

Celebrating Inclusive Communities

FY 2023 ANNUAL REPORT

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LETTER FROM LEADERSHIP

On behalf of ServiceSource, we are pleased to present you with our Fiscal Year (FY) 2023 Annual Report.

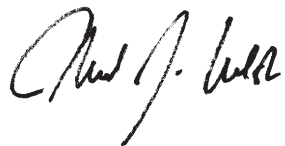
At ServiceSource, we recognize the inherent value of diversity in cultivating stronger communities. We are committed to strengthening communities by fostering inclusivity for individuals with disabilities and eliciting social change through empowerment, inclusion, and education. We proudly champion the unique abilities of all individuals to drive the creation of robust and equitable communities that benefit us all.

Throughout this report, you will learn more about who we are, what we offer, and the power of our work directly from the individuals we serve, including personal stories and accounts from self-advocates, employees, persons served, and ambassadors. ServiceSource is proud to showcase the impact of our vision when put into practice. A few of our milestone accomplishments this year include:

- **Serving more than 32,000 individuals with disabilities**
- **Employing 3,525 individuals with disabilities: 1,914 through direct and facilitated employment and 1,611 through community employer partners**
- **Co-founding the Alliance to Expand America's Workforce (AEAW) coalition—dedicated to creating more employment opportunities for people with disabilities through federal procurement policy**
- **Welcoming WorkSource Enterprises in Charlottesville, Virginia, the seventh affiliated nonprofit organization of the ServiceSource Network**

While there is much to celebrate here, we have no intention of slowing down. ServiceSource is entering year three of its Five-Year Strategic Plan. This plan outlines an ambitious effort to make significant increases in persons served and to expand the broad array of services offered through partnerships, diverse funding streams, and innovative models. We enter year three of this plan intentionally and strategically, positioning our organization for a future of growth and innovation.

Thank you to those who actively engage in our mission. We look forward to continuing working alongside each of you to advance ServiceSource's vision of building inclusive communities.



Michael J. Walsh
Chair, ServiceSource Board of Directors



Bruce Patterson
President and Chief Executive Officer,
ServiceSource



Michael J. Walsh
Chair, ServiceSource
Board of Directors



Bruce Patterson
President and Chief Executive
Officer, ServiceSource

REVISITING LONG-TERM STRATEGIC PLAN GOALS

FY 2022 - 2026

The following goals were developed as part of our Long-Term Strategic Plan through FY 2026. We are pleased to report many successes on the following pages.

- 1. AbilityOne and Advocacy:** Be a leading provider in the AbilityOne Program, setting the bar for customer satisfaction, growth, and championing program integrity.
- 2. Meet Evolving Needs:** Scale programs in a sustainable manner to deliver services to more people in the communities we serve, particularly to address unmet needs.
- 3. Grow Types of Support:** Actively diversify and expand services and supports offered to meet evolving community needs, particularly for people with significant disabilities, seniors, veterans, youth in transition, and housing.
- 4. Enhance Through Collaboration:** Build relationships with like-minded organizations through strategic partnerships and affiliations to improve overall service delivery for people with disabilities.
- 5. Diverse Culture and Leadership:** Develop high-performing teams and leaders that strengthen organizational culture and diversity and deliver exceptional results.

40,000

People with Disabilities Served

4,000

People with Disabilities Employed

\$250M

Operating Revenue

15

Operating States

WHO WE ARE

ServiceSource is a 501(c)(3) nonprofit organization and leading community resource with services and prime contract operations located in more than 10 states and the District of Columbia. ServiceSource’s six regional offices share a goal to provide exceptional services to the people we serve through a range of valued employment, training, rehabilitation, and other support services.



