



COMMUNITY SERVICES

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# 2025 Impact Report





**Dyann Roth, President & CEO of Inglis, posing with PA Health & Wellness Chief Medical Officer, Dr. Craig Butler, at the Inglis Elmwood Gardens Tech Center ribbon cutting event.**



# Table of Contents

<b>04</b>	<b>Introduction</b>
<b>06</b>	<b>Assistive Technology Solutions</b>
<b>09</b>	<b>Employment Services</b>
<b>12</b>	<b>Home Modifications for Independence</b>
<b>15</b>	<b>Self-Determination Housing of Pennsylvania</b>
<b>18</b>	<b>Contact</b>

# Introduction

**2025 WAS A YEAR OF ADAPTATION AND RESILIENCE** for the world around us, and Inglis Community Services (ICS) was not an exception. Amid uncertainty, we remained steadfast in our commitment to strengthening the social safety net by delivering critical services for the communities we serve and ensuring access and opportunity, while advancing long-term systems change.

Over those twelve months, we made difficult but necessary decisions to ensure the sustainability of our programs. We enhanced our data integrity practices to guide service expansion, deepened strategic partnerships, and successfully met every measure and initiative outlined in the first year of Inglis' strategic plan.

As the new Executive Director, I am honored to join this journey and celebrate the remarkable achievements of our talented and devoted ICS team. Their dedication continues to transform

lives, enabling the people we serve and those who care for them, to achieve their goals to live life to the fullest.

This report offers a snapshot of our collective impact from January to December in 2025. It highlights the partnerships that made it possible and shares stories that reflect the power of collaboration and community. We know there is much more to be done, and look forward to strengthening alliances with supporters, payors, and other key stakeholders to advance access and opportunity for people with disabilities and older adults.

With gratitude,



Paula Umaña  
Executive Director of Inglis Community Services

## Our Collective Impact in the Community

**1,725**

People Served

**44**

Home Modifications Completed

**247**

Pre-Service Evaluations Conducted

**17**

People Placed in Competitive Integrative Employment

**51**

Smart Home Solutions Installed

**474**

Organizations Trained

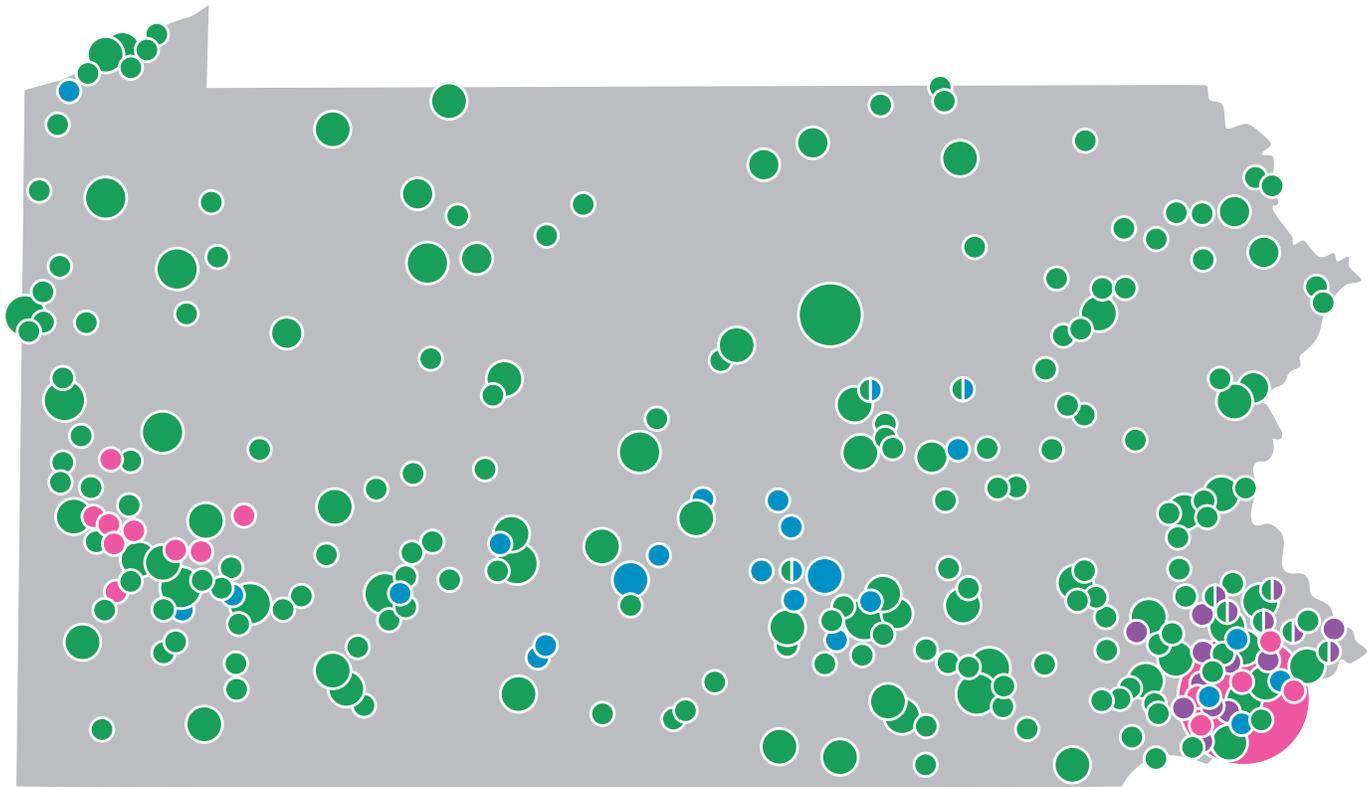
# An Overview of Inglis Community Services

