



Photo: Clients working at Specialized



Hope in Action

Winter 2016

Hope Receives 2016 Innovation Award



Hope CEO, Ray Smith, accepts the 2016 Innovation Award

Hope Services received the 2016 Innovation Award from the San Andreas Regional Center Service Above Self Awards dinner. Hope was recognized for the creation of employment opportunities through programs like: Project SEARCH, bike refurbishment business, thrift store operations and support of paid musical performances. The Service Above Self Awards Dinner, an annual event hosted by the SARC Board of Directors, acknowledges individuals and organizations who have provided exemplary services to the developmentally disabled community who have demonstrated compassion and an overwhelming commitment towards empowering the lives of people with developmental disabilities.

Hope CEO, Ray Smith, said, "We were most grateful that SARC's Board of Directors recognized the extraordinary efforts of our team and the sustainable impact these programs are having on people's lives." Hope Services led the state and the nation for transition efforts, moving away from sheltered/secluded workshops and toward more inclusive/integrated employment settings. "This past year we transitioned close to 500 clients into a more fully integrated community setting," said Smith. These efforts included the redesign of facilities, more classrooms for employment training and a new fleet of vehicles to help transport clients into the community and to their work locations.

Project SEARCH Intern Learns What It Means To Be Employed

Employment is a crucial part of our lives. It defines what we like to do and who we are. More important, it's the financial independence that employment gives to us. Project SEARCH, a nationally recognized program, is a nine-month internship where students have the opportunity to learn valuable job skills that help them get hired, sometimes before they graduate. Phillip Derksen, an intern with the Project SEARCH was hired before graduation by Morrison Healthcare, one of the leading food service contractors for healthcare providers.

Phillip's mother, Charmine Derksen, watched as her son graduated, and with tears in her eyes said, "I never thought this day would come, that my son would be working. This program changed him completely. He's now

taking responsibility for getting himself up in the morning, cleaning his room and getting out the door on time to go to work, and now he has expressed interest in living a healthier lifestyle. I'm so proud of my son."

Project SEARCH, hosted by Kaiser Permanente, allows interns the opportunity to work in various departments of the hospital such as in the cafeteria, gift shop, and preparing patient exam rooms. Other Project SEARCH interns have been hired by companies such as Google, Roche, Netflix and Stanford Hospital.

Phillip has big dreams along with a new job. "One day I dream of living in my own apartment, and showing my family that I can be independent. I know that would make them proud, and that's what I want to do".



Phillip was hired by Morrison Healthcare

A Clear View Toward Community Integrated Employment



Since the July launch of the Employment, Media and Community Connections program (EMCC) participants have expressed their excitement over new community integrated employment opportunities.

Hope Services is nearly three years ahead of the federal mandate to close all sheltered workshops by 2019.

Companies such as First My Family, Economic Packaging, InnerWorkings, APS and Clearview Retractable Screens, all jobs that used to be performed in sheltered workshops at a Hope Services facility, are now being performed at a community integrated, non-secluded work location.

The EMCC program consists of many components aimed at improving the lives of people with developmental disabilities. The main intent of the program is to expand community integrated employment.

At Clearview Retractable Screens a group of three Hope clients from the

EMCC program arrive early in the morning at the company's warehouse. They install hardware on screen doors and perform quality assurance before products are shipped.

Andy Lezotte, owner of Clearview Retractable Screens heard about Hope employees from APS, another company that contracts with Hope Services. "Hope employees help us with our mission, and they do it with a smile."

Warehouse Manager, Anthony Carillo, said, "Hope employees are the friendliest group of people to work with, and they are super focused on what they do. Their work abilities and ethics are great. We currently have a crew of three, but we hope to expand as our business grows."

Hope client, David Calhoun, who started working at Clearview in July, expressed his excitement about working in the community. "I like where I work, and I like what I do."

Top: Hope clients at Clearview Retractable Screens
Bottom: Warehouse Manager, Anthony Carillo, with clients

Hope Client Celebrates 40 Years with Hope

Specialized Bicycles in Morgan Hill employs 24 Hope clients working each day in the water bottle production and fulfillment center. We discovered a special Hope client, Dominic Acquistapace, who inspects and packs custom-made water bottles into boxes for shipping to destinations around the world.

