



# ANNUAL REPORT

— 2024/2025 —

# OUR MISSION

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



# PRESIDENT & CEO MESSAGE

This past year reaffirmed a truth that has guided AHEDD for more than four decades: when people with disabilities have access to meaningful employment, our communities become stronger, more inclusive, and more resilient. Our work has always been about more than job placement—it is about dignity, opportunity, and the belief that every person deserves the chance to contribute their talents. We are proving when barriers fall, those talents rise.

Throughout the year, we saw that belief come to life. AHEDD expanded partnerships with employers committed to building inclusive workplaces. We supported job seekers as they gained new skills, navigated career pathways, and stepped into roles that reflect their strengths and aspirations. And we witnessed the pride and stability that employment brings to individuals and their families.

These accomplishments were possible because of the dedication of our staff, the trust of our partners, and the determination of the people we serve. In a labor market that continues to evolve, AHEDD remained a steady advocate—challenging outdated assumptions, promoting equitable hiring practices, and ensuring that individuals with disabilities are recognized for the value they bring. We also invested in strengthening our own capacity and focused on building systems that will support long-term impact.

At AHEDD, we see the power of possibility every day. Thank you for believing in this mission and for standing with AHEDD. Together, we are building a future where ability is recognized, opportunity is shared, and inclusion is the standard—not the exception.

President & CEO

A handwritten signature in dark blue ink, reading "Brandy Burnham". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Brandy Burnham

# 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

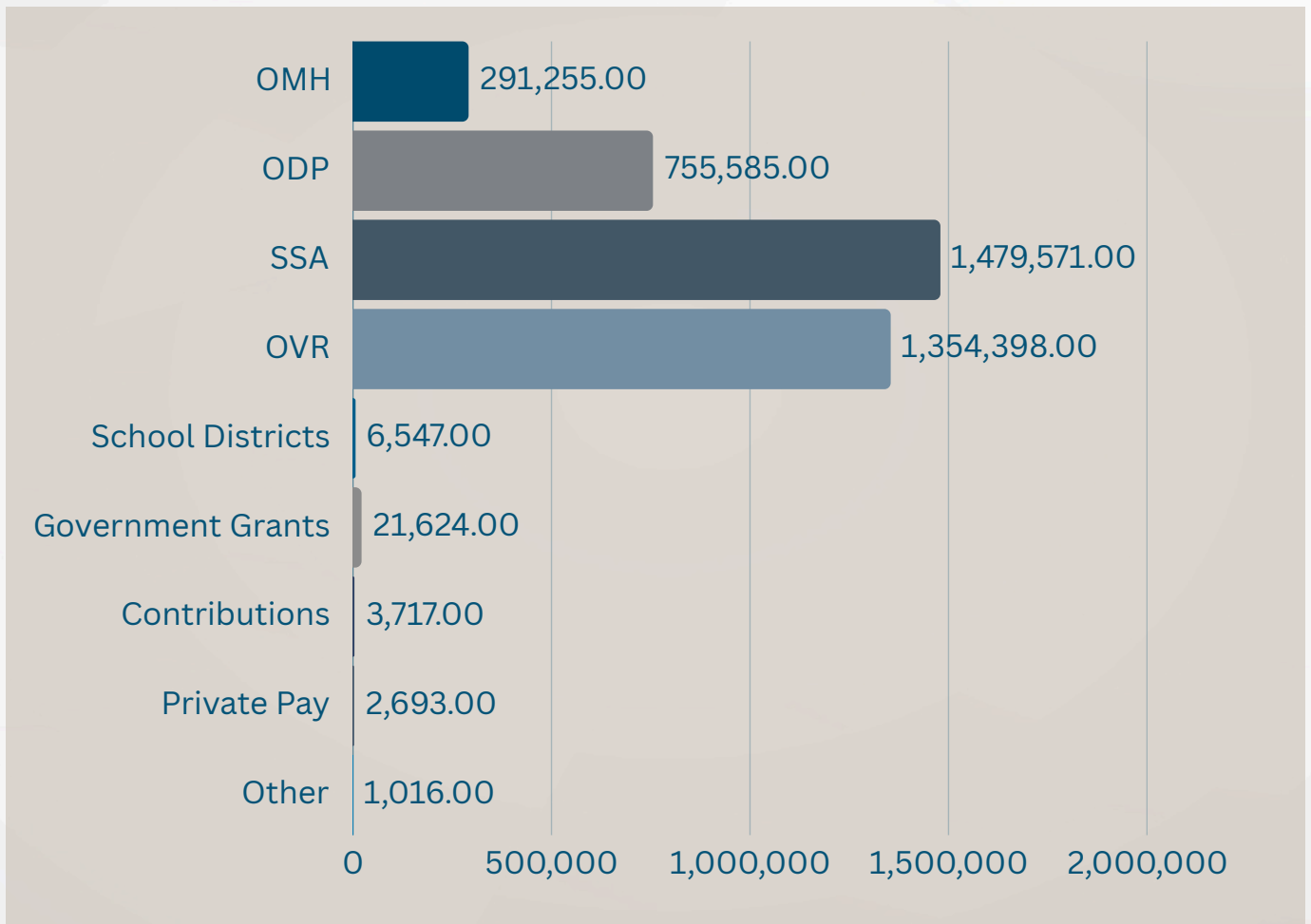
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- Visit our website, [www.ahedd.org](http://www.ahedd.org), and click the donate button
- Donate during an online fundraiser (Extraordinary Give Lancaster or Give Local York)
- Send a check or money order made out to AHEDD, to 3300 Trindle Rd, Camp Hill, PA 17011
- Hold a birthday fundraiser 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

