



ANNUAL 2015 REPORT



Goodwill®

Serving the People of Southern Los Angeles County



Friends of Goodwill,

Our Goodwill organization continued on the path of progress in 2015. Throughout the year, Goodwill SOLAC expanded in practically every area of our operations, positioning our organization to make an even greater impact on Southern Los Angeles County communities.

In 2015, we opened a spacious retail store and donation center in Southwood Village to increase our customer and donor base in the Torrance community. We also launched a Retail Management Program at Cerritos College to provide high demand job opportunities to low-income, unemployed students. Moreover, we strengthened our outreach among the civic and business community to broaden support for our mission-based job programs.

Successes like these have enabled us to stay on target with our three-year strategic plan. This strategic plan was designed by our Board of Trustees to ensure that Goodwill SOLAC serves as a greatly effective organization. And with your continued support, our organization can remain an impactful one.

We invite you to read our annual report to learn more about our progress in 2015. Through this annual report, we're able to demonstrate how our organization is making a difference in the lives of others.

Sincerely,

Janet McCarthy
President & CEO

Harry Saltzgaver
Board Chair

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OUR MISSION

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

PROGRESS
GROWTH
COMMUNITY

EMPLOYER OF THE Year



Alamitos Belmont Rehabilitation Hospital has been an exceptional partner of Goodwill SOLAC over the last several years. Not only does the five-star skilled nursing facility serve as a clinical site for Goodwill SOLAC's Certified Nurse Assistant (CNA) Training Program, but Alamitos Belmont also hired seven of Goodwill's CNA graduates in 2015.

Alamitos Belmont enables Goodwill's CNA graduates to earn a paycheck while getting excellent hands-on experience in their career field. The hospital's administrative staff also works with their school schedules to enable them to pursue continuing education to advance their healthcare careers.

One of those graduates is Estafany Villalta. Estafany, who was raised in a low-income household, believed she had to work to help support her parents after completing high school. So she enrolled in Goodwill's CNA Training Program, and she was ultimately hired by Alamitos Belmont shortly after graduating. Currently, Estafany is working 30 hours a week at Alamitos Belmont while earning an Associate of Science degree so she can eventually work as a Registered Nurse. She absolutely loves working for Alamitos Belmont because of their inviting atmosphere as well as their residents who look forward to her daily services.

"We've worked with Goodwill because they provide us with quality CNA students," said Mark Hall, Administrator for Alamitos Belmont. "Goodwill does a fine job in training them, so it gives me the confidence to hire and develop them." The hospital estimates that at least 40% of their CNA staff are Goodwill graduates. "Providing great CNAs is the foundation of a successful rehabilitation hospital," he says. "So as long as Goodwill continues to train good CNAs, we'll continue hiring them."



BRENDA CERVANTES Achiever of the Year

When Brenda Cervantes arrives to work at six o'clock each morning, she starts her day the same as she ends it – productively. As a sorter for Alcoa Fastening Systems, Brenda spends her work day meticulously inspecting and sorting screws for the global manufacturing company. She is one of the most diligent workers on her crew. And yet, this is Brenda's very first job.

Brenda landed her job through Goodwill more than a year ago, at a time when she sought to take an active role in helping her family during their financial struggles. With a learning disability and no job history, Brenda knew that her job search would be tough. But through Goodwill's Supported Employment Program, she received one-on-one counseling that led to her job placement at Alcoa. Her job not only provides a regular paycheck, it also moves her closer to her goal of living independently.

Born the youngest of four children to a single mother, Brenda grew up in a close-knit family. Because of her learning disability, she found school difficult during her formative years. Still, she persevered in her studies and improved academically by the time she entered high school.

Sadly, her mother passed away from cancer while Brenda was a high school sophomore. Despite her family's loss and the financial challenges that ensued, Brenda and her siblings remained strong and stuck together

as a family unit. They lived together in the same home and worked hard to contribute to their household. Eager to help support her family, Brenda sought job search assistance by visiting the Harbor Regional Center, which referred her to Goodwill. With the guidance of Goodwill's employment case managers, Brenda learned job readiness skills that prepared her for a winning interview with Alcoa.

