

Goodwill of Silicon Valley

Map to Success

 **GOODWILL**
of Silicon Valley

SERVING
SANTA CLARA COUNTY
SINCE 1928

 **GOODWILL**
of Silicon Valley

SHOP

DONATE

Annual Report 2015

2015 BOARD OF DIRECTORS

"Goodwill of Silicon Valley thanks its all-volunteer Board for its dedication and service"

Officers:

Phillip Boyce – Chairman of the Board
Michael Fox – President and Chief Executive Officer
Brian Shetler – Immediate Past Chair
Jim Cunneen – Vice Chairman
Christopher Schumb – Secretary
Dale Achabal, Ph.D. – Treasurer

Directors:

Erik Hallgrimson – Member
John Hirokawa – Member
Jessica Welker – Member
Inder Sidhu – Member
Dave Sanders – Member
Winston Copeland – Member
James Campagna – Member

THANK YOU TO OUR GENEROUS DONORS!

- REDF • Beverly Lenihan-Results Consulting • Just Give • My Nguyen
- Google Inc. • Olander Family Foundation • AmazonSmile
- Richard & Sheryl I. Haller • Ido Yellin • Richard & Emily Levin Foundation
- Vivek Narsinha Achar • Michael Dam • Michael Schini • Tjoman Buditaslim
- Francisca D. Guevarra • Simmons Games • Michael E. Fox Jr.

Senior Leadership Team:

Michael E. Fox – President / Chief Executive Officer
Christopher Baker – Chief Financial Officer
Trish Dorsey – Vice President of Mission Services
Don Aguilar – Vice President of Human Resources
Stephen Borasi – Director of Retail
Ryan Gleason – Director of Operations
Johnny Cochran – Director of E-Commerce
Robert Shuck – Director of Contracts & Facilities
John Carr – Director of Loss Prevention & Safety

"I had no idea."

We hear these words almost every time we give a tour at Goodwill of Silicon Valley. Many know us as a place to shop for high quality used goods and/or a donation stop for items they no longer need. We are all that and much more. If you took a tour of Goodwill you would find out that we served over 12,600 people, provided after school tutoring, credit recovery, and enrichment programs for high school kids at risk, assisted 350 high school youth, with cognitive disabilities, gain independent living skills including job skills, provided training employment for 251 people returning from incarceration, placing most in permanent jobs in our community. Additionally, we provided crucial services including housing, counseling, training, employment, and job placement to homeless veterans and their families.

As you tour our wellness center, you would learn that we provided therapy for almost 300 people free of charge and saw those people an average of 18 times in a year. A tour would not be complete without seeing our mattress recycling program, which provides jobs for homeless veterans and people returning from incarceration while diverting over 40,000 mattresses from landfill. Our tour includes a visit to the e-commerce group that employs adults on the autism spectrum and our auto detail business, (Clean Wheels), which trains and employs people who have been previously incarcerated. Across the parking lot our building B employs over 60 reverse supply chain team members who process and recycle over 38 million pounds of product not sold in stores diverting it from our landfills. In our parking lot you would observe students enrolled in our 16 week pre-apprentice construction labor training class. You might catch a glimpse of our guard card security training program which has graduated over 500 students in the last 4 ½ years and if you were here after 5:30 you might peak into a classroom full of students as they attained their A+ certification, giving them the skills to work in the technology industry.

These are many of the programs we offer in our community. You can get a more in depth knowledge of Goodwill by reading our annual report and if you would like to participate in our "I had no idea tour", feel free to give us a call. Our team would be more than happy to show you around!

Mike Fox
President & CEO

Phil Boyce
Board Chair

2015 AT A GLANCE

Goodwill of Silicon Valley operates as a social enterprise which means we measure our success by monitoring the bottom line and meaningful impact on people, families, and communities. We strive to impact the lives of our employees and clients by providing jobs, job training, and employment services to local residents that face barriers to employment. Those barriers to employment could include lack of stable housing, criminal background, language difficulty, lack of transportation, work experience, interview clothes, job search, and/or interview skills.

