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## PURPOSE-DRIVEN INITIATIVES

### FY 2022-2026

ServiceSource's Five-Year Strategic Plan, *The ServiceSource Moonshot 2022-2026*, introduces a bold new plan that carries forward our nine key strategic initiatives, updated to account for changes in our environment. These initiatives encompass goals and activities designed to help individuals, families and caregivers access needed services and to build more inclusive communities.



#### INFORMATION AND EDUCATION

Equip individuals and families to make informed choices and to access services and employment options best suited to their needs.



#### RECREATION AND AVOCATION

Identify and provide opportunities for individuals to connect to the community, facilitating friendships and relationships that develop over time.



#### ADVOCACY

Train individuals and caregivers to acquire resources to meet their needs and build organizational partnerships to maintain, develop and expand resources and services.



#### VIRTUAL SERVICES

Facilitate access to technology and training to enhance services, provide resources and information and to increase productivity and accessibility.



#### SERVICE COORDINATION

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



#### TRANSPORTATION

Link individuals and families to innovative and safe transportation methods leading to employment, recreation, independence and enhanced quality of life.



#### EMPLOYMENT

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



#### CUSTOMER SERVICE

Meet and exceed our customers' needs through consistent quality and commitment to high standards of service.



#### COMMUNITY LIVING

Create inclusive communities that include a wide array of options for people with disabilities, veterans and those who are aging to live and engage in community settings.

## LETTER FROM LEADERSHIP

On behalf of ServiceSource, we are pleased to present our Fiscal Year (FY) 2021 Annual Report.

FY 2021 was a year unlike any other in the history of ServiceSource and our affiliated organizations. We responded to the challenges brought on by a worldwide pandemic by taking intentional actions to maximize the wellbeing of the people we serve and our exceptional employees.

This year, the ServiceSource team rose to the occasion and provided innovative virtual supports to help people stay connected. We ensured that our essential workforce had the support and equipment they needed to maximize safety while mitigating risk. The results of our collective efforts are highlighted in the pages of this Annual Report.

These results are a demonstration of the resilience and perseverance of the people we serve, our employees, family members and caregivers, partner agencies and donors. We learned to quickly adjust our processes and adapt to a new environment. At the same time, we planned for our return to what will be our new normal going forward. We implemented best practices for workplace safety that have allowed us to provide services that are both valued and needed to help people thrive. A few of our milestone accomplishments this year include:

- Completed a successful first year with PARC, ServiceSource Utah affiliate, fully integrating PARC into all operational systems.
- Opened two new Long-Term Community Integration Services programs in Lorton and Alexandria, Virginia.
- Received the maximum three-year accreditation from CARF International (Commission on Accreditation of Rehabilitation Facilities) across all five ServiceSource affiliated offices.
- Continued to advance our rehabilitation programs to best meet the needs of the people we serve.
- Maintained a safe and healthy employment environment for employees within the AbilityOne Program.

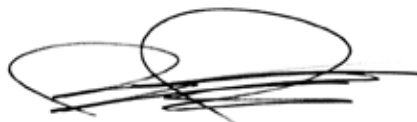
As Fiscal Year 2021 becomes part of our history, we eagerly look forward to the future, where services and programs are more robust than ever. In addition to our accomplishments this year, we also took deliberate actions to lay the groundwork for the organization's future with our newly approved Five-Year Strategic Plan, developed by staff, with input from all stakeholders. *The ServiceSource Moonshot*, which you can read more about in this report, represents a new and inspiring vision for the organization and the people we serve. Through this moonshot vision, ServiceSource is poised to reach new heights, bringing the resources and expertise of ServiceSource forward in a bold and intentional manner.

Thank you to those who actively engage in our mission. With your support, ServiceSource will continue to provide exceptional programs and services to meet the needs of the people we serve for many years to come.

With gratitude,



Kelly Caccetta  
Chair, ServiceSource Board of Directors



Bruce Patterson  
Chief Executive Officer, ServiceSource



**Kelly Caccetta**  
Chair, ServiceSource  
Board of Directors



**Bruce Patterson**  
Chief Executive Officer,  
ServiceSource

## LEADERSHIP

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President, Joseph J. Sorota, Jr., P.A.

