



Celebrating Inclusive Communities

FY 2022 ANNUAL REPORT



CONTENTS

Letter from Leadership	3
Revisiting Moonshot Goals	4
Purpose-Driven Initiatives: FY 2022-2026	5
Leadership	6
Who We Are	7
Our Impact	8
FY 2022 Outcomes	9
Our People	10
#ServiceSourceShares	11
Employment Services	12
Contract Expansion Highlights	14
Commitment to Veteran Employment	14
Youth Employment Services	15
Community Integration Services	16
Specialized Services	18
Community Engagement	22
Program Development Spotlights	24
The ServiceSource Foundation	26



LETTER FROM LEADERSHIP

On behalf of ServiceSource, we are pleased to present you with our Fiscal Year (FY) 2022 Annual Report.

ServiceSource exemplifies the power of inclusive workplaces and communities for people with disabilities and others with barriers to employment or support. At ServiceSource, we champion the diverse abilities of those we serve and owe tremendous gratitude to those who embrace our mission every single day.

On the following pages of this report, you will read more about what we offer, the overarching achievements we've made to increase the number of people we serve and how we have expanded and diversified programs and services. Most importantly, you will understand the power of our work directly from the people we serve, including personal stories and accounts from the people we serve and ambassadors themselves. ServiceSource is proud to share these stories, showcasing the impact of our vision.

While there is much to celebrate here, we have no intention of slowing down. Last year, ServiceSource created our Five-Year Strategic Plan, The ServiceSource 2026 Moonshot. The goals set forth in this plan outline an ambitious effort to make a significant increase in persons served and employed, as well as expand the broad array of services offered through partnerships, diverse funding streams and innovative service models. We enter Year Two of this plan, expanding our impact in a bold, intentional and strategic manner.

We are proud of our accomplishments and aspirations this year and hope you're proud too. Each of you plays a vital role in our success through your ongoing commitment and dedication. Thank you for your continued support, and we look forward to an exciting future as we continue to serve individuals and our communities.

Let's celebrate what we've accomplished this year – while continuing to embark on our innovative and forward-reaching vision.

Many thanks,



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

REVISITING MOONSHOT GOALS

FY 2022 - 2026

Fiscal Year 2022 was the first year of the Five-Year Moonshot Strategic Plan. We are pleased to report many successes on the following pages. The following are the Moonshot goals established as part of ServiceSource's long-term vision through FY 2026.

AbilityOne Program & Advocacy

Act as a thought leader in reimagining the AbilityOne Program. Successfully reframe the issues and contribute to a positive stakeholder opinion of the AbilityOne Program, leading to effective reforms. Conduct consistent advocacy and action to convey voices of people in the AbilityOne Program.

Meet Evolving Community Needs

Expand employment and case management to new populations, service models and geographies.

Grow Types of Support

Increase a variety of supports to persons served, creating diverse funding streams for existing and new services. Explore opportunities to leverage core competencies, securing new contracts and expanding services to new populations.

Amplify Housing Support

Expand integrated housing support in the regions where we operate through public/private partnerships, wraparound supports, intentional living models and in-home services.

Youth in Transition

Create supported learning centers for students with disabilities attending higher education. Develop partnerships to secure funding to expand supported education services.

Enhance Service Delivery through Affiliation

Add at least one new affiliate organization in the next five years to grow our diversity of services, populations served and/or geographies.



Diverse Culture and Leadership Development

Evolve and improve recruitment, retention and leadership development programs that leverage key initiatives to include participant and employee development, out-placement, mentorship and Diversity, Equity and Inclusion.

PURPOSE-DRIVEN INITIATIVES: FY 2022-2026

ServiceSource's Five-Year Strategic Plan, *The ServiceSource Moonshot 2022-2026*, introduced 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.



EMPLOYMENT

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



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.



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.



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.



CUSTOMER SERVICE

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



TRANSPORTATION

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

LEADERSHIP

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Executive Director, Washkewicz Family Foundation

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Mark Hall
President

Nate Hoover
Chief Financial Officer

Kenneth Crum
Chief Operating Officer

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Executive Vice President, Human Resources

