

Residential Opportunities, Inc.

Supporting individuals with disabilities since 1978



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.

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Message from Leadership

Dear Community Members,

We have the privilege of sharing the great work of ROI with you. There have been accomplishments achieved, hurdles overcome, and lives celebrated throughout ROI's 41st year. We have taken the time this year to reflect on the past while we plan for the future. The longevity and successes of ROI have been the result of hard work for many decades and we are honored to be a part of Kalamazoo's story. Some of the words that describe the culture of ROI - Kindness, Compassion, and Community.

Throughout ROI you see dedicated Board and staff members who do not lose sight of ROI's Mission and Core Values. This dedication begins with the Direct Support Professionals and continues with their supervisors, our administration and the Board of Directors. Everyone has different responsibilities, but everyone has the same Mission and Core Values. Those Core Values are what create our Kindness, Compassion, and sense of Community. We are all aligned around these concepts.

We have also developed a new residential program for the Great Lakes Center for Autism Treatment and Research. We have been serving children who met all their Intensive Treatment Residential goals but had nowhere to go - so we created something for them. Instead of treatment goals focused on reducing dangerous behaviors, we can now focus on helping children learn new skills, grow, and develop a more independent life.

Of course, we have also had our struggles. Like most employers in Michigan, we are short staffed. We have many staff working too many hours. Some leave for better pay - at fast food restaurants. Those who stay do so because of their commitment to those we serve and our Core Values. They know that those we serve have a higher quality of life by living in the community. When you watch them work and develop relationships with people, words that quickly come to mind are Kindness and Compassion.

We will continue to focus on helping people live meaningful and happy lives in their own communities. We focus on the life of each and every person we support because each and every person has his or her own life and own dreams and desires. And we do these things because ROI's Mission and Core Values direct us to and because our staff and Board model Kindness and Compassion.

Yours for a better community,

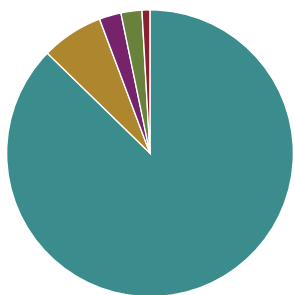


Dawnanne Hinman
Board President



Scott Schrum
Chief Executive Officer

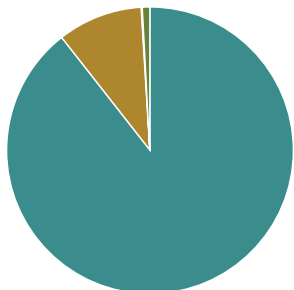
FINANCIALS



Revenue and Support

Service Revenue	\$18,701,000	87.2%
Room and Board	\$1,497,000	7.0%
Affordable Housing Tenant Rentals	\$528,000	2.5%
Donation and Grants	\$506,000	2.4%
Interest & Other Revenue	\$211,000	.9%

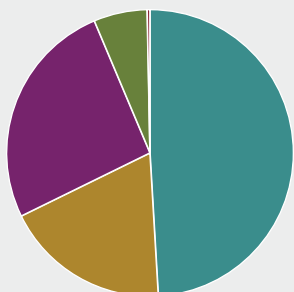
Total Revenue and Support **21,443,000**



Expenses

Program Services	\$18,544,000	89.4%
Administration & General	\$1,991,000	9.6%
Development	\$32,000	.1%
Independence Fund Gifts	\$182,000	.9%

Total Expenses **20,749,000**

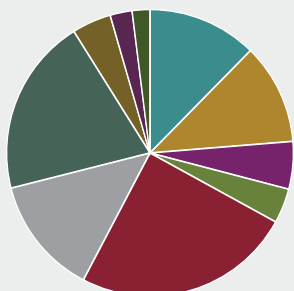


Program Services

Specialized Residential	\$9,099,000	49.1%
Supported Living	\$3,464,000	18.7%
Autism Treatment	\$4,802,000	25.9%
Affordable Rental Housing	\$1,119,000	6.0%
Representative Payee	\$60,000	.3%

