



Annual Report 2016

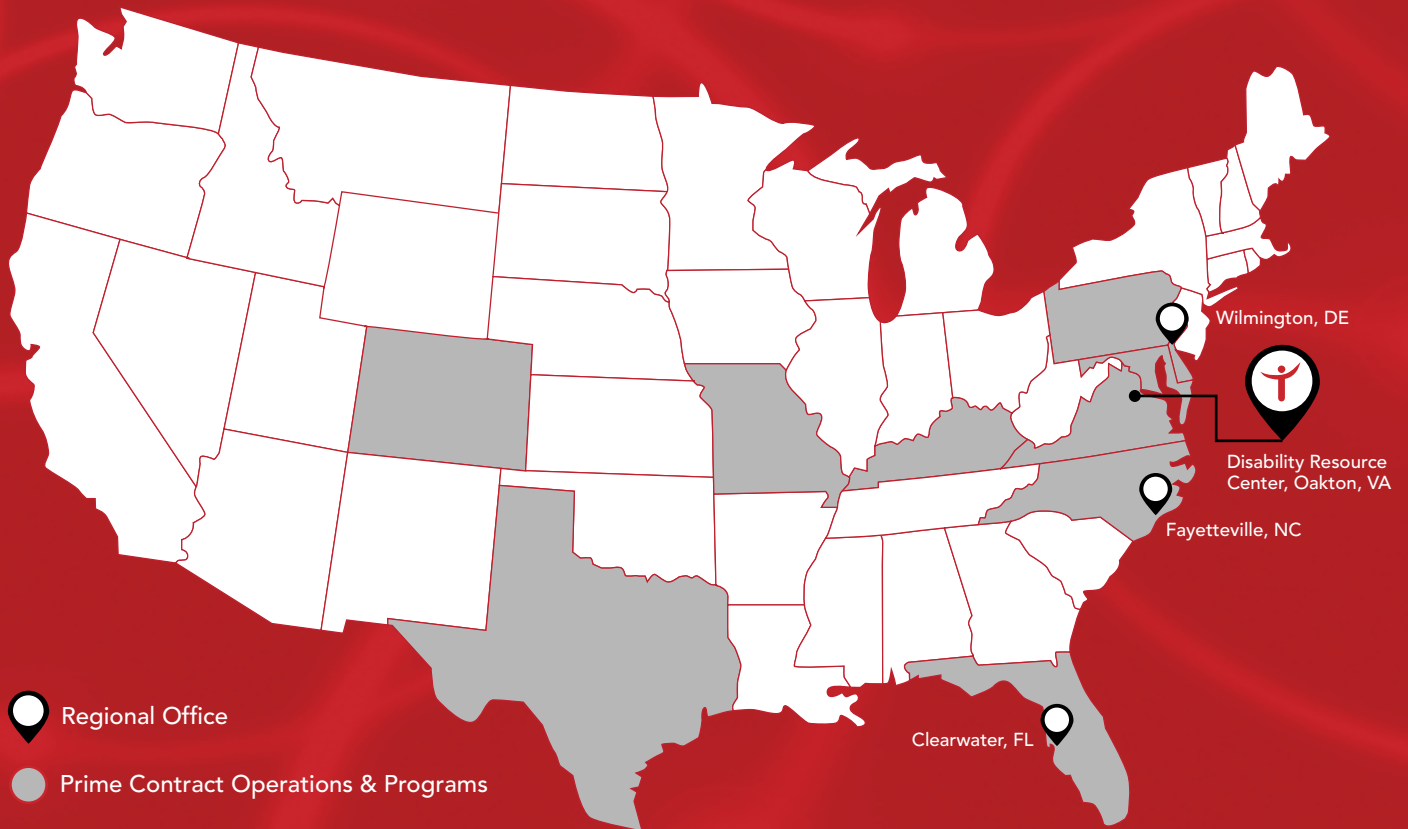
Creating Inclusive Communities



www.servicesource.org

Our Mission

ServiceSource is a leading nonprofit disability resource organization with programs located in ten states and the District of Columbia. ServiceSource's four regional offices share a mission to provide exceptional services to individuals with disabilities through a range of valued employment, training, habilitation, housing and other support services.



