

# Goodwill Hawaii Mission Services

Presented By:

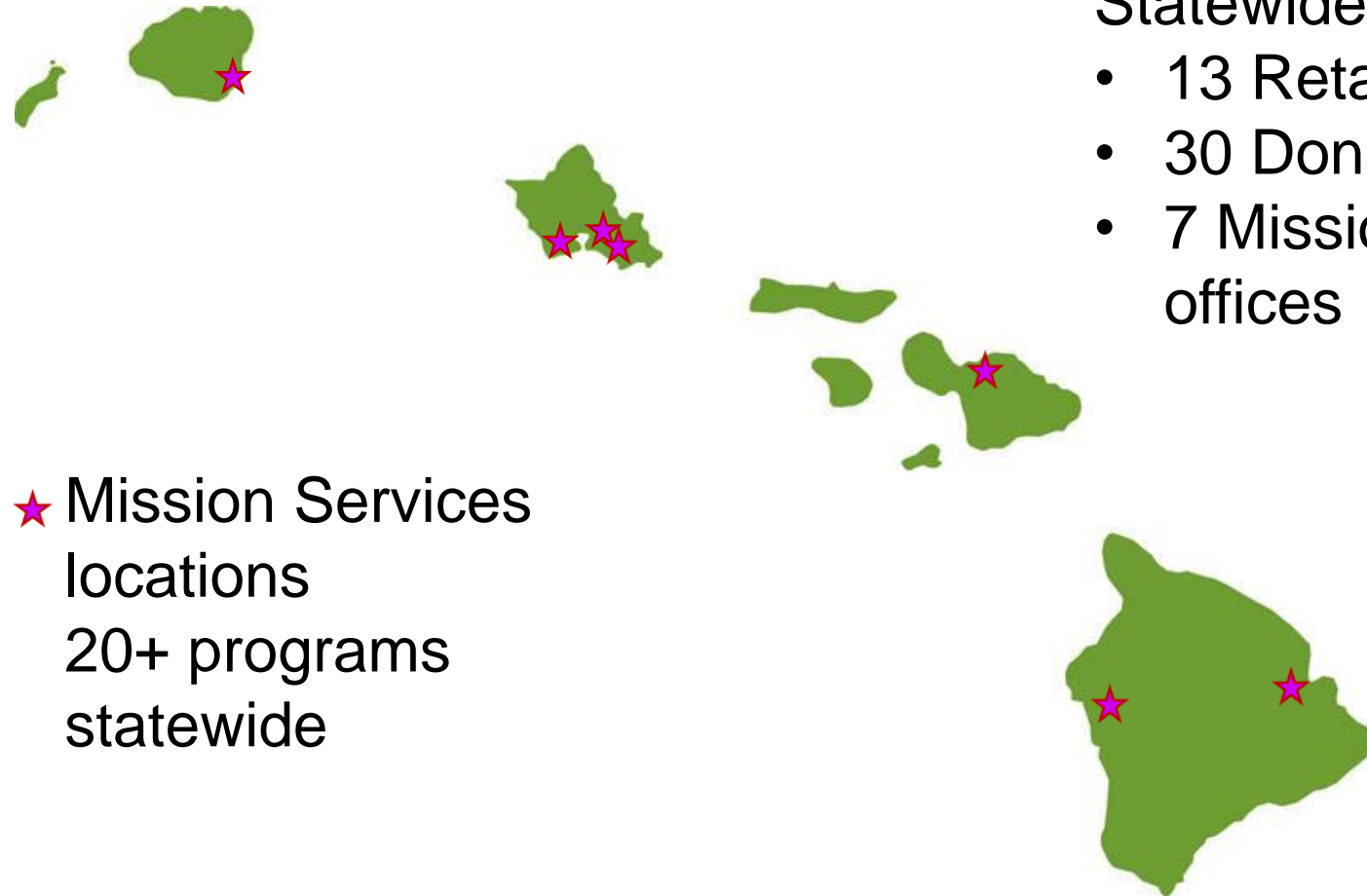
Emily Lau

Vice President of Mission Services

Ann Boyd

Senior Director of Workforce Development

# Serving Hawaii since 1959



★ Mission Services  
locations  
20+ programs  
statewide

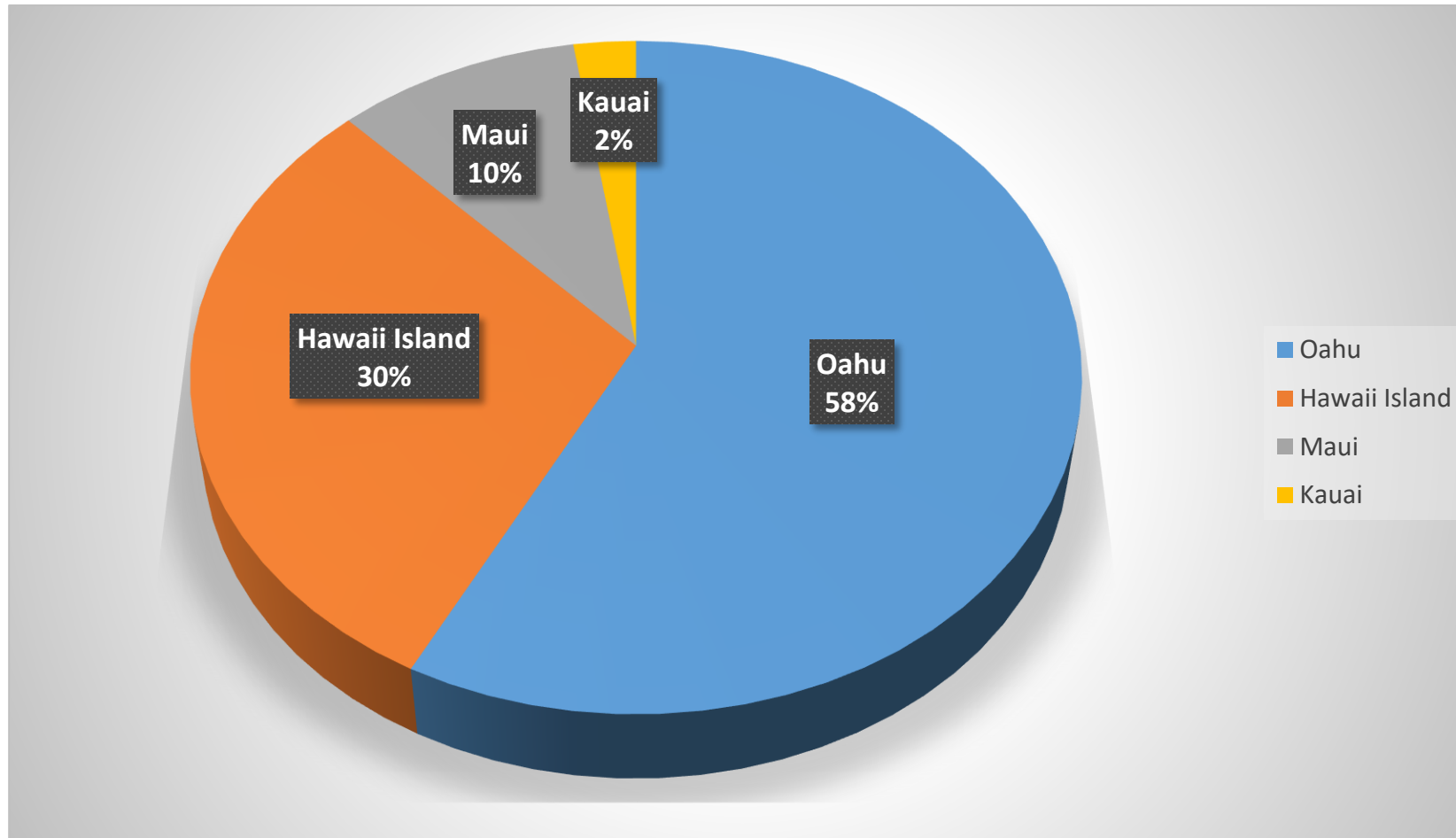
## Statewide Locations

- 13 Retail stores
- 30 Donation centers
- 7 Mission Services offices

## **Mission Statement**

**Goodwill Hawaii helps people with employment barriers to reach their full potential and become self-sufficient.**

# 2024 Number of Persons Served **7789**



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# Key Demographics

Female: 62%

31-50 Years of age: 50%

TOP 3 ethnicities:

