



Living Alternatives for the Developmentally Disabled
L.A.D.D., Inc.



Semi Annual Outcomes Management Report 2009

Living Alternatives for the Developmentally Disabled, Inc. (L.A.D.D., Inc.) is accredited by CARF, The Commission on Accreditation of Rehabilitation Facilities. CARF is a nationally recognized, not-for-profit accrediting body. *CARF promotes equality, value, and optimal outcomes of services through an accreditation process that centers on enhancing the lives of the persons served. L.A.D.D., Inc. is currently in our fourth-three year accreditation period.*

SERVICES PROVIDED BY L.A.D.D., Inc.



COMMUNITY SERVICES

Community Services are provided in Berrien, Cass, Oakland, and Van Buren Counties.

COMMUNITY LIVING/RESPITE SERVICES

Community Living Services are provided. L.A.D.D., Inc. offers three types of Community Living Supports (CLS) and Respite Services: Supports in licensed residential programs, supports in community based homes; and support in community based programs. Residential based supports are provided and Respite Services are being provided to both adults and children.

OLDER ADULT SERVICES

Meadow View Estates is located in Cass County and is a private pay home providing Residential Assisted Living Services to older adults in a comfortable, safe and caring environment. Older Adults Community Living Supports and Respite services are also available.

PERSONAL AND SOCIAL SERVICES

Assisted Residential Living Supports are provided in all Counties.

SUPPORTED EMPLOYMENT

Innovative services to assist individuals to enter and maintain integrated competitive community based employment. This is accomplished by using a *Person Centered* approach, assessing the person's interests, hopes and skills.

COMPANY TOTALS

L.A.D.D., Inc. currently provides personal and social services in 17 Residential homes and 24 Supported Independent Living Apartments, and over 50 independent/family homes.

L.A.D.D., Inc. provides services to approximately 285 adults and children across Michigan.

L.A.D.D., Inc. has over 375 employees throughout the company.

L.A.D.D., Inc.

Mission, Vision and Values

Mission

We Make The Difference!

Vision

Always striving to enhance the quality of life for all we serve!

Values

People: to see People as “People First”

Environment: to provide a caring Environment of interdependence and trust

Opportunities: to create Opportunities for growth and open communication on all levels

Provide: to Provide support by using Gentle Teaching

Learn: to Learn to appreciate differences and promote dignity and respect for all people

Encourage: to Encourage the team approach in providing support services

Gentle Teaching

Gentle Teaching is a philosophy of involvement and interaction based upon creating an atmosphere in which people feel safe, loved, loving and engaged. Training on Gentle Teaching is provided to all L.A.D.D., Inc. employees at time of hire, monthly at Family Staff Trainings, and during Semi-Annual and Annual training. Having a spirit of Gentleness is vital to being employed with L.A.D.D., Inc.

Gentle Teaching involves being “in tune” with a person’s needs and is characterized by a welcoming and uplifting attitude, generous spirit, warm smile, caring gaze and kind words. We always strive to evoke a sense of peace. Employees will never allow their demeanor to provoke violence.

Gentle Teaching involves:

Substantial increase in our warm interactions

Establishing of a feeling of companionship

Forming an extended family “culture of life”

Teaching everyone to feel safe, engaged, loved and loving

Gentle Teaching reminds us that:

Each human being is made of mind, body and spirit

Personal change comes from within our own hearts

Each of us desires a feeling of “being with” others

Care giving relationships are based upon unconditional love

Community change occurs from the bottom up

L.A.D.D., Inc.

Strategic Planning

Strategic Planning is part of the Continuous Quality Improvement process for L.A.D.D., Inc. The Steering Committee, Board of Directors and Quality Assurance Department revise the plan according to the ever changing environment in which we provide services. The Strategic Plan is reviewed each month during the Steering Committee Meeting to ensure we are achieving progress towards the goals that have been set. Goals are determined through analysis of Satisfaction Survey results, Committee Meetings, regulatory inspections, Family Staff Meetings, Person Centered Planning, Quality Assurance data collections, and Risk Management. Achievement of goals is reported annually. Below is the 2009 Strategic Plan for L.A.D.D., Inc.

Short Term Goals Phase I: 0-2 Years

Goal 1: To develop a web based learning system capable of supporting all LADD, Inc. training. To improve technological communication within the corporation and utilize the intranet/ Citrix system to increase effective and efficient; data collection systems.

Goal 2: To use the Person Centered Planning, Self Determination or other processes to advocate for natural supports within our communities and increase employment and housing opportunities.

