



# Hope in *Action*

## HopeTHRIFT Opens Its Doors In San Jose



New HopeTHRIFT at 2306 Almaden Road



On April 8, 2017, the new HopeTHRIFT Super Center opened its doors and ushered in a new era of progress for Hope Services. The 29,000 square-foot store at the corner of Curtner and Almaden in Willow Glen promises to transform the thrift store experience—with over 60,000 name brand items offered in a clean, well-lit environment. But more than that, it's the latest example of our commitment to

innovation in action. The new store will provide sustainable funding for services and programs. “We’re extremely excited about the positive impact HopeTHRIFT will have on our entire operation,” said Ray Smith, Hope Services CEO. “Jobs created by the store will help ensure our employees make a livable wage, while the store itself will provide incredible value to those in our community—especially those that want

good value for their money.” The new store will feature high-quality, donated items ranging from apparel and fashion to housewares, small appliances, and even bikes refurbished by Hope Services clients as part of our HopeBIKES program. Coming this summer will be HopeCRAFT, which will feature new handmade, high-quality woven products. Master weavers will provide guidance and instruction on the use of looms.

## Mental Health Services Funding Renewed

We’re pleased to announce that our Mental Health (MH) Services recently had its funding renewed by the County of Santa Clara—allowing us to continue providing integrated outpatient mental health services for our clients. Our two-phased approach addresses a variety of key mental health issues. Phase One includes active treatment modalities such as individual/group counseling, nutrition and wellness services, and medication support services to help clients meet and manage their behavioral health needs. Phase Two, which can last up to

one year, helps clients maintain their success through mental health services and regular contact with Mental Health staff and their primary care physician. Under the direction of Susan Detrick, Ph.D., Director of Mental Health Services, our Mental Health Services presently serves more than 1,200 clients throughout Santa Clara County, Santa Cruz and the Mid-Peninsula.

**To inquire about services please contact:**  
**Maritza Marquez Silapasvang, LMFT**  
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**408-282-0402**



# Salinas EMCC Is On The Move

“Hustle, bustle, and sentimental feelings” best describe what’s happening at the Employment, Media and Community Connections (EMCC) Program building on Brunken Avenue in Salinas. That’s because the staff is busy packing to make the move to their new Salinas site on LaGuardia Street!

The move marks a special moment for Pam Smith, South District’s Monterey County Vocational Programs Manager. For more than 40 years she’s seen a number of Hope Services vocational and rehabilitation programs call the Brunken warehouse home. But mixed with the memories is excitement, as the new facility is much better suited to EMCC’s needs. According to Smith, instead of using rooms for large sub-contract jobs, participants will now be working in their employer’s own facility alongside their staff. There will also be versatile classrooms for Employment Training, Computer Education, and a Media/Greenroom with camera and editing equipment to create videos.

In addition to the EMCC Program, the LaGuardia Street site will also host the Monterey County Independent Living Services and Mental Health Services programs.



New Salinas EMCC facility at 744 LaGuardia Street



## Hope Staff Powers Up With New Computers

Thanks to a generous donation and our partnership with Resource Area For Teachers (RAFT), we were recently able to secure 200 Dell Thin Client laptops. These high-performance machines will help Hope employees connect and collaborate like never before, improving such core capabilities as email access, online training, payroll, case management and establishing a link to Hope Direct—our employee resource and information hub. Our thanks to RAFT for providing us with this important resource.

## HopeCRAFT. Made By Hand, Crafted With Heart.

It’s been said that a thing of beauty is a joy forever. Some fortunate Hope Services clients will soon be learning that creating beauty is a joy...that can also be a job. They’re part of HopeCRAFT, an innovative new social enterprise that will begin soon at our new HopeTHRIFT store in San Jose. Under the tutelage of master weavers, jewelry makers, and beading artisans, HopeCRAFT participants throughout our entire service area will be designing and making an array of beautiful items such as high-quality towels, hand bags, scarves, and a wide variety of jewelry. These items will then be offered for sale at HopeTHRIFT. In fact, shoppers can even see our craftspeople in action! Up to 10 looms for weaving custom textiles will be onsite, in addition to several stations dedicated to jewelry beading. We’re extremely excited about this new enterprise that turns art into action and passion into income.



# Hope Builds A Bridge To Independent Living

## Bridge Program

For individuals with autism, transitioning from a structured school environment to adulthood can be especially challenging. To help them on their journey, we've created the Hope Services Bridge Program. This innovative approach works with transition-age students at every point on the autism spectrum, providing a well-rounded schedule of daily activities complemented with very specific, structured teaching methods. The Bridge Program consists of three coordinated phases.

## Phase One

A comprehensive behavioral assessment is conducted by a Board Certified Behavioral Analyst. This results in a Positive Behavior Support Plan that identifies each individual's support needs. Appropriate activities are also recommended.

