



ANNUAL REPORT

2024



WE MAKE THE DIFFERENCE

Providing Services Since 1978
Celebrating 46 years!



www.laddinc.net



qualityimprovement@laddinc.net



300 Whitney St. Dowagiac, MI 49047

Dear Family, Friends and Community Members

I am happy to share our Annual Outcome Report for 2024. At LADD, our mission is “**We Make the Difference**,” which serves as the guiding principle for everything we do. We believe in delivering exceptional care that is easily accessible and close to home, inspiring individuals, and connecting with the local community. Our mission is the heartbeat of our organization, pulsating through every interaction, program, and initiative we undertake.

This past year has brought exciting growth and opportunities to provide more services to our local community. We are proud of the positive impact we have made on the lives of those we support. Over the past 46 years, LADD has evolved and innovated to meet the changing and growing needs of the individuals we serve. We take pride in our achievements over the last year and in addressing the diverse needs of our community. We value and celebrate the diverse backgrounds, identities, and experiences of our employees and the communities we serve.

The dedication and passion of our staff and management team have played a crucial role in our success. Together, we have offered hope and healing to countless individuals and their families. Our staff have promoted healthier lifestyle choices, empowering people to take control of their well-being, resulting in numerous success stories for those we support.

We would also like to extend our gratitude to our community donors for their generosity and continued support of our mission. Your contributions will directly benefit LADD and those we serve. Please consider making a donation at www.laddinc.net. **Together, we can “Make the Difference”.**

As we look to the future, we remain committed to our mission and to nurturing strong partnerships while collaborating with local organizations to continue providing quality services to all we support.

Thank you for entrusting us with your care. We deeply appreciate you and our community of supporters. Together, we are making a profound difference in the lives of many.

Thank you,

Julia Jeffreys

Julia Jeffreys

Executive Director

Our MVV

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.

Testimonials

From a Contract Agency

“I'm very proud of LADD and appreciate all the services provided. I'm honored to be able to work along side LADD staff while serving our shared consumers. I would have loved one utilize LADD services if there is ever a need. The professionalism and compassion provided by staff are truly remarkable. The only barrier I recognized on this survey is staff shortage. Please note I'm aware it's difficult to retain staff & regardless of staff shortages, services provided are fantastic!!!!”

From a Guardian

“LADD has been such a great experience for my brother as well as myself as his guardian. He became a LADD client 10 months ago, and I have seen such a change. He has had so many opportunities to connect with other clients and those in the community-holiday parties, activities, bingo, educational outings to museums/zoos, restaurant visits with staff and other clients, and a volunteer job twice a week. Staff is wonderful! They meet his specific needs with healthcare, hygiene, nutrition, socialization, and learning life skills in a caring and respectful manner. I am promptly notified of any concerns staff may have in regard to my brother's care so we can work together to help him achieve his goals. Thank you, LADD!”

Celebrating Successes!

Person supported weighed 267.8 upon admission. With healthy diet and exercise he is now 224, for a total weight loss of 43lbs within a year!

2024 Company Overview

SITES/LOCATIONS



8

Licensed
Specialized
Residential



60

Houses /
Apartments



4

Individual CLS
& Respite
Programs

STATE



1

Michigan

COUNTIES



4

Cass , Berrien,
Van Buren,
& Calhoun

PEOPLE SUPPORTED



366

EMPLOYEEES



525+

COMMUNITY MENTAL HEALTH AUTHORITIES



4

Woodlands Behavioral Health Network
Berrien Mental Health Authority
Van Buren Community Mental Health
Summit Pointe Community Mental Health

CARF Accredited

We are happy to announce that CARF will be visiting LADD in September of this year. LADD is CARF accredited in **Community Housing, Community Integration, Respite Services and Supported Living** and has been since **1998**. Each time LADD is surveyed we have received the 3-year accreditation, which is the longest period of accreditation an agency can receive.

CARF is the Commission on Accreditation of Rehabilitation Facilities; CARF is an international organization that accredits health and human services organization such as LADD. CARF accreditation signals a service provider's commitment to continually improving services, encouraging feedback, and serving the community. CARF accredited organizations focus on advancing the quality of their services and demonstrates a commitment to being among the best providers. CARF accredited agencies focus on meeting the needs of the person and having the best possible outcomes.