Goal 3: To increase flexibility in choices by expanding CLS supports, employment opportunities and services where L.A.D.D., Inc., does not currently provide services or supports.

Goal 4: To create crisis intervention plans for catastrophic incidents that could occur within our services or community.

Goal 5: To increase awareness of trends in critical incidents by monitoring and reviewing all root cause analyses.

Goal 6: To improve the quality of L.A.D.D., Inc.'s environment by utilizing outside agencies to perform annual external inspections of each support location and with development of innovative training.

Short Term Goals Phase II: 0-4 Years

Goal 1: To continue to develop the L.A.D.D., Inc., website as a marketing, training and referral service for community members by coordinating the website, and other advanced technology to enhance communication and training with people in the community, the responsible mental health agencies, and within our organization. As part of the marketing to add LADD's Closet and Hedges and Edges to the web site to increase community awareness.

Goal 2: To increase positive community awareness of our programs and people we serve while providing opportunities for growth through marketing, advertising, volunteering and self-determination; using evidence based practices

Goal 3: To develop and implement Second phase (ongoing) Team Building, Motivation Techniques and increase staff awareness and usage of DISC. To utilize training at least twice yearly in each program location. To achieve excellent in Management Practices.

Goal 4: To develop additional trainings for Professional Care Technicians including: positive interactions, team building, online trainings and training modules on the intranet/Citrix system.

Goal 5: To assist all people served in accessing the available self-advocacy groups in their respective areas through the use of self-advocacy liaisons.

Long Term Goals Phase III: 0-10 Years

Goal 1: To improve financial strength and security by utilizing outside funding sources. To apply for grants and seek other opportunities such as the website for expansion of services.

Goal 2: To deliver excellent services, building public interest, trust and pride through continually monitoring and revising quality assurance standards.

Goal 3: To provide vigorous community leadership and support by being active in our communities while recognizing each person's unique contributions.

Goal 4: To increase the use of improved technology for the organization that will aide the corporation in increasing efficiency, effectiveness, and improvement in the lives of the people we support.

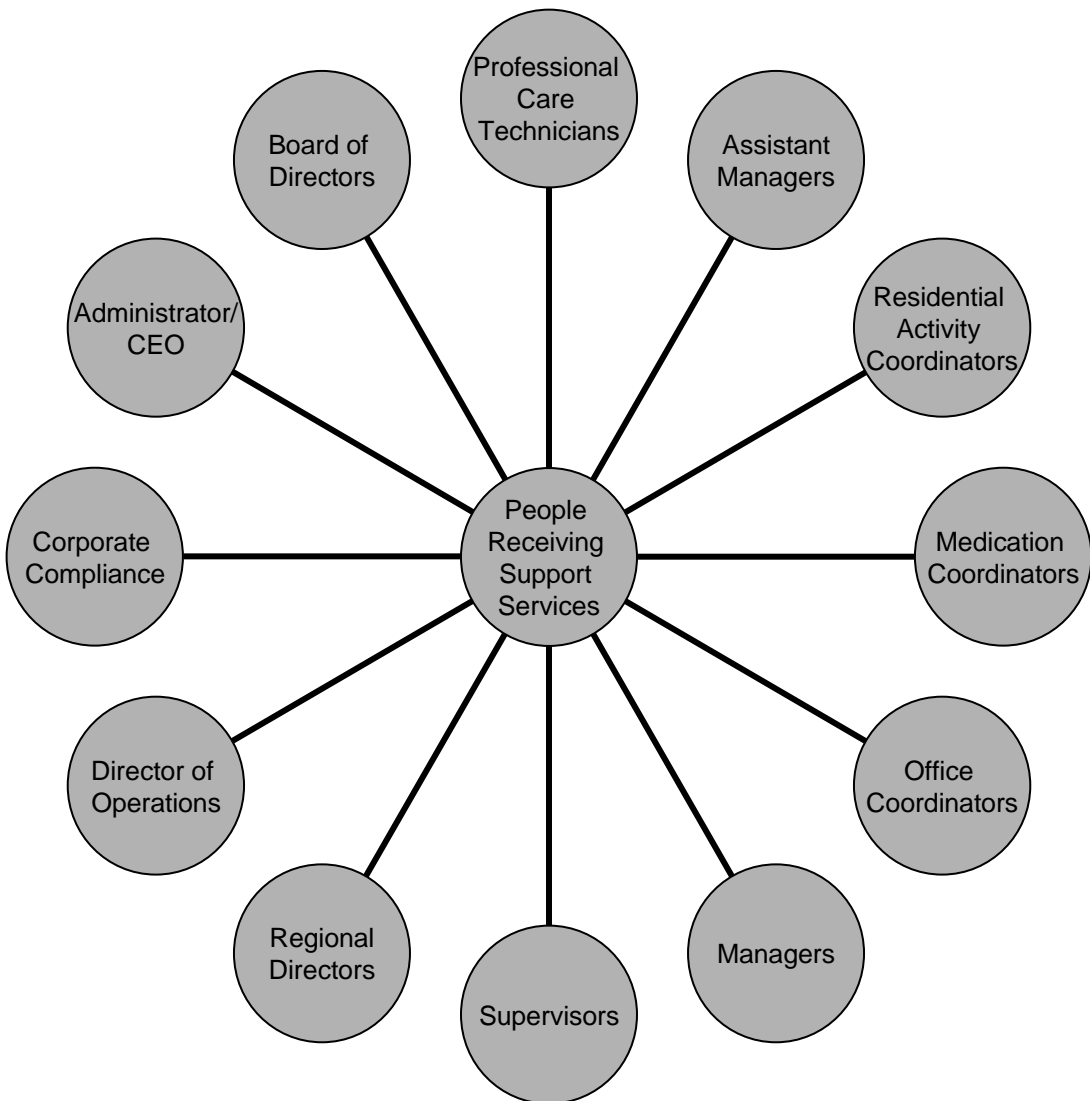
Goal 5: To advocate with the responsible mental health agencies to obtain specific and measurable goals for the people served, as well as internal revisions to incorporate specific and measurable goals in performance evaluations of L.A.D.D., Inc., employees.

