

A photograph of two young Black women laughing joyfully at an outdoor event. The woman on the left is wearing a yellow headwrap and a denim jacket, while the woman on the right is wearing a white and black patterned top. They are both smiling broadly, showing their teeth. The background is a blurred crowd of people at what appears to be a festival or community gathering. The image is framed by a teal border with abstract, painterly textures.

FISCAL YEAR 2024 ANNUAL REPORT

BUILDING
CONNECTIONS,
SHAPING
THE FUTURE



TABLE OF CONTENTS

3
MESSAGE
FROM THE CEO

4
WE ARE SCI

6
CHAMPIONS
OF CHANGE

7
COORDINATION
OF COMMUNITY
SERVICES

8
SUPPORTS
PLANNING
SERVICES

9
MONTCORDIA

10
GOVERNMENT
RELATIONS

12
PEOPLE &
CULTURE

14
MARKETING &
COMMUNICATIONS

15
ENTERPRISE
SOLUTIONS

16
OPERATIONS

18
FINANCIAL

19
LEADERSHIP



MESSAGE
FROM THE CEO

SINCE 2006, SERVICE COORDINATION, INC. (SCI) HAS BEEN A LEADER IN CASE MANAGEMENT AND ADVOCACY, SERVING OVER 16,000 INDIVIDUALS WITH DISABILITIES, COMPLEX MEDICAL NEEDS, AND OLDER ADULTS ACROSS MARYLAND, D.C., AND NORTHERN VIRGINIA. THROUGH PERSONALIZED SUPPORT, WE EMPOWER PEOPLE TO MAKE INFORMED CHOICES, ACCESS ESSENTIAL SERVICES, AND LIVE WITH DIGNITY AND INDEPENDENCE.

This year’s annual report highlights the dedication of our teams and the transformative impact of our person-centered case management services within the communities we support.

Our theme **“Building Connections, Shaping the Future”** has been instrumental in propelling us toward our strategic objectives. We have dedicated our efforts to enhancing customer service, cultivating highly effective teams, and fortifying our organizational framework.

Providing world-class services through our programs, Coordination of Community Services (CCS), Supports Planning Services (SPS), and Montcordia, is foundational to what we do. Our dedication to successfully connecting individuals with the assistance they need is reflected in our exceptional customer satisfaction rates. We are proud that this commitment to connecting people with essential resources is reflected in a remarkable 94% customer satisfaction rating, based on feedback from those we support.

As one of Maryland’s largest nonprofits in the case management services sector, we are proud to have received national recognition with multiple Top Workplaces awards and accolades from The Baltimore Sun, USA Today, and The Washington Post. Our People and Culture team strives to attract and retain top talent, bolstering our ability to provide exceptional services and foster an environment of innovation and excellence.

Through our Marketing & Communications team, we are driving new strategic initiatives to increase brand awareness and strengthen our ability to support more people of all ages, foster community, and



enhance pathways to resources. In the fall of 2024, we released our first public service announcement, and a longer segment released on major networks nationwide. This educational public service announcement, **“Improving Communities Through Care and Compassion,”** explores the impact of SCI’s work, expands the visibility of our services, and helps to ensure those in need can access vital services.

Through strategic partnerships led by our Government Relations team, we strengthened our relationships with state legislators and advanced our influence in policy. As advocates for those we support, our team engages with policymakers at the highest levels of government to amplify these voices. We believe that every person has a unique story that deserves to be heard, and we are dedicated to shaping a future where their perspectives drive meaningful change.

With our strategic initiatives for community impact and our anticipation of expanding to increase access and education, we continue to build connections to shape stronger communities across Maryland.

Regards,

John Dumas,
President and CEO





SHARED LEADERSHIP

SHARED LEADERSHIP is a dynamic, interactive approach that empowers Team Members to engage collaboratively in decision-making and to share responsibility for outcomes. This process enables us to uphold our core values, develop impactful solutions, overcome challenges, and navigate complex systems effectively. Combined with our remarkable ability to foster connections, we can forge relationships that raise awareness and drive life-altering transformations.

OUR MISSION AND VISION

OUR MISSION: Service Coordination, Inc. provides quality case management and other related services by helping people understand what their choices are and connecting them to resources in their communities in ways that respect their dignity and rights.

OUR VISION: People experience the quality of life they choose. They are connected to an array of quality supports and services that are tailored to each of their unique wants and needs. People are valued in and by their communities.

