

“INDEPENDENCE THROUGH EDUCATION”

## 2010 ANNUAL AGENCY OPERATIONAL REPORT

For the past several years, LADD has published an operational report on an annual basis. Information in this report includes demographics of those we serve and employees, outcomes of the organization, satisfaction with the services provided, effectiveness of operations and the impact LADD has on people’s lives. This process allows us to review the implementation of our mission, core values and improve the quality of programs and services offered.

### LADD’s Mission

“To facilitate the education of adults with disabilities to realize their aspirations”

### Long Range Strategic Plan Goals

- Organizational Performance
- Expansion and Development of Supports
- Development, Retention and Expansion of Workforce
- Safeguard, Development and Expansion of Organizational Resources




## ladd Operations

- 97** The percentage of people served and their families that indicated LADD services met their needs and expectations
- 97** The percentage of stakeholders working with LADD who indicated they were satisfied with LADD services
- 96** The percentage of families that indicated they were satisfied with the communication they have with LADD staff

- 95** The percentage of the persons served that improved their independence as a result of services
- 90** The percentage of employees satisfied with their employment
- 16** The percentage of employee turnover; well below the service industry average of 46%
- 22.3** The average number of days to fill a vacant employee position

## **ladd** Operations continued

**3381** The number of hours of professional education and training received by LADD employees

**521** The number of new contributors

**32** The percentage of employees who acquired a professional credential through the PATHS (Professional Advancement through Training and Education in Human Services) program

**1745** The number of people or organizations that made a contribution

**32** The number of volunteers who donated their time and talent

**8** The number of presentations made to advocacy, parent, professional and other civic groups

## **ladd** Community Connections

This program helps people with disabilities to establish relationships and identify and explore their personal interests through participation in the community. People are paired with a Social Guide who provides assistance in choosing what activities they will be involved in. The goal for each person is to develop a natural support network and cultivate lasting relationships.

**90** The percentage of people served who increased the natural supports and relationships in their lives

**4** The number of Adult Day Array groups developed

**29.4** The average number of days from referral to service delivery

**85** The percentage of time spent by Social Guides providing direct services

## **ladd** Residential Programs

### **Community Supported Living**

This program provides support to teach people with disabilities to live in a house or apartment of their choice. LADD staff provides the services needed so a person may live as independently as possible in the community, and maintain the skills they have learned. Services can range from a few hours each week to 24 hours a day.

### **Find-A-Way and Geier Apartments**

Find-A-Way Apartments in Oakley and Margaret B. Geier Apartments in Kennedy Heights are two community options available through LADD. Ideally located in residential areas of Greater Cincinnati, these safe and secure apartments offer people the opportunity to live in the community and be close to shopping, banks, churches, recreation facilities and bus routes. Thirty-nine people with a broad range of disabilities live at each location. Everyone who chooses one of these options must be eligible for rental assistance through The Department of Housing and Urban Development (HUD).

### **Victory Parkway**

This program provides services in three group homes and four apartment settings at our Victory Parkway location. Our staff provides the level of support needed on a daily basis, teaching life skills that will help people live successfully in the community. Each person is a part of an on-going process that includes assessment, planning, and education. With support from our staff and a “team” that may include friends, family and other professionals, an Individual Service Plan (ISP) is developed. As a person’s abilities increase they may choose to move to an apartment on the Victory Parkway campus or a living arrangement in the community.



- 3** The number of people who transitioned to a more independent living arrangement from Victory Parkway
- 96.6** The percentage of time Direct Support Professionals (DSP) spent providing direct services
- 88** The percentage of people receiving residential services that increased or maintained their independent living skills
- 18** The average number of days from referral to service delivery in Community Supported Living
- 35** The average number of days to fill a vacancy at Victory Parkway

## **ladd** Services for the Ownership and Acquisition of Residences (SOAR)

Through this unique service, LADD assists people to become homeowners. Primary services offered include: facilitating the process of becoming a homeowner, identifying resources that provide down payment assistance and home modifications, and pre/post homeowner counseling. SOAR also helps people obtain rental assistance through Housing and Urban Development (HUD) housing voucher programs.

- 34** The number of people supported to acquire a rental subsidy voucher
- 275,404** The dollar amount saved in local funds for people currently receiving rental subsidies
- 1** The number of people who became homeowners. This person joined twenty five others who have become homeowners through SOAR
- 99** The average number of days from intake to voucher completion



## **ladd** Supported Employment

In helping people gain greater financial independence, this program assists people to choose, obtain and maintain employment in a variety of community settings. Working in partnership with businesses across the Greater Cincinnati area, LADD staff assist people in finding employment, providing on-the-job training and, if necessary, providing follow-up services. The goal is for people to gain meaningful, long-term employment.

- 87** The percentage of people earning above minimum wage
- 31** The average number of days from referral to service delivery
- 63** The average number days to obtain employment
- 7** The number of people who found employment in the community
- 57** The percent of people served who completed ninety (90) days on the job



Living Arrangements for  
the Developmentally Disabled

3603 Victory Parkway  
Cincinnati, Ohio 45229-2207

Non-Profit Org.  
U.S. Postage  
PAID  
Cincinnati, OH  
Permit No. 5471



*Check out our NEW website!  
[www.laddinc.org](http://www.laddinc.org)*

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LADD is accredited by CARF, The Commission on Accreditation of Rehabilitation Facilities, and has been since 2005. CARF is a nationally recognized, not-for-profit accrediting body that promotes equality, value, and optimal outcomes of services through an accreditation process that centers on enhancing the lives of persons served.

Go to [www.laddinc.org](http://www.laddinc.org) and see our new website; become a fan of LADD on Facebook.

For additional information or to request this publication in an accessible format, contact Cindy Gartenman, Director, Quality Operations at 513.487.3931 or [cgartenman@laddinc.org](mailto:cgartenman@laddinc.org).