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Letter from the Chairperson and President

We are pleased to deliver to you our Fiscal Year 2016 Annual Report, which highlights the programs and activities put forth in the past year toward achieving our mission. FY 2016 was a landmark year that we will remember for its upward growth, achievement and enduring impact.

Over the past year, ServiceSource has witnessed many defining moments in our work toward building more inclusive communities. Every page of this 2016 Annual Report reflects a story, a person, or a program that demonstrates the impact of our efforts.

Our strategic initiatives are highlighted in the pages of this report and include providing employment, offering specialty services to coincide with the needs in our communities, delivering long-term support services and engaging partners through deliberate community outreach efforts. All of these activities help ServiceSource continue to move the needle on maximizing community inclusion for people with disabilities. ServiceSource works conscientiously to achieve greater community inclusion by recognizing the strengths and abilities of each individual and providing the supports needed for them to succeed. We first and foremost empower people with disabilities to advocate for themselves and for their needs. We also empower the people we serve by partnering closely with like-minded organizations and agencies to connect people to the resources they need most.

This year we moved closer to our vision of being a leading resource for people with disabilities by providing collaborative, community-based services for individuals with a full spectrum of disabilities. We recognize our partners who are essential to achieving this level of impact, including our federal government customers, local government partners, community employers, corporate and organizational partners, program funders and individual donors. Together with our partners, we can make a true impact in the lives of the individuals we serve.

Each of you plays a vital role in our success through your ongoing commitment and dedication to our mission. Thank you for your continued support, and we look forward to an exciting future as we continue to serve individuals with disabilities, their families and our community.



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Our Vision: Building More Inclusive Communities

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The opportunity to earn a living is an important part of a person's sense of self-worth, independence and ability to participate fully in community life. ServiceSource provides community-based employment opportunities for individuals with disabilities through job placement services, supported employment programs, facilitated employment with subcontractors and direct employment on government and commercial contracts.

Long-Term Services

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Our vision is for a future in which individuals of all abilities are full and active participants in community life. We provide long-term habilitation services to individuals with disabilities in decentralized, person-centered programs and Employment Resource and Community Integration Centers (ERCICs) that maximize community integration, as well as personal choice.

Specialized Services

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The needs of individuals with disabilities are ever growing and changing. We are able to build on our broad expertise in service delivery to identify and meet specialized community needs, including housing, family supports and services for veterans, seniors and individuals on the autism spectrum.

Community Outreach

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Achieving our vision of creating more vibrant, inclusive communities is a collective effort that is enhanced through collaborative partnerships and the support of our organizational partners and donors.

FY 2016 Impact

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Employment Opportunities

Creating community-based employment opportunities for people with disabilities

Through job placement, direct employment, individual and group supported employment and facilitated employment, ServiceSource supports more than 2,300 people with disabilities in obtaining and maintaining jobs in community-based settings.

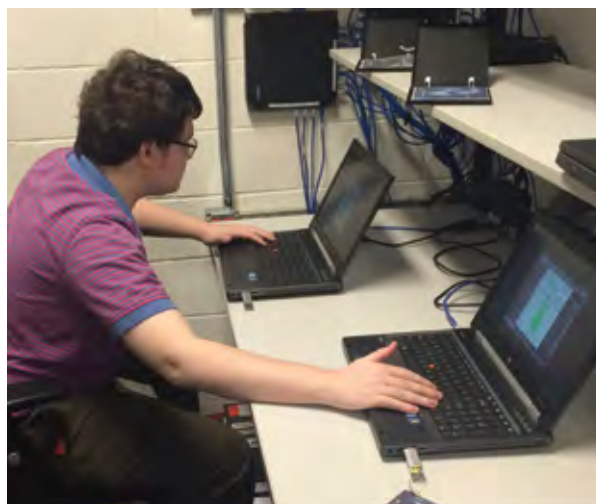
Job Placement

ServiceSource's job placement services allow employment specialists to work one-on-one with individuals to find a beneficial job match with third-party community-based employers.

Pathways to Careers is an employment program that empowers youth and adults with intellectual and developmental disabilities to match their skills, interests and abilities with internships and careers in their communities.



Brett, an individual with autism, recently joined the **FrameWORK for Success** program in Delaware. After numerous community based work experiences, he was hired at Masley, a company which specializes in fabricating gloves for the military. Brett works with every employee at Masley, supplying them with the materials they need to do their jobs.



