

2011-2012 Annual Report



Goodwill 
Industries of Hawaii, Inc. 

Aloha

Goodwill Industries of Hawaii, Inc. has been proudly serving the people of Hawaii for more than 50 years providing job readiness and job placement programs for individuals with employment barriers. In 2011-2012, we served more than 15,000 people and helped more than 1,500 to get jobs. Goodwill is extremely grateful to our loyal donors and supporters that have enabled us to continue this mission of service since 1959.

This past year saw a significant effort to expand Goodwill's exemplary programs and services statewide, with an increase in services provided to Oahu, Maui, Kauai and the Big Island, most significantly through the expansion of the Long-term Adult Supports and Resources (LASR) Program being awarded a statewide contract.

The retail and commercial divisions also expanded to Kona with a new store and career center to provide employment opportunities as well as being a resource for West Hawaii to be "green" when they donate and shop at Goodwill. Goodwill Contract Services Hawaii, Inc. (GCSH) began a new venture as well, beginning a new AbilityOne contract for corrosion repair in April 2012.

An important new partnership began between Dell and Goodwill in an initiative to promote the responsible recycling of computers through the Dell Reconnect program, which will help thousands of donors to dispose of their outdated computers in an efficient and environmentally friendly way. This past year, Goodwill helped to keep 12.5 million pounds out of Hawaii's landfills and through this innovative partnership we will help to eliminate thousands of pounds of additional E-waste in our state.

This was all done while preparations were being made for the launch of our inaugural public awareness event, **Bank of Hawaii presents Goodwill Goes GLAM!**. This monumental event highlighted Goodwill's 501(c)(3) non-profit mission to *help people with employment barriers to reach their full potential and become self-sufficient.*

Goodwill Industries of Hawaii, Inc. is grateful to the people of Hawaii for their many years of support which has allowed us to serve thousands of individuals with barriers to employment. We look forward to continuing our important mission of helping people to become self-sufficient through the power of work.

Sincerely,
Laura Smith
President/CEO

Patricia Wong
Chairman of the Board



“
Our professional staff served over 15,000 people last year and helped over 1,500 people find jobs in our community.
”

My Goodwill Story

Steven Ikehara

William Usdane Regional Awardee presented by NISH

“All of us at Goodwill Contract Services Hawaii are very proud of Steven Ikehara for winning this prestigious award that recognizes his outstanding contributions to the team and the superstar that he is.”

~ Kalani Motta

Steven Ikehara refuses to allow any medical recommendation limit his professional goals and vision. He has become an outstanding employee at Goodwill Industries of Hawaii, Inc. He is a high achieving AbilityOne® Program employee who stands as an excellent example of what an individual can achieve by steadfastly focusing on his abilities.

“Steven (Ikehara) always strives to do the very best in all he does,” said Kalani Motta, Project Manager at Goodwill Contract Services Hawaii, Inc. “He is a role model who is looking for solutions and refuses to take ‘no’ for an answer. He is humble and always eager to help a peer or a customer.”

After suffering a stroke in 2010 and losing the function of his right side, three doctors told Ikehara they did not believe he would ever be able to work again. Ikehara, however, believed otherwise and no matter what the doctors said he was determined to become a wage earner once more. He worked hard in physical therapy and started looking for a job. He was overjoyed when Goodwill Contract Services Hawaii offered him the position of general clerk on an AbilityOne® Program contract with Army Hawaii Soldier Housing at Schofield Barracks. Incredibly, just seven months after the stroke, Ikehara was back at work performing multiple responsibilities such as inspecting rooms, cleaning and clerical duties.

Since starting his AbilityOne® Program job in December 2010, Ikehara’s physical abilities have steadily improved, most notably, his walking and right hand functions. He made it a personal goal to use his right hand as much as possible at work in order to improve his motor skills and today he performs all of his daily tasks without accommodations. Outside of work, Ikehara is involved in the local community and served as a volunteer for the Special Olympics. He strives to do all the activities he enjoyed before his stroke including tennis and weight lifting. He is now able to drive, carry his own groceries and strives to write with his right hand again. “I want to continue to improve my health and move forward with my recovery in hopes of one day being able to find work without my disability being a factor,” Ikehara declared.

