




**Brief Description of Request (continued from Cover Page)**

and the un- and under-employed. The property requires renovation to also meet code and ADA requirements.

## Application Submittal Checklist

*The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.*

- 1) Hawaii Compliance Express Certificate (If the Applicant is an Organization)
- 2) Declaration Statement
- 3) Verify that grant shall be used for a public purpose
- 4) Background and Summary
- 5) Service Summary and Outcomes
- 6) Budget
  - a) Budget request by source of funds ([Link](#))
  - b) Personnel salaries and wages ([Link](#))
  - c) Equipment and motor vehicles ([Link](#))
  - d) Capital project details ([Link](#))
  - e) Government contracts, grants, and grants in aid ([Link](#))
- 7) Experience and Capability
- 8) Personnel: Project Organization and Staffing

	PRESIDENT/CEO	1/17/2024
AUTHORIZED SIGNATURE	PRINT NAME AND TITLE	DATE



STATE OF HAWAII  
STATE PROCUREMENT OFFICE

**CERTIFICATE OF VENDOR COMPLIANCE**

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs (DCCA).

**Vendor Name:** GOODWILL INDUSTRIES OF HAWAII, INC.\*

**DBA/Trade Name:** GOODWILL INDUSTRIES OF HAWAII, INC.\*

**Issue Date:** 12/04/2023

**Status:** **Compliant**

Hawaii Tax#: [REDACTED]  
New Hawaii Tax#: [REDACTED]  
FEIN/SSN#: XX-XXX1264  
UI#: XXXXXX0730  
DCCA FILE#: 7599

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
8821	Internal Revenue Service	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Exempt
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

**Status Legend:**

Status	Description
Exempt	The entity is exempt from this requirement
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards compliance
Pending	A status determination has not yet been made
Submitted	The entity has applied for the certificate but it is awaiting approval
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information


**DECLARATION STATEMENT OF  
APPLICANTS FOR GRANTS PURSUANT TO  
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii'i Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
  - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
  - c) Agrees not to use state funds for entertainment or lobbying activities; and
  - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii'i Revised Statutes:
  - a) Is incorporated under the laws of the State; and
  - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided; and
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii'i Revised Statutes:
  - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
  - b) Has a governing board whose members have no material conflict of interest and serve without compensation.
- 4) The use of grant-in-aid funding complies with all provisions of the Constitution of the State of Hawaii (for example, pursuant to Article X, section 1, of the Constitution, the State cannot provide "... public funds ... for the support or benefit of any sectarian or nonsectarian private educational institution...").

Pursuant to Section 42F-103, Hawaii'i Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

Goodwill Industries of Hawaii, Inc.	
(Typed Name of Individual or Organization)	
	1/17/24
(Signature)	(Date)
Katy Chen	President/CEO
(Typed Name)	(Title)

## Public Purpose Statement

Should Goodwill Hawaii receive funding through the Grant-In-Aid process, the grant will be used for a public purpose pursuant to Section 42F-102, Hawai'i Revised Statutes.

Goodwill Hawaii completed Grant-In-Aid application includes information on the requested information:

- (1) The name of the requesting organization or individual;
- (2) The public purpose for the grant;
- (3) The services to be supported by the grant;
- (4) The target group; and
- (5) The cost of the grant and the budget. [L 1997, c 190, pt of §3; am L 2014, c 96, §6]

**DONATE STUFF. CREATE JOBS.**



[WWW.HIGOODWILL.ORG](http://WWW.HIGOODWILL.ORG)

## Application for Grants

*If any item is not applicable to the request, the applicant should enter "not applicable".*

### **I. Certification – Please attach immediately after cover page**

#### **1. Hawaii Compliance Express Certificate (If the Applicant is an Organization)**

If the applicant is an organization, the applicant shall submit one (1) copy of a Hawaii Compliance Express Certificate from the Comptroller of the Department of Accounting and General Services that is dated no earlier than December 1, 2023.

#### **2. Declaration Statement**

The applicant shall submit a declaration statement affirming its compliance with [Section 42F-103, Hawaii Revised Statutes](#).

#### **3. Public Purpose**

The applicant shall specify whether the grant will be used for a public purpose pursuant to [Section 42F-102, Hawaii Revised Statutes](#).

### **II. Background and Summary**

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Please include the following:

#### **1. A brief description of the applicant's background:**

A nationally accredited 501(c)(3) human service agency, Goodwill Industries of Hawaii (Goodwill Hawaii) has served Hawaii for 65 years. Goodwill is a trusted partner with a strong statewide presence currently operating over 20 human services contracts, 12 retail stores, 23 donor convenience centers; revealing the varied ways in which we work to support the local Hawaii community. Goodwill's mission is to "help people with employment barriers to reach their full potential and become self-sufficient."

Goodwill's Mission Services provide educational, workforce development, case management, acculturation, financial, life skills, academic, and social services. In its 2022-23 program year, Goodwill's Mission Services served 7,278 Hawaii residents. 4,176 people received job training; 1,420 took financial literacy classes; 453 earned digital skills certification; 262 disabled adults received day health services; and 355 at-risk youth were helped in education and training. 556 were placed into employed outside of Goodwill and earned over \$14.5 million in annual wages. Over the last 5

years, Goodwill served over 20,000 individuals with barriers to employment, and placed 4,200 into jobs statewide.

Goodwill has been fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), which sets national standards for programs serving people with disabilities, for nearly 40 years. In 2022, Goodwill was again awarded a three-year accreditation, the highest level attainable. Goodwill's national certification in human services shows our commitment to provide high quality services to Hawaii's residents. Goodwill is affiliated with Goodwill Industries International (GII), an organization that includes 154 community-based, autonomous member organizations that serve people with workplace disadvantages and disabilities in the United States, Canada, and 12 other countries. Collectively, the GII network served over 2.1 million people in job training and placed over 124,000 into jobs last year. 1 out of 600 people hired in America in 2022 were assisted by a local Goodwill.

The primary funding stream for Goodwill Hawaii is through earned revenue from its community retail stores and service contracts, and city, state, and federal grants. The remaining revenue is provided through individual, corporate and foundation contributions.

2. The goals and objectives related to the request;

Goodwill respectfully requests \$1,000,000 for the refurbishment of its new Hilo campus consisting of four buildings located at 17 Makaala Street, 96720. This recently acquired location will include mission services program offices, an expanded retail store, donated goods processing center, and a new recycling center. This campus is in dire need of renovation to bring it up to code and to allow for increased capacity from Goodwill's currently leased spaces. The area served encompasses the lower-income communities of Hilo and its surrounding areas, as far as Pahoa and Waikoloa. The convergence of low/moderate income levels, projected job growth, and low unemployment rate necessitate an expansion in the services provided by Goodwill's Hilo offices.