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President & CEO, Crestline Hotels & Resorts

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President, Ashley Consulting, LLC

**Joanne Finnigan**  
Government Affairs Consultant, Self-Employed

**Gary Petersen**  
Partner & Owner, Adams & Petersen Associates, CPAs LLC

**Hector J. Velez**  
Chief Operating Officer, Vector Talent Resources

**Major General (R) Michael J. Walsh**  
Business Consultant, The M-Walsh Group, LLC

**Dr. Brandt Wood**  
Medical Director, Valley Physical Medicine

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

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Chairman & CEO, Playa Hotels & Resorts

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

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

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**Dr. Franklin Clark**  
President, Village Green Real Estate and Development

**Phoebe Craven**  
Advocate & Former Board Member, ServiceSource Delaware

**James Francis**  
President & CEO, Chesapeake Lodging Trust (Retired)

**Brad Nelson**  
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Chairman of the Board, Booz Allen Hamilton

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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

**Nate Hoover**  
Chief Financial Officer

**Swati Aneja**  
Executive Vice President, Human Resources

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

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

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

**Thomas Troeschel**  
Executive Vice President, Operations

**Lisa Ward**  
Executive Director, ServiceSource Foundation

### 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

## WHO WE ARE

ServiceSource is a leading nonprofit disability resource organization with services and prime contract operations located in more than 10 states and the District of Columbia. ServiceSource's five regional offices share a common mission to provide exceptional services to people with disabilities through a range of valued employment, training, habilitation, housing and other support services.

### MISSION

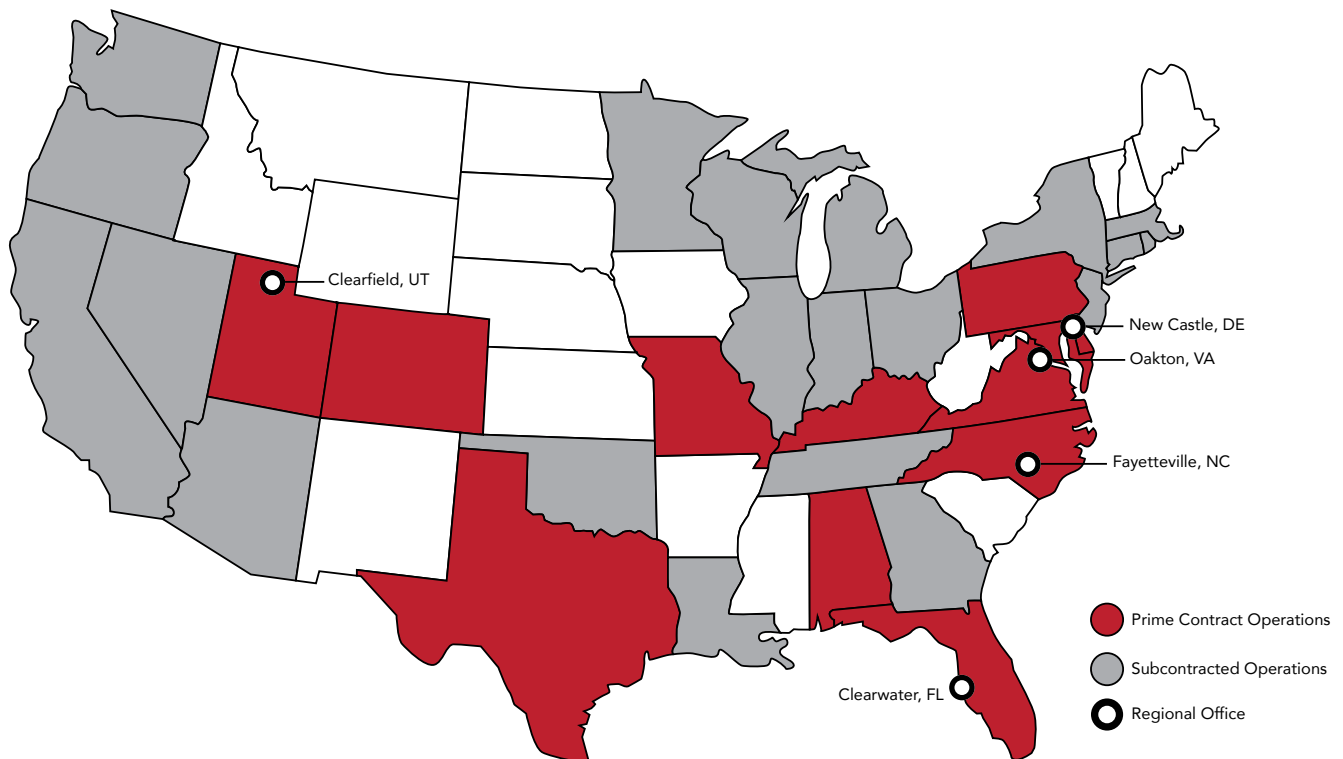
Facilitate services, resources and partnerships to support people with disabilities and others we serve, along with their families, their caregivers and community members, in order to build more inclusive communities.

