



Building Stronger Communities

FY25 ANNUAL REPORT



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Letter from Leadership

On behalf of ServiceSource, we are pleased to present the Fiscal Year (FY) 2025 Annual Report.

In FY 2025, ServiceSource provided services and supports to more people than ever before, growing the number of individuals served to more than 36,000 and exceeding our goal of 2% growth. This increase reflects expansion in our services as well as in the number of employment opportunities available through the AbilityOne® Program.

Some key accomplishments in FY 2025 include:

- Expanding operations to include programs and services formerly operated by Bayaud Enterprises in Colorado
- Introducing the Restaurant Ready training program for employees working in the AbilityOne Program
- Establishing a certification program through the National Alliance for Direct Support Professionals to increase professionalism, facilitate career advancement, and develop a long-term talent pipeline across the organization
- Offering new employment opportunities through membership in UniqueSource, the state-use program for Pennsylvania
- Launching the Families Achieving Self-Sufficiency Together program with funding through a U.S. Department of Education Disability Innovation Fund grant

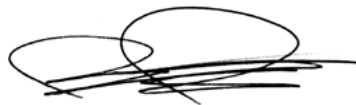
The following pages provide details on these accomplishments and many more. Perhaps most importantly, we illustrate the importance and power of our work through personal stories and accounts from the people we serve. We hope their words and stories will inspire you.

Finally, in January of this year, Bruce announced his retirement effective February 1, 2026, after a remarkable 42 years of service. The Board of Directors has selected Chief Operating Officer Ken Crum to succeed Bruce upon his retirement.

Thank you to all who support our mission. We look forward to continuing to broaden and expand the range of services and supports we provide to meet evolving community needs, now and in the future.



Gary Petersen
Chair, ServiceSource Board of Directors



Bruce Patterson
President and Chief Executive Officer
ServiceSource



Gary Petersen
Chair, ServiceSource Board of
Directors



Bruce Patterson
President and Chief Executive
Officer, ServiceSource

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 a dozen states and the District of Columbia. ServiceSource and its affiliates provide exceptional services to the people we serve through a range of valued employment, training, rehabilitation, and other support services.

MISSION

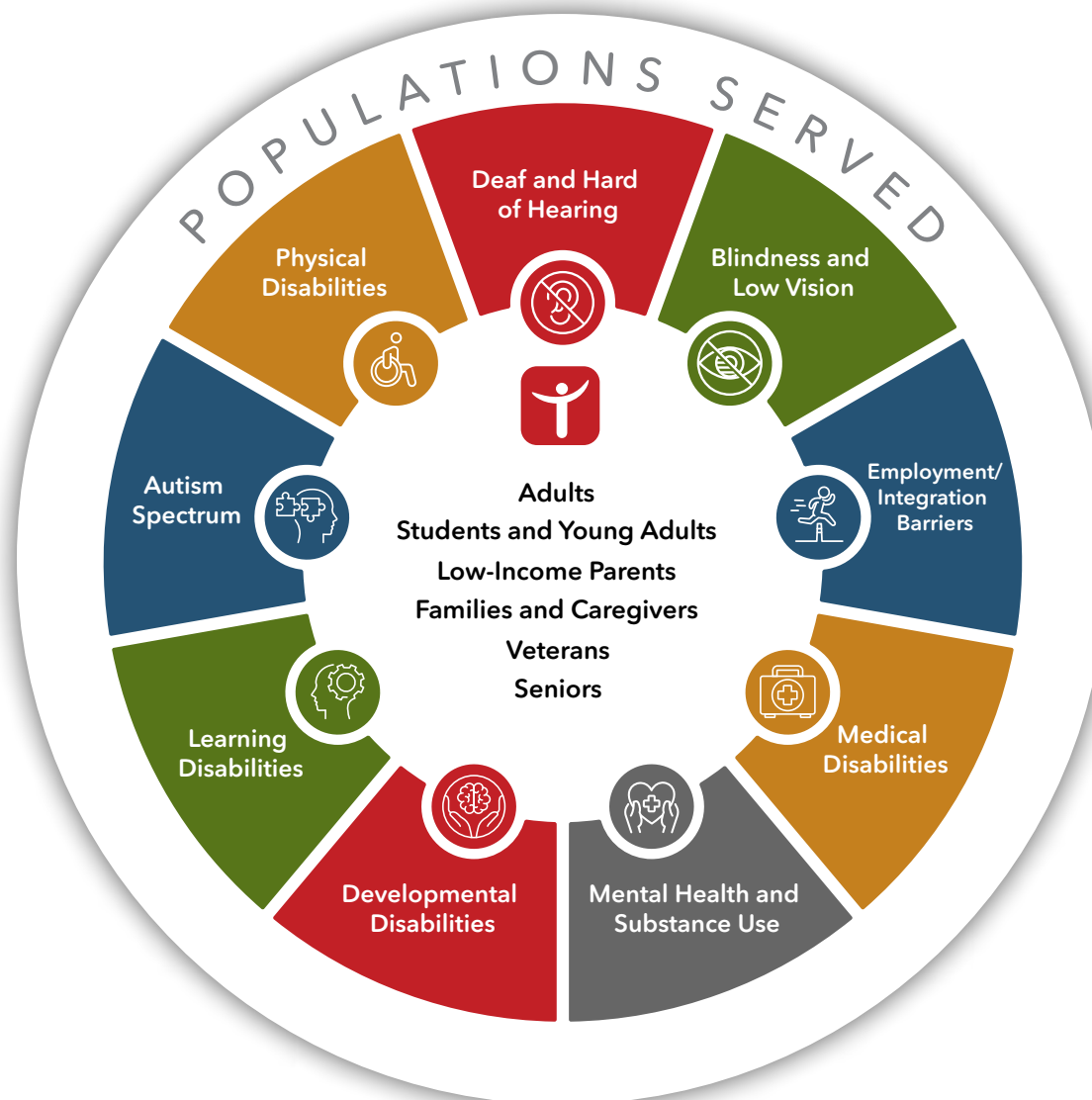
Our mission is to facilitate services, resources, and partnerships that support people with disabilities, along with their families, caregivers, and community members.