CORE OPERATING VALUES

PEOPLE COME FIRST: In words and deeds, show respect and honor for ALL people and all aspects of their lives, keeping people at the center of what we do.

WE DRIVE SOLUTIONS: Persistently seek opportunities and overcome obstacles. Navigate systems masterfully to make possibilities a reality.

WE BUILD CONNECTIONS: Because relationships are the foundation of our work, we build strong collaborative relationships with each other and with those outside our organization.

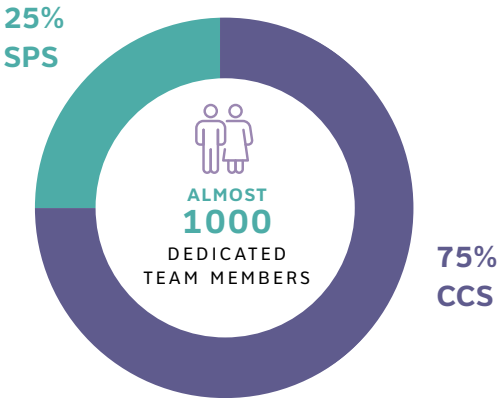
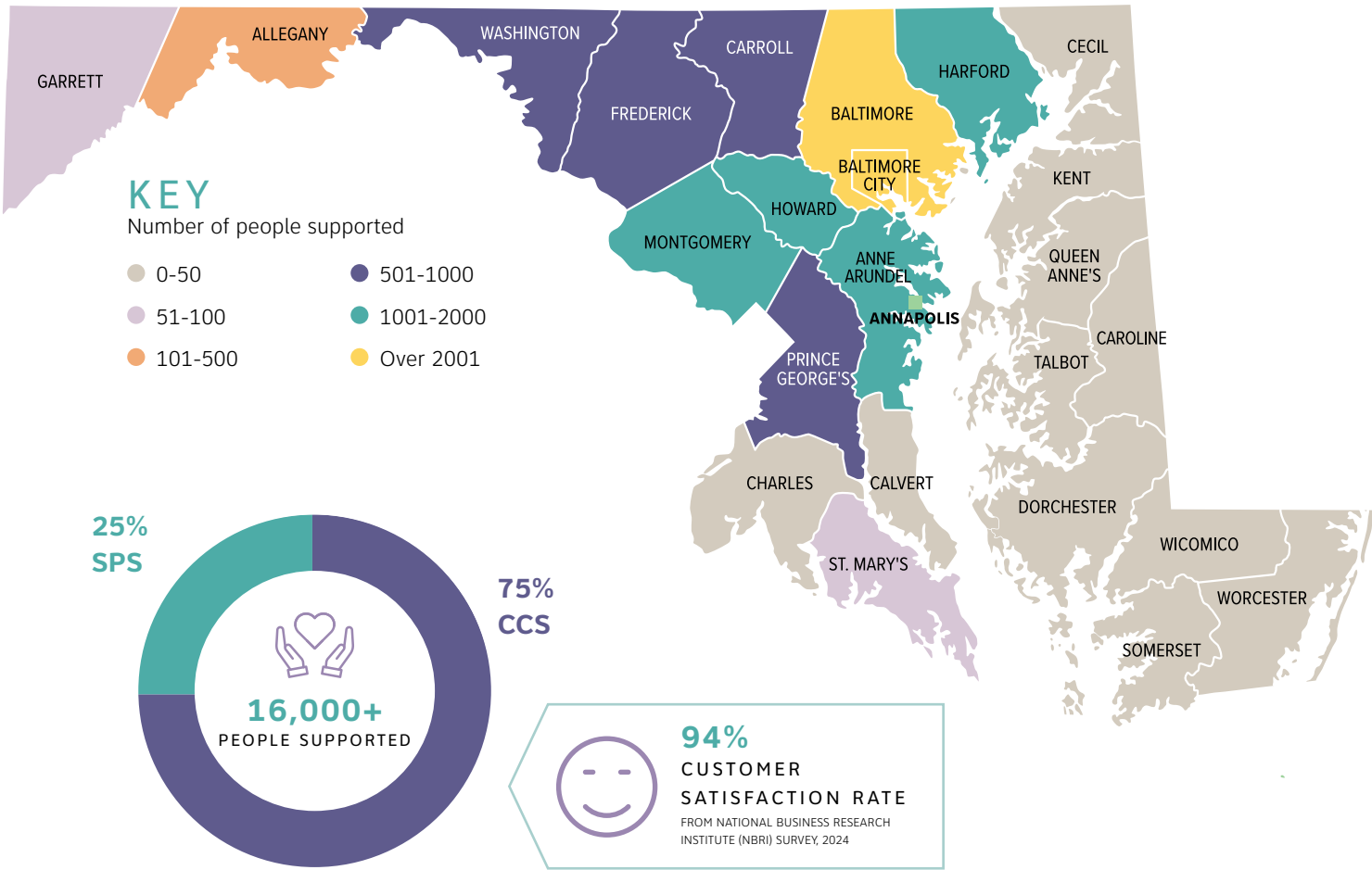
WE EDUCATE: Raise awareness in communities to appreciate each person's similarities and unique gifts. Explore choices with people we support.