During his **Pathways to Careers** internship with Evolver, Inc, Tom explored different positions in the Information Technology field. During his first rotation, Tom learned how to run diagnostic tests, disassemble and reassemble laptops, and replace hard drives and other components. Here, Tom monitors multiple laptops undergoing systems tests.



Individual and Group Supported Employment

Individuals with disabilities working for ServiceSource receive follow-along supports from ServiceSource counselors to ensure long-term success.



Anthony works at Community Thrift in Manassas, Virginia. His work sorting and preparing donations is rewarding and provides him with the opportunity to take home a paycheck.

AbilityOne

The AbilityOne program is a key component to providing valued jobs for individuals with disabilities. Through the program, ServiceSource offers competitive wages and benefits, long-term supports and integrated work environments. ServiceSource employees provide a wide range of services, including total facilities management and logistical operations, for federal government agencies.



Keyana works on ServiceSource's AbilityOne contract with Department of State. The contract provides internal mail and messenger services between the Department of State's Washington D.C. headquarters, the Harry S. Truman building and its remote sites in the D.C. area.



Through an AbilityOne grounds maintenance contract, ServiceSource employees work to maintain the pristine grounds at Fort Bragg in Fayetteville, North Carolina.

Commercial Sector

ServiceSource directly employs individuals with disabilities who work on contract operations with commercial sector corporations and/or local government entities.



ServiceSource is now a member of the SourceAmerica CyclePoint program, offering electronic recycling, asset recovery, data destruction and collection, and event logistics services to commercial clients.



Devin came to ServiceSource through the Material Handling Program and the FrameWORK for Success Program, work readiness training. He started working on Delaware's commercial contracts to learn valuable skills that will help him make a greater impact in his community.



ServiceSource employees at the Eastern Air Aviation Training Site (EAATS) provide custodial and billeting services. EAATS is part of Fort Indiantown Gap in Annville, Pennsylvania.

Transitional Employment and Training: Contact Center

Opportunity Calls is a transitional employment and training program at the Florida Regional Office. The program simulates a real contact center environment to empower people with disabilities to gain the customer service skills necessary to succeed in this line of business. The program started in 2016 and is funded in part by a SourceAmerica Ideas to Work grant.



Jonathan is one of the first employees in the Opportunity Calls program and he is excelling in building his contact center skillset. Jonathan graduated high school after participating in ServiceSource's High School/High Tech program. Afterward, Jonathan completed administrative skills training and was later interviewed and selected to be hired through the Opportunity Calls program. Jonathan began his training by answering calls and assisting applicants to ServiceSource's Homes for Independence program. He says, "What I find most gratifying so far is to help people in our community find the resources and housing they need."

Long-Term Services

Building inclusive communities for individuals with disabilities in our Community Integration Centers

With a focus on maximizing inclusion, ServiceSource provides rehabilitation services that support participation in community-based activities as well as job skills training and preparation. More than 550 people with disabilities are served in long-term community integration service programs.

Bloom

ServiceSource's innovative self-employment and social enterprise program, Bloom, cultivates the unique talents of artisans with disabilities while offering skill-building opportunities and expanded personal choice in employment opportunities. Bloom staff provide artisans with support in various fields including supply chain management, design and marketing.



A Social Venture

The mission of Bloom is to empower artisans with disabilities and help create a more socially conscious and sustainable community. Bloom Artisans are provided with opportunities to increase their presence in the community through various channels—including local events, social media and retail locations.



The Bloom Team markets at various community events to highlight the talents of Bloom Artisans and increase their sales channels. In FY 16, over 60 artisans at ServiceSource's Employment Resource and Community Integration Centers (ERCICs) worked with Bloom.

Arlington Weaves, Etc.

In FY 2016, ServiceSource secured a contract with Arlington County to operate their innovative day habilitation program, Arlington Weaves, Etc. Through the collaboration of Bloom and Arlington Weaves, Etc., Bloom Artisans have an opportunity to develop their self-employment skills so they can generate revenue from the items they craft.



Bloom Artisans hone their weaving craft every day at the Arlington Weaves, Etc. location, creating bags, home goods and accessories.