VISION

We envision strong communities that welcome participation by members of all abilities in all aspects of community life.

VALUES

Our work aims to build communities where individuals of all abilities can contribute and thrive.

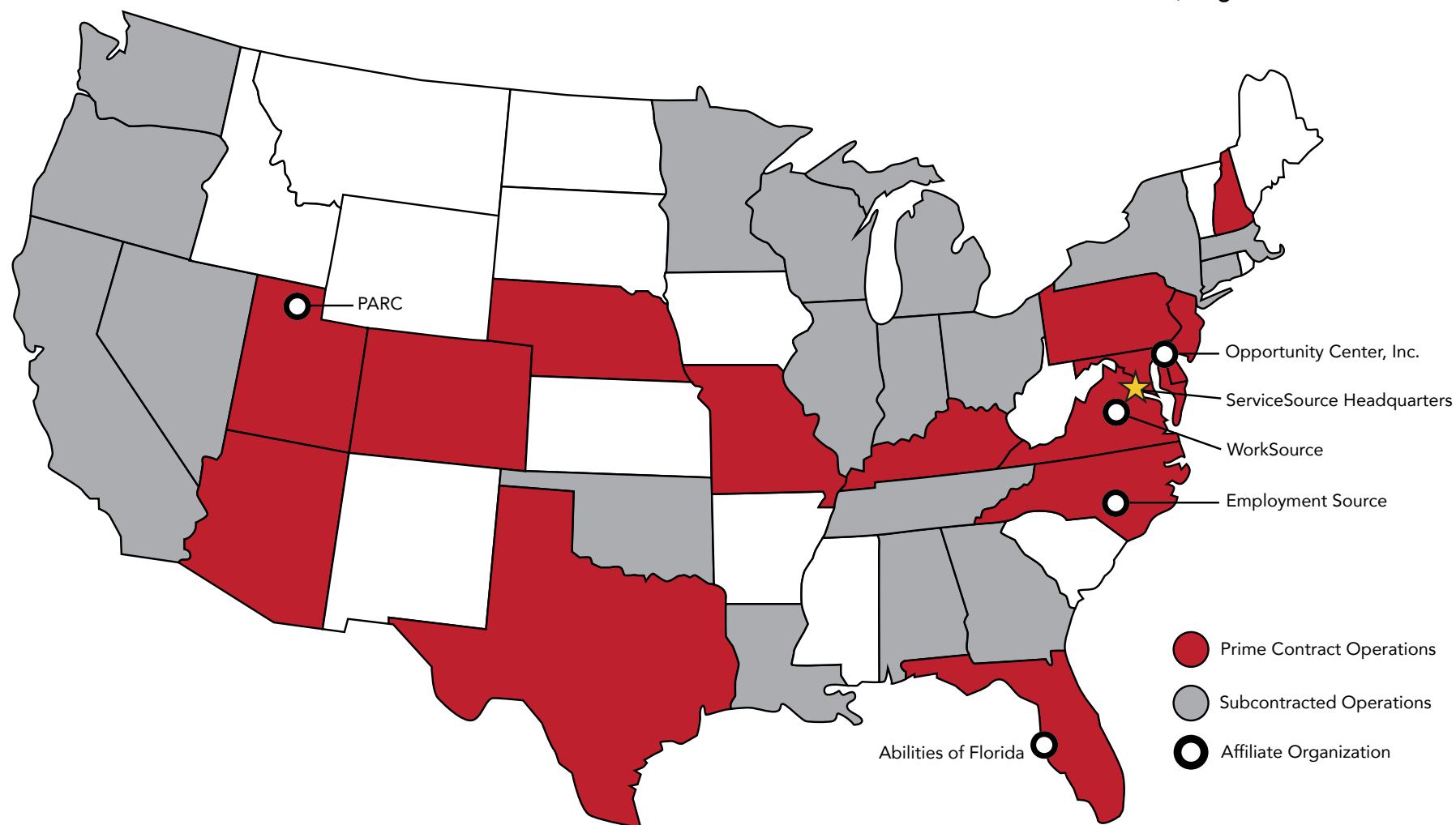


Our Network

ServiceSource is comprised of multiple affiliated 501(c)(3) nonprofit organizations working in concert to help individuals with disabilities achieve independence and success.

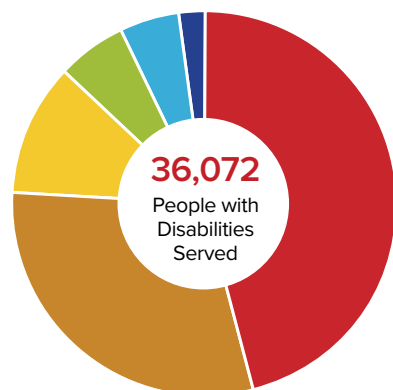
The ServiceSource affiliated organizations are:

- Abilities of Florida – Clearwater, Florida
- Employment Source – Fayetteville, North Carolina
