



OUR
Story



Hope
SERVICES

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FLORIDA'S PREMIER VOCATIONAL SERVICE PROVIDER FOR PEOPLE LIVING WITH DISABILITIES



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SERVICES

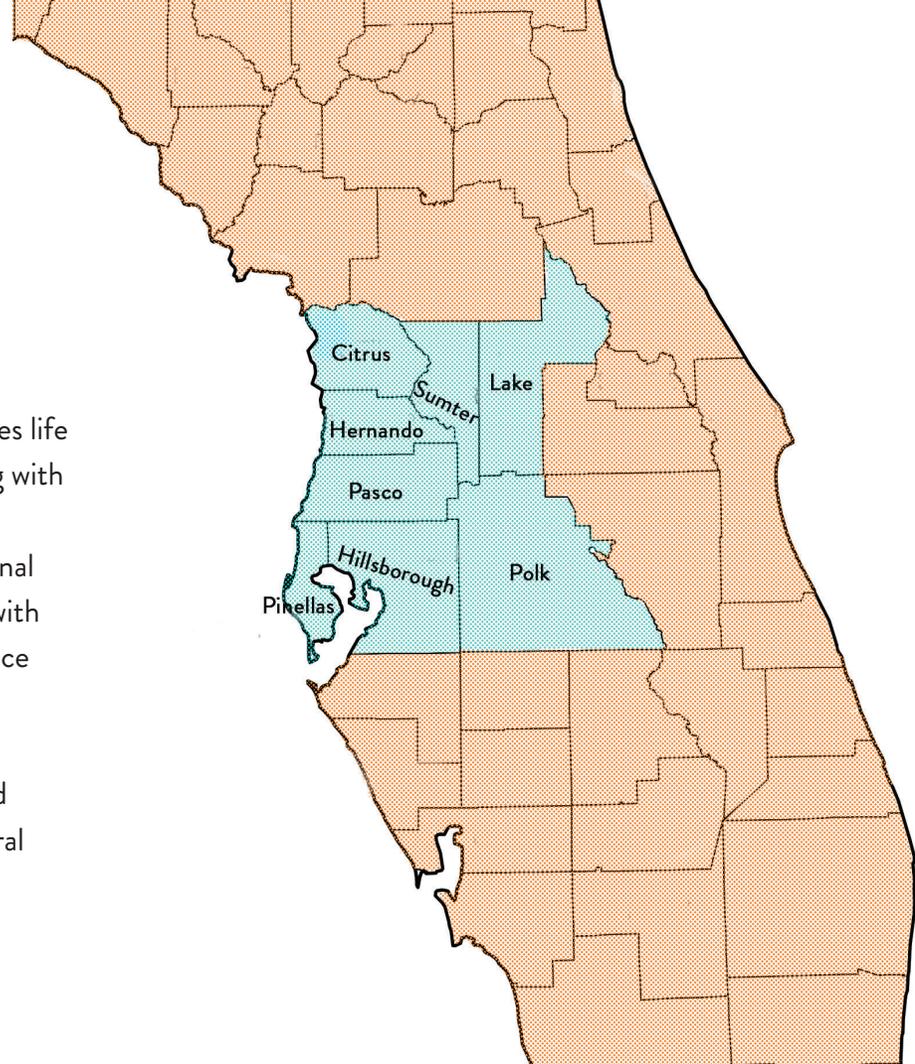
OUR MISSION

Hope Services fosters independence for people living with disabilities and members of the community by providing life skills, vocational training, and employment services.

OUR CORE VALUES

Compassion • Trust • Professionalism

Hope Services is an organization that provides life skills and vocational training for people living with disabilities and members of the community. We work in partnership with Florida Vocational Rehabilitation and the Agency for Persons with Disabilities to help individuals build confidence in their skills and realize their talents to find satisfactory work and gain independence. Our home office and training center is based in Land O' Lakes and we serve all west-central Florida.



WHY?

We've been there too. Our story begins with our founder, Cindy Bray. Cindy's daughter, Danica, was disabled and in need of finding employment. It was from this journey of helping her, and others along the way, that Hope Services officially began in 2003. At our company, we know that disabilities do not undercut a person's value or potential, and we've found that these individuals carry with them unique giftedness that can enrich a company's culture. As the company has grown tremendously throughout west-central Florida, our passion and core beliefs stay the same:

We care. We help. **We give Hope.**



Cindy Bray, Executive Director, and her daughter Danica

EMPLOYMENT SERVICES

We help job seekers find competitive employment opportunities. Our team members give individual attention to their clients, including resume development, interview preparation, and guidance with job applications to help clients find their own strengths and build the confidence necessary to find the right job.

ADULT EMPLOYMENT SERVICES

VOCATIONAL EVALUATIONS

Comprehensive Vocational Evaluation: This is a standard vocational evaluation that considers aptitudes, interests, skills, and ability assessments to determine appropriate job goals for clients.

Work Site Evaluation: These evaluations include exploration of career fields specific to individuals, as well as observation of social and work behaviors (positive and negative), and documentation of client reactions when completing tasks in the workplace.

MENTAL HEALTH COUNSELING

Counseling with mental health professionals promote mental and emotional health and well-being.

WORK INCENTIVE PLANNING AND ASSISTANCE

Known as WIPA, this service provides in-depth counseling about how to balance and maximize job income and Social Security benefits.

PRE-PLACEMENT TRAINING

A structured, interactive in-person or online 20-hour course that includes:

- Resume writing and interviewing skills
- Searching and applying for jobs
- Managing employer contacts
- Navigating public transportation
- Understanding orientation and benefits
- Handling conflicts and workplace etiquette
- Managing anxiety

ON-THE-JOB TRAINING

On-the-Job Training (OJT) is a partnership between job seekers and employers that is carefully arranged and managed by our Employment Specialists. OJT is a PAID job experience for our clients to develop skills needed to realize their career goals in a real work environment. It also enables businesses to increase their productivity without incurring additional expenses.

