

Goodwill

Industries of South Central California



2020

ANNUAL REPORT TO THE
COMMUNITY



2020 REPORT

Dear Friends,

Your donation can change a life. Your purchase can change a life. When you and others in our community support Goodwill, you are creating jobs, and jobs provide 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 some of our successes with you in this 2020 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, on our communities and the environment. We thank you for helping us to build stronger communities by donating, shopping and supporting Goodwill.



Kristin Hagan, Chairman of the Board



Jake Slayton, President and CEO

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

www.TheGoodwill.org
[Facebook.com/MyGoodwill](https://www.facebook.com/MyGoodwill)
Instagram: [@goodwillindustriesscc](https://www.instagram.com/goodwillindustriesscc)

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

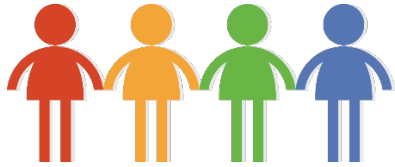
Accountability ❖ Integrity ❖ Dignity ❖ Diversity ❖ Ingenuity ❖ Excellence ❖ Opportunity ❖ Responsibility



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 2020 Goodwill provided employment at multiple locations in Kern, Kings, and Tulare Counties.



Donated Goods Retail Program By the Numbers

Number of donations: 142,930

Pounds of donations: 10,719,750

Number of retail stores and donation centers: 11

Number of retail employees: 230

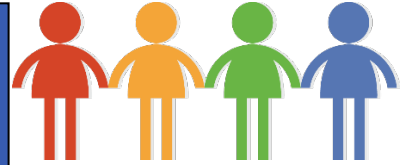
Number of retail transactions: 543,437

Number of pounds of goods diverted from landfill: 8,824,332

Number of pounds of electronic waste recycled: 458,805



MISSION SERVICES



Employment Services

Through the Goodwill employment program funded by proceeds from the sale of donated goods, Goodwill hires individuals with barriers to employment and provides them with steady income and benefits to help them achieve financial independence. Goodwill utilizes its retail stores, donation centers, and warehouse salvage operations to provide employment and job training to people with vocational disabilities or disadvantages and others having a hard time finding employment. Goodwill accepts donations of clothing and household goods from the public and sells these donations in Goodwill's community-based and online retail stores. Revenue from the sale of these goods goes directly toward supporting and growing the Goodwill employment program. Participants in the program learn basic life and employability skills, as well as specific skills that prepare them for employment in a variety of jobs requiring customer service proficiency.

In 2020, Goodwill hired 108 local individuals, 54% of whom had a documented, declared barrier to employment. The average hourly wage of those 108 individuals was \$13.21 plus benefits and 94.0% were hired into full time jobs of 35 or more hours per week. Goodwill was able to promote 28 individuals during the year at an average annual wage increase of 57.6%. The internal promotions took an average of 4.9 months to achieve.

Community Services

Goodwill provided placement and assessment services for the California Department of Rehabilitation (DOR) in Kern, Kings, and Tulare Counties. DOR is an employment and independent living resource for people with disabilities. In 2020, Goodwill provided 22 Situational Assessments and placed 28 individuals in community employment with 53.5% retention at 90 days. The people served through this program have vocational barriers including psychiatric, cognitive, and physical disabilities. Goodwill provided job readiness training, resume development, interview preparedness, job placement, and retention assistance.



FINANCIAL REPORT

The Community Gave to Goodwill (Revenues)

Sales of goods contributed by the community	\$ 10,969,225	73.7%
Proceeds from surplus, salvage and recycling programs	2,222,947	14.9%
Paycheck Protection Program	1,500,000	10.1%
Fees for professional rehabilitation services	188,744	1.3%
Cash contributions from the community	11,571	
Total Community Investment	\$ 14,892,487	100.0%

Goodwill Gave Back to the Community (Expenses)

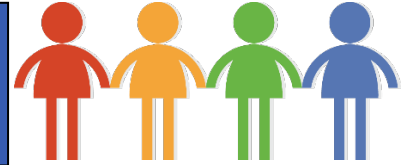
Salaries, benefits, taxes and related expenses	\$ 7,511,971	58.9%
Occupancy, utilities, telephone and insurance	1,820,124	14.3%
Supplies, services, dues, fees, and cost of goods sold	1,841,040	14.4%
Vehicles, travel, equipment rental and maintenance	762,351	6.0%
Depreciation	271,532	2.1%
Advertising, printing, publications, postage and fundraising	238,506	1.9%
Other	308,699	2.4%
Total Return to the Community	12,754,223	100.0%
Change in net assets	397,023	
Administrative costs	1,884,033	14.8%

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 or at www.Guidestar.org.



LOCATIONS



Retail Stores and Donation Locations

Bakersfield

North

1129 Olive Drive (Roberts Lane), Bakersfield, CA 93308

Southwest

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

Southwest

6465 Ming Avenue, Suite 175 (Ashe Road), Bakersfield, CA 93309

Northwest

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

Northwest

13121 Rosedale Highway (Allen Road), Bakersfield, CA 93314

East Hills

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

E-Commerce Store and Salvage Center

4901 Stine Road (Pacheco Road), Bakersfield, CA 93313

Delano

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

Taft

411 Finley Drive, Taft, CA 93268

Porterville

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

Lemoore

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

Administrative Office

4901 Stine Road (Pacheco Road), Bakersfield, CA 93313



LEADERSHIP

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Denise Montecino, VP of Human Resources

Mireya Pineda, Controller