- Opportunity Center, Inc. (OCI) – New Castle, Delaware
- PARC – Clearfield, Utah
- WorkSource – Charlottesville, Virginia



Our Impact

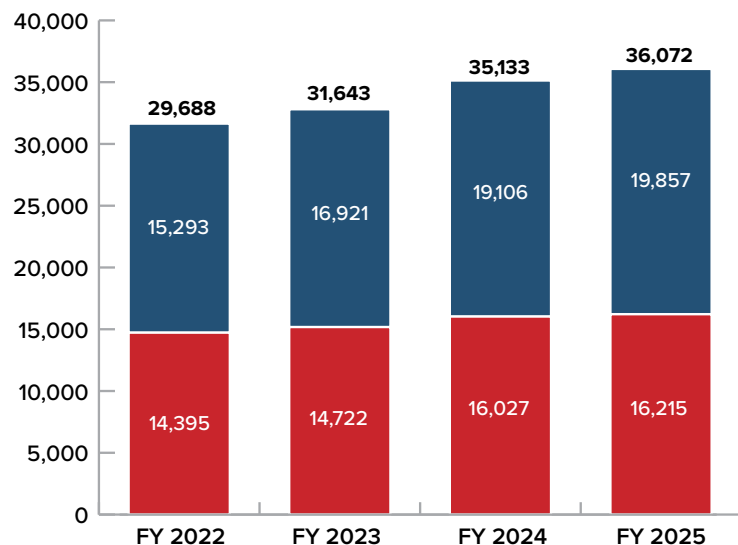
HOW WE SERVED



Program	Percentage
Vocational Rehabilitation Services (Florida and New Hampshire)	45%
Transitional Services (Job Development/Evaluation/Pre-Employment Transition Services, Work Incentive Planning, Financial Coaching, Interpreter Services)	27%
Specialty Services (Warrior Bridge, Senior Services, Housing, Family Support Services)	14%
Community-Based Employment (Direct and Facilitated)	6%
Job Placement	6%
Long-Term and Community Integration Services	2%
Total:	100%

