

LADD  
**ANNUAL  
OUTCOMES  
REPORT**

2023



Providing Services Since 1978  
Celebrating 45 years!





# OUR MISSION, VISION, VALUES



**MISSION STATEMENT:**  
*WE MAKE THE DIFFERENCE!*

**VISION:**  
*ALWAYS STRIVING TO ENHANCE THE QUALITY OF LIFE  
FOR ALL WE SERVE!*

**VALUES:**  
*WE VALUE P.E.O.P.L.E.*



**People:** see People as a “whole person”, first.

**Environment:** build an Environment of H.O.P.E., trust, and healthy relationships.

**Opportunities:** create Opportunities for growth and making G.O.O.D. decisions.

**Provide:** Provide gentle interactions to show you C.A.R.E.

**Learn:** Learn to appreciate differences in a team and treat all people with dignity and respect.

**Empower:** Empower by using S.O.U.L. and positive, open communication.

The Mission, Vision, and Values of LADD are the foundation and culture of our organization. They are the philosophy and ethics that guide us in our delivery of services and in our interactions with the people we support, their families/legal representatives, co-workers, regulatory agencies, and the community.

We have set high standards for our employees. These are necessary to sustain high-quality services for the individuals that we support.



# WELCOME MESSAGE

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Dear Friends,

I am happy to share our Annual Outcome Report and the successes of the people we support and our organization. As we look back on the year, we reflect on how much we value learning from those we support, our partners, and our community members.

LADD provides Home and community-based services to individuals with intellectual disabilities, mental health needs, and severe chronic conditions following the LADD Mission, Vision, and Values. LADD's Mission, Vision, and Values are our organization's foundation and culture. They are the philosophy and ethics that guide us in our delivery of services and in all our interactions with the people we support, their families, legal representatives, co-workers, regulatory agencies, and the community as a whole.

LADD services are provided in the local communities where each person lives and supports the person's independence, inclusion, and choice. Our goal is to provide support services, allowing people to live in their homes and communities. Services help protect individual rights, support the individual's independence in making life decisions, and enable the person to pick and receive their services where and in the way they want them.

We work closely with people to help them plan the life they aspire to have, considering various options such as taking the individual's goals, hopes, strengths, and preferences and weaving them into plans for the future. Through the person-centered process, a person is engaged in decision-making, problem-solving, monitoring progress, and making needed adjustments to goals and supports promptly. We collaborate with external resources to maximize services and efficiencies. We coordinate and integrate required mental and physical health services.

We provide care that encompasses safe housing, healthy food, and community relationships. We encourage socialization and relationship-building. We prioritize relationships with peers, caregivers, and local communities. These things are essential to achieving meaningful improvements in life, independence, and well-being. We encourage people to participate in their communities fully and have a quality of life that comes from freedom and the responsibility to make life decisions.

Our success is made possible by our dedicated employees who embrace the Mission, Vision, and Values and provide a positive environment of trust, consistency, and open communication. We promote positive, healthy relationships and give culturally diverse services.

**-CONTINUED-**



# MESSAGE CONTINUED

Thank you to the people who have chosen LADD for their support, family members, and supportive friends and advocates. Our work is only possible with your support.

Every day, we work hard to provide quality services. We remain grateful to all of you for your support.

Thank you for helping us to "Make the Difference" in so many people's lives.

Thank you,  
Julia Jeffreys  
Executive Director  
LADD

## C.A.R.F. ACCREDITATION

LADD has been a C.A.R.F. accredited agency since 1998. C.A.R.F. is the Commission on Accreditation of Rehabilitation Facilities; C.A.R.F. is an International organization that accredits health and human services organizations such as LADD. Accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community. C.A.R.F. accredited organizations focus on advancing the quality of their services and demonstrate a commitment to being among the best providers available. C.A.R.F. accredited agencies concentrate on meeting the person's needs and having the best possible outcomes.

*LADD is accredited in Community Housing, Community Integration,  
Respite Services & Supported Living.*





# HCBS HOME & COMMUNITY BASED SERVICES

What is the Home and Community Based Services (HCBS) Rule? In January 2014, the Federal Government's Center for Medicare and Medicaid Services (CMS) announced a Final Rule on HCBS. HCBS are Medicaid services for people with disabilities to help them live in their own homes and communities. All HCBS services are required to protect individual rights, promote full participation in the community, and support independence in making life decisions. The goal of the HCBS Final Rule is to make sure that the services individuals receive, give people the opportunity for independence in making life decisions, to fully participate in community life, and to ensure that individuals' rights are respected. Read the LADD values of P.E.O.P.L.E., and you will see that we have always met HCBS rules by valuing P.E.O.P.L.E. first!

