



Creating Inclusive Communities

Annual Report 2017

Purpose-Driven Initiatives 2018 – 2023

The five-year vision of ServiceSource focuses on strategies that have a broad impact on nine key initiatives supporting full inclusion of people with disabilities in their communities. These initiatives provide meaningful engagement, individual purpose, support and assurance for individuals and families, and empowerment through community inclusion.



Information and Education

Equipping individuals and families to make informed choices and to access services and employment best suited to their needs



Advocacy

Training individuals and caregivers to acquire resources to meet their needs as well as building organizational partnerships



Service Coordination

Helping individuals, families and caregivers navigate the complexity of resources and services available to them



Employment

Connecting individuals with suitable job matching and employment supports that create purpose, engagement and financial self-sufficiency



Community Living

Helping create inclusive communities that provide a wide array of options for people with disabilities and those who are aging to live and engage in community settings



Recreation and Avocation

Providing opportunities for individuals to connect with community, facilitating friendships and relationships that develop over time



Technology

Supporting access to a wide range of tools for information, productivity and accessibility



Transportation

Linking individuals and families to innovative and safe transportation methods leading to independence and quality of life



Enterprise Solutions

Meeting and exceeding our customers' needs through exceptional customer service, quality and commitments to high standards of service

Letter from the Chairman and President

On behalf of the ServiceSource Board of Directors and Foundation Board of Trustees, we are pleased to provide you with our Fiscal Year 2017 Annual Report. This report highlights the programs, activities and successes we have accomplished in the past year towards achieving our vision. The following pages demonstrate the impact of our programs, including employment, long-term services, specialized programs and community outreach.

At ServiceSource, we build on decades of experience to create more inclusive communities, where everyone is empowered to attain their goals. We mobilize strong partnerships and best practices to strengthen networks where people with disabilities can flourish in the workplace, at home and in community life.

Our impact is demonstrated through personal testimonials of improved quality of life and meaningful work experiences, as well as through growth in numbers served. In FY 2017, we supported more than 25,000 people with disabilities. Our success was achieved through a deliberate focus on continuing to enhance our programs and services to better meet the needs of people with disabilities.

To all our partners, participants, families, donors, volunteers and staff, thank you for your tireless commitment to our mission. We look forward to a future working with you to support building inclusive communities.



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Board of Directors



Janet Samuelson
President and CEO

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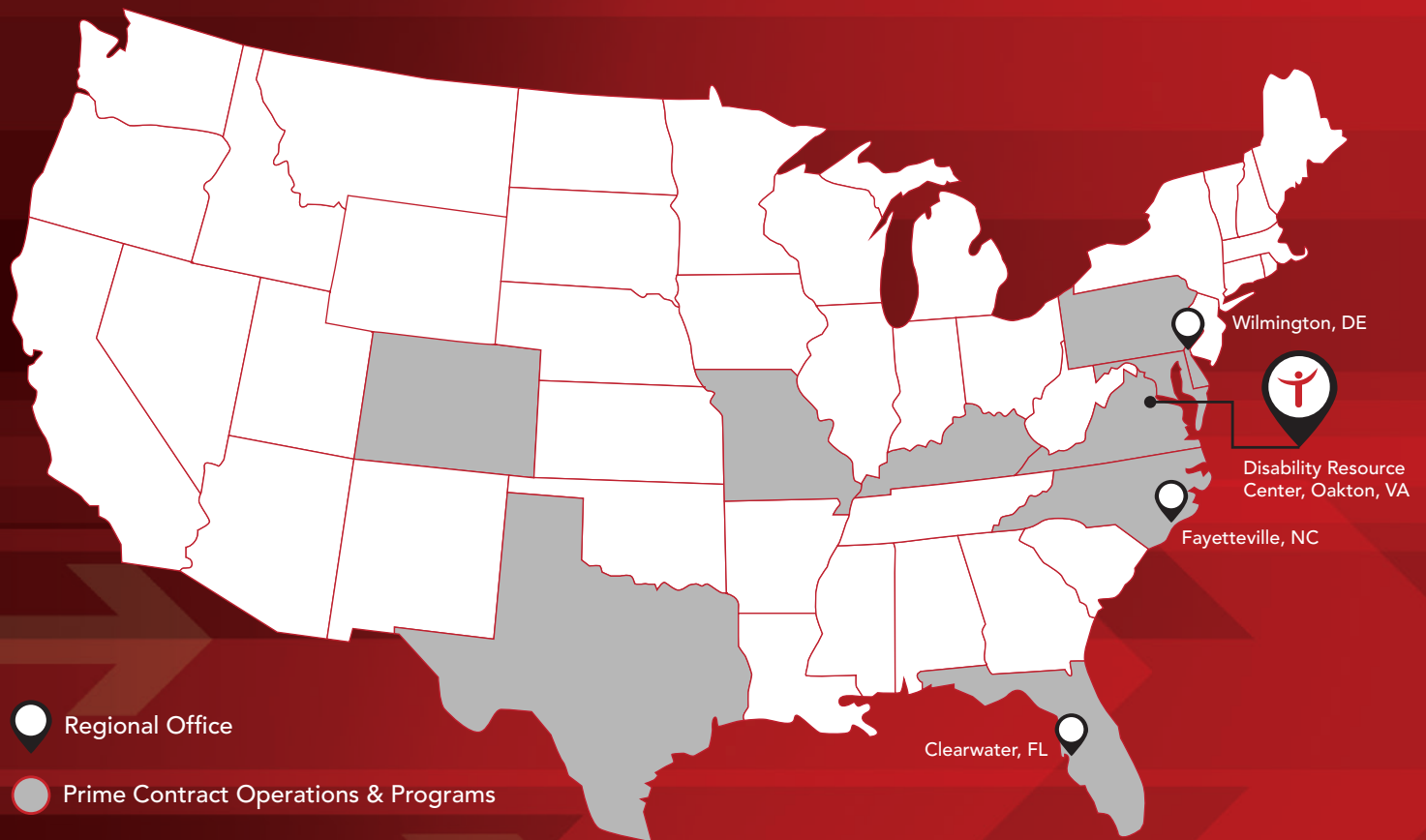
Lisa Ward