- Native Hawaiians - 27%
- White/Caucasian – 22%
- COFA – 17.5%

Speak Micronesian languages: 17%

High School Grad or GED: 59%

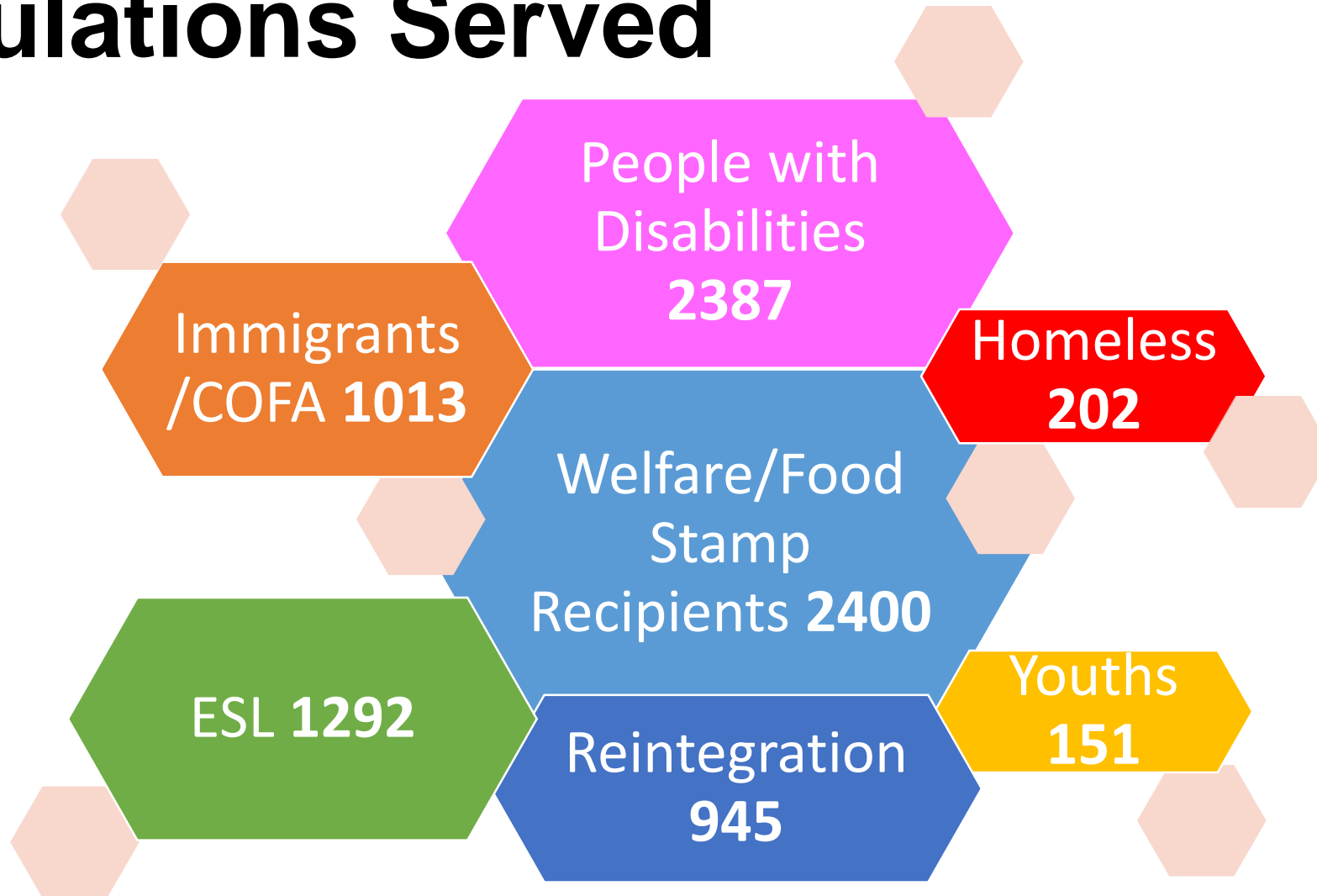
(16% less than high school)

