

## LEADERSHIP CHANGE ANNOUNCED

After more than 26 years as President and CEO of ServiceSource, Janet Samuelson announces her retirement early next year.

The ServiceSource Board of Directors has unanimously appointed current Chief Operating Officer, Bruce Patterson, to Chief Executive Officer (CEO) and current Chief Strategy Officer, Mark Hall, to President. This leadership change will be effective January 6, 2020.

Ms. Samuelson informed the Operating Board of Directors of her intentions to retire nearly two years ago, allowing the Board adequate time to implement a deliberate and effective Succession Planning Process. The Succession Planning Process entailed a thorough review of all governance policies; corporate, management and Board Committee structures; environmental challenges and opportunities; and organizational culture. Throughout the entire Succession Planning Process, our core commitment remained on our mission and the people we serve.

Mr. Patterson will report directly to the Board and have oversight of all rehabilitation programs, contract operations and finances. Mr. Hall will oversee corporate development, fundraising, stakeholder relations and human capital functions. This advance decision helps ensure an effective transition and the continuation of outstanding service delivery.

Many of you may already know our new leaders. More detailed information regarding their long and impactful history with ServiceSource is on the back. We are excited and confident that ServiceSource will continue as a leader in the disability and human services fields, advancing our mission and ensuring that the people we serve have access to exceptional programs and opportunities.

*ServiceSource is excited to have continuity in leadership as we move our mission forward.*



Janet Samuelson



Bruce Patterson



Mark Hall

*“Bruce and Mark have already been an essential part of developing our vision, mission and values and the culture of ServiceSource. They are fully committed to our collective vision of creating inclusive communities and providing quality, valued opportunities for the people we serve.”*

— James Carroll  
Chairman, ServiceSource Board of Directors



James Carroll

To hear a video announcement from our Board Chairman, James Carroll, please visit [www.servicessource.org](http://www.servicessource.org).

## Summary Bios

**Bruce Patterson**, incoming CEO, has a 35-year career with ServiceSource and has served as Executive Vice President and Chief Operating Officer for the past twenty years. Bruce is a current member of the Board of Directors for SkillSource, the Northern Virginia Workforce Investment Board - Strategic Planning and Disability Services Committees, and the Veterans’ Initiatives Task Force for SourceAmerica.

Bruce holds a Masters of Education in Counseling and Development from George Mason University, a Bachelors in Special Education from Salem College in West Virginia and undergraduate and graduate certificates in procurement and contracts management from the University of Virginia. Bruce is a native Fairfax County resident. He and his wife have two grown children.

**Mark Hall**, incoming President, has a 21-year career with ServiceSource and currently serves as Executive Vice President & Chief Strategy Officer.

Mark co-chairs the AbilityOne Division of ACCSES and is an active participant in the National Council of SourceAmerica Employers. He is an active advocate with elected and governmental officials on disability and other community issues.

Mark holds a Masters in Business Analysis from the University of Southern California, an MBA from Pepperdine University and a Bachelor’s degree in Finance from San Diego State. Mark and his wife have two adult children, including a son who participates in our Chantilly Long Term Community Integration Services program, giving him personal insight into our collective mission.

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