



hope services

Transforming lives through Hope since 1952



ANNUAL REPORT

2018 - 2019

MESSAGE FROM CEO



Dear friends,

Equity. Opportunity. Access. Inclusion. Community. Stigma Free.

These are more than just words — they are some of the ideals we live by throughout the organization.

This year's Annual Report highlights the array of ways we are promoting and protecting the rights of people with intellectual and developmental disabilities (I/DD) and mental health needs.

Through our programs in six northern California counties we are supporting and working alongside people with I/DD and mental health needs and their families to make a more inclusive society a reality in all aspects of life.

Our work has been going strong for nearly 67 years. We've made great progress, and proudly share with you our 2018/2019 accomplishments. Thank you for being a part of our past, present, and future as we strive to fully achieve our mission.

With much appreciation and warmth,

A handwritten signature in blue ink that reads "Chip Huggins". The signature is written in a cursive, flowing style.

Charles "Chip" Huggins, JD
President/CEO



Incorporated in 1952

Total Clients Served: 3,258

- **Mental Health Services: 1,288**
- **Service Programs for Developmentally Disabled: 1,970**

Full-time and Part-Time Staff: 646

Programs: 11

Agency Budget: \$58,492,237
(excludes depreciation)

ALLOCATION OF EXPENSES

Programs: 61%

General and Administrative: 7%

Fundraising: 1%

Retail and Recycle/Reuse: 31%
(includes in-kind donations expense)



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

664

clients volunteering in the community a total of 19,841 hours



892

clients working across the agency — 27% of total client base.

In 2015, the California State Council on Developmental Disabilities reported that only 14% of people of working age adults with a developmental disability were working

76%

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

\$13.37

Average hourly wage of employed clients
(California minimum wage is \$12 per hour)

141%

increase in holiday appeal donations from 2017 to 2018

76%

of surveyed clients with developmental or intellectual disabilities accessing mental health services reported improved mental health symptoms



In 2019, CARF renewed its accreditation of Hope for another three years. We scored successfully on 97% of 1,200 standards applied.



OUR LOCATIONS

















-  HOPE OFFICE
-  THRIFT STORE
-  HOPE CORPORATE HEADQUARTERS

HOPE'S LEADERSHIP, VOLUNTEERS, AND KEY STAFF



Board of Directors

-  Steve W. Clinton, Chair
-  Bill Palmer, Vice Chair
-  Lisa Chapman, Esq., Secretary
-  Craig Klosterman, Treasurer
-  Cameron Haste, Past Chair
-  Nicole M. Anzoategui
-  Karen Cottle, Esq.
-  Sam Dennis
-  Dan Foster
-  Ivan Fujihara
-  Ralph Harnett
-  Jenn Henley
-  Ori Kochavi, Ph.D.
-  Roxanne Vane

Advisory Council

(Pictured above)

- Tom and Janice Berthold, Co-Chair
- Alden and Ann Danner, Co-Chair
- Renu and Dhrumil Gandhi
- Garth Norton and Jeanne Gobalet
- Charles "Chip" Huggins, JD
- Debbie McCarroll
- Bill and Ruthie Palmer
- Roxanne Vane
- Chris Wright
- Dale and Vicki Yoshihara

Leadership Team

- Charles "Chip" Huggins, JD
President/Chief Executive Officer
- Clayton Ng
Chief Financial Officer
- Sue Bell
Director, Human Resources
- Nivisha Mehta
Vice President, Development
- 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: Cameron Haste

I am the Executive Vice President and Chief Operations Officer for Bay Federal Credit Union, the largest locally owned financial institution in Santa Cruz County. I am also the co-founder of Emanate Life Sciences, a clinical data services firm in



the life sciences industry. I began my relationship with Hope Services in 2005 when I hired one of Hope's clients at the credit union. The client has been a wonderful addition to the team, and

remains a beloved member of the credit union family to this day. Experiencing the positive impact the relationship with Hope's client brought to the credit union, and observing Hope's active engagement in the community, I wanted to become more involved with the agency. I joined the Hope Services Board of Directors in 2010 and have served in the roles of Secretary, Vice Chair and Board Chair. I am active in the community and support a number of causes important to me, focusing on youth engagement, education, social services, diversity and inclusion. I hold a Bachelor's Degree in International Business from California State University, Dominguez Hills. I am an adventure traveler and recently completed a tour of Turkmenistan, Tajikistan and Kazakhstan.

