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ANNUAL  
REPORT

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## MESSAGE FROM CEO



### Dear Friends,

I am honored to share with you the results of another fantastic year of growth and innovation at Hope Services. This year should be best remembered not just for the crisis we are living through, but for the stories of staff coming together in a time of extraordinary need. I am inspired by the compassion, care, and dedication demonstrated by all of our teams, and by the impact we are having in the lives of those we serve during this time of crisis. Every day, I witness the deep connection between our staff and our clients that is the driving force behind our success.

Our innovative virtual platform, **From Hope to Home,™** has helped maintain the social connection between clients and staff in addition to providing a robust program. Approximately 99% of our clients are participating in some form of distance learning or Telehealth interactive sessions. This includes our Mental Health Counseling Center, which has switched to a Telehealth model providing daily services to over 1,450 clients. Our Community Living programs continue to operate 24/7, with Community Employment operating on an as-needed basis.

Thanks to our sponsors and donors we had a very successful **2nd annual In Concert with Hope**, featuring Shelly Berg and Mindi Abair. We could not have raised \$536,399 for this event without your support, exceeding our goal. We are incredibly grateful to our donors, volunteers, elected officials and corporate partners for their generosity, especially during these difficult times.

I am proud to lead this organization, and I am grateful to our strong and caring community. Stay well, be safe.

With much warmth and appreciation,

A handwritten signature in blue ink that reads "Chip Huggins". The signature is fluid and cursive, with the first name "Chip" and last name "Huggins" clearly legible.

Charles "Chip" Huggins, JD  
President/CEO

*On the cover:  
13-month-old (four months  
premature) quadruplets:  
Carla, Laila, Lucia, and Maya,  
Homestart clients*



**Incorporated in 1952**

**Total Clients Served: 3,332**

- **Mental Health Services: 1,443**
- **Service Programs for Developmentally Disabled: 1,889**

**Full-time and Part-Time Staff: 675**

**Programs: 11**

**Agency Actuals: \$56,720,552\***

(cash operating revenue)

\*2019 Audited Financial Statement, Armanino LLC

## ALLOCATION OF EXPENSES

**Programs: 90.63%\***

**General and Administrative: 8.32%**

**Fundraising: 1.05%**

\*Includes Retail



**Counties Served: Santa Clara, Alameda, San Mateo, Santa Cruz, San Benito, Monterey**

# 1,183

**clients volunteer in their communities, contributing a total of 12,911 hours of service**



# 983

**clients are employed; that's 29% of the total client base compared to 14.5% which the Department of Developmental Services reported in 2017 for working-aged people with a developmental disability**

# 71%

**of clients retained employment for six months or more after securing a permanent placement**

## PARTNERS:

**San Andreas Regional Center**

**Golden Gate Regional Center**

**California Department of Developmental Services**

**Department of Rehabilitation**

**Santa Clara County Behavioral Health**

# \$14.25

**is the average hourly wage of employed clients higher than state minimum wage of \$13**

# 42%

**increase in holiday appeal donations from 2018 to 2019**

# 73%

**of clients who accessed mental health services reported feeling an improvement in their mental health and a relief of their symptoms**

# 99%

**of clients have engaged in some form of distance learning or Telehealth interactive sessions since the March 2020 shelter-in-place order**



# How Your Donations Generate Hope



All come together to be sorted...



...into soft goods and hard goods.

Then they are evaluated...



...for condition and value.

Sales fund Hope Services programs



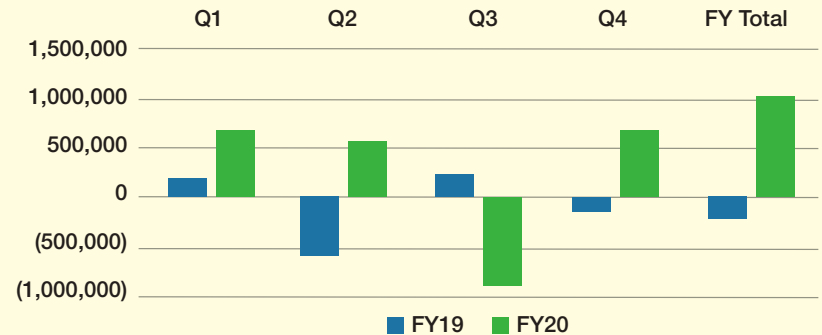
Sell-worthy items go to Hope Thrift.