Since being hired, Brenda has grown as an employee and rarely misses a day at work. With the assistance of a job coach, she performs her daily duties professionally and has even begun to bond with her co-workers. In addition to her job, she takes classes at Long Beach City College in hopes of one day landing her "dream job" as a veterinarian's assistant. But for the time being, she's grateful for how far she's already come.



FRANCISCO GARCIA Graduate of the Year

It's a busy traffic scene on any given day at the Port of Long Beach, and Francisco Garcia works hard to keep the bustle under control. A security officer, Francisco is in charge of directing traffic at the Port and works daily with the Port of Police, Coast Guard and Customs.

Francisco loves his job because there's never a dull moment at the Port, plus his position brings out his natural leadership abilities. In fact, he is currently being trained for a leadership position – a role that he's played for many years throughout his life.

Born the youngest of six children whose parents migrated from Mexico, Francisco grew up in El Centro, California. Five days after graduating from high school, he joined the Marine Corp and the National Guards. Following two years of active duty, he left the service to join his wife and raise their two young sons.

To support his family, Francisco spent the next two decades working in management in such industries as transportation and healthcare. But when the facility where he last worked closed, he lost his coveted job as a warehouse manager. He struggled to look for another position, but the economic downturn coupled with what he felt was his middle age made his job search tough. His frustrations were further impacted by losing his 20-year marriage. Unable to find work, he remained unemployed for two consecutive years.

When he randomly saw an ad about Goodwill's job programs, Francisco felt he had nothing to lose by making a call to the organization. After meeting with a job training instructor, he enrolled in Goodwill's Loss Prevention Training Program. During the five-week course, Francisco received security industry training and learned job preparation skills. He obtained added support by receiving a portfolio and flash drive as well as gas, food and clothing cards. On graduation day, Goodwill arranged for Francisco to interview with Securitas, a global security company. Securitas offered him a position at the Port just a few days later.

Despite the turmoil he endured while unemployed, Francisco feels like the experience has only made him stronger. He says that he's learned to never give up; there's always hope.



KRISTIAN BUSH & GOODWILL:

Kristian Bush, one-half of Platinum-selling country duo Sugarland, partnered with Goodwill to serve as a spokesperson for the organization. In 2015, Kristian released a Goodwill branded video of his hit song, "Trailer Hitch."



VIP CUSTOMER LOYALTY CARD:

Goodwill SOLAC introduced a new VIP Loyalty Card Program during the 2015 Black Friday weekend to keep shoppers and donors informed of special promotional events. Nearly 5,000 VIP Cards were given to customers on the program's first day launch.



STEPHANIE RUIZ Graduate of the Year

Stephanie Ruiz's career dream is to work as a pastry chef. So she's putting her dreams into motion by working on-call as a prep-cook for Culinary Staffing Services. The job is ideal for an aspiring chef: She has the opportunity to work at such top venues as Wolfgang Puck's, the Rose Bowl, and the Long Beach Convention and Entertainment Center.

But her budding culinary career didn't jump start overnight. Although Stephanie earned a certificate in Culinary Arts Professional Baking from Cerritos College in spring 2014, she found it difficult to find work in her field. That's because she faced several barriers to employment: She suffered from seizures due to a neurological disorder; her English was limited; and she had no work history. Not only did these challenges make it difficult for her to find work, but they also compromised her confidence.

While her parents and older sister have always been protective of her, Stephanie felt a need to establish a career of her own that would enable her to lead an economically independent life. So when she learned that Goodwill ran a career workshop for Cerritos College's Culinary Arts Program, she immediately enrolled. The workshop taught her how to create a vision board, design her first resume and learn interview skills. Despite continuing her full-time academic schedule, she never missed a day of the 10-week workshop.

During the final weeks of the workshop, Goodwill arranged her interview with Culinary Staffing Services, which eventually hired Stephanie for her first paid job. Since then, she landed a

second job as a kitchen assistant for Vintage Cerritos, a senior living center. Her managers rave about Stephanie's willingness to learn and strive to be the best at what she does.