Hope Services: The Road to Integration in the Community

Hope Services prides itself on the ability to meet a diverse range of needs for individuals with developmental and intellectual disabilities throughout life. In early life, early intervention services to young children who have or are at risk for developmental delays have been shown to positively impact outcomes across developmental domains, including health, language and communication, cognitive development, and social/emotional development. In adult life, our program participants have access to a diverse network of support services including mental health counseling and treatment, job training and employment, day programs, and housing supports, depending on their needs.



HOMESTART

(SERVES AGES 0-5)

A family focused early intervention program that 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.

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.



Homestart Early Intervention Services

Age Group Served: 0-5 years old

Program Budget: \$979,195

Geographic Areas Served: Santa Clara, San Mateo, San Benito, and Monterey Counties

PROGRAM ACCOMPLISHMENTS

Clients served: 475 children and their families

Outcomes:

- 100% of families served were completely satisfied with Homestart's services
- 99% of children showed an improvement in their developmental assessments, which measure cognitive, social/emotional, self-care (i.e. eating, sleeping), communication and motor skills.
- The CA Department of Developmental Services reports that, of children graduating/exiting from early intervention programs statewide, 77% require no services after the age of three.



Children referred to this service may have cognitive delays, neurological disorders, genetic disorders, motor or speech delays, social/emotional delays, feeding difficulties, be medically fragile, or at-risk due to low birth weight or premature birth.

The Homestart program has been providing culturally sensitive, multi-disciplinary early intervention services for children, ages 0-5, for over 40 years. The goal of the program is to help children reach their fullest potential while supporting and empowering parents in their roles as caregivers and teachers. Developmental assessments are conducted, and may include the following areas: cognitive, language, gross and fine motor, social/emotional health, self-help skills, and sensory processing abilities. An individual service plan is then created for each family.



“Emery began sitting up and responding to interaction. He is now learning to crawl and is close to walking. Emery’s therapist allowed us to see a new side of our son that wasn’t there before and it’s been really special for us. Having Hope Services help us has made a tremendous difference in our whole family.”

Joe Newton, Emery’s father

Age Group Served: 5-65+

Program Budget: \$8,822,968

Geographic Areas Served: Alameda, Santa Clara, Santa Cruz, San Benito, and Monterey Counties

PROGRAM ACCOMPLISHMENTS

Clients Served: 1,288

Outcomes:

- 96% client satisfaction
- 76% of clients reported feeling improvement in their mental health



The Hope Services Counseling Center is in the midst of a significant expansion, increasing our ability to serve people with developmental disabilities and co-occurring mental illness. Many of our services center on supporting clients in achieving measurable goals (like increasing their use of coping skills to reduce depression). Licensed and pre-licensed therapists and social workers, Therapeutic Behavioral Services coaches, case managers, nurses, and psychiatrists work collaboratively in a multi-disciplinary environment to help each client thrive in their communities. For many of our clients, Hope Services serves as

a cornerstone of strength that helps them maintain their placement in the community and live fulfilling lives. Treatment is individualized and based on need and engagement. A variety of services are available, ranging from monthly medication management to counseling (for both clients and their care providers) to intensive case management and Therapeutic Behavioral Services. Survey results suggest that we are fulfilling our mission well, with high satisfaction scores and successful discharge rates.

USING TECHNOLOGY TO IMPROVE PATIENT OUTCOMES

In August 2018, Hope Services implemented the bStable pilot project serving 20 clients at Hope's San Jose Counseling Center. bStable is a comprehensive mental health



monitoring and crisis prevention software system designed by McGraw Systems, LLC. bStable modules allow clients to document mood, sleep patterns, symptom expression, health habits, and medication adherence. The software improves communication between patient and provider by displaying patient trends. These charts enable patients and providers to immediately detect trends that would otherwise be hidden.

“Donald came to the Hope Services Counseling Center because he was feeling a lot of sadness, sleeping for most of the day, and had stopped doing the things that he enjoyed, including interacting with people. Donald was seen for individual rehabilitation counseling and learned many skills such as sleep hygiene skills, communication skills and coping skills. After eight months of weekly sessions and Donald’s use of his newly acquired skills outside of session, his mood and habits improved drastically. Donald is now sleeping more regular hours, has learned to communicate more of his feelings, and has become quite the social butterfly! He loves talking to his neighbors and is extremely friendly with people he meets. Donald was able to graduate from rehabilitation counseling and is continuing to use the coping skills he learned in sessions.” Anna Fernandez, LMFT - Director, Mental Health