Dennis Dapolito
Executive Vice President, Business Development

Lisa Long
Executive Vice President, Information Management & Technology

Thomas Troeschel
Executive Vice President, Operations

Lisa Ward
Executive Director, ServiceSource Foundation

John Huff
Executive Vice President, Contract Operations

Don Pincus
Executive Vice President, Contract Operations

Andrew S. Rind
Executive Vice President, Program Services

REGIONAL EXECUTIVES

Delaware: Cindy Sterling
Regional Executive Director

Florida: Matthew Motko
Regional Executive Director

North Carolina: Andrew S. Rind
Regional Executive Director

Utah: Ken Naegle
Regional Executive Director

Virginia: Brenda Richardson
Regional Executive Director

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

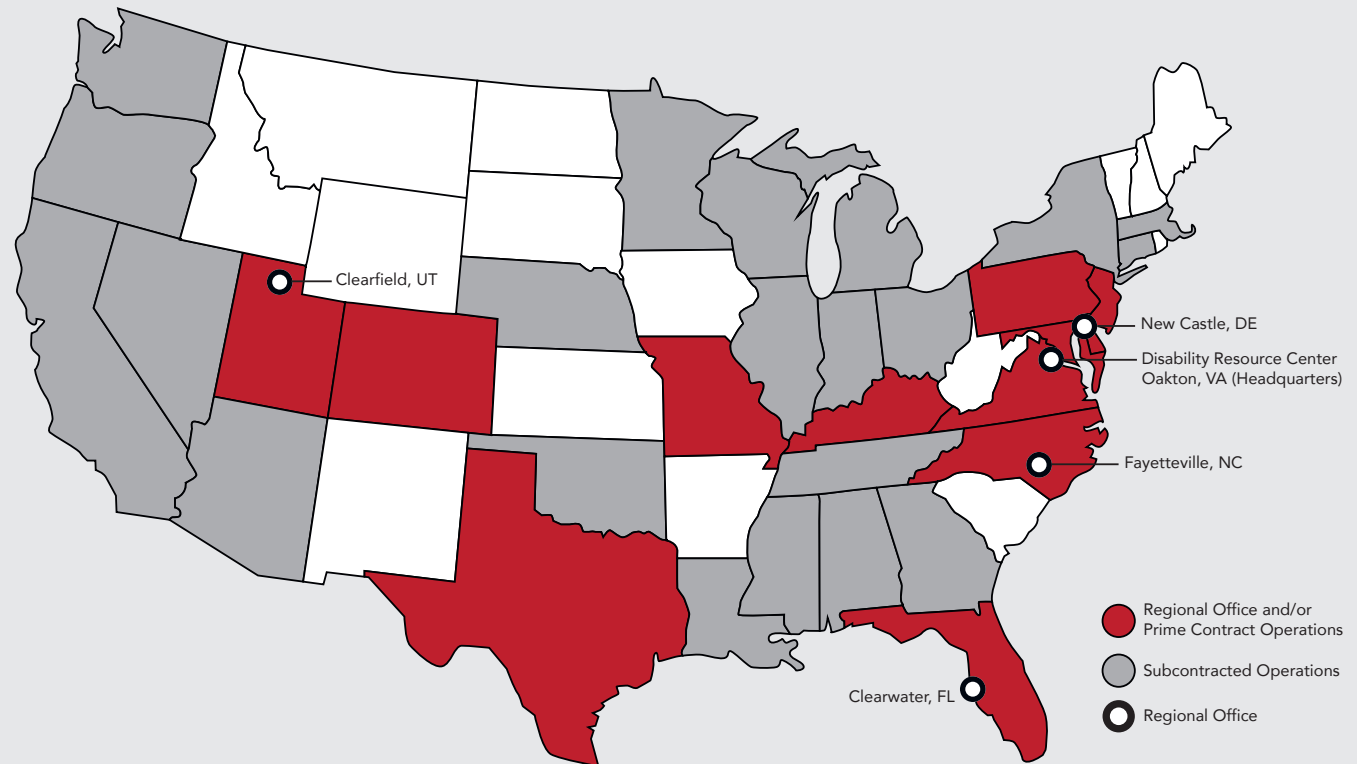
Facilitate services, resources and partnerships to support people with disabilities and others we serve, along with their families, their caregivers and community members, in order to build more inclusive communities.

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.

