



## PERSONNEL & LEADERSHIP

Staff at AHEDD must be goal oriented and able to meet the employment needs (in and outside of the worksite) of people with varying disabilities that work in different industries and communities. The duties required demonstrate that our employees need to be flexible with their work schedules and respond creatively and quickly to the needs of our participants, the business community and others. Management at AHEDD appreciates the passion of our workforce and their willingness to adapt to the changing needs of our customers.

Currently, our agency operates through a network of field offices across PA and recognizes that our workforce is the single greatest asset in achieving the agency's mission. In order to ensure that program participants receive consistent and quality services across our large geographic reach, top management understands that we must maintain sufficient numbers of qualified staff that are also satisfied with their employment.

In our workforce, the most prevalent position is that of an Employment Specialist (ES). An ES typically supports an individual from the beginning of the job search and planning process until at least 12 months after the program participant begins work. At the start of the FY 15-16, we employed 50 FT Employment Specialists, 27 PT Employment Specialists, and 8 Area Managers. The average age of all agency employees is 47 years and 19% of us are individuals who have identified as being a person with a disability.

As needs arise, AHEDD has been able to quickly and cost effectively respond to the needs in our evolving territories by currently having 18% of these field staff work from home based operations. This operational strategy has also resulted in us expanding services from primarily urban regions to smaller more rural areas as well.

All in our workforce, including new employees, regularly receive training from our team via web conferences and one-on-one instruction. In addition, our ES and Area Managers are generally expected to complete specialized training from outside experts via various online and in-person opportunities (e.g. VCU Community Employment Certification). Select employees have also had career enhancing opportunities from engaging in unique projects and committees throughout our operations. Most recently, AHEDD initiated an executive development program in order to identify and develop staff for continuing leadership roles and agency succession planning.

In doing staff surveys and analyzing turnover, we've learned that compensation is not always the top reason for our employees choosing to work for AHEDD, but it is still a critical piece of attracting and retaining talent. Despite the challenges we may face with our funding sources, AHEDD has sought to find ways to enhance our compensation package and has operated a quarterly incentive program for 16 years. This program is supportive of AHEDD's achievement based culture and provides staff with an opportunity to supplement their salaries through a team based "pay for performance" program.

*AHEDD is a specialized human resource organization with a mission to serve the community as a catalyst in the employment and development of people with disabilities. AHEDD provides community employment services through a network of field offices throughout Pennsylvania. For further information about our Personnel and Leadership, contact AHEDD at 1-866-902-4333 or [inforequest@ahedd.org](mailto:inforequest@ahedd.org).*