The renovation will primarily 1) expand and modernize the retail store and install a covered donation drive-thru, thereby increasing its revenue base to support its mission service programs; 2) develop a new recycling business for textiles and paper; and 3) expand the space and improve efficiency, of the mission services offices. ***These refurbishment outcomes will increase the capacity of Goodwill's Mission Services by 20% and keep a million more pounds of waste out of the Hawaii Country landfills.***

The renovation of Goodwill's Hilo campus will yield a highly functioning Career and Learning Center consisting of classrooms, learning labs, interview rooms and staff areas, increasing capacity to provide the following:

- At-risk youth / young adults will have the opportunity to obtain their high school diploma or G.E.D. and assistance to pursue a new career path.



- Participants will learn effective résumé writing and interviewing skills through individual and group training, also acquiring valuable job search techniques and access to a wide variety of resources and employment opportunities.
- Adults with limited English language proficiency, who comprise a large proportion of the community residents, will be able to build their skills in literacy and basic skills classes.
- Participants will be able to develop basic computer skills in the Center's computer lab with state-of-the-art technology for job training and development, enhancing their ability for success in school or the workplace, with training and courses available on-line and through distance learning.
- County residents and businesses will be able to shred their paper and cardboard and bale textiles into other products in the campus' new recycling center.

Additionally, the expansion will enable Goodwill to add 12-15 new jobs at the center, providing needed employment, and the accompanying skills development, for lower-income individuals.

Thus, Goodwill proposes three (3) measurable outcomes:

- 1) Increase by 20% of participants served in mission services programs.
- 2) Increase recycling of textiles, shredded paper and cardboard by 1 million more pounds.
- 3) Addition of 12-15 new jobs.

The total project budget, which includes the costs associated with the land and buildings acquisition and renovation construction, is estimated at \$8,000,000. Goodwill has committed 18.5% of the entire project budget – \$1.5 million – from its own internal operations funding.

The first installment of this project, the purchase of the land and buildings, has been successfully completed in October 2023 with a short-term loan of \$6.5 million that needs to be repaid in full. The remaining project funds for renovation are still needed; a \$1 million appropriation from the State of Hawaii would represent approximately **12.5% of the total project amount**. Goodwill intends to secure the total funding needed through Federal grant requests, corporations and private foundation grants, and contributed revenue from Goodwill sources through a capital campaign currently in progress. It is of note that Goodwill Hawaii uncommonly requests State GIA funds. Goodwill does not request GIA funds to support its ongoing operations, reserving our requests for special projects.

### 3. The public purpose and need to be served.

Goodwill's Hilo Mission Services offices last year served a total of 1,658 people, placing 160 individuals into employment at an average placement hourly wage of \$17.15, working an average of 32.57 hours per week, with 69% eligible for benefits. The following programs will be located at our future Hilo campus:

**First To Work - Temporary Assistance to Needy Families & Vocational Rehabilitation:** Assists adult public assistance recipients to enter or re-enter the workforce. Our professional staff help participants develop social, life and employment skills through client-driven services which enable them to overcome barriers and transition from welfare to self-sufficiency. Evidence-based program services include job readiness training, individual job coaching and practical work experience. Our team also works closely with employers statewide to develop opportunities for clients to become successfully employed.

**Supporting Employment Empowerment (SEE):** A State of Hawaii subsidized employment program that provides public assistance recipients rewarding on-the-job training opportunities and assists employers with their employment needs.

**Employment Services:** Assists low-income U.S. and non-US citizens with employment placement and retention with the ultimate goal of self-sufficiency. The programs provide a comprehensive spectrum of activities consisting of outreach, assessment, career counseling, pre-employment training, acculturation / English as a Second Language training, vocational training / post-secondary education support, and job development, placement, and retention.

**Ola I Ka Hana:** Works with at-risk youth under the age of 24 on their education and vocational goals. Youth participate in basic skills enrichment, academic preparation for a High School diploma or G.E.D., community service learning, employment preparation, financial literacy, health education, cultural enrichment, and leadership development.

**Volunteer Income Tax Assistance:** To reduce the barriers to accessing tax refunds, and thus assist families to build their assets, Goodwill offers its free Volunteer Income Tax Assistance (VITA) Program to employees and low-income individuals and families. For the past 16 years, Goodwill's tax clinics have enabled individuals who cannot afford the high cost of tax assistance to file a return. Since its inception, Goodwill has trained nearly 1,500 volunteers to work in its tax clinics and successfully assisted Hawaii's low-income residents to complete 59,787 tax returns.

In the most recent tax year, Goodwill assisted 2,847 lower-income families to file their returns, doubling the families served in seven years. This facilitated the receipt of \$3,121,171 in Federal refunds, including \$1,086,711 as Earned Income Tax Credit and \$2,220,521 in State refunds – it is a notable accomplishment that Goodwill's dedicated team effectuated the return of over \$3 million dollars to residents of our state. Goodwill Hawaii was distinguished as one of the top VITA sites in Hawaii in terms of the total number of low-income taxpayers served.

### **Mission-Related Employees**

Goodwill's new Hilo campus will also serve as an employment site for its "mission-related employees" – individuals with a disability or other barrier to employment. These employees gain valuable experience in various positions, including retail sales, cashiering, production/warehouse, and donation/recycling attendant. Goodwill provides entry-level employment for these individuals and on-going on-site supervision, enabling them to receive beneficial training and skills development. With the store and the mission services offices located on one property, Goodwill staff will be able to provide the necessary ongoing on-site supervision.

### *Need to be Served*

The capacity of these programs is bound by the facility space (i.e. classroom training and one-on-one office case management), which is currently used at maximum. Although these programs are operating at capacity, there is still a significant need for services in the communities. The renovations will increase the space available for programs, thus enabling more participants to receive Goodwill's high-quality services. Many moved from Maui.

Hawaii's high cost of living puts a heavy burden on low-income people who strive to meet the state's astronomical self-sufficiency standards. Safety net services, i.e. shelters and food banks, ensure access to basic needs during difficult economic times. These programs, however, are not a solution to poverty. Enabling individuals and families to obtain financial independence, and thus eliminate dependence on the safety net, requires efforts to improve their job readiness and assist them in securing long-term employment. Goodwill's employment and financial literacy programs represent the core of its mission work. There is a consistent association between employment and better health.

When an individual achieves employment, s/he has better access to health insurance and health care, healthier foods and places to be physically active, and is at decreased risk for depression and anxiety. The benefits of employment reach beyond the individual to family and community. When one or both parents attain secure employment, children have better housing, access to health care, and nutrition. In addition to these effects, secure employment positively shapes children's healthy development via decreased parental stress, thus promoting more positive parent-child interactions. When families are employed with good jobs, they are better able to reach and sustain self-sufficiency, and thus meet basic needs and build assets. These assets can then be dedicated to educational investments for children and to strengthen the community. Thus, the achievement of employment resonates to economic development for the wider community and is perpetuated to the next generation – positioning them for economic stability and affecting the cycle of poverty.

