



# INCLUSION

of people of all abilities



# IMPACT

through community engagement



# DIVERSITY

of thought and participation



 **ServiceSource**

Annual Report 2020  
[servicesource.org](https://servicesource.org)

**ESSENTIAL**  
during a time of crisis

## PURPOSE-DRIVEN INITIATIVES

### 2018–2023

ServiceSource’s five-year vision 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, assure individual purpose, support individuals and families and empower each person to achieve their goals.



#### INFORMATION AND EDUCATION

Equipping individuals and families with the knowledge to make informed choices and access services.



#### RECREATION AND AVOCATION

Creating opportunities for individuals to connect with their community and develop relationships over time.



#### ADVOCACY

Establishing channels of communication for families and building partnerships on the organizational level.



#### TECHNOLOGY

Supporting access to a wide range of informational tools and applications that facilitate independence and communication.



#### SERVICE COORDINATION

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



#### TRANSPORTATION

Linking individuals and families to innovative and safe transportation methods that enhance their quality of life.



#### EMPLOYMENT

Connecting individuals with suitable job supports that lead to meaningful employment and financial self-sufficiency.



#### ENTERPRISE SOLUTIONS

Exceeding our customers’ needs through exceptional customer service and commitment to high quality standards.



#### COMMUNITY LIVING

Helping create inclusive communities that promote engagement for people with disabilities and those who are aging.

## LETTER FROM THE CHAIRMAN

On behalf of the ServiceSource Board of Directors and Foundation Board of Trustees, we are pleased to provide you with our Fiscal Year (FY) 2020 Annual Report.

Throughout this report, we highlight some of the many successes of the past year and how we are overcoming the challenges of a pandemic to customize virtual services while building more inclusive communities. ServiceSource adapted quickly to the new environment created by the worldwide pandemic to mitigate risk and maximize the safety of the people we serve and our employees.

At the start of this new decade, ServiceSource appointed Bruce Patterson as Chief Executive Officer and Mark Hall as President. With more than 55 years of combined experience at ServiceSource, Bruce and Mark ensured an effective leadership transition and helped the organization reach several milestone achievements in FY 2020:

- We served more than 29,000 people, a record-breaking number for the organization, despite the pandemic. This is an increase of 1,300 people (5 percent) over the previous year.
- We welcomed the Pioneer Adult Rehabilitation Center (PARC) Community Partnership Foundation in Clearfield, Utah as a new affiliate.
- We continued funding for Pre-Employment Transition Services (Pre-ETS) in all regions.
- We received a new award by the North Carolina Council on Developmental Disabilities to expand benefits counseling, a total of \$270,000 over three years.

ServiceSource continues to be a leader in the AbilityOne Program, with several achievements this past year. ServiceSource launched a new AbilityOne custodial project with the Federal Bureau of Investigation (FBI) and Drug Enforcement Agency (DEA), offering employment to more than 100 people with disabilities. We secured several significant contract renewals with the U.S. Department of Homeland Security (DHS), Internal Revenue Service (IRS), FBI and for our customer in St. Louis, Missouri. We also supported more than 1,000 employees with disabilities on essential contracts during the pandemic.

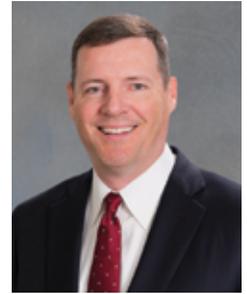
As we move into FY 2021, ServiceSource continues to:

- Establish and implement a corporate-wide response to the pandemic using the latest federal, state and local health protocols to prioritize and support safe workplaces.
- Support a new virtual operating environment by expanding virtual therapy programs and technology platforms for rehabilitation supports.
- Amplify a culture that is supportive of diversity and inclusion for employees and individuals served.

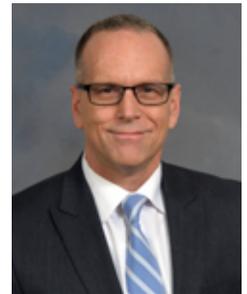
Thank you to our partners, participants, families, donors, volunteers and staff for your support and contributions this year. We look forward to working alongside each of you to advance ServiceSource's vision of creating inclusive communities.