Executive Director
The ServiceSource Foundation

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ServiceSource is a leading nonprofit disability resource organization with programs located in 10 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.



iBridge

Our Vision of Inclusive Communities

ServiceSource launched its Five Year Vision Plan for FY 2018 – 2023. Our Vision, Purpose, and Values statements will guide the organization in achieving our strategic vision to build inclusive communities. A new internal “iBridge” logo reminds us that we are a bridge to community for the people we serve.



The five-year vision of ServiceSource impacts the full inclusion and empowerment of people with disabilities through nine Purpose-Driven Initiatives. You will see the icons representing these nine key initiatives throughout the pages of this Annual Report. These initiatives guide organizational goals and objectives as we expand and develop programs. Each ServiceSource office has specific operational goals and measurable outcomes to support these key initiatives.

Vision

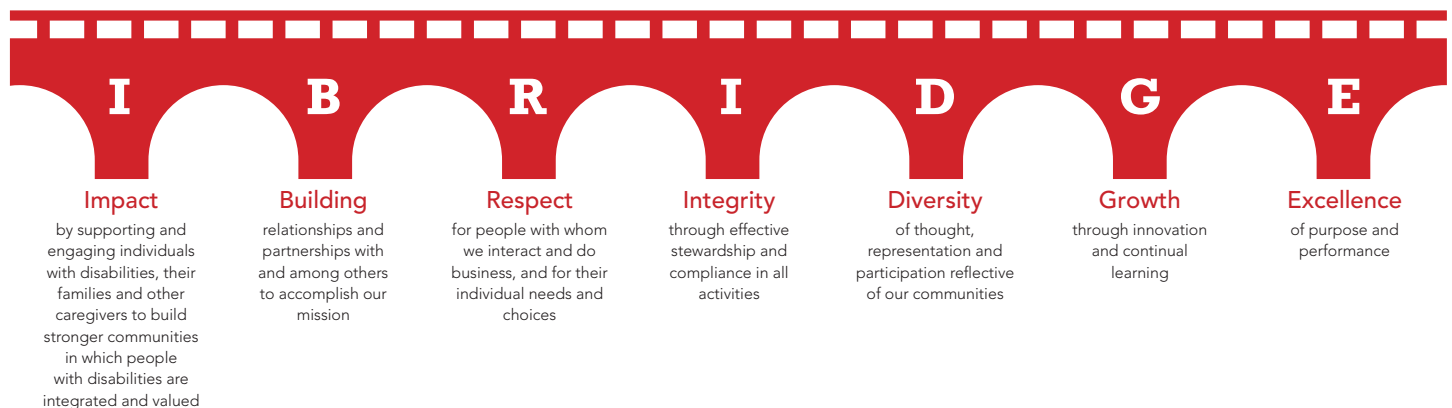
We envision communities that welcome, value, and support the full diversity of their members.

