



Goodwill®

Serving the People of Southern Los Angeles County

ANNUAL ● ● 2021 REPORT

Jailene Garcia
Goodwill C.N.A. Graduate





Friends of Goodwill,

For decades, since opening its doors, Goodwill Southern Los Angeles County has helped thousands of people with training, career attainment, and getting back on their feet. We are very proud of the notable impact it has brought on our state, county, and community in general. But there is much work to be done. When you look at those who are unemployed, underemployed, or have simply given up on finding work, there are thousands of people in Southern Los Angeles County who could benefit from the services we provide.

In 2021, we served over 900 job seekers in our local community. In the certified nursing assistant program, 528 graduates have received their state certification and many have pursued higher education and attain gainful employment. These accolades are yields of honoring our commitment to sustainability and keeping over 4 million pounds of stuff out of our landfills.

As we look toward and plan for the future, we envision a community where we help people reach their **fullest potential**. It is what serves as our guiding “North Star” of Goodwill Serving the People of Southern Los Angeles County. Everything we do must align with it and move us one step closer to achieving the ultimate measure of success.

To fulfill our long-term vision for the future, collaboratively and collectively, we will create new community partnerships, and serve more community members in need while developing new programs that meet employer needs. All of this allows us to Empower Individuals, Strengthen Families and Build Stronger Communities. We cannot do this without you. Thank you for your unyielding support.

Yours in Service,

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President & CEO

Ardel Guillamas Avelino
Board Chair

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Thank you Janet for the 20 amazing years of service and dedication to Goodwill's mission!

GRADUATE of the YEAR

EMILY HERNANDEZ



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

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 several times 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

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. 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 and welcomed a baby girl into their family in 2020, and has already demonstrated to her what strength is.

workforce DEVELOPMENT



Goodwill SOLAC's workforce development services focuses on each individual's desire to obtain meaningful employment that leads to career opportunities and economic self-sufficiency. Towards this goal, Goodwill SOLAC maintained the following workforce programs in 2021:

Certified Nurse Assistant Training Program – Goodwill SOLAC is an authorized Nurse Assistant Training Program (NATP) by the State of California Department of Public Health and operates a full-time 11 week NATP program and a part-time 18 training program and serves both general population adults (18 years and older), as well as, high school senior level students through a partnership with the Long Beach Unified School District.

Security Guard Officer Training Program – Goodwill SOLAC is an authorized Security Officer Training Program by the State of California Bureau of Security and Investigative Services. This program utilizes curriculum developed by the California Association of Licensed Security Agencies, Guards & Associates which includes Weapons of Mass Destruction and Powers to Arrest.

In partnership with the City of Long Beach Department of Health and Human Services, Goodwill SOLAC provides:

Employment readiness and job placement services for people experiencing homelessness,

Employment preparedness and job placement services for fathers receiving parenting skills training through the Fundamentals of Fatherhood program.

In partnership with the California Department of Rehabilitation and the Harbor Regional Center, Goodwill SOLAC links individuals with developmental disabilities to employers in the community who are actively seeking to hire employees in companies including, but not limited to, Providence Little Company of Mary Medical Center (Torrance, CA), Petco (Lakewood, CA), Smart and Final Grocery Store (Long Beach, CA), Sal's Gumbo Shack (Long Beach, CA) and Rusty's Automotive and Repair Shop (Bellflower, CA).

These programs assist job seekers in finding meaningful and productive employment, as well as, assist employers to hire and retain qualified employees who add value to their companies' workforce.



Certified Nurse Assistant Training Program

Goodwill SOLAC is authorized by the State of California Department of Public Health (CDPH) to be a Certified Nurse Assistant (C.N.A.) training institution.

The Goodwill SOLAC instructors for this program are approved by CDPH and are either a Registered Nurse or a Licensed Vocational Nurse. Goodwill SOLAC currently operates a full-time 11-week C.N.A. training program and a part-time 18-week training program.

The full-time program is offered for adults 18 years and older and the part-time program is offered for Long Beach high school students in their 12th grade year. This part-time program is offered in partnership with the Long Beach Unified School District with two cohorts operated per year (one in the spring semester and one in the fall semester). For both tracks, clinical training is provided at local convalescent facilities and upon successful completion of the required clinical training hours, the C.N.A. students sit for the State of California examination.

The Goodwill SOLAC Job Developer assists each graduate with job placement services with job interviews conducted on the Goodwill SOLAC main campus with healthcare employers who are actively recruiting for new C.N.A.s. This program is provided at the Goodwill SOLAC main campus. In 2021, this program placed 82 people into jobs.

2021 HIGHLIGHTS

932

Individuals served
in the community

265

Individuals entered
specific job training programs

126

Individuals completed job training
programs

182

Individuals were placed into
employment

ECONOMIC

self-sufficiency
in los angeles county

\$38,217
SINGLE ADULT

\$68,002
SINGLE ADULT + CHILD

198

Individuals who have reached economic self-sufficiency in the past 6 years through Goodwill SOLAC workforce development service



SECURITY OFFICER TRAINING PROGRAM

Goodwill SOLAC is authorized by the State of California Bureau of Security and Investigative Services (BSIS) to operate an eight-hour Powers to Arrest training program alongside 32 hours of Private Security Training. The training curriculum utilized is approved by the California Association of Licensed Security Agencies, Guards and Associates. An additional 20 hours of employment preparation is also provided as part of the training program.