***LADD PROVIDES HIGH SATISFACTION  
MAKING A POSITIVE DIFFERENCE IN PEOPLE'S LIVES!***

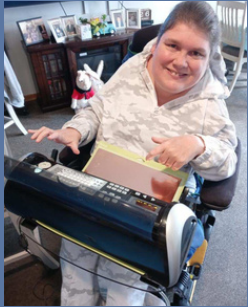
LADD uses a "whole person" centered approach to services; we provide coordination of care and address the physical, mental, and emotional needs of the individuals we support! We work to build relationships with each person supported and provide extensive training to our staff to give people the supports they need:

STATE OF MICHIGAN RESOURCES  
For more information on HCBS Services please visit the  
State of Michigan Website  
[www.michigan.gov/mdhhs](http://www.michigan.gov/mdhhs).

*Our Person Supported website  
includes many resources available 24/7  
to all services provided!  
<https://myladd.laddinc.net/>*



# OUR SERVICES



## HCBS RESPITE SERVICES

Respite Services are provided for short periods of time to relieve the person's family or other primary caregiver from daily stress and care demands during times when they are providing care.



## HCBS SUPPORTED INDEPENDENT HOUSING

The LADD Supported Independent Living (SIL) programs provide support to people who live in their own homes; teaching them how to share resources and provide coaching in life skills including caring for themselves, their home and others.



## HCBS SPECIALIZED RESIDENTIAL

A Specialized Residential Home is a licensed home that is overseen by the State of Michigan and the local Community Mental Health Authority in that region. Specific rules and regulations are in place to meet the standards of the licensing body and the local Community Mental Health Authority for people with specialized needs.



## COMMUNITY LIVING SUPPORTS AND COMMUNITY INVOLVEMENT

Community Living Services (CLS) offers services to support people in utilizing community resources and learning life skills. Support can be provided both in the home, community or in a community-based program and can be provided individually or in a group.



# COMPANY OVERVIEW

**DURING THE 2023 CALENDAR YEAR**

**In 2023, LADD provided the following support service areas within 71 program sites with 300 people supported and 529 employees across Michigan;**

**LICENSED SPECIALIZED RESIDENTIAL  
8 PROGRAMS**



**44 PEOPLE SUPPORTED**

**SUPPORTED INDEPENDENT LIVING (SIL)**



**59 APARTMENTS/HOMES  
172 PEOPLE SUPPORTED**

**COMMUNITY LIVING SUPPORTS & RESPITE**



**4 PROGRAMS**

**84 PEOPLE SUPPORTED**

## MAKE AN IMPACT

Do you have a passion to care for others? Is one of your life goals to 'Make The Difference' in other people's lives? If you answered yes, LADD is **HIRING!** Numerous positions are available, apply today by scanning the QR code or by going to [www.laddinc.net/join-our-team!](http://www.laddinc.net/join-our-team)

**COME FIND YOUR PASSION - JOIN OUR TEAM!  
'MAKE THE DIFFERENCE' IN THE LIVES  
OF PEOPLE DAILY**



**LEARN MORE :VISIT OUR WEBSITE**

You can always visit our website

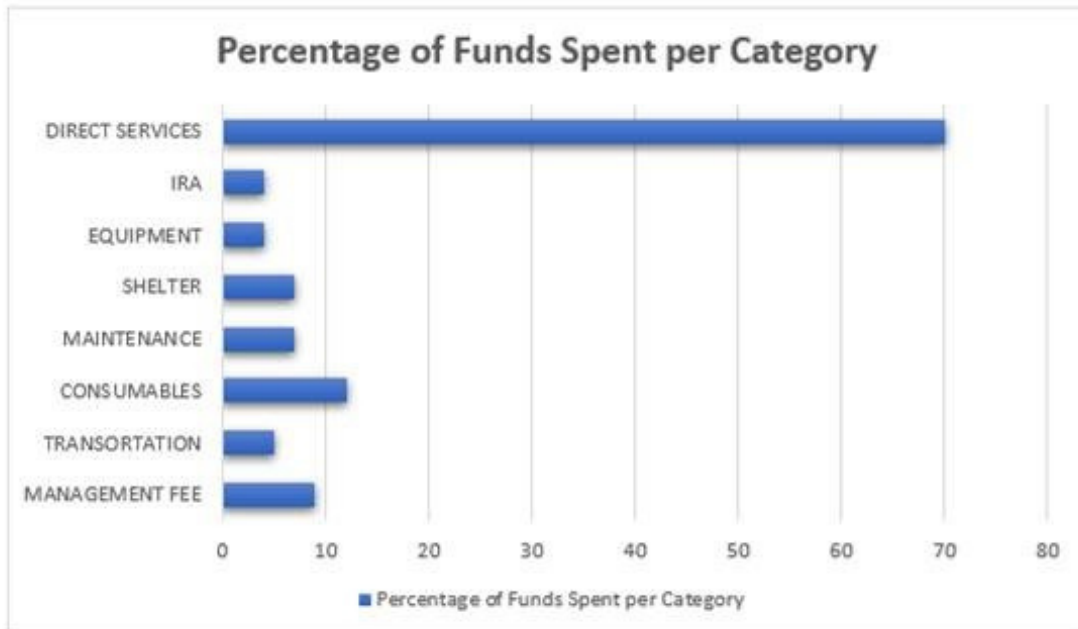
[@laddinc.net](http://laddinc.net) 24/7 for resources and up to date information!





