



# ROI, INC. ANNUAL REPORT FY 2024

**Residential Opportunities Inc. (ROI) is a nonprofit organization based in southwest Michigan that partners with children and adults with disabilities and their families to help them live more meaningful, healthy, and independent lives in their homes and communities.**

**Since 1978, ROI has provided a range of services, including licensed group homes, supported living alternatives, affordable rental housing, representative payee services, and autism treatment programs.**

**Through person- and family-centered services, ROI fosters strong community connections and empowers individuals with disabilities to pursue their goals and aspirations.**

Administrative Offices

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

Program Services Building

1127 South Park Street  
Kalamazoo, MI 49001  
(269) 250-8299

Great Lakes Center for Autism  
Treatment & Research

9616 Portage Rd  
Portage, MI 49002  
(269) 250-8200

Northside Autism Center

Douglass Community Association  
1000 West Paterson Street,  
Kalamazoo, MI 49007  
(269) 250-8200

The Lawrence Autism Center

1800 South 35th Street  
Galesburg, MI 49053  
(269) 250-8200





Since 1978, Residential Opportunities Inc. (ROI) has proudly championed the rights and well-being of individuals with disabilities—empowering them to thrive in supportive, connected communities. With decades of experience and deep-rooted dedication, we’ve had the honor of walking alongside countless individuals and their families, offering care, compassion, and connection every step of the way. We are proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 1999—a testament to our unwavering commitment to excellence and high-quality care.

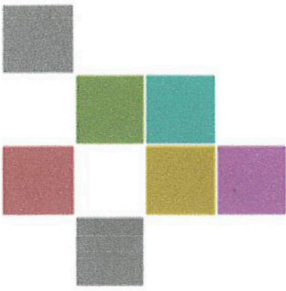
Our services are designed to address the individualized needs of each person served:

- Specialized Residential Group Homes offer 24/7 support tailored to each person’s daily needs.
- Supported Living Alternatives enable individuals to live independently with personalized support in their own homes or apartments.
- Autism Services for Children focus on building social, life, and adaptive skills, helping young individuals return successfully to home or school environments.
- Affordable Rental Housing ensures safe, stable housing for people with limited incomes, helping build strong foundations for independent living.
- Representative Payee Services, approved by the Social Security Administration, assist with financial management so individuals can meet their basic needs and focus on their goals.
- 

At ROI, we believe that everyone deserves the chance to live with dignity, purpose, and connection—and we’re here to make that vision a reality.

Learn more about our life-changing programs and read heartfelt stories from families we’ve served at [www.residentialopportunities.org](http://www.residentialopportunities.org).





Greetings,

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*Chief Executive Officer*

*Supporting individuals with  
disabilities since 1978.*

We are excited to share with you a brief snapshot of another great year here at Residential Opportunities, Inc. (ROI).

As the organization continue to move forward while staying true to its mission, in FY 2023-2024 the year was filled with growth opportunities, awesome experiences, engaging collaborations and partnerships and strategic planning for the future. Inside this report, we will share our mission, vision and six very important pillars that represent the organizations core values. The annual report also provides a brief description of program services, activities, and how well the agency responded to service needs.

I am pleased to report that ROI expanded services for children diagnosed with autism at our Portage Road location and identified a site in Galesburg to serve additional children in the future. A new program service model supporting the adult population was also developed in response to a growing need in the state as well as in Kalamazoo County. Both programs were largely supported through awesome partnerships which contributed to the agency's ability to expedite the necessary modifications needed to existing locations for program implementation sooner than anticipated. Overall, individual outcomes reflect significant improvements within the first year of engagement.


As always, we continue to place at our highest priority the needs of the individuals that we serve. Our staff remain dedicated to this work because of the individuals in our care. Many would argue that working at ROI is about **"heart work, not always head work"**. We appreciate and honor every ROI team member for their commitment, experience and dedication to the organizations mission and core values. We also thank each of you as partners (individual, corporate and philanthropic) for your contributions to this important work.

As the agency continues to grow, we are looking ahead to all the exciting things on the horizon in 2025. On behalf of the Board of Directors, we remain grateful for all that you did in FY23-24 in support of Residential Opportunities, Inc.

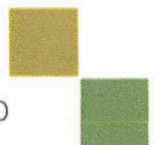
Together in partnership,



John Bradshaw, Esq.  
Board President



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





# Board of Directors



## 2023-2024 BOARD OF DIRECTORS

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**Eric Wimbley**

**Katy Stryker-Clark**

**Anita Mehta**



*Thank You*  
for your service!