Relying on Public Assistance (including social security and unemployment): 58%

Unemployed: 50%



# Populations Served



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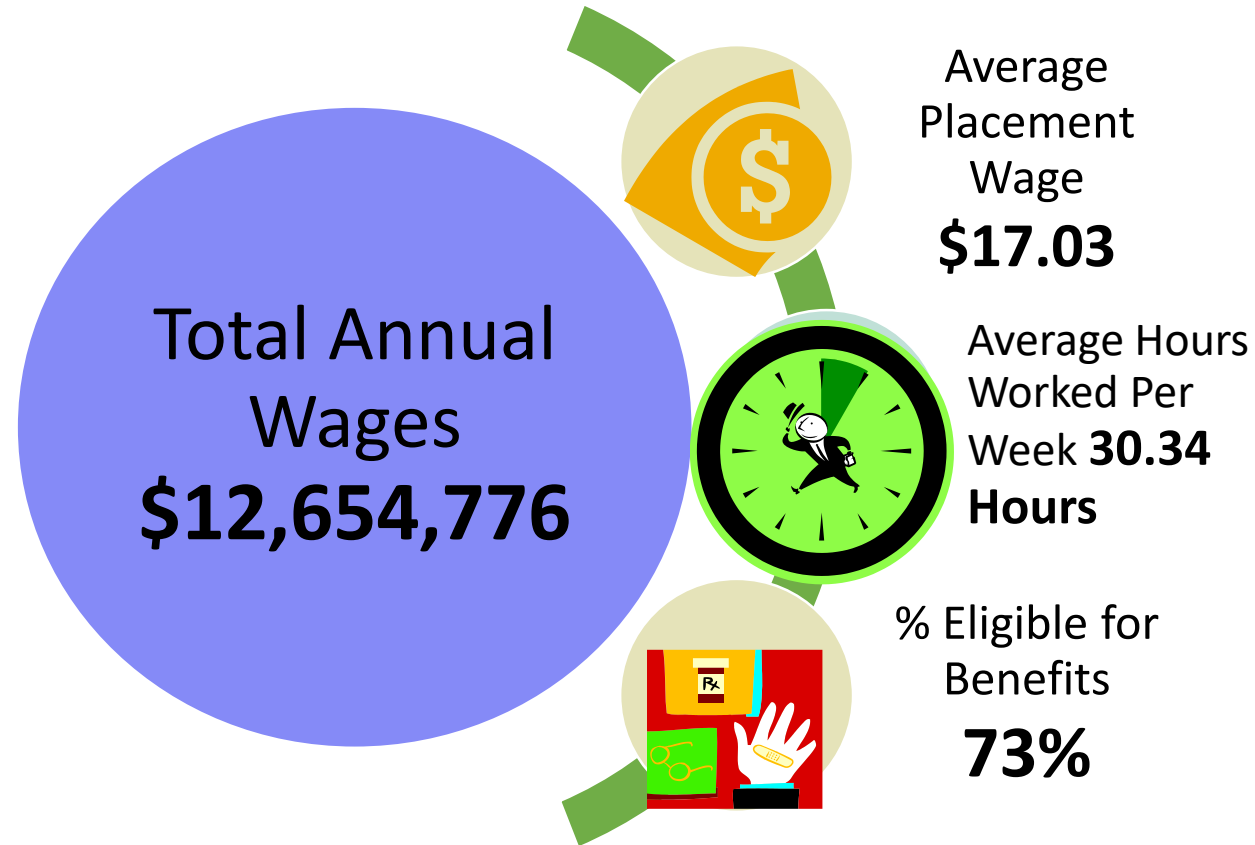
# Major Programs and Services

