

FY 2021 ANNUAL REPORT



Administrative Offices:
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**Residential Opportunities, Inc.
provides services to adults
with intellectual/developmental
disabilities in a variety of settings.**

**We provide ABA supports to
children with autism in residential
and outpatient settings.**

**We provide affordable Rental
Housing and Representative
Payee Services.**



MISSION, VISION AND CORE VALUES OF RESIDENTIAL OPPORTUNITIES, INC.

We aim to create strong community connections for the individuals we serve. Our greatest joy and the driving force behind what we do is helping people realize their hopes, dreams, goals and desires.

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.

Dear Community Members

The year 2021 turned out to be just as challenging as 2020. We all had to face the unfortunate twists and turns of the COVID-19 pandemic including the Delta and Omicron variants. Although we have brought another year to close, and things are not yet back to normal, the employees of ROI, our "HEROS" as we like to call them, continued to rise to the occasion as they cared for the people that we serve. Like many organizations, we felt the effects of the pandemic in several ways including but not limited to reduction in outpatient treatment services, staffing shortages, long hours and cancellation of fun events typically enjoyed by those we serve. Thankfully, having access to vaccines and personal protection equipment the Board of Directors and the staff remained committed to the Mission.

The Board of Directors realize that these last two years have been difficult. Despite this, ROI was able to maintain its high standards for ensuring care delivered at an optimal level. Along the way there were lessons learned and creativity birthed from this experience but we never lost our focus. There were still small celebrations for Christmas and Halloween, special dinners, walks in the park, outdoor activities and expressions of appreciation shown to ROI staff for their dedication and commitment to those we serve.

We would be remiss if we did not share some of the great things that happened in 2021. There was a significant increase in the starting wages for Direct Care Workers across that state which positively impacted our staffing pool. ROI received funding to expand its Great Lakes Center for Autism Treatment and Research which will result in our ability to serve more children and families. Thanks to you and many others, who responded to the ROI annual appeal to support the Staff Appreciation fund, ROI employees received gift cards at Christmas time which were well received and very much appreciated as the cost for everything has increased.

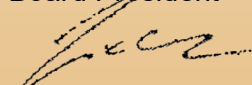
Finally, in the midst of a pandemic, there was a change in leadership. Scott Schrum who served ROI very humbly for more than 38 years retired on September 30th. His leadership and compassion for ROI, love for the people served, as well as the team that he built will never be forgotten. On behalf of the Board of Directors, we want to thank Scott for his years of service.

Dr. Shenetta Coleman joined ROI as the new Chief Executive Officer. She brings with her more than 26 years of experience in the field of Health and Human Services. We are looking forward to her leadership as she continues to ensure that the Mission and Core Values of ROI remain at the forefront of what we do. Dr. Coleman is committed to helping people served by ROI live meaningful and happy lives in their own communities. We are excited to see what the year 2022 will bring.

In partnership,

Jonathan Baker, Ph.D.

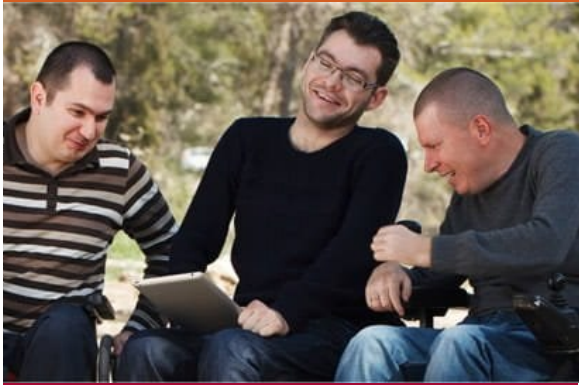
Board President



Shenetta Coleman, Ph.D.

Chief Executive Officer





- ◆ **Of the 256 adults and children served by ROI's specialized residential, supported living, and autism settings:**
- ◆ **84 children and adults** are diagnosed on the autism spectrum.
- ◆ **88 of the adults and children** have a dual diagnosis of Intellectual and Developmental Disabilities and Mental Illness.
- ◆ **35** of the 159 adults we serve are over the age **65!**
- ◆ **72 individuals** are medically compromised with three or more medical diagnoses.
 - ◆ **36** are visually impaired
 - ◆ **15** are hearing impaired or deaf
 - ◆ **41** use wheelchairs for most functional mobility
 - ◆ **64** have documented seizure disorders
 - ◆ **10** have a diagnosis of Dementia or Alzheimer's