### VISION

We envision communities that are inclusive and welcoming of the full diversity of their members of all abilities, in all aspects of community participation.

### VALUES

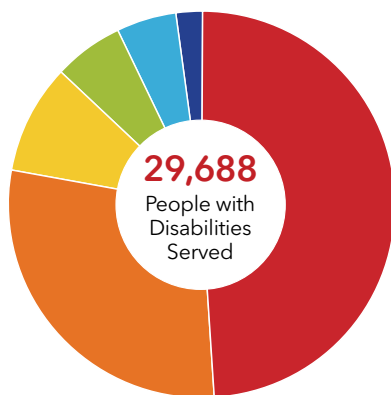
In all that we do, we recognize that we are a bridge to community. Our values comprise iBridge.





## OUR IMPACT

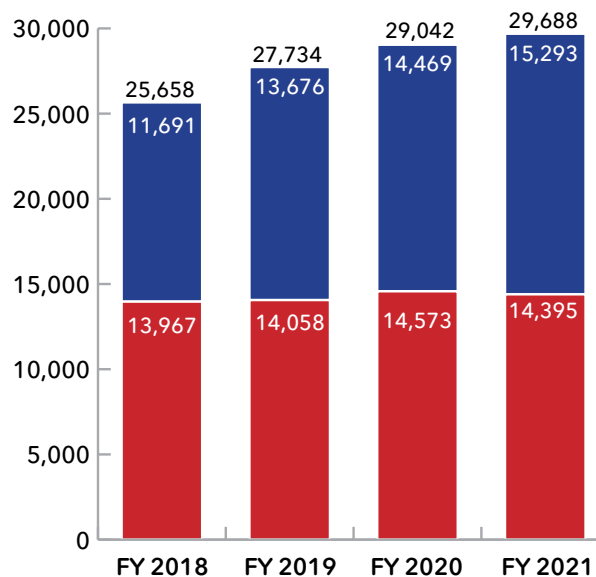
### HOW WE SERVED



Program	Percentage
Vocational Rehabilitation Services (Florida Privatized Services)	48%
Other Transitional Services (Job Development/Evaluation, Pre-Employment Transition Services, Work Incentive Planning, Financial Coaching, Interpreter Services, Opportunity Calls)	30%
Specialty Services (Warrior Bridge, Autism Services, Senior Services, Housing, Family Support Services)	9%
Community-Based Employment (Direct and Facilitated)	6%
Job Placement	5%
Community Integration Services	2%
<b>Total:</b>	<b>100%</b>

### People with Disabilities Served

#### Four-Year Trend Data

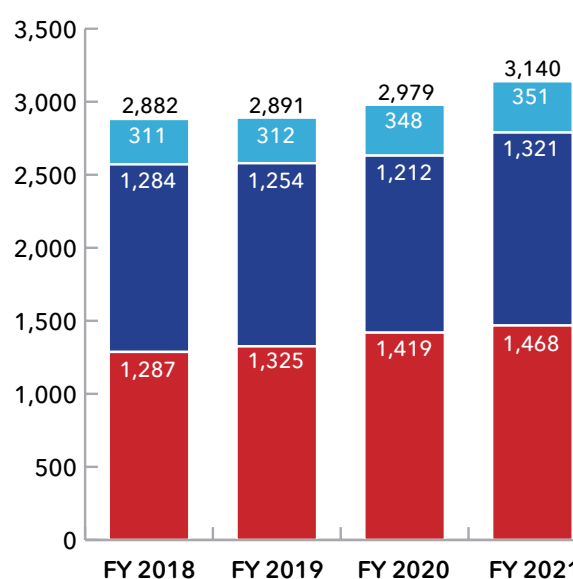


- Florida Vocational Rehabilitation\*
- All Other

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

### People with Disabilities Employed

#### Four-Year Trend Data



- Placed in Third Party Employment
- Employed Directly
- AbilityOne Facilitated Employment\*

\* AbilityOne Facilitated Employment encompasses contracts where we serve as prime and have directed subcontractors to hire people with disabilities.

