

Amanda Woodin
Michael and Jennifer Woolsey
Jerry and Susan Wright
Laura Zervic
Dave and Jean Zito
Carol Jean Zomer DeRuiter
Gary and Janet Zurenko



COMPANY SPONSORS

13 Cookies, LLC
Action Investment Management
Air Zoo Aerospace & Science
Airway Fun Center
American Legion Post 36
BackSwing Golf Events, Inc.
Bee Joyful Shop
Beeches Golf Club
Bert's Bakery
Biggby Coffee
Bin & Pallet Company - Whse
Bronson Healthcare Group
Cario's Kitchen
Carr Craft, Inc.
Celebration Cinema
Chocolatea
Climb Kalamazoo
Coffee Rescue
Complete Team Outfitter
Confections with Convictions
Crafted Copper
Crow's Nest Hospitality
Curry in a Hurry
Fat Mikes
Fidelity Charitable
FireKeepers Casino
Firekeepers Development Autt.
First National Bank of Michigan
Flash Flood Water Park
Fletcher's Neighborhood Pub
Friendship Village
Gillespie Maintenance, Inc.
Greenleaf Hospitality Group, Inc. Radisson Plaza Hotel
Greenleaf Trust
Harding's Markets
Hawkshead Golf Course

Imperial Beverage Co.
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Kalamazoo Elks Lodge No. 50
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Monelli's Italian Grill & Sports
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One Well Brewing, LLC
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Ridgeview Golf Course
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Seelye Auto Group
Shultz Treat Street
Skinny Kenny's BBQ
Smoked Down BBQ
S. Central HS Hockey League
Southern Michigan Bank and Trust
St. Julian Wine Co., Inc.
State Theatre
Taste of Heaven
Tempo Winery
The Bakewell Company
The Barn Theatre School
Detroit Tigers Community Impact
The Spirit Shoppe
TRIAD Furniture Group
United Way of Greater St. Louis
Walnut & Park Cafe
Water Street Coffee Joint
Wigglebutts Bakery
X Golf Kalamazoo
Zingerman's Roadhouse

ROI, Inc.

Annual Report

FY 2023



Residential Opportunities, Inc. provides services to adults with Intellectual / Developmental Disabilities in a variety of settings.

We provide Applied Behavior Analysis (ABA) supports to children with autism in residential and outpatient settings.

We provide affordable Rental Housing and Representative Payee Services to the community.



Administrative Offices
1100 South Rose Street
Kalamazoo, MI 49001
Phone: (269) 343-3731
Fax: (269) 343-2940

Program Services Office
1127 S. Park St
Kalamazoo, MI 49001

Great Lakes Center
9616 Portage Rd
Portage, MI 49001
Phone: (269) 250-8200
Fax: (269) 343-2940

Northside Autism Center
1000 W. Paterson Street
Kalamazoo, MI 49008

Lawrence Autism Center
1800 S. 35th Street
Galesburg, MI 49053



Residential Opportunities Inc., has a long tradition of providing services to individuals with disabilities. With the aim of creating strong community connections for the individuals we serve, we have maintained a firm commitment to our mission since 1978.

In that time, we have had the opportunity to work with countless individuals and their families. We are honored to have been entrusted with the care of their loved ones.

- **ROI** has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 1999.
- Our specialized residential licensed group homes serve individuals with disabilities by providing assistance with day-to-day needs.
- Through our Supported Living Alternatives program, individuals with disabilities are able to live as independently as possible in their own home or apartment.
- Children on the autism spectrum receive services to address challenging behavior and develop new social and life and adaptive skills to prepare them to transition back to the home or school system.
- Individuals with modest incomes are provided affordable housing through our Affordable Rental Housing program.
- Individuals receive help managing their budget and paying bills through our Representative Payee Services. The goal of payee services is to ensure that the basic needs of every individual are met. Our services are approved by the Social Security Administration.

Please visit our website at:
residentialopportunities.org to see
testimonials and learn more about ROI, Inc.

