

Hope in Action

SUMMER 2014

Hope Services Welcomes Ray Smith as New President and CEO

The Board of Directors of Hope Services has announced the appointment of Ray Smith as President/CEO.

“As Silicon Valley’s leading provider of job creation for people with developmental disabilities, we are pleased that Ray is joining Hope at this most exciting time,” said Gene Sinclair, board chair and interim CEO. “Ray’s corporate experience, coupled with his commitment to the community is a great fit for Hope’s strategic vision of social enterprise and client advocacy. Under Ray’s leadership, we can inspire companies to create a diverse and inclusive work environment and help people with disabilities build rewarding careers.”

“I look forward to meeting with all of our constituents and the community at large,” said Ray. “I intend to listen, learn and expand opportunities. I believe that broadening the workforce through the employment of people with disabilities makes good business sense and adds value to everyone involved.”

Ray was most recently managing director for Kantola Productions, maker of business videos, and CEO for Ensenda, a privately held third-party logistics company focused on providing software as a service to help manage last-mile logistics. He was CEO for Fritz Companies, one of the largest publicly-traded global logistics companies in the world with over 400 offices located in 115 countries. Ray spent 14 years at GE Capital and six years at Ford Motor Company. He completed GE’s management development and financial management programs.

Ray also has a successful history with non-profits. He served on the Board of Directors for the Mid-Peninsula Boys and Girls Club for 10 years and founded a youth program in San Mateo County. He spearheaded



community outreach efforts through direct financial support and involvement with Meals on Wheels, Saint Anthony’s Dining Hall and other community programs.

Ray holds an MBA from Emory University and a BA with distinction from the University of Nebraska in Psychology with concentration in Social Psychology. Ray took the helm in late July and replaces John Christensen who retired in May.



Follow Hope Services on Social Media for special events and promotions. Share success stories and engage with our community.

Building Community Breakfast

Some people start their day with Wheaties and strong coffee. On June 6 folks got an even more powerful wake-up to their day at the 10th annual Hope Services Building Community Breakfast. More than 500 people filled the Mission City Ballroom at the Santa Clara Convention Center. The call to action was to employ people with developmental disabilities and the community registered their approval with donations totaling 40% over last year.

April Neal provided the morning's highlight. A Hope client for nearly 30 years, she recalled for the rapt audience how she and a group of her peers had faced discrimination and were called "retards." This was a seminal moment for April's advocacy for people with disabilities. Breakfast guests gave April a standing ovation for her powerful presentation.

Event sponsor Iron Mountain, who partners with Hope on a pilot staffing program, was represented by Ty Ondatje, Senior Vice President Corporate Responsibility & Chief Diversity Officer. Ondatje challenged all Silicon Valley businesses to take a stand to obliterate the 87% unemployment rate for people with disabilities and to implement inclusionary employment practices.



April Neal



Ty Ondatje

Actress Cheryl Hines, spoke on behalf of her nephew who has cerebral palsy. But it was Board member Bill Palmer who rallied attendees to donate with his heartfelt comments.

Go to www.HopeServices.org to watch a short video with Hope's business partners like J. Lohr, Specialized Bicycles, Iron Mountain, and Charles River, among others, talking about what it means to work with Hope. The breakfast will be shown in its entirety on CreaTV, public access television for San Jose. Check local listings.

Business Spotlight: Charles River Laboratories

Why do businesses partner with Hope?

Don Moody, Senior Plant Manager, Research Models and Services, for Charles River in Hollister, California answered that question recently when interviewed for the Hope at Work video (see it at www.HopeServices.org).

"It makes business sense!" Don says emphatically when describing his nearly six-year commitment to working with Hope Services. Charles River is an international company that provides products and services to pharmaceutical and biotechnology companies, government agencies and leading academic institutions around the globe.

When first introduced to the idea of hiring Hope clients, Don wasn't convinced it was a fit – the nature of the work is extremely precise and it's crucial to maintain a sterile work environment. Yet Don was persuaded and today



Charles River employs seven clients. When Don has a need, he asks Hope first. "I cannot imagine running the business without Hope clients," said Don. "Hope is integrated into my day-to-day business. It makes business sense." First and foremost, Charles River is a business.

"The job coaches make it easy. I get so much more in return by using Hope. Plus, if I'm having a bad day, I go find a Hope Services client. It feels good, and it's the right business decision," said Don. "It's a great partnership."

Hope's businesses include production work performed at Hope's many locations, staffing services (such as Charles River), clothing and household goods recycling, auto donations, and electronic waste and mattress recycling. **If you have a business that Hope could partner with, or if you want to refer an opportunity to Hope, please contact Ken Toren, Vice President Business Operations at ktoren@hopeservices.org or 408.497.0247.**

Hope Program Spotlight: Project SEARCH

Invest Today in Hope's Project Search Program — \$2,500 Will Support One Intern's Path to Employment

How do you spell success? At Hope Services, one way is through EMPLOYMENT! In just two years, Hope's Project SEARCH (PS) program has provided employment training and jobs for nearly a dozen students with developmental disabilities who might otherwise face unemployment. Hope was named number one out of 17 PS programs in California for placement success!