According to the Hawaii State Department of Labor and Industrial Relations, Hilo and its surrounding environs is anticipated to account for 24% of the total statewide job increases, contributing 5,940 new jobs; the projected job growth rate in Hawaii County through 2028 is 7%. The projected job growth necessitates the availability of effective workforce development programs which assist residents to develop the skills necessary to enter the growing labor market. Goodwill provides a comprehensive spectrum of employment activities that enable participants to overcome barriers, learn important skills, and to obtain employment, ultimately achieving economic self-sufficiency.

#### 4. Describe the target population to be served; and

The population served by Goodwill's Hilo future campus experiences an array of barriers to achieving self-sufficiency; these include low-income, immigrant populations, returning from incarceration, disabilities, lower skills or a lack of education, and limited

or no work history. Of the people served last year at the Hilo offices, 489 had a disability and 253 (21%) had less than a high school education. As means of support, 15% relied on a family member, while 51% were dependent on public assistance. 681 were **31-50** years of age, while 769 were female. The three most prevalent ethnic origins were: Native/Hawaiian/Part Hawaiian at 33%, Caucasian 26%, and Chuukese 13%.

Moreover, we anticipate serving many from Maui County. After the Maui wildfires, over 1,000 people moved from Maui to Hawaii County seeking a new life with friends and family, as indicated by the rising school enrollment of children from Maui. We have already started to serve families who left Maui County and anticipate these numbers to grow as affordable housing in Maui County continues to be unavailable and the economy falters. Of all the counties, the most affordable place to live in Hawaii is Hilo and its surrounding communities.

5. Describe the geographic coverage.

The new Hilo campus will serve people primarily in County Districts 1-3 and 6: Puna, North and South Hilo Districts, and South Kohala District. Goodwill has stores and donation centers in Puna and South Kohala Districts and their store goods will be processed at the Hilo location on a daily basis. The Hilo campus will also recycle textiles, paper and cardboard for the entire Hawaii County.

The 2021 population of the primary four districts is 114,068 with 13.8% below the poverty line. Hilo's population is below the poverty line. Hilo is also the area with the lowest percentage of high-school graduates. These areas also have a lower median household income than the State. (U.S. Census) All of these statistics indicate a strong need to expand Goodwill's capacity to serve more Hawaii County residents. And as noted above, the growing population in these districts includes recently displaced Maui families.

### **III. Service Summary and Outcomes**

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. The applicant shall:

1. Describe the scope of work, tasks and responsibilities.

The scope of work is to refurbish Goodwill's Hilo Campus located at 17 Makaala Street, 96720. The renovations will encompass the following:

- Expansion of the retail store and donation production area
- Expansion of warehouse and recycling businesses.
- Development of new donation drive-thru

- Development of parking lot to allow for Handi-van pick up and drop-off, and new nearby ADA parking spaces.
- Renovation of restrooms for ADA access
- Renovation of door entrances to include ADA access, such as wheelchair ramps.
- Computer lab, including open hours for résumé preparation and job search.
- Renovation of classrooms and office spaces
- Employee-friendly lunch and break space
- Community meeting space
- Installation of photovoltaic system
- Installation of green space
- Improved site drainage to meet code.
- Installation of safety measures, including audio and visual alarms, cameras, and improved fencing.

When complete, the work will have refurbished 25,000 square feet of interior space. This includes adding 6,000 square feet dedicated to recycling and 3,000 square feet of retail store and donation production area with a new donation drive-thru, and 4,000 square feet for the mission services offices:

- The additional donation and store space will yield approximately \$290,000 more in net annual revenue returned to the organization to support its mission service program operations.
- The renovations will increase the capacity of Goodwill's Mission Services by 20%, enabling more individuals to be served annually - close to 2,000 people, one year following the renovations.

The property to be renovated has been successfully purchased but with a short-term loan that will need to be paid back with support from a Goodwill capital campaign. The architect has been retained and an initial design has been completed. The next step is a planning scheme and design, and construction drawings will need to be approved by permitting. Demolition and construction are anticipated to begin in the 4<sup>th</sup> quarter of 2024. The Board of Directors with the CEO will provide project oversight with specific responsibilities delegated to the Hilo Development Task Force and the Capital Campaign Committee.

2. Provide a projected annual timeline for accomplishing the results or outcomes of the service.

The projected timeline will be of 18-months in duration and consist of the following phases of activity:

Planning Permit: January – April 2024 (anticipated approval)

Demolition Permit: May – August 2024 (anticipated approval)

Building Permit: September – November 2024 (anticipated approval)

Construction: December 2024 – June 2025

- Identify Punch List
- Final Inspection
- Obtain Certificate of Occupancy
- Grand Opening Ceremony for Entire Campus

3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and

For 65 years, Goodwill has operated as a responsible non-profit organization whose finances are transparent to our funders and the public. Goodwill has instituted comprehensive quality assurance systems and an established methodology to ensure we are providing high quality services and meeting and/or exceeding contract and other legal requirements. Goodwill's Quality Assurance Department routinely conducts internal audits and onsite reviews for all programs; while also providing guidance and consultation with staff to improve and enhance program effectiveness. Goodwill's tested Quality Management Program reinforces established contract procedures and collects, tracks, reviews and analyzes program performance for process improvement as needed and required by each contract. Specific performance indicators are delineated and correlate to both achieving completion of task, timeframe, accuracy level, and other specifics as deemed mission critical. Reports are reviewed regularly, and adjustments are made as needed.

The following tools and systems are used in order to provide critical data and analytical information which demonstrates Goodwill's commitment to excellence:

- Ongoing quality inspections on-site at project level
- Weekly Quality Audits and Reviews
- Monthly Quality Reviews
- Quarterly Internal Reviews
- Customer Feedback
- Regular Management and Staff Meeting

Our comprehensive quality assurance and evaluation tools incorporate the strict requirements of each of our contracts, as well as other measurements to effectively evaluate program performance and document progress. An active Board of Directors that is made up from a wide range of professions, businesses and community members governs Goodwill, including two Board Members from Hawaii County. The Board of Directors of Goodwill Hawaii is responsible for quality assurance and evaluation oversight. The full board meets quarterly with the Executive/Finance and Finance/Investment Committees meetings on alternate months. The board functions through active committees, including specific committees for the development of the Hilo campus and the Capital Campaign. Both committees include Hawaii County members and those with related skills and backgrounds.

4. List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application, the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.

Goodwill proposes three categories of measures of effectiveness to enable the State to assess the impact of the requested funding. The first set of measures is related to the renovation/construction project which the requested funding will directly support; assessment of completion of these measures will afford an objective evaluation of whether the proposed funding was used for its intended purpose, and the timeliness for the project's completion. The renovation construction measures proposed are:

- Completion of the renovation construction planning and design.
- Securement of needed permits required for renovation construction activities.
- Initiation of construction.
- Completion of facility renovation.