People with Disabilities Served

Four-Year Trend Data

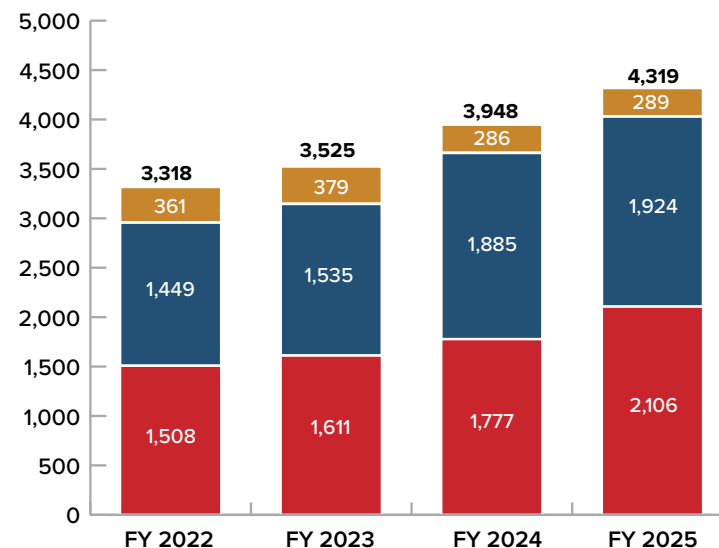


● Florida Vocational Rehabilitation* ● All Other

* Vocational Rehabilitation (VR) services continue to be the primary driver of people served, accounting for nearly 45% 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.

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. Expand Service Access:** Scale core programs in a sustainable manner to deliver exceptional 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, both with current and new populations.
- 4. Strengthen Organizational Leadership:** Develop high-performing teams and leaders that enhance organizational culture and deliver exceptional results.
- 5. Enhance through Collaboration:** Build relationships with like-minded organizations through strategic partnerships and affiliations to improve overall service delivery for people with disabilities.

40,000

People with Disabilities Served

4,000

People with Disabilities Employed

\$250M

Operating Revenue

15

Operating States

Program Development Highlights

This year, ServiceSource and its affiliates obtained more than \$7.9 million in new Program Development funding to continue, expand, or launch services that support people with disabilities.

Disability Innovation Fund Grant

ServiceSource was one of 27 organizations nationwide selected by the U.S. Department of Education's Rehabilitation Services Administration to receive a \$10.8 million Disability Innovation Fund (DIF) grant—the largest award among all recipients.

This 5-year grant supports the launch of Families Achieving Self Sufficiency Together (FASST), a groundbreaking initiative designed to help disconnected youth and adults with disabilities transition from reliance on public benefits to competitive integrated employment. FASST takes a holistic, two-generational approach – serving adults with disabilities who are eligible for Temporary Assistance for Needy Families (TANF), as well as their dependents with disabilities ages 14 to 24.

By addressing the needs of both generations within a household, FASST aims to foster financial independence and long-term self-sufficiency.



Expanding Service Access in Colorado

ServiceSource expanded its Colorado operations this year to include a comprehensive suite of community-based programs and services. This growth builds on years of successful government contracting in the state and reflects our commitment to empowering individuals with disabilities through innovative, locally responsive solutions.

As part of this expansion, ServiceSource integrated a portfolio of programs formerly operated by Bayaud Enterprises—such as transitional work opportunities, supported employment, housing navigation, counseling, mobile shower and services, and community food pantries. These programs were carefully evaluated for mission alignment, long-term sustainability, and community impact.

ServiceSource is proud to build on the legacy of service in Denver to deliver solutions that promote independence and opportunity for individuals with disabilities.



Employment Services

Creating job opportunities and career paths for people with disabilities.

Explore our
employment
programs.