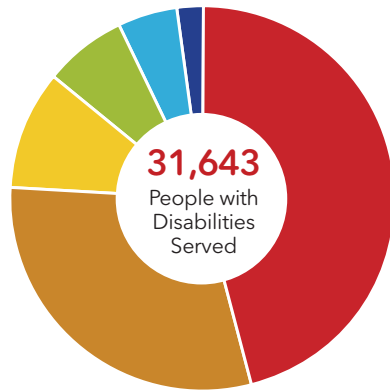
VALUES

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



OUR IMPACT

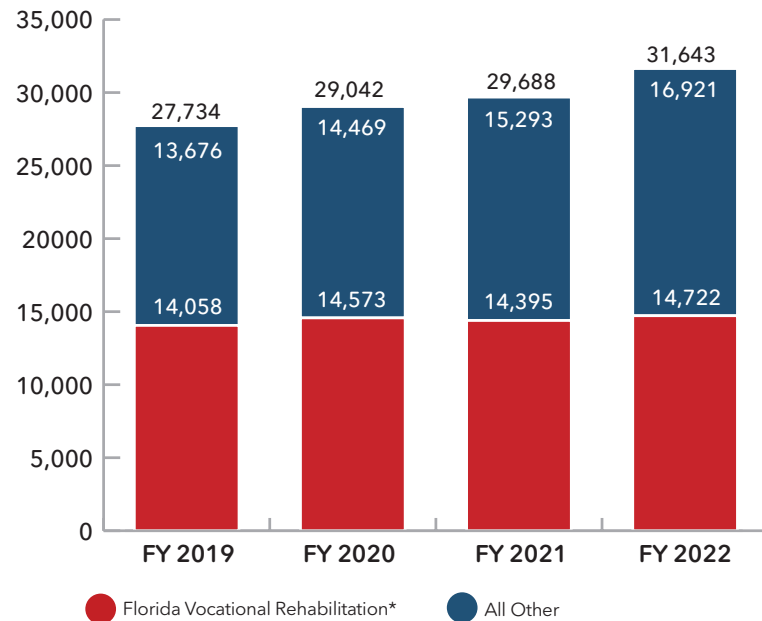
HOW WE SERVED



Program	Percentage
Vocational Rehabilitation Services (Florida Privatized Services)	46%
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)	10%
Community-Based Employment (Direct and Facilitated)	7%
Job Placement	5%
Long-Term and Community Integration Services	2%
Total:	100%

People with Disabilities Served

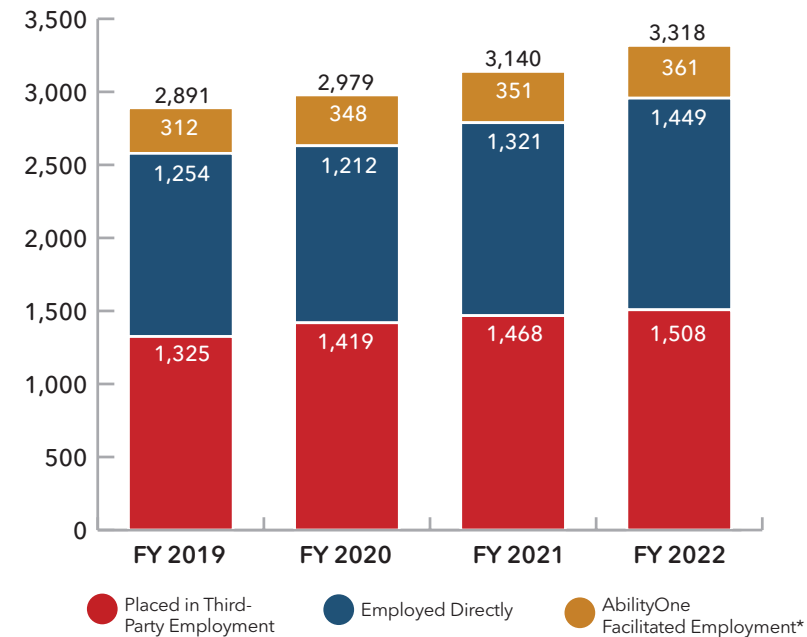
Four-Year Trend Data



* Florida Vocational Rehabilitation (VR) services continues 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



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

FY 2022 OUTCOMES

FY 2022 Operating Revenue (unaudited) - in Millions

Regional Office	Revenue	Percent
Delaware	\$7.4	4%
Utah	\$10.7	5%
Florida	\$15.5	7%
North Carolina	\$17.8	9%
Virginia	\$157.6	75%
Total ServiceSource	\$209.0	100%



OUR PEOPLE

Achieving milestone goals through employment

10



Meet Rachelle

When Rachelle started her career with ServiceSource, she was the sole provider for her family while her husband tended to their three children. "Before I started, I had trouble holding down a job."

Since then, Rachelle has transitioned from Custodian to Project Manager. She manages building security for the Hill Air Force Base in Utah and also oversees training and development for employees. "I have been able to improve my life, and I am grateful to pass that knowledge on to those I work with."



Meet Alex

Alex entered ServiceSource's employment services program with one place of employment on his mind: the Bay Pines Veterans Affairs Healthcare System in St. Petersburg, Florida. After several months of applications, including a rigorous onboarding process, he achieved his goal.

On the job, Alex manages a variety of textile machines responsible for cleaning and processing linens used at the VA Hospital. "Being employed means that I can grow as a person and work on becoming more independent. Plus, working at the VA makes me feel like I am doing something good for the community."



Meet Jennifer

Jennifer is a General Clerk, helping to process the many pieces of mail that come through Fort Bragg in North Carolina.

Jennifer uses assistive technology to communicate. To design the most successful work environment for her, ServiceSource secured an iPad she can use on the job that helps to facilitate communication with her team. "I enjoy my position and the interactions I have with my colleagues, soldiers, officers of the military and visitors. My motto is to never give up and always keep moving forward."

#ServiceSourceShares

Amplifying the voices of those we serve



"I've witnessed the importance of being accountable and dependable in the eyes of an employer. I'm motivated to gain more work experience after graduation."

– Quanshawn Stewart



"My team and I are dedicated to serving our military members. That is so motivating to me! I'd recommend [my position] to anyone with a passion to make a difference."

– Beverly Johns



"ServiceSource definitely instilled self-confidence in me. This job has opened doors that have allowed me to become more financially independent."

– Daniyal Butt



"I don't want others living with disabilities to feel like it holds us back. My disability helps me. The [ServiceSource] team helped me more than I can imagine. I'm more assured than ever in my path in life."