Furthermore, Goodwill of Silicon Valley operates as a triple bottom line company that prioritizes people and the planet, while also promoting profits. Remember none of Goodwill's success and impact is possible without our employees, donors and shoppers!

2015 Financials

PUBLIC SUPPORT AND REVENUE:		2015	2014
Retail programs	\$	28,099,767	\$ 25,558,917
Donated goods		6,568,313	7,936,062
Operations programs		4,470,163	5,935,215
E-commerce		3,960,075	2,836,352
Grants and contributions		3,379,763	3,024,881
Contract and business service programs		1,579,769	1,415,647
Rent income		360,856	428,491
Miscellaneous		175,267	248,655
Investment income		78,601	171,874
Vocational school fees		470	10,995
Total public support and revenue		48,673,044	47,567,089
EXPENSES:			
Program services:			
Retail programs		29,768,769	27,102,531
Cost assigned to donated goods sold		6,476,882	7,850,555
Contract and business service programs		2,092,828	1,835,838
Vocational school programs		4,310,502	4,216,313
Total program services		42,648,981	41,005,237
SUPPORTING SERVICES:			
Management and general		4,155,554	3,902,955
Fundraising		67,018	59,349
Total supporting services		4,222,572	3,962,304
Total expenses		46,871,553	44,967,541
Change in net assets before pension plan investment loss and impairment loss		1,801,491	2,599,548
Pension-related changes other than net periodic benefit costs		(177,069)	(559,747)
Impairment loss on antique collection		(12,000)	(12,280)
CHANGE IN NET ASSETS		1,612,422	2,027,521
Net assets, beginning of year		22,746,434	20,718,913
Net assets, end of year		\$24,358,856	\$22,746,434

PROGRAMS

Veterans Individualized Placement (VIP) Program

We work with veterans that are facing homelessness by facilitating employment readiness and job placement. Each veteran partners with a member of the Goodwill support team to develop and execute a job placement plan. These job seekers are provided with housing assistance, food, transportation, and other basic needs during and after the job search phase.

Veterans Family Services (VFS) Program

Veterans and their families that are homeless or facing homelessness are invited to Goodwill for help. Our support team works with them to facilitate a plan to secure and sustain safe housing. We do this by providing financial assistance, location of appropriate housing and case management.

New Opportunity Work (NOW) Program - Phase I

While in custody awaiting trial or completing their sentence at the County Jail, Goodwill staff facilitates employability workshops and moral reconnection therapy for those that have self-identified as wanting to start a new life upon release. These workshops prepare the individual to transition back into employment in a positive and productive fashion. Many of the workshop attendees join the NOW Program Phase II upon release.

New Opportunity Work (NOW) Program - Phase II

Goodwill assists those that are starting over after having been involved in the criminal justice system. Upon enrollment into this program, these job seekers are placed into immediate paid employment as they work on their progression toward obtaining employment within our community. During this transition period, Goodwill support staff works with each person on an individualized basis to facilitate moral reconnection therapy, mentoring and ultimately placement into a job that has promise.

Employment Readiness Program

Goodwill uses its social enterprises to offer transitional employment opportunities for people that are struggling to obtain employment. While in the paid work program, these job seekers also participate in paid workshops that address cognitive behavior and employability skills training. The support team works individually with each to assist in the transition to mainstream employment within our community.

After-School Programs

Goodwill manages after-school programs at four high schools in San Jose. We work with at-risk students to help them achieve their goal of earning a high school diploma. These programs also engage the students in activities that enrich their experiences such as learning a second language, fitness activities, music, robotics and much more. Hot meals are available to these students as well. Goodwill is on campus at these schools every afternoon during the school week.

GoodHealth

This program is designed to strengthen independent living skills for high school students that live with developmental disabilities. While this is the focus, we are also able to engage these students into activities that they may not otherwise experience such as attending a prom, a day at the bowling alley, being entertained by dancers, and more.

