

## Residential Opportunities, Inc.

Supporting individuals with disabilities since 1978

### Message from Leadership

Forty years ago, led by what was then called the Kalamazoo Foundation, the Kalamazoo Association for Retarded Children, Kalamazoo Community Mental Health and the Kalamazoo United Way, ROI was created with specific goals in mind: to help people with intellectual and developmental disabilities (IDD) come home from state institutions, rejoin our community, and experience fuller and more enriched lives. At the 30-year mark in ROI's history, we celebrated the last person from Kalamazoo with an IDD leaving a state institution, the Mt. Pleasant Regional Center. That was a long-awaited and greatly rewarding benchmark.

In 1978, people lived in institutions or they lived with their families, with little or no access to school or jobs. People living in institutions were segregated from society. Being shuttered away in dire settings led to poor quality of care, filthy and unsanitary living conditions and poor health, all of which could be expected from the warehousing of people. There were very few services available in the community for someone with a significant disability. Fast forward 40 years, and how their lives were changed! In 2018, in partnership with Kalamazoo Community Mental Health and Substance Abuse Services and other similar organizations, individuals supported by ROI thrive in our Greater Kalamazoo community - with or near their family and friends. They celebrate family birthdays and holidays together. They work and play in the community. They take vacations with friends and family. They have access to high-quality health care.

Today, people with an IDD live alongside all of us. They live in group homes, apartments, and homes in neighborhoods with flexible staffing supports to help ensure their successful participation within our Greater Kalamazoo community. Today, our focus is to help the individuals we serve pursue their goals, dreams and desires. ROI provides individuals with IDD the tools to determine what a meaningful life looks like to them. Whether it's seeing the Detroit Tigers play, shopping alongside everyone else in our marketplace, enjoying a play at the Civic Theater, going on a cruise, or going to Disney World. We have even helped people get married.

And ROI helps in other ways as well. Our Representative Payee Services program has helped people manage their money for nearly forty years. We have developed over 130 units of affordable rental housing to help people with IDD live alongside others with or without a disability. And we have created a state-of-the-art intensive autism treatment program, so children with extremely dangerous behaviors can learn how to live with others and return home. ROI has also created outpatient treatment programs for children with autism. And with our early intervention programs, we have helped children enter kindergarten with a changed life trajectory.

We haven't done any of these things alone. Individuals, families and community leaders have laid ROI's foundation and then helped it thrive and grow. If past behavior is the best predictor of future behavior, then the next forty years should generate even more success for hundreds of people with disabilities. Thank you, Kalamazoo!



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Chief Executive  
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## Mission

ROI partners with children and adults with disabilities and their families so they may live more meaningful, healthy and independent lives in their homes and communities.

## Vision

ROI will be recognized as the regional provider of choice for people with disabilities and a model of excellence for improving quality-of-life outcomes.

## Core Values

We place the needs of the individuals we serve as our highest priority.

We recognize and celebrate the diversity of all people and treat everyone with dignity and respect.

We encourage the individuals we serve to pursue their goals, dreams, and desires.

We recognize, promote, and advocate that individuals have the right and responsibility to make choices in the decisions that affect their lives.

We welcome and facilitate the involvement of families and friends as an integral part of the lives of the individuals we serve.

We are passionate about our work and dedicated to the individuals we serve and the agency we represent.

We strive to recruit and retain a talented and committed workforce dedicated to our Mission, Vision, and Core Values.

We support each other in our personal goals for growth, development, health, and wellness.

We are responsible stewards of our resources.

We seek opportunities to both cultivate and collaborate with community resources in order to benefit those we serve.

# REACTIONS

from families served...

■ *ROI does a wonderful job caring for my sister, giving us peace of mind for her future.*

■ *I have recommended the Great Lakes Center for Autism Treatment and Research to other families because we are so pleased with the service we receive there.*

■ *I am so grateful for ROI because my son is being cared for in a safe and loving environment where all his needs are met.*

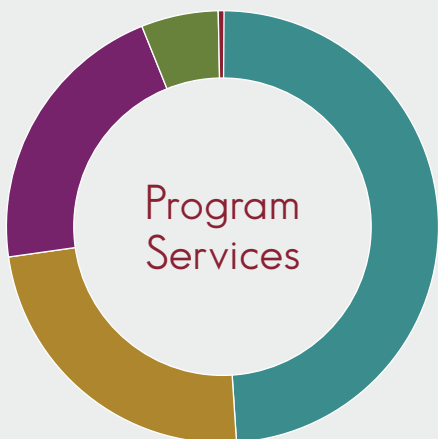


# FINANCIALS



■ Service Revenue	\$18,296,000	87%
■ AFC Room and Board	\$1,450,000	7%
■ Affordable Housing Rents	\$999,000	4%
■ Donation and Grants	\$189,000	1%
■ Interest & Other Revenue	\$138,000	1%
<b>Total Revenue and Support</b>	<b>21,072,000</b>	