Today, Stephanie remains employed in both positions while finishing classes to earn her Professional Cooking certification. She also maintains a high level of commitment to healthy living that helps keep her seizures at bay. Equally important, she has gained a sense of pride in her culinary abilities and work ethic. Stephanie is grateful to Goodwill for her career guidance, and she gives back by encouraging her culinary classmates to enroll in the same career workshop...a Goodwill ambassador in the making!



GERARDO MEDINA Goodwill Employee of the Year

If there was one word to describe Gerardo Medina's philosophy of life, it would be "positivity." Affectionately known as "Gerry" around the hallways of Goodwill, the well-liked custodian is as equally valued for his friendly, positive demeanor as for his devotion to his job.

Over the past 13 years that he's worked for Goodwill, Gerry has made it his mission to impart daily words of encouragement to his fellow staff members. Because his job responsibilities require him to have daily face time with employees, he uses these brief moments to engage in friendly banter to help them feel more connected to their workplace. Gerry began embodying his positive attitude

long before working at Goodwill. Essentially, optimism has been a central part of his character as long as he can remember. Born the youngest of six children to a single mother, Gerry, at age 21, left his native Mexico for the U.S. in search of better job opportunities. Within a year of moving to Southern California, he found work as a cook for a fast food chain and met his wife-to-be, whom he met while taking English language classes.

Fifteen years later, by then a married father of five with a nonstop work history, Gerry decided to move his family to Long Beach after his children fell in love with the city during a coastal visit. Weeks after meeting with an employment agency to find work locally, he was hired as a cafeteria cook at Goodwill's Long Beach headquarters. The following year, Gerry was offered a custodial position because of his steady job performance and engaging demeanor. Since then, he has used his work to uplift staff members while keeping Goodwill's offices clean.

Gerry says that being friendly to staffers is as important to him as making them feel comfortable about functioning in an orderly workspace. It is his fundamental belief that people are motivated to perform productively when they feel uplifted and share a sense of comradery in their work environment. "Saying something positive can change someone's state of mind for the moment to help them have a better day," says Gerry. "I have a lot of pride in my job because I realize that what I do in my work is helping someone else."



TIARRA BARRERA Graduate of the Year – Goodwill Industries International

Each year, Goodwill Industries International (GII) convenes a special committee to recognize an exceptional program graduate who was served by one of 165 Goodwill agencies in North America. The committee recently selected Tiarra Barrera – a graduate of Goodwill SOLAC's Certified Nurse Assistant Training Program – to be honored with GII's Graduate of the Year award. Here's Tiarra's story to share why she was chosen as the recipient of this distinguished award.

Tiarra Barrera is a smart, dedicated Registered Nurse (RN) for St. Mary Medical Center in Long Beach. She is a highly valued member of the medical center's nursing team for both her professionalism and compassion that she demonstrates to patients.

While Tiarra's future now seems bright, several years ago she nearly lost hope in her life. In 2008, she was a single mother who just moved to Southern California after escaping a relationship with her infant daughter's father. Though relieved to be free of the relationship, Tiarra had few places to turn to for shelter. So she resorted to sleeping nights in a friend's car as her daughter lay on her chest.

She regained a sense of hope after receiving an acceptance letter to move into a low-income housing community in Long Beach. Yet, after becoming pregnant again as a single mother, she fell into a deep depression. When she visited a Goodwill center based in her housing complex, she learned about their Certified Nurse Assistant (CNA) Training Program. Determined to support her family, Tiarra soon enrolled in the CNA Training Program in an effort to start a new career.

During her training, 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 studying to become a CNA, Tiarra began taking prerequisite courses for the RN Program at Long Beach City College. After graduating from the CNA Training 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 two years later.

In 2015, Tiarra took the National Council Licensure Examination for Registered Nursing. Soon after passing her exam, she landed a two-year contract to work as an RN for St. Mary Medical Center's Telemetry Unit.

Tiarra 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.

RETAIL OPERATIONS

A steady stream of customers shopped at Goodwill SOLAC's retail stores in 2015 to purchase an assortment of items readily sold at our stores – from gently used clothing and accessories, to furniture and housewares. The constant flow of shoppers allowed our retail stores to continue to thrive, as our stores processed 1.1 million sales transactions during the year.

