

# AHEDD ANNUAL REPORT

2019-2020



## **Our Mission:**

To serve the community as a catalyst in the employment and development of people with disabilities.

# Charitable Giving

An investment in AHEDD is an investment in someone's future. Through the power of work, our participants can realize greater independence, self-sufficiency and an increased sense of worth. When thinking about your annual giving, make an impactful contribution by supporting AHEDD.

## Ways You Can Give:

- Visit our website, [www.ahedd.org](http://www.ahedd.org), and click the donate button
- Donate during an online fundraiser (Extraordinary Give Lancaster or Give Local York)
- Support AHEDD through AmazonSmile! Go to [smile.amazon.com](http://smile.amazon.com), type in your Amazon account, click AHEDD to support and with each purchase, 0.5% of your total gets donated to us
- Send a check or money order made out to AHEDD, to 3300 Trindle Rd, Camp Hill, PA 17011
- Hold a birthday fundraiser for through Facebook
- Leave a gift to AHEDD in your will
- Consider naming AHEDD as the beneficiary of your life insurance policy
- Ask your financial advisor to include AHEDD among their list of possible charities for recommendation to their clients

## Why Give to AHEDD?

*Here are a few Donor Statements:*

### **Ellie Myers:**

"AHEDD is a nonprofit with a laser sharp focus of achieving employment for individuals with disabilities. I know, when I donate to AHEDD, that it makes a difference in individuals lives, to the employers, and to our society. Unlocking each person's potential and matching that to an employer's need is a valued service worthy of your support."

### **Susan Banks:**

"Having worked with individuals with disabilities for years, I know the importance of having support in the community. Finding this organization that provides that support in the community is a valuable commodity that I feel is important to support financially."

**At AHEDD, your gift grows and gives perpetual support to a cause you care about.**

# PRESIDENT'S STATEMENT

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Dear Friends,

Throughout AHEDD's 43-year history, when transitions and challenges arise, we embrace them as new opportunities. As you will read in the pages ahead, the AHEDD staff have demonstrated remarkable resolve to persevere through the COVID-19 pandemic. I cannot imagine a time where I would ever be prouder to serve as the President & CEO of this organization.

This Annual Report will accomplish what any Annual Report is expected to do. But as you skim these pages, and read our success stories, I ask that you remember the circumstances under which these achievements were made. This report is one of many examples that will mark 2020 not as the year that felt like a disaster from beginning to end, but one that provided many opportunities for people to be great.

As many of our participants continue to face hardship, the support from AHEDD's business partners, friends and families is important now more than ever. We are calling on employers to continue to hire in all the diverse ways you have been demonstrating. We ask families to continue to encourage and support your loved ones pursuing employment. I am grateful that so many have given generously to AHEDD throughout the year and I ask you to think of us again in the future. To those who are just getting to know us, I invite you to learn more about our impact and how you can partner with AHEDD through this report, our website and by joining us on social media. New challenges undoubtedly await us, but with your support, the team at AHEDD can continue to be opportunity makers and help our participants reach their employment goals.