James Carroll, Chairman



**James Carroll**  
Chairman



**Bruce Patterson**  
Chief Executive Officer



**Mark Hall**  
President

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**Albert Wu**  
Certified Financial Advisor, Raymond James Financial Services

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**Vice-Chair: Michelle Lee**  
President & CEO, STG International, Inc.

**Secretary/Treasurer: Nino Vaghi**  
Co-Founder, Digital Office Products

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**James Francis**  
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President, Joseph J. Sorota, Jr., P.A.

**Tiffany Washkewicz**  
Executive Director, Washkewicz Family Foundation

## SENIOR EXECUTIVE TEAM:

**Bruce Patterson**  
Chief Executive Officer

**Mark Hall**  
President

**Kenneth Crum**  
Executive Vice President, Regional Operations (Virginia, Maryland, Washington, D.C.)

**Dennis Dapolito**  
Executive Vice President, Regional Operations (Delaware, Florida, North Carolina, Utah)

**Nate Hoover**  
Executive Vice President, Finance

**Lisa Long**  
Executive Vice President, Information Management & Technology

**Thomas Troeschel**  
Executive Vice President, Operations

**Lisa Ward**  
Executive Director, ServiceSource Foundation

**Crystal Wheeler**  
Executive Vice President, Human Resources

## REGIONAL EXECUTIVES:

**Delaware: Cindy Sterling**  
Regional Executive Director

**Florida: Matthew Motko**  
Regional Executive Director

**North Carolina: Andrew Rind**  
Senior Vice President & Regional Executive Director

**Utah: Ken Naegle**  
Regional Executive Director

**Virginia: Kenneth Crum**  
Executive Vice President, Regional Operations

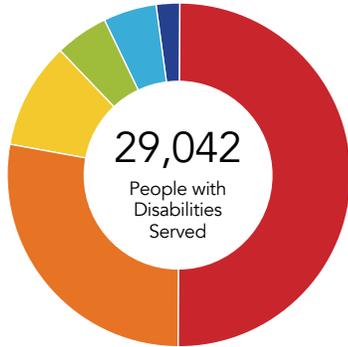
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# FY 2020 IMPACT

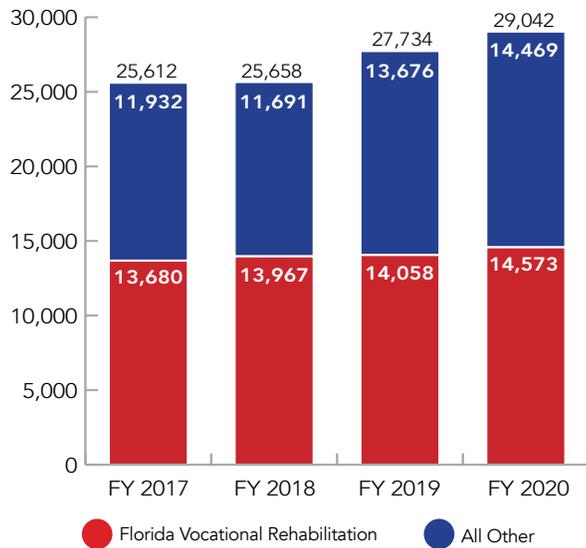
## HOW WE SERVED



PARC, ServiceSource Utah affiliate outcomes are not included in FY 2020 ServiceSource outcomes as the transition from the Davis County School System became effective on July 1, 2020.

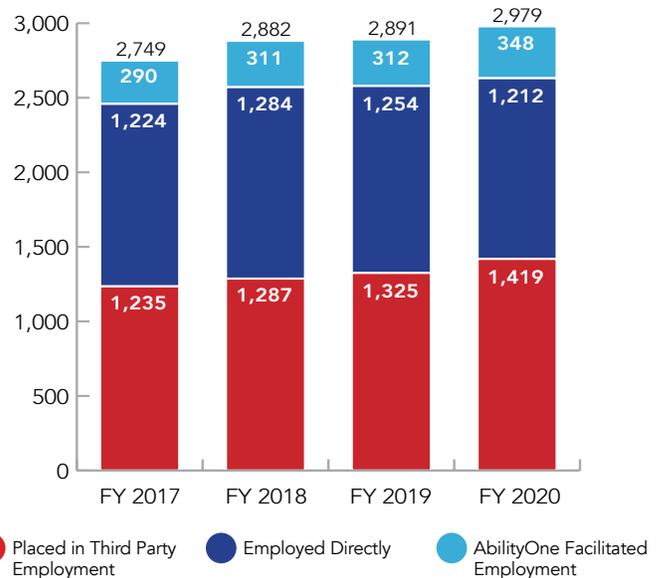
Program	Estimated Percentage
Vocational Rehabilitation Services (Florida Privatized Services)	50%
Other Transitional Services (Job Development, Job Evaluation, Work Incentive Planning, Financial Coaching)	28%
Specialty Services (Warrior Bridge, Autism Services, Senior Services, Housing, Family Support Services)	10%
Community-Based Employment (Direct and Facilitated)	5%
Job Placement	5%
Long-Term and Community Integration Services	2%
<b>Total:</b>	<b>100%</b>

