



FY 2026 Annual Report



Table of Contents

Letter from Leadership	4
Who We Are	5
Our Reach	6
Employment	8
The Continuum of Supports	10
Mission Moments	12
Awards and Recognition	14
Financial Outcomes	15
ServiceSource Foundation	16
Leadership	18

Letter from Leadership



Gary Petersen
Chair, ServiceSource
Board of Directors



Kenneth Crum
President and Chief Executive
Officer, ServiceSource

Dear Friends,

On behalf of the ServiceSource Board of Directors and our entire organization, we are pleased to share the Fiscal Year 2026 Annual Report.

FY 2026 was a year of growth, transformation, and renewed focus. Following a thoughtful leadership transition, Ken Crum was appointed President and Chief Executive Officer, leading ServiceSource into its next chapter while building on our strong foundation of mission-driven service.

During the year, ServiceSource and its affiliated organizations developed a new five-year strategic plan to guide our work in the years ahead. Launched at the start of FY 2027, the plan is focused on expanding opportunities for employment, independence, wellness, and economic self-sufficiency while strengthening leadership and organizational excellence across our network.

Most importantly, our impact continued to grow. In FY 2026, ServiceSource and its affiliates served a record of nearly 39,000 individuals across the country, helping more people build skills, achieve greater economic stability, connect with their communities, and pursue greater independence.

The year also brought several significant milestones, including:

- Opening the expanded Riverfront Community Center in Delaware.
- Growing the Friendship House Fayetteville program in North Carolina with the opening of Friendship House Cottages.
- Celebrating graduates of the first two cohorts of the Restaurant Ready Training Program at Fort Carson.
- Launching Alexandria Arts & Abilities in Virginia with its first resident artist, a graduate student at George Mason University School of Art.

While these accomplishments are important, they tell only part of the story. The pages that follow highlight individuals whose determination, achievements, and personal journeys bring our mission to life.

Thank you to our team and all who support our mission. Together, we are creating opportunities, strengthening communities, and expanding possibilities for people with disabilities nationwide.

Who We Are

ServiceSource is a leading nonprofit organization providing employment and community-based support services to people with disabilities across the United States.



VISION

We envision communities where everyone is welcomed, valued, and fully engaged with the power to live, work, and thrive.



MISSION

To empower people with disabilities to achieve meaningful employment, forge connections, and gain greater independence in their communities.

OUR STRATEGIC FOCUS



EMPLOYMENT

Helping people prepare for, obtain, and succeed in meaningful employment.



INDEPENDENCE

Expanding access to accessible housing, financial coaching, and supports for daily living.



WELLNESS

Promoting overall wellbeing through person-centered services, counseling, and social connection.