Ikehara’s punctuality and attendance are excellent. His “can do” attitude is infectious and his dependability, desire to exceed expectations and outstanding quality of work have made him a shining role model. He can perform all of his responsibilities with little or no supervision and even takes time out to train new employees on certain tasks. He earns frequent praise from customers because he never hesitates to do whatever it takes to meet an individual’s needs. His high level of professionalism sets an excellent example for others and his determination to succeed has had a positive impact on his peers, subordinates and superiors.

Steven recently accepted a new role with Goodwill working at the Corrosion Repair Facility on the Kaneohe Marine Corps Base Hawaii, a first of its kind AbilityOne contract Goodwill began in April of 2012. He continues to pursue his dreams of gaining his physical strength back.

Agency Report

2011-2012 was an extraordinary year for Goodwill Industries of Hawaii, Inc., as each division continued to strive to better support Goodwill's non-profit mission to help people with employment barriers reach their full potential and become self-sufficient.

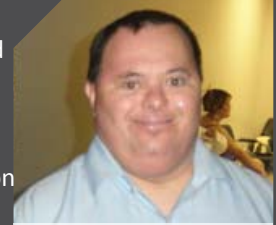
One strategic activity to support Goodwill's mission was to increase the public's awareness of it through the inaugural **Bank of Hawaii presents Goodwill Goes GLAM!** event, which helped reach over 500,000 people through a combination of promotion via TV, radio, print, mini-events, emails, newsletters, Facebook and Twitter.

Through the generous donations from the public and sponsors throughout the year, Goodwill was able to conduct the focused public awareness campaign and continue to direct more than 90% of total revenue toward mission-related services. Goodwill also expanded its services and operations to the neighbor islands, with

a new store and career center opening in Kona, and human services programs expanding to all islands. In order to meet the needs of Goodwill's growth, the agency attended job fairs throughout the state, managing over 6,000 applications throughout the year.

My Success Story

Gaylord Carreira's quality of life improved tremendously since he has been able to take advantage of the New Freedom Transportation program offered by Goodwill. A participant attending Goodwill's Adult Day Health program, Gaylord is now able to easily access his community for needed services.



Gaylord Carreira

Human Services

At the heart of what Goodwill does is the Human Services division which in 2011-2012 helped serve 15,185 people statewide in over 20 programs, and placed 1,563 people in jobs.

The Long-term Adult Supports and Resources (LASR) Program, which assists adults with developmental disabilities, is one shining example how Goodwill provides job readiness and job placement programs for people with barriers to employment. The LASR program was awarded the statewide contract in 2012 helping to expand services on all islands, including new services on Maui and the Big Island.

Goodwill was also able to expand the New Freedom Transportation program in 2012. The goal of the program is to improve transportation barriers for adults with developmental disabilities. The Goodwill Waiver program currently operates 12 vans that services approximately 75 participants from East Honolulu to Waianae.

Goodwill also operated six (6) Volunteer Income Tax Assistance (VITA) sites on Oahu,

Maui, Kauai and East and West Hawaii, helping over 900 qualified individuals and families prepare and e-file their taxes for free.

Goodwill's other human services programs also enjoyed success in 2011-2012, serving low income individuals, Pacific Islander immigrants, adults with criminal history, youth at-risk and adults with developmental disabilities. For more program details visit www.higoodwill.org.

My Success Story

Brenden shows that a little support can go a long way.

With support from LASR, Brenden joined the Goodwill Ohana as a full-time employee.

Recently, his hard work was rewarded when he was able to transfer internally with Goodwill with a raise in pay.



Brenden Oshiro

Retail & Operations

The Goodwill Hawaii retail stores and donation centers are a major reason why Goodwill is able to achieve its mission of helping people with employment barriers to become self-sufficient, due to the consistent revenue stream they provide.

In 2011-2012, Goodwill Hawaii stores welcomed more than 600,000 customers through its doors, who helped generate over \$7.5 million in revenue through the sale of donated material goods to support Goodwill's employment and training programs.

A portion of the revenue was generated from Goodwill's new Kona Store and Donation Center, as Goodwill expanded its operations to the west side of the Big Island with the opening of the 9th location in the state. The doors opened to the community in December 2011, giving Hawaii Island residents an outlet to donate their gently used items and shop while helping their community at the same time.