OUR NETWORK

MISSION

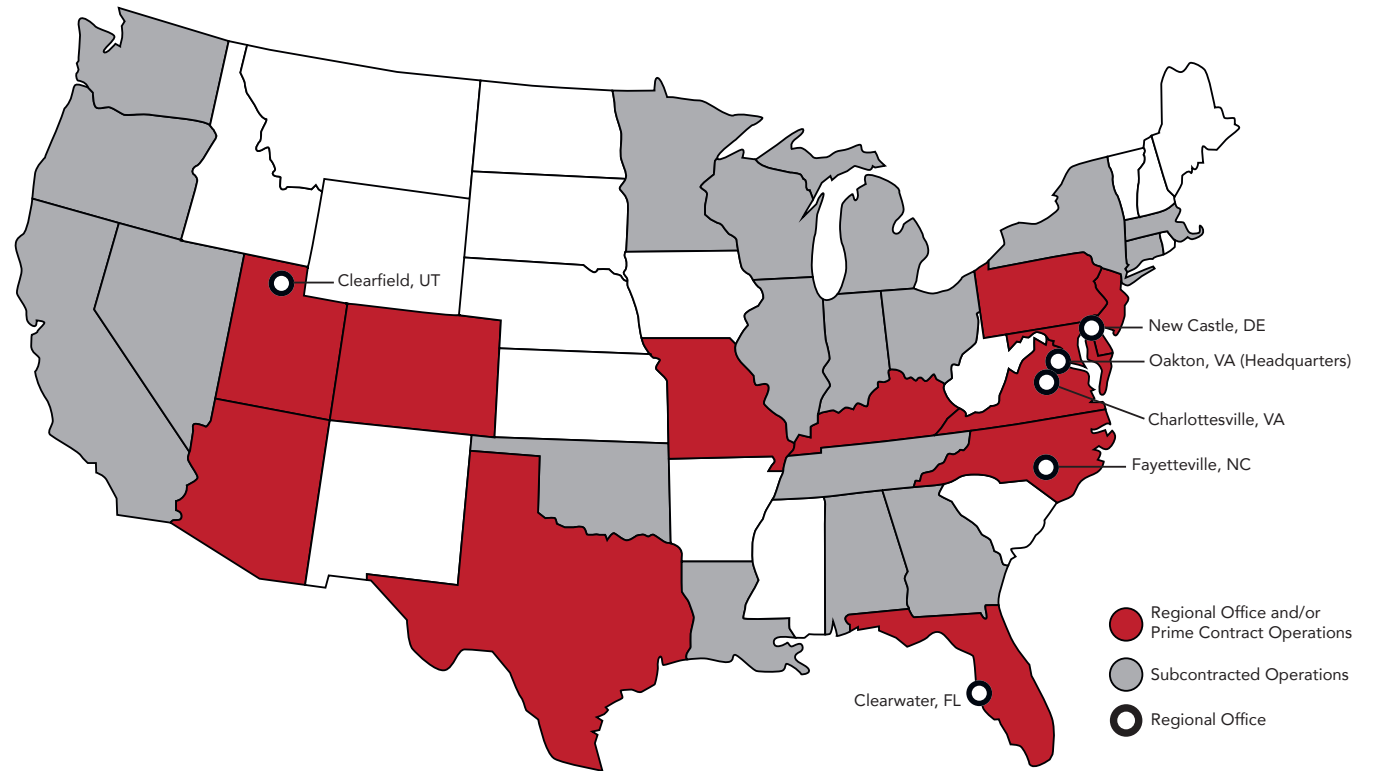
The mission of ServiceSource is to facilitate services, resources and partnerships to support people with disabilities and others we serve, along with their families, their caregivers and community members, in order to build more inclusive communities.

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.

