



ANNUAL REPORT

2024-2025

*Sustaining Hawaii's community
through the power of work.*



MULTIPLYING IMPACT THROUGH MEANINGFUL PARTNERSHIPS

As we reflect on the past year, a major theme stands out: our greatest impact happens when we collaborate with others. At Goodwill Hawaii, we view partnerships as catalysts to expand opportunity, strengthen communities, and help us steward our resources with care and purpose.

This year, we advanced our mission through strategic collaborations that brought new energy, expertise, and reach to our work. We are especially proud of the new Clarence T.C. Ching Opportunity Center opened in partnership with Big Brothers Big Sisters Hawaii. By co-locating services and aligning our shared commitment to youth and families, the new center creates a welcoming, holistic space where mentorship, job readiness, and wraparound supports intersect. Together, we are opening doors to brighter futures and demonstrating how collaboration can multiply impact.

We capitalized on an opportunity with Kaua'i County to expand our donated goods pipeline while also supporting their efforts to divert unnecessary waste from their landfills. While we've had roots on Kaua'i for the past 20 years, providing job training, education, placement and tax-filing services for hundreds of island residents every year, the monthly Kaua'i Reuse Collection events draw hundreds of donors from across the island, further boosting our profile as a trusted community partner. A similar project was piloted at the Kapa'a Quarry Reuse Center on O'ahu in partnership with the City and County of Honolulu and Reuse Hawaii. These types of partnerships highlight the possibilities when environmental stewardship and community benefit align.

At the same time, nearly 9,000 individuals benefitted from our job training and educational services across the state. Our immigrant services program expanded from Hawai'i Island to Kaua'i and Maui – connecting new immigrant families to information, basic skills and resources to help them assimilate to Hawai'i and the United States. Our free tax clinics helped a record number of families earn back millions in tax refunds and credits. Like many of our other projects, we rely on the support from community partners and volunteers to carry out these services.

As we look ahead, we remain committed to building bridges—across sectors, islands, and communities—to create pathways to employment, protect our environment, and uplift the people of Hawai'i. Mahalo for walking alongside us. Together, we are stronger, and together, we will continue to create opportunity for all.

Mahalo,



Robert K. Fricke
Board Chair
Goodwill Hawaii



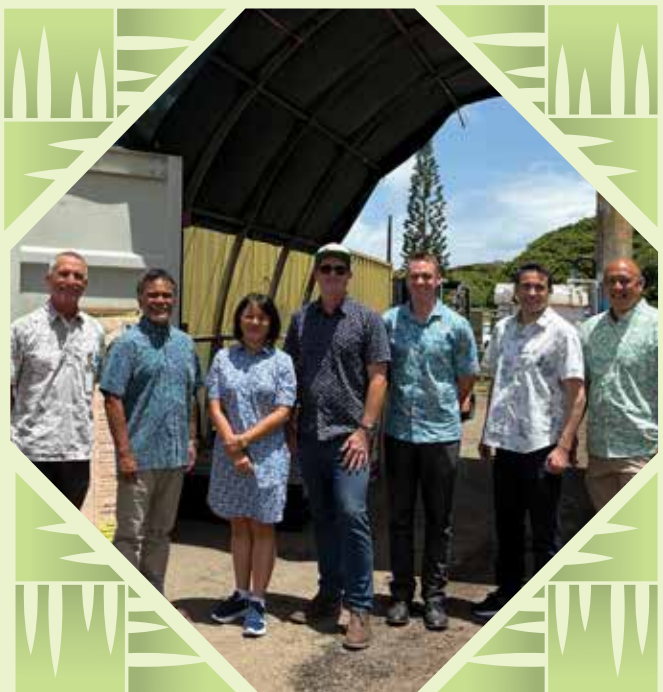
Katy Chen
President & CEO
Goodwill Hawaii



Goodwill Hawaii President & CEO Katy Chen and Big Brothers Big Sisters Hawaii President & CEO Tyler Kurashige untie the maile lei to commemorate the opening of the Clarence T.C. Ching Opportunity Center in Kaka'ako.



