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# 2013

# ANNUAL

# REPORT

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workforce development

.....  
job seekers | employers  
.....

**INVESTING IN NEW SKILLS**

Entrepreneurship | partnerships  
.....

**WE HELP NORTHERN VIRGINIA WORK**

**Dear Northern Virginia Business Leaders and Fellow Citizens:**

The data of 2013 outcomes associated with the workforce and employment services provided by **SkillSource** and the Northern Virginia Workforce Investment Board are compelling in their own right – over 77,000 job seeker visits to the five Northern Virginia **SkillSource** Centers, over 1,000 adult, dislocated and young adult job seekers enrolled in the Federal Workforce Investment Act programs, over 500 veterans were served through a variety of Federal and corporate-funded initiatives, and hundreds of adults with a disability seeking to work and become self-sufficient. Another key data point is an independent evaluator's 2013 Return on Investment estimate of employment outcomes worth three and one-half times the public dollar investment in **SkillSource** and the Northern Virginia Workforce Area.

With this Annual Report, we also want to highlight the stories behind the data, with a focus on the human side of our business-led workforce development services. In this 2013 Annual Report, you will read about multiple success stories and initiatives associated with:

- Expansion of Northern Virginia workforce services to military veterans through the Northern Virginia Jobs For Veterans initiative, the Virginia Rapid Response for Veterans Initiative and the continuation of the Microsoft Elevate America for Veterans in Northern Virginia.
- Implementing the Virginia Employment Through Entrepreneurship Project, funded through the U.S. Department of Labor's Workforce Innovation Fund.

- Successful growth of the **SkillSource** Ticket To Work Program, which supports adult job seekers with disabilities with their transition to employment and self-sufficiency.
- Opening a sixth **SkillSource** Center on the Manassas Campus of Northern Virginia Community College.

The Northern Virginia Workforce Investment Board is one of fifteen local Workforce Boards in the Commonwealth of Virginia, serving over 1.9 million residents and thousands of businesses in Fairfax, Loudoun and Prince William counties and the cities of Fairfax, Falls Church, Manassas and Manassas Park. **SkillSource** Centers offer multiple free services to businesses seeking to hire and retain great workers while also providing opportunities for job seekers to prepare and find jobs that can support themselves and their families.

We help Northern Virginia work. Please assist us to connect local businesses with job seekers needing a life-changing employment opportunity.

Northern Virginia Workforce Investment Board



**Todd Rowley**  
Chairman



**Lesley Channell**  
Vice Chairman

The **SkillSource** Group, Inc.

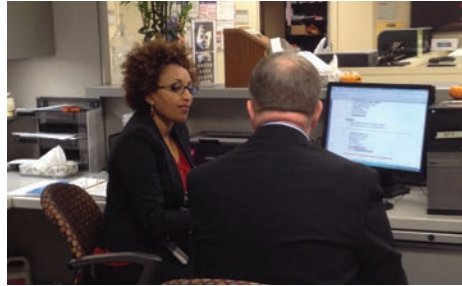


**Hector Velez**  
Chairman



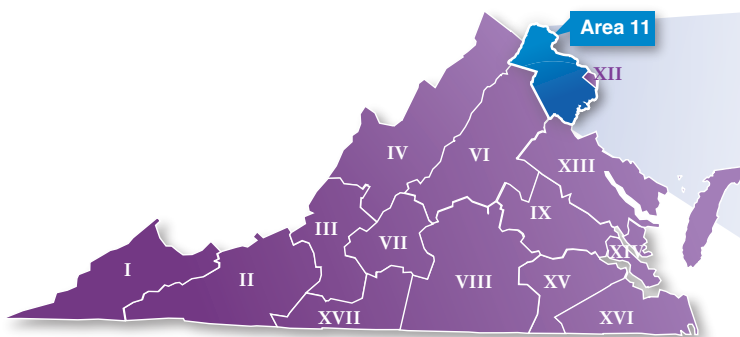
**Linda Gentry**  
Vice Chairman

# Who We Are



When job seekers or business owners visit a **SkillSource** One-Stop Employment Center, they're greeted by professional staff who can assist them with FREE employment and training services. We not only provide computer, Internet, and copier facilities, but trained staff can help access other resources such as skills assessment testing, career training, job placement, personalized counseling, and interview and resume preparation. Our Centers provide employers and job seekers a clean, quiet, welcoming environment to conduct a job search or find skilled workers.

## Virginia Local Workforce Areas



## Northern Virginia Workforce Area #11 and **SkillSource** Center Locations



























# Performance

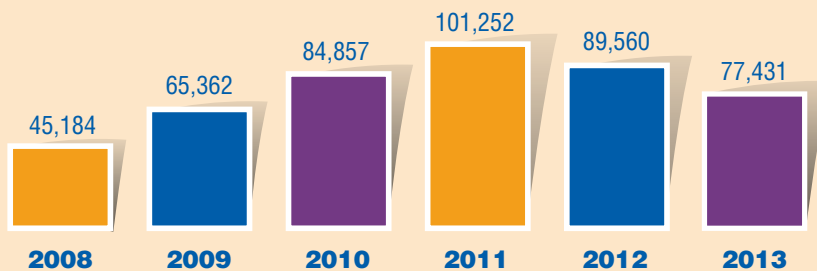
## PY2012 Performance Benchmark Summary

The Commonwealth of Virginia uses the Federal Workforce Investment Act (WIA) Common Measures, 9 performance benchmarks, and 2 employment and credential measures that monitor local and State-wide outcomes associated with targeted adult and youth workforce programs and services. In 2013, the Northern Virginia Workforce Area #11 met or exceeded 9 performance benchmarks, one of the highest and best performing local workforce areas in the Commonwealth.



