

LADD Annual Report

20
25



Providing Services Since 1978
Celebrating 47 years!



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www.laddinc.net

WE MAKE THE DIFFERENCE

Letter from our Executive Director

01



Dear Stakeholders, Community Partners, and Team Members,

As we reflect on the past year, we are proud to share the accomplishments and progress made throughout 2025. Our mission –to support and empower individuals with disabilities–remains at the heart of everything we do. This year, our organization continued to grow, innovate, and improve the quality of the services we provide thanks to the extraordinary dedication of our entire community.

We are especially pleased to highlight that our agency completed numerous audits throughout 2025 with zero citations. This achievement reflects our strong systems, commitment to best practices, and the exceptional teamwork demonstrated across all departments. Maintaining this level of excellence is a testament to the care and professionalism our employees bring to their work every day.

To our stakeholders, thank you for your steady guidance, trust, and investment in our mission. Your support enables us to pursue continuous improvement and expand opportunities for the individuals we serve.

To our community partners, your collaboration and shared vision have been invaluable. Together, we continue to build networks that reduce barriers, enhance independence, and strengthen supports.

To our employees, we extend our deepest gratitude. Your compassion, skill, and dedication shine through in every program and service. These successes—including our numerous cite-free audits—are a direct result of your hard work and commitment.

As we move into 2026, we are energized and optimistic—particularly as we prepare for our CARF accreditation renewal. We welcome this opportunity to demonstrate our quality, reflect on our growth, and reaffirm our commitment to excellence.

Thank you for all you have done throughout 2025. With your continued support, we look forward to the meaningful progress and shared successes the coming year will bring.

With appreciation,

Julia Jeffreys

Julia Jeffreys
Executive Director
LADD



Since 1978

LADD Mission, Vision & Values

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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.

Mission

✓ **WE MAKE THE DIFFERENCE!**

VALUED PEOPLE
VALUE PEOPLE



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.



Since 1978

CARF Accreditation

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CARF ACCREDITED

We are happy to announce that CARF will be visiting LADD in May/June 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.

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.



LADD Provides 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!



Since 1978

Support Services

04



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: www.michigan.gov/mdhhs



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

HCBS
Supported
Independent
Housing

1

HCBS
Specialized
Residential

2

HCBS
Respite
Services

3

Community
Living Supports
& Community
Involvement

4

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.



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2025 Company Overview

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We provide person-centered, individualized supports to people living in the community. The individual's skills, strengths, and abilities help to build a plan of achieving their goals and building supports to help them be as independent as possible and a contributing citizen in their community.

Our goal at LADD is to **'Make The Difference'** in people's lives by supporting people to achieve the highest quality of life by assisting people in maintaining and expanding independence and to fully participate and contribute to everything their community has to offer. We provide individualized services, customized to achieve this goal. We are here to "Make the Difference" in their lives!

Services Effective 12/31/25

LADD provides the following 3 support service areas within 72 program sites with 283 people supported and 524 employees across Michigan!

People Supported



283

Employees



520+

Sites / Locations



8

Licensed Specialized
Residential



60

Houses / Apartments



4

Individual CLS
& Respite Programs

State



1

Counties Served



4

Cass, Berrien, Van Buren, & Calhoun

Community Mental Health Authorities



4

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



Since 1978

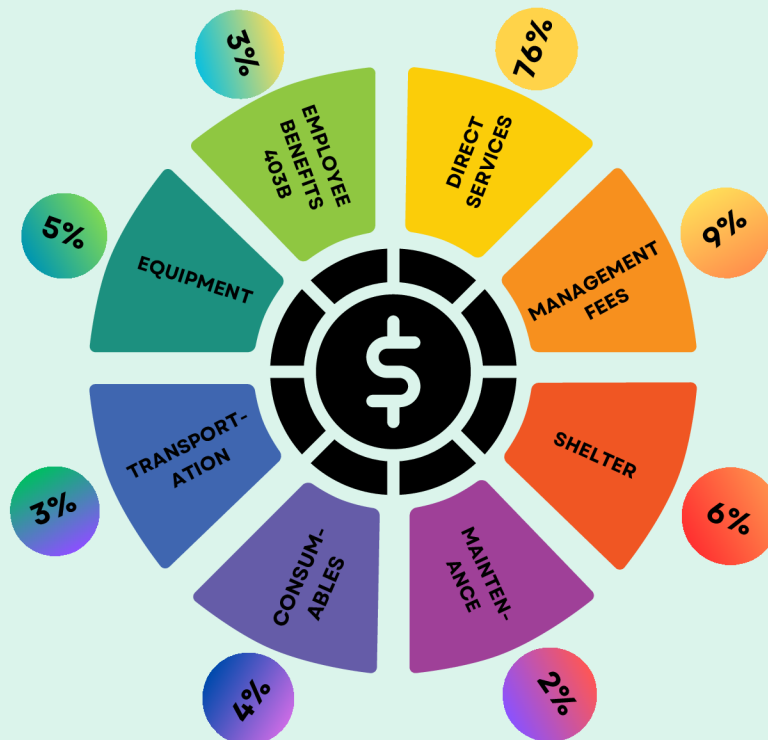
Financial Overview

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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 here button!

