

THE POWER OF WORK

Annual Report 2019



Goodwill[®]

Serving the People of Southern Los Angeles County



JANET MCCARTHY
President & CEO

**“2019 WAS THE YEAR
OF GOING BACK
TO THE BASICS”**



**“THE MEN AND WOMEN
WE SERVE ARE A
CONSTANT SOURCE OF
INSPIRATION TO US”**



ANITRA DEMPSEY
Board Chair

DEAR FRIENDS OF GOODWILL,

Our Mission is about one thing: **WORK**

Overall, 2019 was a good year for Goodwill of Southern Los Angeles County (SOLAC): 840 individuals entered specific job training programs, 634 completed their training programs, and 284 were placed into industry sector jobs. Over the past five years, Goodwill SOLAC assisted nearly 250 individuals in reaching economic self-sufficiency, all of whom have moved out of poverty. This was accomplished through our 5- year commitment to assist graduates with additional certifications and training, resulting in elevated positions and higher paying jobs.

In 2019, we had some challenges in retail. As always, challenges bring great opportunities, which caused us to go back to basics and rethink the onboarding of new retail staff and the retraining of existing retail. In doing so, we brought forward the Goodwill Ambassadors To Excellence (GATE) training, which provides newly hired Sales Associates/Material Handlers with “Access” to information and procedures, “Entrance” to Goodwill SOLAC organization culture and “Open” communication so that they may excel in their new jobs.

It is important to note that, at the time of publishing this 2019 Annual Report, we have been greatly impacted by the historical pandemic, COVID-19. On March 20, 2020, following the city, county, and state “Safer at Home” order to close all non-essential business activities, all of our 19-retail locations, auction center, and donation centers were closed. LiNKS Sign Language & Interpreting, Supported Employment, and Shopgoodwill.com continued to operate with reduced staff and work hours, while all other (nearly 325 non-essential) staff were sent home. Thus far our retail operations have been closed for over two months. Unlike many non-profits that rely on philanthropy to fund their mission and operations, Goodwill SOLAC is largely self-funded by the sale of used goods donated so generously by the public. We look forward to the full re-opening of Goodwill SOLAC to serve our community.

Goodwill SOLAC depends on community support to thrive. Now more than ever, the men and women we serve look to us to transform donated goods into job training, education and placement services for those with barriers to employment. The Board of Trustees and all at Goodwill SOLAC consider the current national challenges as wonderful opportunities to continue to fulfill our mission.

In all, the men and women we serve are a constant source of inspiration to us. We are always humbled by their personal stories. On the following pages, you will find a few examples the transformations of people who crossed our doorsteps and succeeded through the **POWER** of **WORK**.

Thank you for continuing to stand at our side.

JANET MCCARTHY
Janet McCarthy
President & CEO

ANITRA DEMPSEY
Anitra Dempsey
Board Chair

GOODWILL WORKFORCE DEVELOPMENT

2019 Highlights

840

Individuals entered
specific job training programs

634

Individuals completed job
training programs

62

Individuals were placed
immediately into jobs via direct
job placement services

284

Individuals were placed
into specific industry sector
employment



GOODWILL C.N.A. TRAINING PROGRAM & HEALTHCARE ACADEMY

In 2019, the Goodwill SOLAC State of California Certified Nurse Assistant (C.N.A.) Training Program served 856 individuals. 141 passed the TABE test, entered 112 students into the program, 127 completed the training and financial literacy course, and 68 graduates were placed into employment, with the balance of graduates moving on to higher education.

Additionally, Goodwill SOLAC continued in partnership with the Long Beach Unified School District's Healthcare Academies. In 2019, LBUSD underwrote a portion of both the Spring and Fall C.N.A. cohorts, serving 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. Goodwill SOLAC graduated 22 students from its Spring (June 2018) class of high school evening C.N.A. students. The Fall 2019 high school evening C.N.A. class graduated in January 2020.