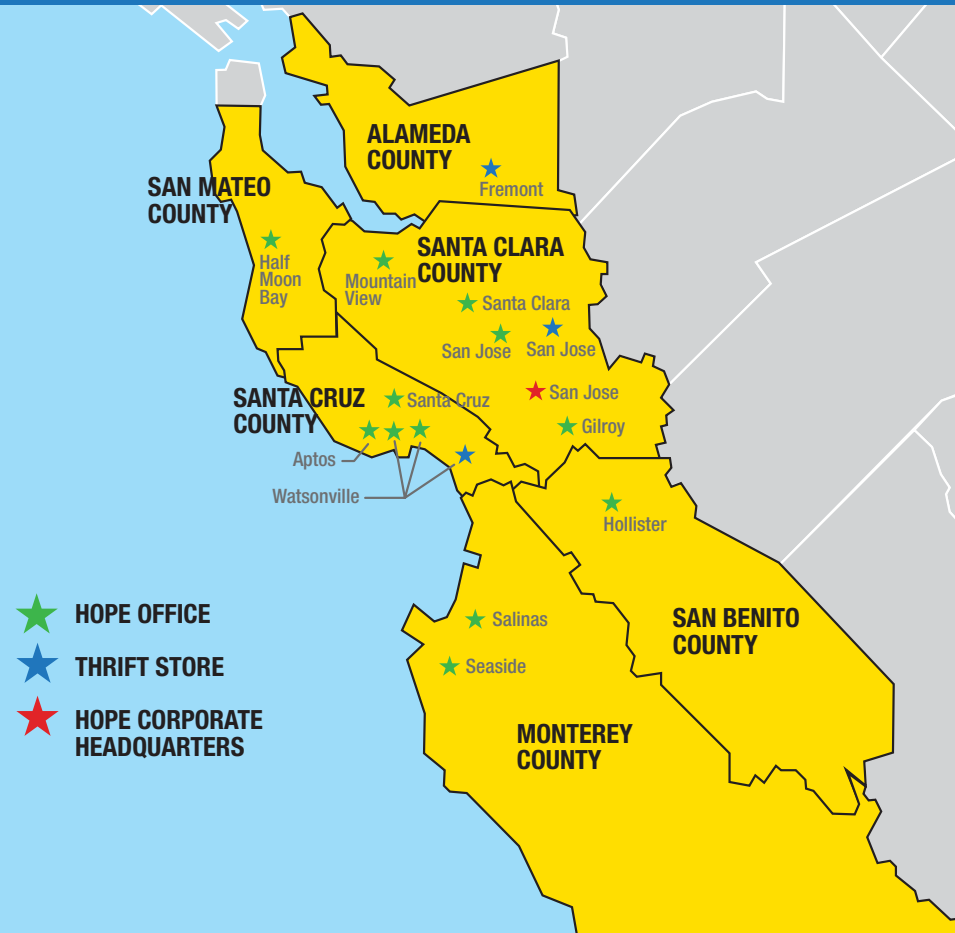
Your support of HopeTHRIFT is also good for our planet. Extending the life of clothing by an extra nine months could reduce carbon, waste and water footprints by around 20–30% each.



## FY19-20 Quarterly Net Income (net of depreciation)



















## OUR LOCATIONS



# HOPE'S LEADERSHIP, VOLUNTEERS, AND KEY STAFF

## Board of Directors

-  Steve W. Clinton, Chair  
*Womble Bond Dickinson (US) LLP*
-  Bill Palmer, Vice Chair  
*Commercial Casework Inc, Retired*
-  Lisa Chapman, Esq.,  
Secretary  
*Strategy Law, LLP*
-  Ralph Harnett, Treasurer  
*Ensign-Bickford Industries, Retired*
-  Cameron Haste, Past Chair  
*Bay Federal Credit Union*
-  Karen Cottle, Esq.  
*Adobe, Retired*
-  Sam Dennis  
*Department of Defense, Retired*
-  Roxanne Vane  
*Heritage Bank, Retired*
-  Jenn Henley  
*Facebook*
-  Dan Foster  
*StatusWorkX*
-  Ori Kochavi, Ph.D.  
*Kaiser Permanente*
-  Ivan Fujihara  
*IKF Consulting*
-  Libo Cao Meyers  
*Apple, Inc.*
-  Joe Pert  
*Basic American Foods, Retired*
-  Christine Joseph  
*Livongo*
-  Tom McGovern  
*Cushman & Wakefield*



## Advisory Council

(Not all members pictured above)

Jan and Tom Berthold, Co-Chairs  
Ann and Alden Danner, Co-Chairs  
Renu and Dhruvil Gandhi  
Jeanne Gobalet and Garth Norton  
Charles "Chip" Huggins, JD  
Debbie McCarroll  
Bill and Ruthie Palmer  
Mary and Fred Schell  
Roxanne Vane



hope services

Transforming lives through Hope since 1952

## Leadership Team

Charles "Chip" Huggins, JD  
*President/Chief Executive Officer*

Clayton Ng  
*Chief Financial Officer*

Paul Shea, SPHR  
*Vice President, Operations*

Sue Bell  
*Director, Human Resources*

Cathy Bouchard  
*Director, Central District (San Jose)*

Suanne Rinta  
*Director, North District (Mountain View, Santa Clara & Half Moon Bay)*

Kristi Alarid  
*Director, South District (Gilroy, Hollister, Salinas & Seaside)*

Gina Jennings  
*Director, Santa Cruz (Santa Cruz, Aptos & Watsonville)*

Anna Fernandez, LMFT  
*Director, Mental Health*

Linda Siino  
*Director, Client Advocacy and Community Resources*

## BOARD MEMBER FEATURE

### Steve Clinton

I am a product of this valley, having earned a Bachelor's degree in Business from Santa Clara University, an MBA from San Jose State University and a Juris Doctorate degree from Santa Clara University School of Law. This led to a career as a corporate attorney with Womble Bond Dickinson (Womble), an international law firm with 28 offices in the United States and the United Kingdom. I also serve as the Chairman of Womble's Innovation Board and Chairman



of the C&S Knowledge Management Committee.

