The year 2016 was a productive one for our Goodwill, as we continued to make great strides in both our mission-based job programs and commercial operations.

In 2016, our Workforce Development Department placed more than 450 individuals in career-track employment, a job placement increase from the prior year, and 41 individuals reached financial self-sufficiency through the power of work. (Self-sufficiency is defined as the state of not requiring any aid, support or interaction for survival.)

Additionally, Goodwill SOLAC opened Edgar & James, A Curated Collection by Goodwill, in the city of Redondo Beach, with significant fanfare and media buzz that contributed to its winning launch. We also experienced annual revenue increases from our two e-commerce businesses and LiNKS Sign Language & Interpreting Services.

These and many other successes were realized in 2016, thanks in part to the guidance of our 2014-2016 Strategic Plan. Created by our Board of Trustees and Leadership Steering Team, our three-year strategic plan provided us with a blueprint to help grow every area of our operations. With the plan culminating in 2016, our organization was able to reach many new heights that we set out to achieve.

As you read our 2016 Annual Report, you’ll learn how Goodwill SOLAC is leveraging our social enterprise to continue making a difference in communities throughout Southern Los Angeles County. We hope you find our annual report not only informative, but also inspiring.

Sincerely,

JANET M.

President & CEO

HARRY SALTZGAVER

Chair

ANITRA DEMPSEY

Vice Chair

CHUCK C. TUCKER

Corporate Secretary

EDWARD PEARSON

Treasurer

TRUSTEES

Susan Byrne
Kenneth Cecil, CPA
Wayno Chaney, Sr.
John Claridy
Jeffrey Comejo, Ed.D
Lary DuJarnett
Dan Descargar

Douglas Emery, DDS
Ivy Arlinda Goolsby
Stephanie Hargrove
James Hendrickson
Gail Hering
Warren Hughes
Josef Levy

Robin Pano
Christine Robbins
Kimmo Sahakangas
Brad Ward
Patrice Wong

OFFICERS

HARRY SALTZGAVER

Chair

ANITRA DEMPSEY

Vice Chair

CHUCK C. TUCKER

Corporate Secretary

EDWARD PEARSON

Treasurer

TRUSTEES
JOSE PULIDO: Achiever of the Year

Coming into work at the Northgate Market in Norwalk is one of Jose Pulido’s favorite times of day. That’s because he knows his work day will be filled with duties he enjoys, like keeping the produce fresh and the shelves stocked. Moreover, he gets to work at a place that feels like a second home, given that he started working there at just 17 years old.

As a teenager growing up in a close-knit family in Bellflower, it never occurred to Jose to find a job at a local market. But due to his struggles with learning in high school, his family felt that a part-time job in a positive work environment would help build his confidence. So his mother and big sister brought him to the Harbor Regional Center, a nonprofit that serves individuals with developmental disabilities. It was at the center where Jose was told that he suffered from dyslexia, a learning disability that makes it difficult to read words and symbols, despite normal vision and intelligence. The center connected him to Goodwill, where he got to work at a place that feels like a second home, keeping the produce fresh and the shelves stocked. Moreover, he gets to work at a place that feels like a second home, given that he started working there at just 17 years old.

What began as an entry-level job as a teen nearly five years ago has now become a way of life for Jose. He wants to build a long career at the market, and the Northgate management team will help him do just that. His direct supervisor recently shared that he’s honored to work with Jose, who now considers a bona fide member of the Northgate family.