Pam and Mark Lenderink
Jayne Leonard
Kathleen Lesman
Nicholas Loll
Mark and Kimmly Longstroth
Becky Lopez
Tom Lucking
Mary Beth Lyons
Tomme Maile
Arlene Martin
JP Martinez
David and Nancy Maturen
John Maynard
Prudence McCabe
Kevin and Denise McCarthy
Jed McCrumb
Michelle Miller
Tamara Mills
Joseph and Linda Mills
Robert and Barbara Monk
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Jim and Sheri Munn
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Mark and Kathleen Rozek
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Nick Salamasick

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Samuel Schlatter
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Cynthia Semark
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Dennis and Kay Simpson
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Allen and Judith Smith
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Paula Sportel
Randy and Tamra Stafford
Douglas and Perrilee Staples
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Daniel and Gail Steffey
John and Michelle Stempien
Gwen Stephan
Darci Stevens
Philip and Annamae Stohrer
Robert and Gayle Strung
DeVon Swiat
John Tapper
Shannon Taylor
Angela Telfer
James and Marcene Telfer
Richard and Christine Thomas
Grace Tiffany
Tara Tresh
Frankie and Joel Trudell
Roger and Marsha Tuinier
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Connor Velasco
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Pete Vreeland
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Kenneth Irish
Jules Isenberg-Wedel
Zadie Jackson
Robert Johnson
Angela Karch
Catherine Kennedy
Neoma Kilway
Marjorie Kirkpatrick
Christa Klein
Curt Klingerman
Jeana Koerber
Charles and Arlynda Koerber
Carlene Korchak
Anthony Koshar
Frederick and Sharon Kruithof
Joanne M. Lawrence



Dear Community,

We are excited to share with you a snapshot of another great year here at **Residential Opportunities, Inc. (ROI)**. So many wonderful things happened in FY 2022-23 for the organization and the people that we have been entrusted to serve. Inside this report, you will see how well the organization performed and addressed service needs.

First, we would like to start with a statement of gratitude to the families, our community partners, community stakeholders and awesome staff. **ROI** takes seriously its core values including placing the needs of those we serve as our highest priority. I want to acknowledge on behalf of myself and the Board of Directors, that we cannot do this work alone.

Your individual and collective contributions have been paramount to **ROI** successfully fulfilling its mission. The Board of Directors, Chief Executive Officer, Leadership Team and the entire staff at **ROI** remain committed to ensuring care is delivered at an optimal level.

Initiatives that were in the infancy or planning stages in 2022 came into fruition this fiscal year. For example, **Great Lakes Center for Autism Treatment and Research-Intensive Program** expanded its program footprint which will result in our ability to serve more children and families. The program is on track to receive children for services in fiscal 2024. Additionally, the agency began planning for the development of a new site to support children with autism. Both of these program sites will greatly increase our ability to serve more children in the future and address a need in our county and state.

Thanks to foundation support and your responses to our annual appeal, we were able to make modifications to an existing home which allowed us to create a new program for adults. This home is designed to offer enhanced behavioral services to improve individual outcomes in the least restrictive environment, a home like setting. It is one of the only programs offered at this time with a focus on adults with a primary diagnosis of autism. This five (5) bedroom, (2) bath home was completed at the end of fiscal 2023 and we are excited to add it as a program option for those needing additional supports.

Thanks to you and other stakeholders that partner with us through your charitable gifts, **ROI** has been able to sustain the mission of the organization and to insure that we continue to provide quality program services and experiences to adults, children and families. In FY23, we wanted our partners to have options for giving that speak to them directly during their season(s) of giving in which those gifts are designated and solely used for that purpose. For example, selecting the "staff appreciation" option, help fund activities and/or events that are designed to recognize our **ROI HEROES** and provides another opportunity for us to show them how much they are appreciated for their hard work and dedication to those we serve.

Lastly, the entire staff remain committed to helping people served by **ROI** live meaningful and happy lives in their own communities. On behalf of the Board of Directors, we are grateful for your partnership and for the dedication of the entire team at **ROI**. We recognize that resilience and gratitude have been instrumental to this organization and to the lives of those that we serve. As the agency continues to grow, we are looking ahead to all the exciting things on the horizon for 2024.

Together in partnership,

John Bradshaw, Esq.
Board President

Shenetta Coleman, Ph.D., M.A.
Chief Executive Officer



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 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.



2023 BOARD OF DIRECTORS

Jonathan Baker

Dana Boyd

Johnathan Bradshaw

Ron Cisler

Dawnanne Hinman

Grace Lubwama

Anita Mehta

Jennifer Nemecek

Price Pullins

Dave Schnelker

Katie Stryker-Clark

Sara Sutherland

Angela Telfer

Susan Valentine

Adam Wall

Allan Wilke

Jennifer Wu

*We thank you
for your service!*



*Many Hands
Share in Our
Privileged Work!*



WOW! What a Team!!