I joined Hope Services (Hope) Board of Directors in 2015 when I heard of Hope's services to the community and its active engagement in Northern California. My wife and I have four children, one of whom is severely

disabled, so working with Hope and seeing what Hope does for the developmentally disabled community is very personal and special to me. I served as Board Chair from October 2018 - October 2020 as well as Vice Chair prior to that, and got to be part of the program for Hope's virtual concert presented on October 3, 2020. It was a great experience and let me more fully grasp the power of Hope that is evident through the video of client families, the work of essential staff during this difficult time, and the tremendous outpouring of support from donors. I was blown away and felt very proud of the work Hope fulfills in this community.

Building community is also important to me. I am active in the community and support a number of causes important to me, including establishing guardianships to help prevent minors from entering the foster care system, serving as a mentor to SCU student athletes and law school students, guest lecturing at SCU law school, coaching children's athletics, providing pro bono legal services and volunteering for service projects.

To have fun, I enjoy biking, rowing, jogging, tennis and traveling the world with my wife and children!



# From Hope to Home™ Program

**F**rom Hope to Home™ was born of necessity. When shelter-in-place became our reality, the Hope team of Direct Service Professionals answered the call and got to work. Today the program hosts hundreds of participants each day and offers a learning space that is focused on interpersonal exchange, personal development, and always trying new ways to offer clients choice and self-direction.



With generous grants and donations, we purchased hundreds of tablets and located low-cost resources for connectivity to close the digital divide for homes and families. Daily themes address community and world awareness, safety, health, social interaction, self-advocacy and FUN. Afternoons are completely devoted to client's varied interests and our partners in the California

Community College system round out the offerings. Home delivery of materials and wellness calls bridge the gap to create safe, personal exchanges, and even provide tech support from time to time. Staff and participants alike are learning technology skills at breakneck speed, gaining those vital 21st century work skills. From Hope to Home™ is proving to be the temporary solution that is yielding permanent benefits.

## FROM HOPE TO HOME™ SUPPORT STAFF



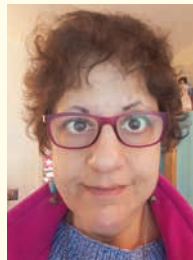
Aundria Abad



Hayley Malcolm



Cam Coulter



Tahiya Marome



*"Jon has always been provided special education services. His needs are fairly unique in that he has learning challenges and is visually impaired. Jon was one of the first participants in From Hope to Home.™ I have found it to be remarkable! Once he began receiving services from Hope, we just saw a change in Jon in that he wanted to get up every morning, wanted to be ready for his program, wanted to have everything he needed so that he can experience and be with his peers and learn. That's the most important thing to me is that Jon is happy, that he's sociable and engages with people. Being a part of Hope has allowed Jon to continue his growth and happiness, his laughter and joy that he brings people and we just can't thank them enough."*

— Nancy Crowe, Jon's Mother

## HOPE ESSENTIAL SERVICES

**H**omestart has managed to move all services over to a virtual platform without a gap in services to those families who wished to receive the service. They continue to offer most of their services via teletherapy; however, they do have a few clients that are receiving in person visits with proper precautions in place.

**Supported Living (SLS) and Independent Living Services (ILS)** continued to provide essential in-person services during the shelter-in-place and the California State of Emergency. SLS and ILS client needs increased as more clients were home during the day due to their programs being closed. A comprehensive COVID-19 safety plan was developed for SLS and ILS with program specific staff training and in-person service delivery protocols that included temperature and daily symptom checks and PPE for all. Staff were also creative in accessing remote doctor appointments, on-line banking and grocery delivery to reduce exposure.

**Hope Services Behavioral Health Counseling Center** was able to quickly transition to a virtual clinic in the days after the shelter-in-place order. Therefore, there was no gap in services. Most clinicians are using Zoom (or other similar software) to meet with clients and engage clients (who want to use video-conferencing) in virtual face-to-face meetings. Other clinicians continue to provide their support through phone calls. This continuation of services has helped clients maintain a therapeutic structure in a challenging time.

**Community Employment Services** continued to provide essential job coaching support services for those who remained employed in essential jobs during the shelter-in-place and California State of Emergency. These individuals remained employed in retail, grocery stores, home improvement locations and Federal contracts at the Naval Post-Graduate School (NPS) and Department of Defense (DOD). Job coaching services were provided face-to-face as well as by connecting via phone, Skype, Zoom and Facebook. On-going training for both staff and clients was provided regarding Business Exposure Control Plans & Social Distancing Protocols; safety precautions regarding — such as social distancing, hand-washing, disinfecting and use of protective equipment (PPE).