BRENDA PETERS: Graduate of the Year

Today, Brenda is making plans to earn a certificate in Homeland Security, and she’s also a frequent speaker at Goodwill’s Loss Prevention Training Program, she felt she found an even better opportunity. She signed up to elect her as the secretary of a security professionals union. Brenda feels like it’s her duty to give back by helping others facing barriers to employment. “What Goodwill offered me is priceless,” she says. “Goodwill offered me the opportunity to start over with not just a job, but a career.”
Kip Sattergren is a familiar, friendly face around Goodwill. While working for more than a decade at the organization, Kip has held a number of positions at Goodwill – from a material handler to a driver’s helper to a donations center attendant. In his current role as a dock worker, Kip is charged with the unloading and movement of donated materials. Throughout his career at Goodwill, Kip has continuously received praise for his strong work ethic, cordial interactions with the public, and willingness to go above and beyond to get the job done. As valuable as his time has been at Goodwill, Kip’s life before joining the organization was starkly different. Kip struggled with alcoholism for most of his adulthood, resulting in chronic unemployment that eventually left him homeless. When he decided to take the first steps of turning around his life, he entered the Redgate Memorial Recovery Center, a detox rehabilitation facility in Long Beach. During that period, Kip learned how to take back his life with a renewed approach and purpose. Months leading up to his release, he was given one hour each day to walk around the local area as he prepared to reenter society. His daily outings, Kip added, gave him the opportunity to see Goodwill’s main office, where he became intrigued with the bustling activities there and the opportunities that he imagined awaited him.

When he left the rehab center, Kip, using the opportunity to visit Goodwill to apply for a job. He was warmly welcomed as he shared his story. The hiring managers were impressed and promptly gave him a job. He was thrilled to learn that he was offered an entry level position as a custodian.

Since being hired 10 years ago, Kip has kept his word by being a dependable, hard worker who performs his duties with a buoyant enthusiasm. These days, Kip regularly rides his bike to and from work, always grateful for the day ahead of him. Though his quiet example of unselfish service to Goodwill, Kip lets his actions speak louder than his words.
Goodwill SOLAC is committed to being an environmental leader to help make our communities a better place to live. By recycling used goods, we help reduce waste in our landfills, leading to a cleaner environment.

In 2016, Goodwill SOLAC received and processed more than 360,000 donations, totaling approximately 14 million pounds. Also during the year, we collected more than 375 tons of electronic waste through a state certified recycling partner.

To support our collection effort, Goodwill SOLAC organized community outreach programs to create alternative methods to collect donated goods. We continued offering our home pick-up service for local residents as well as our School Fundraising Donation Drive program.

In 2016, local schools earned $22,125 by hosting donation drives through this annual school fundraising program. Goodwill SOLAC also hosted donation drives with a number of local business and civic partners, including Toyota, Kaiser Permanente, and the Long Beach Police Department. Goodwill SOLAC formed two Earth Day partnerships with the City of Torrance and Bixby Knolls Business Association, collecting more than 13,000 pounds of donated goods at these co-branded events.

We provide translation in more than 30 languages, including Arabic, Mandarin, Vietnamese and Korean. Not only do our contract interpreters have consecutive and simultaneous fluency modes, they have a deep cultural knowledge and understanding of the language. Our experienced interpreters are always on call for on-site translation.

LiNKS is a member of the American Translators Association and the Registry of Interpreters for the Deaf, Inc.

In 2016, LiNKS generated $4.1 million in revenue with 300+ independent interpreters under contract. Spoken language generated 47% of the revenue, and American Sign Language generated 53% of the revenue.

During the year, LiNKS served 5,107 individuals with interpreting and translation services, furthering Goodwill SOLAC’s mission of serving diverse communities.
Goodwill SOLAC continued a partnership with Centros College’s Culinary Arts Program and Retail Management Training Program in 2016, resulting in 65 students entering into the Goodwill Job Placement Services Program. Of these individuals, 39 students were placed in culinary and retail positions for local employers.

Through our Homeless Services Program in 2016, Goodwill SOLAC provided Life Skills classes, resume preparation, mock interviews and job placement services to 352 individuals experiencing homelessness who were assisted by the City of Long Beach Multi-Service Center. A total of 176 individuals completed Life Skills training, 94 individuals completed Employment Preparation training, and 42 individuals were successfully placed into jobs.

Goodwill SOLAC’s other job programs administered in 2016 were: Supported Employment that offers job opportunities for people with developmental or other disabilities; Direct Job Placement Services that places individuals in jobs with local employers; Healthcare Employment Services at SoCal ROC that provides employment services to students enrolled at the Southern California Regional Occupational Center in Torrance; and Workforce Development Program in partnership with the City of Norwalk and Southeast Los Angeles County Workforce Investment Board that offers job placement services for Southeast LA area residents.