## People with Disabilities Served Four-Year Trend Data



Florida Vocational Rehabilitation (VR) services continues to be the primary driver of people served, accounting for approximately 50 percent of the total each year.

## People with Disabilities Employed Four-Year Trend Data



AbilityOne Facilitated Employment are contracts where we serve as prime and have directed subcontractors who hire people with disabilities. ServiceSource increases support for people served in third party employment through specialty services such as, autism spectrum services, customized employment and Warrior Bridge.

## FY 2020 OUTCOMES

### FY 2020 Operating Revenue (unaudited) – in Millions

Regional Office	Revenue	Percent
Delaware	8.0	4%
Florida	15.9	9%
North Carolina	16.8	9%
Virginia	149.5	78%
<b>Total ServiceSource</b>	<b>190.2</b>	<b>100%</b>

### FY 2020 Operating Expenses (unaudited) – in Millions

Regional Office	Expense	Percent
Delaware	8.9	5%
Florida	17.2	9%
North Carolina	15.4	8%
Virginia	148.5	78%
<b>Total ServiceSource</b>	<b>190.0</b>	<b>100%</b>



## OUR PANDEMIC RESPONSE

ServiceSource has grappled with the ongoing and long-term effects of the public health crisis that swept across the nation beginning in 2020. We quickly adapted to the new environment by continuing to provide essential services during this time of crisis through creative means.

ServiceSource maintains a disciplined, structured and proactive approach as we keep the safety and wellbeing of our participants, employees and caregivers foremost in our actions.

### Essential Workforce

During the pandemic, ServiceSource's team of essential employees is strong. They are individuals and veterans with disabilities who are hard at work maintaining mission-critical operations for multiple government agencies that directly support Americans. They are providing food service

operations, cleaning state and federal installations, protecting infrastructure, manning call centers and delivering mail. Our rehabilitation and administrative staff are using creative solutions to continue to provide services to those we serve.

We salute our workforce's efforts and hard work and recognize their critical contributions. ServiceSource has also worked collaboratively with ServiceSource customers to implement protocols and ensure conditions are as safe as possible and that all employees are well supported.

*"There is a ServiceSource-wide sense of purpose and an inspiring sense of collaboration to keep our participants, families, employees and guests safe. Now more than ever, ServiceSource will continue to work together to rise to this challenge."*

— Bruce Patterson, CEO

## TIMELINE

### FEBRUARY 27

Formed a cross-regional Pandemic Response Team (PRT) to respond to and monitor the pandemic.

### MARCH 16

Closed all Long-Term Community Integration Service (LTCIS) programs in Delaware, North Carolina, Utah and Virginia, affecting **650** participants.

### MAY 1

The majority of our contract sites remained open.

More than **1,200** people continue to provide essential services.

More than **500** employees telework to support daily operations.

ServiceSource quickly followed all CDC and OSHA guidance to maintain work safety.

### JULY 6

We softly reopened administrative offices in all regions using the latest guidance from federal, state and local health officials.

## Adapting to a Virtual Environment

ServiceSource emerged as a leader in virtual service delivery during this time. We have drawn on our resources and expertise to creatively redesign traditional services into virtual “telemedicine” inspired solutions to continue operations during this new normal.

Staff throughout our regions in Delaware, Florida, North Carolina, Utah and Virginia are utilizing digital platforms to conduct wellness checks, host workshops and events, facilitate virtual discussions, share information and resources and help people with disabilities connect with their broader communities.