First to Work	SEE Hawaii Work	SNAP Employment & Training	Volunteer Income Tax Assistance
WIOA Adult and Dislocated Worker Services (Big Island and Maui)	Ola I Ka Hana Youth Services (Big Island, Maui, & Oahu)	Employment Services for Low income persons and Legal Permanent Residents (Big Island)	Employment Services for Reintegrating Individuals (Oahu & Big Island)
Immigrant Resource Center (Big Island)	Participant-Directed Coaching (Oahu & Big Island)	Intellectual Disability Services (Oahu & Big Island)	AbilityOne Contracts (Oahu)

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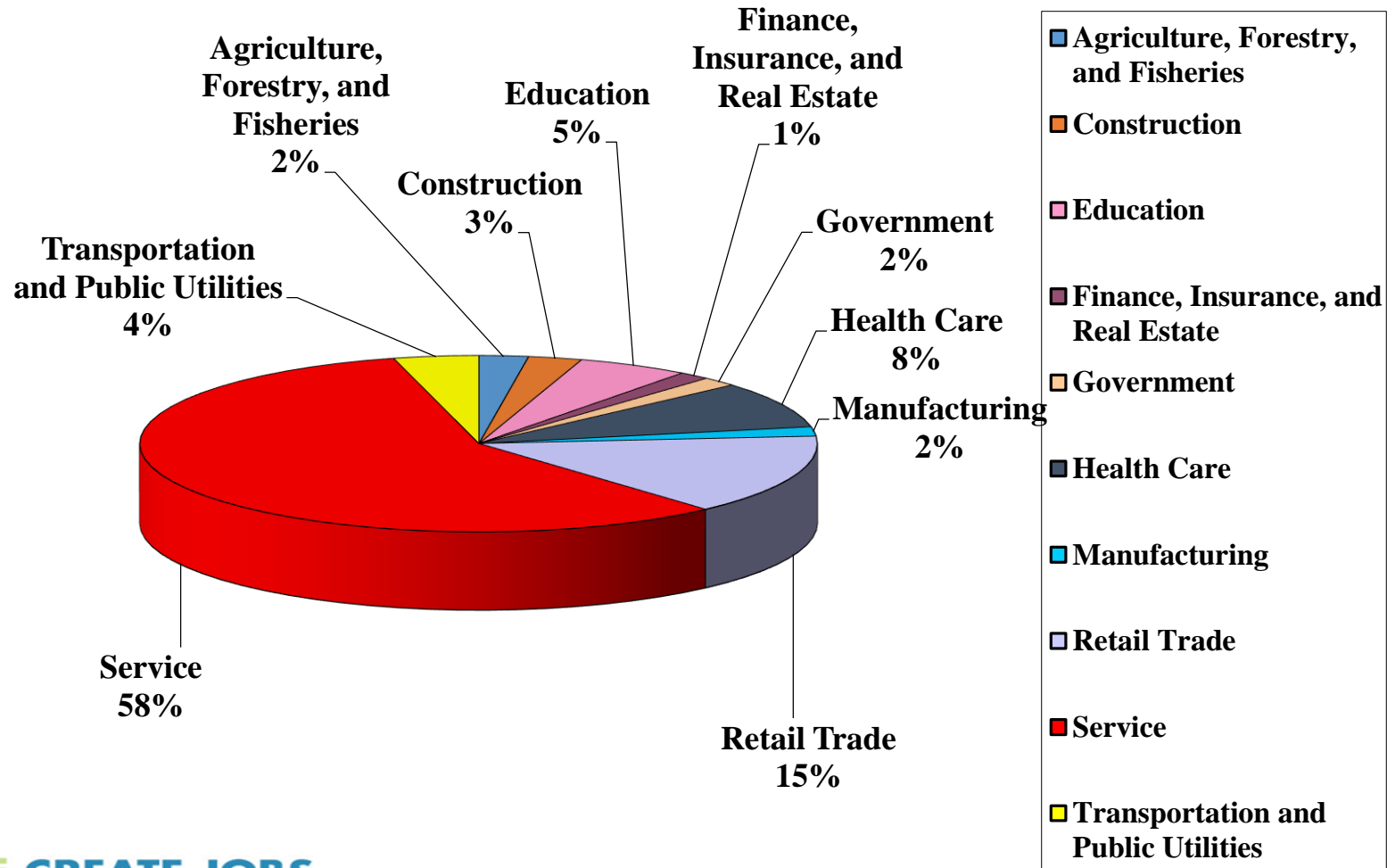
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# Number of Placements: **471**