*Hope Services staff continue to provide crucial programs and services virtually and in person during the pandemic.*





# Hope Services: The Road to Integration in the Community

The early years of life are crucial for growth and learning. Infants and toddlers who have a developmental delay (or are at risk of one) need extra help through early intervention services to reach their full potential. In adult life, our program participants have access to a diverse network of support through day services, including site-based and community based programs; employment and job training; mental health services; senior services; and community living services. Hope Services prides itself on delivering a diverse range of services for individuals with developmental disabilities and mental health needs throughout life.



## HOMESTART

(SERVES AGES 0-5)

A family focused early intervention program that primarily serves children from birth to age five and their families. The children in the program have been diagnosed with developmental disabilities or are “at risk” for developmental delays. Services are typically provided in the comfort of the family home (or primary day care) — the child’s most natural environment. Our sessions have transitioned from in person to virtual since the onset of the COVID-19 pandemic for most families enrolled in our program.

## MENTAL HEALTH SERVICES

(SERVES AGES 5-65+)

Counseling Center provides mental health services for children and adults with developmental disabilities and co-occurring mental illness. Hope offers psychiatric and psychotherapeutic services, such as individual, group and family counseling, rehabilitation counseling, behavior therapy, case management and psychotropic medication management.



## PROJECT SEARCH

(SERVES AGES 18+)

A unique one-year business-led internship program. Total workplace immersion facilitates classroom instruction, career exploration, and relevant job skills training through strategically designed internships. Participants are taught about important concepts such as social skills in the workplace, teamwork, communication, and self-advocacy. Hope currently partners with Kaiser Permanente, Lucile Packard Children’s Hospital Stanford, and Salinas Valley Memorial Hospital. The goal is community integrated employment for graduates.



## EMPLOYMENT, MEDIA AND COMMUNITY CONNECTIONS

(SERVES AGES 18+)

Provides opportunities for individuals to learn, socialize, and receive services and supports that will improve the quality of their lives, and encourage community engagement. This is accomplished by engaging clients in community-based activities, training, taking classes, and paid work, both on-site and out in the community.



When adults are ready to retire from working life, our senior day programs meet the need for continued social interaction and community. Our programs foster improved quality of life across multiple areas including personal development, self-determination, interpersonal relations, social inclusion, rights, emotional well-being, physical well-being and material well-being. Our vision is to create a world where people with disabilities are fully supported in their own independence and integration into the community.

## COMMUNITY EMPLOYMENT

(SERVES AGES 18+)

Services for individuals with disabilities who wish to work in community settings. Job developers and job coaches provide employment support services tailored specifically to each participant's needs. Work opportunities represent nearly every industry or service labor market and support a wide range of client career interests.



## COMMUNITY LIVING SERVICES

(SERVES AGES 18+)

Includes both Supported Living and Independent Living programs. Both help people to live in a home of his/her choice, by supporting and assisting them in all areas of life including but not limited to: employment, housing, medical monitoring, money management, socializing, and transportation.

## OTHER DAY PROGRAMS

(SERVES AGES 18+)

These programs offer an array of activities designed to help people with developmental disabilities be active in their community. Each program offers individualized support for personal care, mobility, communication, and behavior. - Diversified Networks - Day Training Activity Center - Pajaro Valley Community Access - Mobile Work Group - Tailored Day Services

Program Options Include:

- Self-Advocacy
- Communication
- Instructional Classes
- Volunteer Activities
- Employment Exploration
- Part-Time Work
- Leisure/Recreational Activities



## SENIOR SERVICES

(SERVICES AGES 45+)

Designed specifically for seniors who have developmental or intellectual disabilities. Focus on providing a nurturing social environment that promotes access to the community and participation in age-related activities. Consumers participate in a variety of activities designed to increase awareness of self and others, physical stamina, and cognitive, sensory, and living skills.

# OUR FY19 – 20 FINANCIALS

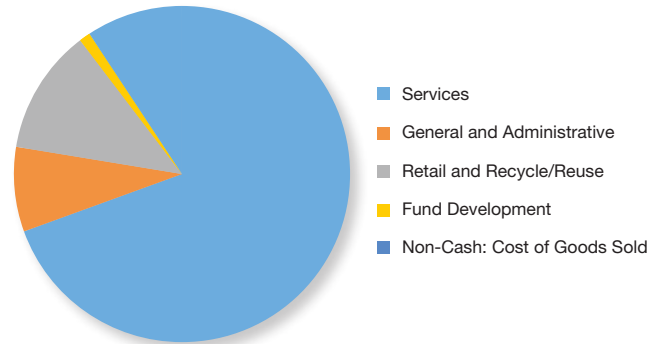
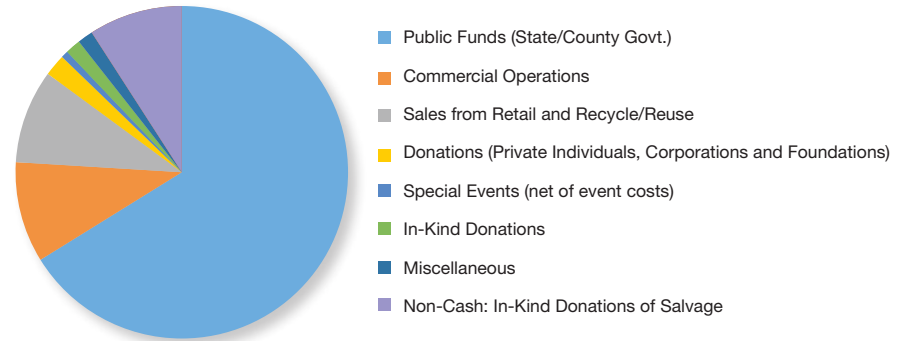
## Sources of Funding

