



Annual Report 2020

CREATING BETTER FUTURES TOGETHER

The Power of Work



Goodwill[®]

Serving the People of Southern Los Angeles County



DEAR FRIENDS OF GOODWILL SOLAC,

Prune. Not the fruit. The verb. To prune a tree is to remove the branches and shoots that do not serve its growth and vigor, allowing energy to be used elsewhere to produce more fruit, more flowers, and stronger branches.

The year 2020 was most certainly an unprecedented year of unanticipated pruning. When the comfort of our world as we knew it suddenly changed due to the pandemic, our social enterprise was dramatically reduced in a matter of days. All 19 of our retail locations, auction center, and donation centers were closed. We are pleased to inform you that Goodwill SOLAC did not conduct mass furloughs or layoffs, but instead, applied for the State of California EDD Work Sharing Program, allowing our staff to remain employed and operating in a reduced capacity.

For Goodwill SOLAC's leadership, there were no obstacles that lessened the commitment to our Mission and Purpose. We immediately altered our mindset, engaged in innovative thinking, and leapt into uncharted territory. By pivoting and focusing on those new elements, we successfully accomplished the following (and more) throughout 2020:

- Goodwill SOLAC's inspiring truck drivers worked tirelessly, assisting nearly 300,000 donors, and ensured each day that all our facilities remained clear of illegal dumping.
- Goodwill SOLAC's program services quickly shifted from in-person to virtual services, which skyrocketed. We were able to adapt swiftly and continued to place individuals into essential jobs.
- Our State Certified Nurse Training classes transitioned to an online learning platform, with graduates immediately becoming employed and serving local hospitals and assisted care communities.
- We moved to virtual job fairs, interviewing, and hiring.
- Our online shopping via shopgoodwill.com/longbeach and eBay has grown 125% year over year at the time of this writing.
- We relocated our Last Chance operation to a larger 21,000 square foot facility.
- LiNKS Sign Language and Interpreting Services® remained operational, albeit remotely, and had a 94% fill rate.
- We moved from an in-person Celebrate the Power of Work Awards annual event to a virtual experience in 2021, and included musical guests Dave Coz, Eric Darius, and Erin Stevenson!

Creating Better Futures Together - In this annual report, you will meet Goodwill SOLAC's 2021 Award Recipients: Graduate of the Year Emily Hernandez, and two Achievers of the Year, Matthew Caro and Johnny Sullivan. All three of these extraordinary individuals are wonderful examples of those who are succeeding through the POWER of WORK. They inspire us every day to work diligently on behalf of those who desperately need the services and assistance we have given to this community since 1929. With so much occurring last year, we are ever grateful for your support and for the opportunity to continue to fulfill our Mission.

JANET MCCARTHY

Janet McCarthy
President & CEO

ANITRA DEMPSEY

Anitra Dempsey
Board Chair

GOODWILL WORKFORCE DEVELOPMENT

2020 HIGHLIGHTS*

241

Individuals entered
specific job training programs

159

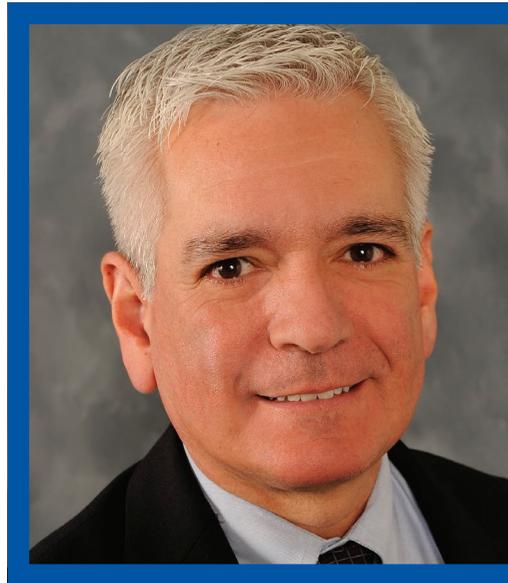
Individuals completed job
training programs

124

Individuals were placed
into specific jobs

169

Individuals that have
reached self-sufficiency
over the past 5 years



BEN ESPITIA
VP OF WORKFORCE DEVELOPMENT

Goodwill SOLAC is all about removing roadblocks and bringing hope to people through educating, training, and placing people into jobs. All the folks whom we serve are either low-income or no-income. We offer extraordinary training programs in specific industries, such as:

- Certified Nurse Assistant Training
- Security Guard Officer Training
- In partnership with the City of Long Beach Department of Health and Human Services, Goodwill provides:
 - »Job placement services for people experiencing homelessness.
 - »Employment preparedness and job placement services for fathers receiving parenting skills training in the Fundamentals of Fatherhood program.
 - »In partnership with Gems Uncovered and the Long Beach Trauma Center Goodwill provides a myriad of services, including job placement services, for victims of human trafficking.
 - »In partnership with the California Department of Rehabilitation and the Harbor Regional Center, Goodwill offers a Supported Employment program which provides job opportunities for people with developmental disabilities.