Goodwill Hawaii partners with Kaua'i County to host monthly Kaua'i Reuse Collection donation events.



The City and County of Honolulu's Department of Environmental Services (ENV) launched a new reusable materials drop-off site at the Kapa'a Transfer Station in partnership with Re-use Hawaii and Goodwill Hawaii.



Goodwill Hawaii's Workforce Innovation and Opportunity Act Program partners with Hawaii Community College and the State of Hawai'i Department of Labor to launch their first Commercial Drivers License (CDL) cohort of CDL students.



DONATE

Donations from the community create jobs and change lives through the power of work.

447,266

donor transactions

30

donation locations statewide



SUSTAIN

We support a sustainable community by helping people work and keeping unnecessary waste out of landfills.

12 million

pounds kept out of Hawai'i's landfills

3.5 million

pounds of materials processed through our paper shredding, repurposed textile, and e-cycling initiatives

\$18.7 million

in wages and benefits earned by over 493 Goodwill Hawaii employees in our retail, custodial, industrial and social services



SHOP

Donations generate revenue through our stores, providing the community with quality items at great prices.

\$22 million

in retail revenue

90¢

of every \$1 earned funds in our community

936,238

total retail transactions



Goodwill
HAWAII

SERVE

Revenue from the sale of donations fund training and development programs for underprivileged populations.

8,887

recipients of job training and placement, youth mentoring, financial literacy and adult disability services

558

people placed into employment in the local community earning 16.4 million in cumulative annual wages as a result of job placements.

315

people placed into employment at Goodwill Hawaii



JOB TRAINING

Providing job training and career counseling services for people who face employment barriers is at the core of all Goodwill programs. We provide assistance with vocational exploration, resume and cover letter writing, interview preparation, employment stability and gaining education, life skills and job training.

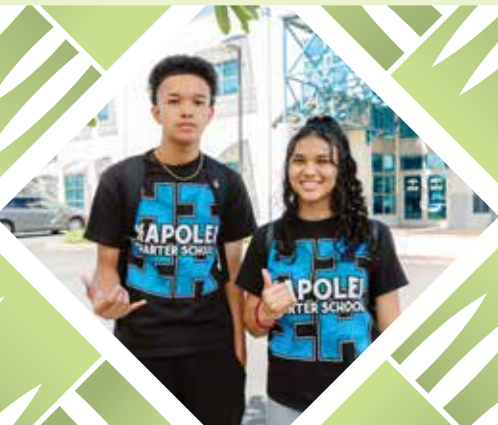


FINANCIAL LITERACY

We provide financial literacy classes to assist those re-entering the workforce to manage their new earnings. We also operate free tax assistance clinics to help thousands of low-income individuals and families prepare and file their tax returns. We helped qualifying families earn back nearly \$3.6 million in refunds for the 2024 tax year.

ADULT DISABILITY SERVICES

Adults with intellectual disabilities learn how to become independent, positive members of the community and enhance their quality of life. Participants receive assistance with self-care, activities of daily living, community integration and developing independence in both group and individual settings.