– Milan Micochero



"I love my job and the independence it provides to me. It's been a big step in helping me accomplish my dream of being a homeowner."

– Josh Gurdus



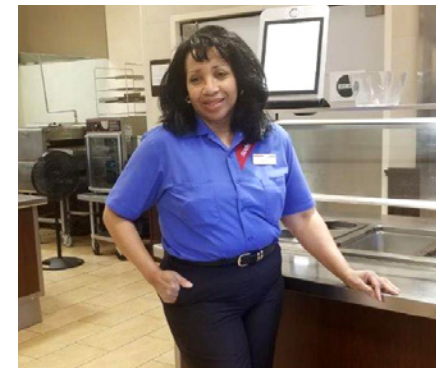
"I was lost and in some very dark places in my life. I realized that there are supports and resources out there to help anyone that is willing to put in the work. I'm so glad I did."

– Nicole Willingham



"As a parent of an Autistic teen (Caleb, pictured), I couldn't be more impressed with the skills my son acquired. He gained confidence I didn't know he had. He not only has a job, but a feeling of purpose."

– Heidi Sears



"My job affords me the opportunity to be a productive contributor to the workforce. ServiceSource is where I get to shine in the knowledge that I have a disability, but my disability doesn't have me!"

– Marva Mills-Melton



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 with local government entities.

Vocational Rehabilitation (VR)

Through a private provider system, 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.

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 a supported employment model offering individuals or groups of employees the opportunity to work with a dedicated supervisor who facilitates successful work experiences for them 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.

WOW Facts

3,000+ Total Employees

1,800 Individuals with Disabilities and Veteran Employees

70+ Contracts

Primary operations in **12** states and DC;
subcontracted operations in **22** additional states

PATHS TO COMMUNITY EMPLOYMENT

Meet Dale Delozier

Dale Delozier was previously employed by ServiceSource as a Food Service Worker at the U.S. Marine Corps base in Quantico, VA. Dale recently transitioned to employment directly with Sodexo as a Utility Worker. Sodexo is the prime contractor for food services at the base.

When asked how ServiceSource helped prepare him for getting his new job, Dale said that his team coached and helped him. "They didn't just explain the importance of certain aspects of employment, they gave me strategies to help me improve," said Dale. "Even though I enjoyed working with a team, I'm looking forward to working more independently. I think it will give me the opportunity to learn and grow. I also like to learn new things, so I'm looking forward to gaining new skills."

As Dale begins his new path of employment, ServiceSource's Assistant Managers and Vocational Rehabilitation Specialists share in his enthusiasm for new opportunities and wish him continued success. "We are extremely proud of all of Dale's hard work, accomplishments and dedication over the last three years," said Clarice Ashley, Vocational Rehabilitation Specialist. "We are confident that he will do a good job with Sodexo!"



Meet Bruce Drainer

Bruce Drainer connected with ServiceSource Delaware to receive Job Coaching services. Bruce had just started employment as a Packager and Shipper at the Amazon Fulfillment Center in New Castle, DE. "In my eight years of working at ServiceSource, Amazon had one of the most eloquent expressions of inclusivity in the workplace for Bruce that I have ever experienced," said Ed Monson, Employment Consultant.

Bruce became blind after undergoing back surgery 10 years ago. "I've always been a can-do performer," said Bruce. "Amazon provided tremendous support for me as I undertook the demands of this new job."

The Amazon team helped lay out tactile stripping throughout the navigation points Bruce would need. Additionally, they provided an enhanced bar code scanner and headphones that interacted with the computer system to provide auditory notifications to Bruce as he conducted process operations. Bruce had a dedicated Amazon Ambassador who worked with him 1:1 as he learned the operations.

Bruce thanks Amazon, ServiceSource and the Delaware Health and Human Services Division for the Visually Impaired for helping and supporting him in getting the job. "I very much appreciate everyone's dedicated assistance and friendship."



CONTRACT EXPANSION HIGHLIGHTS

ServiceSource expanded or added contracts providing more than 50 employment opportunities for people with disabilities

Base-wide Custodial Services

ServiceSource Virginia secured a new custodial contract at Dahlgren Navy to provide 25 employment opportunities.

West Coast Digital Mail Center

ServiceSource expanded our existing contract with the Centers for Medicare & Medicaid Services (CMS) Mail and Copy Center Operations to start a West Coast Digital Mail Center, operated on-site at PARC, ServiceSource's Utah Affiliate.

IT Support Services

ServiceSource North Carolina broadened our capability and experience to expand employment opportunities in emerging technology fields, securing an IT Support Services contract.

Grounds Contract Expansion

ServiceSource secured the Morale Welfare Recreation contract adding 12 employees, and a new five-year Garrison Grounds contract employing 18 new staff.

14

COMMITMENT TO VETERAN EMPLOYMENT

ServiceSource has a longstanding commitment to supporting veterans in accessing meaningful employment aligned with their skills and interests, as well as providing additional services and wraparound supports needed through our Warrior Bridge Program.

