



# Hope in *Action* Summer 2016

## CYCLES OF HOPE GRAND OPENING HUGE SUCCESS

*Refurbished bicycles bring new opportunities*



*Bike inspection at Cycles of Hope*

perform basic maintenance skills such as changing tires, oiling chains, replacing reflectors, and ensuring the overall safety of the bikes donated to Hope.

From its humble beginnings, the Cycles of Hope bike program has gone on to train and employ 20 participants who've learned valuable job skills while earning a paycheck. The Cycles of Hope bike shop is open 5 days a week from Wednesday to Sunday 11:00 AM to 7:00 PM.



Hope Services celebrated the Grand Opening of the Cycles of Hope bike shop, located next to Hope Station thrift store in Fremont. Mayor of Fremont, Bill Harrison, Board Chair Bill Palmer, and Hope Services CEO, Ray Smith opened the first dedicated

retail bike shop with a ribbon cutting ceremony followed by music, food, and fun. KBAY'S morning show hosts, Sam and Lissa, were also present giving away prizes and event tickets to the public.

The Cycles of Hope bike program was originated more than 11 years ago at the Alfred Street location in Santa Clara by Hope staff members Mary Kay Tocce, Ray Navarra and Marc Goossens. They quickly realized participants could be taught and employed to



*From Left- Fremont Mayor Bill Harrison, Board Chair Bill Palmer, and CEO Ray Smith*

## The New Hope Band Celebrates 50th Anniversary of the Lanterman Act



*The New Hope performs at the 50th Anniversary of the Lanterman Act.*

The New Hope Band performed at the 50th Anniversary of the Lanterman Act at the San Jose Convention Center. Band members are comprised of people with developmental disabilities ranging in age from adolescents to adults.

The group's vision was to create a professionally trained, performance band to maximize musical ability. The band has since morphed into a professional group that plays

at a number of venues throughout California.

Band Manager, Netta Anderson said, "The idea was that music was a common thread for children to grow, gain strength, share joy and create awareness for themselves, family members and the community at large."

To book The New Hope Band for your special event visit [www.thenewhopeband.com](http://www.thenewhopeband.com) or contact Netta Anderson at 408-479-4774.



# CEO's Message by Ray Smith

*Generous donors make strategic initiatives a reality.*



*Ray Smith assists customer at the Cycles of Hope bike shop*

As many of you know, Hope Services has spent the past twelve months working on a strategy to modernize some of its largest programs. We have a dedicated team of 11 staff and volunteers who have devoted their full efforts to make this happen.

Thanks to our generous donors, we have been able to invest close to \$2 million to re-tool seven of our facilities. Our construction projects are well underway; several are already completed, and the updated facilities will now include new production studios, small classrooms, space to increase staffing, and a new fleet of cars for community programs.

Hope's 40+ year old sheltered workshops will be phased out this year and replaced with our new Employment, Media & Community Connections (EMCC) Service. This new program will be fully compliant with Federal guidelines for Person-Centered Planning, community

integration, and self-determination. All of our sites will be up and running with the new EMCC service during this calendar year.

Participants in the new EMCC service will have the opportunity to accelerate and improve their life skills through the use of technology-assisted applications, film/production and community integration. Our staff-to-client ratio for community activities will improve from 1:25 to 1:4 allowing more one-on-one time for staff to teach our participants life skills. Our participants will gain a huge advantage with their improved quality of life.

Please join me in thanking our major Donors for helping to fund these capital improvements (please refer to our annual report for complete donor list:

- Cars n' Cowboys event (Randi and Jim Zanardi)
- Capital Club (Helen and Edward Owen)
- Lester Investment Properties (Linda Lester)
- Commercial Casework (Bill and Ruthie Palmer)
- Sovereign Order of St. John of Jerusalem (Cloyd Marvin)

Our support team at the San Andreas Regional Center (SARC) played an instrumental role in helping us with program design and the acceleration of our timelines, which are four years ahead of Federal mandates. Many thanks to Javier Zaldivar and his team for all of their time and support.

Our strategic initiatives have now generated over \$4 million in new annual sustainable revenue. Not only will these gains be used to improve programs, but also will be used to ensure that we retain and attract the best possible direct support staff. Effective May 1st, we announced an increase in minimum wage to \$15.50, contributing to our goal to be the agency of first choice for non-profit employment. Additional wage increases will take place in August to assist staff with the high cost of living in the Bay Area.

## Yahoo! Saves Hope \$150,000!



*Participants enjoy the new furniture at our production facility.*

Hope Services recently received a large donation of gently used furniture from tech giant Yahoo. The new furniture, which can be seen throughout the agency, enabled Hope Services to cancel a pre-existing order for furniture saving the organization over \$150,000. Yahoo for Good has supported Hope through employee volunteers and financial grants to Hope Services over the years, most recently \$25,000 in 2015.

Thank you Yahoo for Good, for your generous donation and ongoing support.

## Leadership SJ Builds Jobs Pipeline



*Leadership San Jose graduation 2016*

The class of 2016 Leadership San Jose celebrated graduation night with Hope Services. Nine months ago a group of 30 individuals from different professional backgrounds came together to develop a winning marketing strategy for Hope Services new EMCC program. The efforts succeeded in building an employment pipeline of over 120 high profile companies such as Adobe, Applied Materials and Symantec, just to name a few.

Thank you Leadership San Jose Class of 2016 for all your hard work and dedication on this project.



## Hope Participants Learn Social Skills and Make Friends



Participants enjoyed an evening of music and friendship.

On most weeknights at 5:00 PM, Hope's Alfred Street location is a quiet place, with participants and staff having left for the day. However, on March 11, through the efforts of volunteers which included Hope staff, family members of Hope participants, and members of the National Charity League, something special happened. The normally quiet building was filled with the festivities of the Lucky Shamrock Dance.