Public Funds (State/County Govt.)	37,533,357
Commercial Operations	5,557,020
Retail and Recycle Reuse	5,169,438
Donations (Private Individuals, Corporations and Foundations, Events)	1,207,553
Special Events (net of event costs)	390,579
In-Kind Donations	843,671
Miscellaneous	849,496
<i>Non-Cash: In-Kind Donations of Salvage</i>	5,169,438
<b>Total</b>	<b>56,720,552</b>

## Allocation of Expenses\*

Services	38,672,627
General and Administrative	4,533,738
Retail and Recycle Reuse	6,711,324
Fund Development	594,155
<i>Non-Cash: Cost of Goods Sold</i>	5,169,438
<b>Total</b>	<b>55,681,282</b>

\*Excludes Depreciation



## Sources of Funding

Excluding Sales from Retail and Recycle/Reuse and Non-Cash In-Kind Donations of Salvage

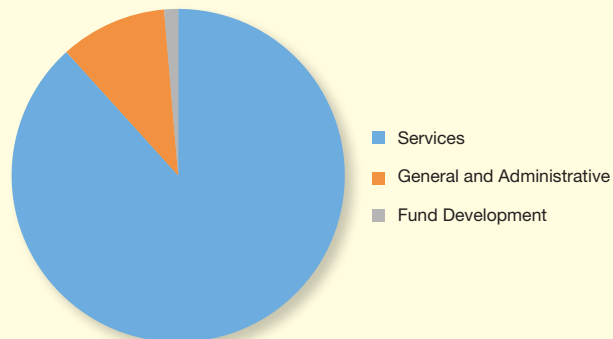
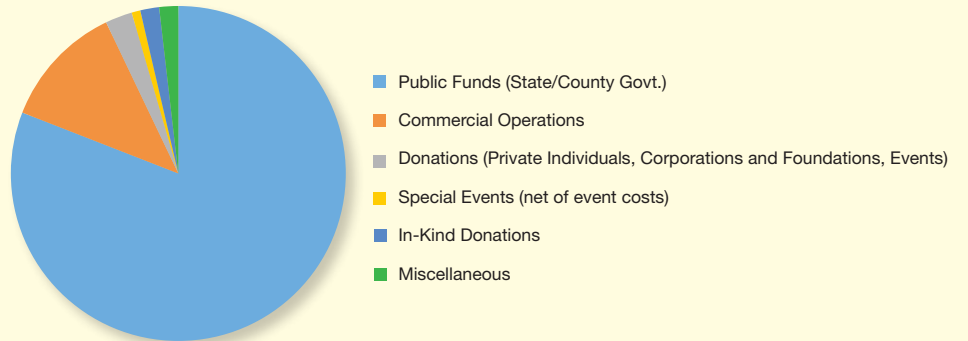
Public Funds (State/County Govt.)	37,533,357
Commercial Operations	5,557,020
Donations (Private Individuals, Corporations and Foundations, Events)	1,207,553
Special Events (net of event costs)	390,579
In-Kind Donations	843,671
Miscellaneous	849,496
<b>Total</b>	<b>46,381,676</b>

## Allocation of Expenses

Excluding Expense from Retail and Recycle/Reuse and Non-Cash Cost of Goods Sold\*

Services	38,672,627
General and Administrative	4,533,738
Fund Development	594,155
<b>Total</b>	<b>43,800,520</b>

\*Excludes Depreciation





# THANK YOU TO OUR MAJOR DONORS, FUNDERS, AND SPONSORS JULY 1, 2019-JUNE 30, 2020

## **\$250,000 +**

California Department of  
Developmental Services  
Santa Clara Behavioral Health  
The Tabata Living Trust - Janet  
Tabata & Flyer Crat

## **\$100,000 - \$249,999**

Ruthie & Bill Palmer/Commercial  
Casework, Inc.  
SyMed Corporation

## **\$50,000 - \$99,999**

City of Santa Cruz

## **\$25,000 - \$49,999**

Adobe, Inc./Adobe Employee  
Community Fund  
City of Santa Clara  
Jeanne Gobalet & Garth Norton  
The Dolly and Frank Halden  
Giving Fund  
Harden Foundation  
Kathy & Randall A. Lipps  
The Mercury News Wish Book  
Mary & Fred Schell/Birk  
McCandless Intervivos Trust