## FY 2021 OUTCOMES

### FY 2021 Operating Revenue (unaudited) - in Millions

Regional Office	Revenue	Percent
Delaware	\$6.9	3%
Florida	\$15.8	8%
North Carolina	\$17.1	9%
Utah	\$11.3	6%
Virginia	\$149.3	74%
<b>Total ServiceSource</b>	<b>\$200.4</b>	<b>100%</b>

### FY 2021 Operating Expenses (unaudited) - in Millions

Regional Office	Expense	Percent
Delaware	\$7.9	4%
Florida	\$17.3	9%
North Carolina	\$15.6	8%
Utah	\$10.0	5%
Virginia	\$148.7	74%
<b>Total ServiceSource</b>	<b>\$199.5</b>	<b>100%</b>



## SUCCESS STORIES

### Finding Stability through Employment

#### Sara: Vocational Rehabilitation

*"I feel financially stable for the first time."*

With the support of ServiceSource Florida's Vocational Rehabilitation (VR) team, Sara is equipped with the employment certifications and tools to continue growing her career. "I feel confident that because of my Commercial Driver's License (CDL), I will always be able to find future employment opportunities. I'm also proud to be celebrating three years of sobriety," Sara said.

Sara applied for VR services in 2019. She shared with her VR Counselor that reliability was the most important factor in her career. "I had a lot of obstacles in my way and I wasn't sure how to overcome them," said Sara. ServiceSource Florida helped Sara gain her Class E Driver's License, CDL and purchase hearing aids, which she says provide her so much relief. "I thank ServiceSource so much for these tools," she concluded.



#### Gabe: Autism Spectrum Services

*"I've taken so much of what I've learned at ServiceSource with me in my employment."*

After graduating from George Mason University, Gabe began a successful internship at the Office of Elections in Fairfax County, VA. His internship then transitioned into permanent employment. On the job, Gabe helps with a variety of tasks from designing the "I voted" stickers to proofreading voter registrations. "I was so proud of that design," said Gabe. "My long-term goal is to become a graphic designer and to sell my artwork online."

Gabe continues to be served through ServiceSource Virginia's Autism Spectrum Services program. He attends soft skills training groups and receives 1:1 support with his job coach. "The services I receive help me on my journey," he continues. "I am learning about what I will need when I start working a professional job. I enjoy talking with fellow ServiceSource participants who are on this path as well."



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](http://www.servicesource.org) to subscribe!

## CELEBRATING 50 YEARS AND BEYOND

This year, ServiceSource Virginia celebrates its 50th anniversary. From a corporate name change to multiple affiliations to passing significant service milestones, ServiceSource has come a long way since Fairfax Opportunities Unlimited, Inc. was incorporated in 1971. As our organization grows, the ServiceSource team continues to develop increasingly diverse and meaningful services for persons with disabilities, their families, and others in the communities where we operate.

We look forward to celebrating many more landmark achievements with our affiliates! Here are a few we highlight from our history:

**ServiceSource**
**50** 
  
1971-2021

**Fifty Years of Creating  
Inclusive Communities**
**1971**

Fairfax Opportunities Unlimited, Inc. formed in Fairfax County, VA

**1979**

ServiceSource awarded our first contract with the AbilityOne Program

**2000**

Changed name from Fairfax Opportunities Unlimited, Inc. to ServiceSource, Inc.

**2001**

Affiliated with Employment Source, Inc., now DBA ServiceSource North Carolina

**2002**

Affiliated with Abilities of Florida, Inc., DBA ServiceSource Florida

**2003**

Began Vocational Rehabilitation (VR) contract operations for the State of Florida, the first and only State to provide privatized VR services

**2004**

Affiliated with Opportunity Center, Inc., DBA ServiceSource Delaware

**2006**

Surpassed more than 10,000 people served for the first year and more than 1,000 people directly employed

**2008**

Surpassed \$100 million in revenue for the first year

**2010**

Affiliated with Central Fairfax Services (CFS), Inc.

Launched the FrameWORK for Success program with the New Castle County School District in Delaware to enable high school students with disabilities to learn unique skills that are of value to employers

**2014**

Began providing inclusion and counseling services to older adults participating in programs within Senior Centers throughout Fairfax County, VA

**2015**

Started providing Work Incentives Planning and Assistance (WIPA) in North Carolina to promote employment by providing beneficiaries with information about work supports

**2017**

Launched Specialized Transportation program to address this significant barrier to employment and social and recreational activities

**2020**

Affiliated with the Pioneer Adult Rehabilitation Center, now PARC, ServiceSource Utah affiliate

Expanded Pre-Employment Transition Services (Pre-ETS) program to serve participants in all regional offices

**2021**

Introduced *The ServiceSource Moonshot* Five-Year Strategic Plan, bringing the resources and expertise of ServiceSource into the future



# OUR MOONSHOT VISION

## *The ServiceSource Moonshot: FY 2022 - 2026 Five-Year Strategic Plan*

The ServiceSource Moonshot represents a new and inspiring vision for the organization and the people we serve. This vision plan, drafted with input from the Board of Directors, participants, staff and other stakeholders, positions ServiceSource to move forward in a bold and intentional manner.