Admin
Cost 11%

REVENUE AND SUPPORT FY2021

Service Revenue	\$ 20,288,634.00	87.0%
Room and Board	\$ 1,207,225.00	5.2%
Affordable Housing Rents	\$ 551,979.00	2.4%
Donations and Grants	\$ 1,183,689.00	5.1%
Interest & Other Revenue	\$ 85,084.00	0.9%
Total	\$ 23,316,611.00	

EXPENSES FY2021

Program services	\$ 20,191,460.00	88.4%
Administration & General	\$ 2,566,642.00	11.2%
Development	\$ 18,103.00	0.1%
Independence Fund Gifts	\$ 68,018.00	0.3%
Total	\$ 22,844,223.00	

PROGRAM SERVICES FY2021

Specialized Residential	\$ 9,546,359.00	47.3%
Supported Living	\$ 3,700,873.00	18.3%
Autism Treatment	\$ 5,670,404.00	28.1%
Affordable Rental Housing	\$ 1,191,460.00	5.9%
Representative Payee	\$ 82,823.00	0.4%
Total	\$ 20,191,919.00	

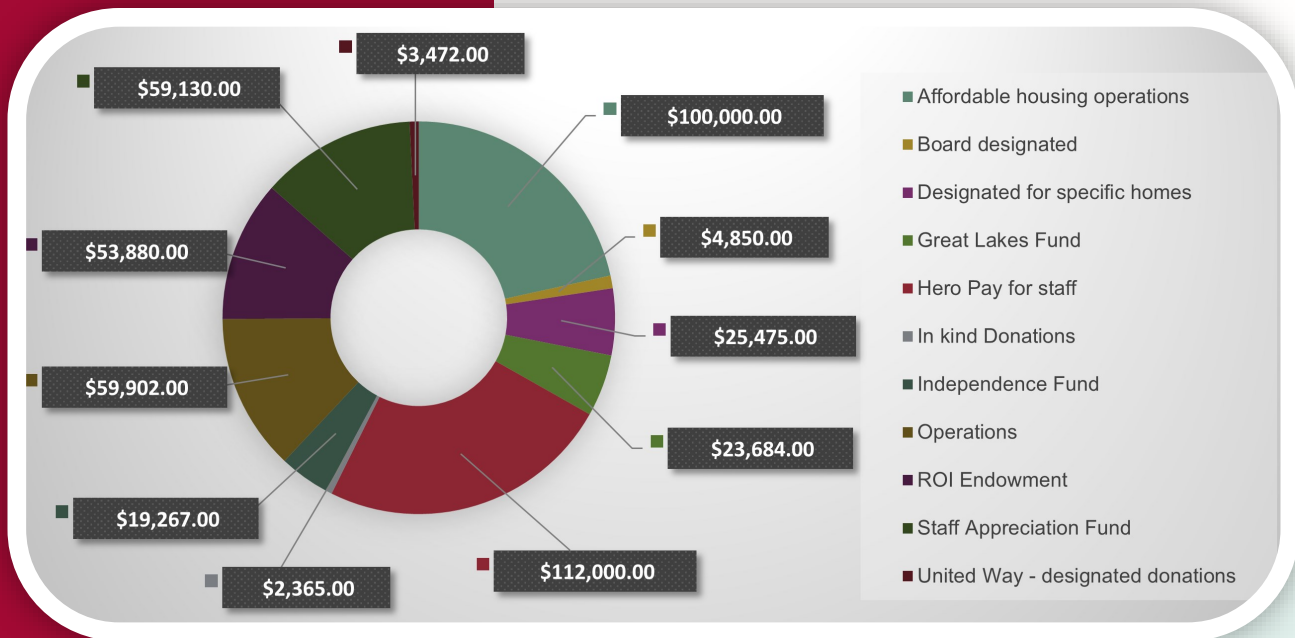
DAYS OF SERVICE FY2021

Specialized Residential	39,034
Supported Living	11,736
GLC - Intensive Treatment	3,092
Great Lakes - Skill Building	1,644
GLC - Specialized Outpatient	5,186
Total	60,692

PEOPLE SERVED FY2021

Specialized Residential	114
Supported Living	45
Great Lakes - Intensive Treatment	15
Great Lakes - Skill Building	5
Great Lakes - Specialized Outpatient	77
Housing	127
Representative Payee	196
Total	579
Unduplicated Count	479
Avg Services per person	1.21

IMPACT OF DONATIONS: \$464,025



♦ MAJOR DONOR FUND

♦ SPECIFIC PROGRAMS

♦ ROI ENDOWMENT

♦ STAFF APPRECIATION

♦ ROI INDEPENDENCE

♦ GREAT LAKES CENTER

♦ IN KIND

Visit the end of this document to see a complete list of participating donors.