Project SEARCH

Age Group Served: 18+

Program Budget: \$381,308.12

Geographic Areas Served: Santa Clara and Monterey Counties

PROGRAM ACCOMPLISHMENTS

Clients served: 22

Outcomes:

- 91% client satisfaction
- 87% of graduates were placed in community integrated employment positions within 12 months

Project SEARCH is a unique, business-led, one-year internship program that takes place entirely at the host business site. The program serves young adults with intellectual or developmental disabilities who are transitioning out of the high school system to the complex responsibilities of the work world. Total workplace immersion facilitates a seamless combination of classroom instruction, career exploration and relevant job skills training through strategically designed internships.

Clients are taught important concepts such as social skills, teamwork, communication and self-advocacy in the workplace. Once clients graduate, they have gained a wide range of employment skills and experiences that qualify them for career-oriented positions with their host sites and other local employers. If needed, Hope Services also provides job search and post-internship job placement supports through its Community Employment program.

PROJECT SEARCH INTERNSHIP PARTNERS:

- Kaiser Permanente San Jose Medical Center
- Lucille Packard Children's Hospital and Stanford Medical Center
- Salinas Valley Memorial Healthcare System

Our graduates have found employment placements at:

- Kaiser Permanente San Jose - Environmental Services
- Kaiser Permanente San Jose, Morrison Food Group - Food Service
- Stanford Book Store - Merchandising/stocking/ inventory control
- Google, Bon Appetite - Food Service
- Microsoft, Compass Group - Food Service
- Google, Cushman and Wakefield - Customer Service/Admin support



"The Project Search team at Stanford/Lucille Packard Children's Hospital helped Catalina, "Cati", learn job tasks in three hospital departments, boost her self-confidence and prepare her first real job. After graduation Cati was job ready and received job development services and later follow-along coaching from Hope. She was hired by Euresst at Google as a Customer Service Representative. Cushman Wakefield took over as the contractor from Euresst two years ago and Google insisted that Catalina and her co-worker from Hope remain. She is a valued team member, rides the Google shuttle to work, meets friends for lunch in the Google cafes and works out in the campus gym. She also just got a second job on her own at a Marriott Hotel in Los Altos as a Food Service Assistant on Saturdays."

Chris Wright, Business & Project Search Liaison

Employment, Media and Community Connections

Age Group Served: 18+

Program Budget: \$11,445,456

Geographic Areas Served: Santa

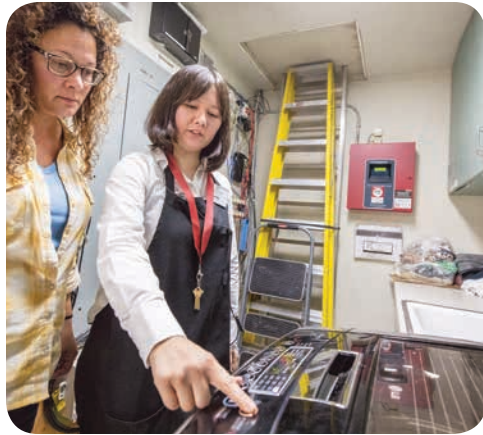
Clara, Santa Cruz, San Benito, Alameda,
Monterey & San Mateo Counties

PROGRAM ACCOMPLISHMENTS

Clients Served: 564

Outcomes:

- 90% of EMCC clients earned a paycheck
- 80% of EMCC clients spent time volunteering in the community



The Employment, Media and Community Connections Program replaced the old sheltered workshop model that Hope operated for nearly 40 years. EMCC offers on-site classes and training, along with part-time community-based employment, volunteer opportunities, and access to community resources, such as classes at community colleges and community centers. Participants are actively involved in developing their personal schedules. EMCC also offers a media and technology training component as a means to connect with the

community. Participants learn skills like how to use a computer, access the web, use email and/or research community resources. Participants also learn how to produce and edit videos. They learn all the steps involved in interviewing local leaders and filming local events. Each EMCC site has its own unique partnerships with local public TV stations, university media departments, and other local non-profit agencies.



