



A Specialized Human Resource Organization

ANNUAL REPORT

JULY 1, 2018 THROUGH JUNE 30, 2019





PRESIDENT'S MESSAGE

Greetings Friends,

It is my pleasure to share with you AHEDD's 2018-2019 Annual Report. In the pages to follow you will see the culmination of our staff's dedication to our mission. You will see terrific examples of AHEDD success stories and areas of opportunity.

The 2018-2019 year came with its challenges. Providers across the state of Pennsylvania were impacted significantly by changes in our funders' policies, procedures, and rate setting. AHEDD however continues to work very collaboratively with these funders, legislators, our trade association, and a newly-formed statewide provider partnership to affect positive change. Despite these harder than normal times, AHEDD remains open for business all across Pennsylvania and has continuously sought new partnerships and opportunities to diversify our revenue streams. We have added new contracts with school districts, applied for new grants, met with new workforce partners, and sought to expand our thriving Ticket to Work and PA Employment Network efforts. While losses have been seen in several months, they have only spurred our commitment to assess our business practices and make changes to improve our performance. Two important changes we made were the move to a forty hour work week and an investment in technology. We have been able to maximize efficiency and improve our ability to communicate internally and externally. Our staff have been sharing best practices and continue to demonstrate ways these investments can make a difference in the quality, timeliness, and cost of services.

Over the last year we were interviewed for podcasts hosted by the PA Chamber as well as the University of Pennsylvania's Bending the Arc series. We were quoted in a statewide news publication and have been asked to present at several events. AHEDD continues to be recognized among the leaders in our industry in Pennsylvania and we look forward to advancing our public presence and partnerships in the coming months.

The year ahead brings with it opportunities for further growth as we focus on Strategic Planning. We are excited to move our mission and vision forward by charting our course over the next five years and hope you consider ways you too can be a part of this important work. We encourage you to share our success stories, visit our website, follow us on social media, or consider a financial contribution that will go toward assisting our job seekers advance and find greater independence!



Sincerely,

A handwritten signature in blue ink that reads "Brandy F. Burnham". The signature is fluid and cursive.

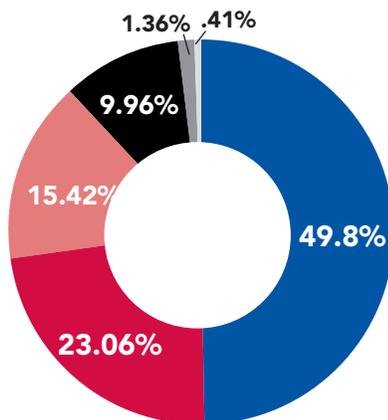
Brandy F. Burnham
President

▶ FINANCIAL OVERVIEW

REVENUE

\$3,187,471.00

▶ SPONSORSHIP

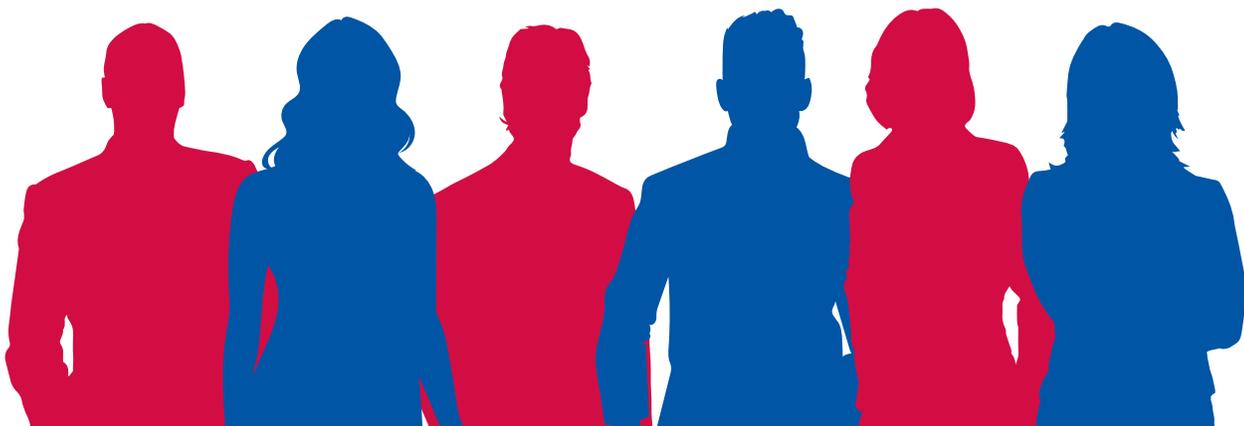


365	PA Office of Vocational Rehabilitation (OVR)
169	Social Security Administration (SSA)
113	PA Office of Mental Health (OMH)
73	PA Office of Developmental Programs (ODP)
10	Other Sponsors
3	Secondary Schools

