



# 2020 Annual Report



## Residential Opportunities, Inc.

Supporting individuals with disabilities since 1978



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## Message from Leadership

Dear Community Members,

What amazes us most about this year is the response of the ROI staff to the COVID-19 pandemic. ROI has chosen to refer to these folks as "Heroes" because they have been and continue to be.

At the time of this writing, positive diagnoses of COVID-19 have spiked beyond what the vast majority of us thought possible, yet ROI staff and people served have been kept safe. We have not lost anyone to COVID, even though we have recently had a significant increase in positive diagnoses. There is always a bit of luck involved but there is also film producer Samuel Goldwyn's adage that applies: *The harder I work, the luckier I get.*

ROI started planning for the pandemic BEFORE it was declared, and we started gathering PPE BEFORE it was a crisis. We started and maintained staff training and communications to keep everyone focused on the task at hand. Everything that we could do remotely we did. Of course, there is nothing remote about providing direct care in residential settings or 1:1 therapy to children with autism. That work continued with all the precautions we could think of, to go along with the guidance and requirements of the Center for Disease Control, the Michigan Department of Health and Human Services as well as Kalamazoo Public Health. We are forever grateful for the guidance offered (and sometimes mandated) by the experts from these various agencies who are focused on keeping all of our citizens as healthy as possible.

We now look forward to the light at the end of the tunnel as a result of the incredible scientific work of a number of pharmaceutical companies, most notably Pfizer. The people we serve, and our staff are in an early priority group. A recent study indicated people with Intellectual and Developmental Disabilities are at a significantly higher risk for infection than the general population. That automatically increases the risk for our staff caring for them.

The financial support for our staff has been critical and greatly appreciated. Improved wages for ROI's heroes has been possible because of the commitments from our federal and state governments and the Community Mental Health system, especially Integrated Services of Kalamazoo. Additional support has come from pandemic emergency funds from the Kalamazoo Community Foundation and United Way of Battle Creek and Greater Kalamazoo, and from local donors giving directly to ROI. We were overwhelmed when an anonymous donor gave ROI \$20,000 so we could give gift cards to every staff in the organization, and again overwhelmed when it happened a second time.

We look forward to the end of this public health crisis and getting back to the "old days" when we could visit with friends and family and enjoy our wonderful community. Those days are coming. The people we serve often don't understand the concept of the pandemic, and ROI's staff have helped them to be safe, happy and engaged within the walls of their homes. Visits with families have been those famous "window visits" that everyone grows tired of. We cannot wait for the day when the people we support can give and receive hugs from their loved ones!

In closing, thank you ROI Heroes. You "get it done!"

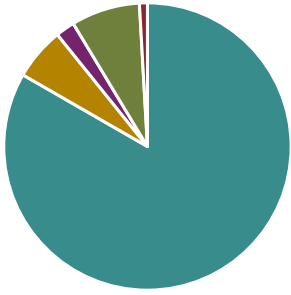


*Dawnanne Hinman*  
Dawnanne Hinman  
Board President



*Scott*  
Scott Schrum  
Chief Executive Officer

# FINANCIALS

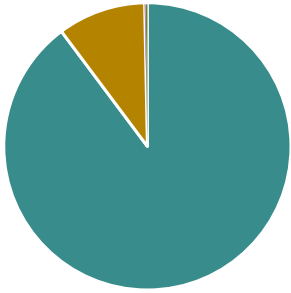


## Revenue and Support

Service Revenue	\$20,168,000	83.8%
Room and Board	\$1,430,000	5.9%
Affordable Housing Rents	\$519,000	2.2%
Donations and Grants*	\$1,875,000	7.8%
Interest & Other Revenue	\$88,000	0.9%

**Total Revenue and Support** **24,080,000**

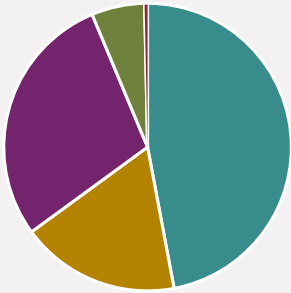
\* includes \$1.35M in federal funds for COVID related staff retention