JUST A FEW PLACES EMCC CLIENTS VOLUNTEER:

- Wilder Ranch
- Santa Cruz City Library
- Homeless Garden Project
- Santa Cruz SPCA
- Meals on Wheels –Monterey
- Animal Friends Rescue Project
- Care of Souls –Equestrian Therapy
- Don Edwards National Wildlife Refuge
- Shoreline Park
- Live Oaks Community Center
- Emma Prush Garden EAH Housing



“It took Suong a few internship trials to figure out what she really wanted to do and what she felt was a good fit for her. She started out at Great America working as a “grounds keeper” which involved mainly sweeping, watering, and trash collection. Suong advocated for herself for a job indoors and was able to secure a spot in the food court doing food preparation. This job was intended to be only temporary, as Great America is closed during the week once school starts. We were going to start looking for new jobs for the team, but Suong decided she wanted to stay. She asked Great America if she could continue working on the weekends. She knew that she would not have the on-site support from staff or the transportation to and from work. This did not deter Suong from continuing to work at Great America! She has independently learned to book her own Uber rides to and from her job, and continues to work independently at Great America to this day!”

Cathy Bouchard, Director, Central District

Community Employment

Age Group Served: 18+

Program Budget: \$5,236,534

Geographic Areas Served: Santa Clara, Santa Cruz, San Benito, Alameda, Monterey & San Mateo Counties

PROGRAM ACCOMPLISHMENTS

Clients served: 399

Outcomes:

- 95% client satisfaction
- 76% of clients retained their job for six months or longer following job placement



Employment is often the most effective way for people with developmental or intellectual disabilities to gain independence and self-sufficiency. However, obtaining a job is not an easy proposition. The unemployment rate in the State of California for people with developmental disabilities is 87%. Getting a good job is a goal that can require months, even years, of hard work and training. Hope's Community Employment Program supports clients in achieving their career goals by assisting them with job placement and providing personalized support. Employment opportunities represent nearly every industry and a wide range of career interests. The comprehensive individualized services offered include job development, job placement, and on the job coaching to maximize successful job retention. Hope provides two models of community employment to meet each client's needs: individual placement and group placement. Job coaches provide assistance in learning a job at the job site. They do initial training, retraining, and follow-along with the clients to ensure that he/she understands what the particular job requires and can perform those job requirements. Job coaches also assist with job-related matters such as transportation, grooming, time off, ongoing communication with the employer, safety, and self-advocacy.

OUR CLIENTS HAVE FOUND MEANINGFUL EMPLOYMENT AT REPUTABLE EMPLOYERS LIKE:

- Honeywell
- Tesla
- ChargePoint
- J. Lohr Winery
- USGS
- West Marine
- Specialized Bicycle Components
- Charles Rivers
- Department of Defense Center
- Naval Postgraduate School
- UCSC
- City of Santa Cruz
- City of Capitola



"Mitchell is diagnosed with Autism Spectrum Disorder. After Mitchell graduated from high school, he took college classes for two years before deciding in the summer of 2017 that he preferred to focus on a career instead. Hope staff started looking for an individual job placement for Mitchell. Mitchell went through the interview process with Whole Foods and was hired near the end of September 2017. Hope Services provided a job coach for Mitchell so that he could learn the subtle aspects of working as a bagger at a large grocery store. Within six months, Mitchell and his managers decided he should train to be a cashier. Mitchell again had the help of a job coach for learning his new responsibilities. Mitchell has worked as a cashier for more than one year. He thoroughly enjoys his coworkers and his interactions with customers. Mitchell is very happy to have a great job that provides him more opportunities for responsibility and independence in his life."

Pam Ehrlich, Mitchell's Mother

Age Group Served: 45+
Program Budget: \$1,348,121
Geographic Areas Served: Santa Clara and Santa Cruz Counties

PROGRAM ACCOMPLISHMENTS

Clients Served: 83

Outcomes:

- 82% of all clients spend time engaged in community-based activities. Examples include volunteering, enjoying the outdoors, visiting restaurants and movie theatres, and other entertainment activities.



In 1900, a child born with an intellectual or developmental disability had a life expectancy of 19 years. That number had increased to 66 years by 2006 (Center for Disease Control and Prevention, 2009). Vast improvements in access to health care and public health have dramatically improved life expectancy for the general population, as well as for people with intellectual and developmental disabilities.

Hope's Senior Services are designed to meet the specialized needs of older adults with developmental disabilities. This group of individuals may experience premature aging/early on-set dementia, isolation, and medical frailty that accompanies their developmental disability. Aging adults with an intellectual or developmental disability that live a sedentary lifestyle will experience adverse health outcomes quickly lose their fine and gross motor skills. Remaining active and engaged is crucially essential to maintaining quality of life in old age. Hope provides a place for seniors to remain active in their communities and participate in daily on-site programming.