Total Program Expenses **18,544,000**

How Donations Were Used



Affordable housing operations
Down payment to purchase group home
Board designated
Designated for specific homes
Facility improvements
Great Lakes Fund
Independence Fund
Operations
Staff tuition assistance
United Way - designated donations

Designated for Specific Homes

- Bathroom remodel
- Generator

Independence Fund

- 22 Individuals enjoyed a cruise
- 170 individuals received birthday gifts
- 169 individuals attended the holiday party and received gifts

Facility Improvements

- Window replacement in affordable housing and lead abatement
- Roof replacement in affordable housing
- Insulation added in affordable housing

Great Lakes Fund

- 4 payments were made on behalf of families struggling with insurance co-pays and insurance deductibles

We are proud that less than 10¢ of every dollar is spent on administrative costs.

IMPACT

ROI provided residential and support services to individuals 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.**

127



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

53



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

127



Individuals received help managing and paying bills through our **Representative Payee Services program** and **Pooled Amenities Trust.**

248



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.**

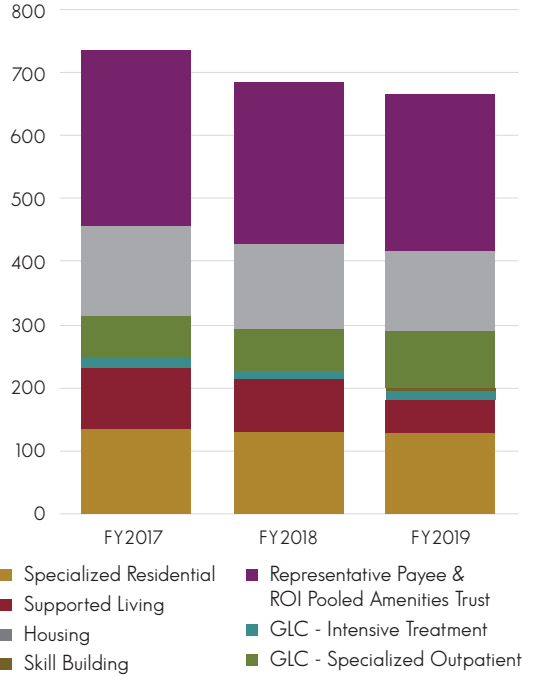
15



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

89

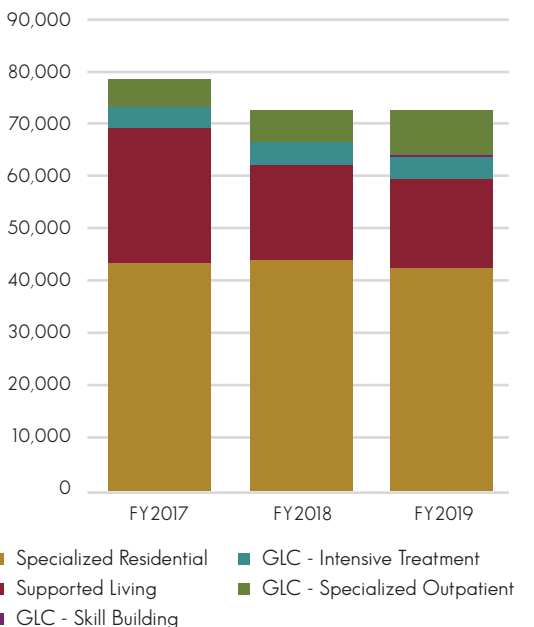
People Served



Individuals who received services from more than one program. **124**

Reduction in individuals served due to staff shortages.

Days of Service



PARTNERSHIP

ROI appreciates every donor and every way they contribute. We gratefully acknowledge these gifts made between October 1, 2018 and September 30, 2019. Gifts made after September 30, 2019 will appear in the next year's Annual Report.

We extend our deepest gratitude to our 2019 donors:

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