## **\$10,000 - \$24,999**

ABD Insurance & Financial  
Services, Inc.  
Bank of America Charitable  
Foundation  
Clyde Berg  
Janice & Thomas Berthold  
Bothin Foundation  
CBIZ Insurance Services, Inc.  
Anita & Charles W. Davidson  
Disability Communications Fund  
(Ability Central)  
eBay Foundation  
Barbara & Paul Gentzkow

Doris & Dewey Halligan  
Linda L. Lester  
John McNellis  
Libo Cao Meyers  
William Prusch Jr. Trust  
Rabbit Office Automation, a  
Xerox Company  
Safeway Foundation  
Silicon Valley Community  
Foundation  
Sobrato Family Foundation  
Mark Stevens  
Wells Fargo Foundation

## **\$5,000 - \$9,999**

The Atkinson Foundation  
BCCI Construction Company  
Bishop Ranch  
Deborah & Jeff Byron  
Teresa & Tik Cho  
Cisco Systems, Inc.  
Frank Nigro Columbian  
Foundation Supporting  
People with Intellectual  
Disabilities, Inc.  
Community Foundation for San  
Benito County  
The Honorable Alden E. Danner  
and Mrs. Ann Danner  
Destination: Home  
Erin Craig & Richard Dvorak  
Pam & Rick Ehrlich  
The ENDUE Foundation  
First Republic Bank  
Barry Hoglund  
Charles "Chip" Carr Huggins Sr.  
Craig Klosterman  
Kyoto Palace  
Lakeside Foundation  
Livongo Health  
Mission City Community Fund  
Nutanix, Inc.

The Pauline W. & Henry W.  
Parker Fund  
Peter Paulsen  
Scharf Investments, LLC  
Joanne Schott  
Joyce & Bradley Smith  
United Way of San Benito County

## **\$1,000 - \$4,999**

The David and Myra Albrecht  
Charitable Gift Account  
Alliant Insurance Services, Inc.  
Anonymous Donors  
Archer Family Foundation  
Armanino LLP  
Carolyn & Tom Barnes  
Patricia & James Beall  
Darla & Bryce Beck  
Kimberly & Jerry Bellotti  
Benevity  
Pamela Berry  
Roy Billings  
Norma & Tom Bommarito  
Borch Family Foundation  
Brandenburg Family Foundation  
Bright Funds Foundation  
Bambi Cask & Steve Patterson  
Lisa Chapman & Stan Fink  
Gloria & Michael Chiang  
Amy & Daniel Chu  
Steven Clinton/Womble Bond  
Dickinson  
Community Foundation for  
Monterey County  
Corrigan-Walla Foundation  
De Mattei Construction, Inc.  
Della Maggiore Stone, Inc.  
Sam Dennis  
Jenny & Dan Dole  
Peter Dvorak  
Facebook, Inc.  
Nancy Federspiel

FIRST 5 Santa Clara County  
Nancy & Francis Forristel  
Ivan Fujihara  
Gagliasso Trucking  
Renu & Dhruvil Gandhi  
Linda & William Giannini  
Gilroy Garlic Festival Association  
Guittard Chocolate Company  
Pat & John Hammett  
Sarah Eddy Harnett & Ralph  
Harnett  
Barbara & Douglas Harper  
Cameron Haste/Emanate Life  
Sciences  
Heritage Bank of Commerce  
Holman Enterprises  
Hopkins & Carley  
IBM Employee Services Center  
Interior Commercial Installation,  
Inc.  
Amanda & Mark Kaems  
The Jean and E. Floyd Kvamme  
Foundation  
J. Lohr Vineyards & Wines  
Jette & Bent Meier  
Mission Creek Capital Partners  
Amy & Eric Palmer  
Parents Helping Parents  
Plumbers, Steamfitters &  
Refrigeration Fitters, UA Local  
393  
Francis & Mary Harvey Family  
Foundation  
D & J Hodgson Family  
Foundation  
Diane & Jim Judson  
Joyce Kobori & Mateo Go  
Knights of Columbus, #2469  
Krishna Kumar  
Ori Kochavi, Ph.D.  
Susan & Thomas Klein  
Steve Kwan  
Debra & Peter Loomis

Jeanne & Jim Maggiore  
Debbie & Steve Manser  
Danine & Larry Mar  
John & Arlette Monfredini  
Foundation  
Laura & Mike Nibbi  
Bernadette & Dan O'Donnell  
Patricia & Andrew O'Donnell  
Gloria Principe & John O'Farrell  
R.R.R.R Janitorial Service  
Cindy & Allen Ruby  
Saint Andrew's Episcopal Church  
San Jose Water Company  
Employees of Toshiba America  
Electronic Components, Inc.  
The Scott Family Trust - Annette  
& Bruce Scott  
The Stephen C. and Patricia A.  
Schott Foundation  
Schwab Charitable  
Sutter Health  
Kris Suzuki  
United Way Bay Area  
United Way Monterey County  
Walmart Foundation  
Patty & Jim White  
Allison M. Wilson  
The Wolfe Foundation  
M. Gary Wong  
YourCause.com  
Anna Zara & Robert English

*For an extended list of  
donors, please visit:  
[www.hopeservices.org](http://www.hopeservices.org)*

