

HOPE CENTER

ANNUAL REPORT

2015 – 2016

OVER 1/2 CENTURY SERVING
THE "COMMUNITY"

ROADRUNNERS "PAVING THE WAY"

HOPE CENTER "A CENTER OF EXCELLENCE"



From the President/CEO

This past year has been very active and exciting as we continue to offer high quality services to the preschoolers in ECE and adults with disabilities we serve. Hope Center remains committed raising new dollars through innovative ideas, program and services. It is so important for all of us to invest in our children. We are grateful for the in-kind donations, volunteer help and ongoing praise of the successful experience your child or client has had with us over the years. In addition, however, we need your ongoing financial support. As little as \$10 and as much as \$1000 or more is always helpful.

The Early Childhood Program has had another successful year as a 4-STAR agency. We served approximately 252 children during the year and 58 graduated on to kindergarten.

We entered into an agreement with Nature Explore providing an outdoor classroom promoting nutrition and physical activity in a wonderful environment.

The Vocational Program maintained enrollment. The partnership with Urban Land Conservancy and CSU 4-H Denver Extension on the indoor/outdoor gardens has continued to be productive. We entered into a new agreement with Roots Elementary at our Vocational program serving Kindergarten and 1st grades from the neighborhood.

We started a food bank drive in April, 2015 in partnership with Harvest Christian Center, over a 16 months period we gave away 770 baskets and provided food for 2705 individuals.

Congratulations to Ms. Cassandra Johnson, Chief Operating Officer of Hope Center for leading the team in bringing a National Organization to Denver, CO. She is the President of the new affiliate -Black Child Development Institute-Denver.

The Board of Directors, along with the administration continues to stay abreast of the overall climate for early childhood education and vocational training for adults with disabilities.

A “Special Thank You” is extended to our Board Members:

Charles T. Smith—Chairperson, Jon Hanson—Treasurer, Gerri Gomez-Howard, and Janell Lindsey.

Gerie Grimes
President/CEO
HOPE Center, Inc.

Gerie Grimes.....President/CEO
 Cassandra Johnson.....Chief Operating Officer (COO)
 Otis Preston.....Vocational Program Coordinator
 Bruce Duran.....Development Director

Tatiana Arcias
 Shirley Bankston
 Jeanette Bynog-West
 Patricia Carter
 Ruth Cruz
 Sandra Garcia
 Michelle Goins-Lewis

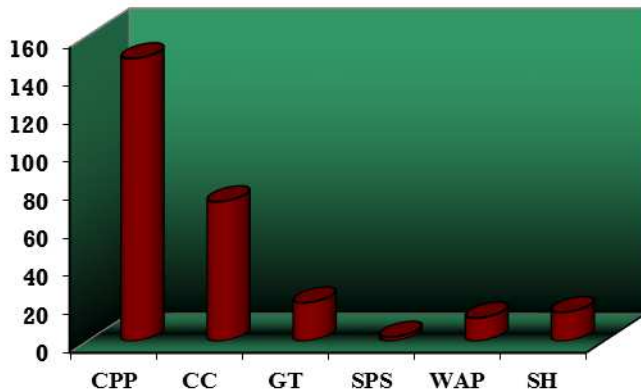
Wendy Greenberg
 Virginia Hart
 Cynthia Hermosillo
 Carol Kobobel
 Sandra Manlove
 Robin Martinez

Brenda Natt
 Sally Newson
 Vanessa Nguyen
 Patricia Olson
 Jamie Amar Singh
 Patsy Stewart

Karla Turner
 Narvia Careathers Varney
 Suzanna Vega
 Richard Wachendorfer
 Antanette Watson
 Janice Woolfolk

*A special thank you to our Foster Grandparent volunteers:
 Cora Wilson*

HOPE CENTER PROGRAM AND ENROLLMENT 06/30/2016



ENROLLMENT

Colorado Preschool Project (CPP)	148
Child Care (CC)	73
Gifted Program (GT)	20
Special Needs (SPS)	2
Work Activity Program (WAP)	12
Basic Skills Program (SH)	15
Total	270