SECURITY GUARD OFFICER TRAINING PROGRAM

Goodwill SOLAC, with input and advisement from Loss Prevention and Security industry employers, closed the five-week Loss Prevention Officer training program and transitioned to a two-week Security Officer training program. 129 individuals entered the Security Guard Officer training program, 109 completed, and 74 were placed into jobs.



**WHAT YOU
FOCUS ON
GROWS**



FATHERS COACHING FOR LIFE PROGRAM

Goodwill SOLAC, in partnership with the City of Long Beach Department of Health and Human Services, continued to provide the “Fathers Coaching for Life” program. This program is designed to strengthen family unification and serves low-income fathers, as well as low-income fathers released from prison, who have children between the ages of 0 and 18 years.

The Goodwill SOLAC staff provides the Goodwill Works employment preparedness training, resume preparation, interviewing techniques, supportive services, job placement and job retention support for those fathers who are unemployed or underemployed. 28 men entered the Goodwill SOLAC program in 2019 and 21 men received financial literacy training. While job placement is not a part of this program, Goodwill assisted 4 individuals into new jobs.



GOODWILL SOLAC & CITY OF LONG BEACH MULTI-SERVICE CENTER

403 individuals experiencing homelessness accessed Goodwill SOLAC services at the Long Beach Multi Service Center. Services included Life Skills training classes, resume preparation, mock interviews, and job placement services. Of the individuals served by this program, 182 completed Life Skills training, 33 completed Employment Preparation training and 34 individuals were successfully placed into jobs.

ESTEFANY VILLALTA

Goodwill Graduate of the Year

As patients, we know this is true. Goodwill SOLAC's Graduate of the Year, Estefany Villalta has become that nurse through her life, her education and her destiny.

Estefany was part of the 2nd high school Certified Nursing Associate (CNA) cohort. She is currently a Licensed Vocational Nurse (LVN) at Seal Beach Health & Rehabilitation Center and Downey Acute Center. She is continuing her education at Long Beach City College to become a Registered Nurse (RN) and eventually on to CSULB for a Bachelor of Arts Degree in Nursing.

Estefany currently administers prescribed medications, tube feedings, stick testing, wound care and other nursing regimes as required. Charting and documentations are also part of her day to day duties, ensuring that she is operating within her scope of practice. She currently manages and supervises CNA students ensuring they work as a team in patient care.

After emigrating from El Salvador as a young child, Estefany settled in Long Beach with her family. She attended Cabrillo High School, took AP classes, was on the Cabrillo High School Dance Team, and held down two jobs to aid her family.

A desire to begin a career in nursing brought Estefany to Goodwill SOLAC's CNA program. Goodwill SOLAC's partnership with the Long Beach Unified School District provided Estefany's acceptance into the 2nd youth cohort nurse training program. She overcame challenges along the way, with the help of CNA Program Director Susan Gavel. She graduated from Long Beach City College – the clinical skills she learned from the CNA program were a springboard for her ongoing studies and an Associate Degree Nursing and training program.

Goodwill SOLAC's recruitment opportunities allowed Estefany to begin work at Alamitos Rehabilitation Hospital right after graduation. This experience resulted in more challenging opportunities and accommodated her LVN school schedule.

When her father became ill, Estefany had to continue to work full time, go to school, and tend to her father's medical needs. She also had to look after her younger brothers to ensure they maintained their school requirements. She refused to let her studies slide; she used the Goodwill SOLAC library and computers and found gentle souls to share with. Goodwill SOLAC stepped up with a scholarship for books, uniforms, school fees, supplies and immunizations for her programs, and will always consider her family as she grows as a nurse professional.

Estefany's long term nursing goals include the specialized areas of geriatrics, pediatrics and oncology. Goodwill SOLAC is her gateway and buster rocket, her family is her power source, dance is the breeze at her back, and her career choice as a nurse affords care and hope and a nurse's love of what the future holds.