YOUTH DEVELOPMENT

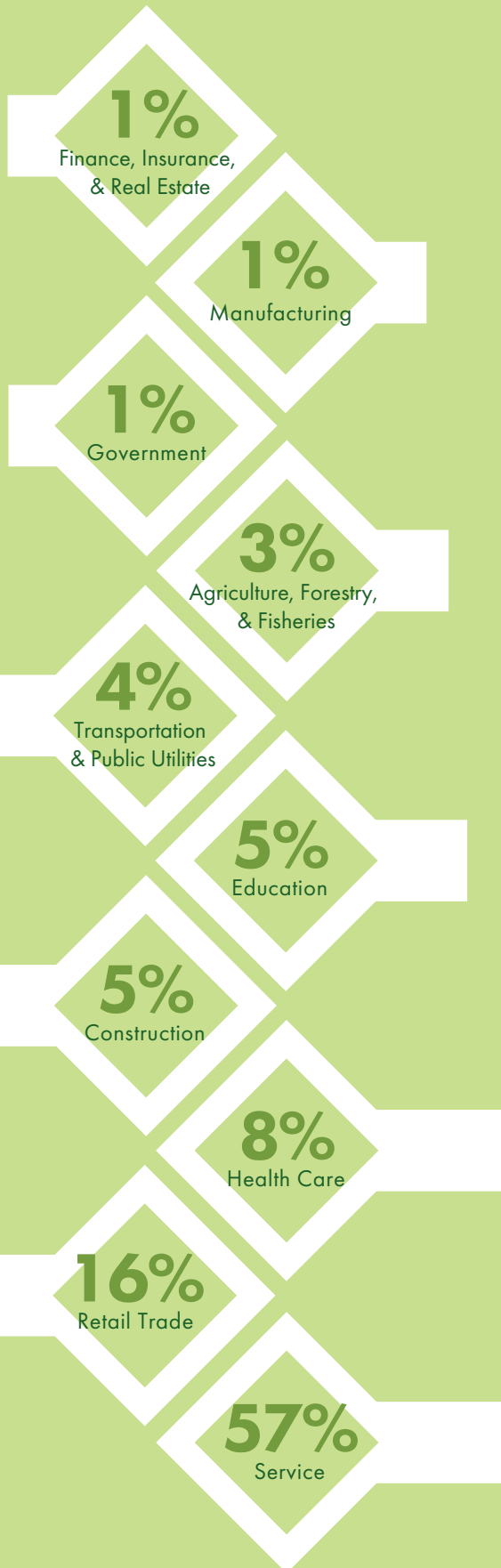
Our program serves at-risk youth who've struggled in a traditional school setting and helps them become successful, empowered adults. In addition, Kapolei Charter School by Goodwill Hawaii provides students with a curriculum focused on career pathways and life coaching to prepare students for success after high school.

CONTRACT SERVICES

To generate additional revenue for our programs, we employ people to provide commercial services including janitorial work, customer support, and secure paper shredding services. Our contract services division also creates job opportunities for individuals with disabilities and other employment barriers, who otherwise may struggle to find work.



