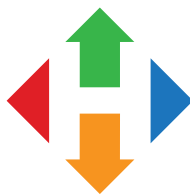


Annual Report 2012–2013



hope services
Amazing is all in a day's work.

Our Mission: HOPE Services assists individuals with developmental disabilities to live and participate fully in their communities.



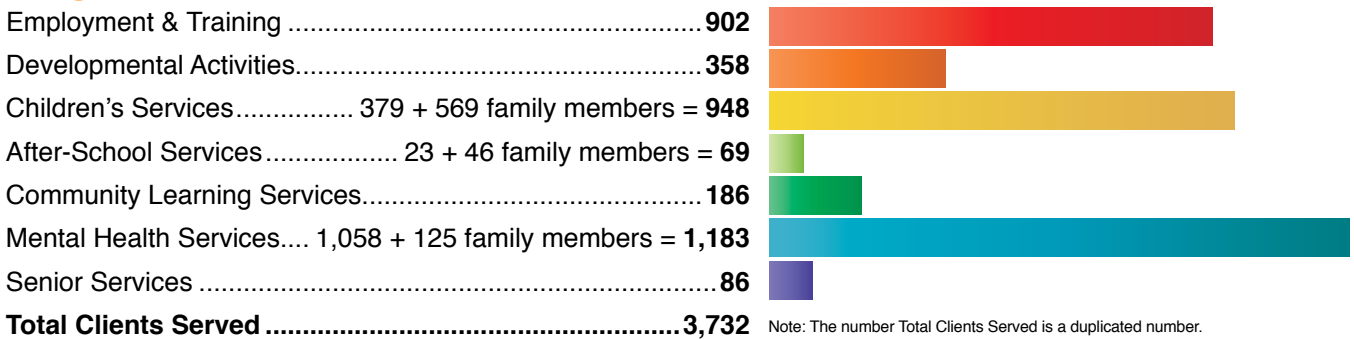
Our History

Founded in 1952, HOPE Services was one of the first preschools in California to serve only children with developmental disabilities. HOPE Services has evolved into a multi-faceted organization addressing the evolving, life-long needs of infants, children, teens, adults, and seniors with developmental disabilities in Santa Clara, San Mateo, Santa Cruz, Monterey, San Benito, Alameda and Orange counties.

Our Services

Celebrating our 61st year of service, HOPE provides a full range of services that aim to improve the lives of our participants by facilitating both their healthy cognitive and physical development and their inclusion and participation in their communities. HOPE's programs include: Children's Services, After-School Services, Employment Services, Mental Health Services, Senior Services, Community Living Services, and multiple Day Activity programs.

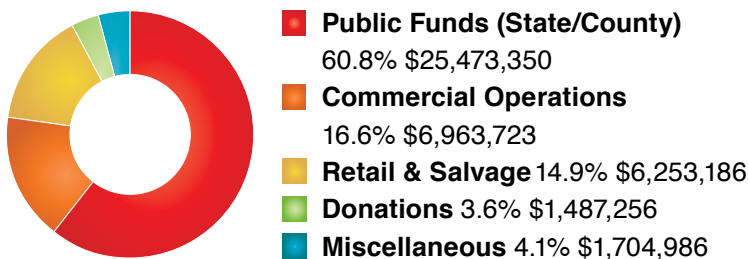
Program Enrollment 2013



Note: The number Total Clients Served is a duplicated number. Approximately 25% of clients receive services in more than one program.