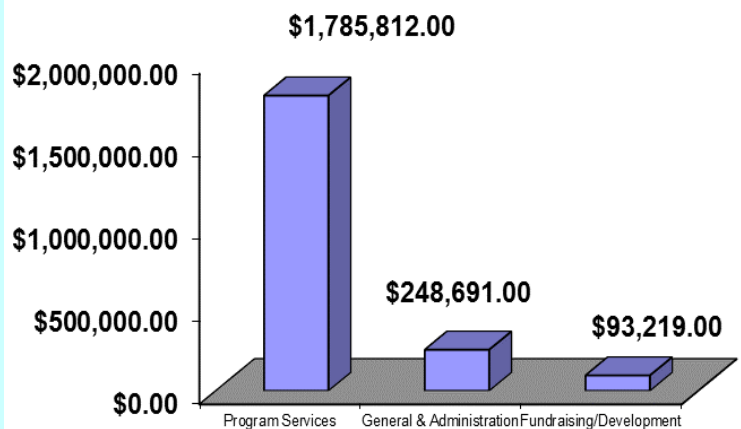
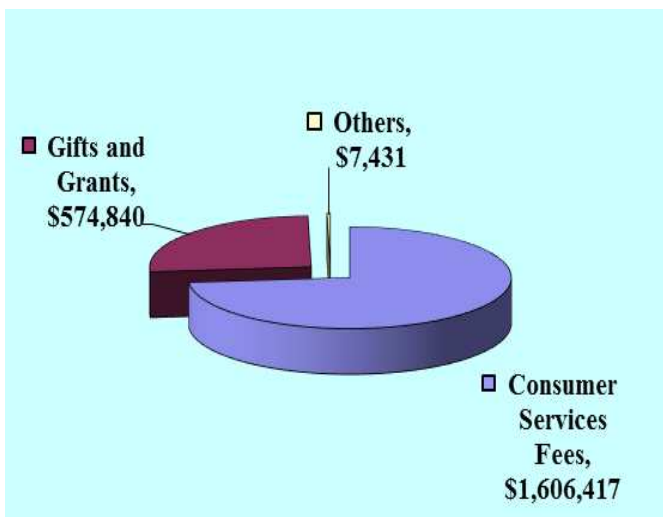
REVENUE

Consumer Services Fees	\$ 1,606,417
Gifts and Grants	\$ 574,840
Others	\$ 7,431
Total Revenue	\$ 2,188,688

(Depreciation included at \$79,578)

EXPENDITURES

Program Services	\$ 1,785,812
General & Administration	\$ 248,691
Fundraising/Development	\$ 93,219
Total Expenditures	\$ 2,127,722



**STATE OF THE AGENCY/PROGRAM
EVALUATION REPORT
JULY 2015 – JUNE 2016**

Each year Hope Center renews its pledge to provide quality care and services to the children, clients and parents we serve as well as to be good stewards of the funds the community provides us via purchase of services, corporate and foundation grants and individual contributions. As part of that pledge, this State of Agency/Program Evaluation Report is written. The report identifies services provided by HOPE Center, reflects major achievements and concerns of the past years and serves as an evaluation tool measuring the success of agency goals and objectives of the year and setting goals and objectives for new program year.

The year 2016 represents the fifty four years of operation for HOPE Center. Beginning in 1962, the agency opened with twelve clients, three staff and one volunteer. HOPE Center now serves over 200 students and clients on a daily basis, with 27 staff and over 260 volunteers from various walks of life throughout our community.

We continue to take pride in our national accreditations from The Commission On Accreditation of Rehabilitation Facilities (CARF). An accreditation demonstrates HOPE Center's continued commitment to excellency. We want to publicly acknowledge the support we have received from the community which has played a major role in our service delivery and achievements. We also take pride in our LEVEL 4 RATING Colorado Shines for our early childhood education program.