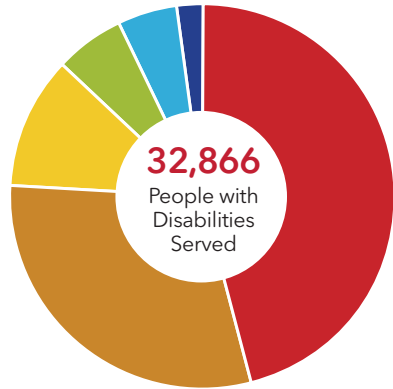
VALUES

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



OUR IMPACT

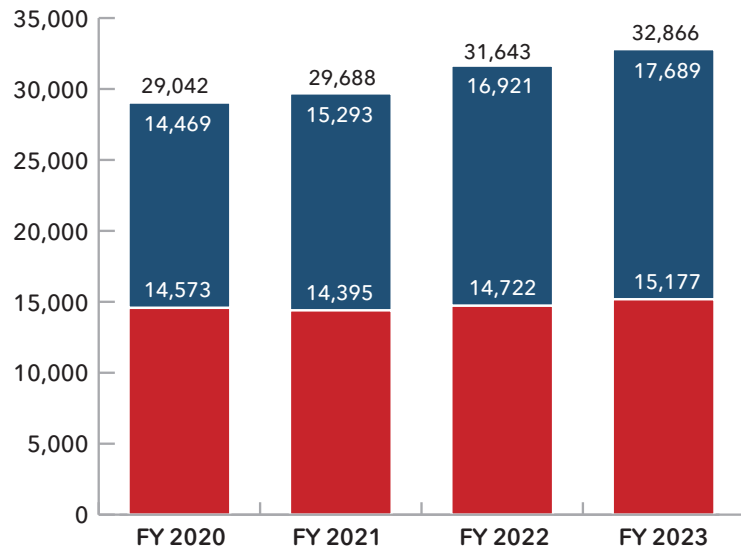
HOW WE SERVED



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)	11%
Community-Based Employment (Direct and Facilitated)	6%
Job Placement	5%
Long-Term and Community Integration Services	2%
Total:	100%

People with Disabilities Served

Four-Year Trend Data

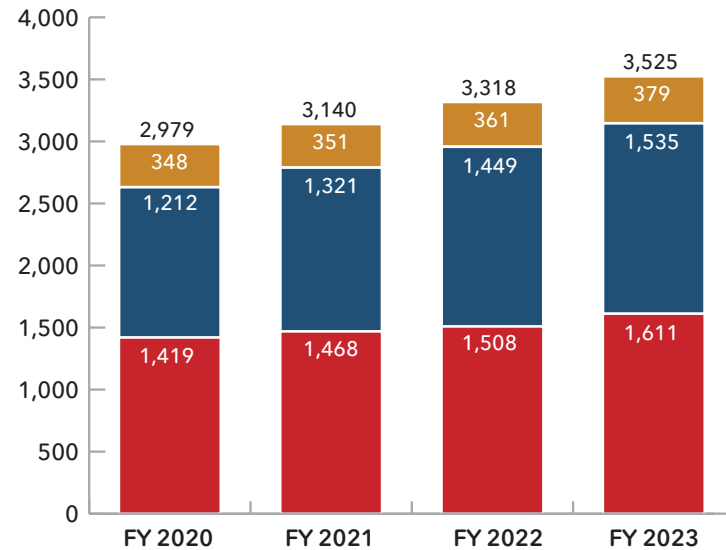


● Florida Vocational Rehabilitation* ● All Other

* 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



● Community Employment Partner ● Directly Employed ● AbilityOne Facilitated Employment*

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

FY 2023 OUTCOMES

FY 2023 Operating Revenue (unaudited) - in Millions

Regional Office	Revenue	Percent
Delaware	\$9.1	4%
Utah	\$11	5%
Florida	\$15.3	7%
North Carolina	\$20	9%
Virginia	\$167.1	75%
Total	\$222.5	100%



OUR PEOPLE

Achieving milestone goals through employment



Meet Brian

Brian is a Drafter/CAD Operator at a ServiceSource AbilityOne contract in St. Louis, MO. "I chose to work for ServiceSource because of the opportunity it gives me to work for a great cause with great people. I continue to gain work experience and provide the highest quality of service."

Brian continues, "As a single Dad of three children, my time is also very important. ServiceSource has helped with the wellness programs and other incentives to help overall with my work-life balance."



Meet Zakieta

Zakieta joined ServiceSource as a Food Service Worker at our Fort Liberty AbilityOne contract site. She later transitioned to a job at the VA Hospital in Fayetteville, NC as a receptionist. Within six months, Zakieta was completing her tasks successfully and taking on additional responsibilities, like helping release medical records for veterans. Zakieta was promoted to Assistant Program Manager (APM) in July 2021, and again to Program Manager after a successful year on the job.

"Just because you have a disability, does not mean you cannot improve your skills and your position with the company," Zakieta said.



Meet Christi

Christi entered ServiceSource's employment program with one place of employment in mind. She aspired to work for Waggies by Maggie, a pet bakery in Wilmington, DE. After working with ServiceSource to complete a community-based assessment and to visit the shop daily to complete several assigned tasks, Christi achieved her goal.

On the job, Christi helps assemble and prepare dog biscuits for baking and packaging. "I enjoy helping with baking doggies' treats and feel very happy and joyful to work there."

#ServiceSourceShares

Amplifying the voices of those we serve



"People with disabilities want to have a fighting chance, dignity, be respected, and feel a sense of belonging."