Goal 6: To provide teamwork and team building exercises throughout the year to promote a team atmosphere throughout our organization

L.A.D.D., Inc.

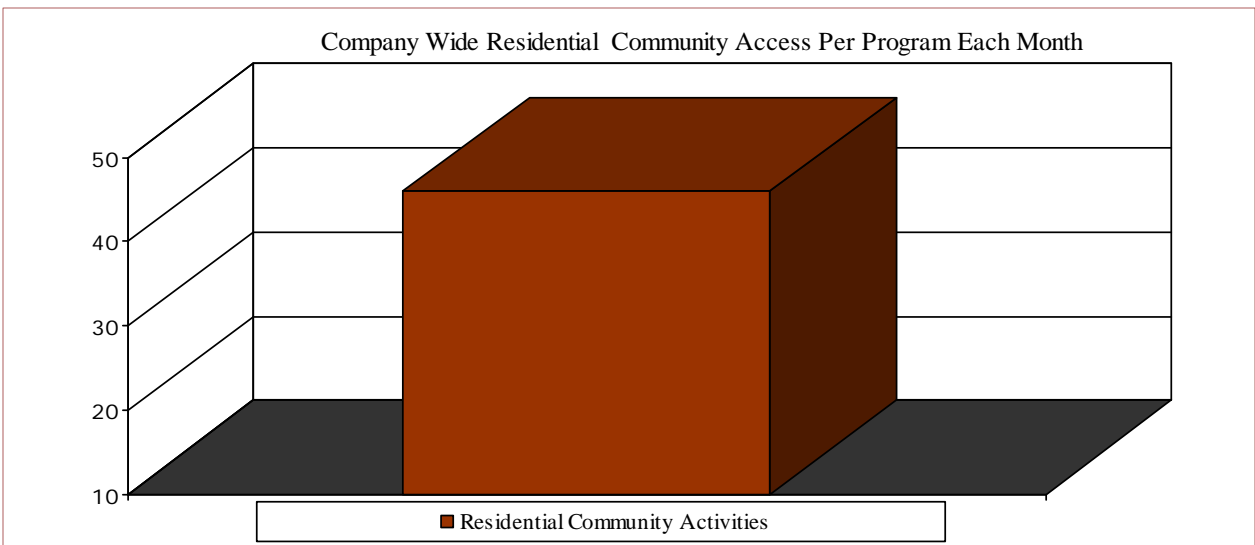
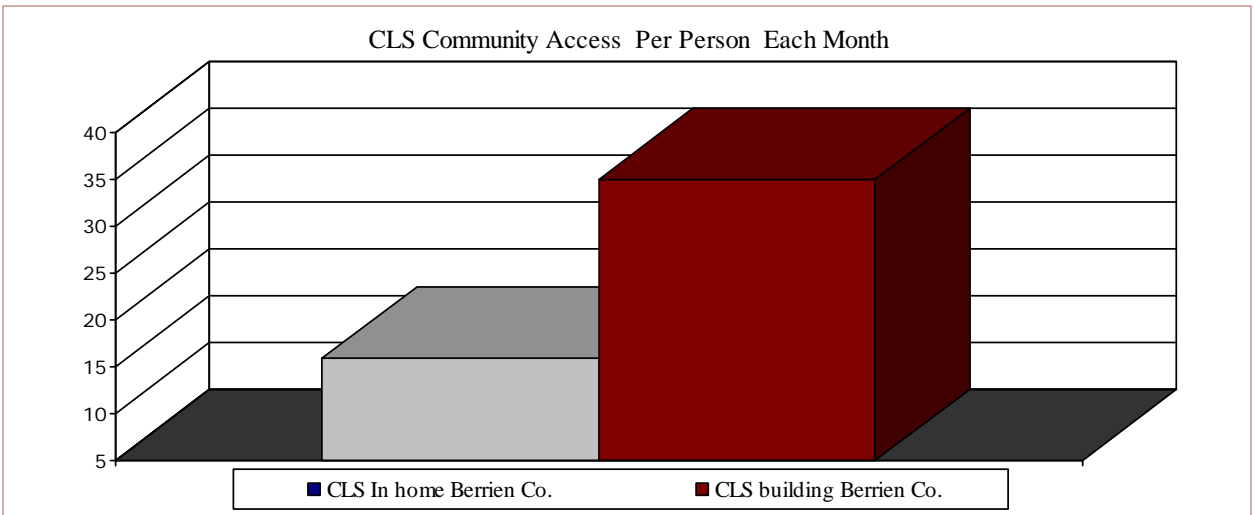
Corporate Structure