A Hub for Socialization and Community:

Seniors are given the opportunity to share their appreciation of music performances and participate in craft clubs, community visits and a multitude of celebrations like birthdays, holidays and personal milestones.



“At the Senior Center, Larry and Twilla Polli are everyone’s favorite couple. They transferred into the Center three years ago after seven years working in the Hope Workshop. They met and married at their Residential Care Home and have enjoyed doing everything together for the past fourteen years. They are fully ambulatory and have a great sense of humor while interacting with peers and staff members. When they were working, they found they would start to tire early in the day, but can now enjoy an active life in recreational activities at the Senior Center. They enjoy the Center’s many weekly group activities, community outings, and volunteering in the community.”

Juan Guel, Manager, Senior Center

San Mateo County Programs

Clients Served: 80
Budget: \$2,344,503

HALF MOON BAY-PENINSULA DIVERSIFIED NETWORK: PROGRAM ACCOMPLISHMENTS

91% participant satisfaction
The HPDN program averages 200 volunteer hours per month



Half Moon Bay-Peninsula Diversified Network

The HPDN program started in 2005 at the request of parents whose young adults were exiting the school system and there were no local programs available in the greater Half Moon Bay area. The program is 100% community-based and provides door-to-door transportation to and from the program by Hope staff. With support from Hope's staff, the goal of the program is to facilitate fully integrated community-based activities for program participants. Participants become "regulars" at community sites such as the local YMCA, coffee shop or volunteer sites, take classes and work part-time at local businesses. The program currently serves 28 clients in San Mateo County.

Community Employment Services at the United States Geological Survey Campus in Menlo Park

Hope has been providing the janitorial services at the United States Geological Survey campus in Menlo Park since 1993. The SourceAmerica Federal janitorial contract with the General Services Administration department provides community employment with full benefits for the seven participants served.



Supported Living Half Moon Bay

Supported Living Services provides an alternative to living at home with family or in congregated living situations. Services enable individuals to live in their own homes independently of others, and to have control over their own living arrangements and daily activities.

Employment, Media and Community Connections, Mountain View:

The Mountain View EMCC program provides services to 25 individuals who live in San Mateo County. Participants are supported in volunteering at local community services agencies or part-time work at the Home Depot and other employment sites.



Homestart

The Homestart program provides early intervention services for children, ages 0-5, with cognitive delays, neurological disorders, genetic disorders, motor or speech delays, social/emotional delays, feeding difficulties, be medically fragile, or at-risk due to low birth weight or premature birth. The goal of the program is to help children reach their fullest potential while supporting and empowering parents in their roles as caregivers and teachers.

EXPANDING HOPE IN SAN MATEO COUNTY

We are currently the largest outpatient mental health clinic for people with developmental disabilities and mental health needs in the state of California and the West Coast. Currently, we do not serve clients in San Mateo County. Looking forward, we are hoping to change that. Hope is looking to expand mental health services to clients in San Mateo County.

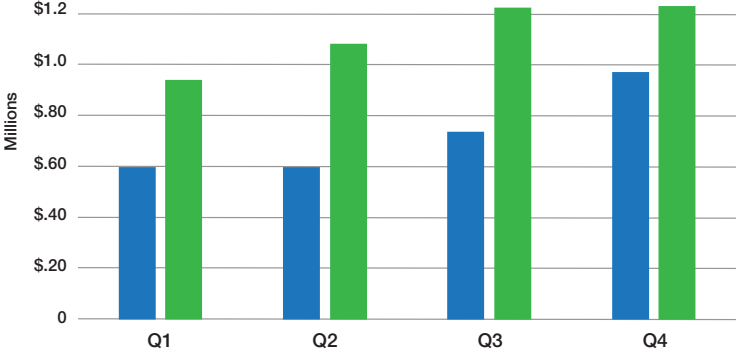
How Donations Generate Hope



11.25 million pounds of product was diverted from landfill due to Recycle/Reuse reduction