Inglis Community Services (ICS), a subsidiary of Inglis, is dedicated to enabling people with disabilities, older adults, and those who care for them to achieve their goals and live life to the fullest.

Since its inception, ICS has evolved as a statewide leader in disability services, transforming lives of thousands of people and their families across Pennsylvania. Through innovative, person-centered programs—including Assistive Technology Solutions, Community Employment Services, Home Modifications for Independence, and the Self Determination Housing of Pennsylvania (a program which provides Regional Housing Coordination and administration support for Pennsylvania’s 811 waitlist) — we remove barriers, expand opportunities, and build inclusive communities where everyone can thrive.



**Inglis Assistive Technology Specialists Janet Shoemaker and Katie Griffiths supporting a participant with updates to her Ipad in her home.**



- **Assistive Technology Solutions**
- **Employment Services**

- **Home Modifications for Independence**
- **Self-Determination Housing of PA**

# Inglis Assistive Technology Solutions (IATS)

Inglis Assistive Technology Solutions (IATS) supports people with disabilities and older adults in using technology to live more independently and stay connected. The program offers in-home assessments, smart home setups, custom 3D-printed tools, and training tailored to meet specific needs and goals. Our team of certified

professionals provides services to community members across the Greater Philadelphia and Pittsburgh regions, as well as to residents of Inglis House. With each engagement, visit, and device deployment we assist people to lead more empowered and self-directed lives through the right technology solutions.

**112**

People Served in  
the Community

**83**

Assessments  
Completed

**288**

Hours Supporting  
People Through  
Assistive Technology

**51**

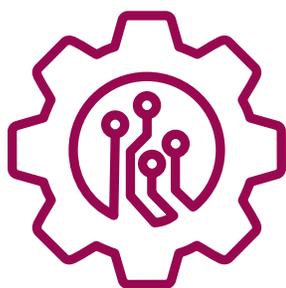
Smart Home  
Solutions Installed

**79**

Inglis House  
Residents Served

**27**

Assistive Tech Group  
Workshops Provided  
at Inglis House



**SMART HOME SOLUTIONS** are tools that make daily life at home easier and safer, using technology that lets you control things like lights, locks, or appliances in ways that fit your needs—whether that’s by voice, remotely, or hands-free.