Warrior Bridge

ServiceSource North Carolina and Florida collectively secured over \$96,000 in funding to provide ongoing support for our Warrior Bridge program. Warrior Bridge offers vital programs and services throughout both states, providing employment services alongside wraparound supports to employ a holistic approach that is tailored to the unique needs of the veterans we serve. In FY 2022, we served a record number of 1,840 veterans across our range of services and continue to expand our reach in response to community needs.

HIRE Vets

The U.S. Department of Labor recognized ServiceSource Virginia with a Gold HIRE Vets Medallion award for the third consecutive year. The HIRE Vets award recognizes our ongoing commitment to hiring veterans, supporting their professional development and improving veteran retention.





YOUTH EMPLOYMENT SERVICES

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 age 14), their families and their schools to explore a variety of careers using work-based learning experiences, as well as identify post-secondary education opportunities 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.

WOW Fact

680 Students Served Through Pre-ETS



High School High Tech Program in Florida Celebrates Virtual Milestone

This year, Christina, a student in our High School High Tech (HSHT) program had the opportunity to explore the world of animation, film making and music technology. With a dream to work for Disney, Christina learned alongside two dedicated Arts4All instructors based in Tampa, FL and Los Angeles, CA. During her career exploration, she was able to collaborate with fellow students virtually over Zoom to create and present short animation projects. "The student presentations have been so fun and creative," said Karla Aguayo, Director of Programs for Arts4All, a partner organization in this career exploration training.



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 2022, 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.

16

Virginia

ServiceSource supports approximately 500 individuals in 13 Long-Term Community Integration Services (LTCIS) programs in Fairfax, Arlington and Prince William County, Virginia. 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 help them 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 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. Supports include independent living skills, current events education and recreational activities tailored to meet the skills and interests of every individual.

Self-Employment (Bloom/ArlingtonWeaves, Etc.)

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

Bloom is a social venture that not only provides participants with the opportunity to express themselves artistically, but also earn money. Bloom artisans make products – including soaps, candles, greeting cards, and more – and earn wages from the sale of their products.

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.

DEMONSTRATING INCLUSION



The BEST Program Makes Impact on Alexandria Community

ServiceSource Virginia's BEST (Building Employment Solutions Together) Program, created in partnership with the Joey Pizzano Memorial Fund, continues to receive warm welcomes from the Old Town Alexandria community. "We've received a lot of positive feedback so far," said Monita Garret, Program Manager. "Visitors of the Gift Shop love our mission and what we are doing with the team."

The BEST Gift Shop on Prince Street has supported eight participants who are enjoying a variety of activities including vocational skill building and paid work experiences. ServiceSource conducted outreach to local businesses offering internships at the BEST Gift Shop, in addition to shredding and packet assembly services. "It's been great to see the participants gaining skills that they will be able to apply when we are able to reenter the workforce in the community," said Theresa Piccolo, Division Manager, Long-Term and Community Integration Services (LTCIS).



Opening Our Newest LTCIS Site

ServiceSource held a Ribbon Cutting Ceremony for one of our newest Long-Term Community Integration Services programs in Lorton, located in the Mount Vernon District of Fairfax County, VA. Serving nearly 100 individuals with disabilities, on-site and community activities include dance and music, reading, and other therapeutic programming.

The opening of this program is part of our broader strategy to have smaller programs at accessible locations embedded in the local community. Special thanks to the Fairfax County Board of Supervisors for helping us celebrate this important milestone. "ServiceSource is always on the cutting edge of providing services to people with disabilities. I'm so proud to be here and be a supporter of ServiceSource," said Jeff McKay, Chairman of the Board of Supervisors.



Chelle's Gift Shop Selling Bloom Products

This year, Bloom expanded into our Utah region. Chelle's Floral and Gift in Clearfield, UT is the first store in the Utah community to sell Bloom products. "It's important to showcase and share the work of the Artisans with our local community members," said Taysha Kruitbosch, Bloom Coordinator. "Working with Chelle's has been wonderful and participants continue to earn 100 percent of the proceeds from the items sold!"

WOW Fact

Last year, ServiceSource North Carolina expanded the Community Inclusion Day Program by **35%** and added two new one-on-one Medicaid Waiver Services: **Community Living & Support, and Community Networking.**



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 individual's 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/Homes for Independence)

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 live as roommates with college students or young professionals in the healthcare, allied health and human service fields.

Homes for Independence (HFI)

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

Senior Services

ServiceSource supports older adults by facilitating recreational therapy activities and case management within 14 Senior Centers in Fairfax County, VA. The program focuses on social inclusion to enable older adults to actively participate in day-to-day activities. ServiceSource also provides programming for older adults in North Carolina and in Delaware through the Riverfront Community Center, which is designed to maximize community access and inclusion.

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 are 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.

Transportation

ServiceSource's transportation programs 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 a provider for Fairfax County's Senior Express program, which provides transportation combined with companion services for older adults. Additionally, PARC, ServiceSource Utah affiliate, obtained a new contract with the State of Utah to provide transportation services for program participants to access worksites and on-site programming.