Some facts representing
our Team efforts for
individuals served!

MEDICATIONS
PASSED
PER DAY:

2465

MEALS
PERPARED PER
WEEK FOR ALL
CONSUMERS:

5265

INDIVIDUALS
SERVED WHO
ARE ON ON
SPECIAL DIETS

94

INDIVIDUALS
RECEIVING
NUTRITION
THROUGH TUBE:

7

ACTIVITIES
PROMOTING
COMMUNITY
INCLUSION :

6106

2023
OPPORTUNITIES
FOR VOLUNTEER
OR VOCATIONAL

505

INDIVIDUALS
MEDICAL
APPOINTMENTS
RUN:

2267

SKILL BUILDING
ACTIVITIES RUN
PER DAY:

331

WELLNESS
OBJECTIVES
RUN PER DAY:

183

2023 EVENTS /
ACTIVITIES
PROMOTING
WELLNESS:

2267

INDIVIDUALS
SERVED WITH
DUAL (MI / DD)
DIAGNOSIS

62

MEDICALLY
COMPROMISED
INDIVIDUALS
SERVED:

69

INDIVIDUALS
WITH PRIMARY
MOBILITY BY
WHEELCHAIR

41

INDIVIDUALS
SERVED WITH A
SEIZURE
DIAGNOSIS:

58

INDIVIDUALS
PREVIOUSLY IN
INSTITUTIONAL
SETTING:

50

INDIVIDUALS
WITH WRITTEN
BEHAVIORAL
GUIDELINES:

86

INDIVIDUALS
WHO TESTED
POSITIVE FOR
COVID:

52

INDIVIDUALS
FULLY
VACCINATED
AGAINST COVID

130

Fiscal year 2022-2023 gave us the opportunity to rebound from COVID and return to some sense of routine and activities for the people we serve. Numbers for engagement into the community, wellness activities, and learning new skills all went back up near prior levels. Families returned to their pre-COVID visiting schedules and everyone began to relax.

To test the waters, we sent individuals and staff on two successful trips to Universal Studios and Disney World. Thanks to the generosity of donors, the agency's "Independence Fund" financed much of the trips.

ROI continued its earnest journey towards becoming an "anti-racist" organization, a distinction reserved for those organizations that make clear and accountable commitments to anti-racist practices.

ROI HOUSING STATISTICS

Number of units (77)			Female Head of Household (47)		
Efficiency	4	5%	African American	27	57%
1 Bedroom	25	32%	Caucasian	18	38%
2 Bedroom	43	56%	Hispanic American	1	2%
3 Bedroom	5	6%	Native American	1	2%
Resident Unit Make Up (Vacant 5 / 7%)			Male Head of Household (25)		
Single Adults No Children	47	61%	African American	12	48%
Single Adults with Children	15	19%	Caucasian	12	48%
2 Adults with No Children	6	8%	Hispanic American	1	4%
2 Adults with Children	3	4%	Native American	0	0%
3 Adults with No Children	1	1%	Total Number of children (30)		
Occupancy Statistics			Caucasian	7	23%
Units Occupied by African Americans	46	60%	Hispanic American	0	0%
Units Occupied by Caucasians	27	35%	Native American	1	3%
Units Occupied by Hispanic Americans	1	1%	Total Residents including children (113)		
Units Occupied by Native Americans	1	1%	African American	65	58%
Miscellaneous Interest			Caucasian	44	39%
Special Needs	33	43%	Hispanic American	2	2%
Receive Subsidy	39	51%	Native American	2	2%

THANK YOU TO OUR SPONSORS



CORPORATE SPONSORS

Consumers Energy Company
H. P. and Genevieve Connable Fund
Irving S. Gilmore Foundation
Kalamazoo Community Foundation
Molitor Family Foundation
Stryker Johnston Foundation
Thomas M. & Shirley A. Hill
Family Foundation

GOLF SPONSORS

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Men's League Sweaters
Obrien Realty
Polderman's
Preferred Credit Union
Priority Health
RNM&R LLC
Rose Street Advisors
Schley Nelson Architects
Seber Tans, PLC
Seelye Auto Grop
Shamrock Floor Coverings
Southern Michigan Bank & Trust
Spirit Shoppe
Tapper Automotive Group



Grants!