All the best,



Brandy F. Burnham  
President & CEO  
AHEDD

# Financial Overview

## \$2,924,827

## 2020 SPONSORSHIP IMPACT

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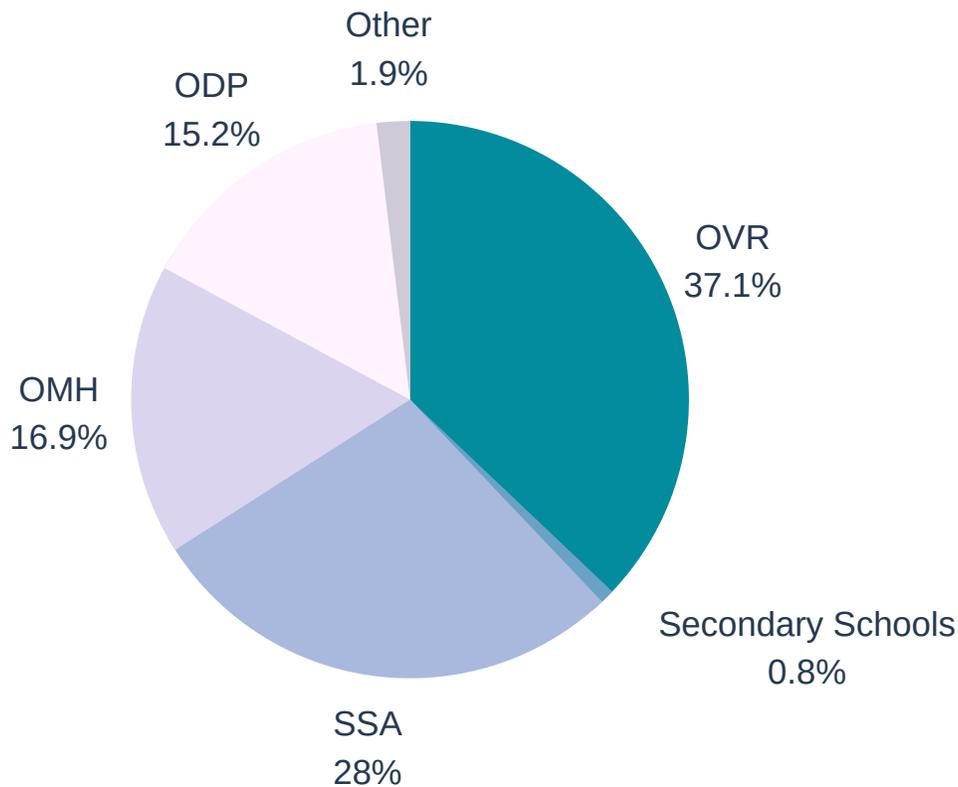
**168 New Youth Served**

**560 New Adults Served**

**1,730 Served Total**  
(New and Existing)

**6 New Partnerships**

## Funding Sources



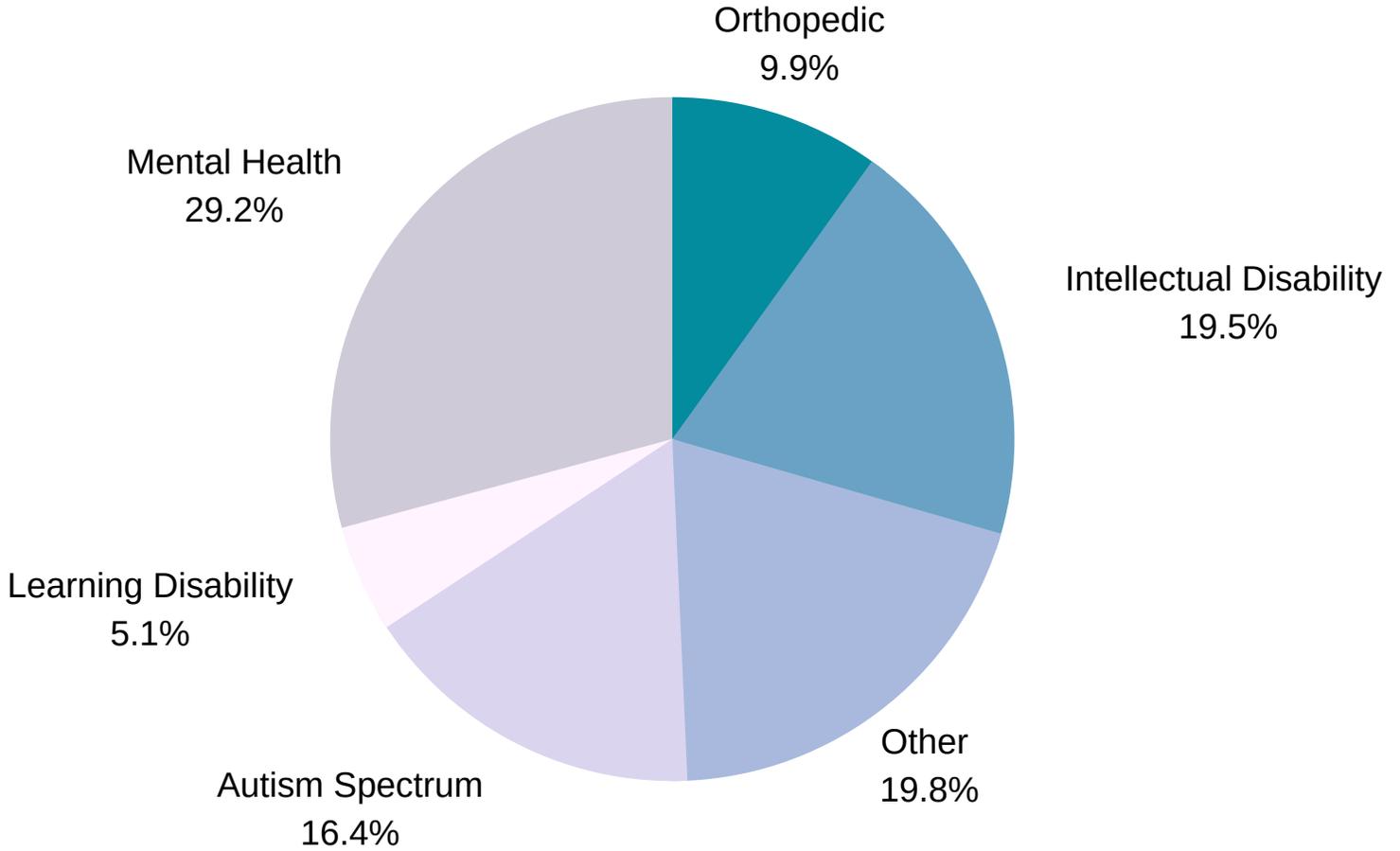
ODP- Pennsylvania Department of Human Services, Office of Developmental Programs