Nationally Recognized Training for Hospitality Industry Careers

ServiceSource rolled out the Restaurant Ready training program to help AbilityOne Program employees acquire the basic job and life skills needed to pursue careers in the restaurant and hospitality industry and jumpstart a pathway to independence. Part of the ServiceSource Employee Development Program, Restaurant Ready is presented in partnership with the National Restaurant Association Educational Foundation.

Over the course of eight weeks, students in the program complete training in six work-ready competency areas defined by the restaurant industry: personal responsibility, communication, attitude, learning, customer service, as well as industry- and work-specific skills such as food safety.

After 6 employees working at the FBI Academy Cafeteria in Quantico, Virginia, completed training in May, the program has expanded to Colorado, where 10 employees working on our contracts at Fort Carson enrolled.



Preparing for Careers in the Medical Field

Ten young adults aged 18-21 who have intellectual and developmental disabilities graduated from The Project SEARCH program, a partnership between ServiceSource Delaware affiliate Opportunity Center, Inc., (OCI) ChristianaCare health care system, Red Clay School District, and OCI funded by the Delaware Division of Vocational Rehabilitation.

Project SEARCH program helps these young adults move into jobs with on-site training and classroom instruction. The 10 student interns completed three rotations in areas such as equipment sterilization, patient transport, and conference room prep. The graduates leave Project SEARCH prepared to move on to employment in the community.



Finding the Perfect Fit in Community Employment

Stephen Pianalto, a participant in the ServiceSource Preparing Individuals for Employment, Reaching Success (PIERS) program found the perfect employment fit at Tea with Mrs. B, an activities and events venue in Virginia.

While honing his communication, time management, and teamwork skills in PIERS Stephen worked with his job coach to take advantage of volunteer opportunities with local businesses that allowed him to gain hands-on experience while progressing at his own pace.

"It feels great to have a job where they really appreciate the work I do!" Stephen said.



Business Development Highlights

In FY 2025 ServiceSource and its affiliates facilitated the addition of 237 job opportunities on federal and state contracts, including the transfer of 12 AbilityOne contracts and 121 positions formerly operated by Bayaud Enterprises.

Discover our
business
solutions.



New and Expanded Contracts

Centers for Medicare and Medicaid Services (Multiple)

An administrative support services contract for the Centers for Medicare and Medicaid Services launched in multiple locations.

United States Air Force Facility Maintenance (TX)

A new contract was awarded to provide maintenance support and work order management at Joint Base San Antonio.

National Geospatial-Intelligence Agency West Campus Base Operations Support (MO)

New technical and supervisory positions were established to support NGA's newly constructed location.

Fort Carson Food Services (CO)

A new requirement for evening and weekend service prompted the additions of additional dining facility attendants.

United States Air Force Custodial Services (UT)

At Hill Air Force Base, the contract continues to expand in support of base-wide custodial services.

Department of Veterans Affairs Switchboard Operations (KY)

Additional positions were added for switchboard operations at the Robley Rex Veterans Affairs Medical Center.

Breaking New Ground in Pennsylvania

ServiceSource Employment Services was awarded the first-ever scanning and file conversion contract through UniqueSource, Pennsylvania's State Use Program. Awarded by the Pennsylvania Department of Transportation, the contract—the largest in the programs history—created seven jobs for people with disabilities, including a project manager and six scanning technicians. We look forward to building on this success and working with additional state agencies to expand opportunities for Pennsylvanians with disabilities in FY 2026.



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 through our Warrior Bridge Program.

Learn more
about our
veterans
services.



HIRE Vets

ServiceSource North Carolina affiliate, Employment Source, was recognized by the U.S. Department of Labor a HIRE Vets Medallion Program Awardee for the fifth year. The award recognizes our commitment to hiring and retaining veterans, establishing employee development programs, and improving veteran retention.

Warrior Bridge

In FY 2025, ServiceSource affiliates Abilities of Florida and Employment Source collectively served a record number of more than 2,700 veterans through our Warrior Bridge program. Warrior Bridge offers vital programs and services throughout Florida and North Carolina, providing employment services alongside wraparound supports to employ a holistic approach that is tailored to the unique needs of the veterans we serve.



Supporting Veteran Career Aspirations

Felicia Riggins, a participant in the Warrior Bridge program for veterans with disabilities at our North Carolina affiliate, Employment Source, is one step closer to launching her own food truck business, thanks to an individual assistance grant awarded through the Myron J. Pasz Memorial Scholarship, which supports veterans and their immediate family members.