NEW PARTICIPANTS PER SPONSOR AT TIME OF SERVICE

▶ WE SERVE COUNTIES THROUGHOUT PENNSYLVANIA VIA A NETWORK OF FIELD OFFICES

AHEDD WORKS REMOTELY AND IN-PERSON TO COVER LARGE TERRITORIES



**41 STAFF PROVIDED DIRECT EMPLOYMENT SERVICES AND
15 DELIVERED WORK INCENTIVES COUNSELING**

INSIGHTS FROM AHEDD'S TEAM

▶ On Working for AHEDD

"As of this October I will have been working for AHEDD for 17 years. One of my favorite things about working for AHEDD is that every day is different. I also like the fact that I am not in an office setting for 8 hours a day, but enjoy going from place to place in the community. The best part about my job is that everything I do is working towards helping others."

– Marna Yingling, Chambersburg Employment Specialist

▶ On Professional Growth and Opportunity

"It didn't take long to notice the endless opportunities to learn and grow. I still find myself amazed at how much I have learned. There is a culture of success... and a real team atmosphere. I don't see any limits to what can be achieved."

– Rose Hardy, Reading Area Manager

"I feel I have developed skills in actively listening along with an increased sense of empathy... which has led me to more effectively think 'outside the box' of my own life experiences and get in touch with what is important in another person's life."

– Les Riggall, Philadelphia Employment Specialist

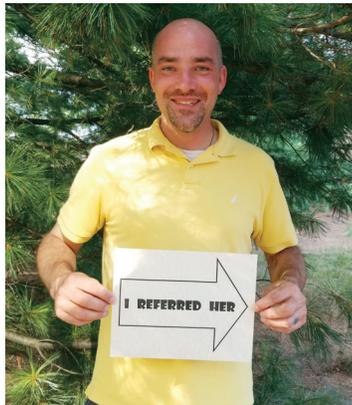
▶ On Retiring From a Career at AHEDD

"My time at AHEDD has made me more aware of the real needs of individuals with disabilities, the needs our community and the tireless efforts of ordinary people willing to do extraordinary things to meet those needs. I have been blessed to be a part of this and to share, in a small way, the success and trials our team endeavors to meet every day; with both a love for what they do and the tenacity to accomplish it. I will be forever appreciative to have been a part of this and will take these experiences with me."

– Doug Esposito, recently retired Employment Specialist



OUR WORKFORCE IS OUR GREATEST ASSET



EMPLOYEE REFERRAL PROGRAM

AHEDD's best recruitment strategy is still word-of-mouth. We can connect the dots between exceptional employees, such as Jaelene Weaver who referred Michael Wright who referred Rosilee Hardy who was recently promoted from Employment Specialist to Area Manager of the Reading Field Office. Our own experience supports that new employees that come through the employee referral program are significant contributors and stay with the company longer. We recognize and reward employees that help in the recruitment of qualified candidates. Thank you and congratulations to everyone who has been a part of this success.

RECRUITMENT

We're always looking to find great additions to our team. You can find us at career fairs in the community and current openings are posted on our website at www.ahedd.org/careers-at-ahedd. Candidates are also encouraged to submit their resume and letter of interest directly to careers@ahedd.org.

ONBOARDING AND TRAINING

AHEDD is committed to providing excellent services to our participants and quality staff training is key to meeting this goal. In addition to local training in the field, AHEDD employees participate in new staff orientations, a series of weekly training webinars, and an annual all-staff meeting.

INVESTING IN A QUALIFIED WORKFORCE

AHEDD also continues to invest in external development opportunities for staff such as APSE's Certified Employment Support Professional (CESP) credential, ACRE-approved Discovery, Customized Employment, and Basic Employment Services training and certification programs, and Virginia Commonwealth University's certification program for Community Work Incentive Coordinators (CWICs) Community Partner Work Incentive Counselors (CPWICs). Such certifications and credentials are required by some of our funding sources and recognized in our industry as essential for providing quality employment services.