Participants from Alfred Street, Mountain View, and San Jose danced up a storm with the help of Hope's talented DJ Ray (Ray Navarro). Over 50 Hope participants attended, as well as family members and caregivers. In addition to dancing, they enjoyed dinner and a chance to visit with friends. The Photo Booth Guys generously donated their services, so the guests were able to commemorate their evening with fun pictures.

## Journal of Mental Health Research in Intellectual Disabilities Selects Hope's Study

Hope Services' mental health research study has been accepted into the *Journal of Mental Health Research in Intellectual Disabilities*. The study on Multi-Disciplinary Treatment for Adults with Autism Spectrum Disorders and Co-occurring Mental Health Disorders includes 70 pages of interviews involving 116 people.

Hope Mental Health Center staff administered an extensive study in order to better diagnose and subsequently treat this population.

Susan Detrick, Ph.D. Director of Mental Health Services said, "This is exciting news, and thank you to all our staff who work with people with Autism, and in doing so contributed to our published work and to the field of mental health treatment for people with autism."

You can find out more about this research on our website.

## EMCC Implementation Moves Forward, Impacts Over 500 Participants

Hope is moving forward on the phase out of sheltered workshops. The former Work Activity Program will be replaced by a new community-based service called the Employment, Media & Community Connections Service (EMCC), which will offer training, classes, volunteer and paid work, both on-site and in the community. The EMCC service will align with Hope's mission by providing exciting opportunities for participants to learn, socialize, and receive services that will improve the quality of their lives and assist them to develop more independence in the community.

Person-centered planning will be at the heart of each participant's activities, beginning with an initial intake meeting to identify each individual's strengths, interests, support needs, and activity schedules tailored to each person's individual goals. The EMCC program will have an improved staffing ratio of 1:8 on site, and 1:4 in the community.

**Employment:** Working and earning a paycheck are key ingredients that improve participants' quality of life. They will have opportunities to engage in job clubs that could lead to paid employment. Hope will utilize community groups to assist with job development, such as One Stop Career Centers, and the Leadership San Jose program offered through the San Jose Chamber of Commerce.

**Media:** Participants will benefit from training in technology and media. They will learn how to use a computer to access the internet, read emails, or research community resources. Individuals may learn how to produce and edit videos or learn to use smartphones and tablets.

**Community Connections:** Participants gain leadership skills as they connect to their communities through volunteer activities. The program will also provide on-site classes that assist with community integration, tailored to the interests of the individuals, including personal advocacy training, and utilizing a curriculum developed by individuals with intellectual disabilities.



The new EMCC program includes training in film production

## New Faces of Hope

**Kathy Chueh** joins Hope as the **Chief Financial Officer.**

She brings over 16 years of direct financial experience, including both start up and direct manufacturing process experience. She has held previous positions at Cisco Systems and Applied Materials. Kathy has her undergraduate degree from Massachusetts Institute of Technology (MIT) as well as MBA from Santa Clara University. Kathy can be reached at [kchueh@hopeservices.org](mailto:kchueh@hopeservices.org) or 408-284-2898.



**Shanna Webb**, Hope's new **Communications and Outreach Coordinator**

has over seven years of experience in Public Relations. In her role, she will build and maintain the Hope Services community through a communications platform that includes social media, print, website, and face-to-face meetings. You can reach Shanna at [swebb@hopeservices.org](mailto:swebb@hopeservices.org) or 408-284-2887.



hope services

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## Supported Living Service Expands to Half Moon Bay

Hope Services announced its plan to expand Supportive Living Services to Half Moon Bay. We will be accepting referrals in August.

SLS provides a range of services and supports that enables an individual to live in his/her own home with the support needed to be healthy, safe and experience a high quality of life. (See Hope's website for a detailed description of the service).

Mary Beth, a Hope SLS participant, says, "I just need a little help from my roommate-not a lot." Through SLS Mary Beth is able to live on her own apartment and participate in the community in a variety of ways. Hope's Quality of Life surveys have shown that participants in SLS score in the highest quality of life, particularly in the social inclusion domain. All activities start and end at the person's community.

Supported Living Services are based on the individuals person centered plan. Participants receive the supports to live in the community and to access and interface

with other services such as day programs and/or employment. SLS is an excellent solution for parents and caregivers who are looking for a safe and positive transition for their loved ones towards independence.



*SLS enables Mary Beth to live in her own home.*

## UPCOMING EVENTS

**La Rinconada Country Club presents:**

***Driving the Green—  
A Dinner benefiting Hope Services***

**September 26, 2016  
Los Gatos, CA**

***We are looking for sponsors*** to help raise funds at our only fundraising event of 2016. Your sponsorship will support our employment programs for people with developmental disabilities, helping Hope clients become self-sufficient and integrated into the community. Sponsorship packages come with numerous benefits, including golf, dinner, and recognition on our press releases.

For more information on how to sponsor the golf tournament or dinner, please contact: Angela Mazza — (408) 284-2862 or [amazza@hopeservices.org](mailto:amazza@hopeservices.org)

**Send all correspondence to:**

Hope Services

Attn: Development Department

30 Las Colinas Lane, San Jose, CA 95119-1212.

**To tour our facilities contact** Angela Mazza at 408.284.2862 or [amazza@hopeservices.org](mailto:amazza@hopeservices.org).

### Support people with developmental disabilities in your community:

- ▶ Donate to fund community employment and participant activities
- ▶ Volunteer your time
- ▶ Contact us to discuss how your business can employ Hope clients



[www.HopeServices.org](http://www.HopeServices.org)

Follow Hope Services on social media for special events and information. Share success stories and engage with our community.