Purpose

The mission of ServiceSource is to facilitate services and partnerships to support people with disabilities, their families, their caregivers and community members in order to build more inclusive communities.

Values

In all that we do, we recognize that we are a bridge to community. Our values comprise iBridge:





Leading with Purpose

Purpose is at the center of our programs and services at ServiceSource. We change lives every day as we advance our mission and core competencies. Our ever-changing environment creates an opportunity to ensure that every member of the ServiceSource community connects personally to their work in the most meaningful way.

We are excited to introduce the **Purpose Leader Program**, which will help identify and harness each individual's 'inner purpose' for personal and professional growth. By thoroughly understanding how we connect to purpose as individuals, we can effectively implement our motivators to achieve our goals. As an organization, we will use this unique examination of purpose to expand personal and professional development. When each member of the ServiceSource community identifies their personal purpose, they will be able to connect more deeply to our organizational mission. This symbiotic growth and support of purpose will ultimately lead to better communication, more effective cooperation, and increased productivity. By learning what drives us as individuals, we can work more purposefully as a team.

We will begin exploring this exciting new approach to corporate culture in the coming year. Purpose-focused perspectives, new hiring strategies and mindful workplace dynamics will help make a meaningful shift at ServiceSource. When we as individuals understand our motivators, we elevate ServiceSource's mission.

“The **Purpose Leader Program** is intense and inspiring. I find the diversity of the organizations participating to be particularly valuable to me as I visualize a strategy to implement ‘Leading with Purpose’ more deeply into the culture of ServiceSource.”

—Dennis Dapolito, Regional Executive Director/Senior Vice President

Leading with Purpose in Fort Carson, Colorado

Brie Garlick, Career Support & Development Specialist, is a purpose-driven member of the ServiceSource team.

“This position is responsible for the effective development of our workforce by training in all areas of food service operations,” she says. “It’s most rewarding when I can help a Dining Facility Attendant not only succeed in their job, but also figure out things in their personal lives. I have helped many times with finding immediate housing, income-based housing, budgeting, food assistance, child care, support using ServiceSource’s Employee Assistance Program and many other supports.”

Brie contributes to ServiceSource’s mission by ensuring the participants on her caseload are adjusted to their work and living environments. She connects to her inner purpose by helping participants become well-rounded individuals. By living her purpose through ServiceSource, Brie helps to develop the community in Fort Carson, Colorado.



Brie Garlick (left) assists an employee at Fort Carson Food Service.

“ All of us at ServiceSource are energized to realize the importance of purpose in our daily lives and our business. Our common mission is to help positively change the lives of our participants; this requires purposeful leadership, and hiring and managing people that are intrinsically motivated by their own purpose. We will see even more positive outcomes when the **Purpose Leader Program** is successfully implemented throughout ServiceSource.”

—Tina Herzik, Vice President of Operations, Vocational Rehabilitation Services
ServiceSource Florida

Employment Opportunities

Facilitating community-based employment for people with disabilities



The opportunity to earn a living through work is a critically important part of a person's sense of self-worth, independence and full participation in community life. We provide community-based employment opportunities for people with disabilities through direct employment, job placement and supported employment.

AbilityOne

Through the AbilityOne Program, ServiceSource offers competitive wages and benefits, long-term supports and community integrated work environments.

Job Placement

Employment specialists work with people one-on-one to help them find suitable job matches with community-based employers. Customized supports through Autism Spectrum Services, Pathways to Careers, and Warrior Bridge veterans services are available.

Direct Employment: Commercial Sector

ServiceSource directly employs people with disabilities on contracts with commercial companies and/or local government.

Supported Employment

ServiceSource provides long-term supports to help people with disabilities stay employed with community-based, third party employers.

Pathways to Careers

Pathways to Careers helps people with significant disabilities to navigate employment opportunities. Offered in Virginia, this program features an in-depth discovery process and customized, paid internships leading to long-term career success.



Byron has been working on an AbilityOne mail service contract at the Department of Commerce for 19 years. Byron's enthusiasm and hard work is appreciated by his co-workers, managers and Department of Commerce employees.



Pedro with his signature smile while working at Joint Base Myer-Henderson Hall.