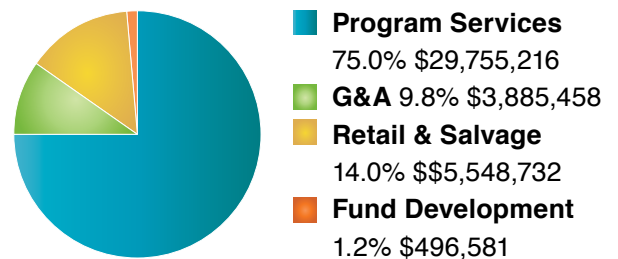
Our Financials Fiscal Year 2013

Sources of Funding



Total: \$41,882,501

Allocation of Expenses



Total: \$39,685,987



District and Program Highlights: Central County

Programs: Community-Based Day Activity Programs, Vocational Services and Senior Services. District Office: San Jose, CA.
District Director: Lori Arnberg.



The Central District's vocational programs increased work opportunities thanks to innovative business lines that are bringing in contract employment opportunities from new and ongoing employers. Our newest initiative is working with Iron Mountain, a document and data storage company, to provide staffing

for their local facilities. Through these efforts, Hope Services will document processes that will allow us to coach other large employers who are interested in expanding their workforce integration.

The Central District opened a day training and community access program at our Las Colinas offices to serve many clients from our Clove Drive facility which closed in October 2013. This program is community-based which allows the clients a better opportunity to learn their community, enjoy educational activities, life-skills training, volunteering (approximately 5,400 hours this year!), and other social and recreational options.

Hope's Adaptive Skills Training After-School Program for teens,

ages 14-22 expanded to include a summer session with a variety of community outings.

The Homestart (Early Intervention Children's) program was able to provide services to 19 at-risk children who did not qualify for services based on State eligibility guidelines. These services were made possible through a contract from the Santa Clara County Social Services Agency's School Linked Services program.

Our Senior Program continues to provide quality day programs to 54 seniors Monday through Friday. The participants enjoy a variety of activities including physical fitness, social and recreational clubs, holiday parties, special events, volunteer opportunities, and more.

North County and Half Moon Bay

Programs: Community-Based Day Activity Programs and Vocational Services. District Office: Mountain View and Half Moon Bay, CA.
District Director: Suanne Rinta.

Clients participating in our community-based day programs in Half Moon Bay, Mountain View and Santa Clara volunteered 8,640 this year, an increase of 14% over last fiscal year. The programs also provide weekly paid work opportunities through contracts with Safeway, Harley Farms, the Pacifica Beach Clean-up Coalition and San Mateo County.

The workshops saw more paid work as the economy improved. Our clients continue to benefit from work services at the Tyco Electronics where they help to produce over 3,000 spools for electrical wires and cables weekly. In Mountain View clients assembled 22,000 kits for Hitachi, and our Waste to Wages program generated 50 hours of paid client work per month.



Currently, we have seven clients who provide janitorial services for the U.S. Geological Survey campus in Menlo Park, and clean 387,000 square feet of office space daily. We have also recently become the General Services Administration's e-waste recycler and hold regular events on the campus for all of

the tenants.

In May 2013, nine interns graduated from our first Project Search program at Lucile Packard Children's Hospital at Stanford. The program was made possible through a partnership with the Palo Alto Union School District and San Andreas Regional Center.



South Valley

Programs: Community-Based Day Activity Programs and Vocational Services. District Office: Gilroy, CA.
District Director: Kristi Alarid



Over the course of the year the South District expanded our community employment partnerships with Specialized Bicycles by providing 8-10 additional clients to assist with several high-volume projects, with the potential of an additional full-time work crew at Specialized in 2014 pending the



release of a new product line. In fiscal year 12/13, our work centers were active with significant volumes of production work. In addition to contract work from several on-going customers including Cintas, Sakata Seeds, Skyy Spirits, Marich, and North Coast Medical, we developed new business partnerships with

several customers including: Air Box Lights, McCormick Schilling, Express Media Graphics, and Bildopolis.

Our mattress recycling efforts grew significantly this year. In addition to drop off from community residents, our team processed mattresses from Costco, Pacific Coast Recycling, hotels and numerous landfills throughout our service area. Over the course of the year we processed 4,203 mattresses, which provided work for a daily crew of 8-10 clients who prefer this type of physical, labor intensive work.