The second set of measures is related to the mission services programs, as it is purported the facility renovation will enable these programs to expand their capacity and serve more individuals. The Mission Services outcome measurements will include:

- Program participation and attendance levels of individuals and families.
- Number of participants who complete their training courses.
- Number of participants placed into employment.
- Average wage at placement into employment.
- Average hours worked per week and eligibility for benefits.
- Number of at-risk youth and young adults who obtain their competency-based diplomas.
- Continued and various measures of community satisfaction.

The third set of measures is related to sustainability. With the new recycling center, Goodwill expects to recycle 52,000 pounds of textiles, filling one 40' shipping container approximately every 2.5 weeks. This amounts to 1,040,000 pounds of recycled textiles each year, generating \$228,800 more in gross revenue annually. Goodwill also expects to recycle 100,000 pounds of shredded paper and cardboard in the first year of operations, adding an additional 100,000 pounds each year until we reach a stable 300,000 pounds of shredded paper and cardboard annually. Thus, over 1 million pounds of recyclables will be kept of the Hilo landfill each year.

#### **IV. Financial**

##### **Budget**

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
  - a. Budget request by source of funds ([Link](#))
  - b. Personnel salaries and wages ([Link](#))
  - c. Equipment and motor vehicles ([Link](#))
  - d. Capital project details ([Link](#))
  - e. Government contracts, grants, and grants in aid ([Link](#))

See attached budget documents.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2025.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$125,000	\$375,000	\$375,000	\$125,000	\$1,000,000

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2025.

Goodwill intends on pursuing other sources of funding to include federal funds, corporation and private foundation grants, individual donations, and contributed revenue from Goodwill sources.

4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.

Not applicable.

5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2025 for program funding.

The attached *Government Contracts and/or Grants* provides a list of current government contracts and grants that support Goodwill Hawaii’s programs at upcoming Hilo campus.

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2023.



The balance of Goodwill's unrestricted current assets, as of December 31, 2022, is \$35,406,841.

Each year, a certified public accounting firm audits Goodwill's accounting system and financial statements. For the calendar year ending December 31, 2022, Goodwill received an unqualified audit opinion reflecting the soundness of its accounting system and financial records. In addition, we have been designated as a "low risk" auditee.

To assure fiscal stability within our organization, we apply several ratios to our financial performance:

- a) the "Operating Reserve Ratio" reflects whether a business is able to meet its current obligations. The standard current ratio for a healthy business is 2.0; Goodwill's current ratio exceeds this, at 13.8 as of 12/31/2022.
- b) The "Quick Ratio" measures a business' liquidity. The optimal quick ratio is 1.0 or higher; Goodwill's ratio is 2.6.
- c) The "Net Asset Ratio" indicates how much a business is leveraged (in debt) by comparing what is owed to what is owned. The recommended ceiling of this indicator is 0.40; Goodwill's net worth ratio meets this, at 0.52 as of 12/31/2022.

## **V. Experience and Capability**

### **1. Necessary Skills and Experience**

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

As a nationally accredited human services provider, Goodwill Industries of Hawaii serves over 7,000 Hawaii residents annually through its education, employment and career development programs and last year helped over 500 people secure employment, who otherwise would be dependent on government assistance. Goodwill has provided these services in Hawaii since 1959 and has been continuously accredited by the Commission on the Accreditation of Rehabilitation Facilities for nearly 40 years.

In addition to its depth of experience in administering its retail store, recycling, and donated goods operations, various service contracts, and mission services contracts and programs, Goodwill has significant experience in managing construction renovation projects for its facilities. Within the past 3 years, Goodwill successfully managed the following projects, exemplifying its expertise in renovating both retail and mission services office space:

- 1) Honolulu Career & Learning Center, Oahu: Demolition of old building and construction of new 21,000 square foot two-story center. Includes construction of a new two-story parking lot, dressing rooms, expanded store, new donation

drive-thru, loading dock, career & learning center for multiple programs. Government & private funding. (2021)

- 2) eCommerce Refurbishment, Honolulu, Oahu: Renovation of warehouse space into eCommerce production, pickup and shipping station. Construction included the manager's office, jewelry high-security area, multiple photography and listing stations, build-out of storage area, installation of A/C, and pickup desk. No public funds used. (2022)
- 3) Outlet Store Refurbishment, Honolulu, Oahu: Renovation of warehouse space into new location for an outlet store. Construction included design and installation of the manager's office, back storage room, store fixture installations, security cameras and new security entrances. No public funds were used. (2022)
- 4) Kaneohe Retail Store Refurbishment, Oahu: Renovation of a judo practice space and a yoghurt shop into one new retail store and donation center. Renovations included installation of new flooring, space layout alterations, removal of walls, and the build-out of new ADA dressing rooms, staff breakroom and cash wrap, camera and security installs. No public funds were used. (2022)
- 5) Kailua-Kona Retail Store Refurbishment, Hawaii Island: Renovation of a former fabric store into a new retail store and donation center. Renovations included installation and polish of new flooring, space layout alterations, removal and installation of walls, and the build-out of new ADA dressing rooms, manager's office and cash wrap, camera and security installs. No public funds were used. (2022)
- 6) Waikoloa New Store Development, Hawaii Island: Construction of a new space to serve as a retail store. Construction included design and installation of ADA dressing rooms, manager's office, back storage room, and store wall fixture installations. No public funds were used. (2023)
- 7) Kaimuki Store Development, Hawaii Island: Construction of a new space to serve as a retail store and donation drive-thru. Construction included design and installation of ADA dressing rooms, manager's office, staff breakroom, back storage room, cash wrap, and store wall fixture installations. No public funds were used. (2023)

## **2. Facilities**

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

In addition to increasing the capacity of the retail store, mission services and recycling programs, the renovations will also ensure a high level of sustainability, health and safety and ADA compliance and to meet all code requirements:

*Health & Safety-* Health and Safety is recognized as one of the most important considerations for Goodwill operations. Goodwill is committed to protecting the safety and health of all employees and customers and to comply with all laws governing safety and health issues in the workplace. Safety features will be incorporated throughout the facility; examples include designated secure areas, multiple-function alarms (e.g. auditory and visual) and cameras inside and out.

*ADA requirements-* Goodwill prides itself on the accessibility of its facilities and programs for persons with disabilities. Goodwill conducts annual accessibility surveys with a cross-section of people we serve to guarantee that services and facilities are readily accessible to participants and their families. Goodwill's Hilo campus will be renovated to meet all ADA requirements. The exit and entrance thoroughways will be adjusted to allow for the Handi-van to safely pick-up and drop-off passengers. Each building will add new handicapped parking spaces and some units will have hallways expanded to allow disabled individuals to easily maneuver. Finally, existing bathrooms will be renovated to include ADA stalls and wheelchair ramps added to the entrances of every building.