# HIGHLIGHTS FROM 2025

## We Grew Our Partnerships And Grew Our Team!

Inglis Assistive Technology Solutions program formalized two new service contracts with PA Health & Wellness and AmeriHealth Caritas, which increased the demand for our services within the Greater Philadelphia and Pittsburgh regions. To improve our capacity to serve in the community we hired two new Assistive Technology & Home Modification Specialists. We also increased the number of staff who were credentialed on our team — with everyone achieving their Assistive Technology Professional (ATP) certification and receiving aging-in-place training. All our IATS team members are now equipped to support people with their technological needs in the homes and communities where they choose to live and thrive.

## Launched a New Community Tech Center at Inglis Elmwood Gardens

Thanks to a donation from PA Health & Wellness the IATS team established a new Community Tech Center at Inglis Elmwood Gardens, one of the apartment communities in Inglis Housing Corporation's portfolio of accessible, affordable properties throughout the Greater Philadelphia region. The new Tech Center includes adaptive gaming and accessible workstations for Elmwood Gardens residents to improve their digital literacy skills, as well as smart home devices that they can test out. IATS team members also lead a regular series of workshops for residents to help everyone build their confidence in utilizing the Tech Center and more technology in their day-to-day routines.



**Charles Sammartino, Director of Assistive Technology, and an Inglis Elmwood Gardens resident testing out an adaptive writing screen in Elmwood Garden's new Tech Center.**

## Renovated the Tech Lab at Inglis House

Inglis raised over \$13,000 during its 2024 Giving Tuesday campaign to revamp the outdated Inglis House Assistive Tech Lab into a modern innovation hub. The redesigned space now features advanced 3D printers, cutting edge smart home technology, and new tools that help foster collaboration between residents and students to co-create solutions. This initiative opened new opportunities to engage University of Pennsylvania Nursing and Engineering student volunteers in the Tech Lab.

# PROGRAM SPOTLIGHT

## How the Right Technology Helped Laura Succeed at Work—and at Home

Laura was referred to Inglis Assistive Technology Solutions (IATS) through her insurance provider (PA Health & Wellness), to support her independent living and career goals as she worked a part-time internship with Rev Up PA. Before connecting with the IATS program, Laura experienced several

this was the first time she truly felt like she learned something. The IATS team also helped enhance her ability to be more independent at home by installing smart home technology including voice-control-enabled devices for drop-in support to coordinate care. This integration has empowered Laura to live more confidently, stay connected, and continue growing in her role at work.



**Jeff Ruffing, Assistive Technology Program Manager, helping Laura sync her new calendar display to her phone.**

technology challenges that made her job difficult, and her emails would appear garbled or unreadable. Laura received 15 hours of personalized setup and training with the IATS team in her home that helped her gain the digital skills and confidence to perform several work essential tasks making her more efficient and effective. She shared that what once felt “nearly impossible is now doable,” and that

**“...She shared that what once felt “nearly impossible is now doable,” ...”**





## Inglis Employment Services (IES)

Inglis Employment Services (IES) offers comprehensive, hands-on support to help people with disabilities gain and sustain employment. Guided by Certified Employment Specialists, participants receive assistance with skill-building, job search and placement, on-the-job training, and employment retention. IES partners with employers to identify workplace

accommodations and incorporate assistive technology, fostering inclusive, and productive employment settings for all. The team also recruits, hires, and manages employees with disabilities who work as photo license technicians and environmental service attendants across the Greater Philadelphia region.

**136**

People Served

**808**

Post-Placement Job Coaching Hours

**1,086**

Pre-Employment Support Hours

**17**

People Placed in New Job Opportunities

**34**

People Employed as Photo License Technicians and Environmental Service Attendants

**63,856**

Hours Worked by Photo License Technicians



**PEOPLE PLACED** references participants who are successfully matched with jobs, vocational positions, or volunteer opportunities that fit their skill sets, interests, and support needs.