Maryland Governor Wes Moore meets with individuals supported by SCI and their families.

OUR IMPACT

SCI'S CASE MANAGEMENT SERVICES NOT ONLY SUPPORT ESSENTIAL NEEDS, BUT TRANSFORM LIVES BY FOSTERING SELF-ADVOCACY, INDEPENDENCE, FRIENDSHIP, AND COMPANION CARE.



CHAMPIONS OF CHANGE



SELF-ADVOCACY

ASHLEIGH'S JOURNEY TO SAFETY AND CONFIDENCE

Through SCI's Coordination of Community Services (CCS), Ashleigh's life took a transformative turn. Living in an area that no longer felt safe, Ashleigh expressed her need for a new environment closer to her father, where she could find comfort and support. Sensing the urgency, her Service Coordinator worked tirelessly to secure a new home just miles from her father's residence. This story is about more than relocation, it's about Ashleigh discovering her voice. By advocating for herself, she gained confidence and the power to shape her future. Ashleigh's experience with SCI is a testament to how case management can empower individuals to take control of their lives, ensuring their safety and emotional well-being.

TRUST

ERIC'S SUPPORT SYSTEM

Eric's life changed dramatically in 2021 after a severe injury left him struggling with ongoing health challenges. Through SCI's Supports Planning Services, he was connected with Francis, a compassionate and attentive Supports Planner. On one particularly challenging day, when Eric was in deep pain, Francis called. At that

moment, Francis wasn't just doing his job, he was offering compassion and friendship. Eric later said, "Francis is more than a case manager, he is a true friend. He cares deeply about the people he supports—it is not just a job to him." Through the Community First Choice program, Eric receives personal assistance, home delivered meals, and nurse monitoring, all coordinated by Francis. Beyond coordinating essential services, the friendship and trust developed have been vital to Eric's emotional well-being, highlighting how genuine care can be life-changing.

INDEPENDENCE

GENET'S RETURN TO SELF-CARE AND DIGNITY

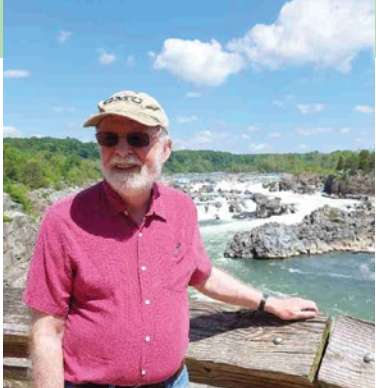
When Genet's health began to decline, she faced a life filled with uncertainty. Fortunately, through SCI's Supports Planning Services, her Supports Planner, Renata, stepped in to offer resources and hope, guiding Genet's family to Maryland Access Points and vital community-based services. Later, a home visit revealed the heart of Renata's support. Genet, looking

down at Renata's feet, admired her pedicure and shared how much she missed such simple self-care rituals. Recognizing the importance of this, Renata helped incorporate self-care into Genet's plan of service. This collaboration gave Genet more than just health support, it restored a sense of independence and dignity, reminding her of the small joys that make life worth living.

COMPANION CARE

A FAMILY'S GRATITUDE

For one family, Montcordia's Companion Care Services became a lifeline. The team didn't just assess needs—they took the time to listen, showing empathy and compassion for every family member. Their comprehensive plan of care was designed to focus on holistic well-being, ensuring that physical and emotional needs were addressed. Through Montcordia's unwavering dedication, their loved one regained independence and a sense of normalcy. The family expressed deep gratitude, noting that Montcordia's personalized approach and genuine concern had left a lasting impact.



