



ServiceSource

Five Year Vision Plan
FY 2018-2023

Purpose-Driven Initiatives 2018 – 2023

The five-year vision of ServiceSource focuses on strategies that will have a broad impact on nine key initiatives to support the full inclusion of people with disabilities in their communities. These initiatives support opportunities for 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 to maintain, develop and expand resources and programs



Service Coordination

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



Employment

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



Community Living

Helping to create inclusive communities that include 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 to the 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 customer service, quality and commitments to high standards of service

Operational Vision & Goals

ServiceSource offices develop one-year operational plans that support the long-term vision. We are deliberate in our operational goals in support of creating a purpose driven culture. ServiceSource commits to strategically integrating purpose to enhance our talent infrastructure through hiring, on-boarding, community engagement, organizational design and performance management.

The following are examples of initiatives from the one-year operational plans of the ServiceSource Regional Offices, mapped to the long-term, purpose-driven initiatives.

Family Support Services

In focus groups throughout ServiceSource locations, one constant theme is the significant concern that both individuals and families have in ensuring the long-term care and opportunities for meaningful engagement for individuals with disabilities. With funding from the ServiceSource Foundation, the Family Support Services program began by supporting 100 people in its first year. The program provides and coordinates access to direct support services for people with disabilities and their families.

- In FY 2018, we will provide outreach services to more than 360 people, of whom, 160 will receive direct services. Our long-term vision will ensure these services are formalized in all regional offices.



Family Support Services provides access to resources including assistive technology. Pictured here is an individual using eye-tracking assistive communication technology.

Financial Literacy and Benefits Counseling

One-on-one financial coaching and benefits counseling helps people with disabilities achieve financial stability and helps ensure individuals successfully navigate the myriad of entitlement programs.

- In FY 2018, ServiceSource Delaware will provide one-on-one coaching to 475 people in the FinanceABILITY program.
- In FY 2018, North Carolina and Florida offices will serve more than 3,000 in Work Incentive and Planning.



Utilizing technology, individuals in the FinanceABILITY Program receive personalized financial coaching.

Autism Spectrum Services

In 2005, the Delaware office established an Autism Spectrum program through the generous donation of one local funder to the ServiceSource Foundation. Initially, the program served 25 individuals each year. The program model expanded to Virginia.

- In FY 2018, the Autism Spectrum Services program will support 240 young adults on the Autism Spectrum in our Delaware and Virginia offices.



Counselors offer job clubs, soft skills training, job development and job placement services for individuals on the Autism Spectrum.

Community Integration Programs

Long-term services programs continue to emphasize community inclusion with a deliberate focus on smaller, integrated programs based in community settings. In the Virginia, Delaware and North Carolina offices, we offer engaging activities in which individuals with disabilities are integral members of the community through volunteer activities, resource sharing, entrepreneurial employment partnerships and community support.

- In FY 2018, ServiceSource Virginia will expand from seven long-term service program sites to eight locations that each have fewer people and are embedded in the community.
- In FY 2018, the Delaware long-term services program including the Riverfront Program will serve more than 65 people with disabilities.
- In FY 2018, we will serve 600 people in long-term services programs.



Individuals at the ArlingtonWeaves, Etc. program produce woven products that are sold to the public. The Weaves program is co-located in a county building and employs seven individuals.



Individuals at the Delaware Riverfront Program participate in a variety of activities in a community integrated setting.

Community Living

Integrated living programs provide structure and stability for individuals with disabilities and support the opportunity for individuals to live independently. ServiceSource Florida operates or owns more than 225 housing units and provides case management support at Duval Park – an 88 unit housing program for Veterans. ServiceSource North Carolina operates 40 housing units and is expanding the housing program through a match fundraising campaign to create Friendship House Fayetteville, an intentional living model.

- In FY 2018, Friendship House Fayetteville will raise \$800,000 and will begin building three homes, comprised of six (6) apartment suites where young adults with disabilities live as roommates with healthcare professional college students.
- In FY 2018, the Florida and North Carolina offices will serve more than 320 people in ServiceSource housing units.



The Friendship House Fayetteville initiative is modeled after the Friendship House program located in Durham, NC, pictured here.