# HIGHLIGHTS FROM 2025

## Another Year of Longstanding Partnership!

Inglis Employment Services celebrated 23 years as a Pennsylvania Office of Vocational Rehabilitation (OVR) partner in the Greater Philadelphia region; and over 20 years of partnership with UniqueSource Products and Services as a subcontractor for several Pennsylvania Department of Transportation (PennDOT) Driver and Photo Licensing Centers.

## Honoring Those We Support

John Stewart, an Environmental Services Attendant through IES was honored by UniqueSource Products and Services in the Spring for his unwavering positive attitude and professionalism at the PennDOT Licensing Center where he works. John was recognized for his dedication to cleanliness, strong work ethic, and the way in which he encourages and motivates his coworkers.



**Inglis Employment participant, Ethan, posing outside of water treatment facility where he works.**



**Christine Weikel, Employment Specialist Supervisor, assisting an Employment participant with her resume.**

# PROGRAM SPOTLIGHT

## Harold's Story of Perseverance and Purpose

When Harold talks about his job, his voice carries quiet pride. For nearly a year, he has worked at the Southwest Philadelphia DMV, keeping the building clean and welcoming. "I feel good," he says. "If your boss sees you working, you just do what you're supposed to do."



**Harold, Inglis Employment participant, posing with his supervisor at the local DMV where he works.**

Harold's path to employment wasn't easy. After six years at Simpson House, he suddenly found himself without a job. His sister discovered Inglis Employment Services, where Harold connected with job coaches who helped him rebuild his résumé, practice for interviews, and find a position that fits his strengths. "They helped me with stability — and to keep me going," he says. Harold lives with ataxia, a condition that affects coordination and can worsen with stress or

cold weather. With support from Inglis and encouragement from his family, he learned strategies to manage anxiety and stay confident. Over the years, Harold has worked in maintenance and cleaning roles across several sites, always taking pride in thorough, organized work. What he values most now is independence. "If you're working hard, your boss sees that," he says. Harold's story is a reminder that with the right support, meaningful work is within reach.

**“They helped me with stability — and to keep me going”**



# Inglis Home Modifications for Independence (HMI)

Inglis Home Modifications for Independence (HMI) offers home accessibility modifications that allow people with disabilities and older adults to remain safe and independent, in their homes. Serving all 67 counties in Pennsylvania, HMI ensures seamless installation of accessibility features such as grab bars, hand railings, non-slip flooring accessible bathroom upgrades, ramps,

and vertical platform lifts. HMI also assesses the potential integration of assistive technology to support independence and safe aging in place. Our team's expertise and guidance offer participants confidence and peace of mind, knowing that every project is executed with excellence from start to finish.

**113**  
People Served

**51**  
Home Assessments Completed

**44**  
Home Modifications Projects Completed



**HOME MODIFICATIONS** are physical changes to a living space—such as ramps, widened doorways, and accessible fixtures—designed to improve safety, mobility, and control for individuals with disabilities and older adults.