OMH- Pennsylvania Department of Human Services, Office of Mental Health

SSA- Social Security Administration

OVR- Pennsylvania Department of Labor & Industry, Office of Vocational Rehabilitation

# Placements by Disability Type



## Placements and Earnings

**Average earnings for placements in the first month worked**

**\$1,137**

**Percentage of individuals earning over \$2,000 per month**

**14%**

**Percentage of placements secured in less than 90 days**

**62%**

# Retention and Impact

AHEDD is committed to the long term employment retention of our customers. While the agency generally provides follow up support for a minimum of one year after someone begins their first job, some customers are eligible for this long term support for several years. Building rapport as a strong support can go a long way.

Hear what one family member has to say.

Mark Finestone, father of AHEDD participant Jared Finestone, spoke quite highly of AHEDD and our services because he knows he can always rely on his Job Coach. Jared has been an AHEDD participant for many years now and Mark wanted to recognize all the support his son has received.

"Your employee, Judy Shear, is a wonderfully supportive person and a terrific asset. I'm so happy to have Judy as my son's Job Coach." She is in constant communication with their family, Jared's employer, and is always on top of any appointments/paperwork that involves his son. Mark said, "Judy sets the bar high" as she makes things so much easier for himself and his family when it comes to Jared's employment.

Mark also discussed how Jared's employment journey has helped increase his son's self-esteem in many different ways. Financially, he is much more independent and loves to make his own purchases with the money he has earned. He is also proud of the new relationships and friendships he has made in the workforce. Employment has advanced his independence and opened the doors to new possibilities in the future!

Thank you so much for your kind words Mark, and way to go Jared!

## Placement Outcomes

When determining placement outcomes, AHEDD evaluates the number of people working consecutively within a given period of time.

**82% of people placed in the last year worked consecutively for at least three (3) months**

**63% of people worked consecutively for at least 12 months**

# Work Incentives Counseling (WIC)

Work Incentives Counseling is a service that helps individuals who receive benefits from Social Security understand how employment earnings will impact their benefits. AHEDD's Work Incentives Counseling team helps individuals maximize their income and healthcare options as they achieve greater financial independence.



**71% of new placements  
received SSA benefits**

**577 individuals received  
WIC Services**

**Individuals who chose  
employment earned 29%  
more monthly income from  
work than they would have  
from their monthly cash  
benefit from SSA**

"I wanted you to be aware of how Barb D'Ecole helped me yesterday with a question about SSA and parents' income. I provided this information to the customer's parents and looked like a hero! I continue to appreciate the services AHEDD provides to me as a counselor and thought you should know about how valuable Barb's expertise is for me."

-OVR Counselor

# Social Security Administration's Ticket to Work Program

Since 2001, AHEDD has been partnering with the Social Security Administration (SSA) as an Employment Network in the Ticket to Work (TTW) program. The TTW increases options for SSA beneficiaries to receive their choice of employment services including; career guidance, job placement/training and work incentives counseling.

Together, partners in the TTW are modestly trying to improve the lives of people with disabilities, one ticket holder at a time.

**Total Enrollments as of  
6/30/2020:  
965**

**New enrollments for  
19/20 year:  
203  
(31% increase from last year)**



As expertise has grown, so has the idea that other organizations could share in the success of the Ticket to Work program. AHEDD's Pennsylvania Employment Network (PA EN) serves in a leadership role for partner organizations to participate in the program without the administrative burdens. This collaboration expands employment opportunities for people with disabilities across the country. AHEDD is pleased to have formalized agreements with new partners this year and looks forward to it's continued expansion.

