A Story of HOPE During Troubled Times

Charles, with six felony convictions and 25 years behind bars, came to HOPE determined to gain the skills and support he needed to thrive in the workforce and turn his life around.

On his first day, Charles was daunted by his past, but the energy and love he felt from the HOPE team motivated him. Charles excelled in the program, earning fifteen industry-recognized certifications and maintaining a perfect attendance record. This helped him to land a position at a leading New York City bakery. He’s never forgotten how proud he felt when management looked past his background and entrusted him with locking up each night.

Unfortunately, when the bakery closed in the wake of COVID-19, Charles lost his job. Having remained connected to HOPE since his graduation, and remembering HOPE’s motto—“When you’re HOPE, you’re HOPE for life”—he knew where to turn. With HOPE’s support, Charles quickly secured a new job as a 311 operator, helping New Yorkers navigate the crisis. He loves that his new job gives him the opportunity to improve life”—he knew where to turn. With HOPE’s support, Charles quickly secured a new job as a 311 operator, helping New Yorkers navigate the crisis. He loves that his new job gives him the opportunity to improve