# Placement by Industries



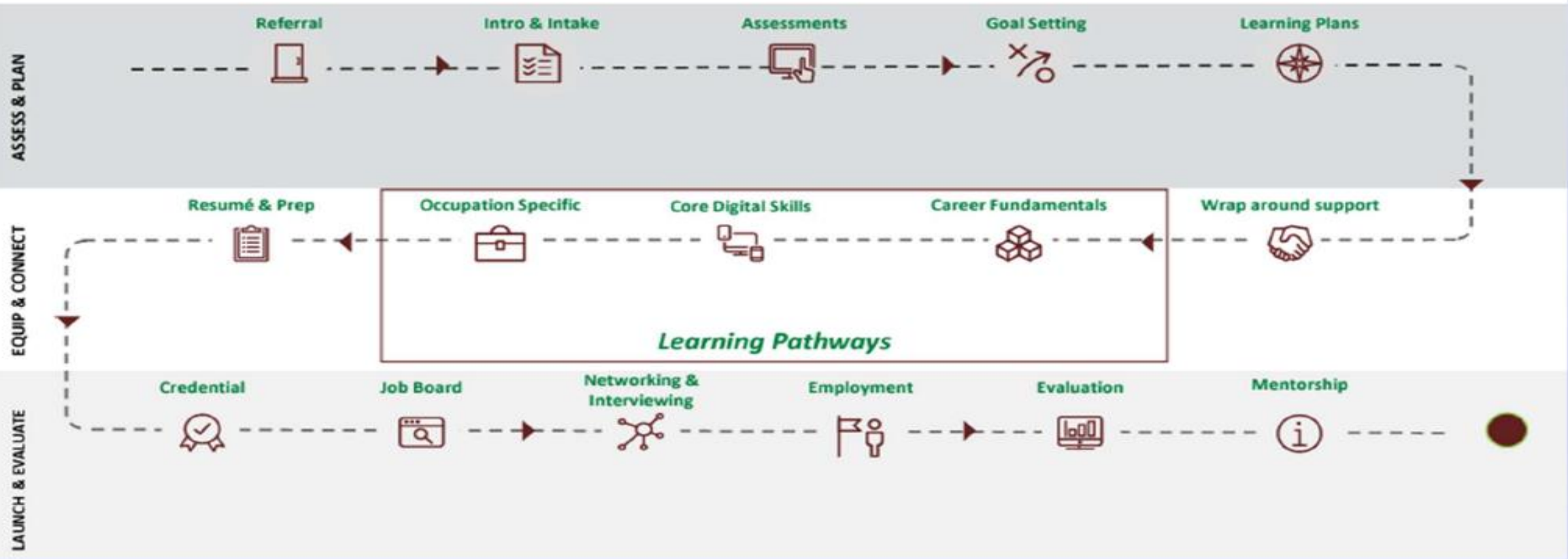
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# Opportunity Accelerator Framework

## MEET THE OA FRAMEWORK

### Framework of the OA



# Expand Postsecondary Pathways for Rural Learners

**Description:** Eight local Goodwill organizations serving rural territories will build postsecondary pathways that are strengthened through the implementation of the Goodwill Opportunity Accelerator™ framework.