A STORY OF PERSEVERANCE AND POSSIBILITY

Malena had an undiagnosed learning disability throughout her school years. In spite of her disability and her difficulty in school, she remained determined to succeed. During high school, she had the initiative to find work on her own and worked throughout the summer. After graduation she attended classes at Community College of Allegheny County for Environmental Services. In 2018 Malena was advised that she could have been receiving SSI benefits throughout her childhood due to her disability. She was awarded benefits and soon turned to AHEDD to understand how these benefits would be affected by work. After her mother passed away, she was advised that she may be eligible for CDB (Child Disability Benefits) based on her mother's earnings record. Malena didn't wait for the benefits, she maintained focus on her employment and earnings potential. Malena is grateful for the help she received from AHEDD. She expressed that she needed the medical benefits but still wanted to try to work. She said, "I was glad to learn that I could still try to work and earn up to \$37,567 and keep my health benefits." Liane and Jim Gethen, Malena's grandparents on their experience with AHEDD, "We are so glad we found you. We don't know what we would have done without your assistance and all of your help. It was such a difficult time for us with the loss of our daughter, but you always made us feel at ease and made the situation so much easier to deal with." Malena obtained a position at Giant Eagle's corporate offices in Environmental Services, and says she loves her job. She still aspires for continuous improvement and is currently studying for her driver's license permit test. Her long term goal is to save enough money to purchase her own vehicle.



UNEMPLOYED VETERAN RESTORES CONFIDENCE WITH HELP FROM AHEDD



Charles, a U.S. Marine Corps veteran, served his country on several tours of duty. He has a condition that resembles a constant feeling of rocking, bobbing or swaying which affects his balance and causes dizziness with sudden movements. He also has PTSD and like many soldiers living with PTSD, experienced employment instability. During the interview process, he was unsure how to answer questions about the gaps in his employment history. His unsuccessful attempts to secure a job contributed to already existent self-doubt and stress. Charles connected with AHEDD through the Ticket to Work program. AHEDD assigned him an Employment Specialist who encouraged him throughout the process. Together they diligently prepared for interview questions and ultimately employment. Within a few weeks, Charles obtained a part time job as a Food Service Supervisor in a prison. After 2 months he realized he was ready for full time work. He secured a full-time job at Tredegar Film Products as a Plastic Extrusion Operator increasing his gross monthly income from \$433.00 to \$2,944.00. After receiving Social Security Disability Insurance (SSDI) for the past 9 years, he ultimately achieved financial independence and is no longer receiving or relying on SSDI benefits. As of the publication of this story, he is still working at Tredegar earning even higher wages. Charles shared his thoughts about his success, "This experience has changed my life. I got back the quality of life and self-worth I so desperately needed. I've made new friends, laugh a lot more, and am proud of the accomplishments I have achieved."

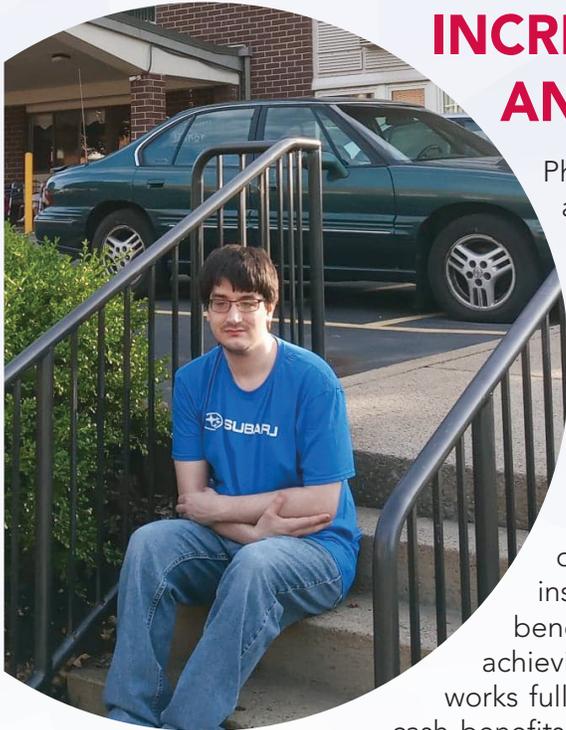
LANDING THE INTERVIEWS, NEVER THE JOB: A CALL TO AHEDD CHANGED EVERYTHING

Skip is an SSDI beneficiary who has a degree in business management and years of management experience. He had some long term health concerns which prevented him from working for several years, but was medically released to return to work. Skip attended multiple interviews, but was left questioning why he wasn't landing promising job offers. He called AHEDD about the Ticket to Work program with nothing to lose and everything to gain.