These are just a few of the job programs that we offer at our Goodwill that make a difference in so many lives. While the COVID pandemic set us back, we were able to get back up quickly and continue our efforts of fulfilling our Mission.

*Due to COVID-19, numbers are dramatically lower than prior years



ADULT CERTIFIED NURSING PROGRAM

In 2020, 332 individuals applied to the Goodwill SOLAC State of California Certified Nurse Assistant (C.N.A.) Training Program. Of those who qualified to enter, 74 participants were enrolled into the program, 63 completed their training, and 43 graduates were placed into employment.

Individuals who do not meet the State of California's requirements for admission into this program are offered job placement or employment preparation services, if they choose. Additionally, they are offered referral resources to other training programs in the community.

In June 2020, Goodwill SOLAC applied to and was accredited by the State of California Department of Public Health to be an online C.N.A. training program making the Goodwill SOLAC program one of only seven online C.N.A. programs, at that time, in the entire State of California. Four C.N.A. classes matriculated through this online program in 2020.



YOUNG ADULT CERTIFIED NURSING PROGRAM

Goodwill SOLAC continued its partnership with the Long Beach Unified School District's (LBUSD) Healthcare Academies. In 2020, LBUSD underwrote a portion of the high school C.N.A. training program 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. Due to COVID-19, in March 2020, LBUSD closed all extracurricular activities and the high school C.N.A. program was put on hiatus. The students from this class were able to return to complete their training via the online training platform. All passed their State test, and are working or continuing their health care education.



MY SISTER'S KEEPER

The My Sister's Keeper program is designed to serve victims of human trafficking. The City of Long Beach City Prosecutor's Office refers women to My Sister's Keeper as an option to receive restorative therapeutic services as opposed to incarceration.

Gems Uncovered and the Long Beach Trauma and Recovery Center are partners in this program. The Goodwill SOLAC's Career Coach works with the women and provides Goodwill Works training, as well as assisting the women in job development, job placement, and linkages to educational and work-related training programs.

In 2020, seven women entered Goodwill SOLAC's program. One client enrolling in cosmetology school, one client enrolling in the HSET (GED) program at Long Beach School for Adults, and one client placed into a job with a cellular company.



SUPPORTED EMPLOYMENT PROGRAM

The Goodwill SOLAC Supported Employment Program continued to grow in 2020 with 40 participants enrolling in the Paid Internship Program or in direct job placement. Additionally, in 2020 new job sites opened in the community with companies such as Providence Little Company of Mary Medical Center - Torrance, Smart & Final - Long Beach, Smart & Final - Torrance, and Petco - Signal Hill. Throughout the pandemic, all of the Supported Employment job sites were considered essential. All of the participants and Job Coaches working at these sites were able to continue to work and, in fact, a number of participants had their hours increased due to increased customer flow at these job sites.

EMILY HERNANDEZ, C.N.A

Goodwill Graduate of the Year

Emily Hernandez was born with a condition called Vater Syndrome, resulting in over 20 corrective surgeries by the time she was 13. This was a very dark time for her as she contemplated her future; she was also told she would never have children or be able to sit in a college classroom like her peers.

This experience put a tremendous financial strain on her mother who worked 3 jobs as a single parent to cover the cost of Emily's medical bills and the family's living expenses. Emily's mother spent many long hours at work, and Emily would often stay all day with her grandmother in her skilled nursing facility. Emily stated, "you could say I grew up in a hospital."

Emily's heroes are her mother and grandmother, along with her stepfather who came into their lives when she was 8 years old. Emily credits all three for shaping the woman she is today, and why she feels comfortable talking about her experience without fear or shame. They helped her remain positive, and made sure her sense of self-worth was never diminished.

It is because of the amazing team of experts that helped Emily that she chose a career in healthcare, and was accepted into Goodwill SOLAC's Certified Nursing Program in October 2019. Emily stated, "Getting to meet the incredible staff of Goodwill only reinforced that I was on the right path. I know this is my calling and Goodwill has been so instrumental in my success. The instructors were the best anyone could ask for, truly inspirational and a continued source of support." Emily holds a much sought-after position as an Acute Care CNA at Torrance Memorial Medical Center. She loves her new position and all the benefits it offers, such as continuing education and career advancement programs.