# AHEDD's Partnerships

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## *The Sierra Group*

The Sierra Group, a nonprofit organization based out of Philadelphia Pennsylvania, is dedicated to "driving up" employment for people with disabilities. The Sierra Group specializes in disability related training, recruiting and accommodation needs and has been providing these services to individuals and organizations since 1992. AHEDD partnered with The Sierra Group in December 2019 to advance the Social Security Administration's (SSA's) Ticket To Work (TTW) Program through AHEDD's PA Employment Network. Since this time, The Sierra Group has identified nine (9) ticketholders who have enrolled in the PA EN and are working toward self-sufficiency and reduced reliance on government income.

## *Focus Behavioral Health*

Focus Behavioral Health was founded in 2010 with a mission to help individuals with disabilities reach their full potential. Focus Behavioral Health has provided services specific to Adults with Autism and Intellectual and Developmental Disabilities. The professional staff at Focus Behavioral want to do whatever they can in order to create a sense of community and a support system for each individual.

Early in 2020 Focus Behavioral Health became interested in AHEDD's PA EN and signed on as a partner affiliate. Currently, key staff at Focus Behavioral Health are preparing "next steps" to begin to identify individuals to enroll in the TTW Program.

## *Lancaster Workforce Development Board*

Since 1999, The Lancaster Workforce Development Board has been working towards their mission to align fiscal resources and provide strategic direction for Lancaster County. In order to reach this mission they have a vision of innovating opportunities for job seekers, employers and community partners to achieve their maximum potential. With a desire to reach and serve more individuals with disabilities, the Lancaster Workforce Development Board joined forces with the PA EN as a partner affiliate in 2020. Key staff at the PA CareerLink of Lancaster, as well as the local board, are working through all of the steps necessary to begin to identify ticket holders eligible for enrollment in the TTW Program.

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# AHEDD's Partnerships

## *The Pace School*

The Pace School is a state licensed Approved Private School and Partial Hospitalization Program serving more than 140 children each year from school districts through Allegheny and surrounding counties. To expand the reach of its mission, Pace opened Pace Learning Center, a private academic elementary and special education school in Butler County from 2008 to 2016 and also operated special needs classrooms/consultation in public school settings. The mission of the Pace school is to provide educational and therapeutic supports that enable any child to thrive. In line with this mission, the Pace School reached out to AHEDD collaborate on individualized transition services and work incentives counseling to eligible students.

## *Computer Aid Inc. (CAI)*

CAI is a leading business technology services firm committed to helping private and public organizations drive value, improve productivity, and enhance the customer experience. Since 1981, CAI has been specializing in digital transformation services, including application management, strategy and consulting, intelligent automation, contingent workforce solutions, IT service management, and business analytics. CAI now has an Autism in the Workplace program designed to help organizations create diversity and inclusion by hiring individuals on the autism spectrum. Among other areas of expertise, AHEDD will be helping the CAI team review trainings and provide insight on modes of delivery, language, and accommodations that can be made for accessibility. On a case by case basis, AHEDD will also provide individualized assessment and job coaching services to CAI employees in need.

## *Inspiritec*

InspiriTec is a contact center and IT Support Services Company that exists to empower disabled Americans with disabilities and power America's economy. InspiriTec's approach helps people with disabilities and military veterans gain the skills they need to secure meaningful employment in contact centers and information technology professions while providing quality services to customers. InspiriTec works with individuals to understand their goals and needs in order to create an employment plan that sets them up for success. As a result of the positive working relationship between InspiriTec and AHEDD's Philadelphia field office, we are currently looking at other ways to partner including a private pay agreement for continued placements and job coaching services and as partners in AHEDD's PA EN.

# Disability:IN Pennsylvania

Disability:IN Pennsylvania 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. Our efforts are empowering businesses to achieve true disability inclusion and equality.

Over the last 20 years, our business initiative (formerly the PA Business Leadership Network) has specifically offered employers: access to pertinent disability related information; a network of employers who can share experiences and best practices; exposure to qualified job applicants with disabilities; training on disability related resources, strategies, etiquette, and more; and opportunities for positive public relations to promote “disability friendly” status.

Fiscal Year 2019-20, was a year to refresh our Advisory Board and begin re-assessing the services we provide and our structure. Thank you to the Advisory Board Members who have joined Disability:IN Pennsylvania’s efforts to help better serve the needs of businesses in Pennsylvania.