# Virtual "In Concert with Hope" Benefit



Featured Artist, Mindi Abair



Featured Artist, Shelly Berg

## A Virtual Success: In Concert with Hope raises \$536,399

We are grateful to the sponsors, donors, and attendees of our 2nd annual concert for supporting our mission to improve the quality of life for individuals living with developmental disabilities and mental health needs. We were so fortunate to have the talented jazz pianist Shelly Berg, a multi GRAMMY award nominated arranger, and producer, perform for all of us. And we had so much fun as jazz saxophonist Mindi Abair rocked it on stage. A highpoint was the premiere of the Hope client video which featured three client stories; Jon, April, and Joe reflecting how with the help of funds raised, Hope continues to serve people through the pandemic. Although we couldn't gather in person, each performer brought their personal touch and amazing talent to our virtual stage. Their music boosted our moods, got a few people dancing, and virtually brought us together as a family and community.



To watch a recording of the concert,  
please visit: [hopeservices.org/concert](https://hopeservices.org/concert)

From top to bottom: President/CEO, Charles "Chip" Huggins; From Hope to Home Client, Jonathan Crowe; Hope Services Client and Employee, April Neal; Hope Services Client and J. Lohr Employee, Joe Espinoza.

## 2nd Annual



Special thanks to the  
"In Concert with Hope"

### Event Committee

Bill Palmer (Co-Chair)

Lisa Chapman (Co-Chair)

Christine Joseph

Roxanne Vane

Debbie McCarroll

Ann Danner

Chip Huggins

Tom McGovern

### Honorary Committee

Doris Buffett (1928-2020)

Shelly Berg

Mindi Abair



# Thank You To Our Sponsors

## Spotlight



## Presenting

Birk McCandless & Family  
Mary & Fred Schell

## Headliner



## Opening Act

Janice & Thomas Berthold

## Backstage



Barbara & Paul Gentzkow  
John McNellis  
Libo Cao Meyers  
Ruthie & Bill Palmer

## Finale



The Honorable Alden E. Danner &  
Mrs. Ann Danner  
Charles "Chip" Carr Huggins Sr.  
Joyce & Brad Smith

## Encore



Laura & Mike Nibbi

## Fund-A-Need



FIRST REPUBLIC BANK

The Dolly & Frank Halden Giving Fund  
Amy & Eric Palmer  
Joyce & Brad Smith

## In-Kind



Constellation Brands



## Media



## Longtime Partners





Specialized Bicycles in Morgan Hill employs Hope clients to help customize, cap and run quality control on the plastic water bottles at headquarters in Morgan Hill. "It's really about making them feel like a part of the community and like they're contributing to something," said Ryan Jones, who oversees Specialized Water Bottles. Just recently, with the help of Hope clients, Specialized donated bottles to help support firefighting efforts currently active in California. Each fire fighter received a bottle as part of their wildland packs, which is something they previously were not able to provide. With efforts like these, it is no wonder Specialized was recognized as Employer of



Angel "Angie" Mendoza, Hope Client contracted by Specialized

the Year in 2008 by the California State Congress for the employment of people with developmental disabilities. At that time, Specialized had partnered with Hope for 15 years, which means 2020 marks our 27th year of a successful partnership that continues to grow even during these unprecedented times. "As you know, Hope is very much a part of our Specialized Family, and family takes care of family — so it certainly goes without question to help the team in any way possible," Jones said after personally driving to Hope and delivering 1,000 masks for Hope's essential workers. It is partners like these that truly deserve to be in the spotlight for all they have done for Hope.



Joe Espinoza, Hope Client and J. Lohr Employee

The long-standing partnership between Hope Services and J. Lohr Vineyards and Wine began over 14 years ago. J. Lohr moved the work Hope clients were performing at a Hope site for the company into J. Lohr's warehouse and shipping operations in 2006 to better meet their growing production needs. The Community Employment contract at J. Lohr provides part time and full-time jobs for 13-15 clients, all earning minimum wage. The Hope team perform all of the job duties necessary to repack and prepare cases of wine for domestic and export shipments, as well as wine club orders at the busy warehouse. The team prepared 325,347 cases in 2019! The team is fully integrated into the J. Lohr operations, working in concert with the J. Lohr employees. During the busy seasons, clients will work extra hours or on Saturdays to meet the production demands, along with their J. Lohr co-workers. The clients participate on the safety committee, in achievement celebrations and are a part of the holiday parties. J. Lohr is a valued partner that demonstrates Hope's mission and values daily. As Cynthia Lohr described the partnership; "We are so proud to continually be aligned with all that Hope Services stands for in empowering its community."

## The Power of Your Donation

Your donation to Hope Services is a vital investment in Silicon Valley's most innovative programs and services for people with developmental disabilities and mental health needs. **For every dollar you donate, 91 cents\* goes directly to Hope's programs and services** and helps us bridge the gap left after county and state funding, to support costs for critical needs during the COVID-19 pandemic, such as PPE supplies, nutrition counseling, Spanish interpretation, technology and computer devices, program materials and staff salaries. Your donation fuels our mission "to improve the quality of life for individuals with developmental disabilities and mental health needs."