Emily added, "Probably the biggest gift through all of this is that my loving husband and I were able to have a happy and 100% healthy daughter 8 years ago, a completely unexpected miracle that I had never thought possible! Everything I have gone through has put me in the position to be the very best mother, wife, and employee I could be. Thank you to Goodwill!"



JOHNNY SULLIVAN

Goodwill Achiever of the Year

Johnny Sullivan has overcome many obstacles in his life, including losing his house to a fire. Johnny had no support system and has battled alcohol addiction for many years. He is now sober, yet struggles with the stress of a potential relapse. Johnny cared for his ill mother until she passed away in 2020, while dealing with his own health problem of diabetes.

He was a supported employment participant at Arconic Fastening Systems, an aerospace company in Carson, CA where he worked 10-hour days, and often 6 days a week. From the beginning, it was known that if Johnny was at work, all Arconic deadlines in his work area would be met. Johnny was extremely patient with his co-workers, and often completed the work many could not finish.

Soon after Goodwill staff met Johnny, he was laid off from Arconic. Goodwill staff worried about how he would be able to assist his mother, buy food, pay rent, pay car insurance, all with the normal day-to-day struggles and having no job. Goodwill's Workforce Development Team quickly sprang into action and placed Johnny at Smart & Final in a 90-day internship. Johnny was told that being placed in an internship does not mean there is a job at the end of 90 days, yet after the internship was finished, he was quickly hired, and even recognized in the company newsletter!

Andre Davis, Assistant Manager at Smart & Final wants everyone to know that "Johnny is a hard-worker and goes beyond what you ask him to do. He has the best customer service and customers love him! Johnny was featured twice in the "Customer Service Surveys" in the Smart & Final Newsletter. We love having him as an employee."



MATTHEW CARO

Goodwill Achiever of the Year

Born with Cerebral Palsy, Matthew Caro never let that stop him from pursuing a career and continuing his education. Matthew doesn't allow his physical disability to define his abilities, and was determined to provide for his family.

He was referred to Goodwill by the Harbor Regional Center for Supported Employment Placement Services and began a position at Arconic Aerospace in Carson, CA. He was then selected to be a groundskeeper at the US Coast Guard in San Pedro, and completed daily landscaping duties for 2 years. Cerebral Palsy made his job a struggle, yet he never complained. Working 40 hours a week, he was able to build up the physical strength to complete his responsibilities without assistance.

With his deep faith guiding him, Matthew yearned to do more with his life and put much thought into his long-term goals. His Goodwill SOLAC job developer brought up the idea of completing a food service internship at Torrance Memorial Medical Center (TMMC). To do so, he would be giving up the security of his current job and risk a pay cut in the hope of a better life for his family.

It was emphasized to Matthew that there was no guarantee the internship would be a good fit or that a job would be offered to him. Matthew was confident and Goodwill arranged the interview for him. The Torrance Memorial staff was sold on his determination, confidence, and positive attitude. He quickly began his internship and was hired once his 90-days internship was completed. Once hired, he was quickly promoted.

TMMC's Director of Food Service Johanna Johnson-Gilman states, "Matt is a remarkable individual. From the day of his interview for his internship he demonstrated a thoughtfulness, resilience and tenacity that is extraordinary. He is clearly driven by his faith, dedication to his family and desire to face obstacles in a forthright manner, not to be overcome by self-doubt or defined by preconceptions of his aptitude for growth and success. Matt easily became a part of the Torrance Memorial family and we are fortunate he decided to join our team!"

Matthew's success doesn't stop there. He also has an ANSI Food Handler's Certificate and has completed the following college degrees: A.A in Theology (The Latin University of Theology), A.S. in Information and Technology, and B.S. in Cyber Security (ITT Technical Institute)!

This is truly just the beginning of his bright future. Matthew, his wife, and young son welcomed a baby girl into their family in 2020, and he has already demonstrated to her what strength is.





ECONOMIC SELF-SUFFICIENCY IN LOS ANGELES COUNTY

DEFINITION

Economic self-sufficiency is defined by a study conducted by California State University, Dominguez Hills College of Business Administration and Public Policy, 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.

\$32,000

Single Adult

\$52,000

Single Adult + Child

Over the past 5 years, Goodwill SOLAC has assisted nearly 200 individuals to move out of poverty and into economic self-sufficiency. This is done through various Goodwill 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 by receiving additional certifications and training that lead to higher paying jobs.