**“NURSE! JUST ANOTHER WORD TO DESCRIBE
A PERSON STRONG ENOUGH TO TOLERATE ANYTHING,
AND SOFT ENOUGH TO UNDERSTAND ANYONE.”**

MEDILITA

JORGE MOLINA

Goodwill Graduate of the Year

Goodwill SOLAC Graduate of the Year is Jorge Molina. Jorge was a graduate of Goodwill SOLAC's Certified Nursing Associate (CNA) Program and graduated in November 2016. Within one week of graduation, Jorge was hired as a CNA at Sunnyside Rehabilitation and Nursing Center. Jorge was hired for the many skills he possessed and his strong work ethic.

Jorge's journey to Goodwill SOLAC is a unique one. After graduating from high school, Jorge focused on education and realized that he would have more opportunities coming his way if he had a degree. Jorge was accepted to California State University, Long Beach and after 5 years, graduated with his bachelor's degree. However, even with a degree he was having difficulty finding work. One thing he knew for sure was that he was passionate about helping others.

Here is where the words COURAGE and TENACITY come into play. Jorge decided to make a significant career change and go into nursing. His desire was to enter a profession where he could help people and make a difference. That is when Jorge found Goodwill or should we say, Goodwill SOLAC found Jorge.

Jorge enrolled in Goodwill's CNA program and immediately realized he wanted to advance his education and ultimately become a Licensed Vocational Nurse (LVN). After graduating, Jorge began looking at LVN programs however, he was getting discouraged and disappointed because he did couldn't get accepted into a program. However, Jorge continued to apply and didn't give up. After passing their entrance exam and the pre LVN course, Jorge was one of 200 applicants selected into Downey's Adult School LVN Program.

A nursing program requires countless hours of classroom instruction, and even more hours of homework and studying. However, while working full-time and being enrolled in the LVN program, he picked up extra shifts and worked overtime so he could continue to pay for his tuition.

Jorge is now working full-time as an LVN Charge nurse at Sunnyside Rehabilitation and Nursing Center. He administers medication as prescribed, tube feedings, glucose finger stick testing, wound care, and carries out any physician orders. Once a CNA himself, and in the spirit of "coming full circle", he now supervises CNAs where they work together as a team to provide the best care to their patients.

And as you can guess, Jorge is exploring returning to school to become a Registered Nurse. Jorge is a role model for people with disabilities and disadvantaging conditions because he possesses hard work, commitment and a sincere desire to carry out the most compassionate health care to those in need. Goodwill is honored to have played a role in Jorge's journey and we are proud to award him Goodwill SOLAC's Graduate of the Year Award.

A portrait of Jorge Molina, a man with short dark hair and glasses, wearing a black collared shirt. He is smiling slightly and looking towards the camera. The background is a plain, light-colored wall.

**GROWTH IS THE
ONLY EVIDENCE
OF LIFE**

MICHAEL PACK JR.

Goodwill Achiever of the Year

Michael Pack, Jr. believes that everyone deserves an opportunity to succeed. Early life for Michael was difficult. His mother and father were both addicts who abused drugs and alcohol during pregnancy and after his birth. Michael was passed back and forth between his mother's and father's homes as they struggled with substance and physical abuse. Michael remembers frequent trips to the gas station where his father used him to beg for money to fund his father's drug purchases. Due to this turbulence, Michael missed out on a significant portion of his early elementary school education.

When Michael was nine years old, his uncle and namesake, Michael Pack Sr., rescued Michael and his younger sister, preventing them from being separated. Ever since, Michael Sr. has filled the role and earned the honored title of "Pops". He and his partner Bob LaParo have advocated for Michael and provided stability, love and support.