Skip shared, "I called the 1-800 number and spoke with a wonderful person named Michele. When I came in to meet with Michele, she asked several questions, besides what was my ideal job and starting salary expectation. We went to work on my resume and interviewing skills. I have a diverse background, so we put together three strong resumes for three different industries. We practiced interviewing over and over, suggestions were given, and constructive feedback was provided. Michele challenged me because that's what was needed to obtain a position that I wanted. This can be a difficult process, but thanks to AHEDD and Michele, they helped me achieve the goals I set for myself. I was offered a great position that I really enjoy. Not many people can say that they enjoy going work each day, but I do, and my starting salary met my expectations." Skip is enjoying full time work as an Operations Supervisor with PNC bank. He is financially self-sufficient meeting his personal goals and the goals of the Ticket to Work program.



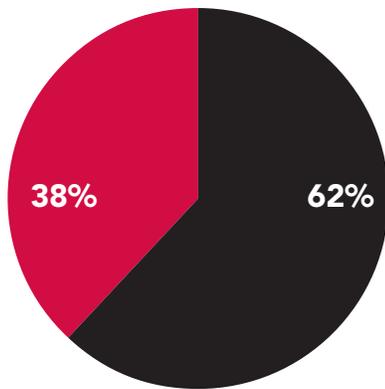
INCREASING EARNINGS AND REACHING GOALS



Phillip is in his late twenties and has been living with a condition which impacts his communication and socialization abilities. He was receiving SSI and was renting a subsidized apartment. He sought work incentive counseling from AHEDD when his rent increased based on the income from his full time employment. AHEDD assisted Phillip in understanding the work incentives available to him which make it desirable to maintain higher earnings. One of the incentives he utilized had to do with how much of his gross income was counted in the SSI calculation. Another incentive gave him the ability to maintain health insurance even after he would no longer qualify for cash benefits. His increased earnings were also important to achieving his ultimate goal of buying a house. Phillip now works full time making \$17.00 an hour. He no longer receives cash benefits and relies solely on his own earnings. He has since said 'goodbye' to paying rent and 'hello' to mortgage payments on his new home. Phillip is also proud to report that he recently purchased major appliances for his house: a new dishwasher, refrigerator, and lawn mower.

EMPLOYMENT SERVICES

▶ PEOPLE SERVED

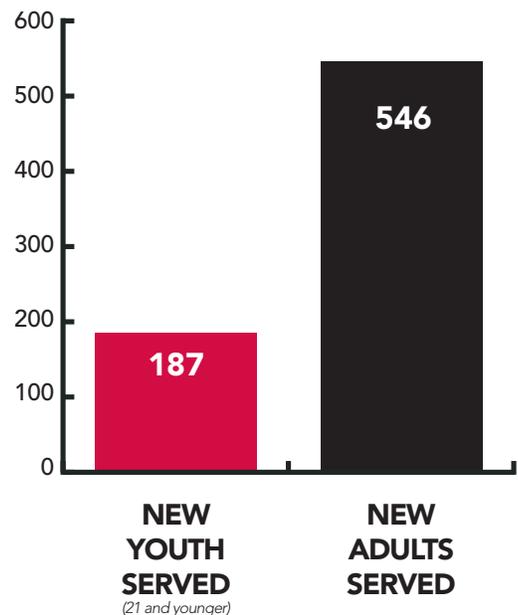


733 New Participants Served

1181 Existing Participants Served

1914 Total Served
2018-19 FY

▶ YOUTH & ADULTS SERVED



▶ SUCCESS OF SOCIAL SECURITY (SSA) BENEFICIARIES

21%

OF TOTAL TICKET TO WORK (TTW)
ENROLLMENTS SUSPENDED OR
TERMINATED CASH BENEFITS DUE
TO EARNINGS

THOSE WHO RECEIVED
SSA BENEFITS AND
WERE PLACED, EARNED

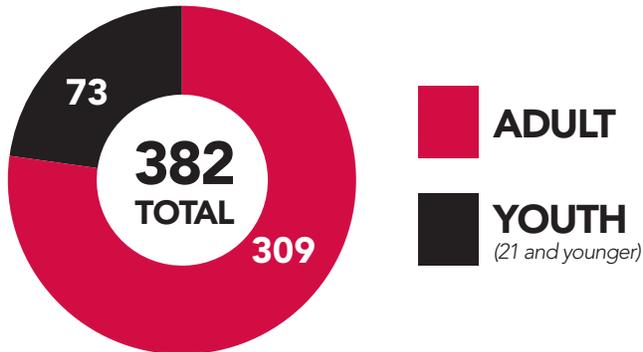
29.85%

MORE MONEY PER
MONTH THAN THEIR
INITIAL CASH BENEFIT

AHEDD had a total of 821 beneficiaries enrolled in SSA's Ticket to Work program at the time of June 30, 2019. New enrollments equalled 155 for the year, which was a 5.21% increase over the number in FY 17-18.