\*2019 Audited Financial Statement, Armanino LLC

## Make your Donation

- Online at [hopeservices.org/donate](https://hopeservices.org/donate)
- By sending a Check to Hope Services, 30 Las Colinas Lane, San Jose, CA 95119
- Through a Stock Transfer: submit your brokerage with the stock transfer form found at <https://www.hopeservices.org/how-you-can-help/donate-assets/>
- Through Corporate Matching Gifts: ask your HR Department if it will add to your donation. Show your acknowledgment letter and provide Hope's tax ID # 94-1399287 to boost the impact of your gift.
- Through a Planned Gift from your will, trust, or retirement benefits: email [development@hopeservices.org](mailto:development@hopeservices.org) or call 408-284-2862

### FROM HOPE TO HOME

**\$10,000** provides printing/mailling costs of weekly activity packets sent to clients participating in our remote learning program.

### FROM HOPE TO HOME

**\$5,000** provides Samsung tablets for 25 clients so they can participate in Hope's distance learning program, From Hope to Home.™

### MENTAL HEALTH

**\$2,500** provides seven clients with one month of mental health consultation via teleconferencing.

### FROM HOPE TO HOME

**\$1,000** provides eight clients with one year of internet connection so they can participate in our remote learning program during COVID-19.

### HOMESTART

**\$500** assures four weekly therapy sessions for one child in our Homestart early intervention program and potentially avoid future special education.

### ESSENTIAL SERVICES

**\$250** provides a client with a four-month supply of PPE to assure safe interaction with Hope's essential staff.



## PLAN FOR TODAY, LEAVE A LEGACY FOR TOMORROW

**J**anet and Flyer Tabata had been long-time supporters of Hope Services, ever since their daughter Suzi joined Hope as a client in 1974. Suzi, who received services at the Parkmoor Work Activity Program, the Clove Drive Center, and the Supported Living Services, passed away in 2003. She was an outgoing, gentle spirit who made friends, and always had a big smile for everyone. Suzi became the editor of the newspaper at Hope and an artist, working on a computer and using



paint brushes with her left foot. A sample of her artwork titled “Fluffy and Zeek”, named after her pets, can be seen hanging in the HR office

at Hope’s Las Colinas location.

Janet and Flyer owned and operated the successful Flyer’s Body Shops in San Jose, working together in various capacities of the business. Following her husband and daughter, Janet passed away in 2015.

As devoted parents, the Tabatas’ dedication in support of people with disabilities never stopped. This is reflected in their decision to make a planned gift in honor of Suzi’s memory. Through the Tabata Living Trust, they have bequeathed to Hope nearly half a million dollars. Hope is profoundly grateful to Janet and Flyer for this extremely generous donation from the Tabata Living Trust which will be especially impactful as we recover from the global health crisis during which time we continued serving clients.



*Suzi Tabata*

## Here’s How to Create Your Legacy Today...

Simple and common ways to support Hope Services through Planned Giving:

- **Beneficiary Designation:** The simplest planned giving approach is by designating Hope Services as the full, part or contingent beneficiary of your individual retirement account (IRA), 401(k), 403(b), donor advised fund (DAF), life insurance policy or other account is easy to arrange and modify. If the retirement assets are tax-deferred, the portion left to Hope will not be subject to tax. You can arrange simply by completing a beneficiary designation form provided by your plan administrator; no attorney is required.

- **Wills and Trusts:** Among the most common types of legacy gifts, wills and trusts enable you to bequeath a specific dollar amount or asset (such as real estate), a percentage of your estate, or the remainder after specific gifts to loved ones have been made.

### Take the First Step

Please contact [development@hopeservices.org](mailto:development@hopeservices.org) or call 408-284-2862 to arrange for a confidential and no obligation discussion about your interest in making a planned gift. You may also wish to consult your tax advisor or planned giving professional for guidance on planned gifts.

### Is a Special Needs Trust Right for Your Family?

Many families are finding that this global pandemic has emphasized the importance of planning for the future care of a loved one. A Special Needs Trust allows a disabled beneficiary to enjoy the use of property that is held in the trust for his/her benefit while continuing to receive government benefits. Consulting with a trust attorney is the logical starting point to determine if this is appropriate for your estate plan.

If you have included Hope Services in your plan, please let us know so that we may assure that our records reflect this and add you to the Hope Services Legacy Society. You may email [development@hopeservices.org](mailto:development@hopeservices.org).



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**Hope's mission is to improve  
the quality of life for people with  
developmental disabilities and  
mental health needs.**

## HELP US SPREAD THE WORD

about Hope Services! We are actively adding fans, friends, followers, and fundraisers and we want you to join us. Visit our website or follow us on social media.

**[www.hopeservices.org](http://www.hopeservices.org)**



## *3rd Annual “In Concert with Hope” Benefit*

SAVE THE DATE!  
**Saturday  
Oct. 2, 2021**  
VIRTUAL

FEATURING  
**Mindi Abair**  
and other **GRAMMY-**  
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