Good Guard Program

Goodwill's professional security guard officer training program, the Good Guard program prepares each student for a rewarding and long-term career in the security industry. Classes are offered each month and are open to the public.

Vocational Training Programs

Goodwill vocational training programs prepare students for careers within the Construction, Information Technology, Auto Detail, and Security fields. Upon graduation, each vocational training program graduate receives job placement assistance to gain entry into these fast growing job sectors.

STORE LOCATIONS

Almaden Store

3060 Almaden Expressway
San Jose, CA 95118

Alum Rock Store

3020 Alum Rock Avenue
San Jose, CA 95127

Blossom Hill Store

1339 Blossom Hill Road
San Jose, CA 95118

Campbell Store

Palo Alto Store

4085 El Camino Way
Palo Alto, CA 94306

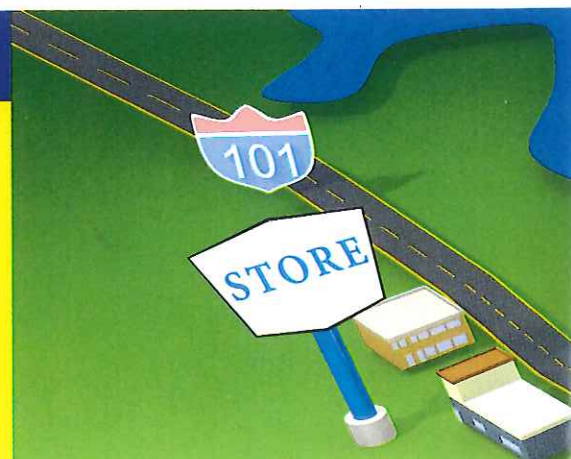
San Carlos Store

1691 West San Carlos Street
San Jose, CA 95128

Santa Clara Store

2800 El Camino Real
Santa Clara, CA 95051

Santa Teresa Store



Campbell, CA 95008

Cupertino Store

1125 De Anza Boulevard
San Jose, CA 95129

Gilroy Store

845 First Street
Gilroy, CA 95020

Hollister Store

1703 Airline Highway
Hollister, CA 95023

Milpitas Store

311 West Calaveras Boulevard
Milpitas, CA 95035

Morgan Hill Store

17630 Monterey Road
Morgan Hill, CA 95037

Mountain View Store

855 East El Camino Real
Mountain View, CA 94040

San Jose, CA 95139

Silver Creek Store

1640 East Capitol Expressway
San Jose, CA 95121

Snell Store

461 Blossom Hill Road
San Jose, CA 95123

Sunnyvale Store

151 East Washington Avenue
Sunnyvale, CA 94086

Willow Glen Store

1579 Meridian Avenue
San Jose, CA 95125

Winchester Store

1303 South Winchester Boulevard
San Jose, CA 95117

ATTENDED DONATION SITES

Budd

2341 South Winchester Boulevard
Campbell, CA 95008

Calaveras

25 North Milpitas Boulevard
Milpitas, CA 95035

Cottle

Cottle Light Rail Train Station @
Cottle & HWY 85
San Jose, CA 95119

Crown

6477 Almaden Expressway