 [Donate Here!](#)

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



Since 1978

Testimonials

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“ WHAT PEOPLE ARE SAYING ABOUT LADD! ”



"I like that I get to be apart of my community, with help of my staff and manager." - Person Supported

"I love LADD and my home, I don't know anything else that could make it better." - Person Supported

"Staff and manager make my holidays and birthdays much better for me, makes me very happy and at home." - Person Supported

"My room mates are like family to me. Staff always is there if I need anything and keep me safe" - Person Supported



"Words can't express how grateful I am for your help during this difficult time with loved one. You can't imagine how much strength your support has given me. Your support has been my lifeline. Thank you for being there for me when I needed it the most."
- Guardian to a Manager & Support Staff

"All great people that I have worked with.....very happy when I have a person placed with a LADD CLS or AFC."
- Contract Agency



"I appreciate all the work the staff do to ensure safety to our shared consumers while being compassionate. I appreciate when there are concerns they are addressed immediately and with professionalism and compassion." - Contract Agency

"Berrien County Crisis Intervention Training has been a wonderful resource for Officers in Southwest Michigan this week. I would like to thank LADD Inc. for your very generous donation which helped me to provide lunches and snacks to police officers. Your support means so very much to me and to our community." - Contract Agency



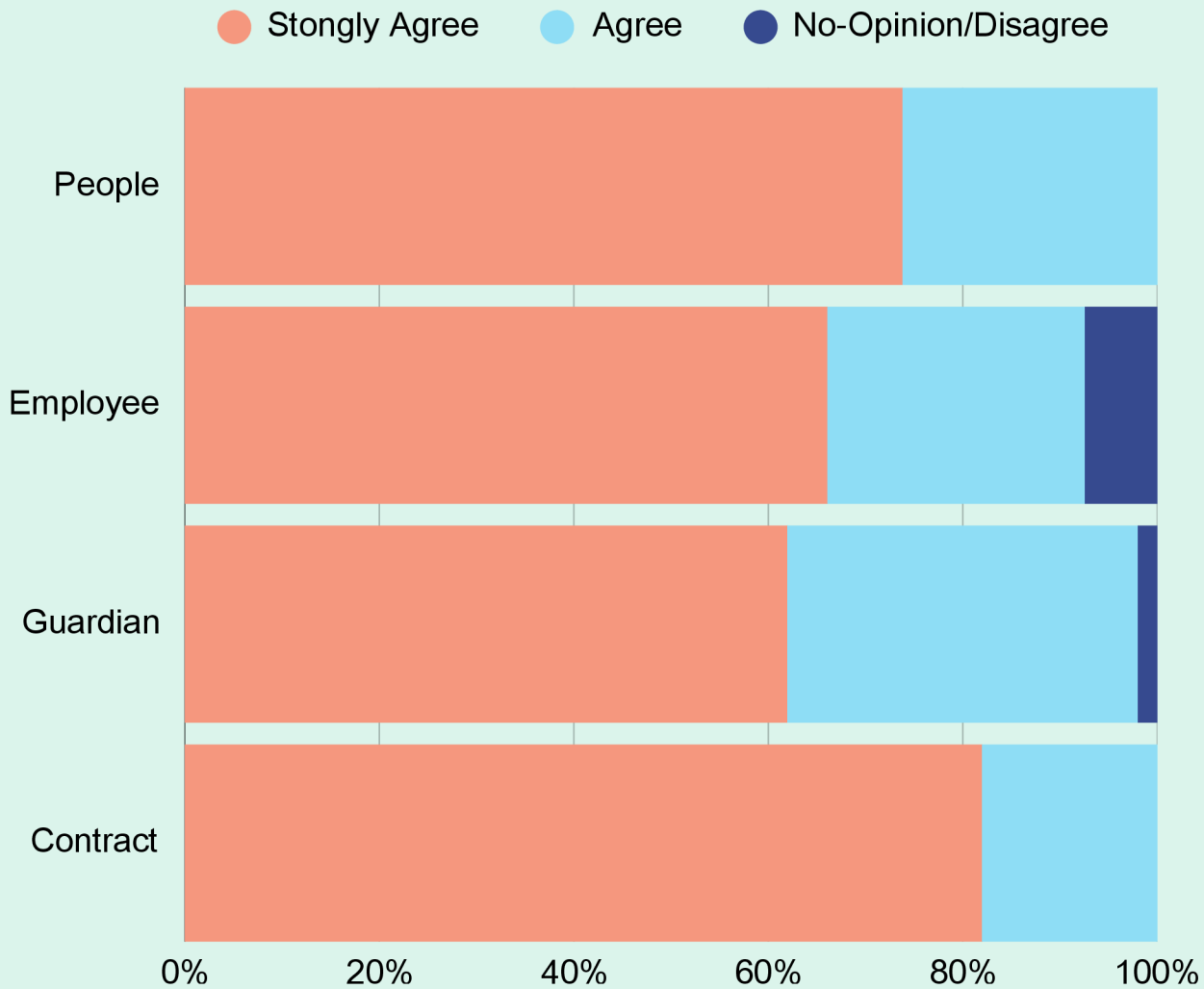
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Overall Satisfaction

08



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



On average, the Annual Satisfaction Survey completion rate by LADD Employees and Contract Agencies is low at approximately 20%.

All information obtained from the stakeholders is used in future planning, programming, strategic, financial, and resource planning. Satisfaction information is used to determine if we are meeting the needs of the stakeholders on an ongoing basis while directing the ongoing process of quality improvement.

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Make an Impact - Join our Team!

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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!



"I enjoy my job and working with many people from all dynamics and has taught me alot about myself!"



"Ladd is a great company to work for and really care about their employees as well as the people we support!"



"I really appreciate this organization and have learned a lot about caring for people with disabilities since I've worked here!"



"LADD itself is the best. The Mission, Vision, and Values is what made me apply."

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



Since 1978

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



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

www.laddinc.net

Community Partners

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Thanks for all of your support and collaboration in 2025!

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
Dowagiac Elks 889
Helping Hands of Cass County Cass County Fair



Since 1978



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

www.laddinc.net

Thank You For Your Support!

LADD SOCIAL LINKS

STAYING IN TOUCH WITH ALL OF OUR STAKEHOLDERS!



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LADD