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 Veteran's 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.

MOVING FORWARD WITH COMMUNITY

Jerry Taylor Memorial Event

ServiceSource North Carolina was the proud beneficiary at the first Inaugural Jerry Taylor Memorial event held on the Cape Fear River. Through this event, \$2,000 was raised to benefit the Franklin Clark Scholarship Fund for Friendship House Fayetteville (FHF), which was immediately matched dollar for dollar by event vendor, State Farm Insurance.

Due to a ServiceSource Foundation match campaign made possible by Dr. Franklin Clark, ServiceSource Foundation Trustee, the event raised a total of \$8,000, which was presented to FHF residents at the event's conclusion.

"When we were deciding who our proceeds should go to, there was no question that FHF was the best choice," said Kristen Prater, daughter of the late Jerry Taylor. "I always look for ways to support businesses that support those with disabilities, as it has a close connection to our family. I know my Dad would be proud of our efforts to help support an organization that in turn might help our family one day."





20

Wellness Center Grand Opening

ServiceSource Virginia held the official ribbon cutting ceremony for the Wellness Center for Older Adults (WCOA), located on the Braddock Glen campus in Fairfax, VA. ServiceSource invited more than 60 people to recognize this unique program and our community partners. "Once again, Fairfax County leadership has done exceptional work in collaborating with businesses and nonprofits to leverage our collective strengths to service a community need," said Kelly Caccetta, Chair of the ServiceSource Board of Directors. "Our collaboration and mission planning paid off and now here we are today celebrating the impact of our efforts."

ServiceSource was joined by members of the Fairfax County Board of Supervisors, including Chairman Jeff McKay and Supervisor James

Walkinshaw of the Braddock District. Additional attendees included former Braddock District Supervisor John Cook; Board Members, Major General Michael Walsh, Hector Velez and Patricia Harrison; members of the ServiceSource Senior Executive Team and several community partners providing services at the WCOA.

The event was livestreamed by the Fairfax County Department of Cable and Consumer Services and highlighted on several news outlets including NBC4 Washington and InsideNOVA. "We're so fortunate here in the Braddock District to have [this program] in our home, in our backyard," shared Supervisor Walkinshaw. "This is a center to serve all of Fairfax County. The statement we're making today is there is no better place in the country to age in place than in Fairfax County."



Young Automotive Group Car Donation

Young Automotive Group (YAG) in Davis County, UT donated two new vehicles for PARC's Community Integrated Services program. The vehicles will be used to transport participants to activities across the community. "I am so excited. Do we really get to keep these?" said Tim, a PARC program participant to the leadership of YAG. The partnership between PARC, ServiceSource Utah affiliate, and YAG started more than two years ago through shared board appointments on the Davis Chamber of Commerce. "With the help of Gary Petersen, ServiceSource Board Member and President of the PARC Advisory Council, we finally realized this deal!"

WOW Facts

Friendship House is **98%** occupied, and **100%** of Residents are employed or pursuing secondary education

Last year, **130** individuals with Autism Spectrum Disorders were provided with specialized employment services



Mortgage Free Home Giveaway

Cheyenne moved to Crestview Villas more than eight years ago and has kept an excellent reputation. He is an active member of his community and a dependable resident of Crestview. "I get tears in my eyes thinking about owning my own home," said Cheyenne. "It's such an uplifting feeling. It gives me security and stability. I am truly blessed to receive it." Thank you to everyone who joined the ceremony including Rob Medina, Mayor of Palm Bay and Director of Community and Military Relations for Congressman Bill Posey; Councilman Lavander Hearn, City of Cocoa (District 2); Rob Cramp, Executive Director, Housing for the Homeless and Carole Jean Jordan, Indian River Tax Collector. All speakers gave dynamic speeches and provided heartfelt messages to Cheyenne for his community contributions. "I'm honored to officially transfer ownership of and hand you the keys to your completely renovated, mortgage free condo," said Bruce Patterson, ServiceSource CEO. "Best wishes to you in homeownership."

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.

Cross-Regional Grassroots Advocacy

22

Across regions, ServiceSource is dedicated to finding self-advocates who are dedicated to helping improve the advocacy goals set forth in our Strategic Plan. This year, we extend our appreciation to five self-advocates – Michael Gentry (St. Louis, MO), Stacey Buckner (Fayetteville, NC), Josh Hammond (Hill Air Force Base, UT), Henry Ritzberg (Dover Air Force Base, DE) and Fred Pickett (Environmental Protection Agency, DC) – within the AbilityOne Program who have taken an interest in supporting our advocacy efforts. Their individual and collective efforts help amplify the importance of advocacy and serve as a unique platform to share their personal stories and voice with others.