COORDINATION OF COMMUNITY SERVICES

"THIS YEAR, WE HAVE SUPPORTED OVER 12,000 PEOPLE WITH DISABILITIES IN THEIR OWN COMMUNITIES ACROSS THE STATE!"

— JAMIE STONER
SVP, COORDINATION
OF COMMUNITY SERVICES



Since 2006, the Coordination of Community Services (CCS) program has been a cornerstone at SCI. The program is led by Service Coordinators, a vital role that connects individuals with disabilities of all ages to the necessary resources and services in their communities, enabling them to lead their desired lives.

COMMUNITY CONNECTIONS

SCI's Service Coordinators work with thousands of people who are managing a spectrum of disabilities, guiding them towards meaningful employment, access to assistive technology, participation in social and recreational activities, transportation resources, and involvement in community events that align with their interests and needs. Throughout this year, the CCS program has been actively involved in over 30 educational outreach initiatives within communities. These efforts, which include organizing informative sessions at resource fairs, self-advocacy conferences, trainings, and universities across Maryland, demonstrate the program's ongoing commitment to learning with, educating, and supporting our community.

LASTING IMPACT

The Readiness for Growth proposal, initially developed in 2022, was designed to support the success of our expanding CCS program. This plan strategically optimizes supervisor and Service Coordinator ratios to enhance service quality and integrates SCI's new partnership with Life Course Nexus.

Shaped by insights from team members, external stakeholders, the people we support and their families, this partnership with LifeCourse Nexus aligns closely with the Charting the LifeCourse framework. It reflects our commitment to providing person-centered support that honors individual needs and aspirations, connecting people to resources, relationships, and information to fulfill their unique goals within their communities. The CCS program remains dedicated to delivering exceptional case management services that support people in achieving their vision for a good life.

"DESPITE CHALLENGES, MS. JONES IS GRATEFUL FOR HER TEAM'S SUPPORT, EMPHASIZING, 'I AM SO HAPPY TO HAVE YOU IN MY LIFE.' HER JOURNEY UNDERSCORES THE CRUCIAL ROLE CCS PROFESSIONALS PLAY IN PROVIDING TIMELY ASSISTANCE DURING TIMES OF CRISIS, WITH ONGOING SUPPORT ENSURING HER CONTINUED SUCCESS."

—RELATIVE OF PERSON
SUPPORTED

SUPPORTS PLANNING SERVICES



“A PERSON-CENTERED PLANNING PROCESS ASSISTS PEOPLE IN DETERMINING GOALS THAT ARE IMPORTANT TO THEM AND REACHING THOSE GOALS. IT’S MORE THAN JUST MEDICAID SERVICES. IT’S A HOLISTIC APPROACH.”

—LORA HAWKINS
VP, SUPPORTS
PLANNING SERVICES

The Supports Planning Services (SPS) program, which began in 2017, has had a significant impact on the lives of people we support.

COMMUNITY CONNECTIONS

SPS Team Members are dedicated to assisting people transition from institutions to their communities and providing essential outreach, education, and resources. Their efforts in bridging resource gaps, collaborating with external stakeholders, and increasing staffing reflect a genuine commitment to improving long-term services and support processes (LTSS).

LASTING IMPACT

The SPS program continues to receive supports from community leaders, and advocates from external stakeholders, and community partners. The Support Planning Services annual audit, which determines an agency’s compliance with requirements for the state’s Case Management service, rated the SPS program an outstanding average score of 93.45% from 2019 through 2023. The SPS program will continue to provide quality services to the community.

“HE’S MORE THAN A CASE MANAGER, HE IS A FRIEND. HE’S A TRUE FRIEND. FRANCIS CARES ABOUT PEOPLE A LOT, HE HAS A HEART. HE REALLY CARES ABOUT THE PEOPLE HE SEES, IT’S NOT JUST ABOUT A JOB.”

—PERSON
SUPPORTED

MONTCORDIA

“MONTCORDIA’S SERVICES ARE DESIGNED TO DELIVER HIGHLY CUSTOMIZED, COMPREHENSIVE CARE FOUNDED ON TRUST AND PROFESSIONALISM.” —REBEKAH GOETZ, VP, MONTCORDIA

ABOUT

Montcordia offers Concierge Companion Care and Aging Life Care Management services to older adults and their families throughout Maryland, Northern Virginia, and the District of Columbia.