Our Last Chance clearance outlet surpassed \$1 million in annual sales for the third consecutive year. Our ShopGoodwill.com auction site and online bookstore on Amazon.com also increased in annual sales, growing 12% in revenue over the previous year.

Goodwill SOLAC implemented strategies to continually attract new and existing customers and donors. In spring 2015, Goodwill SOLAC opened a 13,000 square foot retail store and donation center at the Southwood Village Center in Torrance. A few months later, we converted our Western Avenue retail store in Torrance to become a new outlet store and donation center. Our Carson retail store and donation center was remodeled and updated to elevate it to Think Good retail branding standards.

In fall 2015, Goodwill SOLAC launched a VIP Loyalty Program to keep shoppers and donors informed about promotional store events. Nearly 5,000 customers signed up for the VIP Cards on the first day of the new Loyalty Program.

The sales revenue from Goodwill SOLAC's retail stores and e-commerce businesses enabled our organization to continue making a difference in the lives of Southern Los Angeles County residents. For every dollar in revenue generated from our commercial operations, 84 cents goes toward funding our job training and placement for individuals with barriers to employment.



TRANSYLVANIA 2 PARTNERSHIP:

To promote the 2015 Halloween sales season, Goodwills across the country ran Hotel Transylvania 2 co-branded ads, which were created as part of a Goodwill partnership with Sony Pictures.



GIVE AT THE REGISTER HOLIDAY CAMPAIGN:

A Season of Goodwill, our annual Give at the Register Campaign held at our retail stores, was generously supported by customers and donors, raising more than \$16,500 in cash donations that funded Goodwill SOLAC's job training programs.



A unique division of Goodwill SOLAC is LiNKs Sign Language & Interpreting Services, a full service interpreting agency that serves individuals with language barriers. LiNKs provides American Sign Language to the deaf and hard of hearing community. LiNKs also provides spoken language interpreting in more than 30 languages, including Spanish, Arabic, Korean, Farsi, Armenian and Vietnamese.

In 2015, LiNKs generated \$3.1 million in revenue with 340 independent interpreters under contract. Spoken language generated 57% of the revenue, and American Sign Language generated 43% of the revenue. Throughout the year, LiNKs served 4,725 people with interpreting and translation services.

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



WORKFORCE DEVELOPMENT



Our Workforce Development Department is charged with putting our mission into action by administering job training and placement programs that serve the unemployed, underemployed and working poor. In 2015, a total of 6,711 individuals accessed Goodwill SOLAC's 10 job programs. Of those participants who accessed these services, 1,153 entered industry sector training programs, 814 completed training programs, and 435 were placed in employment.

In 2015, our Certified Nurse Assistant (CNA) Training Program graduated 76 individuals throughout the year, with 70 graduates who were hired in jobs in the healthcare industry. Also in 2015, the second cohort of local high school students graduated from the CNA Training Program, thanks to a partnership with the Long Beach Unified School District's Healthcare Academies at Cabrillo, Jordan, Lakewood and Poly High Schools.

Our Loss Prevention Training Program graduated their 40th class in 2015. The rigorous five-week training program includes real world training experience at Goodwill SOLAC retail stores. During the

year, more than a dozen local employers hired 77 Loss Prevention graduates.

Goodwill SOLAC continued our partnership with Cerritos College and Long Beach City College to provide career services for the Culinary Arts Program on both campuses. In 2015, 79 students completed the Goodwill services component, and 57 students received assistance. Goodwill SOLAC also launched a Retail Management Program at Cerritos College to provide career services to low-income, unemployed students. A Goodwill staff member is based on campus to offer support services and job readiness training to participating students. The inaugural program enrolled 37 students, with 12 students placed in industry related jobs.

Other job services that Goodwill SOLAC provided in 2015 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; Medical Insurance and Billing Training Program; Homeless Services that teaches life skills and job training



to the homeless community in Long Beach; Workforce Development Program in partnership with the City of Norwalk and Southeast Los Angeles County Workforce Investment Board that provides job placement services for Southeast L.A. area residents; and Healthcare Employment Services at SoCal ROC that offers employment services to students enrolled at the Southern California Regional Occupational Center in Torrance.