Support Services

HCBS are Medicaid services for people with disabilities to help them live in their own homes and communities. These services are required to protect individual rights, promote full participation in the community, and support independence in making life decisions.

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:



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

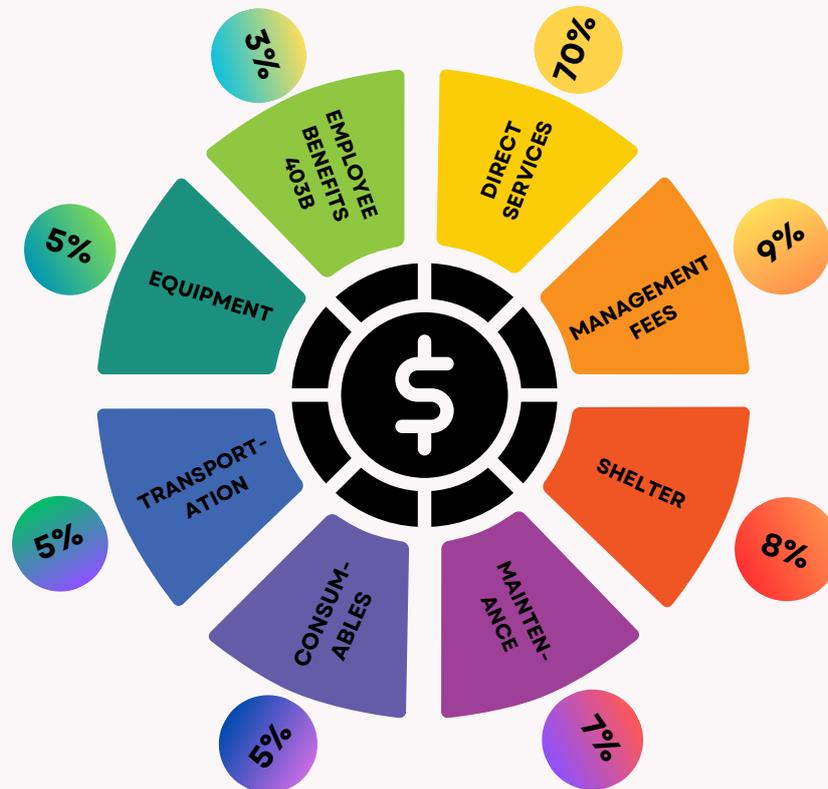
 STATE OF MICHIGAN RESOURCES
For more information on HCBS Services please visit the www.michigan.gov/mdhhs.

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

- 1** Supported Independent Living (SIL) housing 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.
- 2** A licensed home that is overseen by the State of Michigan and the local CMH in that Region. Specific rules and regulations are in place to meet the standards of the licensing body for people with specialized needs.
- 3** Provided for short periods of time to relieve family or primary caregiver from daily stress and care demands during times when they are providing care.
- 4** 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.

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 TO EVERYONE WHO 'MAKES THE DIFFERENCE' THROUGH GIVING!

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 the
LADD Corporate Office at:
300 Whitney Street
Dowagiac, MI 49047

Community Partners

Cass County Sheriff Department
Berrien County Sheriff Department
Watervliet Police Department
Dowagiac Police Department
Dowagiac Fire Department
Cassopolis Police Department
Niles Police Department
Niles Fire Department
Berrien Springs Oronoko

- Township Police Department
- Township Fire Department

Saint Francis Outreach (Holy Maternity of Mary)
YMCA of Niles, Benton Harbor & St. Joseph
Buchanan Chamber of Commerce
Dowagiac Chamber of Commerce

Dowagiac Union Schools
Cassopolis Public Schools
Niles Public Schools
Paw Paw Public Schools
Decatur Public Schools
St. Joseph High School
Watervliet Public Schools
Berrien Community Foundation
Brandywine Project Graduation
Patriot Garage
Dowagiac Elks 889
Helping Hands of Cass County
Cass County Fair

Regional Director Bekki, and Area Supervisor Jessica volunteering during 'Handi-Capable Day' at the 2024 Cass County Fair!



MAKE AN IMPACT - JOIN OUR TEAM!

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!



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

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

CONTACT US



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LADD SOCIAL LINKS

STAYING IN TOUCH WITH ALL OF OUR STAKEHOLDERS!



LADD

@LaddIncorporated