



Innovation Started HOPE and Remains Alive Today

Sixty years ago, a group of parents who were unwilling to send their children to an institution, came together and created HOPE Services from their own innovation and determination. Their legacy has lived on and evolved from a one-room school house serving 14 children, to assisting over 3,100 people with developmental disabilities and their families.

Ten years of state rate freezes and funding cuts have refocused HOPE onto new business models and programs that generate revenue to support service delivery and create jobs for our clients. Simply stated, HOPE has become a social enterprise.

“We are very excited about the future of HOPE Services,” says HOPE’s CEO, John Christensen. “Rather than the community supporting our clients, our clients are supporting our communities. In turn, the community is improving as well as our clients who are a part of it.”

Green Businesses

One example of new innovation at HOPE is the adoption of our new green business models. Although HOPE has always played a major role in recycling in our communities through collection of clothing and household goods, we have expanded those efforts to include e-waste and mattresses.

Our e-Waste to Wages program develops partnerships with local schools, nonprofits and government agencies to promote local e-waste drives. HOPE works with our partners to collect the e-waste which is sold to our refiner, ECS. The income generated from the sales of the e-waste is returned to our partners in the form of a labor credit. The money pays HOPE clients, at minimum wage, to perform jobs our partners need help with such as grounds maintenance, mail assembly, or landscaping.

“Everyone wins,” says Green Business Manager, John Bell. “We eliminate harmful products from our waste streams,



HOPE participants disassemble e-waste. This innovative service strategy provides jobs for individuals with developmental disabilities while eliminating harmful products from our waste stream.

create jobs in the community for our clients, support local organizations, and generate additional revenue for our programs.” Over the past three years, HOPE has recycled 1,600 tons of e-waste or enough to fill 100 53 foot tractor-trailers end to end.

Expanding on the success of our e-waste program, HOPE now accepts donations of mattresses which are dismantled and completely recycled by our clients; the wood is chipped, the metal is smelted, the batting and other materials are sold to other handlers who use the materials in new second generation products. Last year, HOPE clients recycled enough mattresses to stretch from San Jose to Gilroy.

Project Search

HOPE is also advancing new program and employment models. For people seeking employment, HOPE’s goal is to help them acquire the skills they need for a long-term career.

Project Search, originally launched in Cincinnati, OH, places high school graduates with developmental

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FROM JOHN CHRISTENSEN

The President's Message

2012 has been quite a year! We have been very busy at HOPE Services; the initiation of Project Search at a local children's hospital, consumers receiving services at our Las Colinas site and our building on 10th St. in San Jose was sold. The

list of our accomplishments could continue for a page or more, but what remains constant is our focus on fulfilling our mission with innovative service strategies.

With the holiday season upon us, we have so much to be thankful for these days. Our successes are the results of the many volunteers, board members, staff, consumers, parents, siblings and supporters of HOPE Services. You are the ones that make this organization happen!

The future of HOPE Services brings renewed focus on earned income. HOPE has utilized this model for years, with projects like In-Kind Donations, e-Waste to Wages, and subcontract jobs. These types of projects currently account for 30% of our income. We will be developing these diversified projects as they provide jobs for our participants, and revenue for our operations. It is our hope that earned revenue will exceed fees received from the State for services. State funding has been frozen for the last decade and there is no hint of recovery. It is time that we determine our own fate. We can only do this with your help!

On behalf of everyone at HOPE Services, we wish you the best this holiday season.

COMMUNITY SPOTLIGHT

New Leaf Market in Half Moon Bay

Community has always been the central focus of New Leaf Community Market. So it is no surprise that when it comes to their employees they too reflect the community in which New Leaf Market reside. Patrick and Danny are two of New Leaf's employees. They are not only Half Moon Bay residents but they are participants in HOPE's Half Moon Bay Peninsula Diversified Network. Both gentleman collect carts, organize products, and assist with keeping the store clean. Patrick especially enjoys greeting the customers. But what makes this partnership unique is that Patrick and Danny receive no job coaching support from HOPE, rather the New Leaf staff provides the natural support needed for Patrick and Danny to succeed in their positions.

"HOPE staff is used only as a resource when Patrick and Danny need to be trained on a new task," according to North County District Director, Suanne Rinta. "New Leaf's Store Manager, Miguel Lucatero has truly put the



(L-R) Patrick, Miguel and Danny. New Leaf Market is truly making a difference for people with developmental disabilities in Half Moon Bay.

business philosophy of *supporting the community* into action and our participants have certainly benefitted." Thank you New Leaf Community Market for helping to build a community that supports all its members!

Other Ways To Give

- **Donate gently used clothing, small appliance and household items.** Free home pickup:
 - Northern California: pickups@hopeservices.org; (408) 748-2874 or toll free: (866) 636-6283.
 - Southern California: social@hopeservices.org; (714) 522-3638 or toll free: (800) 936-0673.
- **Donate a vehicle, running or not.** Schedule a pickup: (408) 748-2874 or toll free: 1.866.636.6283.
- **Volunteer at HOPE Services.** Call (408) 284-2887.
- **Recycle your electronic waste or your mattresses and box springs.** Call (866) 636-6283.