Employment Resource and Community Integration Centers (ERCICs)

The ServiceSource Employment Resource and Community Integration Centers (ERCICs) are innovative centers that offer participants customized, person-centered program options that maximize community integration and personal choice. Participants receive a myriad of job-specific skills and soft skills training, as well as self-employment activities, health and wellness programs, community volunteering opportunities and recreational activities. In addition, ServiceSource provides assistance with obtaining and maintaining paid community employment.

Volunteer Work



ERCIC participants engage with their community by volunteering. This includes helping at the Habitat for Humanity Re-Stores.

Expressive Therapies



Participants take part in various expressive therapies, including dance, music, yoga and art therapy. Zumba enhances physical fitness, as well as coordination and balance. The ServiceSource Foundation funds many of these programs.

Community Outings



ServiceSource creates more inclusive communities by providing daily opportunities for participants to attend events in the communities we serve. Participants enjoy a community outing to Great Falls, Virginia.

Long-Term and Community Integration Services

ServiceSource operates four Long-Term and Community Integration Services (LTCIS) sites in Northern Virginia and one for seniors with intellectual disabilities in Delaware. Our model of community-based service provision emphasizes providing intensive, person-centered services for individuals with significant physical, medical and intellectual disabilities at smaller, decentralized locations that maximize community inclusion.



Participants use chimes in music therapy to express themselves through music and enhance their motor skills.



The Riverfront Community Center, a community integration program, recently celebrated their one-year anniversary. The goal is to continue delivering services that promote community inclusion, enhance opportunities, produce success and build dreams.

Youth Transition Programs

School-to-work transition programs in Florida and Delaware give youth with disabilities the opportunity to learn new skills and explore careers, with the goal of obtaining competitive community-based employment upon graduation.

FrameWORK for Success

FrameWORK for Success serves youth with disabilities, 18 to 21 years old, who are interested in learning work skills and exploring options in preparation for adult life. Working closely with students and the school district, ServiceSource staff coordinate work adjustment training and work experiences with local businesses to assist the students to discover their unique vocational talents and skills.



First year FrameWORK for Success student, Jesus, currently participates in a variety of community assessments, including Clean Cutt Auto (car detailing), Walgreens (stocking), and Boscov's (merchandising).

High School/High Tech (HSHT)

HSHT is a community-based partnership that provides high school students with various disabilities, ages 14-22, the opportunity to explore jobs and post-secondary education leading to technology-related careers. The HSHT program provides students with disabilities the opportunity to obtain first hand knowledge of, and experience in, high-tech careers.



Dimitri and Gunnar are two HSHT participants who were recently featured in a local radio show and shared how their experience with HSHT has helped them determine their career goals.

Specialized Services

Helping individuals thrive through customized services

ServiceSource has developed a broad range of specialty services that focus on meeting the unique needs of individuals in the communities in which we operate. These specialty services include veterans support services, autism spectrum services, housing, family support and senior services. More than 1,800 individuals were served through these programs in FY 2016.

Housing

Duval Park is an 88-unit affordable supported housing community in St. Petersburg, Florida. The private and spacious apartments offer long-term leases to veterans with service-related disabilities and their families.



Yakee served in the US Army in the 1990s, and after transitioning out of the Army was homeless for three years. Yakee was one of the first veterans to move into Duval Park and was also hired to perform maintenance work at Duval Park.

Warrior Bridge – Veterans Services

Warrior Bridge is a vital connection to resources and support for veterans with disabilities as they seek employment, self-sufficiency and improved quality of life. Warrior Bridge works to facilitate greater collaboration among government agencies, non-profit organizations and private sector employers.



Bennie, a veteran with over four years of active duty experience, started working in a production factory after his tour. An accident on the job resulted in the amputation of his right forearm. With support from Warrior Bridge, Bernie was able to overcome his depression and found employment. His Warrior Bridge Coordinator assisted him with training and certification for pesticide control and, once certified, his job opportunities increased. He was hired to work with ServiceSource's Fort Bragg grounds team and is responsible for the maintenance of over 100 acres of land.



Members of ABILHouse (Acquired Brain Injury Life House) entrepreneurship program create and sell their tie-dye pieces to support monthly community outings.