The people receiving support services are the center of the L.A.D.D., Inc. Corporate Structure



Community Accessibility

L.A.D.D., Inc. is committed to ensuring that the people for whom we provide support services are given the opportunity to be involved in activities in their local communities. Employees are encouraged to find recreational and meaningful opportunities for themselves and the persons supported to be involved in. L.A.D.D., Inc. has an Advocacy Liaison that facilitates this venture. Opportunities are posted on the L.A.D.D., Inc. website Bulletin Board to assist people in finding, attending and developing activities and learning experiences. Involving the people served in community activities that are occurring is important in aiding persons supported in feeling a part of their community. It is important to provide opportunities to teach socialization skills and other life skills needed to live in the community such as crossing the street, using the “mens” or “womens” bathroom, etc. Some examples of recreational opportunities include: community fairs, craft shows, movies, shopping, restaurants, etc. L.A.D.D., Inc. is committed to ensuring that community outings reflect the desires of the people receiving support services and should be appropriate for both the people involved and the community setting. Employees are aware that being sensitive to the environment where the activity will take place in order to be certain the group size is acceptable is an important part of the integration process. L.A.D.D., Inc. posts community activities, parties, social events and other information on the website at www.laddinc.net on the Bulletin Board. We encourage all of our stakeholders to always think and look for new opportunities for the people we serve to experience. The company goal for CLS activities provided is 3 per person per week. This goal was exceeded with 9 activities per person per week for CLS provided from a service location and was exceeded with 4 activities per person per week for CLS in a home.



Health and Safety Skills Training

L.A.D.D., Inc. is committed to ensuring that the people for whom we provide support services receive ongoing health and safety training, while striving to remove barriers that affect them. This is an important part of the Mission, Vision and Values of L.A.D.D., Inc. and we will strive to keep this area growing. Many individuals have Health and Safety Skill Goals included in their individual Person Centered Plans, as well as it being a part of the Quality Improvement Plan for L.A.D.D., Inc. We will continue to assist the people we support in this area. Some examples of the health and safety skills trained while in the community are: hand washing in a public restroom, review of exit signs, stop signs, communicating with strangers, and parking lot safety. There were an average of 42 Health and Safety Skills trained each month per program.

Family, Friends and Natural Support Monthly Contact

L.A.D.D., Inc. is committed to encouraging guardian and family contact on a regular basis as well as advocating for Natural and Community Supports through the Person Centered Planning Process. Guardian, family, and friend contacts consist of any interaction between the person supported, manager, family and friends of the person supported. This can be an in home or out of home contact, a telephone call, a letter or card in the mail just to name a few. A Natural Support can be a phone conversation, visit, sending or receiving mail from family or friends, or any assistance or support that is provided by a person who is not paid to provide the support. L.A.D.D., Inc. staff may be counted as a Natural Support if the contact occurs out of regular working hours. If you would like to provide a Natural Support for anyone receiving services from L.A.D.D., Inc. please contact any office for assistance.