In addition to job training, Goodwill SOLAC provides participants with follow-along services for up to five years after completing a training program. These job retention services assist graduates with moving up their career ladder and pursuing additional certifications and training that lead to higher paying jobs.

SCHOOL FUNDRAISING DONATION DRIVES:

Through Goodwill SOLAC's school fundraising donation drive program, local schools earned money for student programs by hosting donation drives on their campuses.



UBER PARTNERSHIP:

Uber partnered with Goodwill in 2015 to provide free clothing donation deliveries to Goodwill's in 50 U.S. cities on a Saturday in May. Uber delivered 2,000 pounds of donations to Goodwill SOLAC's donation centers through the one-day delivery event.



KTLA-TV:

Goodwill SOLAC was featured on KTLA-TV's live morning broadcast to encourage viewers to declutter their homes and donate to Goodwill.

HIGHLIGHTS IN 2015

WORKFORCE DEVELOPMENT

6,711

INDIVIDUALS
ACCESSED
SERVICES

1,153

ENTERED
INDUSTRY
TRAINING
PROGRAMS

814

COMPLETED
TRAINING
PROGRAMS

435

PLACED
INTO
EMPLOYMENT

LINKS

4,725

INDIVIDUALS
SERVED BY
LINKS

ECONOMIC SELF-SUFFICIENCY

IN LOS ANGELES COUNTY

\$27,150

SINGLE ADULT

\$42,427

SINGLE ADULT + CHILD

In 2015, Goodwill SOLAC assisted 36 individuals with achieving economic self-sufficiency and moving out of poverty. This was achieved through the multitude of Goodwill SOLAC's job training and placement programs along with job retention services for up to five years to assist our graduates in moving up the career ladder and obtaining additional certifications and training that lead to higher paying jobs.

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.

ENVIRONMENTAL IMPACT

Improving the environment has always been an important mission of Goodwill, dating back to the beginning years of the organization. When communities donate to Goodwill, they enable our organization to recycle items that would otherwise end up in landfills.

In 2015, Goodwill SOLAC processed more than 320,000 donations totaling more than 13 million pounds. We collected more than 800,000 pounds of electronic waste – totaling 400 tons – that was processed through our state certified e-waste program.

Goodwill SOLAC created innovative methods to support our ongoing sustainability program. We expanded our recycling categories to include single shoes, purses, belts and luggage. We also continued to improve efficiencies in truck routing, operations and driver productivity, reducing our fuel costs by 5% from the previous year. Additionally, we added security cameras at our Attended Donation Centers by using solar power.

Throughout the year, Goodwill SOLAC developed progressive programs that offered alternative ways for people to donate to our organization. We continued providing a free residential pick-up service for Southern Los Angeles County residents. We also conducted donation drives with our longtime corporate partners Toyota and Kaiser Permanente as well as two new employer partners, the Port of Los Angeles and the L.A. Galaxy's StubHub Center.

To further support our donation drive program, Goodwill SOLAC organized school fundraising donation drives for the third consecutive year. In 2015, the fundraising program awarded about \$11,500 to local elementary schools, junior high schools and high schools.



2015 FINANCIAL STATEMENT

SOURCES OF FUNDS

80% STORE & RESALE OPERATIONS

11% **LiNKs** Interpreting
5% FUNDRAISING/DEVELOPMENT

4% WORKFORCE DEVELOPMENT

USES OF FUNDS

71% COMMERCIAL OPERATIONS
16% SERVICE DELIVERY

1% FUND RAISING, GRANT WRITING

12% ADMINISTRATION & SUPPORT

**Unaudited*

- In 2015, Goodwill SOLAC placed a total of **435** job seekers in positions based in communities throughout Southern Los Angeles County.
- The average hourly wage per placement in 2015 was **\$10.98** working an average of **40** hours per week.
- Goodwill SOLAC successfully assisted **36** individuals with achieving economic self-sufficiency and moving out of poverty.