Adult	Northern Virginia Workforce Area #11	State Average	Dislocated Workers	Northern Virginia Workforce Area #11	State Average
Entered Employment Rate			Entered Employment Rate		
Employment Retention Rate			Employment Retention Rate		
Average Earnings			Average Earnings		
Youth	Employment & Credentials				
Literacy/Numeracy Gains			Adult Employment		
Placement in Employment or Education			Dislocated Worker Employment		
Attainment of Degree or Certificate Rate					

## Northern Virginia **SkillSource** Centers Adult Job Seeker Visits\* 2008 - 2013



**Total job seeker visits increased 71% between 2008 and 2013.**

*\*Numbers include multiple visits by individual job seekers.*





# Programs

## Online Access To Workforce Services

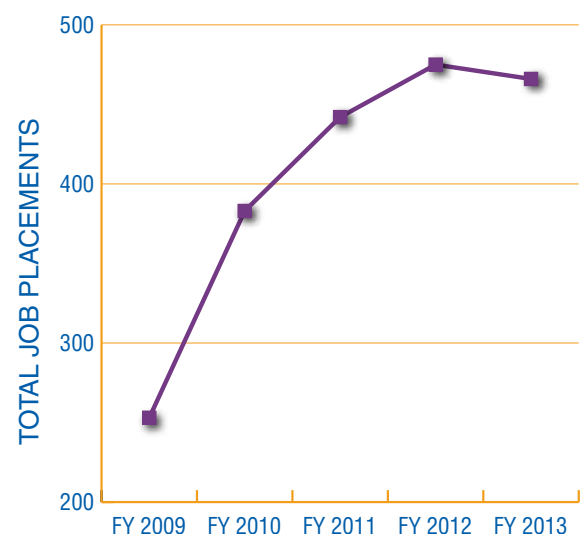
The Northern Virginia **SkillSource** Centers increased their virtual presence in 2013 by providing online access to the Workforce Investment Act (WIA) orientation and employment readiness training. The WIA Adult and Dislocated Worker Program implemented the online orientation process in May 2013. Since then, eligibility screeners have seen an average of 59 applicants each month. The new process has allowed the case managers to be in contact with eligible applicants sooner, resulting in a 30% increase in enrollments and a 50% decrease in the time between eligibility screening and contact with a WIA case manager.



Live webinars offered job seekers the opportunity to learn resume and interview strategies and techniques from a location of their choosing, eliminating the need to offer a separate workshop at each location and reducing travel time for both customers and staff. Since January 2013, 181 participants have attended a webinar and the numbers continue to increase each month. In response to the positive feedback from attendees, additional training topics will be offered in 2014, including job search and job fair success.

## Expanded Workload and Performance of One Stop Center Operator

As part of the Federal Workforce Investment Act (WIA) guidelines, each local workforce area is required to identify and contract with a One Stop Operator, which designates staff and implements workforce and training services at workforce centers. In the Northern Virginia Workforce Area (#11), the Fairfax County Department of Family Services has been designated as the One Stop Operator for the five (5) full service and affiliate **SkillSource** Centers throughout the region. Senior managers and staff of the County's Department of Family Services deliver workforce activities at the Centers and are responsible for all aspects of effective service delivery, quality reviews and improvements along with identifying innovative practices to better serve both employers and job seekers alike. As the One Stop Operator for Workforce Area #11 and **SkillSource** for over twelve years, the Fairfax County Department of Family Services has excelled in continuously delivering workforce and training services with effective practices, as reflected in the Workforce Investment Act Performance Summary (see page 4). Moreover, the productivity and performance outputs of the County One Stop Operator, as measured in Total Annual Job Placements of Center Jobseekers, reflects remarkable growth over the 2009-2013 time period.



# Programs

## Northern Virginia Veterans Command Strong Compensation

**SkillSource** is continuing its efforts to place Northern Virginia veterans into employment through several Federal, community and corporate funded initiatives.

The Northern Virginia Elevate America for Veterans initiative, launched by the Microsoft Corporation, the U.S. Department of Labor, and the White House on Veterans' Day in November 2011, provided veterans and eligible spouses with Microsoft training vouchers to enhance their computer literacy, knowledge of Microsoft Office products and completion of select Microsoft-related certifications. **SkillSource** was one of five local workforce areas in the nation to be invited by Microsoft and the U.S. Department of Labor to participate in this two-year initiative. The program ended on November 1, 2013, having distributed 1,366 Microsoft training vouchers to Northern Virginia veterans and helping **SkillSource** forge essential relationships with local veteran-serving agencies and organizations that have been instrumental in **SkillSource's** other veteran programs.



**SkillSource's** Northern Virginia Jobs For Veterans (J4Vets) program, funded through the U.S. Department of Labor, offers employment and training services, including entrepreneurship training, to all honorably discharged veterans. Since November 2012, 215 veterans have been enrolled with 157 in training and 74 placed into employment at an average hourly wage of \$34/hour (\$70,720 annually). The Credentials to Careers for Veterans program through the Virginia Community College System offers training and employment services specifically to dislocated veterans; since February 2012, 73 veterans have been enrolled, 45 are in training and 19 have been placed into employment at an average hourly wage of \$37/hour (\$76,960 annually). The Fairfax **SkillSource** Center – Annandale hosted a Veterans Job Fair on November 1, 2013; nearly 140 veterans and 24 employers were in attendance, including Bechtel, Northrop Grumman, CACI and Michael & Sons.

Through a recent grant from the United Way of the National Capital Area that funds a **SkillSource** Veterans' Job Developer position, 12 veterans have been placed into employment, with several of these positions being well into the six-figures. **SkillSource** has also continued to be an active supporting partner for the Northern Virginia Technology Council's Veterans' Employment Initiative, and sponsored a unique Military Workforce Recruiting Event in December 2013. Job opportunities were presented directly to pre-screened veterans, as well as behavioral interviews and screening sessions conducted by employers.

## J4VETS Instrumental to New Job Opportunity

Karl Scotland, a veteran of the U.S. Navy, expressed his gratitude for the J4VETS program, saying, "It has been a blessing and was instrumental in my becoming employed again." After being downsized by his previous employer, Karl learned about the J4VETS program at a job fair. He enrolled in June 2013, and his Case Manager quickly helped him pinpoint his strengths and connected him with IT training to enhance his skills. In July 2013, within a week of completing his CISCO Certified Networking Associate (CCNA) course, Karl landed a new position. As an IT Consultant / Field Service with iDirect, Inc., Karl is thankful to J4Vets for helping him obtain a high-paying position and has already traveled to Greece for an assignment.



# Programs

## Making The Right Connections

Silke Edwards, a U.S. Army veteran, resigned her commission as an officer 15 years ago. After leaving the Army, Silke volunteered with organizations supporting military families and developed an interest in social services. When Silke's husband recently retired from the Army, she decided to re-enter the workforce. She started her job search in 2012 but was unsuccessful in finding a position related to social work. A friend suggested she visit the Fairfax **SkillSource** Center in Reston, where Silke learned about the J4VETS Program. She enrolled in J4VETS in September 2013, and quickly received a job lead for a part-time position with Fairfax County Government through her J4VETS Case Manager. Silke attributes her success in finding a job to connecting directly with the hiring manager, instead of applying through Human Resources. In October 2013, Silke was offered the position as a Homeless Management Information System Support Specialist with Fairfax County's Office to Prevent and End Homelessness.