*Sustainability-* Goodwill recognizes the importance of environmental conservation and sustainability. As such, multiple "green" features will be included in the renovation. Goodwill will add a photovoltaic system to the largest building, and add energy efficient windows, air-conditioners and other appliances to all the buildings.

The Hilo campus Mission Services offices will be open Monday through Friday. All classes will be available at no charge to the public. On an average day, approximately 100 individuals attend courses, receive case management and training, and participate in other activities. Another 150-200 people will patronize the store and donation center each day, which will be open 7 days a week.

## **VI. Personnel: Project Organization and Staffing**

### **1. Proposed Staffing, Staff Qualifications, Supervision and Training**

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

#### *Personnel*

Goodwill's President/ CEO is Katy Chen. Ms. Chen has 25 years of experience as a nonprofit executive and is also an attorney, licensed to practice in Hawaii. She has her Juris Doctorate from the University of Washington. Ms. Chen is active in community efforts, having served on various Boards including Goodwill Industries International, the Hawaii Employers Council, Honolulu County Ethics Commission, and the State Law

Enforcement Officer Review Board. She is also a graduate of Goodwill International's Executive Development Program.

Goodwill's Accounting Department is led by the CFO, Brent Arakaki. Brent holds a Bachelor of Business Administration, Accounting, from the University of Hawaii, Manoa, and is a Certified Public Accountant. Brent previously served as the Director of Finance for 30+ years in the hotel and retail industries in Honolulu. Brent is responsible for the financial management, preparation and analysis of financial statements, preparation of annual budgets, compliance with State and Federal reporting requirements, and contractual reporting and compliance.

During their tenure, Katy and Brent have provided successful oversight of many facility renovation projects at Goodwill, large and small.

Goodwill's COO, Gina Haverly is responsible for the organization's Retail/Donated Goods and Contract Operations, Facilities and Risk Management and Human Resources. Gina's purview includes overseeing property management over 24 locations, lease negotiations, and safety. She previously served as a retail executive for Neiman Marcus, Target and Gap, Inc. in Hawaii for 20 years. She has a BA in Organizational Communications with a Management Emphasis from the University of Hawaii. Gina has also served on many local boards including Child & Family Service, Retails Merchants of Hawaii, and the Chamber of Commerce of Hawaii.

Vice-President of Mission Services is Emily Lau. Ms. Lau has been with Goodwill for 25+ years and oversees the Mission Services programs servicing thousands of people each year. She administers the contracts, operations, and employees, ensuring compliance with regulations and high-performance outcomes. Emily holds a M.B.A. from the University of Hawaii, Manoa, and is fluent in Mandarin, Cantonese, and English. She is also a recent graduate of the Senior Management Program of Goodwill International. Emily is setting up the spaces for all the community services at the Hilo campus and ensuring each building meets the requirements of the State Department of Human Services and the Department of Health.

The Senior Director of Retail is Emily Flint. She oversees 12 stores and 24 donation centers. Emily has 20 years in retail, including being a retail executive for Macy's and Restoration Hardware. She is leading the re-design of the store and the recycling warehouse at the new Hilo campus. Emily has a BA in Business Administration from Colorado Mesa University.

The Director of Career Services for Hawaii County is Ray Saludares. Originally from Hilo, he has worked for Goodwill Hawaii for 10 years, with over 16 years of nonprofit experience. Ray will be overseeing the community services at our Hilo location. He has a BA in Human Services Management from Phoenix University.

Collectively, Goodwill's Executive Leadership Team has the requisite knowledge and experience to provide oversight of the renovation project. Knowledge and experience in the spectrum of construction/contract management, personnel, and financial requirements, allows for Goodwill's team to successfully implement the proposed renovations. It has successfully completed several similar projects and will apply the same standards of quality and efficient resource use to the proposed project.

The renovation project will fall primarily under the purview of Katy Chen, President/ CEO, with oversight by Goodwill’s Board of Directors and the Hilo Renovation Committee. The CEO will also engage needed consultants to develop and complete the project, such as engineers and the construction company. She has already hired an architect, Klimt Architects located in Waimea on Hawaii Island, to design the renovation and draft the demolition and construction drawings.

**2. Organization Chart**

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organization chart that illustrates the placement of this request.

Please see attached Organization Chart.

**3. Compensation**

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

<b>Position</b>	<b>Annual Salary Range</b>	
President/ CEO	\$153,000 - \$256,000	
Chief Finance Officer	\$133,000 - \$180,000	
Chief Operating Officer	\$133,000 - \$180,000	

Goodwill takes care to comply with all IRS standards and utilizes a rigorous process to ensure we hire and retain the necessary leadership and talent to navigate the services we provide that are relevant to the local community we serve. Our Board of Directors determines the CEO’s salary as well as all senior leadership salary schedules. A clear and empirical process using widely accepted best practices including a comparative analysis of similarly sized organizations and comparison of both local and other Goodwill market data is used. Goodwill uses a social enterprise business model that includes stores, donations management, job training, commercial services, and a host of career and community-based services. The skills required to lead such diverse business units are taken into consideration when determining compensation. The organization does not use any government funds to pay the salary of any member of its executive team or those working in retail.

**VII. Other**

## 1. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

There is no pending litigation.

## 2. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

Goodwill has been fully accredited by The Commission on Accreditation of Rehabilitation Facilities (CARF), which sets national standards for programs serving people with disabilities, for nearly 40 years. An organization undergoing CARF accreditation is scrutinized for the quality of services it provides to persons with disabilities and economic disadvantages. In August 2022, Goodwill was again awarded a three-year accreditation, the highest level of accreditation attainable. Goodwill's national certification in human services shows our commitment and validates the high quality of our program services delivered to Hawaii's residents.

## 3. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see [Article X, Section 1, of the State Constitution](#) for the relevance of this question.

Not applicable.

## 4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2024-25 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2024-25, but
- (b) Not received by the applicant thereafter.

Goodwill is a unique non-profit as the net revenue from its retail operations is used to support its mission services. Using this social enterprise model, Goodwill is able to earn a large portion of its operating revenues through its retail sales. This model provides Goodwill with a revenue source that allows it to be less dependent on government and grant funds. As previously described, the planned renovation and expansion of

Goodwill's new Hilo Campus will increase the space available for its retail store and donations operations and develop a new recycling program. The anticipated increase in square footage will yield an estimated \$380,000 more in net annual revenue. Per Goodwill's social enterprise model, this anticipated net revenue will be cycled back to support its mission services programs. Thus, the request for funding support for Goodwill's renovation project is a truly sustainable investment, as it will enhance Goodwill's capacity to increase the revenue generated by its retail and recycling operations, thereby sustaining all its services in the long-term.