Pedro excels year after year

A ServiceSource employee since 2005, Pedro began working at ServiceSource's Keep It Green program then progressed to his current position at an AbilityOne Dining Facility Attendant Services contract at Joint Base Myer-Henderson Hall. His exceptional hard work and dedication were recognized when he received the 2016 Participant Employee of the Year Award. Pedro brightens the day of anyone he encounters, including fellow employees and servicemembers.



Robby makes photocopies as part of his administrative duties at Hartwood Foundation.

Applying personal strengths to the workplace

Before enrolling in Pathways to Careers, Robby volunteered at a bookstore and distributed newspapers for the local newspaper, Fairfax Connection. While his accuracy and strong memory helped him to excel in his tasks, Robby had some difficulties in social situations. The Pathways team helped Robby secure employment in an administrative support position with the Hartwood Foundation, a nonprofit residential service program for people with intellectual disabilities. Robby enjoys his job and has started to feel more comfortable interacting with his colleagues.



Left to right, AbilityOne advocates Andrew Rind, Executive Director of ServiceSource North Carolina; Vilmari Wilson, Switchboard Operator, Fayetteville VA Medical Center; and Tara Hinton, Community Relations and Development Manager, outside the U.S. Capitol.

Vilmari turns success into advocacy

When Vilmari Wilson reached out to ServiceSource North Carolina, she had been unemployed for 11 years and was living in a domestic violence shelter with her three children. Vilmari started a part-time position as a Switchboard Operator on an AbilityOne contract at the U.S. Department of Veterans Affairs. Excelling in customer service, she moved into a full-time position. Vilmari now shares her story to advocate for the AbilityOne Program and to advance opportunities for others with disabilities. Vilmari traveled to Washington, D.C. to share her story with the elected members of Congress, including the staff of U.S. Senator Richard Burr of North Carolina.

Long-Term Community Integration Services

Building more inclusive communities through long-term supports for people with disabilities.



Our vision is a future in which people of all abilities are full and active participants in community life. ServiceSource provides long-term programs for people with disabilities in community integrated settings. Services are provided in a person-centered environment that maximizes personal choice.

ArlingtonWeaves, Etc.

This innovative weaving program helps people with disabilities develop their artistic craft while building self-employment skills and earning income from sales of intricately woven designs.

Combining art and independence

Laurie is a vivacious weaver at ArlingtonWeaves, Etc. Glowing, Laurie says, "I've worked here for 13 years. I like weaving, especially shawls and tote bags. I'm making a tote bag now. I'm an artist – I like making everything! On Monday, we make soap and candles; on Tuesday, we go to Music Therapy. And on Wednesday we go to dancing therapy. When I make art, I feel love. All the colors I use make people happy and smile a lot. I love working here. It's very fun. You can see all the colors around and it's beautiful."



Laurie pauses for a smile while operating a loom at ArlingtonWeaves, Etc.

Youth Transition Programs

ServiceSource school-to-work transition programs help youth with disabilities learn new skills and explore careers while still in school, with the goal of obtaining competitive, community-based employment upon graduation. In Delaware, ServiceSource offers internship experiences for youth with disabilities ages 16-21.

FrameWORK for Success, Delaware

This school-to-career program provides students with community-based work experiences and job placement at local businesses.

High School/High Tech, Florida

This community-based partnership provides high school students with disabilities the opportunity to explore jobs and post-secondary education leading to technology-related careers.



Students Kyle and Daniel completed a four-week Pre-Employment Transition Services internship program at the University Plaza Walgreens store in Newark. In addition to the paid work experience, Kyle and Daniel received work readiness and soft skills training and rotated through a full array of customer service and retail assignments under the guidance of work site mentor Adrianna and store manager Richard. The ServiceSource Delaware program is sponsored by the State of Delaware Division of Vocational Rehabilitation.

Brian excels in his new position

Brian Cox enrolled in ServiceSource Delaware's **FrameWORK for Success** program for help finding employment opportunities. As a member of the production department packaging team, Brian assembles potting soil trays for the study of agricultural chemicals. Brian's colleagues worked with him to develop an improved work station, engineering a tray board that helps him excel in his job.



Brian working at his improved adaptive work station in the packaging department at ServiceSource Delaware.

Community Integration Programs

These programs provide a variety of supports to help people participate fully in their communities. Programs are offered in our Virginia, Delaware, and North Carolina offices. Services include employment support, skills development and enriching recreational activities that lead to well-rounded growth.