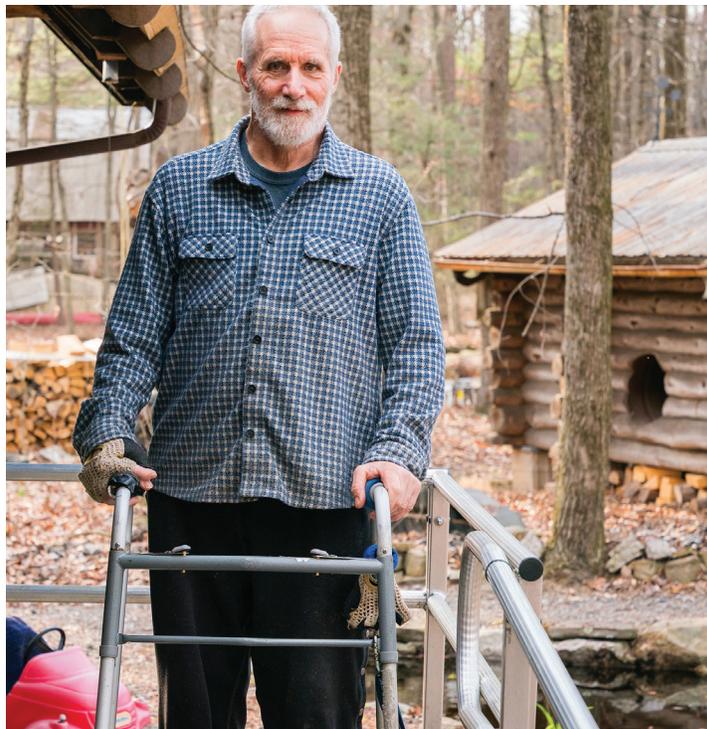
# HIGHLIGHTS FROM 2025

## Awarded \$2Million from HUD

HMI was awarded \$2 million from the United States Department of Housing and Urban Development, the second award received under the Older Adults Home Modifications Program (OAHMP). OAHMP delivers low-cost, high-impact home modifications that enable older adults to age in place, in the communities and homes of their choice. Through this grant, HMI plans to complete over 200 modifications projects over the next three years across Southwest, Central, and Southeast Pennsylvania.



**Home Modifications participant, Florence, sitting on the stair lift installed by Inglis.**



**Home Modifications participant, Todd, walking down the metal ramp installed by Inglis.**

## Modifying Homes with Assistive Technology

HMI and Inglis Assistive Technology Solutions successfully completed several integrated projects through a grant from the Sarah Ralston Foundation, serving older adults in Philadelphia. This collaboration intentionally combined home modifications with assistive technology, to enable older adults to remain in their homes longer — while giving caregivers an added sense of security. Many participants from this initiative have continued their learning journey by enrolling in additional digital literacy classes in the community!

# PROGRAM SPOTLIGHT

## Habitat Philadelphia and Inglis Building Safer Homes Together

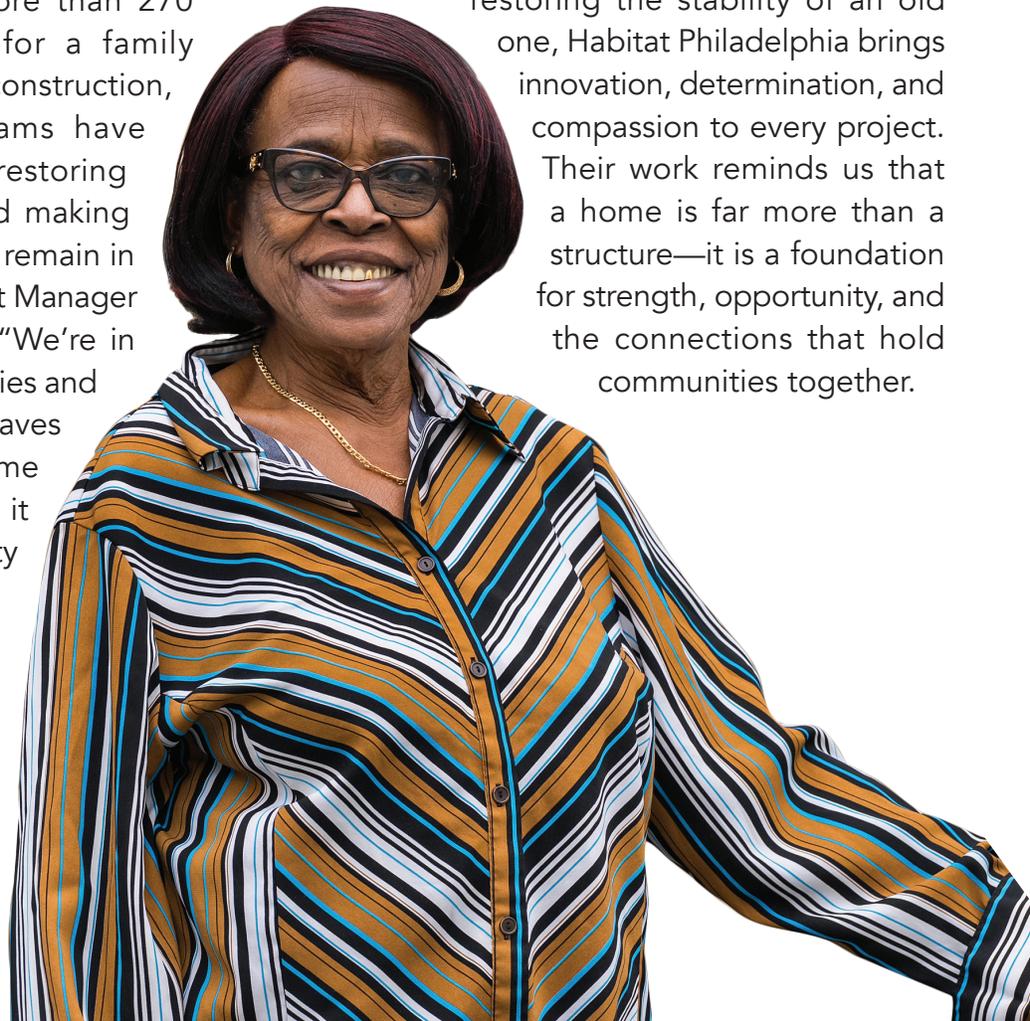
In neighborhoods across Philadelphia, Habitat for Humanity Philadelphia is rewriting what home means for families who have long carried the weight of unsafe or unstable housing. As an independent affiliate of the world's largest nonprofit homebuilder, Habitat Philadelphia brings deep commitment and local heart to its mission: building and preserving homes so that every Philadelphian has a place where they can feel secure, supported, and rooted in their community.