Autism Spectrum Disorder Services

ServiceSource offers a specialized employment program to assist individuals on the autism spectrum in obtaining employment and increasing self-sufficiency. The program is designed to increase the participation of individuals with autism in the labor market, with a focus on young adults transitioning out of high school.



To thrive in her first job, Ali, a high school student, received job coaching support through ServiceSource's Aspiring Skills. Determined. (ASD) Program.

Senior Services

Senior Services provide supportive services that focus on social inclusion to enable seniors with minor cognitive and physical disabilities to actively participate in the day-to-day activities at Fairfax County Senior Centers.



ServiceSource staff assist individuals at one of 14 Senior Centers in Fairfax County, Virginia.

Family Support Services

Family Support Services (FSS) empowers individuals and families and helps them navigate and access resources through advocacy, education, and planning. FSS also provides workshops, based on family feedback, to increase awareness, understanding, and accessibility to community resources.



Family Support Services hosts many workshops and seminars to provide expert resources and information to families.

Transitional Services

Transitional services include vocational rehabilitation, counselor services, job evaluation and job development, work incentive planning and financial counseling programs. More than 18,500 individuals with disabilities were served through these transitional services in FY 2016.

ServiceSource provides vocational evaluation and training, benefits planning, opportunities for self-employment and other vocational supports for more than 12,000 people with disabilities throughout the State of Florida Vocational Rehabilitative offices.



Seven years ago, Kristen was diagnosed with Multiple Sclerosis. ServiceSource helped Kristen design a personal success plan to address her changing situation and provide a safe and workable home.

Community Outreach

Harnessing the power of community leaders who share our vision of a stronger community, inclusive of all people

Volunteer Program

The Volunteer Program was established, and funded in part, by the ServiceSource Foundation to engage corporations and community leaders to support the needs of people with disabilities. Through volunteer activities we are able to introduce our mission to people in our local community and support efforts for increased community inclusion and corporate engagement.



Long-term volunteer Mike leads a small reading group every Monday at the ServiceSource Disability Resource Center.

ServiceSource Foundation Philanthropic Giving

Established in 2004, the ServiceSource Foundation provides funding for ServiceSource programs and services. The Foundation helps bridge the gap and create inclusive communities for people with disabilities. The Foundation often supports start-up funding for new initiatives and/or under-funded programs. In FY 2016, the Foundation allocated \$385,000 for program funding, including Warrior Bridge, autism spectrum services, expressive therapies and Family Support Services.

Of every dollar raised by the ServiceSource Foundation, 97 cents is used in direct support of programs and people with disabilities.



Blossom Daily Café employees, Emily and John, participate in the ServiceSource Foundation's Annual Spring Wine Dinner.

Corporate Partnership Programs

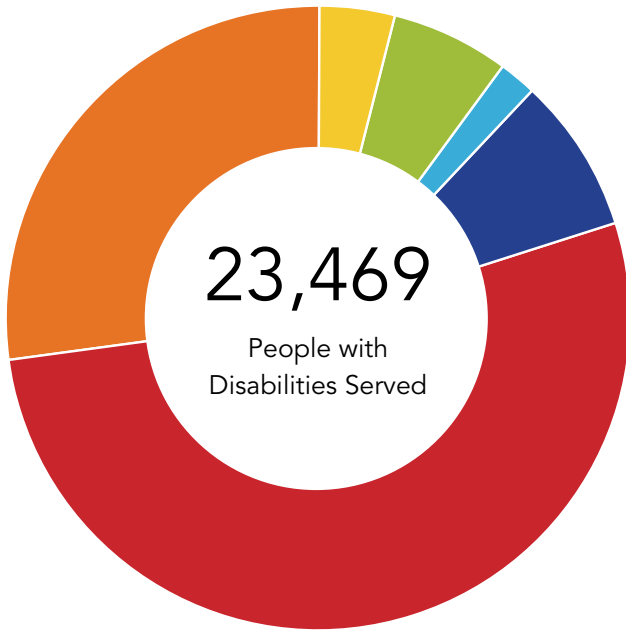
ServiceSource builds corporate partnerships to provide program enhancements and funding to help fill community needs among people with disabilities.



Over the past two years, The Home Depot Foundation provided grants to completely renovate five of ServiceSource's Homes for Independence veterans housing units at Crestview Villas. Team Depot also provided over 100 volunteers in support of our Warrior Bridge community reintegration services for veterans with disabilities.