▶ PLACEMENTS

NEW PLACEMENTS OF
YOUTH VS. ADULTS



65.45%

PERCENTAGE OF NEW
PLACEMENTS WHO
RECEIVE SSA BENEFITS

▶ PLACEMENTS BY DISABILITY

24.61%	Mental Health
22.77%	Intellectual Disability
20.16%	Other
15.45%	Autism Spectrum Disorder
8.9%	Learning Disability
8.12%	Orthopedic

TOTAL NUMBER
OF PLACEMENTS
WITH DISABILITY:

382

▶ PLACEMENTS & EARNINGS

56%

OF PLACEMENTS
OCCURRED IN LESS
THAN 90 DAYS

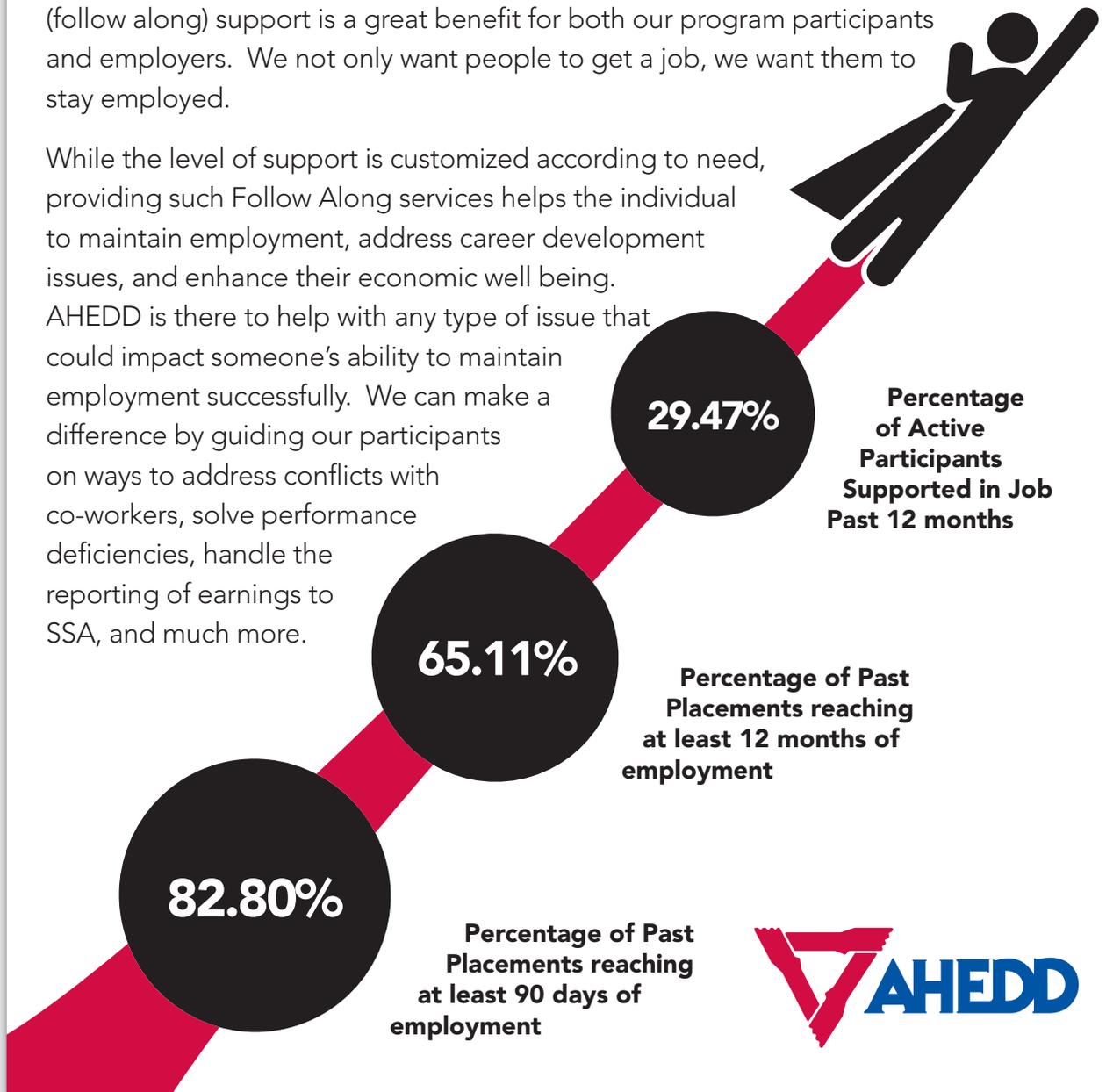
Average Earnings For Placements in the First Month were \$1316 per month and almost 20% earned \$2000 or more per month