Since opening its doors in 1985, Habitat Philadelphia has built or sold more than 270 homes—each one a new start for a family investing in their future. Beyond construction, the Organization's repair programs have reached over 1,000 households, restoring roofs, fixing structural hazards, and making it possible for longtime residents to remain in the communities they love. As Project Manager of Home Repair Cree Krull notes, "We're in the business of preserving communities and building them up. When someone leaves their community because their home is no longer safe for them to live in, it weakens the fabric of the community on that block."

That commitment to keeping people safely housed is also what fuels Habitat Philadelphia's long-

standing role as a construction partner for Inglis Home Modifications for Independence. For several years, Habitat's skilled team has collaborated with Inglis to adapt homes for aging adults and people with disabilities—installing ramps, improving accessibility, and making essential safety upgrades. Together, the partnership has completed over 50 home modifications, ensuring that seniors can remain independent and connected to the neighborhoods they cherish.

Whether raising the walls of a new home or restoring the stability of an old one, Habitat Philadelphia brings innovation, determination, and compassion to every project. Their work reminds us that a home is far more than a structure—it is a foundation for strength, opportunity, and the connections that hold communities together.





# Inglis Self-Determination Housing of Pennsylvania (SDHP)

Inglis Self-Determination Housing of Pennsylvania (SDHP) is a statewide program that drives forward accessible housing initiatives that expand choice and independence for people with disabilities and older adults. Since 1994, SDHP has worked to close the gap between housing systems and the disability community by advocating for policy change and providing free training, technical assistance, and

community engagement to housing providers and professionals across the Commonwealth through its Regional Housing Coordination (RHC) team. SDHP is also the statewide waitlist administrator for the 811PRA (Project Rental Assistance) program which provides access to affordable housing vouchers for people with disabilities in counties where 811PRA is offered.