Community Integration Program, Delaware



Volunteer Work: Delaware participants volunteer at the local Society for the Prevention of Cruelty to Animals (SPCA) by socializing animals and helping maintain the grounds.



Recreation: Crafting classes in Virginia promote creativity and skills development. Individuals also earn money from the sale of their products.



Participants at the Chantilly Center in Virginia enjoy Dance Therapy.

Specialized Services

Helping people with disabilities thrive through customized services that meet individualized needs.



The needs of people with disabilities are growing and changing. ServiceSource identifies and meets various community needs, including housing, family support services and addressing the unique needs of veterans, seniors and people on the autism spectrum.

Homes for Independence

Homes for Independence, the housing arm of ServiceSource, provides affordable, accessible, and safe housing for people with low incomes and/or disabilities. In FY 2017, we provided housing for more than 280 families.

Friendship House Fayetteville

ServiceSource promotes inclusive living for individuals with disabilities. **Friendship House Fayetteville** is a unique intentional living community that pairs individuals with disabilities who live as roommates with healthcare profession students. The ServiceSource Foundation is leading a \$1.3 million capital campaign to build three homes for Friendship House Fayetteville. More than \$400,000 was raised in FY 2017.



Community advocates rally at the future site of Friendship House Fayetteville.

Warrior Bridge – Veterans Services

Warrior Bridge provides vital resources and support for veterans with disabilities as they seek employment, self-sufficiency and improved quality of life. With comprehensive services in Florida and North Carolina, Warrior Bridge served more than 1,200 veterans with disabilities in FY 2017.

WARRIOR BRIDGE

 A ServiceSource Program

Family Support Services

Family Support Services (FSS) enhances the support systems for people with disabilities by building partnerships with families, people and staff. FSS empowers families by helping them navigate and access resources through advocacy, education and planning.

Veterans Mall Equips Army Surgeon

Dr. LeNardo Thompson is a highly-accomplished Lieutenant Colonel for the U.S. Army. During his 12-year military career, Dr. Thompson performed heart surgeries during multiple deployments to Gulf War combat zones. After his military service, Dr. Thompson specialized in pediatric cardiac surgery in Northern California. In 2014, Dr. Thompson's medical career ended when he sustained a traumatic brain injury. After extensive rehabilitation and perseverance, Dr. Thompson was able to move into an apartment in Tampa, Florida. However, he lacked the resources to furnish his apartment and acquire basic necessities.

The U.S. Department of Veterans Affairs reached out to ServiceSource on his behalf. Through a partnership with Duke Energy Foundation, ServiceSource Warrior Bridge Veterans Mall in Florida fully furnished Dr. Thompson's apartment and made him comfortable in his new home. "When I was told you wanted to help, I had no idea what to expect," said Dr. Thompson. "I'm so grateful for your kindness. This is truly amazing. Thank you. Thank you!"



Dr. LeNardo Thompson's story is the result of a collaborative effort between ServiceSource, the Abilities Guild volunteers, the Society of St. Vincent de Paul, and the James A. Haley VA Poly-Trauma Center.

Transitional Services

ServiceSource provides Vocational Rehabilitation services, job evaluation and job development, work incentives planning and financial counseling programs for people with disabilities.

Vocational Rehabilitation (VR): ServiceSource Florida provides vocational evaluation and training, benefits planning, opportunities for self-employment and other vocational supports for more than 13,600 people with disabilities. ServiceSource operates these services from 20 VR office locations across Florida.