Our goals are set on continued growth and development while navigating a changing environment. We embark on the next five years with this innovative forward-reaching vision that brings the resources and expertise of ServiceSource into the future.



## LOOKING BACK (BY THE NUMBERS)

Together, we achieved numerous accomplishments during FY 2021. Below are just some that we reflect upon:

- Prioritized the health and wellbeing of more than **1,000** essential onsite employees.
- Secured more than **\$500,000** in COVID-19 Relief Funding across FY 2020 and FY 2021 to purchase Personal Protective Equipment (PPE) and support a safe workplace.
- Our Contract Management Services teams closed over **6,000** contracts returning more than **\$7.6 million** back to the Federal government.
- Our Food Services teams served more than **5.1 million** meals across regions.
- Launched DRIVE, our diversity, equity and inclusion initiative and created **five** Employee Resource Groups.
- Implemented a hybrid virtual platform to provide continued support to participants in a safe and effective manner, including Florida Vocational Rehabilitation staff who provided virtual supports throughout the State.
- Produced more than **1,000** Cold Weather and Climbing Kits for the U.S. Military valued at more than \$550,000 in Utah.
- Increased Work Incentive Counseling Services to **45** counties in North Carolina and trained **55** new Benefit Liaisons.
- Established **four** virtual "Programming Suites" in Virginia using green-screen technology to increase and expand daily program attendance.
- Held more than **300** FinanceABILITY classes in Delaware. Of people served, **52** percent improved their credit rating.





## PROGRAM EXPANSION

Through Program Development and Fundraising, ServiceSource has expanded and developed new programs serving our communities. Across regions, ServiceSource uses our expertise and knowledge to identify partnership opportunities and new sources of funding to support the people we serve.

**During FY 2021, ServiceSource obtained more than \$1.4 million in new Program Development funding to continue, expand or launch new services.**

### HIGHLIGHTS

#### **Growth for Pre-Employment Transition Services (Pre-ETS)**

ServiceSource continues providing Pre-ETS across all regions. New awards this past year enabled us to expand services.

#### **Funding for Work Incentives Planning and Assistance (WIPA)**

The WIPA program promotes employment by providing beneficiaries with information about work supports from the Social Security Administration. This year, ServiceSource was awarded funding to continue services in Florida and remains the largest WIPA provider in the State. Additionally, we expanded services in North Carolina, serving 45 counties, an increase from 26 counties.

#### **Community Employment Program on Prince Street**

In partnership with the Joey Pizzano Memorial Fund (JPMF), ServiceSource started a new community employment program for the BEST Team (Building Employment Solutions Together). The team meets at our new location on Prince Street in the city of Alexandria, VA, supporting local businesses with a variety of administrative supports. In addition, the new location sports a Gift Shop, featuring handmade items made by people with disabilities across the country, including Bloom artisans.



*Matthew joins the Summer Youth Employment Program, funded by the Delaware Department of Labor Division of Employment & Training, providing paid internship opportunities.*

#### **New LTCIS Site Opens in Lorton, VA**

ServiceSource Virginia completed the renovation and build-out of a new Long-Term Community Integration Services (LTCIS) program location on Cinder Bed Road in Lorton, VA. Opening this program is a significant milestone in supporting the organization's goal to provide individualized care and better connect people with disabilities to their surrounding community.



*Caleb completed more than 50 hours of career exploration training at Seagull Book in Ogden, UT, nurturing his interest in becoming an author one day.*



*ServiceSource welcomed participants back to in-person support at Cinder Bed Road in Virginia during our phased LTCIS reopening.*

## COMING SOON



### Ellmore Farmhouse at Frying Pan Farm Park

ServiceSource signed the lease for the Ellmore Farmhouse through the Residential Curator Program in Fairfax County. Once renovations are complete, 15 individuals with disabilities will be supported in this community-based setting.



### Wellness Center for Older Adults (WCOA)

By taking an innovative approach, ServiceSource was selected to operate the WCOA in Fairfax County, VA. With this new program, ServiceSource will act as the "anchor organization" while facilitating partnerships with other community-based agencies, such as George Mason University, for wrap-around supports.



## EMPLOYMENT SERVICES

Connecting People to New Opportunities

### AbilityOne Program

ServiceSource is a proud participant in the AbilityOne Program, the largest resource for employment for people who are blind or have disabilities nationwide. Through the program, ServiceSource offers community integrated employment; competitive wages and benefits; employment supports and career advancement opportunities.