San Jose, CA 95120

El Camino Express

715 Sunnyvale-Saratoga Road
Sunnyvale, CA 94087

Indian Blossom Hill

Light Rail Train-Park and Ride Station
San Jose, CA 95123

Lakewood

1119 North Lawrence Expressway
Santa Clara, CA 95051

Lark

14800 Winchester Boulevard
Los Gatos, CA 95030

Los Altos

2175 Grant Road
Los Altos, CA 94022

Narvaez

Capitol Exp. & Narvaez-Park & Ride
Station
San Jose, CA 95136

Our Lady of Peace

2800 Mission College Boulevard
Santa Clara, CA 95054

Park "N" Ride

Santa Teresa Light Rail Train Station
San Jose, CA 95119

Princeton

3510 Homestead Road
Santa Clara, CA 95051

Safeway

840 East Dunne Avenue
Morgan Hill, CA 94022

Union

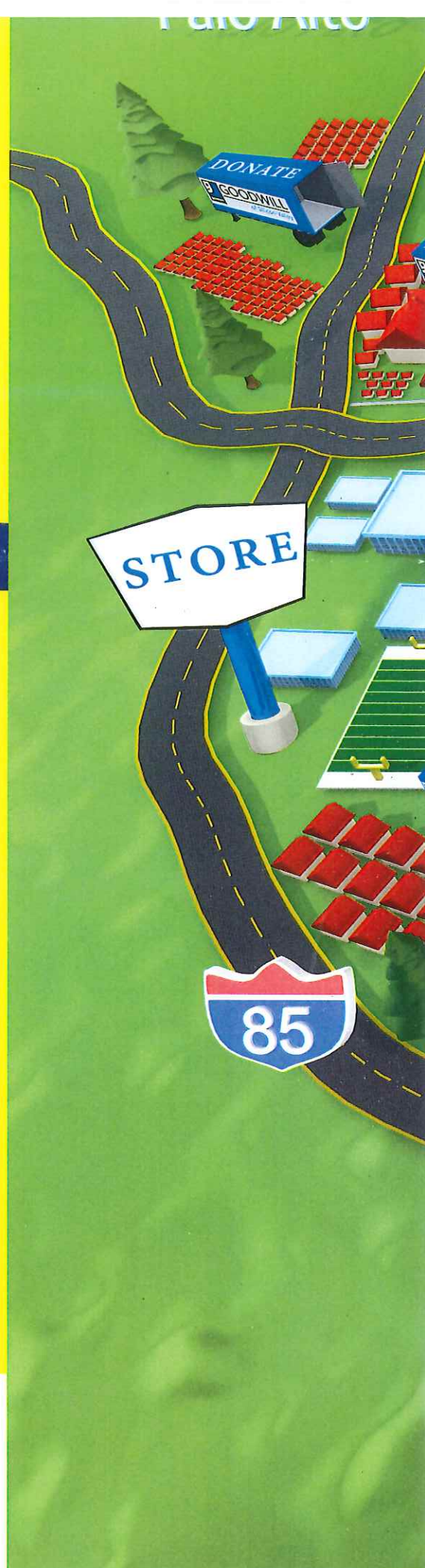
15549 Union Avenue
Los Gatos, CA 95032

Valley Fair

3070 Stevens Creek Boulevard
Santa Clara, CA 95050

West Valley

5205 Prospect Road
San Jose, CA 95129



www.goodwillsv.org



As a local community we are all facing environmental concerns from water shortages to pollution. Goodwill of Silicon Valley shares in the responsibility of preserving local environments for future generations. In 2015, Goodwill of Silicon Valley instituted several sustainable business practices related to our transportation and recycling departments which resulted in Goodwill of Silicon Valley diverting over 38 million pounds of goods from local landfills, which is enough to fill over 80,000 dumpsters!

At Goodwill of Silicon Valley, we constantly strive to achieve efficiencies and sustainable business practices that reduce our carbon footprint and divert donated goods from local landfills. In 2015, Goodwill of Silicon Valley's recycling programs achieved some incredible accomplishments:

- **Served 903,851 Donors.**
- **Handled 47 million pounds of donations .**
- **Diverted 1.7 million LBS of Ewaste from local landfills.**
- **Diverted over 40,000 mattresses from local landfills.**

Donate Stuff. Create Jobs.

Watch the videos below to learn more about how Goodwill serves the community!

