



2017 ANNUAL REPORT

THE POWER OF ONE ANOTHER

THE POWER OF PARTNERS.

People working together to build a better future for those in need is a powerful thing.

Our Human Services partners find the right fit for each individual's unique abilities. Our Tierney Center for Veteran Services partners assist service members and their families in finding quality veteran resources and services. Our Assistive Technology Exchange Center (ATEC) partners ensure that individuals can be more independent at school,

work and home. Our boutiques and shopgoodwill.com partners bring the power of donated goods to life. Our Rogers A. Severson Fitness & Technology Center partners provide a sense of community through exercise and wellness.





HUMAN SERVICES

THE POWER OF SERVICE.

At Goodwill of Orange County, we recognize each individual's unique abilities. From classes that cultivate job skills to vocational instruction, workgroup experiences and one-on-one coaching, our Human Services team helps every participant find their personal path to independence. We work hand-in-hand with our corporate partners to identify opportunities that compliment their business goals. Executives say that Goodwill-trained employees provide meaningful perspective and lift overall morale.



VETERAN SERVICES

THE POWER OF PRIDE.

At the Tierney Center for Veteran Services, fellow veterans welcome former service members and their families, helping them navigate through quality veteran resources and coaching, our Human Services team helps every participant find their personal path to independence. We work hand-in-hand with our corporate partners to identify opportunities that compliment their business goals. Executives say that Goodwill-trained employees provide meaningful perspective and lift overall morale.



ATEC

THE POWER OF TECH.

Our Assistive Technology Exchange Center (ATEC) enables individuals to increase their independence at school, home and work. ATEC provides services and solutions to individuals of all ages, their families and employers. Our high- and low-tech equipment helps maintain or improve the functional capabilities of people with disabilities. Key services include augmentative and alternative communication, educational technology, computer access, blind/low-vision technology and more.



STORES & BOUTIQUES

THE POWER OF CHANGE.

In today's ever-evolving shopping environment, we're transforming too. Our new OC Goodwill Boutiques appeal to those who seek curated treasures in trendy settings. For customers who prefer our traditional flagship stores, they'll still find unsurpassed bargain hunting at our retail outposts throughout the county. Whether it's a store or boutique, shopgoodwill.com features treasures that sell. As the originator of Goodwill online sales, we are proud to share our innovation and expertise to help other communities across the nation.



SHOPGOODWILL

THE POWER OF E-COMMERCE. THE POWER OF HEALTH.

The Rogers A. Severson Fitness & Technology Center is truly unique. This special facility was designed for people living with a physical disability or chronic illness. Our 12,000 square-foot center provides a supportive environment and offers state-of-the-art workout, physical therapy and assistive technology resources. Many members develop a sense of community as they exercise along other people living with similar disabilities or illnesses.

FITNESS CENTER

THE POWER OF YOU HOW YOU CAN HELP.

Whether it's donating gently used items, or shopping at our retail stores, boutiques and shopgoodwill.com, it's a powerful way to show that you care. You can also make a monthly or annual financial contribution or join the Legacy Society by honoring Goodwill of Orange County in your will or trust. Your company can help by hiring Goodwill-trained temporary or full-time workers, utilizing Goodwill of Orange County's Business Services, attending a fundraising event or giving to the community through financial gifts. **Thank you for making us more powerful.**



goodwill
orange county

f t in p i OCGOODWILL.ORG/DONATE

**“IF YOU WANT TO GO FAST,
GO ALONE.
IF YOU WANT TO GO FAR,
GO TOGETHER.”**

— African Proverb

By joining hands with donors, community partners, business leaders and other nonprofits, Goodwill of Orange County is able to empower, serve and change more lives than ever. Through the generosity of our donors and network of hundreds of meaningful partners, we create avenues for many individuals facing barriers to find purpose, pride and dignity.

Whether its an individual donation of money or gently-used items, a local business partnering with us to employ deserving and well-trained program participants, a community-based agency partnering with us to refer clients in need of job placement support, or a job coach partnering with us to ensure its team members arrive to work on time and stay on task—there is great power in partnerships. This joint effort enables thousands of people in our community to overcome challenges and achieve their highest levels of personal and economic independence.

As we reflect on the past year and all that was accomplished, it is clear that partnerships are an important and critical component of our mission to change lives through the power of work. We are grateful for the many individuals, corporations and organizations that passionately make our mission their mission. We could not do this important work without you.

We are more powerful together. Thank you for helping us to change lives for the better.

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THE POWER OF BECKETT.