### Commercial and Local Government Sector

ServiceSource directly employs people with disabilities onsite 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 services in more than 15 offices across the State through a private provider system.

### Job Placement

ServiceSource works with participants one-on-one to support them in job searches and employment training to ultimately find suitable job matches with community-based employers.

### Individual and Group Supported Employment

ServiceSource utilizes the supported employment model to offer individuals or groups of employees to work with a dedicated supervisor to facilitate successful work experiences for employees at local businesses.

### Customized Employment

ServiceSource works with individuals to identify strengths, working styles and interests. Based on the information learned, ServiceSource matches individuals with employers dedicated to providing an inclusive work environment.

### Employment Supports for Parents

This program provides individualized support to parents who are unemployed and looking to return to the workforce, make a career change, earn a higher wage or a combination of these goals.



*Josh is employed on our AbilityOne Food Services Contract in Fort Indiantown Gap. This year, he was promoted to the position of Cook and saved enough money to close on his first home.*



*Jamil obtained stable employment at a local lawn service after being referred to ServiceSource by VR in Fayetteville. Since then, he has worked diligently to provide for his son and family.*





## YOUTH TRANSITION PROGRAMS

Building Bridges to Learning and Career Exploration

Our Youth Transition Services programs give youth with disabilities the opportunity to explore 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 explore a variety of careers using work-based learning experiences, exploration of post-secondary education and workplace readiness training to foster skills for long-term success.

### FrameWORK for Success, Delaware

In this school-to-work transition program, ServiceSource works collaboratively with school districts and local businesses to provide opportunities for students to learn vocational skills, explore community-based employment and complete internships to make informed decisions about future career goals.

### High School High Tech, Florida

High School High Tech (HSHT) 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.



*This year, Alex, a former HSHT student, shared his employment journey and photography success with 20 current HSHT students.*



*Cailya explores employment interests in the FrameWORK program through paid work-readiness training and community volunteerism.*





## COMMUNITY INTEGRATION SERVICES

Creating Inclusive Environments to Provide Long-Term Supports

ServiceSource's Community Integration Services program is designed to support people with disabilities by maximizing individual choice and community inclusion.

### Virtual Services

During FY 2021, ServiceSource worked collectively to develop new and innovative programs to continue serving people with disabilities using virtual platforms. Programs throughout Virginia, North Carolina, Delaware and Utah conducted weekly wellness checks and hosted virtual expressive therapy programs including dance, movement, music and art.

### Virginia

ServiceSource supports approximately 500 individuals in nine Long-Term Community Integration Services (LTCIS) programs in Fairfax, Arlington and Prince William Counties. Through person-centered supports, this program maximizes individual choice and community integration.

### 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.

### 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 interests of individuals.

### Utah

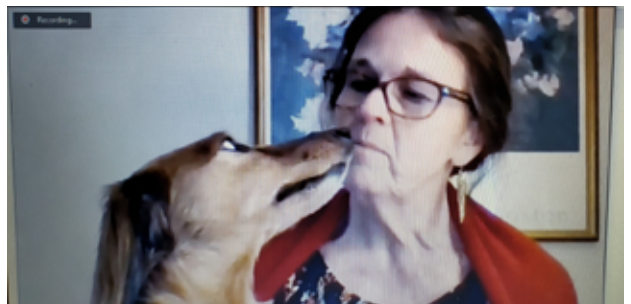
At the heart of PARC, ServiceSource Utah affiliate's Community Integration Services programs are effective, valued and innovative person-centered activities. Supports include independent living skills, current events education and recreational activities tailored to meet the skills and interests of every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



*Deb Frazier, Assistant Program Manager meets with a participant virtually to discuss current events, engage in various sensory activities and establish an ongoing schedule for 1:1 virtual support sessions.*



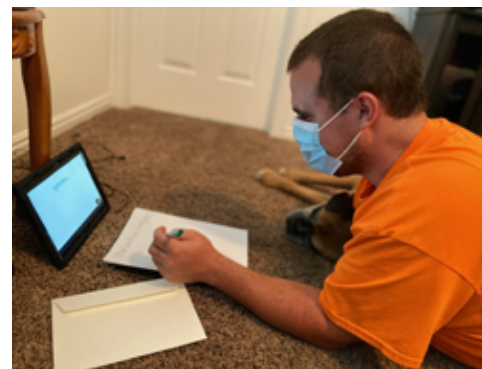
*From left to right: Bob Pizzano, President and Owner of Pizzano Contractors; Albert Wu, Board Member and Ken Crum, Executive Vice President, Regional Operations tour Prince Street location.*



*ServiceSource Delaware introduced weekly "Hangout Sessions" to participants at the start of the pandemic. "It continues to be one of the most exciting and interactive sessions," said Suzanne Cash, Director of Employment Services.*



ServiceSource North Carolina's Community Inclusion Day Program received a \$10,000 grant from The Visual Arts Endowment of Cumberland Community Foundation, Inc. to support Bloom art therapy classes for the upcoming year.