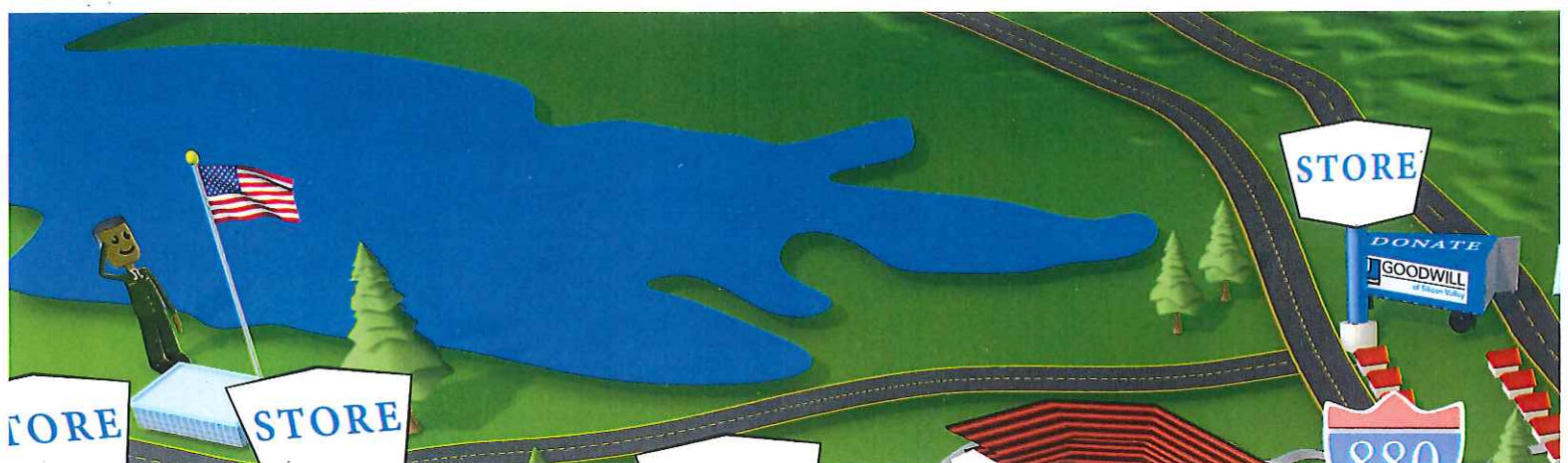
Mattress Recycling



Creating Jobs



Serving Veterans





Sunnyvale

Santa Clara

Cupertino

Campbell

San Jose

South San Jose

PEOPLE

Goodwill of Silicon Valley's Mission Services department operates an array of programs which provide services to the general public, here are the 2015 highlights:

- **Goodwill of Silicon Valley provided assistance to 12,687 people.**
- **11,237 low income students attended our after-school programs.**
- **295 people received Mental Health services.**
- **231 military veterans were serviced thru Goodwill Veteran Family Services and Veterans Individualized Placement programs.**
- **89% of Mission Services clients/job seekers obtained employment.**
- **477 people served in food distribution with Second Harvest Food Bank.**
- **759 employees enrolled in subsidized VTA program.**
- **The security guard training program Good Guard graduated over 75 students in 2015.**
- **219 job seekers enrolled into the Employment Readiness Program.**
- **251 previously incarcerated individuals entered the NOW Program and 156 of those NOW Program job seekers obtained full-time employment.**
- **352 job seekers obtained full-time permanent employment thru the Mission Services department.**
- **78% of the Good Guard program 2015 graduates obtained employment.**



Goodwill's vehicle donation program funds employment programs. So donate any type of vehicle, no matter the condition because Good Wheels accept all types of vehicles. Plus free pickup in 24 to 48 hours and we secure you the highest available tax credit.

To learn more visit:

www.goodwheelsv.org



Our auto detailing business Clean Wheels creates jobs and hired 41 people from the criminal justice system, while generating over \$177,000 in revenue! Not to mention Clean Wheels performs waterless carwashes which uses less than half a cup of water per wash.

To learn more visit:

www.cleanwheelsv.com





Morgan Hill

STORE

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Goodwill of Silicon Valley

*Transforming Lives Through the Power
of Work in Santa Clara County Since 1928*

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