– Henry Ritzberg



"What I get out of the Wellness Center for Older Adults is socialization, communication skills, and togetherness."

– Valerie Klaassen



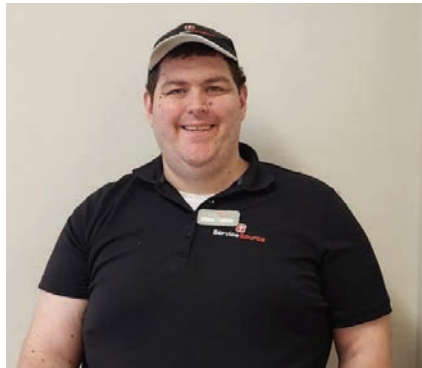
"ServiceSource helped me schedule the correct number of hours to ensure a healthy recovery and later supported me in getting my hours back up."

– Shaun Alford



"I really enjoy being part of the High School High Tech Leadership Team. Learning how to network and talk to employers has really helped my confidence."

– Daniela Bowers



"I love the people I work with, my co-workers, and the soldiers."

– Kristopher Banks



"I feel ready to graduate and begin the next chapter of my life. Thank you to everyone who helped me along the way."

– Nevada Heist



"I have learned so much from ServiceSource. It has taught me to be more independent, and I want to keep growing and growing."

– Javon Jordan



"Working the cash register is fun because I get to see people all day long."

– Lisa Petrecca

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 16 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.



ServiceSource employees on the Air Reserve Personnel Center (ARPC) Records Management Team in Colorado.

COMMUNITY EMPLOYMENT SUCCESS STORIES

Meet Matthew

Matthew began his career with ServiceSource in 2013, working at the Welcome Center at our Fort Knox Human Resource Command (HRC) AbilityOne contract in Kentucky. Matt worked as a Customer Care Representative on the Email Team, training other employees and serving as a backup to any Team Lead that was out of the office. He is known for going above and beyond and recently got promoted to Assistant Project Manager.

"Matt is always up for a challenge and undertakes any task asked of him," said ServiceSource Project Manager Lynnann Cornett. We are so proud of Matt for earning a promotion and look forward to following his future successes. When asked to advise future individuals with disabilities on the job, Matt said, "a disability is just another ability." He credits that quote to an eight-year-old girl from his church.



Meet Aspen

Aspen joined the PARC, ServiceSource Utah affiliate, Competitive Integrated Employment (CIE) Program seeking a job in the medical field. After meeting with one of our job coaches to discuss her interests and abilities, Aspen secured a position at South Davis Community Hospital as an Environmental Services Technician through our job matching services. Her responsibilities include ensuring laundry gets cleaned and organized correctly and that wheelchairs get sanitized after patient use. Aspen became independent in all tasks within three months of her start date and no longer requires job coaching.

Tiffany, her manager, shared, "Aspen gets in and does the work." When asked about her job, Aspen smiled and said, "I am happy to be in the medical field."



CONTRACT HIGHLIGHTS

ServiceSource provided 25 employment opportunities for people with disabilities this year through new and renewed contracts.

USCG Scanning & Records Management

ServiceSource broadened our reach and secured a 5-year prime contract with the United States Coast Guard (USGC). In May, ServiceSource employees elevated their experience in providing Scanning and Data Entry services for USCG.

CMS Mailroom Support

ServiceSource was awarded the Document Processing Unit for the Centers of Medicare and Medicaid Services. This prime contract created employment opportunities for 12 people with disabilities, with the potential and capacity to grow.

GuideWell Source Mail Services

Starting in March, ServiceSource started mail services for GuideWell Source, in Mechanicsburg, Pennsylvania. This contract and partnership created opportunities for people with disabilities within the local community.

PAANG Laundry Services

ServiceSource renewed a prime service contract with the Pennsylvania Air National Guard (PAANG) and started work in May. This opportunity brought several new jobs to people with disabilities, further expanding our portfolio in Pennsylvania.

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 \$135,000 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 2023, we served a record number of 2,069 veterans across our range of services, and continue to expand our reach in response to community needs.

HIRE Vets

ServiceSource Virginia and North Carolina were recognized by The U.S. Department of Labor as HIRE Vets Medallion Program Awardees, with Virginia securing the Large Gold medallion and North Carolina the Medium Platinum for the third year. The award recognizes our commitment to hiring and retaining veterans, establishing employee development programs, and improving veteran retention.