Local Grant Initiatives Support ROI!

- ♦ Wellness Initiatives—\$150K
- ♦ Program Expansion—\$185K
- ♦ Affordable Housing—\$150K
- ♦ Autism Program Expansion & Development—\$1.75M
- ♦ Anti Racism Efforts—\$500K
- ♦ CEO/Leadership Funding—\$3K



Financials

Revenue and Support FY 2022-2023

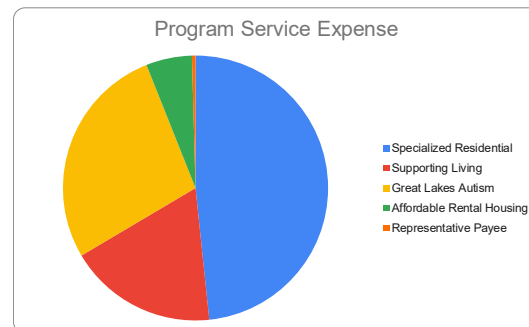
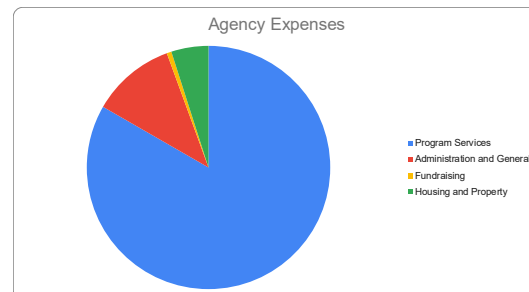
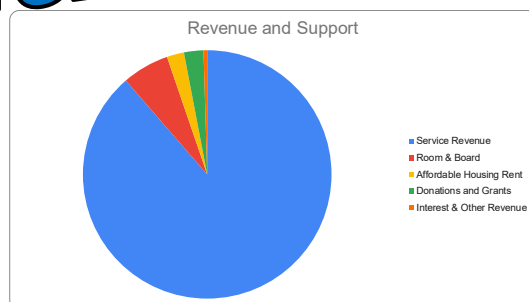
Service Revenue	23,300,106
Room & Board	1,608,483
Affordable Housing Rent	588,648
Donations and Grants	663,600
Interest & Other Revenue	125,551
Total	26,286,389

Expenses FY 2022-2023

Program Services	21,939,559
Administration and General	2,928,922
Fundraising	165,075
Housing and Property	1,300,785
Total	26,334,341

Program Services FY 2022-2023

Specialized Residential	11,234,915
Supporting Living	4,217,357
Great Lakes Autism	6,386,515
Affordable Rental Housing	1,300,785
Representative Payee	100,772
Total	23,240,344



Excellence in Service

Core Value Awards

AWARD WINNERS

Alexandra Burgett Award

Kelly Niemann
Tramaine Robinson
Indiasha Parker
Sam Brown
Gala Coats

Service Awards

Courtney Richardson
Ben Hoxey
Nick Cahill
Lucy Smith
Kevin Sturgis

Advocacy Awards

Joanna Hudson
Dianna McMunn
Chaquanta Smith
Darci Stevens
Isabelle Aspinwall

Spirit Award

Dana Martin
PJ Potts
Samone Robinson
Kaili Baskers
Kendra Moore

Team Award

Jade Feister
Carmelita Mattox
Mike DeAnda
Ajah Alexander
Theresa Flowers

ROI Team Award

This Award honors a staff who demonstrates tremendous flexibility and a willingness to do whatever it takes to support ROI and those ROI serves.

ROI Spirit Award

This Award encompasses and embodies the spirit of our Core Values. The winner of this Award is always encouraging, smiling, supportive and recognizes our Core Values in others.

ROI Service Award

This Award is presented to select staff who have exemplified ROI's Core Values for 15 or more years of employment at ROI.

ROI Advocacy Award

This Award is presented to staff who excel in advocating throughout the community for the clients we serve as well as for the services ROI provides.

Alexandra Burgett Award For Excellence

The staff person receiving this award personifies compassion, respectfulness, dedication, light heartedness, intelligence and gentleness. This award is presented to a staff person who demonstrates these same qualities and honors the memory of Alex Burgett.