SUPPORTED EMPLOYMENT

We prepare job seekers with guidance and support in their job search and working life. We assist with resumes, applications, interviews, and negotiating reasonable workplace accommodations. In addition, we provide the necessary tools for social integration with co-workers and navigating public transportation.



Our team is ready to support you throughout your employment journey.

YOUTH PRE-EMPLOYMENT SERVICES (Age 14 through transition)

Pre-Employment Transition Services are designed for youth. These services provide the knowledge necessary to find a career, assist with first time work experiences, and finding a job after high school. Services are individualized to develop skills and explore career goals including:

- Work Based Learning Experience, WBLE
- Work Readiness Training
- Self-Advocacy Training

WORK BASED LEARNING EXPERIENCE

Work Based Learning Experiences (WBLE) are multiple opportunities for real life PAID work training. These partnerships are carefully arranged and managed by our Employment Specialists and provide work experience for our clients to develop skills needed to realize their career goals in a work environment. It also enables businesses to increase their productivity without incurring additional expenses.

SELF-ADVOCACY TRAINING

Self-Advocacy Training is a two-course training program to prepare students to communicate effectively about their strengths, abilities, interests and needs when interviewing with potential employers or applying to trade schools, colleges, or universities.

WORK READINESS TRAINING

Work Readiness Training is a structured, interactive in-person or online 20-hour course that includes:

- Resume writing and interviewing skills
- Searching and applying for jobs
- Managing employer contacts
- Navigating public transportation
- Understanding orientation and benefits
- Handling conflicts and workplace etiquette
- Managing anxiety

BENEFITS FOR EMPLOYERS

VETERANS OPPORTUNITY TO WORK

Employers who hire and train qualified, service-disabled veterans may qualify for up to 50% of the veteran's salary for the first six months of employment.

WORK OPPORTUNITY TAX CREDIT

Employers who hire persons from economically disadvantaged backgrounds can receive a \$9,600 tax credit. Many Hope Services customers meet WOTC criteria.

AMERICANS WITH DISABILITIES ACT SMALL BUSINESS CREDIT

Businesses with fewer than 30 employees or less than \$1 million in revenue can receive a tax credit of 50% of the cost of workplace accommodations provided for an employee with disabilities (maximum \$5,000 per year).

FEDERAL BONDING PROGRAM

At no cost to the employer, the U.S. Department of Labor provides Fidelity Bonds that cover the first six months of employment for "at risk" job seekers.

NEXT STEPS



- For scholarship/self-pay clients, apply directly with Hope Services.
- For clients working with Vocational Rehabilitation, VR, and the Agency for Persons with Disabilities, APD, after finishing the application process with one of these programs, you will have the opportunity to choose Hope Services. Hope Services promptly accepts referrals from these programs, and it is our policy to contact you within one business day to begin our services. With the convenience of our clients in mind, we offer a variety of in-person and virtual meeting options.
- Our vast network of employment partners enables us to present our clients with diverse job opportunities to best fit your career goals.
- We also strive to keep Vocational Rehabilitation Counselors and Waiver Support Coordinators well-informed throughout the process so that, together, we all form a seamless support team that ensures success.

THE PATH TO SUCCESS

STEP ONE

*Seeking
Employment*

STEP TWO

*Apply for Hope Services
(scholarship/self-pay),
Vocational Rehabilitation
or Agency for Persons
with Disabilities*

STEP THREE

*Choose
Hope Services!*

STEP FOUR

*Enjoy meaningful
employment*

LIFE SKILLS AND VOCATIONAL TRAINING CENTER

In our Life Skills and Vocational Training Center, youth and adults will be offered training and nationally recognized certifications in culinary arts/food safety, construction, customer service/retail, hospitality, computers/technology, and GED. The center will have a dedicated room for each vocation as well as a multi-media conference room for larger seminars and meetings. Our certified instructors will tailor the courses to accommodate clients of all abilities while maintaining a high level of curriculum fidelity. With these skills and certifications, our clients will be able to earn higher wages, find sustainable careers, and set a solid foundation for self-sufficiency, as many of the lessons they will learn are transferrable to independent living.

OUR PROGRAMS



CONSTRUCTION

A national certification in basic construction that can be used to obtain immediate employment or transferred to a vocational school to continue education.

RETAIL

Retail training includes hands-on experience with sales, stocking shelves, working a cash register, and achieving superior customer service skills.





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CULINARY ARTS

Taught by a certified instructor, trainees will receive a ServSafe certification as well as hands on experience with a professional chef.



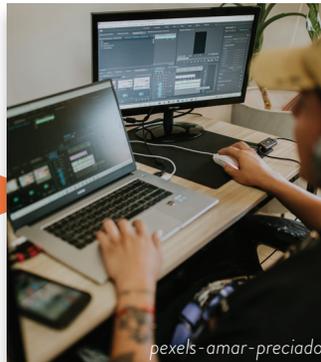
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HOSPITALITY

Attendees will acquire knowledge of the fundamentals of housekeeping, sanitation, and environmental services with a focus on safety and industry standards.

COMPUTER SKILLS

Participants will gain a core understanding of computer literacy, Microsoft and IOS products, internet navigation, and responsible use of social media.



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GED

Future graduates will be provided access to the state self-guided GED course. Assistance is available for support and tutoring.



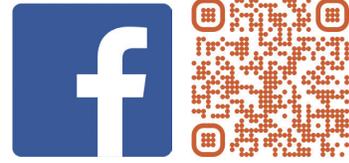
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Changing *Lives*



one at a time

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