In addition to the challenges caused by his educational delays, Michael was also diagnosed with ADHD, a learning disability, and speech disorder. These obstacles, coupled with the ongoing effects of childhood trauma, impacted Michael through his teenage years. After high school he dealt with debilitating depression that nearly drove him to suicide. He received medication, therapy and developed coping skills which provided new hope. He also began to understand that the challenges he endured in childhood had nurtured an inner strength and tenacity that he could use to change his future.

Despite his best efforts for almost four years after high school, Michael was not able to gain employment. He eventually began receiving services from the Harbor Regional Center where he met Monica Beebe who has assisted with housing, budgeting, and employment which began as a referral to Goodwill SOLAC.

At first, he was afraid of more rejection. Despite his concerns, Michael began working in a supported employment position with a job coach at Goodwill. His job coach, Latasha Badelle provided training and encouragement. Michael states, "She put the hammer of reality down! She is a role model and a friend." During his employment at Goodwill he gained valuable work skills, a job history, a resume and more importantly, self-confidence.

When Goodwill advised Michael that a paid internship position was available at Torrance Memorial Medical Center, he jumped at the opportunity. Michael says that the people at the hospital welcomed him into their "family" from the first day. Within months of his internship, Michael became the first Goodwill participant to be hired by the medical center. Michael now has extensive training in all areas of food service and is a stellar employee. Michael has transitioned from having a full-time one-on-one job coach at his side to a once-a-week visit.

Michael's father is extremely proud of the growth that he has seen in his son. He stated that his employment has given him purpose and he is "shining like he never shined before."

Michael's life has become a testimony of the power of work.

A portrait of Michael Pack Jr., a man with dark hair and a goatee, wearing a light blue button-down shirt over a purple t-shirt. He is smiling and looking slightly to the right of the camera.

**“EVERYONE DESERVES
AN OPPORTUNITY
TO SUCCEED.”**



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.

\$30,000

Single Adult

\$45,000

Single Adult + Child

Each year Goodwill SOLAC has more and more individuals reach and/or exceed self-sufficiency. Over the past 5 years, Goodwill SOLAC has assisted over 250 individuals move out of poverty and into economic self-sufficiency. This is done through the various Goodwill SOLAC job training and placement programs, and through long-term on-going job retention services (up to 5 years), that assist Goodwill SOLAC graduates in moving up their career ladders, and to receive additional certifications and training that lead to higher paying jobs.

LINKS SIGN LANGUAGE & INTERPRETING SERVICES

LiNKS (A Division of Goodwill SOLAC) can provide both American Sign Language and Verbal Language interpreters at a moment's notice. Our contract interpreters have experience in Medical, Education, Business, and Conference environments. We currently have over 300 contract interpreters supporting over 35 languages.

LiNKS contract interpreters are vetted; background screened monthly, and are trained in the area of confidentiality and Fraud, Waste, & Abuse (HIPAA/FWA).

LiNKS processed over **6,600** assignment requests with a 94% fill rate

42 new interpreters were recruited, processed & contracted in 2019

Average of **100** interpreters were placed on job assignments per month in 2019

LiNKS acquired an average of **6** client contracts & purchase orders per month



2019 FINANCIAL SUMMARY

(000's)

| Income | | Expenses | |
|--------------------------|----------|-------------------------------|----------|
| Retail Services (Note 1) | \$18,449 | Retail Services (Note 2) | \$19,292 |
| Workforce Development | 873 | Workforce Development | 1,839 |
| Language Services | 2,433 | Language Services | 1,851 |
| Fund Development | 4,417 | Total Program Services | \$22,982 |
| Other | 332 | Management and General | 3,015 |
| Interest & Dividends | 142 | Fundraising | 140 |
| Total Income | \$26,646 | Total Expenses | \$26,137 |
| | | | |
| | | Realized and Unrealized Gains | 1,452 |
| | | Change in Net Assets | 1,959 |

Note 1: Retail Service Income includes the fair value of donated goods of \$2.6M.

Note 2: Retail Service Expense includes the fair value of donated goods of \$2.7M.



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