Goodwill's retail expansion continued to Maui in 2012 with the opening of the island's first Goodwill retail store in Kahului.

Donations & Redemptions

Goodwill remains committed to keeping items out of Hawaii's landfills, and in 2011-2012 assisted in diverting over 12.5 million pounds of goods.

Goodwill and Dell have partnered to increase that number, by giving Hawaii residents a consistent outlet to donate computer related equipment for legal and safe disposal through the Dell Reconnect Program. The program is projected to keep over 700,000 pounds of e-waste from Hawaii's landfills.

Goodwill also continued to receive HI-5 recyclables. Of the 12.5 million pounds Goodwill helped to keep out of Hawaii's landfills, over 1.5 million pounds were from HI-5 recyclables.



Dell Reconnect

Through a partnership of Goodwill Industries of Hawaii, Inc. and Dell International, the Dell Reconnect program offers our community the opportunity to responsibly recycle unwanted computers and computer equipment of any brand and condition – FREE OF CHARGE. E-waste is a growing concern for our environment, and Dell has provided a great solution and system.



Goodwill Contract Services Hawaii



Goodwill Contract Services Hawaii, Inc., provides another way Goodwill can help serve its mission through revenue generation and job placement.

In 2011-2012, Goodwill continued to grow Secure Solution Document Destruction (SSDD), which offers a cost-effective way to meet federal and state requirements in shredding of sensitive documents, by gaining new contracts with organizations such as the Hawaii National Guard.



In April of 2012, Goodwill began an AbilityOne contract to start its Corrosion Repair Facility on Kaneohe Marine Corps Base Hawaii. The contract keeps military vehicles mission ready by making repairs, refabricating metal body work, rust removal through sandblasting, rustproofing and camouflage repainting.

The contract is the first of its kind nationwide for AbilityOne and allows Goodwill to give AbilityOne Program participants a meaningful job opportunity.

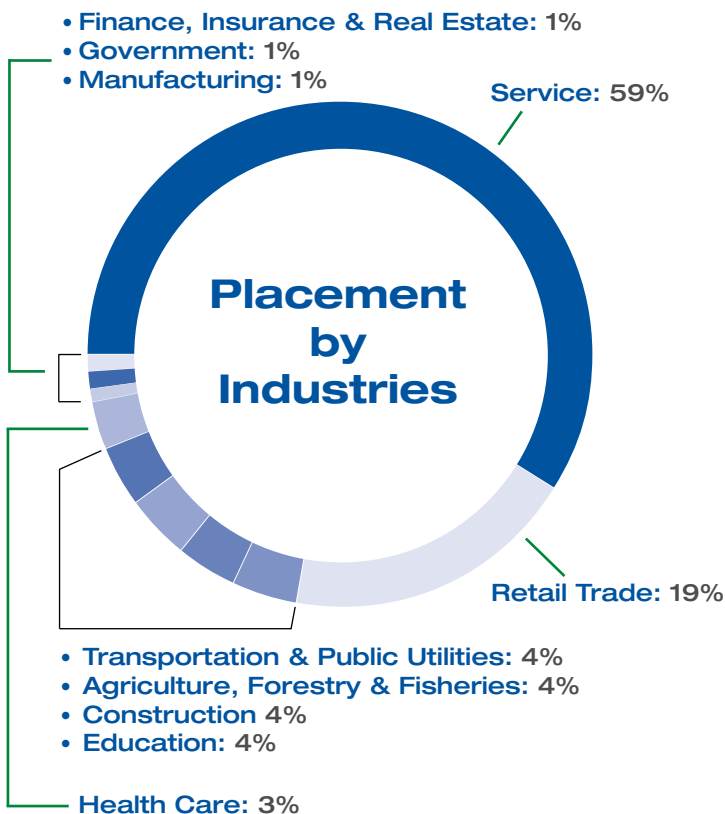
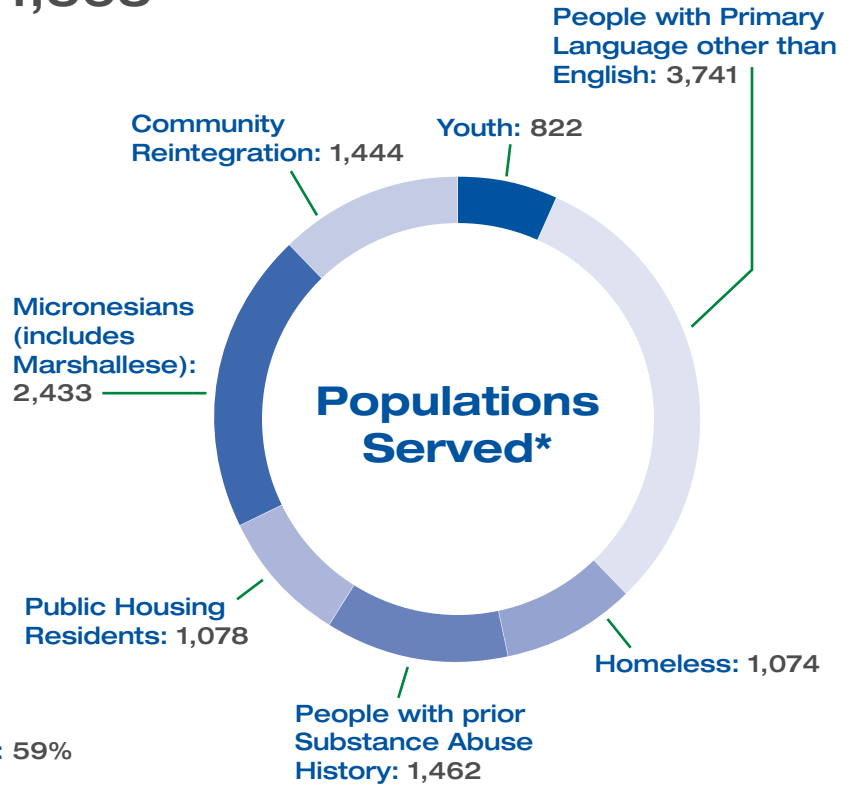
Community Impact