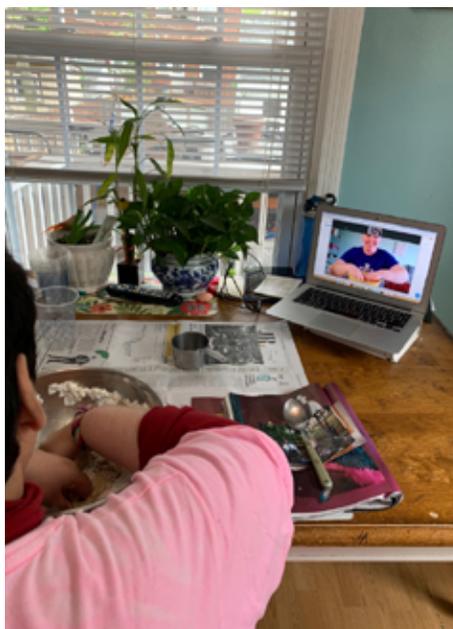
## Technology Grant Program

To break down barriers, the ServiceSource Foundation implemented a technology grant program to purchase tablets for individuals to help provide them with the technology and support needed to access virtual programming and supports.

**Thank you to the donors who supported this initiative!**



*ServiceSource North Carolina meets weekly with residents of Friendship House Fayetteville and participants in the Community Inclusion Day program to focus on topics such as self-care, positive thinking and goal setting.*



*ServiceSource Virginia launched “Assistance from a Distance” to support participants who are staying at home. Activities are person-centered and include sensory projects, virtual exercise classes, computer training and more.*



*During the height of the pandemic, more than 145 Vocational Rehabilitation staff from 16 offices throughout the State of Florida provided services virtually.*



PARC, ServiceSource Utah affiliate dropped off activity packets to participants during a socially distanced parade, where they visited almost 40 participant homes in the area.



Paul Thieberger, Past Chair, ServiceSource Board of Directors, thanks ServiceSource's essential workforce for their hard work and dedication by delivering cupcakes to 11 contract sites throughout Washington, D.C. and Maryland.



With graduation pending for 11 students in the FrameWORK for Success program in Delaware, staff created virtual lesson plans that students could complete from home. Upon completion, ServiceSource hosted socially distanced ceremonies for the 2020 graduates who are all leaving with jobs in the community or continuing their career training.



Call Center Agents like Beth help support Floridians virtually by fielding calls for the Florida Department of Management Services, including calls related to pandemic support.

## Community Impact

ServiceSource supports our employees, participants and the broader communities in which we operate. We found innovative ways to stay connected and show support during a time of global isolation.



*Rose, Recreation Therapist for ServiceSource Virginia, delivered lunches, brain puzzles and resources to older adults impacted by the closure of Fairfax County's Senior Centers.*



*Rocky, a Mechanic on our Grounds Maintenance AbilityOne contract at Fort Bragg used his 3D printer to help NC State University produce Personal Protective Equipment (PPE) for local healthcare systems.*



*ServiceSource North Carolina partnered with Off-Road Outreach for the Veggies For Vets Project, which provides fresh produce to unhoused veterans in the Fayetteville area.*

## THANK YOU

Today and every day, ServiceSource thanks our employees, customers, donors, families, Board of Directors and Foundation Trustees for your support as we all weather this storm. We continue to embrace the wide sense of purpose and inspiring collaboration to shine light on the essential services provided during this time.

For additional stories on our essential workforce, virtual service delivery methods and community impact, follow us on social media or visit our YouTube channel, where we started our series, ServiceSource—Essential During a Time of Crisis!



## Connect & Follow:

-  @ServiceSource1
-  @ServiceSource1
-  @ServiceSource, Inc.
-  @ServiceSource1
-  @ServiceSourceOnline

# SUCCESS STORIES

## Connecting Action to Success



### Amaund: AbilityOne

*"I love everything about this job, and I will never take it for granted."*

Amaund works at the J. Caleb Boggs United States Court House and Federal Building in Wilmington, DE. He is a key member of the custodial services team and helps clean the offices of the U.S. Marshal and other important judges and trustees. Amaund is a graduate of ServiceSource Delaware's FrameWORK for Success program and received a Service Excellence Award in 2019. He has gained the confidence he needs to continue employment and lead an independent life. "I've changed so much since being in the program. I've opened up a savings account and am currently trying to get my own apartment."