Beckett is a fun-loving five-year-old boy who was diagnosed with an intellectual disability. Through our Assistive Technology Exchange Center (ATEC), he received the Proloquo2go application on an iPad to help him communicate. Since having the device and with training from knowledgeable ATEC staff, Beckett has significantly improved his communication skills. ATEC has also provided technical assistance and trained Beckett's parents on best use practices of the technology. ATEC advocated for Beckett to use the device at school, at home and in his community. His parents have whole-heartedly embraced the use of Augmentative and Alternative Communication (AAC) and consider Beckett's first language to be Proloquo2go. They have strongly supported their son, ensuring that the communication system is implemented throughout his school day. With the help of Beckett's private speech-language pathologist at ATEC, they have even set-up weekly Proloquo2go play dates with Beckett and another AAC user. This way, Beckett can interact with a peer while also practicing his communication skills. He also uses his iPad for environmental controls and loves asking Amazon Alexa to play his favorite music.



THE POWER OF JENNIFER.

Jennifer, known as "Jenn", started working as an administrative assistant for Will Crist in September of 2017. Before landing this job, she had been turned away from 78 job interviews. "Due to my disability, no one would provide me with an opportunity," she says. Jenn has Cerebral Palsy, and only has the use of two fingers on her left hand. She is highly educated and holds a bachelor's and master's degree. "I can accomplish anything I want to," she says. "My disability has never held me back before." Crist was the first person to focus on what Jenn could do versus what she couldn't. Goodwill's Human Services team enrolled Jenn in its Employment First program alongside a job coach, but it was soon clear that she did not need a coach on a daily basis. She was advanced to Supported Employment, where she has a job coach with her about 20 percent of the time. She has been extremely successful in her time working for Crist. When he first connected with Goodwill about Jenn he asked, "What can she do?" He found that Jenn's skillset was just the right fit for what he needed. Crist is so confident with Jenn's work ethic, she now oversees his emails and organizes his calendar for him. Crist says, "She saves me so much time each and every day." Recently, Crist asked Jenn to write down some things that she couldn't do or would have trouble doing. Jenn gave him back the piece of paper, and it was blank!



THE POWER OF LISA.

Lisa came to Goodwill of Orange County a little over a year ago looking for help to get her life back on track. She said, "My bipolar episodes made me afraid to leave the house and get a job." At the same time, Lisa's daughter was diagnosed with a condition that could lead to blindness, and her partner of more than 22 years was diagnosed with cancer. It was a trying time for Lisa and her family. While trying to shoulder her familial responsibilities and overcome her bipolar disorder, Lisa worked hard with her EmploymentWORKS Specialist at Goodwill to develop her resumé, learn interview skills and build her confidence. She also enrolled in Goodwill's Ticket to Work program where she was provided with benefits counseling and additional work-related supports. Lisa took several Goodwill classes to improve her chances of getting a job. She also learned new skills and updated her computer knowledge. Due to her efforts, she achieved a retail certification from the National Retail Federation (NRF). With assistance from Goodwill, Lisa participated in job fairs, and went on several interviews. Because of her persistence, she achieved full-time employment at a local security firm. She's thriving on the job. She says, "My supervisors are asking me to train new employees!" Through the power of work, Lisa's circumstances have significantly improved. She finally had the confidence to propose to her partner, and they were recently married in a loving ceremony that included her daughter as the flower girl.



THE POWER OF JOSE.

In August of 2017, Jose became a part of the housekeeping group at an Orange County-based Tropicana Inn and Suites. He is one of three members working in a Goodwill of Orange County Supported Employment group at the hotel. Jose works well with his team and is recognized for his positive attitude. "He is a hard worker and displays leadership and independence on his work duties," says his general manager, Greg Eisenman. Eisenman consulted with Jose's job coach to allow him to work more independently, and within three months, Jose was hired as a houseman and given Supported Employment individual status. The transition was quick, but he was a fast learner. His duties now include cleaning rooms, stocking housekeeping carts, making beds and checking linens to ensure they are in quality condition. Jose now has the privilege to choose the housekeepers he would accompany on their daily duties. "I'm happy and proud of my achievement," he says. "Being directly employed by the company gives me the chance for benefits, growth and better pay." Jose's job coach speaks highly of his progress and his spirited attitude toward his work. "Moving from being in a Supported Employment group to an individual participant, Jose demonstrates a strong work ethic," he says. "He works hard in everything that he does and always looks out to help others." Jose has been a Tropicana employee for about three months now. "I love my job not just for the moment, but for the years ahead," Jose says.