- **Develop new relationships and select key community partners to form stakeholder teams.**
- **Utilize the Opportunity Accelerator™ as a consultative tool guiding postsecondary pathway development**
- **Conduct a labor market gap analysis of their rural communities to determine which training pathways for in-demand occupations already exist and which ones do not.**
- **Based on research sites will prioritize 2-3 postsecondary training pathways to grow, adapt, or build in their rural community that promote quick upward economic mobility.**



# Ola I Ka Hana Youth Services

CASE MANAGEMENT/COUNSELING SUPPORT  
Employer Engagement/AJCH & BST Support

## Outreach/ Intake Process

Community Outreach

**Intake**  
Orientation  
Eligibility Determination  
Assign Youth Specialist  
Set-up Case File  
Enter Youth in HireNet

**Develop Individual Service Strategy**  
Assessments  
Goal setting

- Basic Math & Reading Skills
- HiSET or GED
- Life & Social Skills
- Computer Based Learning
- Leadership Development Opportunities

## Program Elements

<p>Tutoring, Study Skills Training Alternative Secondary School Offerings</p> <p>Paid and Unpaid Work Experience Linked to Academic and Occupational Learning / Summer Employment Opportunities</p> <p>Occupational Skills Training Education Concurrent to Workforce Preparation Leadership Development Opportunities</p> <p>Supportive Services Adult Mentoring Follow-up Services</p> <p>Comprehensive Guidance and Counseling</p> <p>Financial Literacy Education Entrepreneurial Skills Training Labor Market &amp; Employment Information</p> <p>Post-Secondary Education Support</p>	<ul style="list-style-type: none"> <li>- BaSE Learning</li> <li>- HiSET or GED Preparation</li> <li>- Community Work Experience (CWEP) Program</li> <li>- Job Readiness Training</li> <li>- Job Search</li> <li>- Job Shadowing</li> <li>- Apprenticeships</li> <li>- Internships</li> <li>- College Tours</li> <li>- Higher Education Preparation</li> <li>- Service Learning Projects</li> <li>- Volunteer Projects</li> <li>- Job Retention</li> <li>- Journaling</li> <li>- Community Referrals</li> <li>- Financial Education Classes</li> </ul>
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## Performance Targets

- Secondary/Post-Secondary School**
- ✓ Remain in school
  - ✓ Return to school
  - ✓ Diploma completion
  - ✓ Enroll in post-secondary education
  - ✓ Credential attainment
- Credential Attainment**
- ✓ High School Diploma
  - ✓ HiSET or GED
  - ✓ Recognized Certification
- Employment**
- ✓ Enter employment, advanced training, military or qualified apprenticeship
  - ✓ Increase of earnings
  - ✓ Job retention
  - ✓ Exhibited leadership
- Follow-up**
- ✓ 12 month period of monitoring and support

## Support Services

Community Linkage / Educational Support / Child care Referrals / Financial Assistance / Housing Referrals / Health Care Work Related Attire & Tools / Transportation / Professional Counseling / Legal Services / Post-Secondary School Assistance

# SNAP Employment and Training

- Assist individuals on SNAP benefits to get certifications and/or up skill to become self sufficient.
- Assist individuals with case management and pre-employment supports:
  - Job Readiness Training (workshops on interview and preparations)
  - Mock interviews
  - Job leads
- Additional training and support reimbursement assistance as identified by the employer: i.e. first aid, CPR, driving abstract and etc
- Additional assistance with transportation such as bus pass or mileage reimbursement – childcare supports, work related items and etc.

# Supporting Employment & Empowerment SEE Hawaii Work

- Component of the Dept of Human Services Temporary Assistance to Needy Families to support employment of families on financial assistance.
- Direct support to local employers:
  - Filling vacancies with free position advertising and prescreening
  - Filled job orders provide employers reimbursement 24-40hrs a week
  - 3 months probation period wage reimbursement of minimum wage and up to \$20
  - In addition to the wage reimbursement employers receive 14% payment for benefits & expenses

# Volunteer Income Tax Assistance VITA

- Free basic tax preparation for low income and senior!
- Goodwill has been a partner with the IRS and the VITA Grant program for over 12 years. The past year helping over 3000 families to include 1536 kupuna!
- Last year supported a total refunds back into our local economy of over \$3 million and another \$1 million in Earned Income Tax Credit!
- Our clinics run end of Jan to first week of April with evening and Saturday 9-2 clinics.
- Training and certification is done online at your own pace via the IRS and Link & Learn website



**Any  
Questions**

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