Goodwill is requesting a one-time investment in GIA funds to support the Hilo Campus renovation project. This will subsequently enable Goodwill to further its capacity to self-sustain its services. Goodwill concurrently prioritizes delivering high-quality mission services programs and maximizing its retail operations to make the most of its social enterprise model. Beyond the grant period, Goodwill will continue to strategize to best maximize the retail and recycling revenue of its Hilo campus.

Goodwill's intensive employment services programs enable participants to achieve employment and thus become self-sufficient – and no longer dependent on services. The relative amount of support needed for its mission service program operations and expansion, compared to the resultant self-sufficiency of the participants as achieved through employment and their decreased dependence on public safety net services, also yields a positive return on investment ratio.

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2024 to June 30, 2025

Applicant: Goodwill Industries of Hawaii, Inc.

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries				
2. Payroll Taxes & Assessments				
3. Fringe Benefits				
TOTAL PERSONNEL COST				
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Insurance				
3. Lease/Rental of Equipment				
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies				
7. Telecommunication				
8. Utilities				
9. Design, Engineering & Permitting Fees	25,000			
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				
18.				
19.				
20.				
TOTAL OTHER CURRENT EXPENSES	25,000			
C. EQUIPMENT PURCHASES	205,000			
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL	770,000	0	0	7,000,000
<b>TOTAL (A+B+C+D+E)</b>	<b>1,000,000</b>	<b>0</b>	<b>0</b>	<b>7,000,000</b>
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	1,000,000	Brent Arakaki <span style="float: right;">808.836.0313</span>		
(b) Total Federal Funds Requested	0	Name (Please type or print) <span style="float: right;">Phone</span>		
(c) Total County Funds Requested	0	<i>Katy Chen</i>		
(d) Total Private/Other Funds Requested	7,000,000	Signature of Authorized Official <span style="float: right;">Date</span>		
<b>TOTAL BUDGET</b>	<b>8,000,000</b>	Katy Chen, President/CEO Name and Title (Please type or print)		





# BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2024 to June 30, 2025

Applicant: Goodwill Industries of Hawaii, Inc.

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
Shredder - Commercial	1	\$95,000.00	\$ 95,000.00	95000
Baler	1	\$10,000.00	\$ 10,000.00	10000
Furniture & Fixtures	1	\$100,000.00	\$ 100,000.00	100000
		\$ -		
<b>TOTAL:</b>	<b>3</b>		<b>\$ 205,000.00</b>	<b>205,000</b>

JUSTIFICATION/COMMENTS:

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
<b>TOTAL:</b>				

JUSTIFICATION/COMMENTS:

# BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2024 to June 30, 2025

Applicant: Goodwill Industries of Hawaii, Inc.

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2022-2023	FY: 2023-2024	FY: 2024-2025	FY: 2024-2025	FY: 2025-2026	FY: 2026-2027
PLANS						
LAND & BUILDING ACQUISITION		6,600,000				
DESIGN, ENGINEERING & PERMITTING		25,000	25,000			
CONSTRUCTION			770,000	350,000		
EQUIPMENT, FURNITURE & FIXTURES (NOTE: INCLUDES EQUIPMENT ON PAGE 8)			205,000			
<b>TOTAL:</b>		<b>6,625,000</b>	<b>1,000,000</b>	<b>350,000</b>		
<b>JUSTIFICATION/COMMENTS:</b> Total project cost is estimated at \$8,000,000, of which GIH will contribute approximately 19%. The request from the State of Hawaii is approximately 13% of the total estimated cost.						
<b>NOTE:</b> Land Acquisition amount includes land and improvements at 17 Makaala Street; Hilo HI. Funds received through short term loan to be paid back through Capital Campaign of other sources of funding.						

**GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID**

Applicant: Goodwill Industries of Hawaii, Inc.

Contracts Total:

16,142,449

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)</b>	<b>CONTRACT VALUE</b>
1	Community Recycling & Sustainability Program, Contract No. CT-DCS-2100028: Purchase a box truck for pick-up & recycling of goods	11/01/2020-04/30/2022	Department of Community Services	Honolulu	\$ 120,000
2	Agency Provided Trips, MA-DTS-2000091 V-5: Transportation for Clients SEE (Supporting Employment Empowerment): Provides on-the-job training and meaningful employment opportunities for active First To Work participants (both citizens and non-US citizens) who may have little or no work experience. Services include pre-employment training, job development, placement, and follow up services. Participants can also get subsidized employment.	02/01/2020-01/31/2025	Department of Transportation Services	Honolulu	\$ 1,073,092
3		01/01/2024-06/30/2025	Department of Human Services	State	\$ 2,250,000
4	FTW TANF/VR: Case management, employment and support services to work eligible individuals of single and two parent non-citizen households receiving TANF public assistance, and people who are classified as having a disability. Employment training, support services, job development, placement, and follow up services. The program works closely with the SEE program in helping individuals obtain employment.	01/01/2024-06/30/2025	Department of Human Services	State	\$ 6,750,000
5	Supplemental Nutrition Assistance Program Employment & Training (SNAP E&T): A work program designed to assist individuals receiving food stamps prepare for employment and become self-sufficient. Goodwill's program serves the islands of Maui and Oahu and provides omprehensive case management, pre- employment training, job development, placement, and follow up services.	07/01/2023 -06/30/2024	Department of Human Services	State	\$ 600,000