* Provided by Individual Donors for Specific Homes:

- ♦ 4 Fully automated generators installed at Douglas, Almena, New Post, and Elaine.
- ♦ 2 outdoor glider sets

* Supported Primarily by the Golf Outing and Holiday Solicitation Letter

- ♦ 175 Individuals received birthday gifts.
- ♦ \$150,000 for vacations and community inclusion for those we serve.
- ♦ \$14,000 toward holiday gifts and parties for in the Specialized Residential, Supported Living, and Autism Programs.
- ♦ 7 payments made on behalf of individuals for medical and dental treatment and supplies.
- ♦ 17 payments made on behalf of individuals for clothing and personal items.
- ♦ Dollars spent towards tokens of staff appreciation.

* Supported primarily by the Hockey Event and Hardings Contributions through the Great Lakes Fund

- ♦ 17 payments made on behalf of families struggling with insurance co-pays and deductibles.



Things we do that really count!

We could not be any prouder of the teamwork demonstrated by ROI staff and all of our families, guardians, and collaborators in facing the challenges of the pandemic.

We are hopeful as we enter the endemic phase of COVID, that ROI consumers and their families will enjoy greater access to the community, to each other, and to much needed hugs!

THE INDIVIDUALS WE SERVE MAINTAIN HEALTHY ACTIVE LIFESTYLES

230

WELLNESS OBJECTIVE
GOALS

5523

NUMBER OF TIMES INDIVIDUALS
PARTICIPATED IN THOSE GOALS!

691

WORK/VOLUNTEER
EXPERIENCES

4087

COMMUNITY INTEGRATION
ACTIVITIES COMPLETED

ROI TEAM MEMBERS GET THE JOB DONE! LAST YEAR, ROI STAFF

920,165

MEDICATIONS PASSED
YEARLY

99.99%

MEDICATIONS PASSED
WITH ACCURACY

2557

MEDICAL APPOINTMENTS
COMPLETED IN A YEAR

228,384

MEALS PREPARED
YEARLY

91,980

SPECIAL DIET MEALS
PREPARED YEARLY

Major Donor

Alice Wall
Cleora Mohney
Eaton Corporation
Kalamazoo Community Foundation
Leighton-Oare Foundation
Southwest Michigan High School Hockey League
Anonymous

ROI Endowment Fund

Edward Ossewaarde

Designated for Specific Programs

Angela Karch
Bill and Terry Dawson
Jeffrey Mohney
Kenneth Irish
Launa J. Rogers
Randy and Tamra Stafford
Ronald and Frances Hoad
Shirley Hill
Sue Dziewicki
The Burton H. and Elizabeth S. Upjohn Charitable Trust
Thomas and Patricia Hill
Virginia Giese

Great Lakes Center

Arthur and Betty Roberts
Caroline Ham
Cole Automotive Group
Constance McKenzie
Dave and Rhonda Bogen
DTE Energy
Gayle Stephenson
Harding's Markets
Jack and Lorrie Bley
James H. Duncan
Joan Haffenden
Joel and Jackie VanderKooi
Kingscott
Margaret Osborne
Marilyn Hamilton
Michigan P.E.O., Chapter Q
Robert and Mara Hayes
Tony Mallwitz
Tyler/Little Family Foundation

In Kind

Becky Lopez
Harding's Market - Galesburg
Jackie Morrison
Joan Atwell
Kathleen Stryker-Clark
Lillian Manor
Mary and Steve Symons
Milwood United Methodist Church
Polderman Lawncare & Landscape