 **HopeTHRIFT** FY18-19 Revenue



Growth from Q1-Q4 is 54.02% over 2018



The Story of Green Street Books



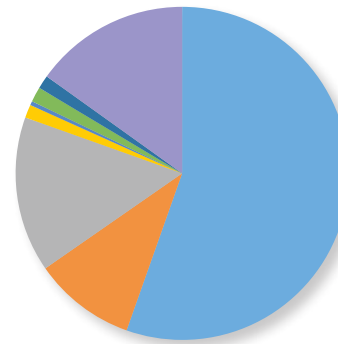
Hope Services is always looking for new and innovative ways to generate income and employ our clients. This fiscal year, Hope began a social enterprise partnership with Green Street Books, which is an online bookseller with a large presence on multiple domestic and international platforms founded by Edward Pemrose. Green Street Books processes, sells and ships new and quality used books and media on platforms such as Amazon and eBay. Green Street Books operates with clients, who also run the company, managing the most critical aspects of company processes. The project has managed to maintain online feedback in the top 1% tier. Currently Green Street Books is a pilot program we are working

on. With Hope's donation program, merchandise from the three Thrift Stores and Hope's client labor force, selling used books and media is a natural partnership for Hope. Green Street Books moved into the Mountain View site before the holidays and the business is providing part-time paid work at minimum wage for 4-5 Hope clients daily. The clients sort and process the goods received through Hope Thrift and Green Street Books donations, using scanners to determine the value of the books. Feedback from the clients on this new employment opportunity is positive, as evident from the smiles when a high value book is discovered during the scanning process.

OUR FINANCIALS

Sources of Funding

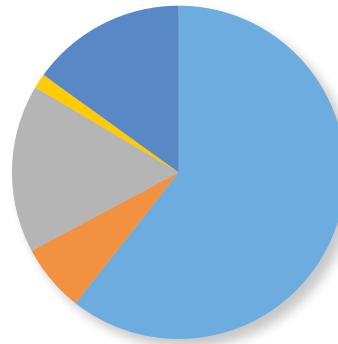
| | |
|---|---------------------|
| Public Funds (State/County Govt.) | \$33,633,505 |
| Commercial Operations | \$6,023,081 |
| Sales from Retail and Recycle/Reuse | \$9,171,509 |
| Donations (Private Individuals, Corporations and Foundations) | \$780,010 |
| Special Events (net of event costs) | \$238,017 |
| In-Kind Donations | \$886,350 |
| Miscellaneous | \$790,269 |
| <i>Non-Cash: In-Kind Donations of Salvage</i> | \$9,171,509 |
| Total | \$60,694,250 |



- Public Funds (State/County Govt.)
- Commercial Operations
- Sales from Retail and Recycle/Reuse
- Donations (Private Individuals, Corporations and Foundations)
- Special Events (net of event costs)
- In-Kind Donations
- Miscellaneous
- Non-Cash: In-Kind Donations of Salvage

Allocation of Expenses*

| | |
|-------------------------------------|---------------------|
| Services | \$36,928,648 |
| General and Administrative | \$4,004,453 |
| Retail and Recycle Reuse | \$9,949,011 |
| Fund Development | \$868,372 |
| <i>Non-Cash: Cost of Goods Sold</i> | \$9,171,509 |
| Total | \$60,921,993 |



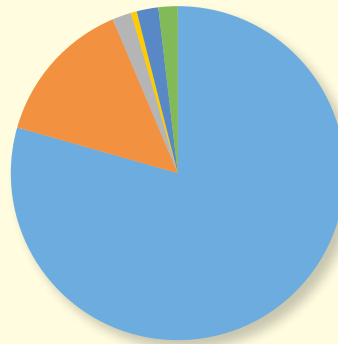
- Services
- General and Administrative
- Retail and Recycle/Reuse
- Fund Development
- Non-Cash: Cost of Goods Sold

*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.) | \$33,633,505 |
| Commercial Operations | \$6,023,081 |
| Donations (Private Individuals, Corporations and Foundations, Events) | \$780,010 |
| Special Events (net of costs) | \$238,017 |
| In-Kind Donations | \$886,350 |
| Miscellaneous | \$790,269 |
| Total | \$42,351,232 |

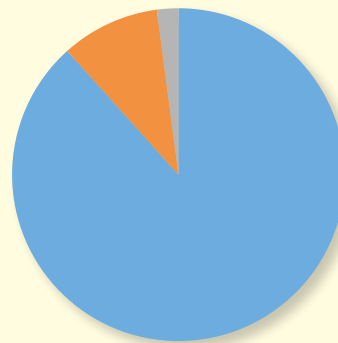


- Public Funds (State/County Govt.)
- Commercial Operations
- Donations (Private Individuals, Corporations and Foundations, Events)
- Special Events (net of event costs)
- In-Kind Donations
- Miscellaneous