### Kaitlyn: Community Integrated Employment

*"My goal was to find a job I was passionate about, and I made it happen."*

Kaitlyn works at Crumbl Bakery in Layton, UT. She helps in a variety of bakery tasks from preparing dough to frosting cookies. When PARC, ServiceSource Utah affiliate first met Kaitlyn, her goal to work in a bakery was clear. She has now worked at Crumbl for more than one year and continues to use her passion to improve her communication skills, learn new things and become more comfortable in her job. She advocates for herself, expresses her wants and needs, and fully embraces the team atmosphere. Her job has empowered her to become a dependable crew member and has helped her earn money independently, which she is saving to meet a variety of goals. "I love being a part of Crumbl and having the opportunity to do what I love."

ServiceSource is proud to be building inclusive communities and workplaces, one person at a time. Sign up for the monthly newsletter for additional stories on participants, employees, partners and much more. Visit [www.servicesource.org/get-involved](http://www.servicesource.org/get-involved).



# EMPLOYMENT SERVICES

## Employment Solutions for Stability and Independence

### Direct Employment: AbilityOne

Through the AbilityOne Program, ServiceSource offers community integrated employment, competitive wages and benefits, employment supports and career advancement opportunities for people with disabilities.

More than <b>9 Million</b> Pieces of Mail Processed	More than <b>4 Million</b> Meals Served	More than <b>2 Million</b> Calls Taken
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### Direct Employment: Commercial and Local Government Sector

ServiceSource directly employs people with disabilities with commercial companies as well as local government entities.

### Vocational Rehabilitation (VR)

ServiceSource partners with the State of Florida to expand and improve the delivery of Vocational Rehabilitation (VR) services in several counties through a private provider system. Annually, more than 14,000 people are served through VR services across the State.

### Job Placement

This year, ServiceSource helped more than 1,400 people with disabilities seek and secure employment with third party employers in the community.

### Individual and Group Supported Employment

ServiceSource provides support for people placed in community employment to ensure long-term success.

### Customized Employment

ServiceSource works with each individual to identify their strengths, working style, and interests. ServiceSource matches each individual with an employer for a job placement that meets both individual and business needs.



Travis (right) is employed through the AbilityOne Program to provide secure mail services to the U.S. Army at Fort Bragg in North Carolina.



# YOUTH TRANSITION PROGRAMS

## Encouraging Power and Potential

School-to-work transition programs give youth with disabilities the opportunity to learn new skills and explore careers while still in school. These programs support each student's choice to pursue competitive employment or post-secondary education upon graduation.

### **Pre-Employment Transition Services (Pre-ETS), All Regions**

ServiceSource works with students as young as 14, their families and their schools to enrich their educational journeys. This program uses career exploration, work-based learning experiences, exploration of post-secondary education and workplace readiness training to foster skills for long-term success.

### **FrameWORK for Success, Delaware**

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

### **High School/High Tech, Florida**

High School/High Tech is a community-based partnership that provides high school students with disabilities, ages 14 to 22, with the opportunity to explore jobs and post-secondary education leading to technology-related careers.



*Barron, a student from ServiceSource Delaware participates in a mock interview at the Microsoft Store in the Christiana Mall, where he is able to receive direct feedback.*



*Ena, Senior Employment Consultant promotes employment and work transition skills for students at Pine Forest High School in Fayetteville, NC.*



## LONG-TERM & COMMUNITY INTEGRATION SERVICES (LTCIS)

Building more inclusive communities to support people with disabilities over the long-term

ServiceSource's vision is a future in which people of all abilities are full and active participants in community life. Through person-centered supports, we maximize individual choice and community integration.

### Virtual Services

ServiceSource works collectively to develop new and innovative programs to continue serving people with disabilities using virtual platforms. ServiceSource's LTCIS programs throughout Virginia, North Carolina, Delaware and Utah conduct weekly wellness checks and host virtual expressive therapy programs including dance, movement, music and art.

### Virginia

In FY 2020, ServiceSource was selected as the curator of Ellmore Farmhouse at Frying Pan Park. In partnership with Pizzano Contractors, ServiceSource will renovate the space and utilize the home as our ninth LTCIS program in Virginia, expanding opportunities for individuals with disabilities to engage in their community.

Other Virginia LTCIS locations include Alexandria, Annandale, Arlington (two locations), Chantilly, Manassas, Springfield and South Springfield.