As a leader in early childhood education and care system, as demonstrated by our national accreditation and state and local accreditations, we want to express our appreciation to our early childhood families for their support. We also want to thank the parents/providers of our Vocational Program for their ongoing support and trust in us in providing services to members of their families. The input of our agency's families has assisted us in keeping abreast of community and family needs and we are greatly appreciative for their support.

We want to acknowledge our partnerships and collaborations with Rocky Mountain Human Services, CSU 4H Denver Extension, Urban Land Conservancy, Holly Area Redevelopment Project (HARP), Denver Public Schools, the City of Denver, Denver Preschool Program, Mile High United Way, Nature Explore, Culture of Wellness, Eastside United, Northeast Park Hill Collective Impact, Black Child Development Institute Denver Affiliate and our sister agencies. These organizations strive to improve the quality of life for all members of our community, especially our children and clients, and we are proud of these partnerships and collaborations. We also want to acknowledge and express our appreciation to the individuals, foundations and corporations who have supported us in our efforts to provide quality services to the children, clients and families of our community.

Early Childhood Education Program:

Special Needs Preschool: This program serves children 3 to 5 years of age, geared to special-needs children, our preschool services focus on development of abstract thinking skills, concept development, language, fine and gross motor development, perceptual development and self-help skills. Speech and language therapy, occupational therapy and social services are also provided as needed.

Colorado Preschool Project: This special program serves 148 children ages 2 1/2 to 5 years of age who need language development assistance. Staffed by teachers, assistants and foster grandparents, this program provides an environment where children can develop, practice and utilize their evolving language and early education skills. Eligibility for this program is determined by established risk factors determined by the Denver Public School System. This is a part time program 9:00—11:30am or 12:00—2:30pm.

Extended Care Program: This program serves children 2 1/2 to 8 years of age, offering extended care Monday through Friday, 7:30am to 6:00pm. Staffed by teachers, teacher assistants, and foster grandparents this program offers an active learning situation in a protective and nurturing environment for over 73 children. Eligibility for this program is determined by chronological age and agency observations of the child.

Gifted Program: This program serves children 3 to 8 years of age. Identified as HOPE Academy for Gifted Children, this program provides a challenging environment for gifted children. Hope Academy is dedicated to the development of the whole child and addresses the intellectual, emotional and social needs of bright and imaginative children by working in conjunction with their families and other community support systems. This program served 20 children during this year. Eligibility for this program is determined primarily by intellectual screening and agency evaluation process. Preschool hours for 3—4 yrs old are 9:00—11:30am or 12:00—2:30pm. Kindergarten is 9:00—3:00pm.

Vocational Training and Placement Program eligibility for these programs are age, developmental disabilities and functional levels:

Basic Skills Program: This program is staffed by a Program Coordinator and two staff members who provide services to individuals with “challenging behaviors.” The program serves 15 clients age 16 and above, who are developmentally disabled, and need special attention and assistance with basic concepts such as personal needs skills, appropriate social behavioral skills, basic vocational skills and general community integration. The needs of clients in this developmental skills program are individualized and staff attempts to meet each individual’s needs according to the client’s individual plan.

Work Activity Program: This programs serves adults 16 years of age and above who are developmentally disabled. During the year, 12 client/employees were served in this program. Staffed by a Program Coordinator and two Work Activity Supervisors, the Work Activity Program provides vocational evaluations, rehabilitation services, work hardening training, socialization skills training and paid subcontract work to the clients in this program.

PROGRAMMATIC AND AGENCY OUTCOMES:

In HOPE Center’s continuing efforts to provide quality service to the students, client/employees and their families, it is necessary for us to step back and measure specific areas of our service delivery system: (1) Effectiveness, results and achievements of those we serve. (2) Efficiency, the results of the use of human and financial resources. (3) Consumer Satisfaction, how customers feel about the services they receive and stakeholders satisfaction, the satisfaction of those who refer to and support HOPE Center.

• **Effectiveness:**

- 100% students in agency’s ECEC program have Individual Assessment Plans.
- 100% of students show significant progress in their assessment plans. Student progress was determined by goals met, emerging or not met. Reviewed on a quarterly basis.
- 100%, of client employees met or made significant progress toward their Support Plan goals.