Employment

Access to gainful employment is a critical component for many individuals in ServiceSource programs. Offering a wide variety of employment programs that are unique in supporting individual needs is a cornerstone of ServiceSource programs. Federal AbilityOne employment, specialized job placement programs and employment training programs are all part of the ServiceSource employment portfolio.

- In FY 2018, more than 1,300 people will be employed on AbilityOne contracts throughout 10 states in ServiceSource offices corporate-wide.
- In FY 2018, Warrior Bridge Programs in North Carolina and Florida will serve 500 veterans.
- In FY 2018, ServiceSource Florida will launch Opportunity Calls, a contact center training program which will help people with disabilities, including veterans, prepare for employment in this high-demand customer service field.
- In FY 2018, approximately 1,225 individuals with disabilities will be placed in jobs with third-party employers.



AbilityOne jobs provide competitive wages and benefits for individuals with disabilities who are employed in integrated work environments, often located on federal government contract sites. Pictured at left is an individual working on our Food Services contract on Ft. Bragg, NC.



Opportunity Calls employs six individuals in contact center roles, including the individual pictured above.





The ServiceSource iBridge logo demonstrates how our values guide our path toward meeting the needs of people and communities. As our communities grow and change and our strategy continually evolves, these values hold true. We are steadfast in applying these values to each area of our strategic vision to build inclusive communities.

Vision

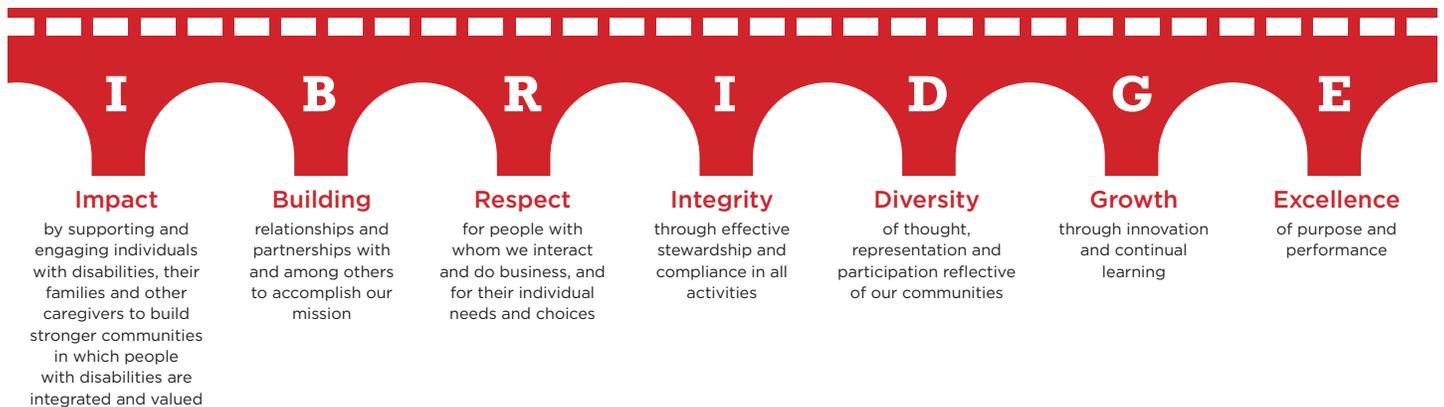
We envision communities that welcome, value, and support the full diversity of their members.

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:



The ServiceSource Foundation is a separate charitable organization formed to raise money to meet the identified and unmet needs of the programs and people of ServiceSource. Ninety-seven cents of every dollar donated to the Foundation is used in direct support of programs and people.

Double Your Impact: The Foundation has launched a five-year \$1 for \$1 match campaign to create a \$5 million Community Assistance Endowment. The Endowment will provide resources for individuals and families who otherwise do not have funding or access to critical needs. These unique needs are often essential to supporting inclusive communities where each member thrives.

Ways to give: log onto www.servicesource.org/giving or call **703-461-6142**. You may make an unrestricted donation to the Foundation, select a restricted gift that supports your interests or double your impact and make a restricted contribution to the Endowment.