Goodwill programs provide training, education and employment opportunities to individuals with disabilities and disadvantages in our community to help them achieve self-sufficiency and realize their full potential. We are pleased to share a glimpse of our impact on the community.

Total number of individuals served: **15,185**

Total job placements: **1,563**

Oahu	9,521
East Hawaii (Hilo)	2,832
Maui	1,567
Kauai	504
West Hawaii (Kona)	761



My Success Story

Samson Annam was concerned because he couldn't provide for his family like he used to in the Marshall Islands. But through Goodwill's Imi Loa program, Samson received pre-employment training which helped him become more confident and well acculturated to Hawaii, which he credits in helping him find full time employment.



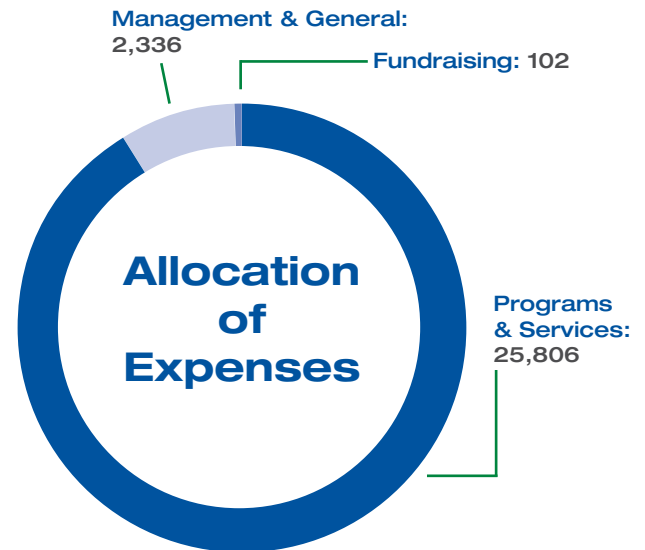
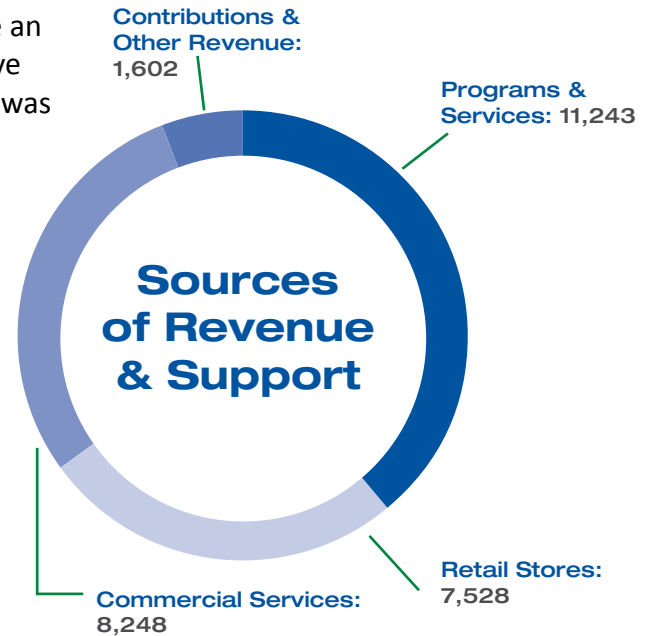
*Reflects special populations served. Categories are not mutually exclusive.

