

## **Performance, Accountability & Quality**

Since our inception in 1977, our organization's focus has been on providing quality services that engage and satisfy its varied customers. While AHEDD sets goals based upon the expectations of sponsors and program participants, we are also committed to increasing the overall performance standard within the vocational rehabilitation industry.

Our definition of work is key to how we define our agency's focus and expectations. At AHEDD, we use the term "competitive work" to refer to jobs that offer: wages consistent with earnings to persons with no apparent disabilities and similar job duties; job duties within an "integrated" setting (one that also hires individuals without disabilities); and earnings that are not continually subsidized by government funds.

Outcomes and performance are engrained in our culture and this productivity mindset factors into all facets of the organization including recruitment of new staff, annual performance reviews and our financial incentive that supplements the wages of our Employment Specialists, Employment Coordinators and Area Managers. Since 2000, our agency has even utilized a secure, on-line computerized system to aid the agency in tracking our activity, evaluating our success, and generating invoices and reports. Below are the main quality measures that we use to measure achievement:

- **Intakes:** A count and key demographics of the individuals that contact AHEDD. This step helps AHEDD determine the effectiveness and diversity of targeted outreach efforts.
- **New Served:** The person has committed to proceeding and a funding source has been identified. AHEDD tracks the number served as well as how long it takes for the new person served to move into employment (Employment First strategy).
- **Placements:** AHEDD counts someone as "placed" one time within a 12 month period, even if AHEDD assists a person in getting more than one job during that time period. AHEDD expects a full time Employment Specialist to secure at least ten (10) placements per year.
- **Retention:** Placement is not enough for AHEDD! AHEDD staff are trained to make good job matches and provide the supports necessary to ensure that individuals stay employed. AHEDD can report on the employment status of active participants on a monthly basis. AHEDD has a target of 80% three month and 70% 12 month employment retention.
- **Earnings:** AHEDD tracks the amount of earnings and reliance on government subsidies. This level of detail allows AHEDD to help individuals increase their financial independence and reduce their dependence on tax payer funded services.

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 more information on AHEDD's performance and accountability, visit GUIDESTAR and/or contact us at [inforequest@ahedd.org](mailto:inforequest@ahedd.org) or 866-902-4333.