## Phase Two

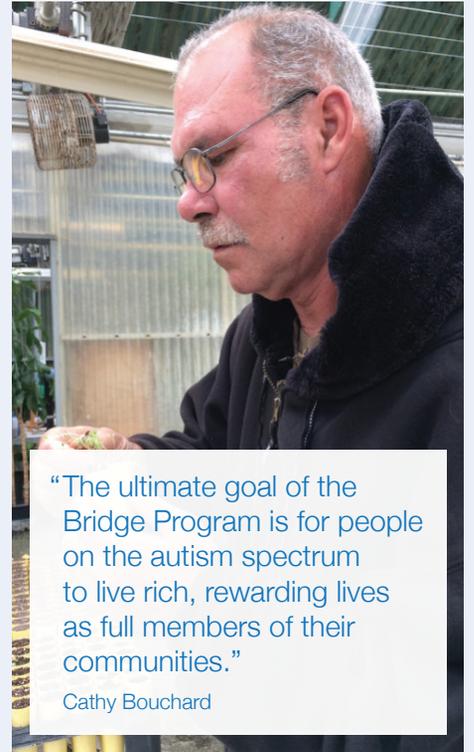
Participants receive highly personalized, one-to-one support from trained staff to help create and maximize their daily routine of home-, community-, and site-based activities.

## Phase Three

When a participant masters his/her preferred activities, they're matched with other individuals in the program with similar interests. The ultimate outcome is for each individual to move from an individualized model of support to a group model that may include employment, community service, college and other community-based activities.

**Know someone who could benefit from the Bridge Program?**

**Call Cathy Bouchard at 408-284-2811 or email [cbouchard@hopeservices.org](mailto:cbouchard@hopeservices.org).**



**"The ultimate goal of the Bridge Program is for people on the autism spectrum to live rich, rewarding lives as full members of their communities."**

Cathy Bouchard

## Homestart Program Grows

Homestart, our Early Intervention Program, serves infants and toddlers who have been diagnosed with a developmental disability, while providing their families with the skills they need to manage the developmental problems their children may experience. The Homestart program continues to grow and expand at a steady pace. In fact, we've increased the number of families served by 61% since this time last year!

**For more information, please contact Vickey Perkins, MA ECSE, at [vperkins@hopeservices.org](mailto:vperkins@hopeservices.org) or 408-284-2812.**



## Hope Services Receives Top Honors



Here at Hope Services, we're proud of the work we do for our clients and our community. So it was especially gratifying to recently receive the highest possible accreditation from CARF International (CARF), the recognized leader in helping service providers improve the quality of their services, demonstrate their value, and meet internationally recognized organizational and program standards.

Surveyors reviewed over 900 service standards in Santa Clara, Santa Cruz and Monterey Counties—visiting several employment sites, talking to staff and clients, and thoroughly reviewing our administrative processes.

CARF's three-year accreditation, their highest, not only validates the incredible contributions of our staff and partners, it also qualifies us for further funding from a variety of local, state and federal agencies. All while highlighting our commitment to our clients, employer partners, funders, and community leaders.

According to CARF Surveyor Linda Siino, CARF accreditation provides a pathway for ongoing improvement. "One of the most important benefits of the process is how it gives us the opportunity to analyze and evaluate our services and processes and make changes to improve the way we do things—even before the survey begins."



## Golf Tourney A Big Hit

Last September, La Rinconada Country Club (LRCC) in Los Gatos was kind enough to make Hope Services the beneficiary of their 2016 charity golf tournament. By the time the last putt was sunk, we had raised \$135,000 to support classroom construction and services for Hope's Employment, Media & Community Connections (EMCC) Program in San Jose. To honor their contribution, LRCC will be recognized with a plaque at the EMCC Center. We're also proud to announce they'll once again make Hope Services their 2017 beneficiary.

**For sponsorship and advertising opportunities contact: Angela Mazza**  
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## Virtual Reality Makes Real Difference For People With Autism

For most people, experiencing Virtual Reality (VR) means strapping on a pair of VR goggles and going on adventures in a fully immersive artificial environment. But for those with autism and developmental disabilities, VR may soon help them conquer something very real: the challenge of social interactions.

It's now coming true—thanks to the Social Reality Simulator—an innovative breakthrough made possible through a partnership between Hope Services and the UC Santa Cruz Baskin School of Engineering.

The Social Reality Simulator system combines state-of-the-art VR hardware and gaming software to teach people with autism and developmental disabilities how to read and respond to the social cues that have proven to be difficult for them—such as eye contact, body language, facial expressions, and speech intonation. Just

as regular video games help players master the ability to save princesses, the system will level up the user's ability to go to a birthday party and join a conversation with someone they've never met. Ray Smith, Hope Services CEO, feels the Social Reality Simulator will dramatically improve the quality of life for autistic individuals and those with developmental disabilities. Ray states, "I've never seen a technology with

such vast potential to help our clients. The possibilities are truly exciting."

Indeed, the sky's the limit. We could soon be seeing people who've been shut out from everyday life going on grand journeys of their own to epic lands like the amusement park and the bank. And finally conquering the challenges that once seemed impossible to overcome.