2015
COMMUNITY
IMPACT

ECONOMIC IMPACT OF MOVING 36 INDIVIDUALS TO SELF-SUFFICIENCY

Direct Employment Placement
36
Total Jobs*
5,962 JOBS IMPACTED
Total Wages*
\$640,900
Economic Output*
\$2,095,600
Fiscal Impact to the State of California*
\$50,768,600

**Direct, Indirect & Induced*

DEMOGRAPHICS OF PEOPLE SERVED IN 2015

DISADVANTAGING CONDITIONS EXPERIENCED BY PERSONS SERVED

Unemployed/Dislocated Workers	1,551
Working Poor/Incumbent Workers/Underemployed	557
Welfare Recipients	249
At-Risk Youth	94
Persons with Criminal Background	61
Older Workers	120
Homeless	453
Non-English Speaking/Limited English Proficiency	28
Lack of/Low Literacy	33
Lack of GED/High School Equivalency	73
Other Disadvantaging Condition	250
Unknown or Unreported Barrier	4,331

DISABLING CONDITIONS EXPERIENCED BY PERSONS SERVED

Blindness or Other Visual Impairment	4
Deafness or Other Hearing Impairment	4,727
Other Physical Disability	1
Neurological Disability	1
Autism	5
Learning Disability Other Than Autism	7
Developmental Disability Other Than Autism	20
Psychiatric and/or Emotional Disability	5
History of Substance Abuse	6
Other Disabling Condition	14

2015 DONORS

Carl & Martha Abert
Craig Adam
Morton Adcock
Sara Aguilar
Lorin & Janet Aird
Maria Alarcon
Robert Alberts
Betty Algie
Dante & Leidy Aragon
James Agronick
Mark Anderson
Gloria Arriola
Jessie Austin
Beatrice Avcollie
Steven Bagnasco
Eric Baier
Stephanie Bailey
Julie Bains
Sharon Baker
Rairveola Bank
Mrs. J. Barendse
Katherine Barquera
Elizabeth Barsley
Adrine Basmadjian
Philip Baxter
Dorothy Beachler
Don Beegle
Lori Behar
Ritt Berry
Robert Bethmann
Cheryl Bettis
Janet Bidwell
Walter & Margaret Birch
Mildred Annette Bliss
Mary Blomgren
Louis Bodnar & Karen

Hopkins
Tom & Francis Booth
Becky Bosdet
Mary Brooks
James & Emi Brown
Jack & Peggy Bryant
Ruby Buggs
Dennis Bullock
Susan Byrne
Margaret Caddle
Federico Camson
Michael & Linda Carpenter
Marilyn Carroll
James Cathey
Alfred Cellier
Laurie Chambers
Frank & Lisa Chapman
John Claridy
Edmund Clarke Jr.
Jill Clemence
Cardi & Francis Coate
Dr. Thomas Coffey
Tracy Colunga
Kenneth Collins
William Cook
George Cooper
Joan Crishal
Steven Crooke
Daniel Crumpton
Harold Cumberlin
Warren Cutting
Pamela Dacoff
Ted Dalton
Howard Davey
Howard Davis
Mary Davis
E.W. Dawson
Robert Dearing
Lester Deemer
Larry DeJarnett
Anitra Dempsey
Daniel Descargar

Leonard Deutsch
Elizabeth Dickinson
K.E. Dinshaw Beatrice
Dorgan
Leroy & Janette Doty
Lois Doyle
Robert Draeger
James Dunn
James Durham
Ruth Durkin
Donald Earl
Steve Elbrecht
Julian Ely
Douglas Emery, DDS
Joseph Engel
Robert Espinoza
Hera Ewing
Farmers & Merchants Bank
Virginia Feo
Murcurino Ferraro
Erica Ferro
Keith Finch
Rudy & Beatrice Flores
Kelly Flowers
Christina Flystra
Paul & Gina Fornelli
Stephen & Linda Franz
Fred Frick
Tabitha Fulton
Norman George
Suzanne George
Virginia Gerisch
Yale Gieszl
Leo Godel
Leroy Goesel
Ivy Arlinda Goolsby
Richard Green
Gary & Norma Greene
Beatrice Guerrero
Mr. & Mrs. Gary Hastings
Richard Haynes
Marianne Hedges