Dominic has a unique status as he is our longest term client and has been with the organization for more than 40 years.

Since becoming a client of Hope Services, Dominic has worked for a number of Fortune 500 companies including IBM and Replico, where he was responsible for packaging products. For 23 years he's worked for Specialized Bicycles in their warehouse where he's responsible for quality assurance of every water bottle that goes out the door. "I like working here the best. I make sure the printing and logos on the water bottles are correct and then I pack them up and make sure they have the right shipping label before it's sent out. I really like what I do."

Dominic is extremely dedicated to his job. Every weekday he travels by bus from San Jose to Morgan Hill to work at the bicycle giant's warehouse. He has only been absent from work less than a handful of times since coming onboard with Hope. But don't bring up the subject of retirement without expecting a fight. "I'm never going to retire," Dominic said.

South District's Community Liason, Steve Garcia, has known Dominic for more than a decade. "Dominic exemplifies what all of our business partners say about Hope employees, that they are reliable. They show up to work ready to go regardless of what task they are asked to do. They do it with joy and a smile on their face."

When Dominic isn't working, he spends his time watching



Dominic works at the Specialized warehouse in the water bottle production center

sports, and he's a fan of all Bay Area teams. He's also an avid collector of model trains, and has a passion for travelling. Last year he planned a trip by train to Arizona.

"He's very independent and not afraid to do things on his own. Community integrated employment does that for clients because they gain confidence through having a job they love and a steady paycheck," Garcia said.

To learn more about innovated programs available to employers who hire our clients, contact: Steve Garcia at sgarcia@hopeservices.org or call 408-846-6901.

Staff Learn New Techniques in Getting Hope Hired



Customized Employment matches strengths, needs and interests to the individual and to the needs of the employer.

Six Hope Services staff members participated in a web-based course with Virginia Commonwealth University aimed at understanding employment and the needs of people with developmental disabilities. Cathy Bouchard, David Guarente, Nancy Rodriguez, Erika Thomas, Steve Garcia and Sean Galvin attended the 12-week online course which focused on topics such as supported and customized employment, situational assessment, job development and long-term support. They also created a comprehensive strategy to develop employment opportunities using current networks that are familiar with Hope Services and its clients.

Community Employment Manager, Sean Galvin, authored a four-page essay to

earn a special certification from the program. The essay focused on Customized Employment which is the process for individualizing employment for a person with developmental disability to meet the needs of the individual and employer. It involves matching the unique strengths, needs, and interests of the job candidate while meeting the business needs of the employer.

Galvin says, "Good job development is staff intensive and lengthy process. It involves discovering the unique gifts and abilities our client possess that are not always apparent at first glance. Everyone is job ready when we understand their interests and match them with appropriate job environment."

A Bridge for Autism

Hope Services is launching a new program called Bridge. Bridge is a specialized program specifically designed for people who are on the autism spectrum. Based on a recent study, there are over 100,000 people in California on the autism spectrum. The Bridge program was developed by Hope staff members Linda Siino and Cathy Bouchard. The goal is to help participants make the adjustment from high school to full employment. Bridge provides specific courses for language processing, self-regulation techniques and social skills to help clients adjust to independency. Central District Manager, Cathy Bouchard, said, "We believe a greater number of people on the autism spectrum can live more productive lives" The program works in phases. During the first phase a Behavioral Specialist conducts a comprehensive assessment on social patterns, communication skills, sensory

and cognitive differences, motor skills, emotional vulnerability and medical/biological factors. In phase two, the Community Support Facilitator works one-on-one with participants to prepare them for social interactions in the community. Phase three focuses on helping a client become comfortable with other clients. Once they are comfortable within the community setting, more clients are added to the group with a maximum of three people guided by a Community Support Facilitator. More daily activities are added to the schedule which can include employment at a job site, recreation at a YMCA facility or completing a secondary education at a community college. Director of Community Living Services, Linda Siino, said, "The anticipated outcome for the client is they learn from increased social interactions and stronger communications skills for independent living."