### North Carolina

North Carolina's Community Inclusion Day program provides support services to engage adults with disabilities in the community to support them to lead healthy lives. Each day, participants focus on forming strong bonds and developing life goals that are meaningful to them.

[Click here to watch Virtual Dance Therapy](#)



*ServiceSource was thrilled to provide virtual dance therapy to LTCIS locations across ServiceSource.*



*In FY 2020, ServiceSource launched the "Do More at Ellmore" Capital Campaign to help fund renovations for the Ellmore Farmhouse. Claude Moore Charitable Foundation was the first to support the plans.*

## Delaware

The Riverfront Community Center maximizes community access and inclusion in the popular Riverfront district in Wilmington, Delaware. ServiceSource uses a person-centered approach to teach skills that are based on the interest of individuals.

## Utah

At the heart of PARC, ServiceSource Utah affiliate's Community Integration Services programs are effective, valued and innovative person-centered activities. These include independent living skills, current events education and recreational activities tailored to meet the skills and interests of every individual.

## Self-Employment

ServiceSource provides two self-employment programs that empower individuals to make their own choices and earn an income.

- Bloom is a social venture that provides participants with the opportunity to express themselves artistically and earn money. The Bloom product line includes soaps, candles, greeting cards and more.
- ArlingtonWeaves, Etc. provides a platform for participants to create sophisticated hand-woven items sold to local communities in the area. ArlingtonWeaves, Etc. is a signature program of Arlington Department of Human Services and implemented by ServiceSource.

**In FY 2020, more than 100 Artisans proudly crafted goods and generated income through Self-Employment.**



*Janeth is a self-employed artist at ArlingtonWeaves, Etc. and gains most of her artistic inspiration from her community - "The best thing about weaving is being embraced as an artist when others admire my work!"*



*In November 2019, Board members, participants, employees and community members celebrated the renovations made to the North Carolina program during a Ribbon Cutting Ceremony. The new program area includes a new technology lab and Bloom Gift Shop.*



*Jerry enjoyed riding the Zamboni at a Utah Grizzlies hockey game. PARC, ServiceSource Utah affiliate, partners with the team every year for the "Ability Day" fundraiser.*



*Ryan spends an afternoon in the community after a trip to the Delaware Museum of Natural History.*



## SPECIALIZED SERVICES

Helping individuals thrive through customized services and supports

### Assistive Technology

ServiceSource's innovative program helps increase self-sufficiency for people with disabilities and seniors. First, ServiceSource provides customized assessments to identify technology (including Smart home technology) that can assist individuals to increase independence and their ability to engage in their communities. Then ServiceSource provides customized training on how to use and configure assistive devices. Currently, this programs serves participants in North Carolina and Virginia.

### Transportation

ServiceSource's transportation programs in Delaware, North Carolina, Utah and Virginia provide freedom and flexibility to individuals by bridging the gap in accessible transportation services. These on-demand and scheduled rides help people get to employment, school, medical appointments and social events. ServiceSource is also a provider for Fairfax County's Senior Express program in Virginia, which provides transportation combined with companion services for older adults.

### Temporary Assistance for Needy Families (TANF)

In FY 2020, ServiceSource was awarded funding for employment services to individuals receiving or who may be eligible for TANF. Through this program, low-income families in Fairfax County, Prince William County, and Stafford County, Virginia are provided employment supports.



*Tom engages in features of his Alexa Echo daily to stay current on the latest events and connect with his family members and friends.*

### Housing

#### Friendship House Fayetteville

**Friendship House Fayetteville** is an intentional, faith-based community living program that provides affordable, integrated housing for young adults with disabilities, college students, and young professionals. Residents have formed strong bonds with each other and with their community through volunteerism and engagement with community partners.



*Friendship House Fayetteville residents subsequently gather to celebrate their Resident Director, friend and roommate, Chasity on her 40 Under 40 community award prior to the pandemic.*



*In honor of Veterans Day, Joseph, a U.S. Navy Veteran, was the recipient of ServiceSource Florida's fifth fully renovated mortgage free condominium.*

### Homes for Independence

Homes for Independence (HFI) provides affordable, accessible, and safe housing for persons with low incomes and/or disabilities. Last year, HFI provided housing for more than 380 families in Florida and North Carolina.

### Warrior Bridge: Veterans Services

Warrior Bridge connects veterans with disabilities to resources and support, leading to employment, self-sufficiency and improved quality of life. Warrior Bridge served more than 1,300 veterans with disabilities last year.