• **Efficiency:**

- The average cost per student at HOPE Center Early Childhood Education (ECE) Program Fiscal year 2015/2016 was \$4,357. This is under the cost for quality Preschool Services of \$11,000.
- The cost per client/employee at HOPE Center’s Vocational Program in fiscal year 2015/2016 was \$27,091.

• **Consumer Satisfaction:**

Families in HOPE Center Programs returning the Family Surveys stated:

- (1) 95% reported formal information is shared about child’s development and what the child is learning.
- (2) 91% reported that that the program provides helpful information to support parenting skills.
- (3) 98% responded program philosophy is clearly shared.
- (4) 95% of parent/providers of clients reported satisfaction with how well the Vocational Program is knowledgeable of the client’s vocational needs.
- (5) 86% of parent/providers feel the client is making progress.
- (6) 82% of parent/providers feel they have an opportunity to participate in parent nights/ special events.

MAJOR ACHIEVEMENTS 2015-2016:

- HOPE Academy for Gifted Children celebrated our 19th successful Summer Math, Science and Literacy Camp.
- Back-To-School-Night, Parent Nights continue to be very successful, often with attendance well over 158. This year's programs included: Reading is Fundamental; Literacy Fair, Speech and Language Presentation; Holidays Around The World; Kindergarten Transition; Black History Month; Literacy Panel, Community Carnival. Parent Nights are special at HOPE Center, giving parents an opportunity to meet with not only our staff, but also other parents and their children and to share related information.
- Survey results summary were sent to families. Based on families completing various surveys given throughout the year we continue to offer a food bank, diabetes class, training available through Mi Casa, car seat safety to name a few, activities at parent nights.
- Parent Group Nights at the Vocational Program were very successful and well attended by parents and providers. This year's program topics included: Dental Hygiene, Special Olympics, Camps for individuals with disabilities/Bipolar. These meetings are well attended and informative.
- HOPE Center's Early Childhood Education and Care Program achieved a LEVEL 4 Rating with Colorado Shines for the period of 2016-2019. We are all very proud of the staff and the outstanding job they do for the children and parents we serve.
- HOPE Center's vocational clients continue to volunteer at the Pauline Robinson Library and the Greater Park Hill Bookstore. The volunteer activities offer an opportunity to develop and practice skills, safety awareness and receive books in the process.
- We want to thank our many community supporters, and to offer special thanks to the "Mainliners" of United Airlines who have provided Thanksgiving dinner to our children and clients at the agency for over 41 years. They do it all---they cook, they serve, they host, they make friends and they also clean up. We thank you so very much. We also want to offer special thanks to the Denver Sheriff Department, Mile High United Way and U.S. Bank for making the Holidays special for very needy families and children. You are very special people.
- Special thanks to all volunteers, and Volunteers of America Foster Grandparent program.
- HOPE Center in partnership with Denver Preschool Program (DPP) is able to serve more children, 4 year olds, kindergarten bound, full time.
- Serving youth in partnership with Denver Public Schools and the Mayor's Office of Work-force Development has been great in employing teenagers to inspire them to consider the educational field as a career.

MAJOR CONCERNS:

- Funding continues to be an ongoing major concern for the agency.
- Client enrollment has continued to increase.

RESULTS OF COMMUNITY SURVEY:

In an ongoing attempt to address the needs and concerns of our community and parents, HOPE Center conducts surveys annually. The following are some of the major results of our surveys based on the results from the various surveys taken during the 1st of the fiscal year and previous. This includes the home survey and interest survey completed by our families.

Early Childhood Education and Care Program (ECEC):

- The program provides helpful information to support my parenting skills. 94% Agreed.
- The program explains how the programs work with my child to support his/her learning and development. 97% Agreed.
- The program provides helpful activities for working with my child at home. 96% Agreed.
- The program offers information about local community activities and/or services for families with young children. 93% Agreed.
- Parents requested additional activities to work on at home. 15% increase in materials being sent home to work on with their child.