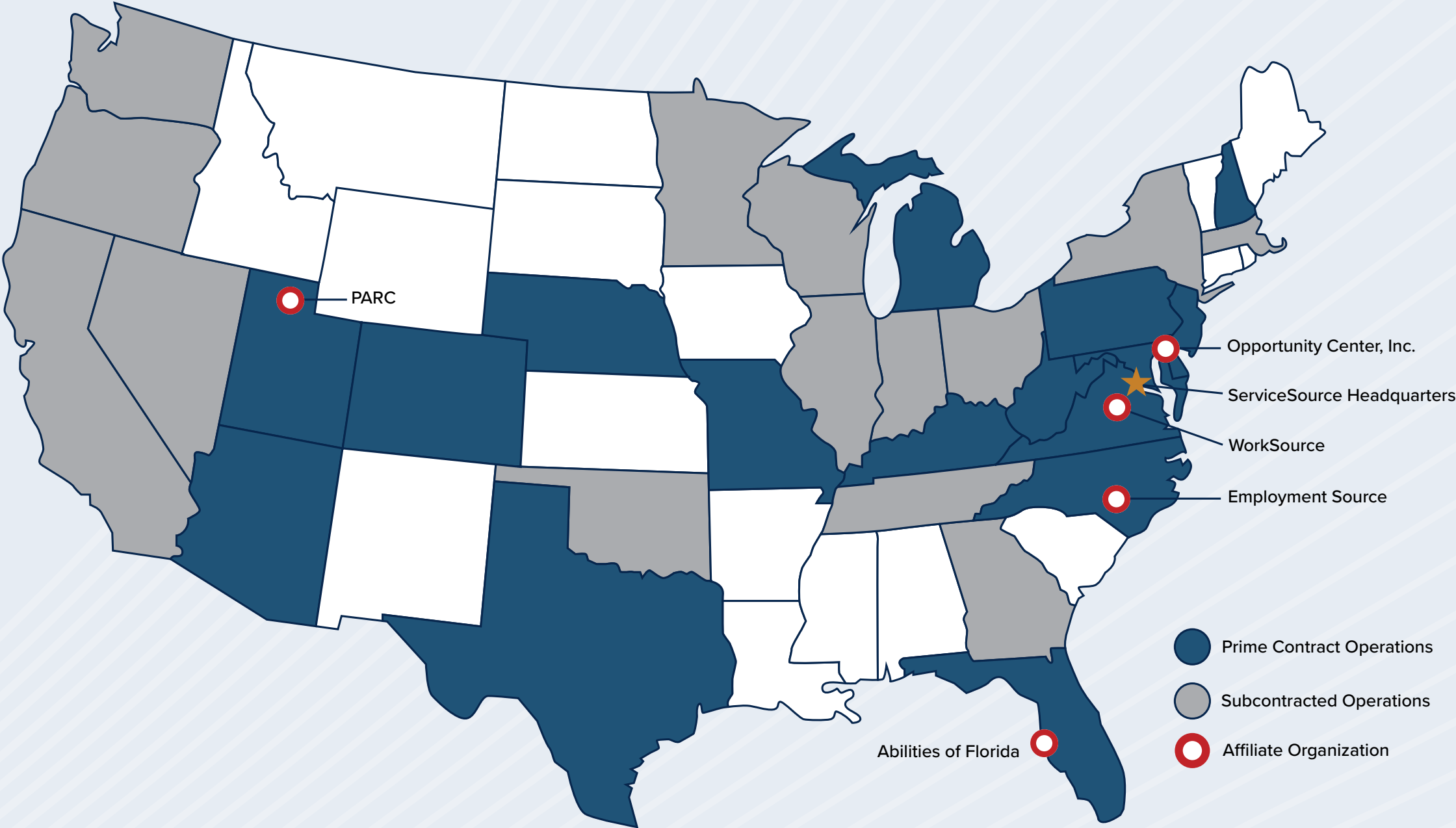
Our Reach

ServiceSource and its affiliates deliver a continuum of support services for people with disabilities across the United States. Through collaboration with community-based organizations, employment programs, and strategic partners, we create opportunities that help people and businesses thrive.



38,977

individuals served in FY 26



Employment

Jobs that empower people to build greater independence and long-term stability.

4,174

people with disabilities employed



1,295

people directly employed through government contracts



2,040

people employed through community employer partners



225

people supported in pursuing self-employment opportunities



“

I was recognized for stepping up to support our customer and creating a process that improved future operations.

Michelle Vanmeter
a shuttle driver on ServiceSource's FBI Academy contract



EMPLOYER RECOGNITION

The Lancaster-Lebanon Work With Us Employment Coalition awarded OCI Employer of the Year in the medium employer category for its exceptional support for employees with disabilities.



The Restaurant Ready training program, provided in partnership with the National Restaurant Association Educational Foundation, graduated 15 employees working on our AbilityOne contract at Fort Carson.

EMPLOYMENT SUPPORT SERVICES



645

people supported to reintegrate into the workforce



16,773

people supported through Vocational Rehabilitation services



1,087

students with disabilities received youth transition services



333

people maintained employment through access to ongoing workplace support



A Pre-Employment Transition Services winter camp at Employment Source broadened high school students' understanding of post-secondary options, career pathways, workplace skills, and real-world job environments.



8

new employment contract opportunities with government agencies secured

The Continuum of Supports

Delivering comprehensive services to achieve personal and professional goals.



In Denver, the Mobile Laundry and Shower Services program supports individuals experiencing homelessness by providing access to showers and cleaning more than 106,000 pounds of laundry each year.

HOMELESS VETERAN'S REINTEGRATION

Abilities of Florida is utilizing a Homeless Veteran's Reintegration Program grant through the U.S. Department of Labor to help homeless veterans and those at risk of homelessness secure meaningful employment.





2,395

people received financial coaching or work incentives planning services



338

people supported through mental health and counseling services



2,622

veterans supported through Warrior Bridge program



904

individuals served through community integration services



484

people received transportation services



681

people received housing services



“ I love when the therapy dogs from Green Dogs Unleashed visit. They bring so much comfort and companionship, and it’s always nice to have them here.

Participant in the day program at WorkSource



ServiceSource and its affiliates joined the Military Spouse Employment Partnership (MSEP), a Department of Defense program that connects military spouses with employers committed to hiring, supporting, and retaining military spouse talent.