With the support of donors and volunteers, Warrior Bridge's Veterans Malls in Florida, North Carolina and Delaware provide veterans transitioning out of homelessness with home



*Despite the pandemic, Grant, Warrior Bridge Program Manager continues to deliver home starter kits to veterans curbside.*

starter kits. These kits are valued at over \$200 and contain the essentials for apartment life including dishware, utensils, small appliances, toiletries, cleaning products, linens and more. Since its opening in 2011, the Veterans Mall has served more than 3,600 veterans.

### Career Skills Training

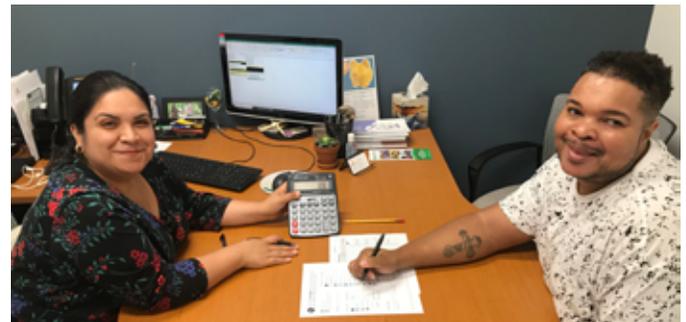
The Computer Skills Training program in Delaware provides participants with hands-on instruction in business software and opportunities to practice the skills needed to excel in today's technology-focused workplace.

### Benefits Counseling

ServiceSource's benefits counseling in Delaware, Florida, North Carolina and Virginia provide work incentive counseling services while educating participants on necessary healthcare and social security benefits.

### Senior Services

ServiceSource supports older adults, including seniors with disabilities through dedicated Senior Services programs in Delaware and Virginia. ServiceSource Delaware operates the Dover Senior Center, where we offer person-centered recreation to residents of Kent County. ServiceSource Virginia facilitates recreational therapy activities and case management in 14 Senior Centers in Fairfax County. Both programs support healthy aging and have become change agents in supporting older adults who have felt socially isolated during the pandemic.



*Maria, certified Benefits Counselor meets with clients in-person and virtually to provide individualized financial coaching and personalized budget plans.*

## Sign Language Interpreter Services

ServiceSource Florida provides sign language interpreters throughout the Greater Tampa Bay area as well as video-remote interpretation, both statewide and nationwide. ServiceSource provides interpreting services to more than 1,200 individuals annually.

## Family Support Services

Family Support Services help to empower participants, families, and their caregivers as they navigate resources available through advocacy, education and planning. Additionally, individuals and their families can work with ServiceSource to secure companionship to maintain mental and physical health.

## Micro-Enterprise

FrameWORK for Success students run a micro-enterprise at ServiceSource Delaware. Students are responsible for carrying out day-to-day operations and working with local businesses to fulfill customer needs. The micro-enterprise provides students the opportunity to build necessary work skills.



*Prior to the pandemic, Katie volunteered weekly with the assistance of companion staff through our Family Support Services program.*



*Ben visits the Elements of Aura studio in Philadelphia, PA to help create essential oil kits sold in local retail locations and online. Elements of Aura is one of five businesses the Micro-Enterprise supports.*

# COMMUNITY ENGAGEMENT



Inclusive communities are engaged communities. ServiceSource's connection to the broader community embodies four pillars: Acquisition, Awareness, Advocacy and Ambassadorship. While in-person engagement was not possible in the fourth quarter of FY 2020, many of these pillars are now more important than ever as we foster strong, cohesive communities that embrace diversity.

## 1 ACQUISITION

Creating sustainable business solutions for both corporate and community partners that increase revenue, donations, impact, and collaboration.

## 2 AWARENESS

Increasing the visibility and integration of the people we serve through community events, communications, and media engagement.

## 3 ADVOCACY

Engaging elected officials and educating the public about improving opportunities for people with disabilities.

## 4 AMBASSADORSHIP

Empowering people with disabilities, family members, caregivers, donors, volunteers, and staff to build more inclusive communities.

## Community Engagement Spotlights



ServiceSource successfully operated its first year on a new AbilityOne project with the Federal Bureau of Investigation (FBI) and Drug Enforcement Agency (DEA) to provide custodial services. This opportunity expands upon the food service operations that ServiceSource provides and employs more than 130 full-time employees.