JOB PLACEMENTS *by Industry*



PROGRAM *participation*

3,800

Job Training

2,151

Financial Literacy

558

Job Placement

226

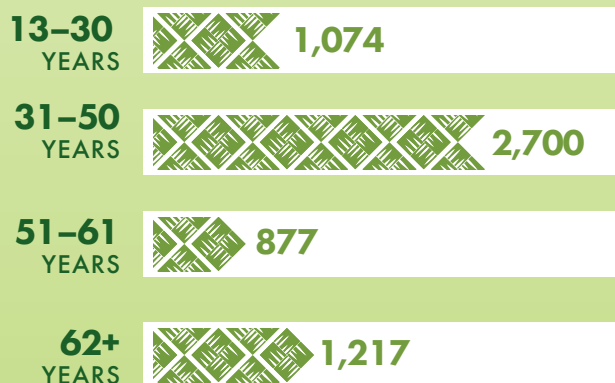
Adult Disability Services

380

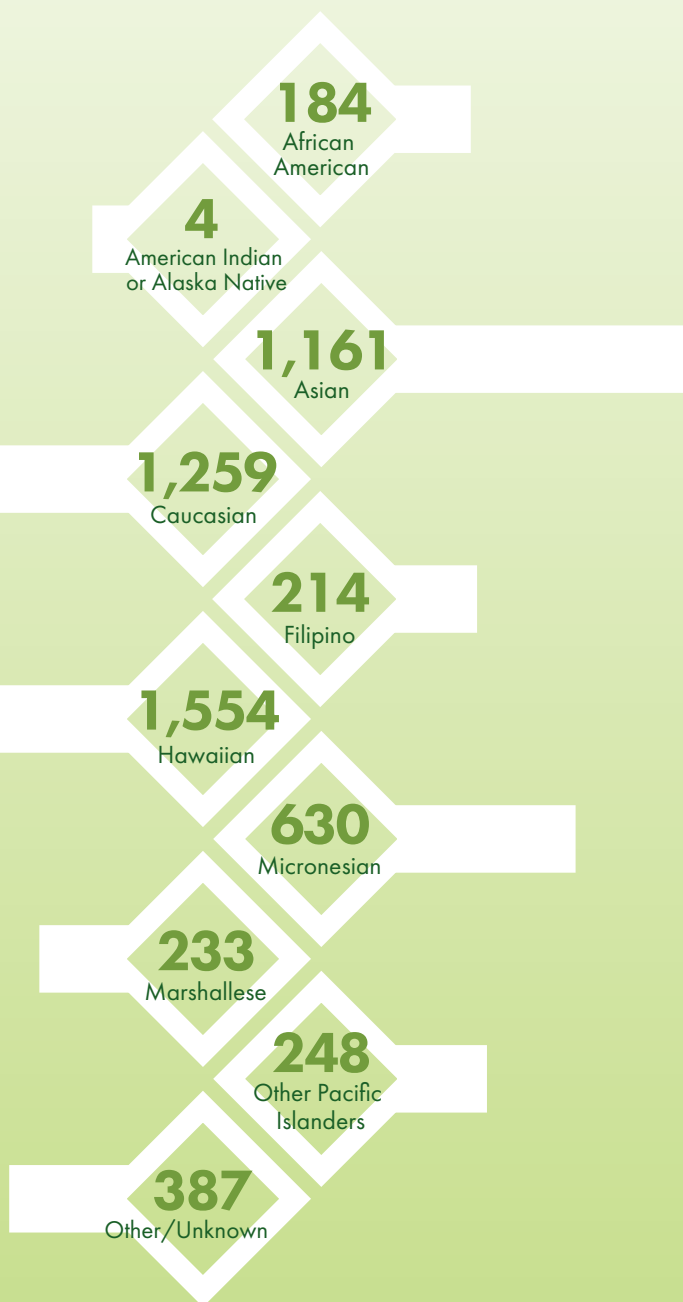
Youth Services



AGE



ETHNICITY

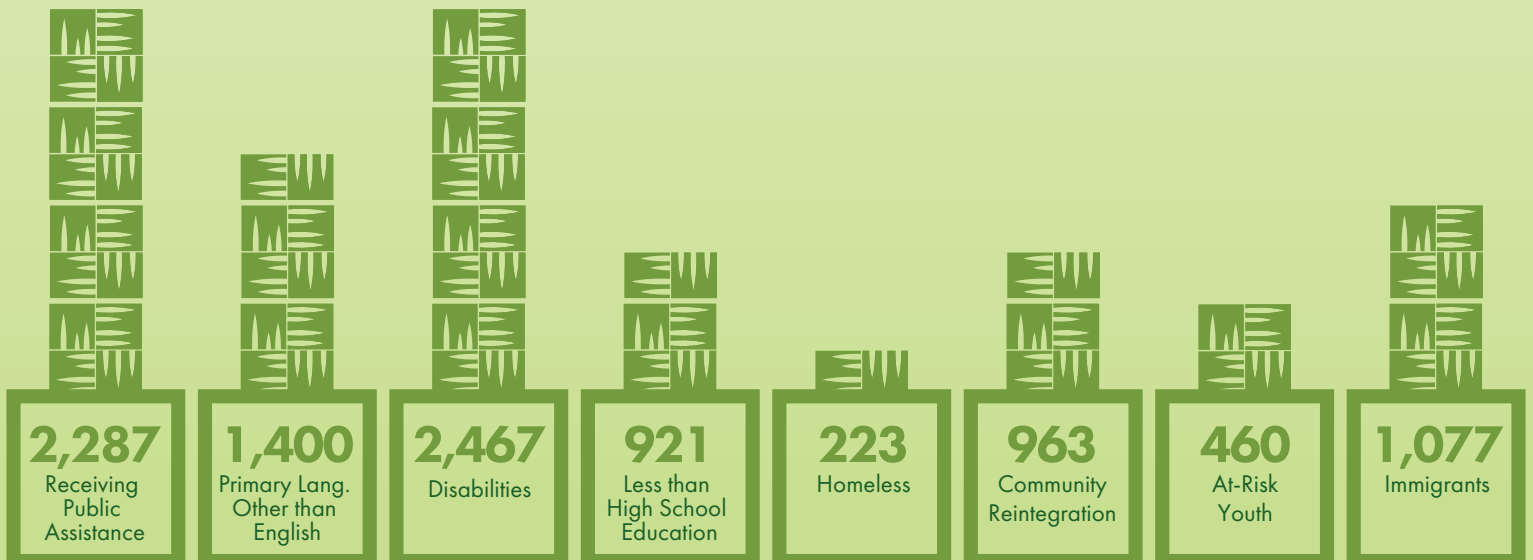


8,887
PEOPLE SERVED



- ◆ STORES & DONATION CENTERS (13)
- ◆ ATTENDED DONATION CENTERS (17)
- ◆ PROGRAM LOCATIONS (8)

SPECIAL POPULATIONS



OUR MISSION

Goodwill Hawaii is a 501 (c)(3) nonprofit organization that helps people with employment barriers to reach their full potential and become self-sufficient. Since 1959, we have provided job placement, career development, education, training, employment and support services for people throughout the state. Thousands of Hawaii residents each year benefit from our services and have found employment in our community.

SCHEDULE OF ACTIVITIES

REVENUE AND SUPPORT	GIH	GCSH	TOTAL
programs and services	\$ 11,466	\$	\$ 11,466
retail stores	\$ 22,236	\$	\$ 22,236
commercial services	\$ 576	\$ 2,986	\$ 3,082
contributions and other revenue	\$ 4,665	\$ 7	\$ 4,671
TOTAL REVENUE AND SUPPORT	\$ 38,943	\$ 2,993	\$ 41,455
EXPENSES			
programs and services	\$ 34,129	\$ 2,119	\$ 36,249
management and general	\$ 3,875	\$ 481	\$ 3,875
fundraising	\$ 420	\$	\$ 420
TOTAL EXPENSE	\$ 38,425	\$ 2,600	\$ 40,544
CHANGE IN NET ASSETS	\$ 518	\$ 393	\$ 911
SCHEDULE OF FINANCIAL POSITION			
assets	\$ 76,557	\$ 3,313	\$ 79,870
