

# Goodwill

Industries of South Central California



2017

ANNUAL REPORT TO THE COMMUNITY



# 2017 REPORT

## Dear Friends,

Your donation can change a life. That is because your donation, and that of others in our community, can create a job and a job provides purpose, hope and stability to those who have encountered barriers to gainful employment. Goodwill Industries of South Central California serves those with some of the toughest barriers, including individuals with physical or mental disabilities, little formal education or work experience, prior dependence on government assistance or anyone with a disadvantaging condition that prevents obtaining employment. At Goodwill we help individuals break through these barriers by providing full time jobs, skills training and other services.

We are pleased to share our results with you in this 2017 Annual Report to the Community. In the following pages, you will read about the work of our local Goodwill and the impact on the individuals we serve and on our communities and the environment. We are grateful to all you who have helped us change a life.



**Patrick Hoffman, Chairman of the Board**



**Sheryl Chalupa, President and CEO**

**Our mission is to provide work opportunities and skills development to people with barriers to employment.**

[www.TheGoodwill.org](http://www.TheGoodwill.org)  
[Facebook.com/MyGoodwill](https://www.facebook.com/MyGoodwill)

# OUR PURPOSE



## Our Vision

Every person in Kern, Kings and southern Tulare counties has the opportunity to achieve his/her fullest potential through the power of work.

## Our Mission

Goodwill Industries of South Central California provides work opportunities and skills development to people with barriers to employment.

## Our Values

Accountability ❖ Integrity ❖ Dignity ❖ Diversity ❖ Ingenuity ❖ Excellence ❖ Opportunity ❖ Responsibility



Goodwill Industries of South Central California has earned the Gold participation level through the Guidestar Exchange, a testament to our organization's commitment to data transparency.



Goodwill Industries of South Central California is accredited by CARF (Commission on the Accreditation of Rehabilitation Facilities) for Affirmative Business Enterprise with Governance Standards Applied.



# PROGRAM SERVICES

## Donated Goods Retail Program

Goodwill's Donated Goods Retail Program provides multiple benefits to the community. It provides a low cost, high quality shopping alternative for consumers, a convenient recycling alternative that keeps useable items out of the landfill and gives them a second life, and most importantly, it provides a vehicle for employment and job training programs. Through the collection and sale of donated clothing and other household items, critical revenue is generated to support the mission through needed jobs in the communities served. The retail stores, donation centers, and warehouses employ hundreds of people. In 2017 Goodwill provided employment at multiple locations in Kern, Kings, and Tulare Counties.

## Donated Goods Retail Program By the Numbers

Number of donations: 203,527

Pounds of donations: 15,307,342

Number of retail stores and donation centers: 11

Number of retail employees: 231

Number of retail transactions: 734,636

Number of pounds of goods diverted from landfill: 14,437,003

Number of pounds of electronic waste recycled: 1,673,521

## New Retail Store and Donation Center Opened

In June, Goodwill opened a new 18,000 square foot store and donation center in Bakersfield at the corner of Ming Avenue and Ashe Road, creating 26 new jobs.



# MISSION SERVICES



## Employment Services

Goodwill hired a total of 109 people in 2017, 11 with a vocational disability and 54 with a vocational disadvantage. Additionally, 96% of all employees hired work in full-time positions. 33 employees promoted up within Goodwill during the year with an average annual wage increase of \$6,622 or 41.1%. The average length of time for an employee to promote up was 8.8 months. 32 employees completed financial literacy training during the year.



**THE STUFF YOU DONATE TO GOODWILL®  
SPELLS JOBS FOR PEOPLE  
RIGHT HERE IN YOUR COMMUNITY.**



**DONATE STUFF.  
CREATE JOBS.**

## Community Services

Goodwill focused on expanding the relationship with the California Department of Rehabilitation (DOR) by providing services throughout Kings and Tulare Counties. DOR is an employment and independent living resource for people with disabilities. Goodwill provides placement and assessment services for DOR and in 2017, placed 57 individuals in jobs. Additionally, Goodwill provided situational assessments and IDP creation for 44 people and trial work opportunities for 24 people.

We continued our partnership with the Transition to Independent Living (TIL) program, a post-secondary educational experience for adults who have developmental or intellectual disabilities at Taft College. The program provides the instruction, training, support and career skills necessary for students to live a productive and independent lifestyle and in 2017, Goodwill employed 21 students.