Allocation of Expenses

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

| | |
|----------------------------|---------------------|
| Services | \$36,928,648 |
| General and Administrative | \$4,004,453 |
| Fund Development | \$868,372 |
| Total | \$41,801,473 |



- Services
- General and Administrative
- Fund Development

*Excludes Depreciation



Inaugural "In Concert with Hope" Benefit

On Thursday, May 30, 2019 on the grounds of Villa Montalvo, with over 400 guests comprised of donors, sponsors, and partners in attendance, Hope Services raised nearly \$400,000 at its inaugural "In Concert with Hope" benefit — featuring GRAMMY Lifetime Achievement Award Recipient Booker T. Jones, and two-time GRAMMY nominee Mindi Abair and The Boneshakers. The New Hope Band warmed up guests who attended the pre-concert reception. Attendees then filled the Garden Theatre where they enjoyed an energizing performance by Mindi Abair and The Boneshakers. A highpoint was the premiere of the Hope client video which featured three Hope client stories — Emery's, a toddler; Mitchell's, a young working adult; and Larry and Twilla's, a senior married couple — reflecting how Hope serves people at every stage of life. The evening was topped with a performance by Rock and Roll Hall of Fame inductee Booker T. Jones who extended his set in response to delighted guests who did not want the show to end.



Special thanks to the "In Concert with Hope" Event Committee!

- Bill Palmer
Co-Chair
- Lisa Chapman
Co-Chair
- Nicole Anzoategui
- Roxanne Vane
- Ann Danner
- Helen Marchese Owen
- Janice Berthold
- Charles "Chip" Huggins, JD
- Nivisha Mehta



Thank You To Our Sponsors

Headliner



Birk McCandless & Family
Mary & Fred Schell

Opening Act

Janice & Thomas Berthold

Munjal & Vijay Shah

Backstage



Barbara & Paul
Gentzkow



Claranne & Timothy
Long



John
McNellis

Brad &
Joyce Smith

Finale



Doris Buffett – Doris'
Learning by Giving
Foundation

Ann & Alden
Danner

Charles "Chip" Huggins
CEO Hope Services

Nick Palmer
Bill & Ruthie Palmer

Joanne Schott

Encore



Girish &
Datta Shah

Helen & Eddie Owen Family and
Lisa & Chris Marchese Family

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Fund-A-Need



Dolly & Frank
Halden

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Noonan

In-Kind



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My son, Alex, has always used several gestures to communicate, but since starting at Hope Services, he has used one more frequently than any other. Bringing his fingertips to his chest, he gently taps on himself. It may mean “me” or “wait for me” or “let me do it;” but I believe he means much more than that. I believe he’s saying “I AM SOMEBODY, I MATTER.” With the support of Hope Services, he and thousands of his disabled peers participate daily in their communities. They are valued. They matter.

The mission of Hope Services is to provide developmentally disabled individuals with the lifelong support they need to fully participate as members of their community. With the help of Hope Services, Alex has achieved a remarkably varied and fulfilling life. His life is something to celebrate... and sustain. The support he and others like him need must last a lifetime.

Knowing that every day Hope is making a difference in the lives of over 3,500 children and adults with development disabilities – supporting their right to be somebody, to matter, to having a good quality of life brings me the greatest joy. That’s why I support Hope Services.

Bill Palmer



For more than 45 years, Hope has been a trusted and essential part of the Danner family. Our daughter, Liz, began as a student in the preschool which, at that time, was a center-based program. There she learned that she was a person separate from her family and that she could function independent of us. This experience helped her to have a successful public school career and to participate in many sports through the Special Olympics.

Ann soon became involved with Hope as a Board Member, volunteer, and finally as the Executive Director of the Foundation for Hope where she and her board raised significant amounts of money over an 11 year period. During that time, Liz graduated from school and began several years of working in Hope’s sheltered workshop program. She is currently a client of the Supported Living Program which enables her to live in her own



home with paid caretakers and to spend weekends with us. “Our financial investment in Hope has helped assure that this wonderful organization can continue to fulfill its mission. We encourage others to join us in supporting Hope as it builds self-esteem and independence for the special people it serves.”

Ann and Alden Danner

Where do your contributions go?

Your contributions to Hope Services help to ensure that we can fulfill our vision: “We believe that the world is a better place when people with disabilities are accepted and fully integrated into the community.” Donations represent a vital investment in helping Hope Services bridge the gap between County & State funding and the actual cost of basic supplies, nutrition counseling, Spanish interpretation services, employment resources and job coaching, media and art supplies, program materials, and staff salaries. These expenses are not completely covered by government funding, yet are critical to our programs and services.