Vocational Program:

- Staff is knowledgeable of client's vocational needs. 100% stated yes.
- Client is making progress in the program. 86% stated yes.
- You have had the opportunity to participate in parent nights, special events, etc. 82% stated yes.
- They are satisfied with safety of facility. 100% stated yes.

We want to thank those who participated in the survey and pledge to you our continuing efforts to provide quality services to our enrollees and our community.

STATUS OF AGENCY GOALS FOR 2015-2016, THEY WILL CONTINUE FOR 2016-2017

Goal: Continue to address financial stability.

Goal: Continue board development/strategic plan.

Goal: Continue to expand our services to serving special needs children.

Goal: Develop new ventures at the Vocational Program.

Goal: Increase "Read and Write" materials to families by 10%

Goal: To explore children learning a second language within our curriculum and have a proposal drafted by the end of the fiscal year.

Goal: To explore more "Art and Music" activities by 5%.

Goal: To complete renovations for our outdoor classroom, including a garden.

Status: Completed

HOPE Center

July 2015 - June 2016 Contributors

CORPORATE SPONSORS

ALBERTSONS SAFEWAY
FOUNDATION

ANONYMOUS

ANONYMOUS

CARS FOR CHARITY

DENVER DEPARTMENT HUMAN
SERVICES

EL POMAR FOUNDATION

HELEN K. & ARTHUR E. JOHNSON

PASTERKAMP HEATING & AIR
CONDITION

QUALISTAR COLORADO

RIVERFRONT PARK COMMUNITY FA

SCHLESSMAN FAMILY FOUNDATION

TEMPLE HOYNE BUELL FA.

THE DENVER FOUNDATION

THE EDMUND T. & ELEANOR QUICK
FOUNDATION

THOMAS W. BEAN FOUNDATION

INDIVIDUAL CONTRIBUTORS (CONT.)

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GEE, SUSAN	NGUYEN, VANESSA
GOSA, HOLLY	PATTON, SUSAN
GRIFFIN, CHRISTOPHER	PRICE, MARGARET & PAUL
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JONES, JANELLE	WOOLFOLK, JANICE
JOYCE, NOVIA	WRIGHT, CHERYL

INDIVIDUAL CONTRIBUTORS

ANONYMOUS

ANONYMOUS

ANONYMOUS

BEARUP, MICHAEL MR. & MRS.

Thanks to each of our donors. If we have misspelled, omitted or reported anyone in error, we apologize. 8
Please let us know.

VISION STATEMENT

All children and adults receive the opportunity to thrive with quality education.

MISSION STATEMENT

HOPE Center is a community based agency dedicated to meeting the needs of individuals with developmental disabilities/developmental delays and persons in need of specialized educational or vocational services. These services are provided in order to develop, maintain, and enhance the functioning level of each enrollee.

The philosophy of service is to admit individuals to programs within our agency which meet their needs and requirements as specifically as possible. Length of service within a given program is dependent upon assessed individual needs, program goals and objectives. Enrollees will be served in a normal environment with services assessed periodically to evaluate progress.

All enrollees of HOPE Center will be treated with dignity and respect and will be accorded the civil and human rights to which they are entitled.

ANNUAL REPORT **Fiscal Year 2015 – 2016**

HOPE Center Programs:

Early Childhood Education Program

3400 Elizabeth Street

Denver, Colorado 80205

(303) 388-4801

Vocational Training and Placement Program:

3475 Holly Street

Denver, Colorado 80207

(303) 321-0997



Mile High United Way

A United Way Agency

HOPE Center is a United Way Agency and wishes to extend a special acknowledgement to Mile High United Way for its ongoing support of HOPE Center, and over 100 human service agencies of our community. We encourage your support of our Mile High United Way Agency.

Please consider a tax deductible contribution to HOPE Center this year.

50% of your contribution may qualify for a Colorado tax credit!!

Send to:

HOPE Center

3400 Elizabeth Street

Denver, Colorado 80205

www.hopecenterinc.org



**3400 Elizabeth Street
Denver, CO 80205-4244
(303) 388-4801**

**visit us online at:
www.hopecenterinc.org**