



MISSION STATEMENT

LoveJoy Rehabilitation Centers is dedicated to supporting and empowering persons seeking to address their physical and behavioral health needs through a community integration approach.

I would like to start by thanking all of our residents, their families, case managers, and guardians, for their continued belief and trust to deliver care solutions that meet your needs. I would also like to thank all of our staff and team for their help in delivering this care. LoveJoy would not be a viable organization without your hard work, patience, and sacrifice.

Over 2014, we were excited to add a significant amount of beds. LoveJoy is expanding its services beyond just licensed group homes to include homes with just intermittent care and to serve mentally ill adults who just some level of support and affordable housing that will help them remain stable. Over the last year, we have seen a growing need to serve individuals with mental illness who need supported apartments or housing programs that don't provide 24 hour care 7 days per week. This level of care is a lower cost on the Medicaid system.

The model for providing residential care is changing. The Centers for Medicare and Medicaid services (CMS) are pushing for residential housing providers to offer more choice and freedom to the individuals we serve. We are excited to be able to help fill the needs our community. It is our goal to continue to offer person-centered care that helps our residents meet their personal goals and highest level of self-actualization. To this end we continue to learn, grow, and serve.

We look forward to a wonderful 2015.

Sincerely,

Hope Lovell

Hope Lovell, MPH, CDP
LoveJoy CEO

CORPORATE VALUES

The mission statement is supported by six core corporate values that saturate everything LoveJoy Rehabilitation Centers does: These core values guide all aspects of the organizations directions:

♥ PERSONAL EMPOWERMENT

LoveJoy believes its core mission is to assist persons to live with the greatest degree of health, independence and dignity as possible. To that end, LoveJoy works to ensure consumers have choices in all aspects of their care and environment.

♥ INDIVIDUALIZED CARE

LoveJoy recognizes that all people are different and have different needs. LoveJoy encourages a culture of gentleness and uses a person-centered approach to meet the individual needs of each person served.

♥ COMMUNITY INTEGRATION

LoveJoy seeks to integrate consumers into the communities in which they live to the greatest degree possible. community life is more than sharing a zip code; it is sharing in the enjoyment of and responsibility for the resources that surround our consumers. LoveJoy believes that consumers should be as fully integrated into their community as any other citizen.

LoveJoy Rehabilitation Centers is an organization that provides *high quality* housing with *person-centered* supports to help individuals maintain long-term stability in the community.

OUR OCCUPANCY RATE
AT THE END OF 2014 WAS

76.66%

IN 2014 WE INCREASED
OUR CAPACITY TO
PROVIDE RESIDENTIAL
CARE FROM **33** BEDS
TO **48** BEDS -
(an increase of 45%)

AS OF 2014 WE HAVE

52 EMPLOYEES.

*(which is 2 more
than last year.)*

The 15 new beds represent 8 rooms that will provide independent care to adults with disabilities that need affordable room and board while the remaining 7 beds are for adults desiring to live in a “semi-independent” setting.

Semi-Independent means that some home care hours are offered as part of the cost of the program to assist participants in remaining compliant with their health care program, mental health program, and with chores are the home.



Our employee turnover has decreased from last year's 8.3% to 3.1% this year. Employee turnover has decreased due to better education of staff on LoveJoy policies and expectations.

♥ FINANCIAL CAPACITY

At yearend 2014, we had total assets of \$330,000 and total liabilities of \$83,000. Of our assets, we have \$50,500 cash on hand.

Net income was --\$39,000 as a result of the investments we made to grow our programs.

♥ CUSTOMER SATISFACTION

The family members/guardian satisfaction with our service increased from 83% last year in 2013 to 93% in 2014.

95% of the case managers whom we work with are satisfied with our services.

♥ QUALITY OF CARE

92.18% of our resident's goals were met in 2014.

LoveJoy continues to assist our residents with attaining their goals and keep challenging them to do more.

We offer 3 intensive residential housing programs that offer 24-hour daily care. These programs are offered in Detroit, Livonia, and Lansing. Additionally, we offer a step down facility in Lansing with 16 beds that offers supports and care at regular intervals throughout the day. Our newest “semi-independent” care homes are located in the Detroit area.