To make a donation, please visit hopeservices.networkforgood.com

Homestart

\$10,000 provides 14 families with Spanish language interpretation services and 33 families with 66 nutrition consultations over 12 months

Community Employment

\$5,000 provides eight adults with on-the-job employment support for one year

Mental Health

\$2,500 provides seven clients with one month of mental health counseling services

EMCC

\$1,000 assists three clients in securing new employment opportunities for a period of three months

Day Programs

\$500 provides four clients staff supported community-based day programming activities during the week such as, volunteering at animal shelters, gardens, paid employment opportunities, or taking community college classes

Project Search

\$250 provides 10 hours of mentoring and coaching to three young adult client interns working in the hospitals

PLAN FOR TODAY, LEAVE A LEGACY FOR TOMORROW

When our son was young, we worried that there might not be a program that would meet his needs after he aged out of the public school postsecondary program. Our anxieties grew over time, but while Rob was in his postsecondary program, we learned about a new Hope Services community-based program. He entered the Mountain View Diversified Network about 14 years ago and think it has been a good fit because of its

flexibility and suitability to meet Rob's needs. We cannot imagine how Rob could have spent his adult years productively without Hope's caring, helpful staff members. We have confidence that he can have a good future, with Hope's help. However, we are concerned that Hope must struggle to raise enough money to fund its programs. In particular, we recognize that it is very difficult for an organization like Hope to pay competitive wages to the staff

members who work directly with clients. As a result, we have made annual donations and recently designated Hope as a beneficiary in our estate planning documents. We make lifestyle adjustments so that we can contribute because Hope is much more important than almost any other way that we might spend money. We derive joy from making contributions to such an important program, and it is deeply gratifying to do so.



*Jeanne Gobalet
and
Garth Norton*

Is a special needs trust right for your family?

Many families today are taking advantage of a number of options to provide funds for the care of their child with disabilities after they pass away. A special needs trust allows a disabled beneficiary to enjoy the use of property that is held in the trust for his or her benefit, while continuing to receive government benefits. Consulting with a trust attorney is a logical starting point to determine if a special needs trust is right for your estate plan.

Planned Giving Options

Planned Gifts: A gift for Hope Services in your will, trust, or other plans will ensure that individuals with developmental disabilities continue to receive services that support their integration in the community. There are a number of ways to support our efforts through planned giving, such as:

Wills and Trusts: This is one of the most common types of legacy gifts. You can arrange to leave Hope Services a specific dollar amount or asset, a percentage of your estate, or the remainder after specific gifts to loved ones have been made.

Life Insurance or Retirement Plan: You can name Hope Services as the beneficiary

of your individual retirement account (IRA), 401(k), 403(b), donor advised fund (DAF), life insurance policy or other account. If the retirement assets are tax-deferred, the portion left to Hope will not be subject to tax.

Real Estate: There are several options for donating real property that Hope Services will sell to fund our work. Donate your land now, or leave it to Hope Services after your lifetime through your will or trust. You may also be able to donate a remainder interest that allows you to continue using your property for the rest of your life or transfer your property into a charitable remainder trust that provides you with income for the rest of your life.

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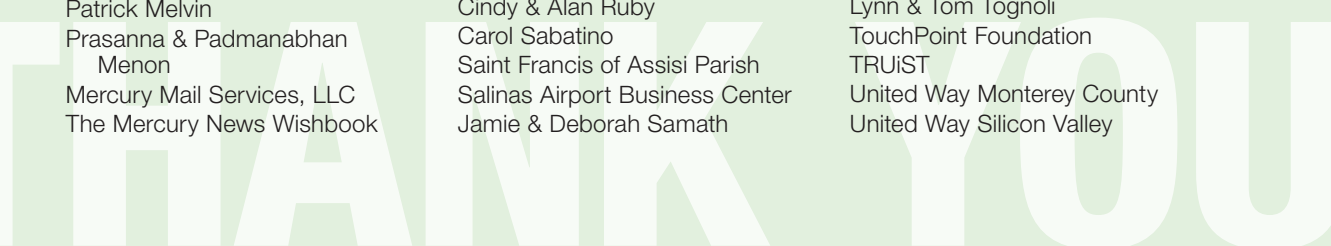
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Hope's mission is to improve the quality of life for people with developmental disabilities and mental health needs.

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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.

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