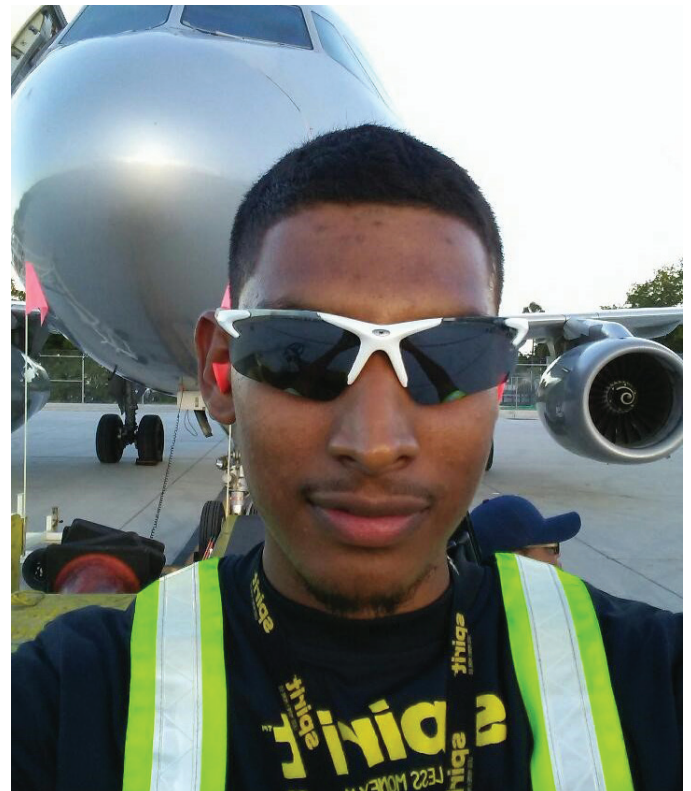
FinanceABILITY: ServiceSource Delaware, in partnership with **\$tand By Me**, offers an innovative financial empowerment program focused on helping people with disabilities improve their financial well-being. In FY 2017, more than 460 people were served.



Participants in ServiceSource Delaware's FinanceABILITY program receive coaching and mentorship on managing their personal finances.

Emil finds his dream job

"I park [the] aircraft and move luggage from the belt to the aircraft, and then from the aircraft to the belt," says Emil, who works as a Ramp Service Agent for a Florida airport. Emil sought the guidance and assistance of the Vocational Rehabilitation program through ServiceSource in Florida to find a job related to his dream industry: automotive. In his first year on the job, Emil saved up enough money to buy a car. As for employing people with disabilities, Emil urges employers, "Don't be afraid to give them a chance. They might not be able to read what they have to do, but they will be able to know how to do it."



Emil enjoys his new position, and he was recently promoted to full-time as a Ramp Service Agent for a Florida airport.

Senior Services

ServiceSource provides community-based therapeutic recreation and support services for seniors with disabilities in both Delaware and Virginia. Through a partnership with Fairfax County, Virginia, ServiceSource helps seniors with disabilities to actively participate in social and recreational programming. ServiceSource operates these therapeutic programs at 14 Senior Centers in Fairfax County, Virginia.

Autism Spectrum Services

ServiceSource assists people on the autism spectrum to obtain employment and increase self-sufficiency. The program often serves students transitioning out of high school into employment. Services focus on soft skills training and building the skills necessary to promote successful, long-term employment.



Staff provide therapeutic recreation at Pimmit Hills Senior Center in Fairfax County, Virginia.



In addition to specialized services, ServiceSource is developing customized transportation solutions to meet the needs of seniors and individuals with disabilities.

Community Outreach

Engaging community leaders who share our vision of a stronger community, inclusive of all people.



We will achieve our vision of creating more vibrant, inclusive communities with the support and engagement of our partners, donors and program investors.



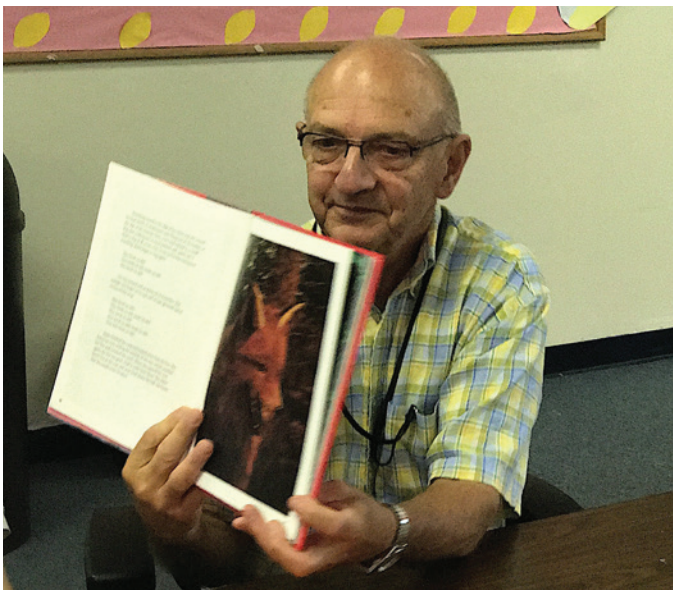
David Trincellito (left), Career Center Support Specialist, offers job preparation assistance to community job seekers at the ServiceSource DRC in Oakton, VA.