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**1,285**  
People  
Served

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**213**  
Individuals Served  
Through Technical  
Assistance

**462**  
Organizations Trained  
on Housing Accessibility  
and Affordability

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**63**  
Affordable and  
Accessible Housing  
Leases Signed

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**649**  
811  
Notices Sent

**1,083**  
People Trained on  
Housing Accessibility  
and Affordability

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**341**  
Applicants Referred  
to Vacant Units

# HIGHLIGHTS FROM 2025

## Opening Doors Together, with 196 Attendees

The Inglis SDHP team led its fourth annual Opening Doors Together Conference in Harrisburg, PA in August, hosting 196 attendees over two days. The 2025 Conference included over 14 sessions that explored cutting-edge innovations in housing design, policy updates, community-based models, and technology-driven accessibility solutions. The conference also included a fireside chat plenary session with Pennsylvania Secretaries Valerie Arkoosh (DHS) and Rick Sieger (DCED), and a special keynote address by Gary Gilliam, former NFL player and Founder of The Bridge.



**Gary Gilliam, keynote at Inglis' Statewide Housing Conference**



**3D printed door keychains produced by the Inglis Assistive Technology program for the Inglis Statewide housing Conference.**

## Fully Accredited

In 2025 the Regional Housing Coordinator (RHC) program's catalog of trainings gained full accreditation under the Pennsylvania State Board of Social Workers, Marriage and Family Therapists, and Professional Counselors. All 21 of its trainings offered throughout the year count towards continuing education credits for social workers, marriage and family therapists, and professional counselors at 0.50 unit per hour of training. In 2024 the SDHP team achieved accreditation for its Prepared Renter Education Program (PREP).

# PROGRAM SPOTLIGHT

## Strengthening Housing Access Through PREP Training

Expanding access to housing education and enabling other organizations throughout the Commonwealth to support the disability community is truly at the heart of SDHP's work. The Prepared Renter Education Program (PREP) is a comprehensive housing readiness curriculum developed by Self-Determination Housing of Pennsylvania (SDHP), in collaboration with Regional Housing Coordinators and the Pennsylvania Housing Finance Agency. PREP covers the fundamentals of renting, including determining affordability, best practices for housing searches, the application process, gathering necessary documentation, lease preparation, and maintaining good tenancy after move-in. It also provides supplemental materials such as a user manual, worksheets, and certificates of completion for participants.

In 2025, PA Inclusive became the first agency to complete SDHP's PREP "Train the Trainer" program—a course designed for professionals who want to deliver PREP locally. PA Inclusive, which supports people with disabilities throughout Luzerne, Lackawanna, Wyoming, Monroe, Carbon, Berks, and Columbia counties, completed over 20 hours of training on housing fundamentals, disability and fair housing topics, and landlord/property

management laws and procedures. The Director of Housing Programs at PA Inclusive became the first individual to earn PREP "Train the Trainer" certification and now conducts the Prepared Renter Education Program directly in their community, expanding SDHP's mission of empowering renters and service providers.

**“In 2025, PA Inclusive became the first agency to complete SDHP's PREP “Train the Trainer” program—a course designed for professionals who want to deliver PREP locally.”**





# Contact Us

Across Pennsylvania, Inglis Community Services continues to remove barriers and expand opportunity—helping people with disabilities and older adults live independently, secure meaningful employment, access safe and affordable housing, and thrive in the communities they call home. Through innovative, person-centered programs and statewide collaboration, our collective impact reached thousands of individuals, families, employers, and housing providers in 2025. We are deeply grateful to our community partners, funders, employers, and advocates whose shared commitment makes this work possible; and ensures that independence, dignity, and choice remain within reach for all. We hope that this report inspires you to join us in making a (continued) impact across the Commonwealth.

## Connect with us Collectively:

[Community@inglis.org](mailto:Community@inglis.org)

## Or Connect with a Program Individually:

### Inglis Assistive Technology Solutions

[IATS@inglis.org](mailto:IATS@inglis.org)

### Inglis Employment Services

[CES@inglis.org](mailto:CES@inglis.org)

### Inglis Home Modifications for Independence

[Homemods@inglis.org](mailto:Homemods@inglis.org)

### Inglis Self-Determination Housing of Pennsylvania

[SDHPinfo@inglis.org](mailto:SDHPinfo@inglis.org)

Support our work at [www.inglis.org/donate](http://www.inglis.org/donate)



Inglis Employment participant posing outside the Philadelphia Inglis Innovation Center.



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