## Skills Upgrade Key to Landing New Position

"Elevate America was the absolute key to landing my position with KForce," stated Joe Maschuci, a retired U.S. Air Force Major. He joined the Elevate America program hoping to enhance his computer expertise and make him more marketable to employers. "The Microsoft training strengthened my IT and mainframe computer expertise. And as a Financial and Mainframe Analyst, the graph and pivot table techniques I learned were essential tools for job success," he explained.

Joe expressed his appreciation to the Fairfax **SkillSource** Center – Annandale and stated, "Your organization did a stellar job making Elevate America an indispensable vehicle to assist veterans gain a 'leg-up' in the civilian market."



## Striking Out On His Own

John Wilson is no stranger to overcoming challenging circumstances. Growing up in the foster care system since age 15, John served in the U.S. Army for over four years. Later, he earned an Associate's Degree and worked in IT. In November 2012, having been laid off from Lockheed Martin, John visited the Prince William **SkillSource** Center.



John expressed a passion to start his own business and enrolled in the J4VETS Program. Within a month, the Business Development Assistance Group (BDAG), a **SkillSource** J4VETS partner, helped John get the LLC for his new company, VetComIT (Veterans Communications Operations Management). It provides technology and business solutions to both the government and private industry.

By June 2013, John's business had been certified as both a Service-Disabled Veteran-Owned Small Business (SDVOSB) and CVE verified (Certified Veteran Enterprise), by the U.S. Department of Veteran Affairs. He credited J4VETS staff for their "supportive phone calls and words of praise every step of the way." John is well-positioned to win his first Federal contract and employ other veterans such as himself.



# Programs

## Virginia Employment Through Entrepreneurship Consortium (VETEC)

VETEC is a five-year \$8.3 million entrepreneurship training program funded by the U.S. Department of Labor (DOL) and administered by **SkillSource**. VETEC is designed to provide WIA-eligible adults and dislocated job seekers, particularly veterans, with training and technical assistance to start their own business. Participants also receive one-on-one counseling services, mentoring and networking opportunities all designed to aid future entrepreneurs start their own businesses in three Virginia workforce regions, including Northern Virginia, Greater Richmond and Norfolk/Newport News.

VETEC is intended to enable participants to grow assets and attain long-term self-sufficiency through self-employment. The 52-month program includes a study to effectively measure and evaluate the Public Workforce System's impact on helping all WIA eligible job seekers start their own businesses without negatively impacting WIA Common Measures performance.

The DOL Employment and Training Administration (ETA) notes the workforce investment system promotes entrepreneurship and small business development primarily by providing self-employment assistance to workforce system customers. However, local workforce areas across Virginia provided limited entrepreneurial training and support. To catalyze a more enhanced role for the public workforce system in supporting entrepreneurship and small business development, the Virginia Community College System (VCCS) and the Virginia Workforce Network has issued specific policy guidance for local Workforce Investment Board (WIBs), which authorizes the provision of entrepreneurial training for adults and dislocated workers; VWL #12-04 - Supporting Entrepreneurial and Self-Employment Training Through the Virginia Workforce Network and VWL #12-05 – Work Search Waivers for WIA- Approved Training Program Participants.



## Outcomes As of December 2013

				Total
# Receiving Services	56	53	52	164
# Starting New Business	6	2	10	18

# Programs

## VETEC Businesses Finding Success



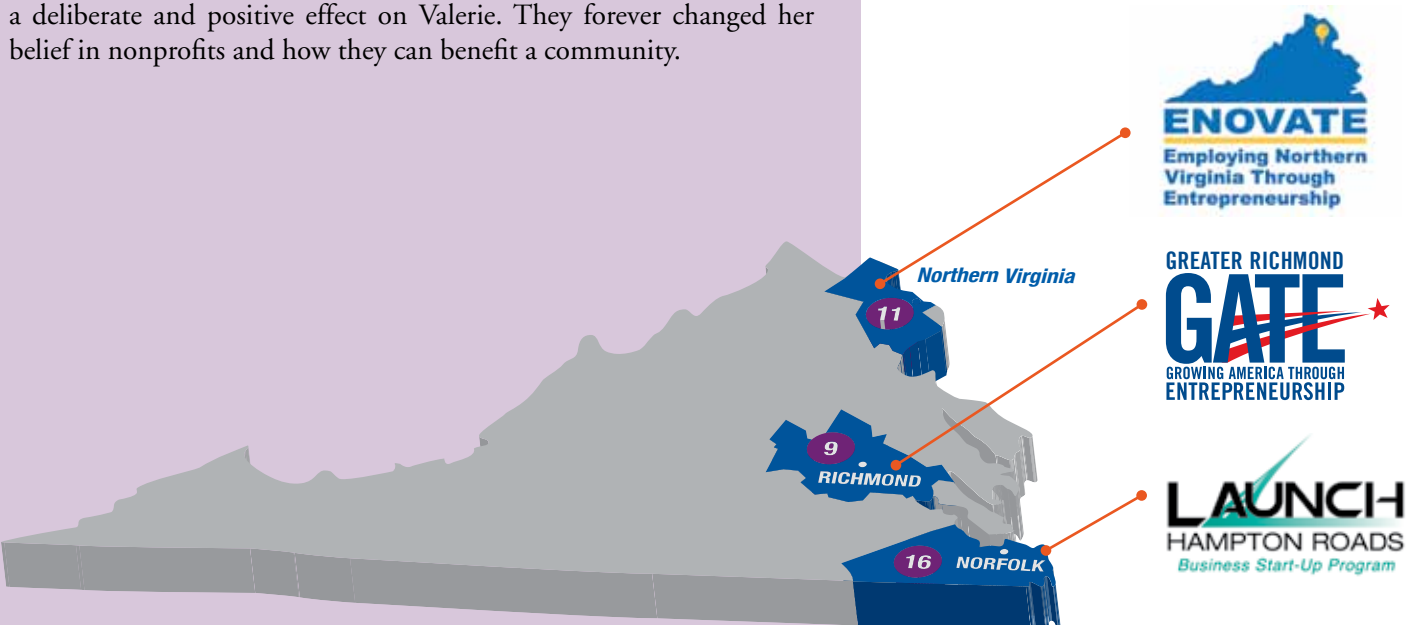
**Valerie Roseborough**, an ENOVATE program participant, owns and operates The Tailored Nest ([www.ttnest.com](http://www.ttnest.com)), a globally inspired textiles and home furnishing accessories business located in Herndon, Virginia. The Tailored Nest offers retailers and event planners a Do-It-Yourself design experience that fosters talent, creativity and social networking. At a “Social Scissors” event, clients select from indie textile prints to create their own custom made products.