In 2016, Goodwill SOLAC assisted 41 individuals with achieving economic self-sufficiency and moving out of poverty. This was achieved through Goodwill SOLAC’s job training and placement programs along with long-term job retention services for up to five years to assist graduates in moving up the career ladder and obtaining additional certificates and training that lead to higher paying jobs. To move out of poverty in Los Angeles County, a single person with one child must earn $42,427 annually to be considered economically self-sufficient. A single person with no children must earn $27,150 annually.

In 2016, a total of 7,527 individuals accessed Goodwill SOLAC’s job programs. Of those participants who accessed these programs, 1,162 entered training programs, 700 completed training programs, and 452 were placed in employment.

Our State of California Certified Nurse Assistant (CNA) Training Program graduated 94 individuals in 2016. Of those graduates, 86 individuals were hired into competitive employment and are beginning their careers in the healthcare field. Also, two evening CNA training classes were added in 2016 to primarily serve low-income workers who are working during traditional daytime hours. The 24-week program provides real world training at Goodwill SOLAC retail stores, expanding existing career opportunities in the security industry. A total of 61 Loss Prevention graduates were placed in jobs by more than a dozen major employers in the area.
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.

In 2016, Goodwill SOLAC assisted 41 individuals with achieving economic self-sufficiency and moving out of poverty. This was achieved through Goodwill SOLAC’s various job training and placement programs. We also supported graduates through our job retention services for up to five years by assisting them with moving up the career ladder and obtaining additional certifications and training that lead to higher paying jobs.

The average hourly wage of these job seekers was $15.82, working an average of 40 hours per week.

Goodwill SOLAC successfully assisted 41 individuals with achieving economic self-sufficiency and moving out of poverty.

In 2016, Goodwill SOLAC placed a total of 851 job seekers in positions based in communities throughout Southern Los Angeles County.

The average hourly wage of these job seekers was $15.82, working an average of 40 hours per week.

Goodwill SOLAC successfully assisted 41 individuals with achieving economic self-sufficiency and moving out of poverty.

2016 Community Impact
COMBINED OPERATIONS & WORKFORCE DEVELOPMENT

In 2016, Goodwill SOLAC placed a total of 851 job seekers in positions based in communities throughout Southern Los Angeles County.
2016 Financial Statement

SOURCES OF FUNDS

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USES OF FUNDS

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2016 CORPORATE DONORS

- Ability Tri-Modal Transportation Services
- Abode Communities
- A&M Service Station
- American Gold Star Mothers
- Architecture Foundation
- California State University, Long Beach
- Century Housing
- Carson College
- Chung’duyo
- Copper Wash, LLC
- CSIS Limited
- ECC Technology
- EDS Insurance
- E&M Dandy, Inc.
- Eleven Western Builders
- Express Smog Check & Repair
- Farmers & Merchants Bank
- F. Haddad Services
- Gardena Group Investment, Inc.
- Harrington Group
- Long Beach Chamber of Commerce
- Long Beach Community Foundation
- Mag, Inc.
- Muckrake Enterprise, Inc.
- NAACP of Southern California
- National Charity Services
- Office Depot
- Office of Los Angeles County Supervisor Don Knabe

2016 FOUNDERS

- Aloca Fastening Systems
- Carol J. Johnson Trust
- City of Long Beach Continuum Care
- Edison International
- Goodwill Industries International
- Josephine S. Gumbiner Foundation
- Long Beach Community Action Partnership
- Long Beach Project Fatherhood
- Rosemarie Schabarum Living Trust
- Women’s Foundation of Califonia

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- Long Beach Project Fatherhood
- Rosemarie Schabarum Living Trust
- Women’s Foundation of Califonia
All Retail Stores are open Monday thru Saturday from 9 am to 9 pm, and Sundays 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