COMMUNITY CONNECTIONS

Expanding SCI’s reach and impact by serving more people in our community, highly trained Care Partners take a long-term, holistic approach to care, supporting aging adults at home in comfort, style, and full dignity.

LASTING IMPACT

Montcordia continues to successfully provide top-notch care to the community. An award-winning program, Montcordia ranked as a 2024 Top Vote Getter for the Best In-Home Health Care Provider category in Bethesda Magazine. Montcordia continues to be a remarkable provider with 79% of clients referred by its strategic partners and a 1,395% increased rate for visitors to its website. The increased traffic allowed more families to learn about Montcordia and receive the care they deserve, with a closing rate of 47% for this fiscal year.



94%
MONTCORDIA CUSTOMER SATISFACTION RATE

“IF YOU HAVE A COMPANY THAT YOU BELIEVE IN AND TRUST, THAT IS EVERYTHING. FOR MY SPOUSE, IT HAS TO BE A GOOD COMPANY, OR I WOULDN’T BE ABLE TO LEAVE HIM IN THEIR CARE. THEY DON’T MAKE HIM FEEL SUBORDINATE; THEY TAKE THE APPROACH OF DOING THINGS TOGETHER.”

—CLIENT’S SPOUSE

GOVERNMENT RELATIONS



Aruna Miller, Lieutenant Governor of the State of Maryland, speaks during SCI's annual Leadership Development Conference.

“WE ARE COMMITTED TO PERSON-FIRST SERVICES, INCLUDING CREATING COLLABORATIVE PARTNERSHIPS WHILE UNDERTAKING A STRONGER ADVOCACY APPROACH FOR THOSE WE SERVE.”

—KELBY BRICK
EVP AND CHIEF
STRATEGY OFFICER



Maryland Governor Wes Moore stands alongside artist and SCI person supported Joe, Maryland Association of Community Services CEO Laura Howell, The Arc Maryland Executive Director Ande Kolp, and Maryland Developmental Disabilities Coalition Executive Director Rachel London.

The Government Relations Center of Excellence remains dedicated to informing public officials at all levels about the needs of individuals with disabilities. Our mission is to demonstrate how collaboration between lawmakers, community partners, people supported, and care providers strengthens the communities we serve.

COMMUNITY CONNECTIONS

SCI's Government Relations team participated in advocacy efforts to strengthen relationships and highlight the importance of partnerships in advancing policies that support individuals with disabilities. Key events included:

- > The Maryland Association of Community Services (MACS) Legislative Breakfast.
- > The United States Access Board Town Hall meeting at the National Federation of the Blind in Baltimore.
- > Visits to the Maryland State House in Annapolis.
- > The Exceptional Lab Alliances 2023 Virtual Conference, which focused on improving accessibility through conversations with community leaders.

SCI supported the increased use of plain language in government communications and supported the executive order

establishing the Maryland Plain Language Initiative, later signed by Governor Wes Moore. This initiative ensures that Marylanders can access government communications, services, and support in clear, understandable, and accessible ways.

Additionally, SCI participated actively in Developmental Disabilities Day, hosted by the Maryland Developmental Disabilities Coalition. During the legislative session, SCI engaged with legislators, helped the people we support provide testimony, and share their personal experiences as self-advocates. These initiatives contributed to the adoption of a 3% funding increase for developmental disability services, signed into law by Governor Moore.

LASTING IMPACT

SCI collaborated with the Autism Society of Maryland and The Arc of Howard County during a Legislative Town Hall, bringing advocates, public officials, and legislators together to discuss key disability issues and to collectively drive positive community impact. SCI leaders also supported the Coalition for Movie Captioning, with EVP, Chief Strategy Officer Kelby Brick testifying in favor of legislation requiring open captioning in certain movie theaters. This bill, signed by Governor Moore, improves access for Deaf, hard-of-hearing, and moviegoers learning English as a second language.

“I LOVE SERVICE COORDINATION BECAUSE IT’S THE BEST CHANCE FOR THE STATE TO BE EFFECTIVE AT ITS WORK. THEY KNOW WHAT IT MEANS TO GET THE JOB DONE; AND AS A STATE GOVERNMENT, THAT’S WHAT WE NEED. EVERY SINGLE POLICY AND INITIATIVE THAT WE PUSH FORWARD IS INFORMED BY ORGANIZATIONS LIKE SCI BECAUSE THAT’S WHERE THE BEST AND MOST ACTIONABLE IDEAS ARE COMING FROM.”