With the help of the ENOVATE team of partners, Valerie was able to secure a Kiva loan which allowed for 39 anonymous lenders to place a bet on her success. Valerie praised the ENOVATE program and remarked, “The Business Development Assistance Group (BDAG), led by Mr. Toa Do, took the time to listen to my dream, make a conclusion about my character and nominate me for a Kiva loan. I am grateful for their assistance. For those who have a dream and a vision of becoming an entrepreneur, the Metro DC area is abundantly rich with resources to assist you every step of the way.”

The ENOVATE partners including SCORE, Northern Virginia Community College, Fairfax County Department of Family Services, BizLaunch, and BDAG are just a few of the organizations that have had a deliberate and positive effect on Valerie. They forever changed her belief in nonprofits and how they can benefit a community.

**Richard Kiama** owns and operates Ridgefield-Mobil 1 Lube Express, located in Henrico, VA ([www.ridgefieldmobil1.com](http://www.ridgefieldmobil1.com)). He has been self-employed for one year, since being separated from the banking industry financial analyst position he held. Richard differentiates himself by providing exemplary customer service. He offers honest and comprehensive information to his clients to help them make intelligent repair decisions. Customer surveys are offered and results carefully monitored so that Richard can best meet customer expectation and improve service levels to generate repeat business. Richard’s business idea was inspired by his wife and business partner, who has repeatedly had unfavorable experiences at other auto repair businesses.

Thanks to the training Richard received through the Greater Richmond GATE program, he better understands business planning, marketing and networking. He is already planning to expand his business to an adjoining property where he will be able to offer greater products and services to a larger client base.



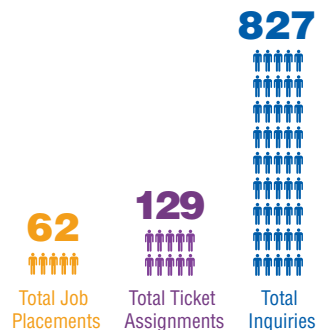
# Programs

## Ticket to Work Program Success Augmented by ePay Process

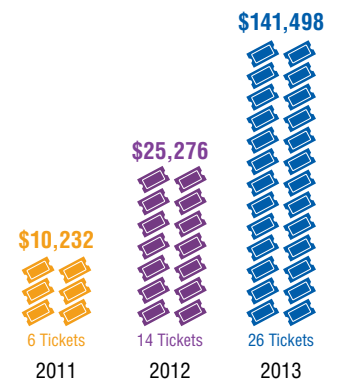
The **SkillSource** Group continues to serve job seekers with disabilities through its Ticket to Work program which converted from manual payment processing to automated ePay in early May 2013. The new ePay option streamlines the payment process by removing the need to collect and fax individual pay stubs along with other paperwork required for manual payment. Since switching to ePay, staff time spent on providing customer services has increased as have program revenues. **SkillSource** looks forward to reinvesting its success back into the program and expanding employment services to more job seekers with disabilities. **SkillSource** currently provides employment support to 84 beneficiaries through its Ticket to Work Program.



TTW Program Totals  
(as of 12/31/13)



TTW Revenues  
(as of 12/31/13)



## Journey to Independence

In Sam Kang's native South Korea attending formal schooling while having a physical disability proved challenging. In 1994 he pursued his educational dreams in the US where he attended a Los Angeles community college. He went on to finish his Sociology degree at UC Berkeley, where he graduated with multiple academic honors. Upon graduation he moved to Virginia where he has worked as a prolific Korean writer authoring several books and numerous articles in Korean newspapers, magazines and journals.

A year ago Sam entered the Ticket to Work (TTW) program. He sought more traditional career opportunities and steady income to build his financial independence and grow a non-profit tutoring group. The **SkillSource** TTW program connected Sam to a volunteer opportunity at their Annandale center, where he assisted job seekers, helped with employer outreach and honed networking skills.

While volunteering, an acquaintance contacted him about an insurance job he had previously declined. This time Sam accepted. He passed a licensing exam and was hired by New York Life to sell annuities and life insurance. Immediately a top performer, Sam received an employer award for highest sales and expects to earn over \$80k his first year. Sam credited the **SkillSource** TTW program for their support services and encouragement on his journey to financial independence.





# Programs

## NoVaHealthFORCE Focuses on Regional Nursing Shortage

Founded in 2003, NoVaHealthFORCE commissioned a study, financed by five regional health care institutions, Northern Virginia Community College and **SkillSource**, that identified critical health care worker shortages in 24 categories. Funds from both the Virginia General Assembly and health care providers enabled the designated colleges and universities to enhance their nursing education specialties. The effort resulted in a 33% increase in Northern Virginia nursing student admissions since 2006 and a 57% increase in nursing graduates; approximately 80% remained in the region to work.

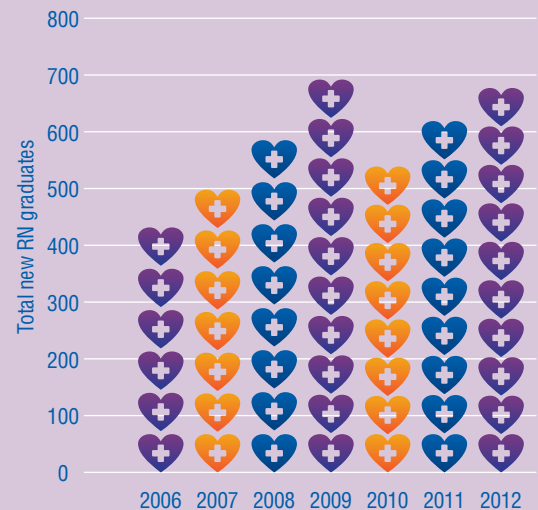


**NoVaHealthFORCE**

Boston-based Jobs for the Future is updating the existing study with results expected in early 2014. The new study analyzes 40 health care occupations, a more detailed look at the fast-growing counties of Loudoun and Prince William, and an examination of nursing and nurse specialties, along with the Institute of Medicine's recommendation to require 80% Bachelor's Degree-educated nurses by 2020.