The South District's award-winning Community Access Network (CAN) currently serves 49 individuals, providing 30 hours of service monthly to each participant. The CAN groups play an active role in giving back to the community and provided 6,242 hours of volunteer to their community and local nonprofit groups.

Monterey County

Programs: Community-Based Day Activity Programs and Vocational Services. District Office: Monterey and Salinas, CA. District Director: George Molano.

The Monterey District ended the year bringing in over 330 tons of e-waste which generated over \$100,000 in revenues and about \$66,000 in client wages through our innovative Waste to Wages program. These efforts resulted in about 35 hours of paid client work every day at minimum wage. Clients were paid to do community service for the Monterey Bay Aquarium, Community Hospital of the Monterey Peninsula, all of the major school districts and the cities of Pacific Grove, Monterey, Seaside, Sand City and Salinas. .

Last year, we began expanding our Green Business Services with

mattress recycling. This fiscal year, our mattress business generated close to \$166,000 in revenues, and we diverted over 21,000 mattresses from the landfills in Monterey County. We estimate the business to generate over \$200,000 in FY 13/14.

Over the past year, the Monterey District's clients volunteered over 2,000 hours by supporting Meals on Wheels, Animal Friends Rescue Project, ASPCA, Saint Vincent DePaul, Save Our Shores, and Tatum's Garden.

We have maintained the number of client's in Community Employment program. Our staffing pattern has been very consistent and our clients

proudly average 9.8 years of service to their employers.



Santa Cruz County

Programs: Community-Based Day Activity Programs, Vocational Services and Senior Services. District Office: Santa Cruz, Aptos, and Watsonville, CA. District Director: Sally French.



In the Santa Cruz District, we have established a job mentoring program which provides our clients an in-house employee mentor who can naturally provide clients with feedback on the job and in-the-moment, as opposed to having a job coach provide that support. Seven clients have been placed in this cost-saving program.

Despite losing Redevelopment Funding, our Downtown Litter Abatement Crew continues to provide regular street maintenance along Pacific Avenue thanks to support from the City of Santa Cruz, Department of Solid Waste & Public Works. The City was recognized this year at the annual Employer Recognition Event for their collaboration with Hope Services on this important work contract.

The Santa Cruz District also continues to expand our

involvement in Hope's Green Business initiatives. One notable recycling effort included the UC Santa Cruz and City of Santa Cruz "Move Out Day" where local non-profits, off-campus student residents, and the city staged a sign-up and pick-up recycling service for students moving out at the end of each school year.

The Aptos Senior Program continues to encourage 32 clients to find their dreams by developing their "Bucket List." Through the fulfillment of these Bucket Lists our participants have realized increased their self-expression, self-advocacy, self-determination, and are developing skills in research, future planning, greater participation in their annual meetings, along with overall emotional well-being, quality of life and increased peer to peer support.

Homestart Children's Early Intervention Programs

Program Delivery: San Jose, Gilroy, Hollister, Mountain View, CA.
Program Manager: Vickey Perkins.

The Homestart program provides early-intervention services to 379 infants, toddlers, and children with special needs, up to age five, and training for their caregivers in Santa Clara, San Benito County, and Monterey counties.

The program is currently expanding. This year, Homestart completed developmental assessments for young children to determine eligibility for Early Start services in San Benito County, and continued to provide services there as well. We have also expanded services in Monterey County. In addition, we have met with the Golden Gate Regional Center to begin service expansion

in the North Bay in the near future. As we expand, we are continuing to work on obtaining in-network status with insurance companies so we can accept more private pay clients. Currently we are an in-network providers with Aetna and Cigna.

Finally, we have made services available to seriously at-risk children – up to age five – who no longer qualify for services through the Regional Center because of new State eligibility guidelines. Thanks to a contract from the County of Santa Clara's Social Services Agency School-Linked Services program, we can now serve these children again. The program focuses specifically



upon improving educational outcomes for children in high risk/high need areas of the County with an emphasis on impacting long-term school success.