liabilities	\$ 32,664	\$ 302	\$ 32,966
NET ASSETS			
unrestricted	\$ 37,659	\$ 3,011	\$ 40,670
permanently restricted	\$ 6,235	\$	\$ 6,235
TOTAL NET ASSETS	\$ 43,894	\$ 3,011	\$ 46,905

GIH: Goodwill Industries of Hawaii, Inc.

GCSH: Goodwill Contract Services Hawaii, Inc.

Amounts listed above in thousands of U.S. dollars.

Total reflects elimination from consolidation between the two organizations.

GOODWILL INDUSTRIES OF HAWAII, INC.

BOARD OFFICERS

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JAMES WATARU, Journeyman Plumber | State of Hawaii Department of Accounting & General Services

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KIM YOSHIMOTO*, Partner | Imanaka Asato LLC

*Executive Committee Members

GOODWILL CONTRACT SERVICES HAWAII, INC.

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KEVIN YIM, Secretary | Vice President of Marketing & Communications | FCH Enterprises

DYLAN BEESLEY, Senior Vice President | Bennet Group Strategic Communications

MARC GALLOW, Principal | Future Current

KAMANI KUALA'AU, Senior Vice President | First Hawaiian Bank | Institutional Advisory Services Division

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KRIS NAKAGAWA, Vice President of Legal | Young Brothers, LLC

KAPOLEI CHARTER SCHOOL

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GERMAINE ESCOTO, Community Member

GARY PACARRO, Director, Hawaii Office | Pacific University

ILEANA RUELAS, Community Member



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