NoVaHealthFORCE is a regional coalition of private sector, business, government, community health care providers, educational leaders and **SkillSource** whose mission is to establish a long-term, business driven strategy to address Northern Virginia's health care worker shortage.

### Northern Virginia Nursing School Graduations

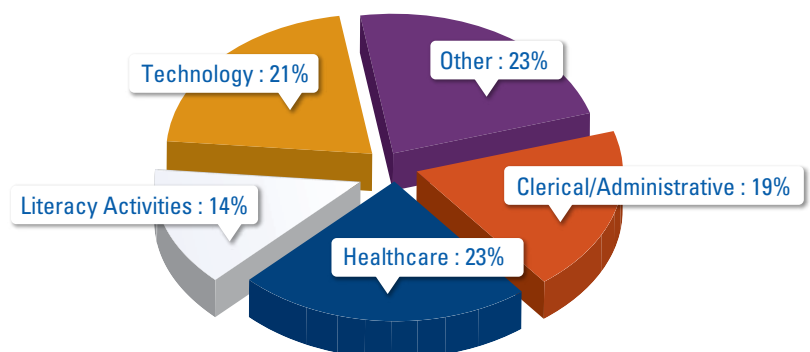


## Health Care and Technology Lead WIA Training Vouchers Allocations

With the Workforce Investment Act (WIA) program, Adult and Dislocated job seekers may be eligible for subsidized training that strengthens or upgrades employment skills in their targeted career field. Job seekers receive guidance from WIA case managers, but are the ultimate decision makers in determining types of training to pursue. Workforce Area 11 alone has vetted and approved over 100 Eligible Training Providers (ETPs); however, job seekers may choose to select from a Statewide comprehensive list that includes such programs as healthcare, project management, and information technology.

In FY2013, **SkillSource** distributed over \$865,000 in Individual Training Account (ITA) vouchers to WIA enrollees. Data suggests the Health Care sector at 23% received the greatest percentage of participants. A close second was Technology at 21%, followed by the Clerical/Administrative occupation class.

### Training Vouchers By Industry Sector July 1, 2012 - June 30, 2013



# Programs

## Youth Employment Program Doubles Efforts and Maintains High Performance

The Northern Virginia Workforce Investment Act (WIA) Youth Program caseload doubled between 2011 and 2013, to 229. By increasing outreach efforts and hiring additional Case Managers, the Youth Program increased capacity and served more young job seekers throughout Northern Virginia. Tutoring, mentoring, and youth customer service certification through the National Retail Federation, was emphasized. Impressive WIA Performance Measures for Literacy/Numeracy Gains and Attainment of Degree or Certificate were achieved.

Many young adults in the WIA Youth Program also secured employment through the Educating Youth through Employment (EYE) Program. In 2013, EYE successfully placed 141 young adults into summer employment, including 54 from the WIA Youth Program. Since program inception in 2006, EYE enrollment has grown nearly 400% from 30 to 141 in 2013. Nearly 750 young adults have participated in the Northern Virginia EYE Program and earned total wages exceeding \$793,000.

The EYE program, a **SkillSource** and Fairfax County Department of Family Services collaboration, has provided young adults with professional, paid employment opportunities at county agencies, non-profit organizations and private sector companies in Northern Virginia. Youth receive six to eight weeks of work experience, in addition to workforce development training focused on critical job readiness skills such as workplace behavior, resume building, networking, and fiscal responsibility. The Northern Virginia Gang Task Force, George Mason University, and Project Management Institute of Washington DC represent some of the participating sponsors, employers and contributors.

## Youth Driven to Success



Mark Cole was interested in becoming an Auto Mechanic, but had never had a job. Despite his initial doubts, Mark thrived in the EYE program and found it very rewarding. He learned work maturity and workplace communication skills, as well as how to change oil, balance and change tires, and basic tune-up and radiator skills. Though he didn't expect to finish, Mark completed the program. At the end of the work experience, he received another great affirmation; his summer employer wanted to hire him part-time. Mark has been working part-time since August 2013, while finishing his senior year of high school. He is also enrolled as a year-round WIA Youth participant and is on schedule to begin an ASE certification as an Auto Mechanic through Northern Virginia Community College upon completion of his high school diploma.

# Programs

## Strong Ex-Offender Employment Data and Low Recidivism Earns Contract Renewal

In October 2013, the Virginia Department of Corrections renewed its employment services contract with **SkillSource** to continue providing case management services, skills training, job search assistance, and other employment-related supports to ex-offenders through the Virginia Serious and Violent Offender Re-entry (VASAVOR) Program. VASAVOR has proven to be a successful model for serving ex-offenders returning to Northern Virginia. In comparison to a 29% adult recidivism rate in the Commonwealth of Virginia and 43% nationally, the recidivism rate for VASAVOR participants is just 4%. **SkillSource** is one of multiple partner organizations supporting the Virginia Department of Corrections on this important initiative.

Since program inception in 2003, an impressive 95% (419 out of a total of 443) former serious or violent offenders returning to Northern Virginia have been placed into employment. In 2013, 34 ex-offenders were placed into occupations in industries such as Construction, Trades, Business Services and Retail. **SkillSource** has also supported occupational skills training for these participants, such as On-the-Job wage subsidies, nearly tripling its training expenditures from the prior year.

## The New **SkillSource** Career Services Center in Manassas Opens



*From left to right: NOVA Board Members Mr. Hong Xu and Ms. Sheryl Bass, Dr. Robert G. Templin, Jr., NOVA President; Dr. Roger Ramsammy, NOVA Provost, Manassas Campus; Mr. Todd Rowley, Chairman of Northern Virginia Workforce Investment Board and Senior Vice President of Capital One Bank; Mr. Derrick Washington, **SkillSource** Career Services Center Manager; Prince William Supervisor John D. Jenkins of the Neabsco District; Senator Charles J. Colgan of the 29th District; Dr. Milan Hayward, National Director of NOVA's U.S. Department of Labor Credentials to Careers Program.*