With a monthly calendar of virtual activities, PARC, ServiceSource Utah affiliate became the only provider in the State to provide virtual programming within a Community Integration Services program.

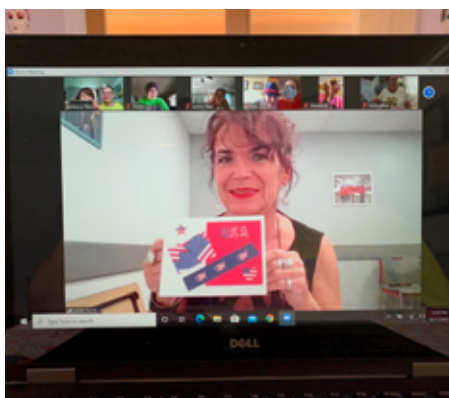
*"Thank you for all you are doing to help provide virtual programming for the adults with disabilities you serve. The need is so great these days as many continue to stay at home. The program has helped boost my son's mood and stay engaged. Thank you again for making this all possible."*

– Lucia, Parent

## 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 the opportunity to express themselves artistically and earn money. Bloom artisans make products and earn wages from the sale of their products. The product line includes soaps, candles, greeting cards and more.
- **Arlington Weaves, Etc.** provides a platform for participants to create sophisticated hand-woven items sold to local communities. Arlington Weaves, Etc. is a signature program of Arlington Department of Human Services in Virginia and implemented by ServiceSource.



During the pandemic, Bloom artisans continued to earn an income while creating greeting cards virtually. Many of the artisans have used the proceeds to purchase items they had been saving up for, from musical instruments to apparel to office furniture.



## SPECIALIZED SERVICES

Providing Customized Services to Support the Unique Individual

### Assistive Technology

ServiceSource offers assistive technology screenings to help identify effective technology that can increase individuals' independence, participation, and performance in everyday tasks and activities. Technology screenings are available for communication, computer access, memory and organization, hearing, vision and physical needs.

### Autism Spectrum Services

This specialized employment program assists individuals on the Autism spectrum in obtaining employment and increasing self-sufficiency.

### Benefits Counseling

ServiceSource's benefits counseling services provide work incentive counseling to individuals seeking to work while educating them on necessary healthcare and Social Security benefits.

### 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.

### Housing

#### Friendship House Fayetteville

Friendship House Fayetteville is an intentional living community that provides affordable, integrated housing for young adults with intellectual and developmental disabilities (Friend residents), who live as roommates with college students or young professionals in the healthcare, allied health, and human service fields.

#### Homes for Independence

Homes for Independence (HFI) in Florida and North Carolina provides affordable, accessible, and safe housing for persons with low incomes and people with disabilities.

### Duval Park

Duval Park is a 88-unit, affordable resident community for veterans and their families. Operated with help from ServiceSource Florida, Duval Park offers permanent supported housing along with an array of programs designed to facilitate a more independent and satisfying lifestyle.



*Over the course of the pandemic, our FinanceABILITY program in Delaware continued to host educational sessions for participants virtually. Of those served, 52 percent improved credit and 35 percent reduced debt.*



*Trevonne moved into Friendship House Fayetteville to become more independent. Through his experience, he is managing his financials, playing music and discovering a passion for cooking.*



## Senior Services

ServiceSource supports older adults by facilitating recreational therapy activities and case management within 14 Senior Centers in Fairfax County, Virginia. The program focuses on social inclusion to enable older adults to actively participate in day-to-day activities.

## Sign Language Interpreter Services

ServiceSource Florida provides in-person sign language interpreters throughout the Greater Tampa Bay area as well as video-remote interpretation, both statewide and nationwide. ServiceSource's team of interpreters is available 24/7, 365 days a year.

## Skills Training

ServiceSource's skills training programs help prepare the people we serve for employment in a variety of settings, including work readiness, interview preparation, business technology and more.



*ServiceSource supported the donation of face coverings to veteran families at Duval Park in Florida.*



*ServiceSource Virginia's Senior Services team was recognized locally and nationally for their leadership role in the development, implementation and management of Fairfax County's Virtual Center for Active Adults (VCAA), including receiving the Martha Glennan Disability Inclusion and Equity Award given by the Fairfax Area Disability Services Board.*

## Transportation

ServiceSource's transportation programs provide freedom and flexibility to individuals by bridging the gap in access to transportation services. ServiceSource provides a 50 percent discount for on-demand rides to help people get to employment, school, medical appointments and social events.