After serving more than 20 years in the U.S. Army, Felicia turned to our Warrior Bridge program to support her transition to civilian life. The program helped her identify career goals and gain essential job skills, eventually leading to a food services role on an AbilityOne® contract at Fort Bragg.

Funding from the grant will help Felicia take her next step—pursuing a professional development certification at Fayetteville Technical Community College. Warrior Bridge intern and veteran Matt Dumas helped Felicia apply for the grant, which is part of the ServiceSource Foundation's Community Assistance Endowment. The memorial scholarship was created by the Washkewicz Family Foundation to honor World War II veteran Myron J. Pasz, grandfather of ServiceSource Foundation Trustee, Tiffany Washkewicz.



Community Integration Services

Our Community Integration Services are designed to support people with disabilities by maximizing individual choice and community participation.

See our range
of community
integration
services.



B.E.S.T. Participants Give Back to the Community

Individuals in our Building Employment Solutions Together (B.E.S.T.) program – a collaboration with the Joey Pizzano Memorial Fund – have been getting to know the Alexandria, Virginia, community by giving back through volunteering. Each week B.E.S.T. participants volunteer with ALIVE! the oldest and largest private nonprofit in Alexandria dedicated to fighting poverty and hunger. They prepare snack bags for children and help keep ALIVE! vehicles clean and stocked with materials needed to transport and distribute donations.

Through a new partnership with Senior Services of Alexandria, B.E.S.T. program members are also delivering meals to seniors in the Old Town area. In March, the B.E.S.T. team was recognized as a Meals on Wheels America Champion.

These hands-on experiences strengthen essential job skills such as teamwork and communication, while empowering people in the B.E.S.T. program to make a meaningful impacts in the community.



Employment Source Participants take to the Stage at Cape Fear Regional Theatre

Thespians at our North Carolina affiliate, Employment Source, played to a sold-out house in the Cape Fear Regional Theatre's production of Charlie and the Chocolate Factory. As part of an ongoing partnership, residents of Friendship House and participants in the Community Inclusion Day Program played Oompa Loompas in the sensory friendly matinee. After the curtain fell, the cast members came together at Friendship House to enjoy a celebratory dinner.

Participation in the annual sensory friendly production is part of a partnership with Cape Fear Regional Theatre that brings our Friend Residents and Community Inclusion Program members into the Fayetteville community where they learn social skills, teamwork, and the joy of theatre.



PARC Expands Transportation for Day Program Participants

This year, our Utah affiliate, PARC, enhanced its day program with the purchase of a new wheelchair-accessible van, improving transportation for participants with mobility challenges. The purchase was made possible by a generous \$98,000 donation from Clearfield High School, which selected PARC as the beneficiary of its 2024 annual fundraiser.

The van is the fourth vehicle supporting the day program, joining three earlier vehicles donated by longtime partner Young Automotive Group. Together, these investments allow every participant to travel safely, take part in community activities, and enjoy greater independence.



Growing Professionalism and a Talent Pipeline

In recognition of the essential role Direct Support Professionals (DSPs) play in our community disability services, ServiceSource is providing access to a three-tiered certification program through the National Alliance of Direct Support Professionals (NADSP), a membership organization that aims to elevate the status of DSPs by advancing their knowledge, skills, and values; improving practice standards; and promoting system reform. The certification program provides national recognition of the professional competencies and achievements of DSPs.

DSPs are the backbone of the services that ServiceSource and its affiliates provide to people with intellectual and developmental disabilities. Their work is complex, going beyond caregiving to include independent problem solving, decision making, behavioral assessment and prevention, medication administration, health and allied health treatment, teaching new skills, crisis prevention and intervention, and more. NADSP certification will provide our staff with opportunities to increase their professionalism and grow in their careers, while supporting ServiceSource in developing a long-term talent pipeline across the organization.



Youth Transition Services

Empowering youth with disabilities to explore competitive employment or post-secondary education upon graduation. ServiceSource and its affiliates served over 1,200 students in FY 2025.