The Goodwill SOLAC staff for this program are also certified by BSIS to be instructors. Each class is two weeks in duration and at the completion of the program, students receive their California Guard Card license. The Goodwill SOLAC Job Developer assists each graduate with job placement services with job interviews conducted on the Goodwill SOLAC main campus with security employers who are actively recruiting for new officers. This program is provided at the Goodwill SOLAC main campus. In 2021, this program placed 43 people into jobs.



FUNDAMENTALS OF FATHERHOOD PROGRAM

In partnership with the City of Long Beach Department of Health and Human Services, Goodwill SOLAC operates the Fundamentals of Fatherhood Program. The purpose of this comprehensive program is to educate fathers on the importance of their role as a parent and a caregiver. At the completion of this specialized program, the father receives a Certificate of Completion which is recognized by the Long Beach Criminal, Family, and Dependency Court.

To be enrolled in this program, fathers must be at least 18 years of age and must have children (or be the father figure for children) 0 to 24 years of age. Fathers who are unemployed or underemployed receive Goodwill SOLAC job preparation and placement services from the Goodwill SOLAC Career Coach assigned to the program, as well as, supportive services such as work-related clothing and transportation support. The wives or partners of the fathers and older children (18 to 24 years) of the fathers are also eligible for employment services from the Goodwill SOLAC Career Coach. This unique program is located at the City of Long Beach Health Equity Center located at 6335 Myrtle Avenue in North Long Beach. In 2021, this program served 88 individuals and enrolled 12 men.



SUPPORTED EMPLOYMENT PROGRAM

In partnership with the State of California Department of Rehabilitation and the Harbor Regional Center, Goodwill SOLAC offers full-time and part-time employment opportunities for people with developmental disabilities such as intellectual disabilities, cerebral palsy, epilepsy, and autism. Goodwill SOLAC provides every participant with a Job Coach who supervises the participant to ensure that the work performance is meeting the employer's expectations and to ensure that the participant thrives in the work place and remains on the employer's payroll with company benefits.

Employment opportunities are provided within Goodwill SOLAC retail stores and at various work sites in the community. Some of the other Goodwill SOLAC employer partners include Little Company of Mary Medical Center (Torrance, CA), Sal's Gumbo Shack (Long Beach, CA), Smart and Final Grocery Store (Torrance, CA), Rusty's Automotive Shop (Bellflower, CA), Grocery Market Bargain Outlet (Lakewood, CA), Petco (Lakewood, CA) and Torrance Memorial Medical Center (Torrance, CA). In 2021, this program placed 36 people into jobs.



retail OPERATIONS



2021 was a rebuilding year for our retail stores. We focused on creating a strong foundation between our retail stores and our mission. We partnered with Workforce Development and reintroduced participants working in our stores.



We are proud to announce that 7 out of our 17 retail locations actively employs a special needs participant. Retail takes an active role, alongside Work Force Development, to interview, hire, and train the new employee. We have seen great success with this program, and we have maintained a retention rate of 100%.

Possibilities Start Here! Now Hiring

Join our team by applying in-store or online at
www.thinkgood.org/goodwill-careers

 Flexible Schedule



 Monthly Bonuses
Employee Discounts




Goodwill is a 501(c)(3) Nonprofit Organization
helping your local community!
Work for a Great Cause
Gain Valuable Retail Experience

 **Goodwill**
Serving the People of Southern Los Angeles County

Hiring Flyer



Weekly Color Tag Sales



online OPERATIONS

40%

Increase in revenue in 2021



E-Commerce Expansion of 16,600 sq. ft.



18 New Fully Equiped Workstations



Storage Capacity Doubled in 2021



TOP 3 FINDS



Super Nintendo & Games - \$2,751



Rhinestone Brooch - \$2,651



14k Diamond Ring - \$2,202

environmental **IMPACT**

4,000,000+ lbs.

Material diverted from landfills

711,000 lbs.

Recycled material collected

189,000 lbs.

E-waste collected

12.8 million lbs.

Donations received in 2021



In 2021, we utilized on-demand packaging. Shipping box sizes are customized to reduce waste.