# FINANCIAL SUMMARY

LADD is committed to maintaining financial stability. As a Non-profit that provides support services the highest percentage of the costs are directed towards the personnel providing direct support services. We pay considerably higher wages to our Professional Care Techs (direct support staff) than other Michigan Providers and have a lower turnover rate than the Michigan Provider average. Administrative fees include payroll processing, accounting, consulting, legal fees and other professional costs.



## THANK YOU FOR DONATING, YOU MAKE THE DIFFERENCE!

Thank you for your interest in supporting LADD! For more information about donations or to speak to someone in person please contact our office at (269)782-0654.

You can donate securely online by visiting our website and scrolling down to the donate now button!

**DONATE** 

You can also mail your donation to our Corporate Office at:  
300 Whitney Street  
Dowagiac, MI 49047





# CORTNEE: A SUCCESS STORY



Hello, I am Cortnee, age 25. I live in a duplex in Marshall, Michigan with 2 other ladies and 3 friends on the other side. We have staff every day. I have been receiving support services with LADD for 5 years now. I am married to the love of my life, Michael.

Before I was placed with a provider in Battle Creek, I was living with my mom. While still in high school at the age of 19, adult protective services removed me from my mom's care. I was placed at a house with six other ladies. My friends and I then moved to a new home with LADD staffing supports. After 2 years there, I moved to a duplex where I am working towards becoming fully independent. My goal is to move out on my own with a roommate in a house in Battle Creek closer to my nana and lose weight.

I work 3 days week at Grace Health for almost 3 years with Summit Pointe. I work in housekeeping and keep everything clean and sanitary. I enjoy being around all the people. I enjoy getting paid every other week and take pride in what I do.

Sincerely  
Cortnee S.



# A SUCCESS STORY -CONTINUED

“ I like positive attitudes and try to be a role model to my peers. I hope for world peace with no violence. Be good people.



Cethree



## LADD CELEBRATING 45 YEARS!





# COMMUNITY PARTNERS



## Thanks for all of your support and collaboration in 2023!

Cass County Sheriff Department  
 Berrien County Sheriff Department  
 Watervliet Police Department  
 Dowagiac Police Department  
 Cassopolis Police Department  
 Niles Police Department  
 Saint Francis Outreach ( Holy Maternity of Mary )  
 YMCA of Niles, Benton Harbor & St. Joseph  
 Patriot Garage  
 Dowagiac Fire Department  
 Helping Hands of Cass County  
 Brandywine Project Graduation  
 Old Timers Organization of Benton Harbor  
 Niles Chamber of Commerce  
 Buchanan Chamber of Commerce  
 Berrien Springs Oronoko Township Police Department  
 Berrien Springs Oronoko Township Fire Department

Dowagiac Union Schools  
 Cassopolis Public Schools  
 Niles Public Schools  
 Paw Paw Public Schools  
 Decatur Public Schools  
 St. Joseph High School  
 Watervliet Public Schools  
 Berrien Springs Public Schools  
 Dowagiac Youth Baseball and Softball  
 Dowagiac Elks 889  
 We Can Ride 4 H Club  
 Village of Decatur  
 Dowagiac Chamber of Commerce  
 Cass County Fair  
 Niles Fire Department

**GIVING BACK: LADD IS PROUD TO BE A PART OF SUCH A GREAT COMMUNITY!**

## WHAT PEOPLE ARE SAYING ABOUT LADD!



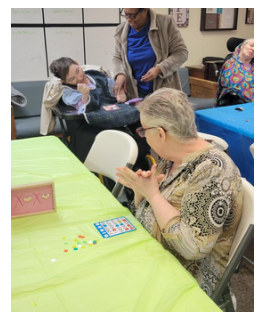
*"I like everything that I have a voice And my staff so wonderful in helping me live my best life" - Person Supported*

*"As a CMH Stakeholder that has several customers placed within LADD, I am very satisfied with what is being provided for our people. Your agency is one of my top agencies to look at when determining new placement for someone. Thank you!" - Contract Agency*



*"This is the best living situation for my person since I have been guardian." - Guardian*

*"I think my job is one of the most meaningful jobs there is. I love everything about what Ladd stands for and believes in. I hope this jobs continues to bring me value in my life and while I help give value to those who need it and deserve it." - LADD Employee*



**THANK YOU TO ALL OF OUR LADD EMPLOYEES WHO "MAKE THE DIFFERENCE" EACH & EVERY DAY!**





WE MAKE THE DIFFERENCE

GET  
IN TOUCH!

## CONTACT US :



(P) +269-782-0654

(F) +269-782-3828



[www.laddinc.net](http://www.laddinc.net)



[qualityimprovement@laddinc.net](mailto:qualityimprovement@laddinc.net)



300 Whitney Street, Dowagiac, MI 49047

### LADD SOCIAL LINKS

STAYING IN TOUCH WITH ALL OF OUR STAKEHOLDERS!



LADD

@LaddIncorporated