Learn about our
Youth Transition
Services



High School High Tech Named Program of the Year

The High School High Tech (HSHT) program at our affiliate, Abilities of Florida, was named Program of the Year by The Able Trust at its 2024 Annual Conference. The award recognizes HSHT's success in helping high school students with disabilities across Pinellas, Hillsborough and Pasco counties prepare for employment and post-secondary education.

The Able Trust also honored Abilities of Florida Project Director Miranda Ray with the Donna Mundy Award of Distinction for her leadership and commitment to student success.



Gaining Hospitality Experience Through Westin Internship

Students in the FrameWORK for Success program at our Delaware affiliate, Opportunity Center, Inc., completed job training at Westin Hotels and Resorts. The internship, made possible through a partnership with the Delaware Division of Vocational Rehabilitation, focused on hospitality skills such as laundry and facilities management, along with customer service.

"It was the most work I've ever done, and I loved it there," said Brennan Williams, a student in the program who hopes to work in a luxury hotel.



PARC Launches Summer Career Readiness Program

PARC, our Utah affiliate, expanded its career exploration program to include a summer offering for high school students with disabilities. Funded by the Utah Department of Workforce Services, the Career Exploration Services Summer Program provides 40 hours of hands-on training focused on employment readiness and post-secondary planning.

Meeting three times a week, students build resumes, practice interview skills, and visit local businesses and college campuses.



Specialized Services

Providing Customized Services to Support the Unique Individual

A Continuum of Support for Independent Living

After a July 2024 groundbreaking, work continues on Friendship House Cottages, the next step toward independent living for individuals with disabilities in the Friendship House Fayetteville (FHF) program. This intentional living community provides affordable, integrated housing where young adults with intellectual and developmental disabilities live in apartments with two or three college students or young professionals. Friendship House Cottages will offer longer-term housing support for residents seeking time to continue learning in a familiar environment as they grow skills and further their independence.

The Friendship House program provides individualized support to help residents meet their goals. Resident Michael Brown graduated in May from Fayetteville Technical Community College with an Associate's Degree in Baking and Pastry Arts. Over the summer Michael sold bread and other baked goods at the weekly Bloom Market at the Friendship House Pavilion, while also maintaining his job at a local coffee shop.

Earlier in the year Trevone [last name] moved from Friendship House to his own apartment. While living at Friendship House, Trevone developed life skills such as cooking, cleaning, and shopping that prepared him to live on his own. A member of the food services team working on the Employment Source AbilityOne contract at Fort Bragg, Trevone is also a talented musician who now confidently navigates life on his own and applies the skills he learned at Friendship House to this exciting new chapter.



Celebrating Career Growth and Independence

Jason Jones, a participant in the Competitive Integrated Employment program at our Utah affiliate, PARC, celebrated 5 years at Lowes Home Improvement. Jason, who joined the Lowes team in January 2020 with full-time support from his PARC job coach, today works independently as a loader in the front-end of the store, providing a friendly face and eager assistance to customers.

A reliable and hardworking employee, Jason strives to form connections with coworkers and has excellent natural supports on the job. His job coach only checks in every other week. Jason's experience highlights the value of workplaces that empower people with disabilities to contribute. When more people can put their talents to work, businesses thrive and communities grow stronger.



The ServiceSource Foundation

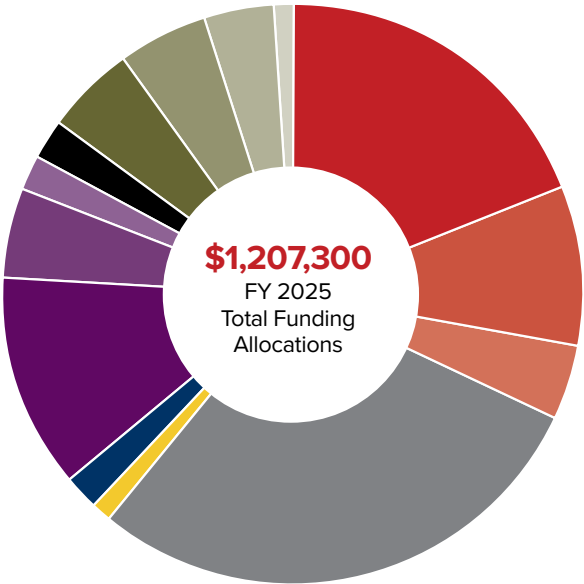


The ServiceSource Foundation provides critical gap funding and/or start up funding new initiatives. In Fiscal Year 2025, the Foundation raised more than **\$2 million** in donations and allocated more than **\$1.2 million** in funding to support programs at ServiceSource and its affiliate organizations.