Clients Teach Bellarmine Students



Maureen, Ritchie and Robert at speak to the sophomore class at Bellarmine

Students at Bellarmine College Preparatory received a special visit from bicycle program staff. Maureen Daly, Ritchie Osborne and Robert Lopez from the Cycles of Hope bike program visited the campus to talk about people who live with developmental disabilities. The theme of the lesson is we are more alike than different. Hope Services has maintained a special relationship with Bellarmine for over five years by providing students with opportunities to volunteer. Every Thursday, five students volunteer at the bike shop where they help refurbish donated bicycles and get them in good working order for resale at the Cycles of Hope bike shop. As part of a graduation requirement, students must volunteer with an organization that serves the developmental disabled or senior

community. Mr. Pinkston's, Director of Christian Service at Bellarmine says, "Our students tell us the experience of volunteering has opened their eyes, and helped them realize that we are all the same. We all have hopes, dreams and desires. We aren't that different at all." Maureen gave a powerful example of when she was denied confirmation from her church because they saw her as different. "That hurt really bad," she said. Robert told the harrowing story of his birth and how he got cerebral palsy at birth. The most powerful message was there's nothing to fear about people with developmental disabilities. Maureen left the students with this statement that seemed to resonate with them, "You can shake my hand. I'm just like you, there's no reason to be afraid."

New Faces of Hope



Dan Orloff
Chief of Staff

Prior to taking the post at Hope Services, Dan owned Orloff Williams, a San Jose-based full-service marketing firm. Prior to Orloff Williams, Dan served as the City of San Jose's marketing officer under two mayors. Dan is very familiar with Hope. His marketing firm developed Hope's new logo and a comprehensive marketing strategy in 2012.



Brent Kush
Chief Financial Officer

Brent brings over 15 years of direct experience as a CFO. He spent 13 years at Price Waterhouse Coopers as Director and interim CFO. Brent spearheaded the successful rollout for The Sak, a retail fashion accessories company managing site selection, marketing, lease negotiations and construction. Brent served on the board of ARC of San Francisco and CFO for Life House, a non-profit serving the needs for people with developmental disabilities. Brent has an undergraduate and MBA from UC Berkeley and is a CPA.



Robert Shuck
VP of Retail Operations

Robert joins Hope Services with a strong background in thrift retail operations and inventory management. Most recently, he served as Director of Contracts and Facilities for Goodwill of Silicon Valley where he managed 20 retail stores including remodels. He oversaw the operation of a 250,000-square-foot retail distribution center. Robert holds a certification for Facility Management (IMFA & FMP) and is a certified Sustainability Facility Professional (SEP).



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New Musical Talent Comes to Hope

It is said that music is the language of the soul, and Hope Services has a lot to say about their new addition of musical talents. Recently, The Rhythm Makers and The New Hope Band have become part of Hope. Both bands are made up of musically talented individuals with developmental disabilities, who love to perform. The Rhythm Makers are a band of 14 members who practice all year for their special event in July. Band Manager and Director, Deana Stevenson, who also has a daughter with a developmental disability, said, "I try to recognize each band member's strengths and weaknesses. It takes about nine months of rehearsals to get each act polished." The Rhythm Makers are celebrating their 18th season and have travelled to Nimii, Japan to participate in a music festival with a group of Japanese musicians with special needs.

Big things happened this year to The New Hope Band, formally known as The Magic Makers. They underwent a change in management, but these changes haven't slowed down their success. Band Manager, Netta Anderson, says, "Over many years we've become a close knit family, and each has become empowered to advocate for themselves and for others." The New Hope Band features 12 gifted musicians who recently played a free concert open to the public at Santa Clara High School. "My goal is to get these folks up out of the audience and onto the stage where they can shine and share their love for music with family and friends," Stevenson said. Visit our web site to hire the band for your company outing, picnic, gala event or for more information about upcoming performances..



Top: The Rhythm Makers
Bottom: The New Hope Band



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