# FINANCIAL OVERVIEW

**TOTAL REVENUE**  
**3,938,077.00**

## PROGRAM REVENUE



OMH: Office of Mental Health

ODP: Office of Developmental Programs

SSA: Social Security Administration

OVR: Office of Vocational Rehabilitation

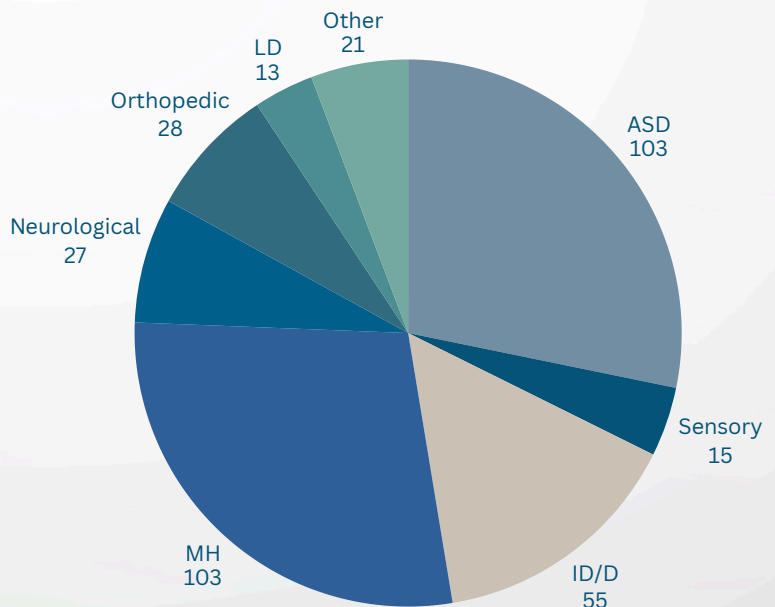
# NEW PLACEMENTS

A participant's first job obtained within a 12-month period is recorded as a new placement. Any subsequent job changes, promotions, or similar updates during that same period are documented and tracked but are not counted as additional (first of) placements. The total number of new placements this year increased by 19% over the same period last year.

New Placements Total	Average Monthly Earnings (all)	Youth Ages 21 & Under	Average Monthly Earnings (youth)
365	\$1,627	65	\$1,174

## New Placements by Disability Type

During the year, 23 companies hired three or more participants. These hires included both initial job placements and subsequent employment opportunities. Giant Foods (27 hires), Walmart (13 hires), and Lowe's (8 hires) were the most active employers overall. Among the 23 repeat hiring companies, the top-paying were Amazon, Allied Universal, Merakey, Walmart, and UPMC.



ASD: Autism Spectrum Disorder  
 ID/D: Intellectual and Developmental Disabilities  
 MH: Mental Health  
 LD: Learning Disability

# EMPLOYMENT RETENTION



AHEDD provides follow-along services to participants for (at least) one year following placement with a target retention rate of 70%. This year, the percentage of participants placed in the previous fiscal year who worked consecutively within a 12 month follow up period was 62%.



# TOTAL SERVED



AHEDD served a total of 3,217 participants throughout the course of the year. Of those, 1,235 were working and received some level of job support services.

Additionally, AHEDD's services extended to 65 Pennsylvania counties and covered 26 states nationwide.



# WORK INCENTIVES COUNSELING (WIC)

Work Incentives Counseling is a service that helps individuals who receive benefits from the Social Security Administration (SSA) understand how employment earnings will impact their benefits. AHEDD's Work Incentives Counseling team helps individuals achieve greater financial independence by maximizing their income and healthcare options.

## 994 New Participants received WIC Services

Funding source	Number Served
Office of Behavioral Health	56
Office of Vocational Rehabilitation	525
Work Incentives Planning and Assistance (WIPA)	413

New WIC referrals through OVR increased this year by 15%. Overall, AHEDD's WIC team served a total of 2,935 Social Security beneficiaries during the year. This number represents all participants that had at least one documented WIC related service during the period.

# 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 improving the lives of people with disabilities by helping them achieve their career goals.