Donors Support Local Programs

All fundraising dollars support local programs through the designation of the donor. When someone donates to the ServiceSource Foundation and selects their local affiliate, those funds are allocated at the request of the local Executive Director based on an identified need and approved by the ServiceSource Foundation Board of Trustees.

The Chart below shows programs funded by the ServiceSource Foundation in FY 2025:



Program Allocations Across Affiliates

ServiceSource		Percent
	Family Support Services & Care Management	18%
	Habilitation Therapy Programs (Music, Art, Dance, Yoga)	9%
	Bloom Artisans – Self Employment	4%
All Affiliates		Percent
	Transportation Services	29%
WorkSource		Percent
	Day Programs	1%
PARC		Percent
	Competitive Integrated Employment Support	2%
Employment Source		Percent
	Warrior Bridge	12%
	Community Inclusion Day Programs	5%
	Friendship House (Funded by the Clark Endowment to support independence)	3%
Opportunity Center, Inc.		Percent
	FinanceABILITY	2%
Abilities of Florida		Percent
	Forensic Evaluation Services (Funded by Betty McGraw Perkins Fund)	5%
	Warrior Bridge	5%
	Opportunity Calls Call Center	4%
	High Schools / High Tech	1%
Total:		100%



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

Bloom Self-Employment Program

The ServiceSource Foundation supports the Bloom self-employment program, operating at ServiceSource in Virginia, PARC in Utah, Employment Source in North Carolina. Bloom Artisans create one-of-a-kind soaps, candles, greeting cards and more, with individual artisans receiving the proceeds from sales of their work.



Therapeutic Horseback Riding

Individuals in day support programs at WorkSource, in Charlottesville, and ServiceSource in Oakton, Virginia, participate in therapeutic horseback riding. Therapeutic riding provides physical benefits, such as improving balance, coordination, and motor control, and an opportunity to connect with another being through non-verbal communication in a calm and non-threatening way.



Supporting Financial Literacy

With support from the ServiceSource Foundation, OCI provided financial counseling to more than 950 individuals and families through its FinanceABILITY program. Services included guidance on Social Security benefits, Medicaid waiver funding and other adult system supports.

Additionally, 22 Social Security recipients received targeted benefits counseling to help them better understand and manage their options. These services promote financial stability and informed decision-making for people with disabilities.



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 2025.

Corporate Sponsors

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

MC Dean

Playa Hotels and Resorts

STG International, Inc.

Local Partners

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

Cigna Healthcare

DiamondRock Hospitality

Ning Solutions

Pepsico Bottling Group, LLC

Performance Food Group

USI Insurance Services, LLC

Advocacy in Action

ServiceSource amplified its advocacy efforts in FY 2025 through strategic engagement at the federal, state, and local levels. Meetings on Capitol Hill during the SourceAmerica Grassroots Advocacy Conference elevated the voices of individuals with disabilities and resulted in the recognition of two new AbilityOne Congressional Champions: Representative Celeste Maloy (Utah) and Representative Richard Hudson (North Carolina).

President and CEO Bruce Patterson contributed to national disability policy discussions on AbilityOne compliance and federal contracting at forums including the NCSE Leadership Forum and ACCSES National Conference. At the state and local levels, affiliate leadership served on rehabilitation councils, legislative committees and professional organizations. Staff presented at conferences and engaged in policy workgroups focused on employment, veterans’ services and education.



FY 2025 Outcomes

FY 2025 Operating Revenue (unaudited) – in Millions

Affiliate Organization	Revenue	Percent
Abilities of Florida	\$18.2	7%
Employment Source	\$22.4	8%
OCI	\$8.5	3%
PARC	\$14.9	6%
ServiceSource	\$195.2	75%
WorkSource	\$1.9	1%
Total	\$261.1	100%

Leadership

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Nate Hoover

Chief Financial Officer

Kenneth Crum

Chief Operating Officer

Swati Aneja

Executive Vice President, Human Resources

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Executive Director, Opportunity Center, Inc.

Matthew J. Motko

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Executive Director, PARC

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