LiNKS SIGN LANGUAGE & INTERPRETING SERVICES®

STEVE CIPOLLA

DIRECTOR OF LiNKS SIGN LANGUAGE & INTERPRETING SERVICES®

LiNKS® (a Division of Goodwill SOLAC) provides 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 **3,900** assignment requests with a 94% fill rate

Transitioned **200+** interpreters to remote interpreting business model during the pandemic

Average of **65** interpreters were placed on job assignments per month in 2020

LiNKS® acquired 32 client contracts during the pandemic

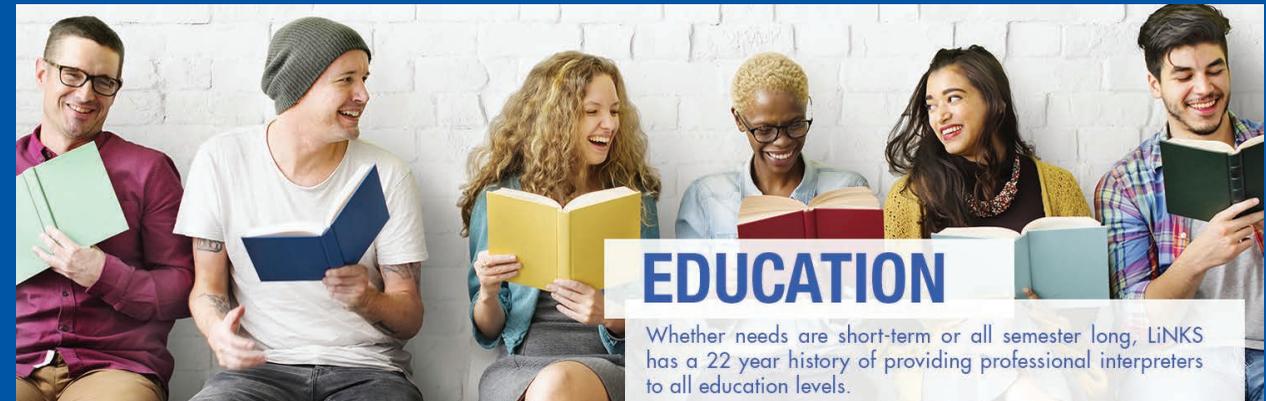


BUSINESS

No matter the industry or situation, LiNKS gives businesses and local government offices access to professional interpreters that are vetted, background screened, and practiced in the areas of confidentiality.

HEALTHCARE

From the emergency room to patient consultation and discharge, LiNKS gives HealthCare and Long Term Care facilities access to professional interpreters for all medical situations.



EDUCATION

Whether needs are short-term or all semester long, LiNKS has a 22 year history of providing professional interpreters to all education levels.



FOR MORE INFORMATION VISIT US AT: WWW.LINKSINTERPRETING.COM

2020 FINANCIAL SUMMARY

(000's)

Income		Expenses	
Retail Services (Note 1)	\$11,568	Retail Services (Note 2)	\$13,552
Workforce Development	870	Workforce Development	1,605
Language Services	959	Language Services	988
Fund Development	859	Total Program Services	\$16,145
Other	594	Management and General	3,280
Interest & Dividends	154	Fundraising	100
Total Income	\$15,004	Total Expenses	\$19,525
		Realized and Unrealized Gains	1,078
		Change in Net Assets	(3,444)

Note 1: Retail Service Revenue includes the fair value of \$0 for 2020.

Note 2: Retail Service Expense includes the fair value of donated goods of \$13,596.



BOARD OFFICERS

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Corporate Secretary

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Treasurer

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Director of Information Services

Steve Cipolla
Director of LiNKS Sign Language & Interpreting Services®

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Sr. VP of Sales, Operations & Marketing

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Executive Assistant to the CEO

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Ivy Arlinda Goolsby
Josef Levy
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Kimmo Sahakangas
Harry Saltzgover
Celso G. Silla, III R.N.
Tim Skillman
Brad Ward
Elizabeth E. Williams
Patrice Wong





When we start with lemons, oftentimes lemonade will come. Thanks to help from Blair Cohn and the Bixby Knolls Business Improvement Association (BKBIA), during the pandemic all of our Long Beach stores with boarded up windows had community artists design and paint murals on them.

SHOP ONLINE

www.shopgoodwill.com/longbeach

VISIT US AT

<http://www.thinkgood.org>



/thinkgoodwillsolac



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