At more than double the size of its previous location, OCI's new Riverfront Community Center in Wilmington, Delaware, creates more opportunities for individuals with disabilities to learn, grow, and connect with their community.

Mission Moments



OCI ATHLETES SHINE AT SPECIAL OLYMPICS DELAWARE

Nine athletes from Opportunity Center, Inc.'s Riverfront Day Program earned more than 15 medals at the Special Olympics Delaware Summer Games. Through training and competition, participants challenged themselves, set personal goals, and saw their hard work pay off. Beyond the medals, these achievements helped build confidence, foster well-being, and create a sense of pride that comes from reaching meaningful goals.



CREATING PATHWAYS TO EMPLOYMENT

The AbilityOne Program remains central to our mission, supporting more than 1,500 jobs for people with disabilities. Through our AbilityOne contracts, individuals build skills, advance their careers, and earn competitive wages and benefits while delivering high-quality services that support the operational needs of government partners across the United States.



FOSTERING A SENSE OF PURPOSE THROUGH VOLUNTEER WORK

Community Integration Services program members in Virginia make a meaningful impact in the community through volunteer work at the Arlington Food Assistance Center that provides valuable hands-on experience, teamwork skills, connection to the community, and a strong sense of purpose, while reinforcing that people of all abilities have unique strengths to contribute.



HSHT STUDENTS EARN RISE SCHOLARSHIPS

Three graduating seniors in Abilities of Florida's High School High Tech (HSHT) program received RISE (Road to Independence and Success in Education) Scholarships from The Able Trust. Selected from a highly competitive pool of HSHT seniors across Florida, Emma, Lia, and Chaseir were recognized for their achievements and growth demonstrated throughout the program. Through career exploration, internships, workplace experiences, and skills training, HSHT helped prepare them to pursue education and career goals.



FROM RESTAURANT READY TO COMPETITIVE EMPLOYMENT

Shortly after graduating from the Restaurant Ready training program, Fort Carson dining facilities attendant Daryl transitioned to competitive integrated employment in the private sector. Now balancing two part-time jobs, the skills and confidence he developed while working with ServiceSource and completing Restaurant Ready are helping Daryl move closer to achieving his life goals.



OPENING NEW DOORS TO INDEPENDENCE AT FRIENDSHIP HOUSE COTTAGES

Employment Source celebrated the opening of Friendship House Cottages, the next phase of independent living for individuals in its Friendship House Fayetteville program. The cottages provide a natural next step for residents with intellectual and developmental disabilities as they build on the social and independent living skills developed through Friendship House's affordable, integrated housing program.



PARC SUPPORTS NEIGHBORS EXPERIENCING HOMELESSNESS

The team at PARC volunteered their time to assist with the annual Point-in-Time (PIT) Count of sheltered and unsheltered people experiencing homelessness that guides funding, services, and solutions for the coming year. The team also distributed 120 backpacks with supplies collected by individuals participating in the Families Achieving Self-Sufficiency Together (FASST) program for neighbors in need.



NEW SENIOR CENTER OPENS IN VIRGINIA

ServiceSource partnered with Fairfax County, Virginia, to open a new senior center that includes a Community Integration Services program for adults with intellectual and developmental disabilities. In addition to providing activities that promote health and well-being, the location in the senior center facilitates interactions with peers and community members to foster a sense of belonging.

Awards and Recognition



ARTS & ABILITIES PROGRAM RECOGNIZED BY CITY OF ALEXANDRIA

The Alexandria Chamber of Commerce recognized our Alexandria Arts & Abilities program with its Commitment to Disability Award for work through the B.E.S.T. (Building Employment Solutions Together) Gift Shop, a partnership with the Joey Pizzano Memorial Fund. The award honors organizations making a meaningful difference in the lives of people with disabilities in the Alexandria community.



OCI FOOD SERVICE TEAM EARNS AIR FORCE HONOR

The Opportunity Center, Inc. food service team at Dover Air Force Base received the John L. Hennessy Award Pin, one of the most prestigious honors in Air Force food service. The award recognizes dining facilities that demonstrate excellence in food service management, customer service, cleanliness, training, nutrition, and mission support.



FRIENDSHIP HOUSE FAYETTEVILLE NAMED BEST COMMUNITY PROJECT

Friendship House Fayetteville was named Best Community Project by Up & Coming Weekly for the third consecutive year. Operated by ServiceSource North Carolina affiliate, Employment Source, the innovative intentional living community provides affordable, integrated housing for adults with intellectual and developmental disabilities.