ROI Independence Fund

Agatha VanderKooi
Amazon Smile Foundation
Amy Upjohn
Angela Gorham
Barbara Eshuis
Barbara Welborn
Becky Lopez
Betty Upjohn Mason
Charlie and Laurel Caswell
Clinton and Helen Fleck
Cynthia Green
David and Carol Simpson
David Ballingall
David Collins
Diana Stumm
Donald and Ann Parfet Family Foundation
Donald and Mary Brown
Donna and Jerome Wilinski
Edward and Virginia Hessler
Erin Dey
Evelyn Sturkin
Gillespie Maintenance, Inc.
Harding's Markets
Helen Bogatschow
Jack and Lorrie Bley
James and Cheryl House
James Roth
Jim and Susan Munden
Jim Shields
John and Gloria Beatty
Jonathan and Sally Chappell
Kevin and Nancy Tallio
Kurt and Deb Droppers
Mark and Kimmly Longstroth
Mark and Laurie Schwartz
Mary Beth Lyons
Maryam Abdullah
Molitor Family Foundation
Ms. Katherine Mulay
Network for Good
Pamela Fenno
Patrick and Cindy Buckland
PayPal Giving Foundation
Randall and Diane Eberts
Richard Shockley
Robert and Maureen Barber
Robert Mulder
Roland and Evelyn Soya
Rosalind and Gerald Hoppe
Rosemary Barnum
Shirley A. Croxon
Stephen and Jane Higgins
Steven and Kathryn Barry
Vonda Essenburg
Wendy and Bill Rohn
Wendy Stoner

STAFF APPRECIATION FUND

Anne Blatchford
Baird Foundation
Barbara Parish
Becky Lopez
Benjamin Cohen
Bernie and Julie Bedell
Bethany Gauthier
Bob and Betsy McGraw
Bob and Patti Huiskamp
Bruce Martin
Carol Schuck
Catherine Doan
Charles and Peggy Vlieg
Charlie and Laurel Caswell
Christopher Werme
Cindy Gaines
Clinton and Helen Fleck
Craig and Linda Platt
Cynthia Green
Cynthia Semark
Dan O'Rourke
Darci Stevens
Dave and Rhonda Bogen
Dave Schnelker
David and Melissa Shufelt
David and Nancy Maturen
Dawnanne Hinman
Donald and Mary Ellen Overbeek
Donald and Susan Jones
Donald Gray
Evelyn Iversen
Evelyn Sturkin
Fidelity Charitable
Frederick and Celeste Statler
Gerald Rerucha
Grace Tiffany
Gregory S. McLogan
Helen Bogatschow
James and Jean Bylsma
James and Joanna McIntyre

James and Vickie Johnson
James Dunstan
Jamie Shields
Jared and Beverly Arnold
Jeannene and Dale Behler
Jeff and Lorraine Caron
Jeffrey and Amy O'Brien
Jeffrey and Margaret Patton
Jeffrey Mohnhey
Jerry Drews
Jim and Susan Munden
Jim Rodbard
Joanne Lawrence
Joel and Florence Orosz
Joellen Silberman
John and Kathleen Calnin
John and Linnaea Thomas
John Lyons Jr.
John W. Crowell
Joseph Mills
Jules Isenberg-Wedel
Julia Smith
Karen Erlandson
Karen Moss
Kathy Breyfogle
Kay D Perry
Kelly Schuring
Kenneth Franklin
Kevin and Denise McCarthy
Kurt and Deb Droppers
Larry Bell
Lucinda Lee Stewart
Marc and Jeanne Schupan
Margaret Kendrick
Margaret Osborne
Marianne Fugate
Mark and Jill Reid
Mark and Kathleen Rozek
Mary Beth Lyons
Mary Ellen Symons

Mary Stryker
Michael Bingen
Michael Raphelson
Michelle Miller-Adams
Mike and Tamara Mair
Mike Fleckenstein
Mike LoPresto
Neoma Kilway
Norman Goodling
Oliver Howell
Paula Sportel
Pfizer United Way Program
Phillip Barrett
Prudence McCabe
Rena Brooks
Richard and Jean Schmitt
Roger and Marsha Tuinier
Roland and Evelyn Soya
Ronald and Frances Hoard
Ronald and Sandra Morton
Ronald Elenbaas
Rosalind and Gerald Hoppe
Rose Street Advisors, LLC
Roy and Virginia Christensen
Scott and Pat Schrum
Sharon Gass
Steve and Susan Ossewaarde
Steven and Carol VanderRoest
Steven and Jana Tibbitts
Sue Valentine
Tamara Mills
The Benevity Community Impact Fund
The Fetzer Institute
Tom Lucking
Tom Rueber
Tyler/Little Family Foundation
Wade and Kathy Marshall
Will and Ruth Breyfogle