We also created our own packing material utilizing recycled cardboard further reducing waste.

links SIGN LANGUAGE & INTERPRETING



5,800+

Assignment requests with a 93% fillrate

2,000

Individuals served with language services

175

Interpreters recruited in 2021

2021 financial STATEMENT

(000s)

Income

Retail Services	\$19,121
Workforce Development	833
Language Services	1,297
Fund Development (Note 1)	9,408
Other (Note 2)	5,357
Interest & Dividends	118
Total Income	\$36,134

Expenses

Retail Services	\$19,390
Workforce Development	1,481
Language Services	1,153
Management and General	3,458
Fundraising	77
Total Expenses	\$25,559

Realized and Unrealized Gains 1,582

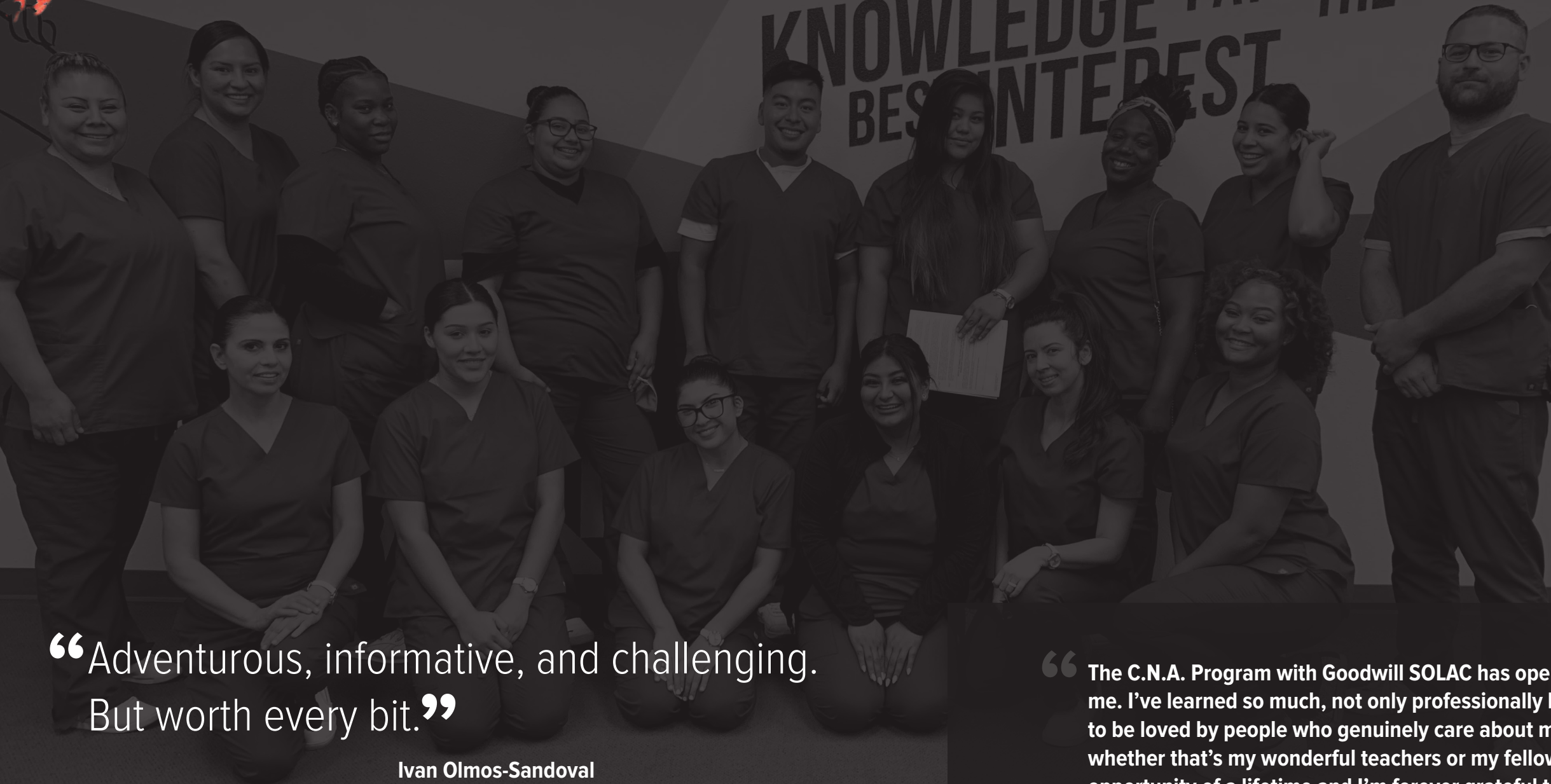
Change in Net Assets 10,575

Note 1: Includes \$5M donation from MacKenzie Scott

Note 2: Includes \$2.6M Paycheck Protection Program loan forgiveness

kindness outreach donation
gratitude harmoniousness inclusiveness
opportunity proactive future
cause assist employment volunt
humanitarian improvement community
hand-up care career diversity
give

AN INVESTMENT IN
KNOWLEDGE PAYS THE
BEST INTEREST



“Adventurous, informative, and challenging.
But worth every bit.”

Ivan Olmos-Sandoval
Goodwill C.N.A. Graduate

“The C.N.A. Program with Goodwill SOLAC has opened a whole new world for me. I’ve learned so much, not only professionally but I learned what it feels like to be loved by people who genuinely care about my well-being and my future—whether that’s my wonderful teachers or my fellow students. This has been an opportunity of a lifetime and I’m forever grateful to have been apart of this.”

Amber Meth
Goodwill C.N.A. Graduate





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