Financial Statements as of December 31, 2011

Goodwill strives to deliver quality services while being good stewards of the funds entrusted to us. The organization continued to serve an increased number of people last year while keeping administrative costs low. We are pleased to share that over 90% of our revenue was used for direct mission related services.

Schedule of Activities

	GIH ¹	GCSH ²	Combined ³ Total
Revenue & Support			
Programs & Services	11,243		11,243
Retail Stores	7,528		7,528
Commercial Services	3,154	5,988	8,248
Contributions & Other Revenue	1,598	36	1,602
Total Revenue & Support	23,523	6,024	28,621
Expenses			
Programs & Services	20,854	4,984	25,806
Management & General	2,336	894	2,336
Fundraising	102		102
Total Expense	23,292	5,878	28,244
Change in Net Assets	231	146	377
Schedule of Financial Position			
Assets	28,024	1,707	29,223
Liabilities	7,330	951	7,773
Net Assets			
Property and Equipment Undesignated	14,591	254	14,845
Board Designated	4,096	502	4,598
Permanently Restricted	1,101		1,101
Temporarily Restricted	770		770
Temporarily Restricted	136		136
Total Net Assets	\$20,694	\$756	\$21,450



My Success Story

Izaia Halmas didn't think he would receive a high school diploma after his disability and medical issues led to poor attendance and poor grades. But through the Ola I Ka Hana program, the Kona resident was able to earn his diploma in the Spring of 2012. Halmas said he learned more than just information from books, but the key lesson he has learned is "to never give up."



*Amounts in 000s (thousands) of US Dollars

1. GIH: Goodwill Industries of Hawaii

2. GCSH: Goodwill Contract Services Hawaii, Inc.

3. Total reflects the eliminations from consolidation between the two organizations



PRESENTS

Goodwill Goes GLAM!

A public awareness Gala and Retail Shopping Event.

The Goodwill employees, volunteers, businesses and community supporters contributed to the successful results of our inaugural public awareness event, **Bank of Hawaii presents Goodwill Goes GLAM!**

The goal of this special event week was to inform the public of Goodwill Industries of Hawaii's community impact and 501(c)(3) non-profit mission *to help people with employment barriers to reach their full potential and become self-sufficient.*

The event week activities began with the Goodwill GALA & VIP Pre-Sale which included a private sponsor dinner, reception and fashion show for over 700 attendees highlighting local talent on August 23, 2012.

The week continued with the Goodwill GLAM! Sale that was open to the public from August 24-26, 2012. Lines on the first day of the public sale began two hours before doors opened. The sale, which included more than 50,000 items on more than 20,000 square feet of retail space at the Blaisdell Exhibition Hall, demonstrated how Goodwill provides value to shoppers as a resource for name brands, luxury items and unique vintage finds at affordable prices. Proceeds support Goodwill's job readiness and job placement programs.

The results of the inaugural event succeeded in procuring more than 3,000 volunteer hours and more than 4,000 event-week participants and raised more than \$200,000 for Goodwill programs.