—GOVERNOR WES MOORE
STATE OF MARYLAND



SCI leaders joined Maryland Department of Disabilities Secretary Carol A. Beatty, People On The Go of Maryland Public Policy Director Mat Rice, and Maryland Delegate Aaron Kaufman.

PEOPLE & CULTURE



“WHETHER IT’S RECRUITMENT, ONBOARDING, PROFESSIONAL DEVELOPMENT, PERFORMANCE MANAGEMENT, OR THE TOTAL REWARDS PROGRAM, OUR MAIN MISSION IS TO FACILITATE SCI’S GROWTH IN AN EVER-CHANGING WORLD AND PUT PEOPLE FIRST.”

–CAROLYN KIME
EVP AND CHIEF PEOPLE AND CULTURE OFFICER

The People and Culture Center of Excellence is comprised of four teams: Team Member Experience; Talent Development; Inclusion, Diversity, Equity, and Accessibility (IDEA); and Team Member Operations.

COMMUNITY CONNECTIONS

The People and Culture Team is dedicated to serving all SCI Team Members in their professional journey. In FY24, SCI expanded by 195 Team Members,

achieving 25% growth and reaching 977 Team Members by year-end, significantly boosting our community impact. Our team is highly engaged, with 86% participating in our engagement survey. These results highlight the strength of SCI’s Mission and Vision, our Core Values and our commitment to Shared Leadership. Our People and Culture leaders collaborate with Team Members to create State of the Team Action Plans that enhance engagement across teams. SCI is committed to professional development for all team members, offering monthly leadership training and an annual Leadership Development Conference.

With a strong focus on a “People First” approach, our retention rate increased to 80% by year-end.

Throughout the year, SCI participated in 46 college career events and 16 hiring events, strengthening our ability to attract a high-performing workforce. We have also enhanced our Total Rewards program, offering competitive compensation and benefits such as new hire and referral bonuses, student loan reimbursement, and a new spot bonus recognition program.

SCI is committed to creating a balanced and supportive work environment that

reflects our dedication to promoting work-life harmony and understanding the diverse needs of our workforce. We successfully do this by fostering a culture of belonging through a variety of well-being sessions with over 700 participants and employee engagement surveys with more than 750 Team Member responses. Every year, the People and Culture team prioritizes a culture of continuous learning aligned with SCI’s core values for new Team Member training, meetings, and leadership conferences to ensure that SCI Team Members thrive personally and professionally. In FY24, we offered 30 new custom and program-specific training courses for CCS, SPS, Montcordia and leadership.

LASTING IMPACT

The People and Culture team plays a pivotal role in fostering a culture of belonging, ensuring that Team Members are valued. They are also committed to retaining top talent as diverse as the communities we support.

SCI is steadfast in its commitment to creating a positive and supportive workplace culture, which directly correlates with our ability to deliver exceptional services. In FY24, SCI proudly received the following awards:

- > Top Workplaces 2023: Recognized by *The Baltimore Sun*
- > Nonprofit Industry Top Workplaces 2023
- > Top Workplaces for Purpose & Values 2023
- > Top Workplaces for Work-Life Flexibility 2023
- > Top Workplaces for Remote Work 2024: Recognized by Monster
- > Top Workplaces USA 2024: Recognized by *USA Today*
- > Top Workplaces 2024: Recognized by *The Washington Post*.

The positive feedback from our Team Member survey was instrumental in achieving these awards, validating our continuous efforts to prioritize our team’s well-being and professional growth. These achievements position SCI as an employer of choice in our region and, nationally, in our industry.

“I REALLY APPRECIATE THAT WE HAVE A TRAINING PROCESS THROUGHOUT THE FIRST MONTH OF EMPLOYMENT. IT IS WONDERFUL TO FEEL THAT THIS ORGANIZATION IS INVESTED IN OUR SUCCESS AND WANTS TO GIVE ALL OF US THE TOOLS TO SUCCEED! THANK YOU FOR TAKING THE TIME TO TEACH AND TRAIN US ALL THE ASPECTS OF THE ORGANIZATION.”

–SCI TEAM MEMBER



MARKETING & COMMUNICATIONS

“WE ARE PROUD TO SHARE THE HEART OF SCI’S MISSION, BUILD BRIDGES TO RESOURCES, AND UPLIFT THE TRANSFORMATIVE IMPACT OF SERVICES THAT EMPOWER THE COMMUNITIES WE SUPPORT.”