FY 2016 Impact

How We Served



Community Based Employment

- Job Placement 4%
- Direct or Facilitated Employment 6%

Long-Term Services

- Long-term and community integration services and facilitated self-employment programs 2%

Specialty Services

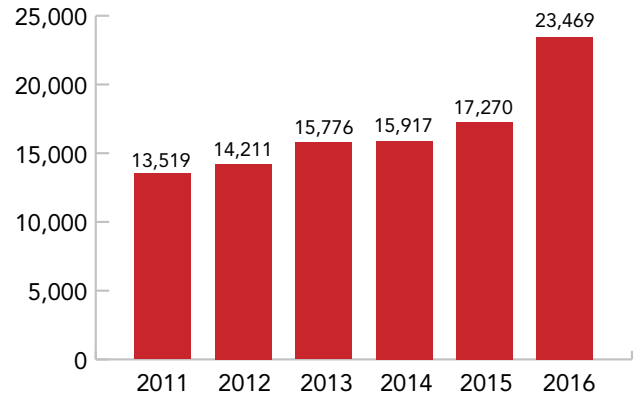
- Veterans, autism spectrum, senior services, housing, and family support services 8%

Transitional Services

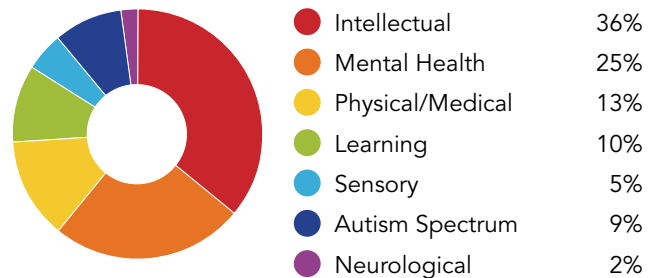
- Vocational Rehabilitation Counselor Services (Florida) 53%
- Other transitional services (job development and evaluation, work incentive planning, financial counseling) 27%

Growth in Service

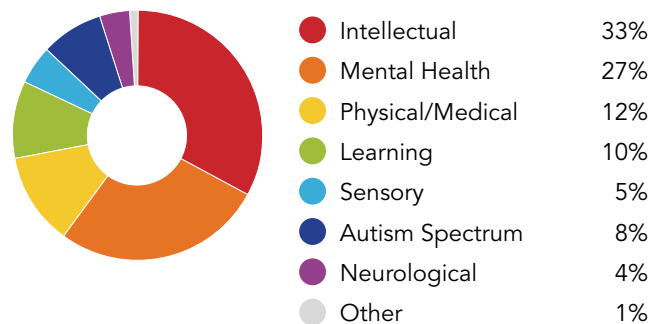
People with Disabilities Served FY 2011 – FY 2016



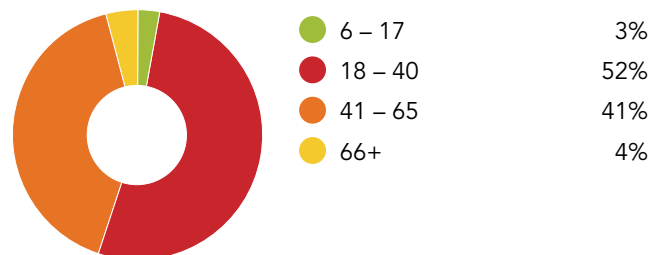
Primary Disability of Individuals Served



Primary Disability of Individuals Employed



Age of Individuals Served (Enrolled Services)



Financial Outcomes

FY 2016 Operating Revenue (unaudited) – in Millions

Regional Office	Revenue	Percent
Delaware	\$7.9	5%
Florida	\$14.6	9%
North Carolina	\$15.7	9%
Virginia	\$128.3	77%
Total ServiceSource	\$166.5	100%

FY 2016 Operating Expenses (unaudited) – in Millions

Regional Office	Expense	Percent
Delaware	\$8.1	5%
Florida	\$15.6	9%
North Carolina	\$14.2	9%
Virginia	\$127.9	77%
Total ServiceSource	\$165.9	100%



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For regional office locations and
more information, visit us online:

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