Goodwill provided 149 participants with an opportunity to complete a total of 6,920 Community Service Hours where they fulfilled educational or court-ordered community service requirements while working to expand their employability skills and give back with their time and energy.

We provided store vouchers to numerous community partner agencies for a redeemed value of \$56,990 to support local services to the community. These vouchers help individuals in need shop for clothing and household goods to help them achieve employment and other independent living goals.



# FINANCIAL REPORT

## The Community Gave to Goodwill (Revenues)

Sales of goods contributed by the community	\$ 9,819,286	64.8%
Proceeds from surplus, salvage and recycling programs	3,616,320	23.9%
Donated merchandise – value of goods received	1,421,266	9.4%
Fees for professional rehabilitation services	284,080	1.9%
Cash contributions from the community	11,802	0.1%
<b>Total Community Investment</b>	<b>\$ 15,152,754</b>	<b>100.0%</b>

## Goodwill Gave Back to the Community (Expenses)

Salaries, benefits, taxes and related expenses	7,894,375	51.6%
Occupancy, utilities, telephone and insurance	2,020,148	13.2%
Donated merchandise - value of goods sold	1,421,266	9.3%
Supplies, services, dues, fees, and cost of goods sold	2,830,993	18.5%
Vehicles, travel, equipment rental and maintenance	531,815	3.5%
Depreciation	304,240	2.0%
Advertising, printing, publications, postage and fundraising	290,852	1.9%
Other	17,848	0.1%
<b>Total Return to the Community</b>	<b>\$ 15,311,537</b>	<b>100.0%</b>
Change in net assets	\$ (158,783)	
Administrative costs	\$ 1,639,331	10.7%

## Corporate Documents

The public may find copies of the IRS 990 (tax return), annual report, audit report, and other corporate documents on our website at [www.TheGoodwill.org](http://www.TheGoodwill.org) or at [www.Guidestar.org](http://www.Guidestar.org).

# LOCATIONS



## Retail Stores and Donation Locations

### Bakersfield

#### North

1129 Olive Drive (Roberts Lane)  
Bakersfield, CA 93308

#### Rosedale Specialty Store & Donation Center

9935 Rosedale Highway (Calloway)  
Bakersfield, CA 93312

#### Southwest

6051-A White Lane (Wilson Road)  
Bakersfield, CA 93309

#### Northwest

13121 Rosedale Highway (Allen Road)  
Bakersfield, CA 93314

#### Northwest

3025 Coffee Road (Granite Falls Drive),  
Bakersfield, CA 93312

#### East Hills

2671-E Oswell Street (Mall View Road)  
Bakersfield, CA 93306

#### Administrative Office and Salvage Center

4901 Stine Road (Pacheco Road)  
Bakersfield, CA 93313

### Delano

902 Main Street (9th Street)  
Delano, CA 93215

### Porterville

910 W. Henderson Avenue (CA-65)  
Porterville, CA 93257

### Taft

411 Finley Drive (6<sup>th</sup> Street)  
Taft, CA 93268

### Lemoore

161 W. Hanford-Armona Road, Suite A  
(N. Lemoore Avenue)  
Lemoore, CA 93245



# LEADERSHIP

## The Board of Directors

### **Patrick Hoffman, Chair**

Shareholder, Barbich Hooper King Dill Hoffman  
Accountancy Corporation

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Partner, Brumfield & Hagan, LLP

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Market President, Bank of the Sierra

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Regional President of Central Valley, Mission Bank

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Deputy Director of Employer Services, Employers' Training  
Resources

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Assistant Director, Kern County Department of Human  
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Development Manager, March of Dimes, Kern Chapter

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Principal, Olivieri Commercial Group

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IT Service Desk Regional Manager – North America, IKEA  
Group

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Dean of Instruction, Bakersfield College

### **Jeff Sogar\*\***

Transportation/Logistics Manager, Grimmway Farms

### **Eric Shumate**

Vice President, Relationship Manager, Mission Bank

\*Termed expired on June 30, 2017 \*\* Resigned/Relocated

## The Executive Team

**Sheryl Chalupa, President and Chief Executive Officer**

**James Lambert, Chief Financial Officer**

**Jake Slayton, Chief Operating Officer**