–KANDICE FERRELL
VP, MARKETING AND COMMUNICATIONS



The Marketing and Communications Center of Excellence is essential in sharing the SCI brand promise, both internally and externally. Through strategic campaigns, we reach the right audiences and position SCI as a leader in case management services.

COMMUNITY CONNECTIONS

Our initiatives have had a significant impact and deepened connections with the communities we serve. During Developmental Disabilities Awareness Month, we amplified the voices of those we support, fostering understanding and strengthening our culture of advocacy. In collaboration with the Government Relations team, we also created opportunities for people we support to share their unique perspectives with lawmakers, reinforcing our belief that every person deserves to be heard. These efforts have strengthened our external brand, positioning SCI as an advocate for those we serve, while empowering our team and community members to actively engage in shaping their future.

Through targeted social media campaigns, we extended SCI’s reach, connecting with new audiences and ensuring that individuals and families across communities are informed of the services and resources available to them. By expanding our digital presence, we have made it easier for those in need to discover the support SCI offers. Additionally, new partnerships have broadened our service capabilities, enabling us to better meet the diverse needs of our community.

LASTING IMPACT

Our team successfully launched a new Public Service Announcement (PSA) video campaign entitled **“Improving Communities Through Care and Compassion.”** This initiative is a significant milestone in efforts to raise awareness of SCI’s impact and services, strengthen our thought leadership, and expand the number of people supported through increased visibility. Created in collaboration with the Viewpoint Project, the video will air nationwide across all 50 states for a full year, elevating SCI’s brand visibility and showcasing the transformative impact of our services to a broad audience. In

addition, a 30-second PSA will air 50 times during primetime in targeted areas on major networks, including the Discovery Channel, Lifetime, and CNBC, further establishing SCI’s reputation as a trusted community partner.

This year’s efforts not only strengthen our external brand but also underscore SCI’s commitment as an employer of choice, recognized by multiple Top Workplace awards. With a solid foundation for our internal and external brand, SCI is building scalable marketing infrastructure that positions us for sustained growth, deeper community connections, and amplified impact. These achievements lay the groundwork for continued success, fostering a robust brand presence that will drive future growth, reinforce community partnerships, and expand the transformative reach of our services.

“I LOVE WHAT I DO. IT IS A PASSION TO SERVE OTHERS.”
–SCI TEAM MEMBER

ENTERPRISE SOLUTIONS

“IF YOU CONSIDER WHENEVER YOU TURN YOUR FAUCET AND WATER REACHES YOU RELIABLY FROM ITS SOURCE TO MEET YOUR NEEDS, OUR TECHNOLOGY TEAMS ENSURE THAT AUTOMATED PROCESSES AND DATA FLOW SMOOTHLY AND EFFECTIVELY LIKE WATER THROUGHOUT THE PIPES OF OUR ORGANIZATION”

–SHEILA SCHANCK
VP, ENTERPRISE SYSTEMS AND TECHNOLOGY



The primary goal of the Enterprise Solutions Center of Excellence is to ensure that computer systems, tools, data, and communications are available at all times for all SCI colleagues to support the community. The center has two main functions: Enterprise Systems and Enterprise Infrastructure.

The Enterprise Systems team works to automate operational processes and provide accurate, timely data across all SCI functions. The Enterprise Infrastructure team provides reliable laptops, cell phones, secure email and system access, and online video meetings for our growing Team Member mobile and remote workforce.

COMMUNITY CONNECTIONS

The most significant tool provided by the Enterprise Solutions Center of Excellence is the reliable, consistent, and trusted SCI practice of Shared Leadership with our business partners. This is not just about

partnership and collaboration, but about fostering a sense of shared responsibility for the smooth, efficient, and reliable end-to-end solutions that we all use. By working collectively with each of SCI’s Centers of Excellence, we facilitate building cross-functional shared knowledge and promote collaborative decision-making for efficient end-to-end solutions. This approach ensures our ability to provide service excellence and expand SCI’s reach within communities.

For the past two years, SCI’s Information Technology (IT) team has been participating in a biweekly Maryland Department of Health (MDH) technology task force. This group includes all Supports Planning agencies in Maryland, who are dedicated to improving data availability and reporting capabilities within the MDH Long-Term Services and Supports system (LTSS) used by all CCS and SPS agencies.