**We empower business to  
achieve disability  
inclusion and equality.**

**Are you IN?**



# Disability:IN Pennsylvania Advisory Board

## **Janet Fiore- Founder and CEO of The Sierra Group**

Janet is an accommodations expert and a national authority on disability, diversity and compliance.

## **Mike Park- Executive Vice President of Computer Aid Incorporated**

Mike specializes in providing innovative technical and business solutions to clients and provides executive oversight for CAI's Autism2Work (A2W) practice in CAI's Mid-Atlantic Operating Portfolio.

## **Cathy Rychalsky- Executive Director of the Lancaster County Workforce Development Board**

Cathy's career also includes more than 20 years of experience in the management of local non-profit organizations and state governmental agencies, development of policies, and the promotion of legislation to help individuals and families become self-sufficient.

## **Duane Rohr- Advisor on Workforce Initiatives for CVS Health**

Duane's territories include parts of Eastern PA, Southern New Jersey, Delaware, and Tennessee and has served as a board member for two other Disability:IN affiliates.

## **Anubhav Kochar- Senior Consultant at Deloitte Consulting**

In his experience as a Senior Consultant, his work with the state has included collaboration with policy writers who were seeking guidance on how to design their systems to support individuals with disabilities. Anu also serves as the Onboarding Advisor for Deloitte's Autism@Work program.

## **Michele Staton- Senior Vice President, Finance and Operations for the Pennsylvania Bankers Association**

Michele leads their workforce development, diversity and inclusion, and digital banking efforts. Her career experience also includes knowledge of operations within state and local government, social service agencies, and non-profit organizations.

## **Shane Franklin- District Manager for Starbucks in Northeastern Pennsylvania**

His role also includes serving as the Co-Chair of Starbucks' Northeast Chapter of the Disability Advocacy Network.

# Success Stories

In 2017, AHEDD helped Chrissy find employment as a dishwasher at Menno Haven. She was in this position for 3 years and did very well, but realized she wanted more. Chrissy decided to contact AHEDD to request another job that involves more interaction with people. An AHEDD Employment Specialist spoke to Menno Haven's Human Resources and they agreed it was time for a new job for Chrissy as well. Chrissy now is a cashier and server in their new Café! With this new position came a pay increase and a more consistent work schedule which Chrissy really enjoys. Her Employment Specialist and employer say Chrissy is catching onto the new skill sets that are required very well! The best part for Chrissy, of course, is interacting with the residents when they come through the Café.

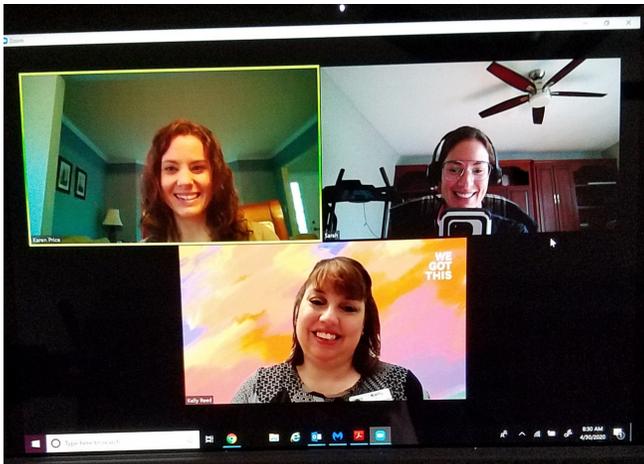


Amy has been an employee of Berks County Intermediate Unit for 10 years now. Over those 10 years, Amy has grown into a confident teacher's aid with a goal of obtaining her Child Development Associate (CDA). Some of Amy's daily tasks include assisting the teacher with her lesson plans, watching over the children and making sure the room is in tip top shape for all the daily activities. She is an aid for students ages 3-5 years old and her favorite part about her job is being able to watch her students learn and grow during their time spent together. Amy highly recommends AHEDD's services as they have supported and guided her in maintaining her employment. Amy's mother, Jackie, agrees. Jackie has been Amy's advocate since she was born. When Amy started her job search, Jackie felt a sense of peace knowing that AHEDD was supporting her through her employment journey. Her mother feels that employment has brought a sense of power and accomplishment to Amy's life. Jackie is extremely thankful for AHEDD's services as she stated, "I can't thank you (AHEDD) enough for the support and encouragement that was shown toward our daughter and family."