YOUTH TRANSITION SERVICES

Building Bridges to Learning and Career Exploration

Our Youth Transition Services programs give students 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. For instance, ServiceSource North Carolina's WorksforMe program served 490 students with disabilities in FY 23.

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. In FY 2023, ServiceSource Florida served 93 students through HSHT - 33 students graduated and nine were placed in internships.



FrameWORK Program Participants Work with Scientists and Engineers at FMC

This year, the ServiceSource Delaware FrameWORK for Success program partnered with FMC, a global agricultural sciences company, to provide students with hands-on experience working alongside scientists and engineers. Students in the program were responsible for regularly visiting the site in-person and assembling pots and trays for soil sampling. Working on-site helps prepare students for the realities of work while increasing community and employer awareness of the benefits of including individuals with disabilities in the workforce. Since working on-site, FMC staff are already considering FrameWORK students for other upcoming and ongoing projects because of their positive productivity. Pictured (left) is FrameWORK Program participant Jeremiah Johnson completing work for FMC.

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 2023, ServiceSource worked collectively to continue serving people with disabilities using virtual platforms. Programs throughout Virginia, North Carolina, Delaware, and Utah hosted virtual activities including dance, Zumba, current events, and lessons and discussions on human rights and health and safety.

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

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.

ArlingtonWeaves, Etc. provides a platform for participants to create sophisticated hand-woven items sold to local communities. ArlingtonWeaves, Etc. is a signature program of Arlington Department of Human Services in Virginia and implemented by ServiceSource.

DEMONSTRATING INCLUSION



ServiceSource Delaware Launches the Community Participation Program

The ServiceSource Delaware Riverfront Day Program expanded its services to include The Community Participation program. This program supports individuals with disabilities in developing skills for independent community navigation, focusing on community exploration and providing customized experiences based on the person-centered goals of each participant. Our first Community Participation Program participant, Wojciech Kryzton (known by his peers as Albert), chose to volunteer at the Brandywine SPCA, where he helped the team fill kongs with peanut butter and frisbee dog treats and bonded with several cats.

“This aligns with his goals to develop appropriate social and emotional interactive skills,” said Riverfront Community Program Manager Felicia Taiwo.

Program recipients receive services ranging from community exploration and assistance in maintaining appropriate interpersonal behaviors within the community and developing crucial skills such as self-determination. We are excited to work with Albert on his goals as we promote inclusivity to build stronger and more well-rounded communities for all. Pictured (left) is Albert volunteering at the SPCA.



Bloom Program Expansion Yields Nationwide Impact

This year, Bloom expanded into our North Carolina region. The Bloom Program was initially launched by ServiceSource Virginia in 2015 to address the need for flexible self-employment opportunities for individuals with disabilities, with a focus on overcoming the barriers they may face when starting their own businesses. Following the successful replication of Bloom in 2020 at PARC, ServiceSource Utah affiliate, the Bloom North Carolina program marks the third ServiceSource location offering the program.

The ServiceSource North Carolina Bloom Program has experienced a strong start, with more than 20 passionate Artisans creating and selling tie-dye t-shirts, key

chains, and greeting cards. These products are available for purchase at the BLOOM Farmer’s Market in Fayetteville, NC.

But our impact extends far beyond North Carolina. In FY 23, PARC, ServiceSource Utah affiliate, was awarded a ten-thousand-dollar grant from the Utah Developmental Disabilities Council (UDDC) to expand Bloom products at an art collective “Monarch” in Ogden, Utah. These initiatives have resulted in over 150 individuals nationwide receiving consignment checks through the Bloom program.

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

Friendship House Fayetteville is an intentional living community that provides affordable, integrated housing for young adults with intellectual and developmental disabilities. Friendship 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 designed to maximize community access and inclusion for older adults in North Carolina and Delaware, specifically through The Dover Community Center and The Riverfront Community Center.

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. In FY 2023, ServiceSource Florida served over 3000 deaf consumers through Interpreter Services.

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.