Individual Volunteer Program

Individual volunteers further our vision by working directly with people with disabilities in ways that enhance program offerings. More than 200 volunteers committed over 1,600 hours of service. Eighteen were long-term volunteers.

Volunteer engages participants through reading

Ward Pickett volunteers to read stories to participants at our long-term community integration program in Springfield, Virginia. "I'm always very careful to make sure [the participants] understand what is going on in the story. I get feedback from them either verbally or they express themselves with their hands. I don't see a lot of people who aren't involved; they're all involved one way or another," he says. "I think they know that the person reading to them cares about them learning something and hearing something, that there's somebody there who wants to share some time with them."



Ward reads a story to participants with disabilities in our long-term services program in Virginia.

Corporate Volunteer Program

ServiceSource engages corporations and businesses in our mission by developing corporate engagement activities with local community leadership.



Employees from Playa Hotels & Resorts participated in an Impact Day at ServiceSource's Annandale House. Activities include staining, laying rocks, and giving the interior a fresh paint job.



Three dozen volunteers from Bank of America's Military Support & Assistance Group and Floor & Decor CARES joined forces to paint and re-floor the St. Petersburg home of Michael Jernigan, a combat-wounded U. S. Marine infantryman and Purple Heart recipient.

The ServiceSource Foundation

Engaging community leaders who share our vision of a stronger community, inclusive of all people.



Established in 2004, The ServiceSource Foundation provides funding for ServiceSource programs and services that are otherwise un-funded or under-funded. The Foundation often supports start-up funding for new initiatives or gap funding for existing programs. Ninety-seven (97) cents of every dollar raised is used in direct support of people and programs.

In FY 2017, the Foundation allocated nearly \$700,000 for program funding. Funded programs include Family Support Services, Autism Spectrum Services and Expressive Therapies. Hundreds of people in our long-term services program enjoyed Expressive Therapies in music, art, dance and yoga.

The Foundation also provided a \$200,000 match grant to kick-off a \$1.3 million Capital Campaign to build Friendship House Fayetteville. This intentional and inclusive living community pairs people with disabilities who live as roommates with healthcare profession students. More than \$400,000 was raised by the end of FY 2017.



FY 2017 Program Funding Allocations

● Friendship House Match Designation	29%
● Family Support Services & Assistive Technology	24%
● Community Integration & Therapy Programs	22%
● Volunteer Services Program	14%
● Autism Spectrum Services	8%
● Senior Services Program	3%



The ServiceSource Proud Partners Program recognizes corporations that share and support our vision to create more inclusive communities for people with disabilities and their families.

Corporate Partners

Annual contribution of \$50,000 or more

Bank of America
Raymond James
STG International, Inc.
Walmart Foundation
Home Depot Foundation

Corporate Sponsors

Annual contribution of \$25,000 – \$49,999

Booz Allen Hamilton Inc.
Choice Hotels International
Marriott International
Hilton
Playa Hotels & Resorts

Regional Partners

Annual contribution of \$10,000 – \$24,999

Capital One Bank
Chesapeake Lodging Trust
Crestline Hotels & Resorts
Cushman & Wakefield
DiamondRock Hospitality Company
Digital Office Products
Duke Energy
HEI Hotels & Resorts
Hogan Lovells US LLP
M.C. Dean
Northrop Grumman Corporation
RLJ Lodging Trust
Santander Bank

2018 Objectives

The ServiceSource Foundation continues to raise unrestricted donations in support of ServiceSource programs and people. Additionally, donors are encouraged to double their donor impact by making a matching gift to create the ServiceSource Community Assistance Endowment. The Endowment will provide resources for the future needs of people with disabilities and their families. A \$1 for \$1 match campaign is underway to raise \$2.5 million dollars and create a \$5 million Endowment. Lastly, more than \$400,000 has been raised towards the \$1.3 million Capital Campaign goal to create Friendship House Fayetteville.