## Expenses

Program services	\$21,129,000	89.8%
Administration & General	\$2,333,000	9.9%
Development	\$7,000	0.1%
Independence Fund Gifts	\$48,000	0.2%

**Total Expenses** **23,517,000**



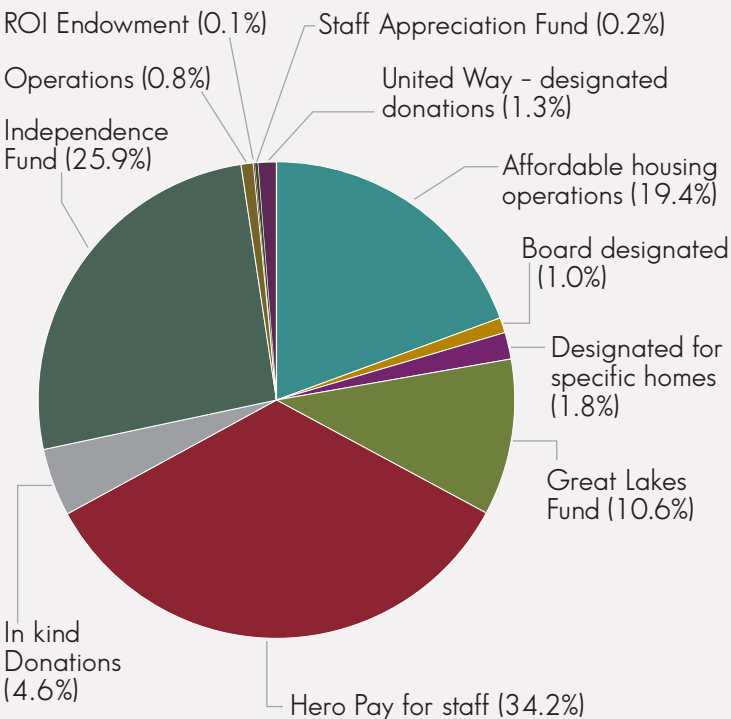
## Program Services

Specialized Residential	9,940,000	47.0%
Supported Living	3,785,000	17.9%
Autism Treatment	6,073,000	28.7%
Affordable Rental Housing	1,262,000	6.0%
Representative Payee	69,000	0.3%

**Total Program Expenses** **21,129,000**

## How Donations Were Used

(Does not include federal funds for COVID related staff retention.)



## Designated for Specific Homes

- Generator

## Independence Fund

- 153 individuals received birthday gifts
- \$16,000 for holiday parties and holiday gifts for individuals in specialized residential and supported living
- 12 payments were made on behalf of our individuals for medical and dental payments
- 17 payments were made on behalf of our individuals for clothing and personal items

## Great Lakes Fund

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

## Tuition Reimbursement

- 5 staff received tuition assistance for qualified courses

**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.** **123**



Individuals with disabilities were able to live as independently as possible in the community through our **Supported Living Alternatives program.** **48**



Individuals with modest incomes were provided affordable housing through our **Affordable Rental Housing program.** **131**



Individuals received help managing and paying bills through our **Representative Payee Services program** and **Pooled Amenities Trust.** **237**

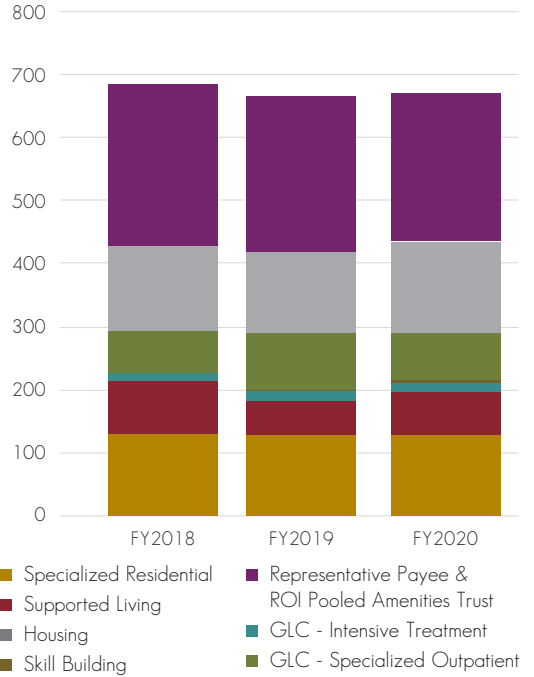


Children on the autism spectrum decreased challenging behavior and learned adaptive skills to prepare them to transition back to the home through the **Children's Residential Programs.** **19**