STRENGTHENING THE COMMUNITIES WE SERVE

Mortgage Free Home Giveaway

ServiceSource donated its 7th fully renovated Mortgage Free Condominium to Cassandra Banks, a U.S. Army veteran and Florida native. Growing up in St. Augustine, Florida, Cassandra attended public schools and joined the ROTC program at Cocoa High School. In 1982, a month after graduation, she enlisted in the Army. Cassandra served 19 months as an E2 before getting honorably discharged and having a child. She then worked as a secretary at an auto paint and body shop for 17 years, seeking financial security. Cassandra is now a home health aide at Aging Matters in Cocoa. After losing her brother in 2013, Cassandra received custody of her niece, Jozee, who lives with her. We were honored to help Cassandra care for herself and her family through this mortgage-free home giveaway. The home giveaway ceremony included remarks from ServiceSource President and Chief Executive Officer Bruce Patterson, Executive Director Matt Motko, Florida State Senator-elect Erin Grall for Florida, Brevard Tax Collector Lisa Cullen, and veteran Liaison Keith Van Buren for U.S. Representative Congressman Bill Posey. We are proud to contribute to homeownership and support our veterans and community development via this yearly condo donation.





Former WorkSource President Chuck McElroy (pictured far left) with ServiceSource's Extended Leadership Team at the Annual ServiceSource Strategic Planning Session in March 2023

WorkSource Affiliation

WorkSource, a ServiceSource affiliate, became the seventh not-for-profit affiliate organization to join the ServiceSource network on July 1, 2023. Since 1967, WorkSource has provided job training, employment, and community integration services to thousands of adults with disabilities, enabling them to achieve economic self-sufficiency and independence and fully participate in their communities.

WorkSource was founded by a group of parents of adult children with disabilities on September 26, 1967. The organization is accredited

by CARF, the Accreditation Agency, for community integration and employment-related services and offers affirmative employment opportunities for individuals with disabilities through the AbilityOne Program. This partnership marks a significant milestone for both organizations as we work towards building more inclusive communities and supporting individuals with disabilities in achieving economic self-sufficiency and independence.

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 Participation

ServiceSource is committed to finding employees and participants within our programs who are interested in supporting the advocacy goals outlined in our Long-Term Strategic Plan. This year, we extend our appreciation to several self-advocates within the AbilityOne Program, including Loehl Kelley (Total Facilities Management, MO), Stacey Buckner (Fayetteville, NC), and Dana Burnette (Department of Commerce, DC), who have supported our advocacy efforts by sharing their positive experiences within the AbilityOne Program.

In FY 2023, Stacey Buckner, an AbilityOne employee of ServiceSource North Carolina, joined members of ServiceSource leadership in honoring Congressman Greg Murphy, MD, as an AbilityOne Congressional Champion. The recognition event was held at Congressman Murphy's Capitol Hill office in Washington, DC.

Congressman Murphy's staff initially met Buckner and other ServiceSource North Carolina team members at the SourceAmerica Grassroots Conference in DC in June 2022. As a follow-up to the meeting, Congressman Murphy toured and spent time with our employees at Marine Corps Air Station Cherry Point in Havelock, North Carolina. We appreciate the Congressman and his staff's support of the AbilityOne Program and increasing

employment opportunities for people with disabilities. ServiceSource is profoundly grateful for its self-advocates and remains steadfast in educating congressional staff about the vital importance of the AbilityOne Program. Through amplifying the voices of the individuals we serve, ServiceSource aims to foster a more inclusive society and ensure equal opportunities for all as we move forward into FY 2024.



Stacey Buckner, AbilityOne Employee of ServiceSource North Carolina, shaking hands with Congressman Murphy at his Capitol Hill office in Washington, D.C.

National Vietnam War Veterans Day Service

ServiceSource North Carolina, Off-Road Outreach, and Cape Fear Valley Hospice and Palliative Care hosted a National Vietnam War Veterans Day service on March 29, 2023, which marked the 50th Anniversary of the Vietnam War Commemoration. Over 40 families of Vietnam War heroes were honored and remembered as over 125 guests joined us at our ServiceSource Veggies for Vets Memorial Garden in partnership with Off-Road Outreach. We greatly appreciate the support from many volunteers who gave their time this past Saturday with Off-Road Outreach in preparing the gardens. We were honored to have Cumberland County Commissioner Glenn Adams join us in support as well. And a tremendous thank you to the 3rd Squadron, 73rd Cavalry, 1st BCT, 82nd Airborne Division and Veterans who helped make this a truly touching time to thank and remember those who bravely served in the Vietnam War, and who sacrificed, as did their families and caregivers, on behalf of our Nation.

