



LADD

CORPORATE STRUCTURE AND CHAIN OF COMMUNICATION

People receiving supports—Direct all aspects of supports and care provided. Families and Guardians have a critical role in this direction as well. We are here to advocate for the people we support and assist them with achieving their goals as outlined in their Person Centered Plan. They are our customer!

Board of Directors/Executive Director— As a Non-Profit Organization, the Board of Directors has supervision, control, and direction of the business of LADD. The Board sets rules and regulations for the conduct of its business as deems advisable, and in the execution of the powers granted, delegate certain of its authority and responsibility to the Executive Director and Steering Committee for efficiency and effectiveness of services delivered. Reviews appeals, grievances and issues requiring resolution. Set Policies to meet the Mission, Vision and Values of the Corporation based on the people receiving supports.

Executive Director—Leads the organization in providing services that align with it's Mission, Vision and Values including directly supervising Departments of the organization to fulfill its purpose, goals, and objectives. Facilitates Steering Committee and on going improvement and development of all departments to enhance the quality of services and align with all regulatory agencies and contractual requirements. Power to make decisions regarding Separation from Employment rests solely with the Executive Director.

Corporate Compliance Officer - Oversees all aspects of Corporate Compliance within the company. Receives and investigates complaints, compliance issues, performs reviews and assures compliance with all applicable rules and regulations. Reports any complaints directly to the Board of Directors and/or Executive Director.

Director of Business—Oversees Business functions which includes vehicle fleet, bulk ordering, billing, reconciliation, open items, benefits and financial matters for the people supported.

Director of Human Resource—Oversees all aspects of Human Resources which includes recruiting, hiring, new employee orientation, employee records, benefits administration, unemployment, and employee relations. Ensures compliance with employment laws, regulations, and contractual requirements. Separation from Employment rests solely with the Executive Director.

Director of Quality Improvement and Systems— Oversees Quality Assurance/Improvement, Information/Technology, classroom training, and online training system. Ensures contractual compliance in areas related to QI/QA/IT/Training of the company with a systematic monitoring and evaluation process to ensure the standards of quality are met and continuously improved.

Director of Operations and Development—Oversees service operations and development of new supports and services corporate wide. Directly supervises the Regional Directors insuring that operations are consistent across all regions. Granted authority to make assignment, hiring and disciplinary decisions.

Regional Directors—Coordinates, directs and oversees operations of a Regional Area including staffing, policies and procedures, contracts, health and safety, etc. Granted authority to make hiring and disciplinary decisions.

Area Supervisors—Quality Assurance and Human Resource specialist for multiple assigned managers and program operations of a specific geographic area or program type. Granted authority to make hiring and disciplinary decisions.

Program Managers—Oversee operation and staffing schedules of specific program. Granted authority to make hiring and disciplinary decisions.

Assistant Managers—Assist Manager in overseeing operations and granted authority to recommend disciplinary action but all authority limited to recommendations.

Coordinators— Support staff that oversees activities and/or medical issues of the program

Professional C.A.R.E./Coach Technicians—Provide direct supports to people receiving support services following each individuals Person Centered Plan (Individual Plan of Service). The provide C.A.R.E.; demonstrate Compassion, give Affirmations, build Relationships; and show Empathy and Coach the people receiving services in learning life skills to reach their goals.

Ancillary Services—work that is outside the delivery of any person related services. Do not provide supports; and adhere to the Ancillary Job Descriptions, Policies and Procedures and Ancillary Employee Handbook/Code of Conduct.