John Heil
James Hendrickson
Richard Henke
Bill Hogenson
Linda Holmes
Mandy Soo Hoo
Robert Hoskins
Josef Hunt
Milton Hunt
Edith Irvine
Angelina Janich
Al Jicha
Carol J. Johnson (Trust)
John Jones
Richard & Gloria Jones
Laverne Joseph
Shirley Kashoff
Stephen & Diane Kay
John Kellam
Leroy Keranen
Dennis Kern
Michael Kienitz
James Knigge
Sarah Konstan
Lisa Koskela
Andreas Kostelas
Michael Kushner
Sally Lane
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Heidi Madden

Bill Majeski
Margaret Malone
Mr. & Mrs. Ashis Mandal
Suzanne Mann
Rosa Marroquin
Valerie Martin
Teresa Martinez
Craig Matheny
Sahron McKensie
Boris Melcomian
Eugene Miller
Maxine Milton
Edward & Anita Mitchell
Ken Miyako
Varletta Moeller
Steven Moeschler
Dorothy Morgan
John Morris
Lenora Morris
Joalyn Mushin
Zoilo Nagy
Helen Najar
Dorothy Nakatani
Doris Nelson
Christine Newbrough
Robert Newsome
Office Depot
Bernadette Orpia
Jeanne Otake
Lynne Owen
Edward Pearson
Carolee Pekar
Alice Perez
Arlene Pnizler
John Porter (Trust)
Veronica Powell
Ronald Radcliffe
Anita Rader
Johnnie Randall
Rebecca Rangel
Abe & Betty Ravitz
James Raynesford

Violeta Reyes
Sheryl Riccardi
Hazel Richards
Donna Ricks
Cathy Robinson
Donalee Robinson
S.L. Rosen
Ray & Gail Roulette
Dr. John & Doris Rowe
Patsy Rudd
Emmanuel Ruivivar
Cleo Ruschmeier
Anne Ryder
Steve Sack
Safeway Foundation
Patricia Sakakura
Matthew Saldana
Harry Saltzgaver
Thelma Sanborn
Carol Ann Sapp
Victor Sastre
Bill Sawrey
Charles Scarpaci
Rowena Yarak Schaber
(Trust)
Josephine Schaniel
Robert Schatz
Eleanor Schmidt
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Priscilla Schultz
Robert Schwenn
Florence Scott
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Douglas Shiels
Don Shigaki
Jean Shimzu
Karen Shulman
Kampol Shumyen
Christopher Silva

John & Minnie Smith
Robert Smith
Socheata Soun
Jeannie Sprenger
Randy Steinberger
Carolyn Steiner
Angela Stephens
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Robert Sweetland
Alfred & Diane Taylor
Linda Taylor
Terry Taugner
Dorothy Tielens
Tonis Tilk
Maxine Trevethen
Jose Trevino
Charles Tucker
W.E. Tunnell
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United Way
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Vasilamanolakis
Cornelis & Nelly Vermeulen
Sutus Vetayases
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Dolly Wade
Jacqueline Wall
Richard Wallmeyer
Brad Ward
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Piper Williamson
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Elaine Winer
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Flora Jane York
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Paul & Bryn Zbyszewski
Mr. & Mrs. George Zettler
Helen Zouain-Chavez

2015 FUNDERS

City of Long Beach
Continuum of Care
Edison International
Heffernan Insurance
Group Foundation
Long Beach Community
Action Partnership
State of California Office
of State Health Planning &
Development
The Porter Charitable Trust
The Women's Foundation
of California
Toyota Foundation
U.S. Department of Health
& Human Services

MAIN OFFICES

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

STORES & DONATION CENTERS

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—PCH
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—Edgar & James
(Opened March 2016)
317 Torrance Blvd.
Redondo Beach, CA 90277

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

Torrance—Southwood Village
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
Silver Spur Road and Crossfield Drive
Rolling Hills Estates, CA 90274

GOODWILL SOLAC LEADERSHIP TEAM

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Steve Cipolla
Director of LiNKS

Julie Dover
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Assistant to the President and CEO

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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