LASTING IMPACT

With a history of innovation, advanced platforms, and communications at SCI, the Enterprise Solutions Center of Excellence is well prepared for the future. As SCI continues to grow in both services provided and Team Members, and as technology continues to advance and change, these are exciting times and a turning point for technological solutions within the organization.

By implementing Project Portfolio Management methodology and executive team oversight governance, the Technology Center of Excellence is developing and implementing solutions outlined in the 3-year Strategic Technology Solution Roadmap for goals across the organization.

“I AM SUPPORTED WHEN I NEED IT AND AM ABLE TO REALLY HELP OTHERS THE WAY I WANT TO.”

–SCI TEAM MEMBER

WATCH FULL VIDEO

WATCH PSA

OPERATIONS

“OUR WORK
ALLOWS SCI
TO OPERATE
AS AN ETHICAL,
QUALITY AND
COMPLIANT
ORGANIZATION.”

– JANÉE DELINE
VP, QUALITY SYSTEMS
AND OPERATIONS



The Quality Systems and Operations team is responsible for developing and implementing the quality and compliance roadmap and framework in alignment with the strategic plan.

The Business Process and Enterprise Risk Management (ERM) functions at SCI are responsible for developing and implementing process improvement initiatives, producing dashboards and reports that provide critical business insights, and coordinating strategies to manage risk.

COMMUNITY CONNECTIONS

These teams partnered with subject matter experts representing all of SCI’s programs to build a visual depicting the process people experience when receiving services from SCI. This map will be used to inform requirements for case management system implementation, align processes and procedures, incorporate LifeCourse principles into our standard work practices, and educate new Team Members on SCI’s work.

The team published our first release of our Quality & Compliance Dashboard, replacing the monthly Excel report that was previously distributed, for a more interactive and user-friendly tool. This resource helps supervisors to ensure that people supported by the CCS program receive high-quality, compliant services from SCI.

Knowing the importance of providing the community with quality support, the team supports Team Members in obtaining and following up on feedback from the people we support. Custom tools were developed for supervisors to use when responding



to feedback surveys, helping categorize feedback by themes and develop plans for continuous improvement.

Utilizing a Top Performer Study, the team helped the CCS program by identifying and interviewing top performers to share high-impact strategies with other Team Members, bolstering our overall impact. A Supervisor Time Study was developed to support the SPS program in gathering data on supervisor time management. This exercise helped us to better understand a day in the life of an SPS supervisor and identify opportunities to reallocate tasks, creating more space for high-value, high-impact work.

LASTING IMPACT

Both teams are dedicated to the ongoing development of assessments, reports, procedures, and studies to ensure real-time feedback from those supported, quality services for our communities, and tools to assist Team Members in being successful as they serve their communities.

“WE ASSIST OUR
TEAM TO ENSURE
THAT PEOPLE
SUPPORTED RECEIVE
HIGH QUALITY
AND COMPLIANT
SERVICES AND
TOOLS TO ENHANCE
VISIBILITY INTO
PERSON-CENTERED
SERVICES AND
ACTIVITIES.”

– SAM TRIPOLI
VP, QUALITY SYSTEMS
& RISK MANAGEMENT

The Finance Center of Excellence manages organizational funding, budgeting, and assets. Each year, a Statement of Financial Position is published detailing financial activities for that fiscal year. Statements for the previous and current fiscal years, which ended on June 30, 2023, and June 30, 2024, are given below. Statements include information regarding assets, liabilities, and net assets, as well as annual revenue, expenses, and changes in net assets, each demonstrating the overall strength of our financial standing.

STATEMENT OF FINANCIAL POSITION

Assets	FY23	FY24
Current Assets	20,102,696	20,120,784
PP&E net	1,966,398	2,008,749
Other	1,513,325	2,076,969
TOTAL ASSETS	23,582,419	24,206,502
Liabilities and Net Assets		
Total liabilities	12,249,509	15,354,203
Unrestricted	11,332,910	8,852,299
TOTAL LIABILITIES AND NET ASSETS	23,582,419	24,206,502
Revenue		
Revenue	71,629,429	90,859,898
Expenses		
Program Expenses	59,077,495	78,350,295
Admin Expenses	12,388,690	14,990,214
TOTAL EXPENSES	71,466,185	93,340,509
Change in Net Assets	416,999	(2,480,611)
Net Assets beginning	10,915,914	11,332,913
Net Assets ending	11,332,913	8,852,302



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