ServiceSource teams of self-advocates and nonprofit representatives from Utah, Delaware, North Carolina, Virginia and Missouri attended the 2022 SourceAmerica Grassroots Advocacy Conference held in Washington, DC in June. Over the course of the conference, self advocates met with more than 30 Congressional offices from 7 states to discuss the importance of the AbilityOne Program and employment opportunities for people with disabilities. One key focus of the meetings included gathering



Congressional support for H. Res. 159, which expresses appreciation and support for essential employees with disabilities during the pandemic. After meeting with ServiceSource, Rep. Connolly of Virginia and Rep. Meuser of Pennsylvania joined as co-sponsors of the resolution. As a follow-up to the meetings, ServiceSource invited staff and Congressional representatives to visit local contract sites to see our AbilityOne workforce in action and to become AbilityOne Congressional Champions.



Trees of Honor Event

In October 2021, ServiceSource North Carolina held a Trees of Honor event to recognize the Fallen 13 and other local veterans in the Fayetteville community. This event was held in partnership with Off Road Outreach, the nonprofit organization managing the Veggies for Vets garden outside the Ames Street office. Trees of Honor is a living tribute to the Fallen 13, the U.S. service members killed in the Afghanistan attack on August 26, 2021. During this event, ServiceSource and Off Road Outreach honored these 13 veterans by planting a fruit tree in each of their names at the new Off Road Outreach/Warrior Bridge memorial garden. The memorial garden will also house a metal tree with hanging dog tags for each of the Fallen 13.

More than 120 people were in attendance, including County Commissioner Glenn Adams and the Veteran Parachute Jump team, who jumped in all 13 dog tags. The event was sponsored by Fit Body Boot Camp of Boone Trail, with support from Cary VFW group, which provided the 21 Gun Salute and Taps.



Vogue International Volunteers

ServiceSource Florida welcomed eight employees from Vogue International, a Johnson & Johnson Company, to the Clearwater office. The team volunteered their time to help with the finishing touches to the landscaping renovation in the Veterans Tribute Garden. In addition, the team helped build shelving for the Warrior Bridge Veterans Mall and organize its contents. "After a two year hiatus due to the pandemic, it was great having volunteers from Vogue return," said Grant Collins, Warrior Bridge Program Manager. "We are grateful for the partnership we have with them, the work they do and appreciate all they helped us accomplish."

Headquartered in Tampa Bay, Vogue International began its volunteer relationship with ServiceSource Florida in December 2019. They are also a proud donor to the Warrior Bridge program, collectively donating nearly \$4,000. Thank you for your partnership!

PROGRAM DEVELOPMENT SPOTLIGHTS

This year, 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 2022, ServiceSource obtained more than \$2 million in new Program Development funding to continue, expand or launch new services.

ServiceSource Delaware Receives Award for New Service

ServiceSource Delaware received an award from the Delaware Division of Developmental Disability Services (DDDS) to provide a new service option of 1 to 1 individualized supports for those with developmental disabilities. Through this additional community support, individuals will develop skills that increase their capacity to function more independently. "Increasing access to community resources opens up greater opportunities for people with disabilities to develop friendships and interact with their peers while engaged in activities aligned with their interest," said Cindy Sterling, Executive Director, ServiceSource Delaware.

Through these counseling services, individuals will also have the opportunity to develop new insights and passions while exploring employment opportunities that increase their financial resources. Additionally, it will help increase their involvement within their communities.

ServiceSource Virginia Engages Partners to Launch New Programs

Joining the National Disability Institute (NDI) as an awardee for a \$2.5 million cooperative agreement NDI received from the U.S. Small Business Administration's (SBA), ServiceSource Virginia began a Community Navigator Pilot Program in the greater Washington, DC area. Through this Pilot Program, NDI has allocated a total of \$150,000 to ServiceSource for our proposal to support entrepreneurs with disabilities.

CareFirst awarded ServiceSource Virginia a grant of \$91,000 to launch a new IT Training Pilot program, serving 15 individuals facing barriers to employment to attain industry-recognized IT credentials. This grant program is focused on health inequities by addressing the Social Determinants of Health, which include economic stability. Community partnerships were an integral part of developing the program design and accessing this invitation-only grant opportunity from a first-time funder.

ServiceSource Virginia was awarded two grants totaling more than \$400,000 from Fairfax County's Consolidated Community Funding Pool (CCFP), one of which will launch the CARE Mobile program. In FY 2023, ServiceSource will develop and implement a mobile social outreach program for older adults and adults with disabilities to help mitigate social isolation by bringing recreational and preventive health programming to neighborhoods throughout Fairfax County. This program is based on the Friend Mobile concept developed by the Long-Term Care Coordinating Council (LTCCC)'s COVID-19 Impact & Response Committee, who identified ServiceSource Virginia to implement the program through our ongoing participation in the LTCCC. We are excited to add the CARE Mobile to our highly successful programs and services supporting older adults.

Cross-Regional Collaboration

ServiceSource was selected to participate in the Office of Disability Employment Policy's (ODEP) National Expansion of Employment Opportunities Network (NEON) initiative. Through our participation, ServiceSource received 40 hours of technical assistance from national Subject Matter Experts (SMEs). We are also connected into a community of practice through ACCSES, with whom we collaborated on our proposal.