*The Fayetteville Observer* published an article recognizing Friendship House Fayetteville's first year of occupancy. The article was picked up by news outlets across the country including the *U.S. News & World Report*, *Miami Herald* and *The Washington Times*.



Prior to the pandemic, ServiceSource leadership presented an informational briefing to Mark Schultz, Acting Assistant Secretary of the Office of Special Education and Rehabilitative Services (OSERS) and Senior Policy Advisor, Audrey Levorse. They discussed a variety of employment barriers for job seekers with disabilities across the country.



In September 2019, ServiceSource joined more than 1,000 racers in the Prince William County Half Marathon and 5k in Bristow, Virginia. ServiceSource successfully created one of the largest organized groups in the race and had three enabled athletes participate using racing chairs sponsored by [Playa Hotels & Resorts](#) and [STG International](#). Team ServiceSource consisted of more than 70 individuals with disabilities, staff, community members and volunteers.



The Food Service Team at Fort Indiantown Gap (FIG) provided more than 73,000 meals in approximately one month during our first Warfighter Exercise Feeding Services contract.



Students from the State of Florida's Vocational Rehabilitation (VR) program attended a Short Film Inclusion Camp led by Joey Travolta, an award-winning filmmaker, actor and special educator. The film created was premiered at a red-carpet ceremony in Vero Beach, FL.

# ALL IN THIS TOGETHER

Joining forces with partners, leveraging opportunities and recognizing achievements

ServiceSource is committed to partnering with both individuals and corporate groups to positively impact the people and communities we serve.

## Volunteer Programs

More than  
**1,000**  
People Supported

More than  
**5,000**  
Volunteer Hours

More than  
**\$120,000**  
of Valued  
Volunteered Hours



The partnership ServiceSource has with The Home Depot spans 10 years and has profoundly impacted the homes, lives, and families of nearly 70 veterans with disabilities in six Florida counties.

## Program Awards

More than  
**50**  
Program Awards

**\$2 Million**  
Generated from  
Program Grants

**5**  
Regions Supported  
(DE, FL, NC, UT, VA)



## Program Awards directly related to Pandemic Relief

**11**  
Program Awards

**\$331,000**  
Generated from  
Program Grants

**5**  
Regions Supported  
(DE, FL, NC, UT, VA)



ServiceSource North Carolina partnered with Bank of America to connect with veterans seeking peer support, employment services and barrier removal resources during weekly telehealth sessions.



The ServiceSource Foundation is a separate 501(c)(3) that provides gap funding for critical programs and start-up funding for new initiatives. Ninety-nine cents of every dollar donated is used in direct support of the people and programs in all regions where ServiceSource operates.

To learn more, contact the ServiceSource Foundation at [giving@servicesource.org](mailto:giving@servicesource.org).



## Ways to Give

To make a one-time or recurring contribution to the ServiceSource Foundation, visit [www.servicesource.org/donate](http://www.servicesource.org/donate) or mail a check to:

### ServiceSource Foundation

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

All donations are tax deductible to the extent permitted by law.  
Tax ID number 20-1438270.



**Proud Partners**  
CREATING INCLUSIVE COMMUNITIES

The ServiceSource Corporate Partners program recognizes corporations that share and support our vision to create more inclusive communities for people with disabilities and their families by committing financial support each year. We are grateful for the support of the following partners in FY 2020.

## Corporate Partners

**Annual contribution of \$50,000 or more**

Raymond James Financial  
STG International, Inc.  
The Home Depot Foundation

## Corporate Sponsors

**Annual contribution of \$25,000 - \$49,999**

Choice Hotels International, Inc.  
Cushman & Wakefield  
Marriott International, Inc.  
Playa Hotels & Resorts

## Regional Partners

**Annual contribution of \$10,000 - \$24,999**

AMETEK Foundation	Lowes
Bank of America Foundation	M.C. Dean
Bayside Solutions, Inc.	Northrop Grumman Corporation
Capital One	PepsiCo, Inc.
Chesapeake Lodging Trust	Performance Food Group
Crestline Hotels & Resorts, Inc.	Safeway Foundation
DiamondRock Hospitality Company	The Duke Energy Foundation
Digital Office Products	The Mark Travel Corporation
HEI Hotels and Resorts	USI Insurance Services LLC
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