Promoting Effective Business Solutions

ServiceSource operates a Subway franchise at the FBI Academy in Quantico. This year, our franchise was one of two on the east coast to earn a perfect Restaurant Excellence Visit (REV) score. The Subway Corporation hires a third party to conduct quarterly REVs for each of its restaurants to judge the quality of food, friendliness of staff, sanitation, service provided to guests, and marketing material.

“The team takes great pride in ensuring great customer service while adhering to Subway’s operating guidelines. They are consistently challenging each other on ways to exceed expectations, and I couldn’t be more proud of them,” said ServiceSource Director of Food Service Operations Mike Taylor.

A perfect REV score is rare, and we are thrilled to showcase the admirable work of our staff.



National Vietnam War Veterans Day Service in Fayetteville, NC.



The food services team at the FBI Academy in Quantico, VA.

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 2023, ServiceSource obtained more than \$3.3 million in new Program Development funding to continue, expand or launch new services.

Promoting Employment for Refugees with Disabilities

ServiceSource, in collaboration with SourceAmerica and the Office of Refugee Resettlement, is implementing a three-year, \$2.7M demonstration project to enhance vocational training and employment outcomes for refugees with disabilities. The goal is to work across Federal programs to increase access for underserved refugees with disabilities and match them with AbilityOne and other community employment opportunities. The pilot will leverage the core competencies of Resettlement and Community Rehabilitation Providers (CRPs) to build an integrated comprehensive service structure for the employment of refugees with disabilities.

ServiceSource North Carolina is providing administrative oversight and coordination while the project begins in the Fairfax, Virginia metropolitan area. Services include coordination with resettlement agencies and state partners, intake, and assessment for referred refugees with disabilities to determine training needs and employment goals, and provision of case management, training, and employment services in accordance with vocational rehabilitation best practices.



ServiceSource NC staff launching the Refugee Vocational Training Employment Project with staff from partnering organizations at our office in Oakton, VA.

ServiceSource Florida Receives ArtCIE Grant Contract

ServiceSource Florida received a \$3.1M five-year contract with the State of Florida Department of Vocational Rehabilitation (FLDVR) to support the Florida Arts to Competitive Integrated Employment (ArtCIE) project by recruitment and oversight of Business Relationship Representatives, Program Coordinators, and Support Staff who will serve as emissaries on behalf of FLDVR with other partners and stakeholders during the project. ArtCIE project’s primary goals are to increase the number of adults with disabilities transitioning from subminimum wage employment to

competitive integrated employment (CIE) and the percentage of students and youth with disabilities contemplating subminimum wage employment that enter CIE in the arts, entertainment, and recreation industries.

ArtCIE will offer opportunities to at least 1000 individuals with disabilities; create a dual customer career exploration model with innovative peer mentoring, work experience, virtual reality modules, and business engagement; and provide training for 14(c) certificate holders, individuals, families, school personnel and employees.

Top Program Development Awards

Award	Region	Amount
Florida Department of Vocational Rehab Art Competitive Integrated Employment	Florida	\$585,000
SourceAmerica’s Refugee Vocational Training & Employment Demonstration	North Carolina	\$539,000
State Housing Initiatives Partnership Program for FL 6 Affordable Housing	Florida	\$386,000
Social Security Admin for Work Incentives & Program Assistance NC	North Carolina	\$298,000
Social Security Admin for Work Incentives & Program Assistance FL	Florida	\$259,000
Department of Vocational Rehab Pre-Employment Transition Services for NC	North Carolina	\$219,000
Consolidate Community Funding Pool for CAREMobile - Year 2 in Virginia	Virginia	\$127,054
Virginia Department of Social Services Temporary Assistance for Needy Families	Virginia	\$89,635
Crystal Trust for DE 3 Buses	Delaware	\$90,000
Federal Transit Administration - Enhanced Mobility of Seniors and Individuals with Disabilities for PARC	Utah	\$58,000
TOTAL		\$3,355,037

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 and its affiliated organizations. 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. In FY 2023, more than \$600,000 in program allocations funded the following programs:

- Family Support Services (All regions)
- Long Term Community Integration Services (VA)
- Supported Education Services (VA)
- Bloom Artisans (VA)
- Warrior Bridge (NC)
- FinanceAbility (DE)
- Competitive Integrated Employment (UT)
- Warrior Bridge (FL)
- Opportunity Calls Call Center (FL)
- Youth Transition Services (FL)
- High School High Tech (FL)

More than 5,000 individuals received services through the programs funded by the ServiceSource Foundation in FY 2023. Through the generosity of our donors, the ServiceSource Foundation continues to provide gap funding or start-up funding for critical programs in our local communities. In total, since the ServiceSource Foundation's inception in 2004, more than 31 programs have been or continue to be funded and more than \$26 million has been raised from donors.