Children on the autism spectrum developed new social and life skills through the **Outpatient Services Program.** **72**

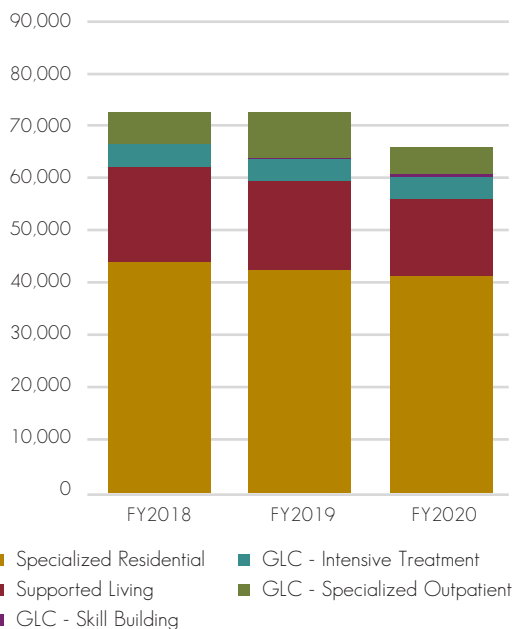
### People Served



Individuals who received services from more than one program. **130**

Reduction in individuals served due to staff shortages.

### Days of Service



# PARTNERSHIP

*In this time of physical distancing, we are especially grateful for the unwavering support of our donors. We gratefully acknowledge these gifts made between October 1, 2019 and September 30, 2020. Gifts made after September 30, 2020 will appear in the next year's annual report.*

## **We extend our deepest gratitude to our 2020 donors:**

### **MAJOR DONORS**

Eaton Corporation  
Vonda Essenberg Estate  
Joseph and Sherry Gesmundo  
Irving S. Gilmore Foundation  
Kalamazoo Community Foundation  
Kalamazoo Optimist Hockey Association  
Leighton-Oare Foundation  
John Lyons  
South Central High School Hockey League  
Tyler/Little Family Foundation  
United Way of the Battle Creek and  
Kalamazoo Region

### **DESIGNATED FOR SPECIFIC PROGRAMS**

Jeannene and Dale Behler  
Tom and Lynn Belco  
George Bridges  
H.P. and Genevieve Connable Fund  
Bill and Terry Dawson  
Kurt and Deb Droppers  
Sue Dziewicki  
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Burton & Elizabeth Upjohn Charitable Trust

Larry and Laura Van Popering  
Gijsbert and Carol Vandenbogerd

### **ROI ENDOWMENT FUND**

Mike and Kristin Gerfen  
Edward Ossewaarde

### **ROI INDEPENDENCE FUND**

Maryam Abdullah  
Chris and Kristie Abruzzo  
Pamela Adams  
Amazon Smile Foundation  
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Knights of Columbus  
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Grace Lubwama  
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Bruce Martin  
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Kevin and Denise McCarthy  
James and Joanna McIntyre  
Michelle Miller-Adams  
Joseph and Linda Mills  
Molitor Family Foundation

**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.

**community. home. independence.**

Terry Morrow  
 Karen Moss  
 Network for Good  
 Edgar O'Neill  
 Joel and Florence Orosz  
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 Chris Werme  
 Westminster Presbyterian Church  
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 Brandon Zeigler

### Great Lakes Center for Autism Treatment and Research

Jack and Lorrie Bley  
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 DTE Energy  
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 Galesburg United 4H Club  
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 Grace Tiffany  
 Joel and Jackie Vanderkooi

### IN-KIND DONORS

Erin Bartels  
 Jim and Kim Carden  
 Galesburg United 4H Club  
 Michael Graham  
 Kalamazoo Civic Theatre  
 Katie Markovich  
 James and Alice Robertson  
 Cheryl Rodbard  
 Sacred Heart Church

### 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 are committed to deliberate decision-making that rejects systemic racism.
- 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.

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