 MILLION

We collected and processed more than 15 million pounds of material goods.

6,100

LINKs Sign Language & Interpreting Services, a Goodwill SOLAC enterprise, processed more than 6,100 interpreting assignment requests with a 95% fill rate.

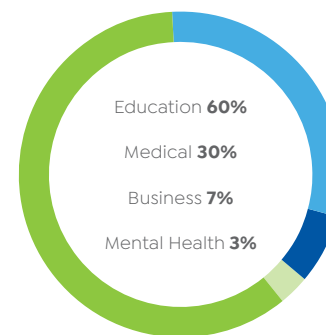


LINKS SIGN LANGUAGE & INTERPRETING SERVICES

A division of Goodwill, Serving the People of Southern Los Angeles County (SOLAC), LiNKs Sign Language & Interpreting Services® is a full-service interpreting agency that offers support for individuals with language barriers. LiNKs provides American Sign Language for the deaf and hard of hearing community as well as spoken language interpreting in more than 30 languages including Spanish, Chinese, Korean, Arabic, Armenian, Japanese, Italian and Portuguese.

LiNKs is a member of the American Translators Association and the Registry of Interpreters for the Deaf, Inc. During the year, LiNKs processed more than 6,100 requests for interpreting and translation services, furthering Goodwill SOLAC's mission of serving diverse communities.

Spoken language generated 32% of LiNKs revenue, and American Sign Language generated 66% of the revenue with 2% coming from training workshops and simultaneous interpreting.



Total markets being served

2018 ECONOMIC IMPACT

Combined Operation & Workforce Development

In 2018 Goodwill SOLAC placed a total of

785 *JOB SEEKERS*

in positions in communities throughout Southern Los Angeles County.

The total Goodwill SOLAC's direct job placements coupled with indirect jobs and induced jobs result in a total of

1,031 total jobs

The average hourly wage of these job seekers was

\$15.71 per hour

working an average of 40 hours per week.

The fiscal impact generated by Goodwill SOLAC's job placement was

\$3,149,000

for the State of California.

The ripple effect of those jobs throughout the economy generated an additional 246 jobs for a total of 1,031 jobs with total wages of \$39.9 million and a total economic output of

\$89.8 million.

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Rob Boyajian
Director, Information Services

Steve Cipolla
Director, LINKS Sign Language & Interpreting Services

Coming Soon



THANK YOU



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Serving the People of Southern Los Angeles County



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