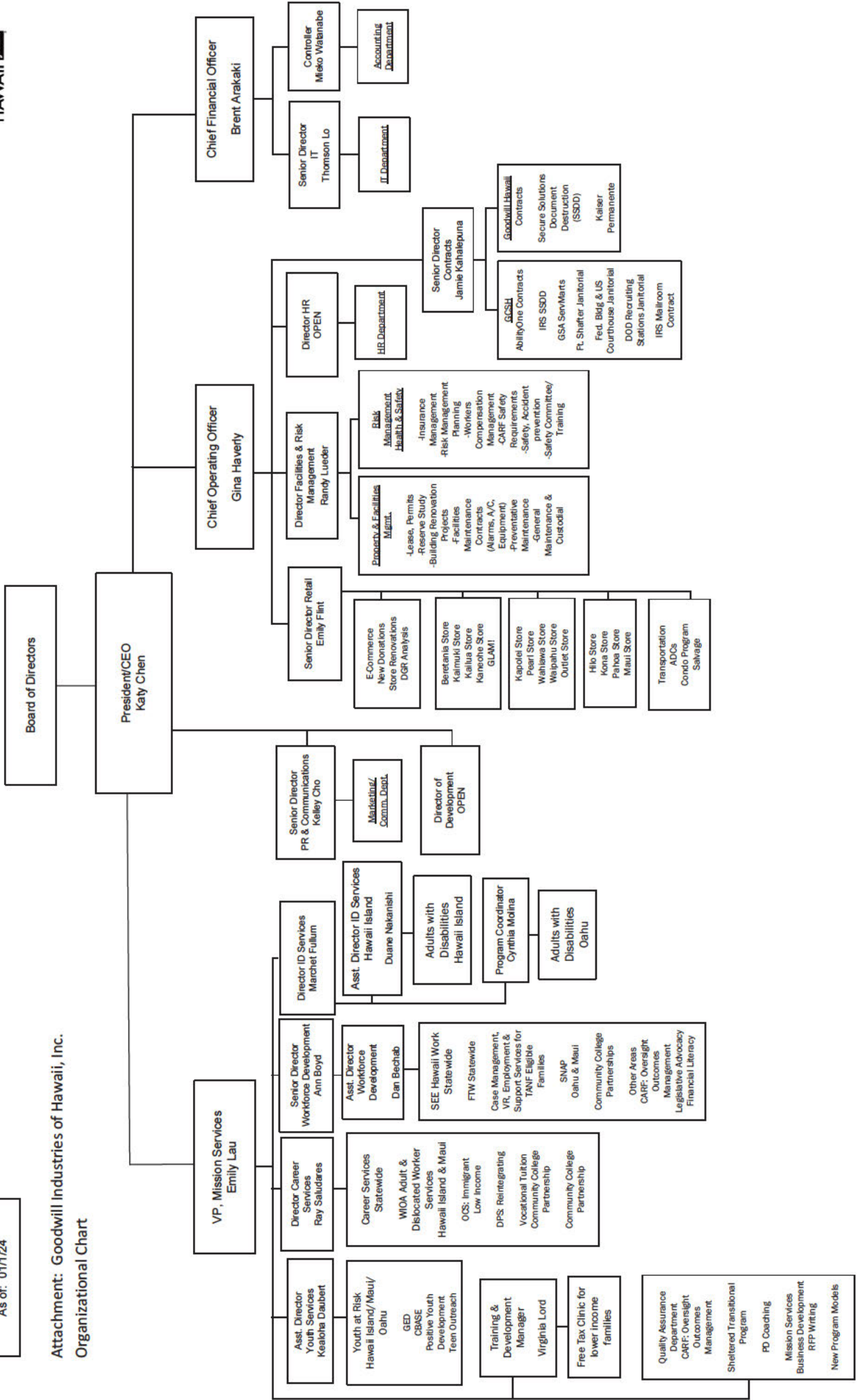
7	Employment Services for Adult Offenders on Oahu and the Big Island: Services include employment training, job development, placement, vocational training, and follow up services (job maintenance/reassessment).	03/01/2021-02/29/2024	Department of Public Safety	State	\$ 600,000
8	Employment Core Services for Low-Income Persons and Legal Permanent Residents: Services include pre-employment training, job development, placement, vocational training, and follow up. Goodwill program serves island of Hawaii.	10/01/2023-09/30/2024	Office of Community Services, Department of Labor & Industrial Relations	State	\$ 173,070
9	WIOA Youth Program / Ola I Ka Hana (Hawaii County): Engages Out-of School and In-School youth in healthy behaviors, empowers them with tools to reduce unhealthy risky behaviors, and develops opportunities for their continued educational achievement, successful transition to adulthood, and sustained, self-sufficient	11/01/2022-03/31/2024	Office of Research and Development, County of Hawaii	Hawaii	\$ 539,015
10	WIOA Adult & Dislocated Workers Program (Hawaii County): Comprehensive career and training services to adults and dislocated workers. Priority given to Veterans, people laid off from employment, recipients of public assistance and other low-income individuals and those who are basic skills deficient	07/01/2023-06/30/2024	Office of Research and Development, County of Hawaii	Hawaii	\$ 749,835
11	WIOA Adult & Dislocated Workers Program, and Quest (Maui County): Comprehensive career and training services to adults and dislocated workers. Priority given to Veterans, people laid off from employment, recipients of public assistance and other low-income individuals and those who are basic skills deficient.	04/01/2023-06/30/2024	Office of Economic Development/WIOA Workforce Development County of Maui	Maui	\$ 1,949,026
12	WIOA Youth Program / Ola I Ka Hana (Maui County): Engages Out-of School and In-School youth in healthy behaviors, empowers them with tools to reduce unhealthy risky behaviors, and develops opportunities for their continued educational achievement, successful transition to adulthood, and sustained, self-sufficient	04/01/2023-06/30/2024	Office of Economic Development/WIOA Workforce Development County of Maui	Maui	\$ 484,411
13	DHS Youth Program / Ola I Ka Hana: Assists Oahu's at-risk youth to develop necessary skills, make responsible and informed decisions, develop a positive sense of self, pursue and maintain positive relationships, continue their academic growth and gain employment.	01/01/2024-12/31/2024	Department of Human Services	State	\$ 200,000

14	<p>OYS Youth Program / Ola I Ka Hana (Hilo): Implement and provide a cultural project-based program that enhances youth's competence and success in community, education, and personal life. Services include one-on-one case management components, classes, and team-based activities.</p> <p>Immigrant resource center (Hilo): Provide easy access for immigrants to a variety of coordinated and integrated services that promote economic self-sufficiency and social adjustment.</p>	7/1/2023 - 6/30/2025	Office of Youth Services, Department of Human Services	State	\$ 240,000
15	<p>Participant Direct Coach Services: Provide coaching services to participants in the Veterans-Directed Care Program and the Community Living Program in East Hawaii County and Honolulu County.</p>	4/1/2023 to 3/31/2024	Office of Community Services, Department of Labor & Industrial Relations	State	\$ 104,000
16	<p>Employment Core Services for Individuals Affected by the Maui Wildfires: Services include pre-employment training, job development, placement, vocational training, and follow up.</p>	7/1/2022 - 6/30/2024	Executive Office on Aging	State	\$ 185,000
16	<p>Employment Core Services for Individuals Affected by the Maui Wildfires: Services include pre-employment training, job development, placement, vocational training, and follow up.</p>	10/16/2023 to 10/15/2024	Office of Community Services, Department of Labor & Industrial Relations	State	\$ 125,000



As of: 01/1/24

Attachment: Goodwill Industries of Hawaii, Inc.  
Organizational Chart



**Mitchell D. Roth**  
*Mayor*



**Deanna Sako**  
*Managing Director*

**Robert Command**  
*Deputy Managing Director*

## County of Hawai'i Office of the Mayor

25 Aupuni Street, Suite 2603 • Hilo, Hawai'i 96720 • (808) 961-8211 • Fax (808) 961-6553  
KONA: 74-5044 Ane Keohokalole Hwy., Bldg C • Kailua-Kona, Hawai'i 96740  
(808) 323-4444 • Fax (808) 323-4440

January 16, 2024

The Honorable Donovan M. Dela Cruz  
Chair, Senate Committee on Ways and Means  
State Capitol  
415 S. Beretania Street, Room 208  
Honolulu, HI 96813

**Re: State Grant-in-Aid Application**

Dear Chair Dela Cruz, Vice Chair Moriwaki, and Members of the Committee on Ways & Means:

As the Mayor of the County of Hawai'i, I wholeheartedly endorse Goodwill Hawai'i's Grant-in-Aid (GIA) application for capital improvements. Goodwill's request of \$1M will go toward the renovation of a 1.4 acre property in Hilo consisting of four buildings and a parking lot. Recently acquired by the nonprofit, the property needs dire repair to meet modern code requirements and will also require extensive refurbishment to be suitable for Goodwill's future community services. This property will allow the nonprofit to consolidate all its programs, Hilo store and donation center, in one place to provide a better experience for its disadvantaged clients, donors and store customers.