Ways to Give

You may make a one-time or recurring gift to the ServiceSource Foundation online by going to www.servicessource.org/get-involved/giving/ or by mailing a check to:

ServiceSource Foundation

Attn: Alex Roos
Donor Relations Manager
10467 White Granite Drive
Oakton, VA 22124

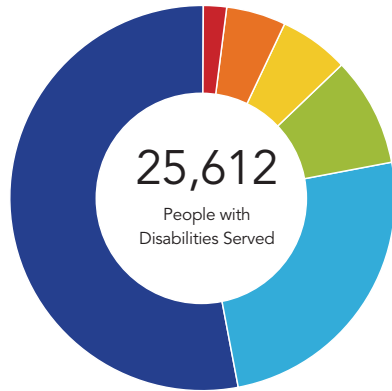


The ServiceSource Foundation provides funding for expressive therapies such as music, art, dance, yoga, and sensory programs.

Check out our interactive planned giving site servicessourcefoundationlegacy.org and make a lasting gift in support of people with disabilities.

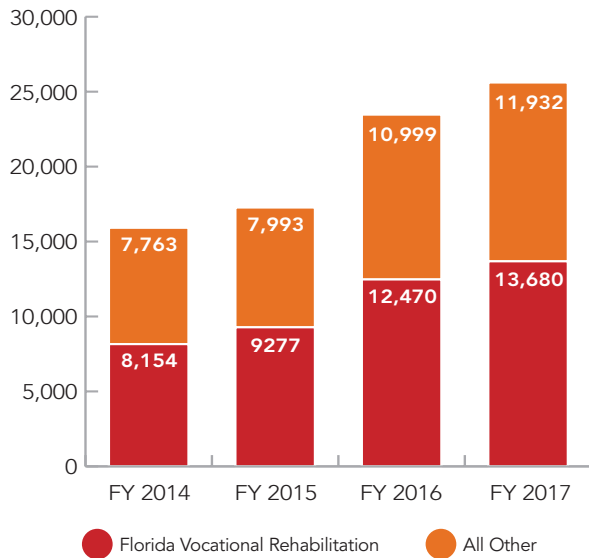
FY 2017 Impact

How We Served



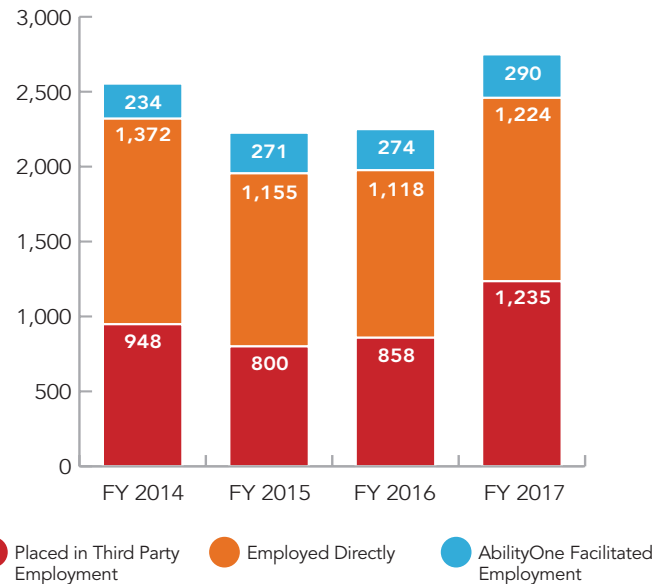
Program	Percentage
Long-Term Services	2%
Job Placement	5%
Direct or Facilitated Employment	6%
Specialty Services (Veterans, autism spectrum, senior services, housing, and family support services)	9%
Other transitional services (job development and evaluation, work incentive planning, financial counseling)	25%
Vocational Rehabilitation Counselor Services (Florida)	53%
Total:	100%

Number of People with Disabilities Served



Florida Vocational Rehabilitation Services has been primary driver of people with disabilities served, accounting for more than 50 percent each year.

Number of People with Disabilities Employed



Note: Re-aligned center-based programs from FY 2014 to FY 2015. Some individuals continued to be served under long-term services, others counted in placed or group supported employment.

FY 2017 Outcomes

FY 2017 Operating Revenue (unaudited) – in Millions

Regional Office	Revenue	Percent
Delaware	\$8.6	5%
Florida	\$15.6	9%
North Carolina	\$15.8	9%
Virginia	\$133.8	77%
Total ServiceSource	\$173.8	100%

FY 2017 Operating Expenses (unaudited) – in Millions

Regional Office	Expense	Percent
Delaware	\$9.1	5%
Florida	\$15.9	9%
North Carolina	\$14.4	9%
Virginia	\$133.9	77%
Total ServiceSource	\$173.3	100%



Phone: 800-244-0817

E-mail: info@servicesource.org

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

www.servicesource.org