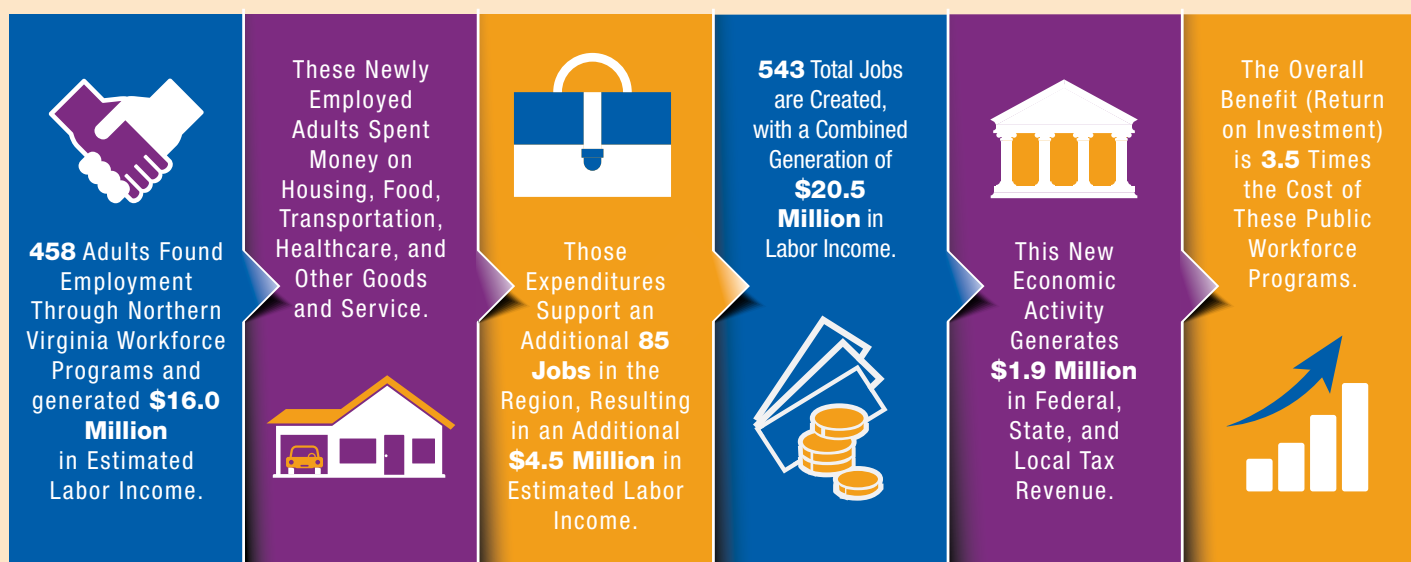
A new **SkillSource** Career Services Center, located on the Northern Virginia Community College (NOVA) Manassas Campus, officially opened on November 13, 2013. Distinguished guests celebrated and praised the NOVA/**SkillSource** collaboration, at a ribbon cutting ceremony on campus. The Center expands **SkillSource's** presence into western Prince William County and represents a concerted effort to help job seekers find meaningful high-demand and high-wage STEM careers and in turn fills a critical need for skilled workers in Northern Virginia. This initiative is funded through a \$12 million grant from the U.S. Department of Labor's Trade Adjustment Assistance Community College and Career Training Grants Program, awarded to Northern Virginia Community College in 2013.



# Return on Investment

## *SkillSource* Issues FY 2013 Economic Impact Study, Highlighting Positive Public Workforce Services Return on Investment

When comparing the Northern Virginia Workforce System's public program costs with economic benefits associated with employment outcomes, the Study estimated a return-on-investment 3.5 times greater than public costs and showed \$16 million in estimated labor income. The diagram below summarizes Study Highlights and reflects the method by which public workforce programs and services support continued growth of the Northern Virginia regional economy. Mangum Economic Consulting LLC of Richmond, Virginia conducted the Study. It is available online at the *SkillSource* Group website.



## *SkillSource* Center Job Developers Celebrate Success of Microsoft Elevate America Program

The *SkillSource* Center Job Development team (left to right): Engiellushe 'Lucy' Aliaj, James Do, Kinsey Talbot and Roy Hastick were recognized for their Outstanding Support of Our Region's Workforce at the December 2013 meeting of the Northern Virginia Workforce Investment Board.

# 2013 Financial Results

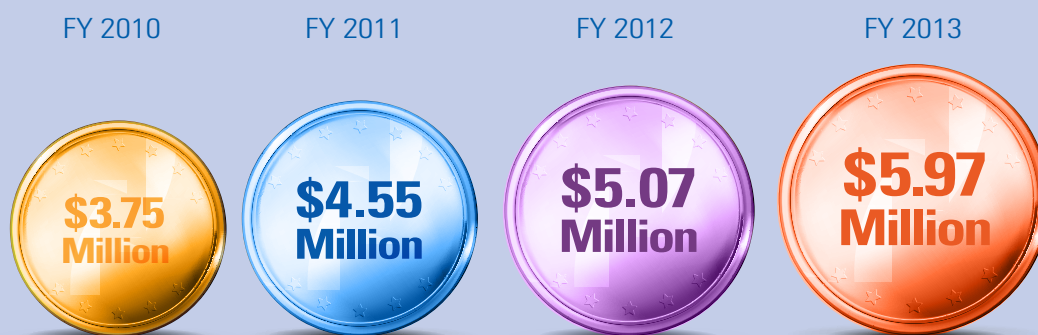
**SkillSource** 2013 fiscal year revenues were nearly \$6 million, an increase of 18% over the prior fiscal year. Program expenses outpaced revenue growth at 29% with the inclusion of non-cash E-learning vouchers used in the current year, but recognized as income when Microsoft donated them in the prior fiscal year.

Federal Workforce Investment Act (WIA) programs account for 54% of **SkillSource** expenditures. Other significant programs include our Veterans initiatives, and the Virginia Employment Through Entrepreneurship Consortium (VETEC).

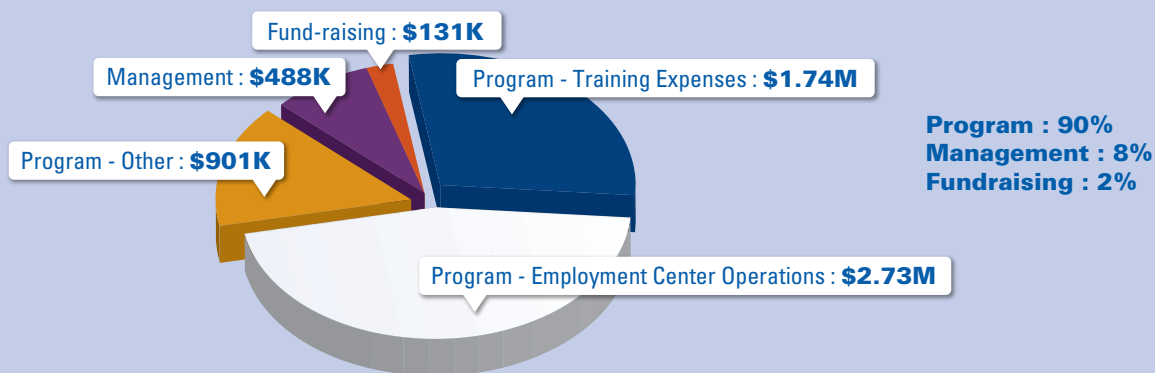
**SkillSource** continues to control its overhead with 8% management costs and 2% fundraising costs.