Goodwill has been a valuable community partner for decades in Hawai'i County, serving thousands of people each year, including immigrants, those coming out of incarceration, the disabled and the un- and under-employed. Zoned for retail, training classes, recycling and office space, the new property will house expanded services for these disadvantaged populations in job counseling, training, and placement. Goodwill stands as a valuable partner within our local business network, connecting their clients to job vacancies throughout the County. The property will also provide an improved space for its Adults with Disabilities day-health program and its at-risk youth program that helps 14-24 year olds to earn their G.E.D. and prepare for a career path. Hawai'i County has provided funding for these programs for many years.



Goodwill needs capital funding to ensure optimal long-term community services. It also needs the funding to develop a new Hilo Store and donation center, which in its current location is notoriously small and difficult for customers to navigate. The new property can be developed to include a larger, air-conditioned store and house the nonprofit's growing paper shredding and textile recycling businesses. Recycling and sustainability are critical to Hawai'i Island's environment, and we look forward to Goodwill doing more of this work.

Lastly, much of the \$1M grant is critical to ensuring all four buildings meet code and, particularly, meet the requirements of the American with Disabilities Act (ADA). The parking lot will have a new, improved traffic pattern allowing for the Handi-van to pick up and drop off disabled passengers. Wheelchair ramps, ADA marked parking stalls, and several ADA bathrooms will also be installed.

Hawai'i County needs this property to be developed and properly refurbished. It will be a valuable resource for our residents. We enthusiastically endorse Goodwill's application and eagerly anticipate our continued collaboration in support of our community's growth and prosperity.

Sincerely,



*for* MITCHELL D. ROTH  
Mayor  
County of Hawai'i

**Mitchell D. Roth**  
*Mayor*



**Deanna Sako**  
*Managing Director*

**Robert Command**  
*Deputy Managing Director*

## County of Hawai'i

### Office of the Mayor

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KONA: 74-5044 Ane Keohokalole Hwy., Bldg C • Kailua-Kona, Hawai'i 96740  
(808) 323-4444 • Fax (808) 323-4440

January 16, 2024

The Honorable Kyle T. Yamashita  
Chair, House Committee on Finance  
State Capitol  
415 S. Beretania Street, Room 306  
Honolulu, HI 96813

**Re: State Grant-in-Aid Application**

Dear Chair Yamashita, Vice Chair Kitagawa, and Members of the Committee on Finance:

As the Mayor of the County of Hawai'i, I wholeheartedly endorse Goodwill Hawai'i's Grant-in-Aid (GIA) application for capital improvements. Goodwill's request of \$1M will go toward the renovation of a 1.4 acre property in Hilo consisting of four buildings and a parking lot. Recently acquired by the nonprofit, the property needs dire repair to meet modern code requirements and will also require extensive refurbishment to be suitable for Goodwill's future community services. This property will allow the nonprofit to consolidate all its programs, Hilo store and donation center, in one place to provide a better experience for its disadvantaged clients, donors and store customers.

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Sincerely,



 MITCHELL D. ROTH  
Mayor  
County of Hawai'i

# NEW HILO CAMPUS RENOVATIONS



Goodwill Hawaii recently acquired a new property at 17 E. Makaala Street in Hilo that will serve as the home base for its Hawaii Island operations. The property consists of four buildings that require significant renovations to prepare for our retail services and community programs including:

- Skill building, job training and counseling for disadvantaged populations
- Holistic day health programs for adults with intellectual disabilities
- Academic and career planning support for at-risk youth
- Tax assistance and financial education for low-income individuals and families
- Retail store and covered drive-thru donation drop off, creating employment opportunities and generating funds for operating costs and sustainability
- Secure document shredding and other recycling services to keep unnecessary waste out of landfills

## PLANNED UPGRADES

- Updating facades and replacing industrial roll-up doors with windows and pedestrian-friendly entrances
- Improving ADA accessibility such as adding wheelchair ramps, handi-cap parking and ADA bathrooms
- Renovating parking lot to allow for a covered drive-thru donation drop-off
- Installing PV to reduce energy consumption and save on electric bills



## COMMUNITIES SERVED ON HAWAII ISLAND

**1,381**  
**PEOPLE SERVED**

**88%** East Hawaii **12%** West Hawaii



**40%** Receiving Public Assistance

**33%** Native Hawaiian/Pacific Islander

**20%** Adults with Disabilities

**12%** Less Than High School Diploma



## HAWAII ISLAND SUCCESS STORY

Starr, a Hilo resident, was able to realize her dream career of becoming a nurse with support from Goodwill Hawaii and her employment counselor Lori. After being laid off from work during the pandemic, Starr was looking to change careers and pursue nursing to fulfill her passion for helping others. Lori helped Starr to establish a plan of action and stood by her every step of the way to obtaining her certified nursing assistant license. Then, through Goodwill’s partnership with Hawaii Care Choices, Starr was placed into a three-month on-the-job training program where she gained valuable work experience as a CNA and was eventually retained as a full-time employee.

“This experience has been great. I came from an industry that was far from nursing, but I am here today thanks to the support and guidance I received from Lori along with the mentorship through the on-the-job training program. I am loving my role and look forward to a long and successful career as a CAN, serving our most vulnerable community members with care and compassion.” – Starr



## STATEWIDE ECONOMIC IMPACT



**7,273** People served



**556** Statewide Job Placements



**\$14.5 mil** in annual wages earned as a result of these job placements

## CAMPUS MAP



### BUILDING A

1 Sorting/ Recycling of Donations/ Baling of Textiles/ Paper Shredding

2 Donation Drop-off Drive-thru

### BUILDING B

3 Adults w/ Disabilities Day Health

4 Youth Education & Job Training

### BUILDING C

5 Job Training & Placement Program

6 Adult Education

### BUILDING D

7 Production/ Future Expanded Secure Solution Document Destruction (SSDD)

8 Goodwill Store

9 Admin Offices/ Justice Involved Programs

### CAPITAL CAMPAIGN TEAM

Blenn Fujimoto, Central Pacific Bank

Bob Fricke, Cox Fricke LLP

Gwen Yamamoto Lau, Hawaii Green Infrastructure Authority

Katy Chen, President/CEO, Goodwill Hawaii