

# Goodwill

Industries of South Central California



2019

ANNUAL REPORT TO THE COMMUNITY



# 2019 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 2019 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](http://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 2018 Goodwill provided employment at multiple locations in Kern, Kings, and Tulare Counties.



## Donated Goods Retail Program By the Numbers

Number of donations: 220,061

Pounds of donations: 16,504,575

Number of retail stores and donation centers: 11

Number of retail employees: 252

Number of retail transactions: 838,253

Number of pounds of goods diverted from landfill: 13,586,310

Number of pounds of electronic waste recycled: 706,396

Dollars spent (redeemed) on store vouchers through partner organizations: \$56,063



# 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 2019, Goodwill hired 108 local individuals, 77.8% of whom had a documented, declared barrier to employment. The average hourly wage of those 108 individuals was \$12.57 plus benefits and 94.0% were hired into full time jobs of 35 or more hours per week. Goodwill was able to promote 32 individuals during the year at an average annual wage increase of 37.8%. The internal promotions took an average of 9.3 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 2019, Goodwill provided 27 Situational Assessments and placed 51 individuals in community employment with 48.2% 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.

The Transition to Independent Living (TIL) Program is a post-secondary educational experience at Taft College for adults who have development/intellectual disabilities. The program provides instruction, training, and support and career skills necessary for students to live a productive and normalized lifestyle. Through regular employment, Goodwill provides a work experience program for TIL students to assist them in their preparation for living independently upon graduation. In 2019, Goodwill served 18 TIL students in the Taft store.

In partnership with the Volunteer Center of Kern County, Goodwill provided an opportunity for 21 individuals to complete their court ordered community service at a location of their choice. The Kern County Department of Human Services referred 118 individuals to Goodwill for work experience through the EPP, PWEX, or Welfare to Work programs.



# FINANCIAL REPORT

## The Community Gave to Goodwill (Revenues)

Sales of goods contributed by the community	\$ 11,314,356	65.7%
Proceeds from surplus, salvage and recycling programs	3,174,252	23.8%
Fees for professional rehabilitation services	283,908	1.3%
Cash contributions from the community	812	0.1%
Total Community Investment	\$ 15,756,782	100.0%

## Goodwill Gave Back to the Community (Expenses)

Salaries, benefits, taxes and related expenses	\$ 8,809,130	51.4%
Occupancy, utilities, telephone and insurance	1,800,755	12.8%
Supplies, services, dues, fees, and cost of goods sold	2,720,798	18.8%
Vehicles, travel, equipment rental and maintenance	714,303	3.3%
Depreciation	278,668	1.8%
Advertising, printing, publications, postage and fundraising	332,270	2.4%
Other	87,063	0.1%
Total Return to the Community		100.0%
Change in net assets	1,013,795	
Administrative costs	1,039,380	10.9%

## 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

#### 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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Partner, Hagan Law Group, LLP

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Dean of Instruction, Bakersfield College

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Vice President, Relationship Manager, Mission Bank

## The Executive Team

**Jake Slayton, President and Chief Executive Officer**

**Justin Ahart, VP of Donated Goods Retail**

**Denise Montecino, VP of Human Resources**

**Mireya Pineda, Controller**