■ Program Services	\$18,691,000	89%
■ Administration & General	\$1,982,000	9%
■ Development	\$29,000	.1%
■ Independence Fund Gifts	\$118,000	1%
■ Property Improvements	\$171,000	1%
■ Increase Reserves	\$81,000	.4%
<b>Total Expenses</b>	<b>21,072,000</b>	



■ Specialized Residential	\$9,070,000	49%
■ Supported Living	\$4,178,000	22%
■ Autism Treatment	\$4,335,000	23%
■ Affordable Rental Housing	\$1,042,000	6%
■ Representative Payee	\$66,000	.4%
<b>Total Program Expenses</b>	<b>18,691,000</b>	

**We are proud only 9 cents of every dollar is spent on administrative costs.**

# IMPACT

ROI provided residential and support services to individuals, children and families throughout the year in these areas:



Individuals with disabilities received assistance in day-to-day needs through our **Specialized Residential licensed group homes.**

**134**



Individuals with disabilities were able to live as independently as possible in the community through our **Supported Living Alternatives program.**

**97**



Individuals with modest incomes were provided affordable housing through our **Affordable Rental Housing program.**

**143**



Individuals received help managing their budget and paying bills through our **Representative Payee Services program.**

**267**



Children on the autism spectrum decreased challenging behavior and learned adaptive skills to prepare them to transition back to the home through the **Intensive Treatment Program.**

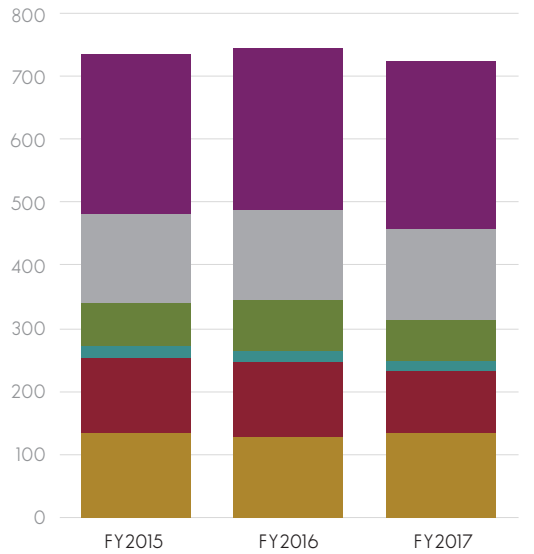
**16**



Children on the autism spectrum developed new social and life skills through the **Outpatient Services Program.**

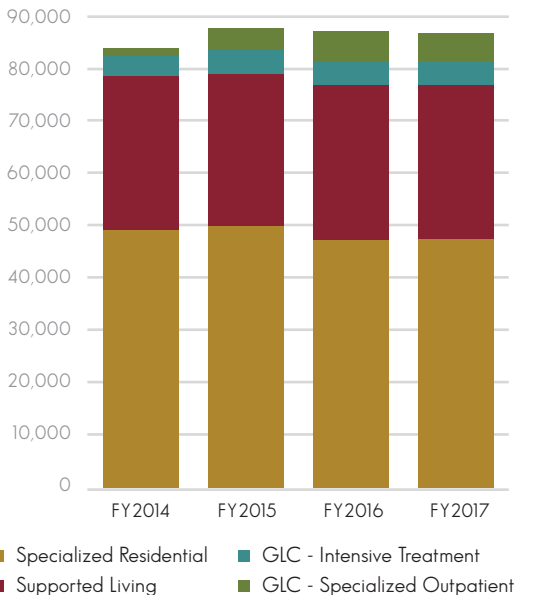
**66**

## People Served



Individuals who received services from more than one program. **148**

## Days of Service



# PARTNERSHIP

## **Our deepest gratitude to our 2017 donors:**

*We gratefully acknowledge these gifts made between October 1, 2016 and September 30, 2017.*

*Gifts made after September 30, 2017 will appear in next year's Annual Report.*

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