**SkillSource** is audited annually by an independent public accounting firm. For the fiscal year ending June 30, 2013, **SkillSource** received an unmodified opinion. Current and prior year audited financial statements and Forms 990 can be found on our website.

## FY 2013 Revenues



## FY 2013 Expenses



# Grantors & Contributors

The **SkillSource** Group, Inc. honors and recognizes our grantors, contractors and other financial contributors for 2012-2013. Our initiatives and programs reflect a public and private workforce partnership in support of the entire Northern Virginia community.

- BAE Systems Matching Gift/Employee Donations Program (Dr. Michael Bear)
- Karen Chen
- Combined Federal Campaign of the National Capital Area
- Commonwealth of Virginia, Department for Aging and Rehabilitative Services
- Commonwealth of Virginia, Department of Blind and Visually Impaired
- Commonwealth of Virginia, Department of Corrections
- Commonwealth of Virginia, Department of General Services
- Commonwealth of Virginia, Virginia Community College System
- Commonwealth of Virginia, Virginia Employment Commission
- Commonwealth of Virginia, Virginia Workforce Council
- Community Foundation of Northern Virginia
- Rebecca Dean
- Fairfax County Consolidated Community Funding Pool
- Fairfax County Government, Virginia
- Tyna Gaylor
- George Mason University, Office of Continuing Professional Education
- Goodwill of Greater Washington
- Jocelyn B. Hunn
- Seema Jain
- Metropolitan Washington Council of Governments
- Microsoft Corporation
- Beth Moore
- National Capital Region Transportation Planning Board
- Network for Good
- Northern Virginia Regional Gang Task Force
- Aida Pacheco
- Project Management Institute, Washington D.C. Chapter
- John and Sandra Ritzert
- SAP Dollars for Doers Program (Rebecca Hughes)
- Kristi and Courtney Sargent
- ServiceSource, Inc.
- Deb, Nicholas and Cameron Stopak
- United States Department of Labor, Employment and Training Administration (ETA)
- United States Department of Labor, Office of Disability Employment Policy (ODEP)
- United State Department of Labor, Veterans' Employment and Training Services (VETS)
- United States Social Security Administration
- United Way of the National Capital Area

## Contributions received on behalf of NoVaHealthFORCE:

- INOVA Health System
- Kaiser Permanente of the Mid-Atlantic
- Northern Virginia Community College
- Novant/Prince William Hospital System
- Reston Hospital Center
- Sentara Northern Virginia Medical Center
- Virginia Hospital Center



# Corporate Leaders

The **SkillSource** Group, Inc. extends our gratitude and appreciation to the 2013 Corporate Leadership Circle for their outstanding leadership in helping us to keep Northern Virginia working.

## Platinum Leader: ServiceSource

### A Leading Resource

ServiceSource ([www.servicesource.org](http://www.servicesource.org)) is a leading nonprofit disability resource organization that provides a wide range of customized programs for individuals with disabilities and their families, wounded veterans, employers and corporate partners. With regional offices and programs located in eight states and the District of Columbia, the organization serves more than 15,700 individuals with disabilities annually through a range of innovative and valued employment, training, habilitation, housing and other support services. ServiceSource directly employs more than 1,500 individuals with disabilities on government and commercial affirmative employment contracts.

ServiceSource's proven collaborative approach helps foster a more inclusive and supportive community where individuals with disabilities can succeed and thrive. By developing strategic partnerships with local community businesses, government entities and nonprofits, ServiceSource helps to bridge the gaps for individuals with disabilities and create sustainable opportunities that benefit the entire community.

### Supporting a Growing Need

While government funding for disability programs continues to decline, the needs of individuals with disabilities keep growing. In order to sustain critical programs and continue to meet the growing needs of individuals with disabilities well into the future, ServiceSource has embarked on a five year, \$15 million dollar Capital Campaign to create the National Capital area Disability Resource Center. The Disability Resource Center will consolidate, integrate, and greatly expand programs and services for individuals with disabilities, allowing ServiceSource to support even more people in a groundbreaking new center that will serve as a national model of sustainability and innovation in mobilizing community resources. Learn more about this exciting initiative at [www.servicesource.org/giving](http://www.servicesource.org/giving).



**ServiceSource**

A LEADING RESOURCE FOR PEOPLE WITH DISABILITIES



*Cindy Toth, Department of Transportation*

### Silver Leaders:

Marymount University

Micron Technology Foundation, Inc.

Northern Virginia Community College –  
Workforce Development Division

### Bronze Leaders:

Columbia Lighthouse for the Blind

George Mason University – Office of  
Continuing Professional Education

Goodwill of Greater Washington

Washington Gas Light Company

### Friends of **SkillSource**:

Asian Pest Services, LLC (Chau Tran)

HireStrategy (Hector Velez)

David A. and Jocelyn B. Hunn

Strategic Organization Solutions  
(Kim Clark-Pakstys)

# Why I Serve



**Bob Frew**

*"As a life-long building construction industry executive currently with Balfour Beatty, an international construction and infrastructure services group, I appreciate the need for any business to find and hire the right worker quickly and easily. With Northern Virginia being my home for over thirty years, I want **SkillSource** and the Northern Virginia Workforce Investment Board to succeed; when they help businesses find strong workers, the entire region benefits."*



**Carlos Castro**

*"I immigrated to the United States over twenty three years ago and am now the President of TODOS Supermarket. I know what TODOS needs and expects of its workers and I want to support the Northern Virginia Workforce Investment Board in its efforts to reach out to other local employers and thousands of job seekers. My Board service gives me the opportunity to help resolve important social challenges in our community."*



**Karen Smaw**

*"The Fairfax County Economic Development Authority has long recognized the critical link between local workforce quality, access to employment opportunities and economic development successes. In representing the Authority on the Northern Virginia Workforce Investment Board, I am fortunate to work closely with other Board members from the business, education and public sectors to plan and align targeted workforce strategies that will be successful for businesses in our region."*