## Warrior Bridge Veterans Services

Warrior Bridge connects veterans with disabilities to resources and support, leading to employment, self-sufficiency and improved quality of life.

In addition, our Veterans Malls in Florida, North Carolina and Delaware are a critical piece of our program, providing veterans transitioning out of homelessness with home starter kits. These kits are made possible by donors and volunteers and are valued at more than \$200 each.



*Kimberly joined the Warrior Bridge program prioritizing her mental health and employment to secure stable housing. Since joining the program, she has maintained her employment, shared her story with federal policymakers, bought her first home and welcomed a daughter.*



*Robert became a participant in our transportation program to support his continued employment. "This program was a blessing for me," he said. "It helped keep me safe and most importantly allowed me to continue to work."*



## COMMUNITY ENGAGEMENT

ServiceSource continues to foster community engagement to create inclusive communities. ServiceSource's connection to the broader community embodies four pillars: Acquisition, Advocacy, Ambassadorship and Awareness.



### ACQUISITION

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

### ADVOCACY

Engage elected officials and educate the public about improving opportunities for people with disabilities.

### AMBASSADORSHIP

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

### AWARENESS

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

## COMMUNITY ENGAGEMENT SPOTLIGHTS



With the rising need to protect our communities during the pandemic, ServiceSource expanded cleaning services at Hill Air Force Base in Utah to effectively follow Centers for Disease Control and Prevention (CDC) guidelines.

By doing this, we hired an additional 15 full-time employees. This opportunity now employs more than 100 people with disabilities.



Ten employees represented ServiceSource in the first virtual SourceAmerica Grassroots Advocacy Conference to educate elected officials and advocate about the importance of the AbilityOne Program.

Each self-advocate and ServiceSource representative spoke with key elected officials in the House and Senate. Each AbilityOne employee shared their story about meaningful employment through the AbilityOne Program. The group also advocated for social change with regards to policy issues facing people with disabilities and their employment.



ServiceSource Florida volunteers, the *Crafty Ladies of Sherwood Forest*, sewed and donated more than 185 face coverings to include in the home starter kits we provide through our Veterans Mall.

This group has been making quilts for ServiceSource Florida's Veterans Mall for years; however, when the pandemic hit, they quickly transitioned their efforts to sew and donate face coverings.



Bob and Linda Dupwe are monthly and long-time donors of the ServiceSource Foundation. The Dupwes' inspiration to become monthly donors stems from a shared vision and trust that the ServiceSource Foundation uses its donations in a responsible manner that is supportive of its mission. "ServiceSource always has its eye on the mission," said Bob.

When asked why the ServiceSource mission was important to them, Bob and Linda replied, "The ServiceSource Virginia LTCIS program has provided our son Tim with incredible opportunities for growth both socially and intellectually. Simply put, the program has contributed greatly to his quality of life."



The Veggies for Vets Community Garden located outside of ServiceSource North Carolina attracted a number of news media outlets including The Fayetteville Observer and ABC 11 Action News Fayetteville. Stacey Buckner, ServiceSource employee and Founder of Off-Road Outreach started this project to provide unhoused veterans in the Fayetteville community with fresh produce.



ServiceSource Delaware hosted its first "Drive-In" graduation ceremony, inviting the family and friends of 11 graduating students in the FrameWORK for Success program. Each student that graduated is either entering a new phase in their employment journey or taking the next steps in exploring their interests.



## THE SERVICESOURCE FOUNDATION



The ServiceSource Foundation is a separate 501(c)(3) non-profit that raises money to support the people and programs of ServiceSource.

Ninety-nine (99) cents of every dollar donated to the ServiceSource Foundation is used to directly fund programs and services for people with disabilities and their families so that they can lead enriching and fulfilling lives which are integrated in the community.

**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 2021.

#### Corporate Partners

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

Raymond James  
STG International, Inc.  
Tampa Bay Lightning Foundation

#### Corporate Sponsors

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

Bank of America Foundation  
Playa Hotels & Resorts  
Digital Office Products

#### Regional Partners

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

AMETEK Foundation  
Bayside Solutions, Inc.  
Crestline Hotels & Resorts, Inc.  
M.C. Dean  
PepsiCo, Inc.  
Performance Food Group  
The Home Depot Foundation  
USI Insurance Services LLC



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