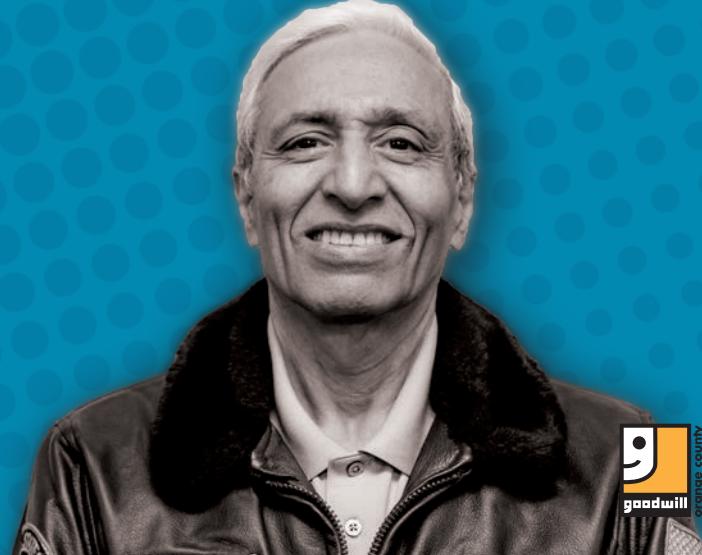
THE POWER OF RYAN.

Ryan came to Rogers A. Severson Fitness & Technology Center from Craig Hospital in Colorado in March of 2017. Ryan and his father had been in a car accident in which both were seriously injured. 25-year old Ryan suffered a spinal cord injury that left him in a wheelchair. He now works weekly with a trainer at the Fitness & Technology Center. He says, "My trainer is phenomenal. He is constantly pushing my limits and coming up with creative and fun exercises." His trainer says, "Ryan has the most positive attitude in the entire world!" Initially, Ryan used a power wheelchair and has now graduated to a manual wheelchair, which gives him much more freedom and mobility. "The Goodwill Fitness & Technology Center is much more than just a gym," Ryan says. "The atmosphere and vibe here not only drives members to work hard, but also promotes a social fraternity." Today, Ryan, who loves working outdoors, is a sailing instructor and hopes to earn a graduate degree so he can move to a professional field. One of the things he appreciates most about the Fitness & Technology Center is having a place to go where he can keep his body and mind active. When asked what he would recommend to someone in a similar situation he says, "Be active. Try as many different sports and activities as possible. It is different for each of us. Find the things that work, and get active!"



THE POWER OF SHAWN.

Shawn was referred to the Tierney Center for Veteran Services from Coastline Community College. Sixty-nine years ago, this unique veteran was born in Kashmir, India, and after completing his college education in America, joined the U.S. Marine Corps. Shawn qualified as a Naval Flight Officer and after proudly serving for eight years, was honorably discharged with the rank of Captain. He was referred to the Tierney Center to apply for the student emergency fund while attending Coastline Community College as a paralegal student. "My car didn't pass the smog test and I was having a hard time getting to school," he says. The cost to repair his car was \$841. In August of 2017, the student emergency fund paid \$500, and Shawn was able to come up with the remaining balance on his own. "I'm mobile again," he says. "Now I can finally concentrate on my studies." Since then, Shawn has finished his formal studies and is currently preparing for the Certified Paralegal Exam. Always thinking of the future, Shawn has been very active in attending the many veteran events that the Tierney Center promotes. Shawn is honing his skills in networking, resume writing and job searching. The Tierney Center will help him through the process of making his career dreams a reality by assisting Shawn in becoming a paralegal.



POWER IN NUMBERS.

For every dollar generated, 92 cents goes directly to Goodwill of Orange County's programs and services. That's the power of keeping our administrative costs low. Our other numbers are pretty impressive too.

TOTAL PUBLIC SUPPORT & REVENUE:**\$130,757,884**

RETAIL STORES:

\$57,696,333

DONATED MERCHANDISE:

\$35,548,535

EDUCATION, TRAINING, EMPLOYMENT & REHABILITATION SERVICES:

\$26,971,917

FUND DEVELOPMENT:

\$1,508,061

OTHER SOURCES:

\$9,033,038

TOTAL ALLOCATION OF EXPENSES:

\$131,041,098

PROGRAMS & SERVICES:

\$121,041,195

GENERAL & ADMINISTRATIVE:

\$7,035,856

FUNDRAISING:

\$2,964,047

For additional information, please go to ocgoodwill.org

2017 | 92 CENTS



OF EVERY DOLLAR GOES DIRECTLY TO PROGRAMS & SERVICES

**27,428**

LOCAL ADULTS & CHILDREN BENEFITED FROM GOODWILL SERVICES & PROGRAMS

450
FITNESS CENTER MEMBERS**352**
KIDS & ADULTS SERVED BY ATEC**14,416,430**
POUNDS DIVERTED FROM LANDFILL**27,082**
DAYS OF TRAINING**585,556**
HOURS OF JOB COACHING**\$40,256,000 EARNED**

BY INDIVIDUALS EMPLOYED WITH GOODWILL'S HELP

2.6
MILLION SHOPPER TRANSACTIONS**73,846**
DAYS OF PLACEMENT SERVICE