A Lifetime of Service to HOPE



Ann and Alden Danner have supported HOPE Services since the early 1970s when their daughter, Liz, enrolled in HOPE's pre-school program. This January, HOPE will recognize Ann and Alden's investment by welcoming them as charter members of the Circle of HOPE Society.

Ann and Alden Danner have supported HOPE Services since the early 1970s when their daughter, Liz, enrolled in HOPE's pre-school program. Ann recalls the classrooms of children of varying abilities and the beautiful outdoor space where children would run and play at recess.

Impressed with HOPE's positive atmosphere and dedicated staff, Ann joined the Board of Trustees and began giving back as both a leadership volunteer and donor. Her commitment of service has continued over 40 years and has included leadership roles as HOPE's interim CEO and Executive Director of HOPE's Foundation, the organization's former fundraising body.



Ann's fondest memories center around the Foundation's work, where she and other volunteers raised funds for scholarships for those in need of our services. She lights up recalling the Fashion Show volunteers put on where

participants in our programs walked the runway side-by-side with donors and volunteers. Ann was also a part of the campaign to refurbish HOPE's Whittier Center; current home to our Counseling Center, employment services, and an after school program for teens with developmental disabilities.

This January, HOPE will recognize Ann and Alden's investment in HOPE by welcoming them as charter members of the Circle of HOPE, a group of our most committed donors. When asked why she continues to invest in HOPE, Ann is quick to answer, "I want to support an outstanding organization dedicated to serving my daughter and others who have disabilities. They have abilities that need to be recognized and nurtured. This is what I believe HOPE does."



Introducing The Circle of HOPE Society!

HOPE inspires people to do extraordinary things. It's what we wake up with; it's what we're driven by; and it's what inspired our founding parents to open one of the nation's first one room school houses for developmentally disabled children in 1952.

These parents inspired those around them to build a community where their children would no longer live behind closed doors, isolated from friends and family, just because they were "different."

60 years later, HOPE Services wants to thank our closest supporters for partnering with us to uphold that vision of

community. This January, we are proud to announce the founding of the Circle of HOPE Society, as we celebrate our 60th Anniversary in the Silicon Valley.

Circle of HOPE members are a distinguished group whose annual gifts of \$1,000 and more guarantee a bright future for people with developmental disabilities. They will be offered a variety of special privileges, including VIP event invitations, personal tours of our centers and workshops, and behind-the-scenes information with senior staff and Board members.

For more information about the Circle of HOPE Society, please contact Individual and Corporate Giving Manager, Michelle Compton, via email at mcompton@hopeservices.org or phone at (408) 284-2842.



Innovation Started HOPE

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disabilities into internships at local hospitals. Their day is structured so they work two-thirds of their day in a job assignment and one-third of the day in classroom instruction. The interns rotate through five different jobs in the nine month program. The end goal is that the clients receive enough job experience that they can apply for a position with the hospital where they interned.

Of 950 interns from over 200 sites nationwide who completed Project Search in the 2010-11 Academic Year, within one year of completion, 65% were employed in jobs that were community-integrated, paid prevailing wages, and offered at least 20 hours of paid work weekly. Currently, HOPE Services pilot program has placed nine clients in this program at a local children's hospital. You will learn more about Project Search in our next edition of HOPE in Action in March 2013.



Your help builds hope.

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Teeing Off for HOPE Services!

The 40th Annual Bini's/Kyoto Palace Golf Tournament benefitting HOPE Services and San Jose East Valley Lions Club was held on September 17th at Coyote Creek Golf Club. 120 golfers and 25 volunteers came together on a beautiful fall day to raise money for these two worthy organizations. The golf tournament began in 1972, when four customers from Bini's Bar & Grille wanted to show their gratitude towards the owners of the restaurant. Over the last 40 years it has grown into a tournament that gives back to the local community.

HOPE Services participants got into the "golfing spirit" by volunteering at the tournament. Nine participants from the Community Access Network (CAN) Program worked at the HOPE sponsored golf holes. Money that was raised at these holes benefitted our programs and services. For some participants it was an opportunity to spend a day on the green. Gabe, who had never been on a golf course before, got an impromptu golf lesson from one of the golfers, and loved hitting the balls. For many of the participants this was their second year volunteering. They enjoyed spending the day talking with the golfers and raising money at their holes.



Sasha Grant (left) and Glynis Olson (right) are two Mountain View CAN program participants who volunteered at the 40th Annual Bini's/Kyoto Palace Golf Tournament benefitting HOPE Services and San Jose East Valley Lions Club.

GO GREEN with HOPE Services!

HOPE Services' FY 11/12 Annual Report is available online at www.hopeservices.org. Save a tree and sign up for the HOPE Services e-newsletter too!