In alignment with our strategic priorities, the goal of NEON is to increase competitive integrated employment opportunities for individuals with disabilities. Using NEON technical assistance resources, we strategized on effective apprenticeship models, employer outreach and engagement, removing administrative burdens for interested employers, identifying strategic partnerships, and developing Registered Apprenticeship Programs (RAP) and community apprenticeships for jobseekers with disabilities.



Caroline is an artisan in our Bloom program, one of many entrepreneurs who will be supported by the grant.



The CARE Mobile will bring our wide range of recreational and therapeutic activities to older adults in the community.

Selected Program Development Awards

Award	Region	Amount
New Castle County Vo-Tech Renewal	Delaware	\$330,000
Social Security Administration Work Incentives Planning & Assistance	North Carolina	\$298,000 annually for five years
Social Security Administration Work Incentives Planning & Assistance	Florida	\$259,000 annually for five years
Department of Health and Human Services - Pre-ETS	North Carolina	\$248,000
Department of Vocational Rehabilitation - Pre-ETS	Delaware	\$150,000
Fairfax Consolidated Community Funding Pool - CARE Mobile	Virginia	\$127,000
CareFirst - IT Training Pilot Program	Virginia	\$91,000
Division of Developmental Disabilities Services - Appendix K	Delaware	\$83,000
Fairfax Consolidated Community Funding Pool - Employment Services	Virginia	\$76,000
Small Business Association Community Navigator Pilot	Virginia	\$75,000 annually for two years
Utah Transit Authority COVID-19 Transportation Grant	Utah	\$20,000

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.

Programs Funded

The ServiceSource Foundation provides critical gap funding for under-funded or un-funded programs across all ServiceSource regional offices. Donors may restrict their funding to support programs in their local community.

26

In FY 2022, nearly \$700,000 in program allocations funded the following programs:

- **Family Support Services (All regions)**
- **Long Term Community Integration Services (VA)**
- **Autism Services (VA)**
- **Ellmore Farmhouse (VA)**
- **Warrior Bridge (NC)**
- **Day Programs (NC)**
- **FinanceAbility (DE)**
- **Customized Employment (UT)**
- **Warrior Bridge (FL)**
- **Opportunity Calls Call Center (FL)**
- **Pre-Employment Youth Services/High School High Tech (FL)**

The ServiceSource Foundation also completed a successful five-year match campaign to create a \$5 million Community Assistance Endowment. The Community Assistance Endowment provides individual assistance grants to support one-time needs of individuals with disabilities in our local community to remove barriers so that individuals can achieve personal or professional success and thrive.



Ways to Give

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

ServiceSource Foundation

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

You may also donate shares of stock or include the ServiceSource Foundation in your estate planning.

To learn more, contact the ServiceSource Foundation at **giving@servicesource.org**.

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 Corporate Partners in FY 2022.

Corporate Partners

Annual contribution of \$50,000 or more

CareFirst BlueCross BlueShield
STG International, Inc.

Corporate Sponsors

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

Digital Office Products
M.C. Dean
Playa Hotels & Resorts

Regional Partners

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

Alloya Corp Credit Union
PepsiCo, Inc.
Performance Food Group
USI Insurance Services LLC

Why People Give: In Their Own Words

CREATING A LEGACY GIFT

"My father, John B. "Skip" Byrne III, was a Board Member of Abilities, Inc. (now ServiceSource Florida) for more than 15 years. A graduate of the University of Detroit Mercy, John pursued a career in finance and was an avid pilot and skier. John lived his core Jesuit values by giving back to the community through his time and expertise, as well as his bequest to ServiceSource Foundation through his Charitable Remainder Trust. John believed in the impact that your programs have in our community and understood that it takes support from donors to fulfill your mission. I strongly encourage anyone who is in a position to leave a bequest to consider doing so, to support effective nonprofits that help people thrive."

– Julia Byrne Geib



LOCAL COMMUNITY IMPACT

"Friendship House Fayetteville is an innovative program that fills a critical need. I expect to see it replicated in other communities."

– Karl Legatski

"This past year, I began my journey to Fayetteville with little knowledge of the area. I was determined to expand my borders within the community and explore what it meant to be a 'Fayetteville resident.' From the moment I stepped foot into ServiceSource and Friendship House, I was welcomed with open arms and contagious smiles. I knew this was where I wanted to be. Every aspect of the organization brings passion, love, and hope to the community. I am thrilled to embrace a future with such an amazing organization that fosters opportunity and friendships each and every day."

– Brittany McGroarty

CORPORATE MATCHING GIFTS: DOUBLE IMPACT

"We support ServiceSource because they have a myriad of services and programs to meet the needs of a wide variety of people. After years of searching, our son has achieved full employment where he is nurtured and recognized for his contributions. With the assistance of ServiceSource, we have become a family that is on solid ground. I encourage donors to check to see if their employers offer a contribution match. In our case the gift was doubled."

– Linda Tucker





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For regional office locations and more information,
visit our website:

www.servicesource.org



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** to subscribe!