Community Living Services

Program Delivery in Santa Clara and Santa Cruz, San Benito and Monterey Counties.
Director of Community Living Services: Linda Siino.



Community Living Services comprises two programs: Independent Living Service (ILS) is a program designed to provide training that enables individuals with developmental disabilities to increase their independence at home and in their community. We serve 147 people throughout our service area. Supported Living Services (SLS) is a program that provides support to 39 individuals with developmental disabilities in Santa Clara and Santa Cruz counties, who live in homes they

own or rent.

The people who receive these services are people like Alex, who moved into his own apartment for the very first time at 69-years-old, proving that you are never too old to achieve your dreams. The program's flexibility to provide assistance with a wide range of needs helped clients this year remain in their homes when facing a major health crisis, change in employment, need for better financial management, or quick access to resources.

Counseling Center

Program: Mental Health Services. District Office: San Jose, CA.
Director of Mental Health Services: Susan Detrick, PhD.

Hope Services Mental Health's Autism and Co-occurring Mental Health Disorders Project put a British research diagnostic tool into use for the first time in a clinical setting, with financial support from the California Proposition 63, Mental Health Services Act, Innovation Funding. The project lasted two years, and our Counseling Center was able to treat 90 people with these dual diagnoses. Previously, people with autism were excluded from mental health treatment from our state mental health system; however, with a co-occurring diagnosis that is treatable, we were able to serve these individuals. We were commended by the State for our results and our outcomes analysis after audits examined expenditures in four key counties. Our County Mental Health Department found other available funds to continue this important work following the



conclusion of our project, at the same financial level of \$350,000 per year.

After an 18 month implementation process we were able to "go live" with our Netsmart Avatar Electronic Medical Record. This was a major project that touched our work processes in almost every way and

brought us up to speed with state of the art medical providers. All of our staff and contractors have adopted the new system and we continue to find better and more efficient ways to accommodate our increasing caseloads and integrate both innovative and evidence based practices.



Adaptive Skills After School Program

Program Delivery in San Jose.
Director: Cathy Bouchard.



The Adaptive Skills After School Program (ASP) serve 23 young adults ages 13 to 22 with the goal of providing a safe, healthy, structured, and fun place to be with their peers during the after school hours when

parents are working. The program, which started in San Jose thanks to a start-up grant from the San Jose Sharks, has now expanded to Mountain View thanks to an additional grant from the San Jose Sharks. The Mountain View site is set to open in January of 2014. The current program focuses on the following areas: personal safety and self-advocacy, fitness and nutrition, social skills, leisure and recreational activities.

The personal safety component includes a personal safety and self-defense program which empowers people of all ages, ability levels, and walks of life by helping them learn how to stay safe, act wisely, and believe in themselves. The

personal safety and self-advocacy program also teaches students how to protect themselves from bullying, harassment, molestation, assault and abduction. Teens attending the program also enjoy a number of activities like: outdoor sports, art projects, performing arts, nutrition, and special activities and guests.

High school volunteers are also an important part of the After School Program. They come in and support the program through peer-to-peer mentoring. As volunteers, the students help to foster lasting friendships and teach real-world social skills that strive to demonstrate the reciprocal nature needed for true friendships.

Thank You.

On behalf of the participants of Hope Services, Board of Directors, and staff, we would like to thank the following donors for the generous gifts we received this fiscal year. For the last 61 years, our ability to provide services to individuals with developmental disabilities was made possible because of generous support from community members, like you! Each gift, whether large or small, is truly appreciated by all.

The following lists are based on gifts and pledges for FY 2012/13 (July 1, 2012 to June 30, 2013). For questions about your donor record please contact the Resource Development Department at (408) 284-2887.

Hope Services regrets any omissions or errors in this listing.



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Memorial Trust

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