**New Tickets  
Assigned to  
AHEDD: 167**

**27% Increase  
over the last  
Fiscal Year**



**TICKET  
to Work**

# PARTNERSHIP PLUS

In 2013, AHEDD became the first provider in Pennsylvania to partner with the Pennsylvania Office of Vocational Rehabilitation (OVR) under the Partnership Plus program. This innovative program encourages Social Security Administration (SSA) beneficiaries to explore Employment Network (EN) services after successfully completing Vocational Rehabilitation (VR) services, supporting long-term employment and economic self-sufficiency. Building on this success, in FY 2024–2025, AHEDD expanded its vocational rehabilitation partnerships to include the Maryland Division of Rehabilitation Services (DORS).

AHEDD's Administrative EN, The PA EN, strengthened its collaborations with agencies in Pennsylvania, New Jersey and Missouri, further broadening the reach of SSA's Ticket to Work program.



*Lori Tyndall and Karen Price were happy to participate in the Partnership Plus panel to represent AHEDD as an Employment Network (EN) at the Cost Reimbursement & Ticket to Work Symposium!*

# AHEDD'S PENNSYLVANIA EMPLOYMENT NETWORK (PAEN)

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.

## OUR PARTNERS:



**Family Resource Associates**  
PossAbilities for people with disAbilities™



# STAFF AWARDS

## NATALIE CAMPBELL

Marna J. Yingling Distinguished Service Award



### *Nomination from AHEDD Employee:*

I think Natalie Campbell would be an excellent employee to win this award. She was given a new role with a broader territory, took on a team that has had many new members added to it, and has grown in her leadership skills tremendously. She worked hard to keep referrals up, encouraged her changing team while carrying a caseload, and continued to earn big incentives despite all of this. I think these things are worthy of recognition because it's easy for something to drop through a transition like that.

# STAFF AWARDS

## BARB D'ERCOLE

Customer Feedback Award



*Nomination from AHEDD Participant-* “Barb has walked beside me on my journey from unemployment to a complete career change. As part of the Ticket to Work program I had many questions and concerns. Barb kindly and confidently answered each one in a responsive and personal way. When I was going through a hospitalization she was quick to reach out with support and care. I have known Barb for over 5 years, and even when she transitioned into a leadership role at AHEDD, she continued to stay connected. I have always felt respected by Barb, and I appreciate her very much!”

*Nomination from AHEDD Participant-* “ I asked for support regarding my SSI because I lacked clear understanding of the return-to-work process and how income was calculated. As soon as Barbara received the request through Office of Vocational Rehab, she called me, and we set up an appointment. She never rushed me through my questions, thoroughly answered them, and guided me through the process. Prior information given to me through SSI was incorrect and could have cost me the income needed to survive. Barbara was personable, knowledgeable and a pleasure to work with. She eased my anxiety, and I am now successfully navigating my supplemental income and work.”

# STAFF AWARDS

Each year, AHEDD recognizes the team with the highest number of placements per staff. With an impressive 14 placements per staff, AHEDD's South Central team earned this distinction. This success reflects the team's dedication, collaboration, and commitment to delivering exceptional outcomes. Congratulations to the South Central team!



*Left to right:  
Kristen Romero, Nicholas Hornig, Natalie Campbell*

# STAFF AWARDS

The Lancaster team was recognized for achieving the highest 12-month retention rate, an impressive 69%, during the previous fiscal year. Of the 59 participants placed by the team, 41 individuals remained employed for 12 months. This is a testament to the team's dedication to quality placements, and ongoing support. Congratulations to the Lancaster team!



*Left to right:*

*Barb D'Ercole, Angie Fureman, Nancy Andriani, Kelsey Chlebowski*

# SUCCESS STORY

## Eddie Cohen

Eddie Cohen recently celebrated a huge accomplishment of his 20 year anniversary employed at Minders Wholesale Nursery! Minders Nursery is a family owned, and independently operated ground cover company focused on growing quality plants in Lancaster County. At Minders, Eddie is a Plant Potting Specialist! He has learned so much over the years and is able to explain to anyone what makes a good root that is appropriate to plant and sell! After Eddie puts the plants into soil and small pots, he fills up crates and then stacks them onto a shelf to be transferred to the next department to be sold. He gets his job done quickly and is incredibly diligent in his work. He is the true example of if you love what you do, you will never work a day in your life. He always has a smile on his face while on the job, laughing along with his coworkers!

The owner, Mike Minder, explained that his father hired Eddie 20 years ago and now he could not imagine Eddie not being there with him as he took over the family business. They were happy to celebrate Eddie's accomplishment as they threw him a pizza party, with a cake and many congratulations! Mike's goal is to keep his business a family focused company and just about everyone who works for Minders described the environment as one big family. When Eddie was asked how he felt about working 20 years at Minders, his response was, "Here's to 20 more!" His direct supervisor, Doug, has worked for Minders even longer than Eddie and he stated how proud he was of Eddie as he has had the opportunity to watch him grow up throughout the last 20 years.

Eddie has even taken the skills he learned at work into his personal life as he is sure to keep a well-maintained garden at his home! Eddie is a loyal and hardworking individual who found his home away from home in his work environment!



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**BRANDY BURNHAM**

President & CEO  
AHEDD