If you are interested in participating by volunteering or through event sponsorship, or you want to refer a friend, call the Marketing, Communications, and Fund Development office at 836-WORK (9675).



Goodwill Industries of Hawaii, Inc. Board members



Our set up team doing a great job!



Board members Bryan Andaya and Kevin Yim with their great finds!



Goodwill President Laura Smith with Governor Neil Abercrombie and Honorary Chair Dr. Nancie Caraway



Goodwill employees hard at work at the Gala & VIP Pre-Sale



Crowds line up eager to be the first ones in the door



Goodwill employee Duane Jorde glams it up as part of the fashion show



Shoppers found great deals throughout the sales floor

Goodwill Employee Recognition Week



Maui Resource Fair



Goodwill Industries of Hawaii, Inc. understands the importance of working with community organizations and businesses statewide. In June 2012, this vision expanded to Maui in the first Community Resource Fair – “Gathering the Good of Maui.”

The Maui Resource Fair was a free event that gathered non-profit agencies, private employers and other resources for the community to learn more about in a fun centralized location.



Goodwill Job Fairs



In addition to placing over 1,500 individuals in jobs in 2011-2012, Goodwill Industries of Hawaii, Inc. also attended job fairs throughout the state in order to meet the agency’s growing needs. Throughout the year, Goodwill attended 12 Job Fairs and managed over 6,000 applications.



Goodwill Industries of Hawaii, Inc.

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Hawaiian Electric Company Inc.

Vice Chairman
Amori Ogata
Zephyr Insurance

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Gary Slovin
Ashford & Wriston

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Thomas Yamachika
Accuity LLP

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Bryan Andaya
L&L Hawaiian Barbecue

Paula Chang
First Hawaiian Bank

Malcolm Lau
Bank of Hawaii

Rebecca "Becki" Ward
Ward Research Inc.

Gwen Yamamoto Lau
*Hawaii Community
Reinvestment Corporation*

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Roland Chang
Central Pacific Bank

Wilcox "Wils" Choy
KMH LLP

Kelly Kauinana
Pearlridge Center

Joel Matsunaga
Hawaii BioEnergy

Jason Nagai
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Janna Nakagawa
HMSA

Rep. Marcus Oshiro
Hawaii State Legislature

Rebecca Parker
M. Dyer & Sons, Inc.

Douglas C. Smith
*Damon Key Leong Kupchak
Hastert*

August Yee
Community Member

Kevin Yim
Hawaiian Airlines



Goodwill Contract Services Hawaii, Inc.

Officers

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Joel Matsunaga
Hawaii BioEnergy

Vice Chairman
Senator Glenn Wakai
Hawaii State Legislature

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George Sumner
DCCA Insurance Division

Directors

Perry Confalone
Perry Confalone, LLC

Christina Enoka
Kahi Mohala Behavioral Health

Robert Fricke
Cox Fricke LLP

Thomas Yamachika
Accuity LLP

“
**Goodwill Industries of Hawaii’s
501(c)(3) non-profit mission is
to help people with employment
barriers to reach their full potential
and become self-sufficient.**
”

Executive Leadership Team

Laura Smith
President/CEO

Carol Taira
Vice President of Finance/CFO

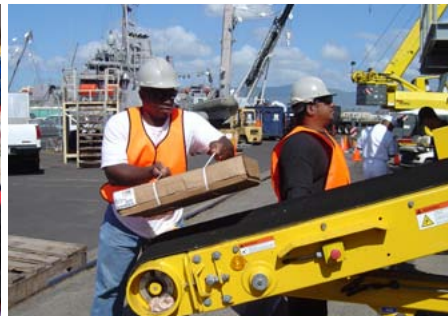
Ryan Kusumoto
Vice President of Business Operations

Shawn Rose
Vice President of Administration


Sarah Tenney
*Vice President of Marketing,
Communications & Development*


Wanda Villareal
Vice President of Human Services

Goodwill Industries of Hawaii's 501(c)(3) non-profit mission is *to help people with employment barriers to reach their full potential and become self-sufficient.*




Goodwill 
Industries of Hawaii, Inc. goodwill

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 thegoodwillhunter.com

2410 Kilihau Street
Honolulu, HI 96819-2020
808-836-0313
www.higoodwill.org