# COVID-19 Adjustments

## AHEDD at Work, Working for YOU!

As COVID-19 spread and concerns about health and safety rose, AHEDD remained open for business. Through a combination of remote and in person services, we worked together to help individuals find and maintain employment. Our team assisted participants and businesses navigate new uses for technology including; recruitment, interviewing, training and coaching.



AHEDD conducted a survey for our participants in order to gather their opinions on our virtual services. Around 81% of people who completed the survey said they liked virtual services because it kept them safe due to limited exposure. 78% of individuals said they hope that the virtual services option will continue in the future.

# AHEDD's Board of Directors

## *Why do you serve on AHEDD's Board?*

### **Keith Mitchell- Consultant on Workforce Development**

"Many years ago during my State and Federal career, I had the opportunity to serve in numerous executive positions within the Workforce Development system. The AHEDD program was always a unique and highly effective program that provided employment and training opportunities to a very specialized segment of our community. Over the years, I've seen how important it is for everyone to become gainfully employed and make their contribution to society. Serving on the AHEDD Board of Directors is an extension of my public service career and gives me the opportunity to utilize the knowledge, skills, and experiences gained over the years of administration of such programs."

### **Lindsay Hough- Deloitte Consulting**

"Work brings me a sense of purpose and new relationships. I believe everyone deserves the opportunity for community employment, including my friends and family members who are navigating disabilities. I am pleased to support AHEDD's mission by enabling more individuals to grow in careers they love."

### **Jim Robinson- Esq. Salzman Hughes, P.C.**

"AHEDD's mission of providing jobs and training to the developmentally disabled is not only critical to the community and employers, but especially to the individuals it serves. When I hear about the impact AHEDD has on its clients, the confidence, self-worth and a strong feeling of satisfaction they exhibit, and meet the professional management and staff who are so focused on these customers, I am reminded of my desire to be affiliated this organization and to assist AHEDD in whatever way I can. Its value to the community cannot be understated."

### **Mike Acker- Partner and Senior VP, Triad Strategies**

"I had the privilege of working with AHEDD's founding leaders, Bruce and Rocco, during the organization's formative years....many years later I was excited when invited to join the Board and assist with furthering AHEDD's mission...I've always believed in "Doing good by Doing good"....it's a great organization with dedicated staff who are fully committed to helping individuals live a better life."

### **Leslie Reis- CVS Health**

"I sit on the AHEDD board because the organization provides critical support to a community which is often overlooked as a talent pipeline for businesses. People with disabilities both visible and invisible are positioned to offer innovation & creativity to companies interested and willing to employ them and accept their input and feedback. It's my honor to serve."

# AHEDD's Board of Directors

## *Why do you serve on AHEDD's Board?*

### **Bruce D. Schwartz- CLEANTEAM Building Services**

"AHEDD's pioneering and innovative programs have helped to shape changes in the types of programs now offered that serve to expand job opportunities to persons with disabilities. I'm proud to be associated with these accomplishments and the impact AHEDD has had, here in Pennsylvania and across the nation. My motivation and belief in AHEDD's mission is renewed each time I learn about individual success stories of those we have helped along the way. It is the difference that AHEDD has made in their lives that has made all the difference to me. It is the reason why I serve on the Board of Directors."

### **Ellie Myers- Parent and Retired Director of Intellectual Disability Services, Dauphin County**

"Employment is the key to self esteem and self determination. AHEDD links employers to individuals with disabilities who have tremendous potential for employment. AHEDD changes lives and, over many years of proven success, has helped to change the social landscape. I joined this board to further AHEDD's important mission."

### **Michael Palermo- Esq. Palermo Law Offices**

"Coming from the private sector, I am honored to be a part of the AHEDD Board as it has not only opened my eyes to the challenges faced by those with disabilities, our work illuminates the abilities inherent in all our participants. AHEDD's work in joining persons with disabilities with truly meaningful employment opportunities is a daily reminder that there are others to serve in this world besides ourselves."

### **Krista Streletz- HR Manager, Nursery Supplies, Inc.**

"I have a passion for enhancing the lives of others, by providing meaningful employment opportunities. In my experience, one of the most fulfilling things you can do is offer someone meaningful employment. This provides opportunity for folks to feel good about their contribution to their own families, as well as their employers. I enjoy sharing enabled employment partnerships with employers who are seeking new teammates. I love the way that AHEDD helps forge these employment relationships by bringing together candidates and community employers. The coaching and support provided by AHEDD job coaches is amazing and I am proud to be affiliated with this fine organization."