RETENTION AND IMPACT

AHEDD commits to provide support and guidance to our program participants for at least the first 12 months after work begins. This commitment to ongoing (follow along) support is a great benefit for both our program participants and employers. We not only want people to get a job, we want them to stay employed.

While the level of support is customized according to need, providing such Follow Along services helps the individual to maintain employment, address career development issues, and enhance their economic well being.

AHEDD is there to help with any type of issue that could impact someone's ability to maintain employment successfully. We can make a difference by guiding our participants on ways to address conflicts with co-workers, solve performance deficiencies, handle the reporting of earnings to SSA, and much more.



RETURN ON INVESTMENT (ROI)

AHEDD ROI IS ESTIMATED TO BE \$6.12 FOR EVERY DOLLAR SPENT

This ROI looks at earnings and savings to SSA. It does NOT include the additional impact from payroll taxes.

▶ ENGAGING THE BUSINESS COMMUNITY



Disability:IN Pennsylvania (www.di-pennsylvania.org) is an employer-driven program designed for business leaders to promote hiring practices that enable qualified people with disabilities to enter and succeed in the workplace. The support provided to companies through Disability:IN Pennsylvania is definitely connected to our employment expertise at AHEDD and connects us to at least 29 other Disability:IN Affiliates across the country. This business initiative can engage companies with other community resources that can expand their ability to: identify candidates; deliver training; determine viable accommodation solutions; increase inclusion in the marketplace; meet compliance requirements; and more.



The Pennsylvania Employment Network (PA EN) is a statewide consortium of organizations advancing employment for people with disabilities through AHEDD's status as an Employment Network (EN) under the Ticket to Work program. The TTW program emphasizes meaningful results in which individuals who were previously dependent on government benefits, including the SSA trust fund, are becoming employed and working toward independence. If you are an organization, college/university or employer that has connection to individuals with disabilities who are seeking to start employment or need assistance to maintain their employment, AHEDD would like to talk with you. We can explain how a partnership with us will benefit these people and shared missions, while also offering the partner an opportunity to share in the revenue that AHEDD receives for delivering an employment success.

▶ WORK INCENTIVES COUNSELING

607 INTAKES

373 WORKING AT TIME OF INTAKE

Work Incentives Counseling is a service that helps social security beneficiaries to understand how employment earnings will impact their benefits. Currently AHEDD has 15 certified staff who can help individuals to identify work incentives which can maximize their income and healthcare options as they achieve greater financial independence. AHEDD provides this service through various sources of sponsorship to encourage employment and working to one's potential.



AHEDD OFFICES

www.ahedd.org

ADMINISTRATIVE OFFICE

AHEDD

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Email inforequest@ahedd.org

SOUTH CENTRAL PA

AHEDD Greater Harrisburg Area

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Toll Free (866) 902-4333, ext 50001
Email Harrisburg.pa@ahedd.org

AHEDD Lancaster/Chester County Area

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ext 51001
Email Lancaster.pa@ahedd.org

AHEDD York/Adams County Area

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ext 52001
Email York.pa@ahedd.org

AHEDD Franklin/Fulton County Area

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ext 64001
Email Chambersburg.pa@ahedd.org

WESTERN PA

AHEDD Greater Allegheny County Area

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Fax (412) 381-2302
Toll Free (866) 902-4433
ext 55001
Email Pittsburgh.pa@ahedd.org

AHEDD Bedford/Somerset/ Altoona Area

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ext 66001
Email Bedford.pa@ahedd.org

AHEDD Work Incentives Planning Assistance

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SOUTHEASTERN PA

AHEDD Greater Philadelphia Area

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ext 54001
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NORTHEASTERN PA

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