VIRGINIA'S COMMONWEALTH COUNCIL ON AGING HONORS CARE MOBILE PROGRAM

The ServiceSource CARE (Community Access to Resources and Engagement) Mobile program was awarded first place in the Best Practices Awards from the Virginia Department for Aging and Rehabilitative Services' Commonwealth Council on Aging. The award recognizes our commitment to fostering health, wellness, and social connections for older adults, including those with disabilities.

Financial Outcomes

\$287.1M

FY26 Total Operating Revenue
Revenue generated across ServiceSource and affiliate operations.

OPERATING REVENUE BY AFFILIATE

Affiliate Organization	Revenue	Percent
 ServiceSource	\$215.9M	75.2%
 Employment Source	\$22.1M	7.7%
 PARC	\$21.6M	7.5%
 Abilities of Florida	\$17.7M	6.2%
 Opportunity Center, Inc. (OCI)	\$8.6M	3.0%
 WorkSource	\$1.2M	0.4%



\$3.9M

in new program
development funding



\$1.8M

raised by the
ServiceSource Foundation

ServiceSource Foundation

The ServiceSource Foundation relies on the generous donations of our donors, corporate partners and family and friends who contribute and who share our mission.

In FY 2026, nearly \$1.8 million was raised through philanthropic support, with nearly \$1 million granted in program allocations across all affiliated organizations.

“

The program gave me confidence, purpose and the opportunity to pursue my goals.

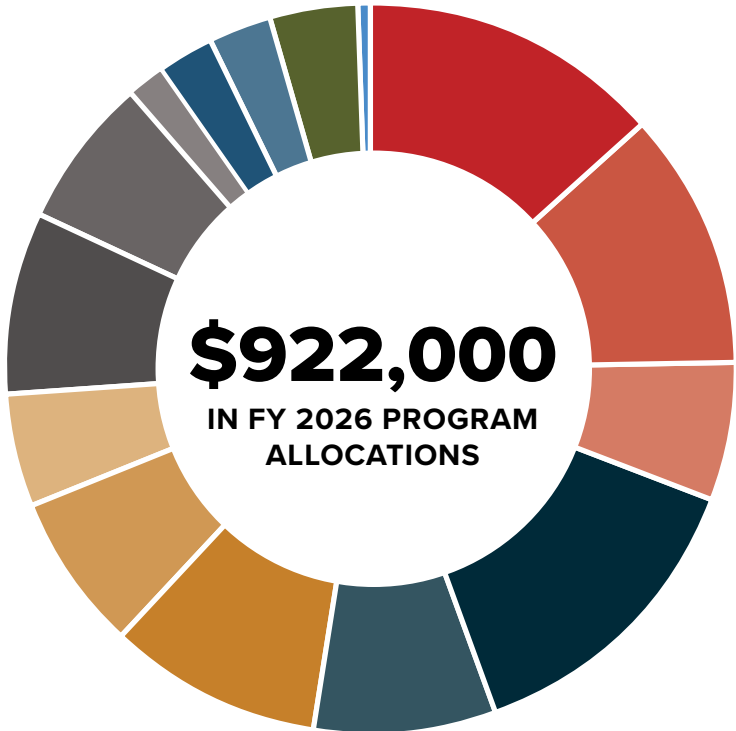
Bloom Artisan



99%
of every dollar donated to the ServiceSource Foundation is used to fund critical programs that have limited or no other funding source.

FUNDING OUR MISSION

PROGRAM ALLOCATIONS ACROSS AFFILIATES



- ServiceSource** 31%
- Family Support Services
 - Habilitation Therapy Programs
 - Bloom Artisans
- All Affiliates** 21.5%
- Transportation Services
 - Warrior Bridge
- Abilities of Florida** 21.5%
- Warrior Bridge
 - Jacksonville Employment Services (Betty McGraw Fund)
 - Opportunity Calls Call Center
- Employment Source** 16%
- Warrior Bridge
 - Day Programs
 - Employment Source Friendship House (Clark Endowment)
- PARC** 5%
- Competitive Integrated Employment
 - Bloom Artisans
- OCI** 4%
- FinanceABILITY
- WorkSource** 1%
- Therapeutic Horseback riding

THANK YOU TO OUR CORPORATE PARTNERS

Our corporate partners make an annual donation of \$10,000 or more

M.C. DEAN

DIAMONDROCK HOSPITALITY

cigna healthcare

PARK HOTELS & RESORTS

VOCARE WEALTH ADVISORS

STGI

PEPSI

PFG Performance Food Group

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