**Gil Sanchez**

*"I represent the Virginia Employment Commission on the NVWIB because I support the common goals of serving both our employer and job seeker customers. The Board is the only unifying body in the area bringing together representatives from the public and private sectors to further advance the state-of-the-art to achieve the goals."*



**Chau Tran**

*"As an entrepreneur and business owner, I am passionate about developing the future workforce. As a member of NVWIB Board of Directors, I can provide personal and professional input to assist the local workforce system achieve its goals."*



**William Gary**

*"As part of the region's Workforce Development System, my service on the NVWIB representing NOVA affords me the opportunity to contribute to an integrated model for addressing and resolving the region's workforce development and economic development challenges."*

# Northern Virginia Workforce Investment Board

## Board of Directors as of December 2013

Eric Bartch  
CACI

Shirley Bazdar  
Loudoun County Public Schools

Dr. Michael Bear  
BAE Systems

Stephanie Berkowitz  
Northern Virginia Family Service

Nannette Bowler  
Fairfax County Department of Family  
Services

Chairman Sharon Bulova  
Fairfax County Board of Supervisors

Anthony Cancelosi  
Columbia Lighthouse for the Blind

Carlos Castro  
TODOS Supermarket

Louis Cernak, Jr.  
Northern Virginia Central Labor Council

Lesley Channell  
HCA/Northern Virginia Market Dominion  
Hospital and Reston Hospital Center

James Corcoran  
Fairfax County Chamber of Commerce

Meti Fekadu  
The Unicorn Group, LLC

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Balfour Beatty Construction

William Gary, Sr.  
Northern Virginia Community College

Louis Gerber  
Communications Workers of America

Sheryl Granzow  
Fairfax County Public Schools

George Harben  
Prince William County Department of  
Economic Development

Patricia Harrison  
Fairfax County Government

Oanh Henry  
Allegra Marketing, Print, and Mail of Fairfax

Larry Hoffman  
Marymount University Reston Center

Todd House  
Micron Technology, Inc.

Luke Howe  
Sagent Partners

Douglas James  
Virginia Department for Aging and  
Rehabilitative Services

Catherine Meloy  
Goodwill of Greater Washington

Tara Melvin  
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Donna Motsek  
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William Mountjoy  
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Janet Niblock  
George Mason University

Scott Price  
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John Ritzert, Jr.  
Ritzert & Leyton, P.C.

Todd Rowley  
Capital One Bank

Paula Sampson  
Fairfax County Department of Housing and  
Community Development

Janet Samuelson  
ServiceSource, Inc.

Gilbert Sanchez  
Virginia Employment Commission

Carl Savino  
Competitive Edge Services, Inc.

Mary Ann Shurtz  
Stratford University

Karen Smaw  
Fairfax County Economic Development  
Authority

Chau Tran  
Asian Pest Services, Inc.

Hector Velez  
HireStrategy



## The **SkillSource** Group, Inc. Board of Directors as of December 2013

Mark Birmingham  
Jack Kent Cooke Foundation

Chairman Sharon Bulova  
Fairfax County Board of Supervisors

Lesley Channell  
Reston Hospital Center  
HCA Virginia Health System

Kim Clark-Pakstys  
Strategic Organization Solutions

Linda Gentry  
Center for Innovative Technology

George Harben  
Prince William County Department of  
Economic Development

Todd House  
Micron Technology, Inc.

Rebecca Hughes  
SAP Public Services

Peter Joyce  
RTI International

Scott Price  
Office of U.S. Senator Mark Warner

John Ritzert, Jr.  
Ritzert & Leyton, P.C.

Todd Rowley  
Capital One Bank

Marc Tate  
Booz Allen Hamilton

Hector Velez  
HireStrategy

Michael Zeiders  
Zeiders Enterprises, Inc.



For more information on donating to *SkillSource* or becoming a Corporate Leader, please visit [www.myskillsource.org](http://www.myskillsource.org).

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#### *SkillSource* Career Services Center Manassas Campus of Northern Virginia Community College

6901 Sudley Road, MS Building  
Manassas, VA 20109  
(703) 530-3073  
TTY: 711 VA Relay

#### HOURS:

Mon and Fri: By appointment only  
Tue—Thu: 8:00 am to 4:30 pm

\*The Center is closed from 12:00 to 1:00 pm for lunch.



#### *SkillSource* Career Development and Services Center Woodbridge Campus of Northern Virginia Community College

15200 Neabsco Mills Road, Room 254  
Woodbridge, VA 22191  
(703) 878-5873  
TTY: 711 VA Relay

#### HOURS:

Mon and Thu: 9:00 am to 4:00 pm, closed  
12:00 pm to 1:00 pm  
Fri: 9:00 am to 12:00 pm

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#### Fairfax *SkillSource* Center : Annandale

Heritage Center  
7611 Little River Turnpike (West Wing),  
Suite 300 W  
Annandale, VA 22003  
(703) 533-5400  
TTY: 711 VA Relay

#### HOURS:

Mon—Thu: 8:00 am to 4:30 pm  
Fri: 10 am to 4:30 pm

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#### Fairfax *SkillSource* Center : Alexandria

8350 Richmond Highway, Suite 327  
Alexandria, VA 22309  
(703) 704-6286  
TTY: 711 VA Relay

#### HOURS:

Mon—Thu: 8:30 am to 5:00 pm  
Fri: 10 am to 4:30 pm

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#### Fairfax *SkillSource* Center : Reston

11484 Washington Plaza West, Suite 110  
Reston, Virginia 20190  
(703) 787-4974  
TTY: 711 VA Relay

#### HOURS:

Mon—Thu: 8:00 am to 4:30 pm  
Fri: 10:00 am to 4:30 pm

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#### Prince William *SkillSource* Center

13370 Minnieville Road  
Woodbridge, Virginia 22192  
(703) 586-6800  
TTY: 711 VA Relay

#### HOURS:

Mon—Thu: 8:00 am to 4:30 pm  
Fri: 10:00 am to 6:30 pm

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#### Loudoun Workforce Resource Center

A *SkillSource* Affiliate  
102 Heritage Way, N.E.  
1st Floor, Rear Entrance  
Leesburg, VA 20176  
(703) 777-0150  
TTY: 711 VA Relay

#### HOURS:

Mon, Tue, Thu, Fri: 9:00 am to 4:30 pm  
Wed: 9:00 am to 12:30 pm  
2nd Fri of the month: 1:00 pm to 4:30 pm