The Project SEARCH Transition Program is a unique, business-led, nine-month training program that takes place entirely at the workplace. A seamless combination of classroom instruction, career exploration, and hands-on training through worksite rotations translates to total workplace immersion.

The project has meant jobs for Hope Services' clients. Participants work as interns in entry-level positions at sites such as Lucile Packard Children's Hospital at Stanford, doing tasks such as filing, scanning, or stocking supplies. Job coaches from Hope Services and Palo Alto Unified work with students throughout the year to help them succeed in their internships and to find work after graduation. Packard is one of more than 200 venues for Project SEARCH across the United States, Canada, England, Scotland and Australia.

Project SEARCH at Lucile Packard graduated 10 interns in June 2014. Of those, three are currently working at new positions. Of 10 graduates from 2013, nine were working in paid positions by year-end.

One notable graduate has been placed at a medical laboratory preparing specimens for analysis and testing, a job that requires a high-degree of quality control and attention to detail. His success is a direct result of



Project SEARCH students at work

PS, and is not a typical job for which individuals with a disability would qualify. Another intern was placed at Stanford Hospital in hospital food service where the starting wage is more than double minimum wage!

Project SEARCH started in 1996 at Cincinnati Children's Hospital, where a nursing director opted to tackle high turnover rates in entry-level positions by training people with developmental disabilities to fill the jobs.

Hope has already enlisted five adult interns for the 2015 class at Lucile Packard starting this fall. Kaiser San Jose Medical Center will provide internships for up to 12 adults a year, starting in 2015. For more information, contact Diana Fuzere at dfuzere@HopeServices.org.

Want to support Project SEARCH? Donate online or contact Robin Doran at rdoran@HopeServices.org or 408.284.2842.

"The sole definition of a successful outcome is competitive employment in an integrated setting for each Project SEARCH intern." – Project SEARCH



JOE CAMPBELL NIGHT
September 9 at O'Flaherty's Pub,
San Jose • 5:30 to 8 p.m.

Raise a glass in memory of beloved longtime Hope CEO, Joe Campbell, who passed away earlier this year. The Campbell family will join in for an evening of story-telling, and Irish

music. Your \$25 donation includes appetizers and a no-host bar. Proceeds support Downtown San Jose Rotary's Play Garden and memorial to Joe. Contact Angela Mazza for details or to RSVP: 408.284.2862 or amazza@hopeservices.org.

September 18 at the Capital Club • 5:30 to 8 p.m.

Save the Date for an after-work evening of networking and engagement on inclusionary employment for Silicon Valley. Watch Hope's Facebook page for details.

Estate Planning?

We can help with your family legacy. Contact Robin Doran at rdoran@HopeServices.org or 408.284.2842.

In a hurry but want to support Hope?

Simply text the word AMAZING to 41444 now.

Jogging for Hope



On April 30, in scorching heat, students, staff, and supporters of Casa Di Mir, a Montessori school in Campbell for elementary and middle school aged students, began their annual jog-a-thon to raise funds to support the Wildlife Center of Silicon Valley and Hope Services' Homestart Program. Casa Di Mir is doing a wonderful job at building social awareness and educating their students about helping others, spurring their desire to raise funds for Hope. Students ran and walked the track, carrying signs and cheering for both organizations. And, on May 16, the students proudly presented Hope Services with a check for \$3,000. Hats off to the students, staff, and parents at Casa Di Mir!



hope services

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Charlie Knocks It Out of the Park at Giants Game

Charlie Hughes wasn't about to let former Giants slugger Will Clark forget his promise to arrange for him to throw out the first pitch at a Giants game. Will was Hope's keynote speaker at the 2013 Building Community Breakfast where Charlie also offered an inspirational speech on behalf of Hope clients.

On May 27 Charlie's dream came true when he threw out the ceremonial first pitch prior to the Giants game against the Chicago Cubs at AT&T Park.

"This is the biggest and best thing that has ever happened to me," said Charlie. Hughes was escorted by a group of nearly 100 fans who named themselves "Charlie's Cheerleaders."

Charlie credits his second-grade teacher for using box score stats from Giants games as a way to teach him math. He graduated from Gunn High and is also a graduate of one of Hope's most successful job-training programs: Project SEARCH. It's a national program that trains clients on-site at Lucile Packard and Kaiser Hospitals. (See page three to learn more or to donate.) Charlie is well-known in the Palo Alto community for his work at Ada's Cafe and at the Stanford Bookstore.



Will Clark with
Charlie Hughes

Want to learn more? We'd love to hear from you.

We value your feedback. Call with questions or share your thoughts. Send all correspondence to Hope Services, 30 Las Colinas Lane, San Jose, CA 95119. **Talk to us:** 408.284.2842 or 408.284.2858, connect@HopeServices.org. **Take a tour:** We promise to make your day a bit brighter. Contact Angela Mazza at 408.284.2862 or amazza@hopeservices.org.