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**.

Your Donations at Work

Clark Endowment to Support Independence

The ServiceSource Foundation received a generous \$1 million donation from Trustee, Dr. Franklin Clark, to establish the Clark Endowment to Support Independence. The Endowment provides gap funding for ServiceSource North Carolina programs that support individuals who have disabilities in attaining personal independence, through work, independent living, or social activities. Dr. Clark established this Endowment in memory of his mother, Margaret, and his sister Clair, who experienced a life-long disability and who was cared for by their mother. "I grew up seeing the amount of love and care that my mother showed my sister. I have always believed that a program like Friendship House Fayetteville, or other programs that enrich a person's independence, would have been a great blessing to both my mother and my sister. Through the establishment of this Endowment, I am grateful that the Cumberland Community Foundation and ServiceSource will have the resources to provide these supports to others in the Fayetteville and surrounding community, long into the future," noted Dr. Clark.

Through an on-going fundraising campaign, ServiceSource will match every dollar donated to the Clark Endowment to Support Independence, up to a total match of \$500,000.

Ellmore Farmhouse

The ServiceSource Foundation also completed a successful fundraising campaign to support renovations to the Ellmore Farmhouse located on the grounds of Frying Pan Farm Park in Herndon, VA. Ellmore Farmhouse was awarded to ServiceSource through the Fairfax County Resident Curator Program for the purpose of converting the historical home to a community-based long-term community integrated services site. More than \$700,000 was received from donors to fund this renovation project, including a generous grant from the Claude Moore Charitable Foundation.

Community Assistance Endowment

In FY 2022, the ServiceSource Foundation completed a five-year donor campaign to establish a \$5 million Community Assistance Endowment. To date, more than \$55,000 in grants have been awarded to 30 individuals across all ServiceSource regional offices.



Dr. Franklin Clark along with Mary Holmes (left), President and CEO of the Cumberland Community Foundation, presents a check to Andy Rind and Tara Hinton of ServiceSource North Carolina.



Ellmore Farmhouse, Frying Pan Park, Herndon, VA

Myron J. Pasz Memorial Scholarship

The Myron J. Pasz Memorial Scholarship within the Community Assistance Endowment was established by the Washkewicz Family Foundation at the request of ServiceSource Foundation Trustee, Tiffany Washkewicz. This named scholarship was established to support Veterans and their immediate family members. Myron served in the Army during World War 2, rising to the rank of Captain.



Two beneficiaries of the Myron J. Pasz Scholarship are Vickie and Damon, both of whom are Veterans, served out of our ServiceSource Florida Program.

Vickie was a veteran at risk of becoming homeless when she was referred to our Warrior Bridge Program. Vickie had interviewed with AARP for a customer service job but needed a laptop to fulfill the job requirements. Through the Myron J. Pasz scholarship, Vickie was able to purchase the laptop and is currently employed as an AARP Customer Service Representative, which allows her to have stable housing.

Damon is a disabled US Army Veteran who expressed an interest in attending Pinellas Technical College (PTECH) to get his electrician’s certification. Boley Centers supported Damon with tuition reimbursement, but he lacked the resources to purchase books and study materials along with the necessary electricians’ tools. The Myron J. Pasz Memorial Scholarship provided the grants needed to support Damon. He is currently enrolled in the electrician’s course and is on target to become an electrician and start his own business alongside his son, who is also enrolled.



Vickie shows off the laptop that she purchased to support her in her job as a customer service representative.



Damon stands outside of Pinellas Technical College where he is training to become a certified electrician.



Proud Partners
CREATING INCLUSIVE COMMUNITIES

The ServiceSource Corporate Partners Program recognizes corporations that share and support our vision to create more inclusive communities for individuals who have disabilities and their families by committing financial support each year. We are grateful to the following Corporate Partners in FY 2023.

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

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Regional Partners

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

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Phone: +1 800.244.0817

E-mail: communications@servicesource.org

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