# 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

respect	equity	collaboration	integrity	quality	innovation
<ul style="list-style-type: none"><li>• We place the needs of the individuals we serve as our highest priority.</li><li>• We are passionate about our work and dedicated to the individuals we serve and the agency we represent.</li></ul>	<ul style="list-style-type: none"><li>• We recognize and celebrate the diversity of all people and treat everyone with dignity and respect.</li><li>• We are committed to deliberate decision-making that rejects systemic racism.</li></ul>	<ul style="list-style-type: none"><li>• We welcome and facilitate the involvement of families and friends as an integral part of the lives of the individuals we serve.</li><li>• We seek opportunities to both cultivate and collaborate with community resources in order to benefit those we serve.</li></ul>	<ul style="list-style-type: none"><li>• We recognize, promote, and advocate that individuals have the right and responsibility to make choices in the decisions that affect their lives.</li><li>• We are responsible stewards of our resources.</li></ul>	<ul style="list-style-type: none"><li>• We encourage the individuals we serve to pursue their goals, dreams, and desires.</li><li>• We strive to recruit and retain a talented and committed workforce dedicated to our mission, vision, and core values.</li></ul>	<ul style="list-style-type: none"><li>• We support each other in our personal goals for growth, development, health, and wellness.</li><li>• We are committed to delivering exceptional quality of care through continuous innovation, ensuring services to individuals served meet the highest standards.</li></ul>

# LIVING OUR MISSION

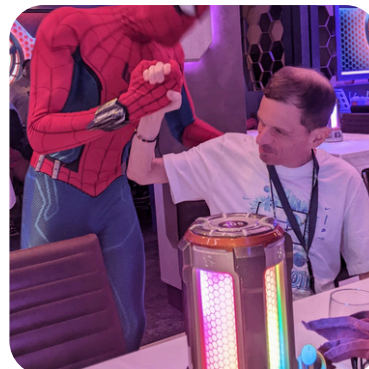
At Residential Opportunities Inc. (ROI), our mission is clear: We partner with children and adults with disabilities—and their families—so they may live more meaningful, healthy, and independent lives in their homes and communities. Living that mission means creating opportunities for joy, adventure, and lifelong memories.

In FY 2023–2024, ROI residents and staff shared in something truly magical:  
A 5-day trip to Disney World  
A 5-day Disney Cruise

Additional unforgettable adventures from Mandigo House and Hill an Brook House, who each made their own Disney journeys!

In total, 75 staff members and 79 residents took part in these incredible experiences.

We are deeply grateful for the opportunity to share these joyful moments with such amazing people—and to be part of a community where every person's journey is valued and celebrated.





# LIVING OUR MISSION

While the Disney trip was a major highlight, the fun didn't stop there!

Several of our homes planned their own exciting getaways—each packed with joy, laughter, and special memories. One group headed to Grand Rapids for a fabulous day of clothes shopping and a delicious lunch. Others tried their luck at Firekeepers Casino and enjoyed a hearty meal at Cracker Barrel. And for the sports fans, there was an unforgettable trip to Chicago to catch a thrilling White Sox baseball game!

No matter the destination, these mini-adventures brought smiles, connection, and a whole lot of fun!



# WOW! Numbers

**MEDICATIONS  
PASSED PER  
DAY:**

2,465

**MEALS  
PREPARED PER  
WEEK FOR ALL  
CONSUMERS:**

5,265

**INDIVIDUALS  
SERVED WHO  
ARE ON SPECIAL  
DIETS:**

94

**INDIVIDUALS  
RECEIVING  
NUTRITION  
THROUGH TUBE:**

7

**ACTIVITIES  
PROMOTING  
COMMUNITY  
INCLUSION:**

6,220

**PROMOTED  
VOLUNTEER OR  
VOCATIONAL  
OPPORTUNITIES:**

505

**INDIVIDUALS  
MEDICAL  
APPOINTMENTS  
RUN:**

2,383

**SKILL BUILDING  
ACTIVITIES RUN  
PER DAY:**

477

**WELLNESS  
OBJECTIVES RUN  
PER DAY:**

193

**2024  
EVENTS/ACTIVITIES  
PROMOTING  
WELLNESS:**

13,789

**MEDICALLY  
COMPROMISED  
INDIVIDUALS:**

69

**INDIVIDUALS  
WITH DUAL  
DIAGNOSIS:**

62

**INDIVIDUALS  
USING A  
WHEELCHAIR  
FOR PRIMARY  
MOBILITY:**

41

**INDIVIDUALS WHO  
WERE PREVIOUSLY  
INSTITUTIONALIZED**

50

**INDIVIDUALS  
WITH A WRITTEN  
BEHAVIORAL  
PLAN:**

86

**INDIVIDUALS  
WHO RECEIVE  
DAILY MEDS FOR  
BEHAVIOR  
CONTROL:**

49

## WOW! WHAT A YEAR!!

**WELLNESS  
OBJECTIVES RUN  
IN A YEAR:**

70,445

**SKILL BUILDING  
ACTIVITIES RUN  
PER YEAR:**

174,105

**MEALS  
PREPARED PER  
YEAR:**

273,780

**MEDICATIONS  
PASSED PER  
YEAR:**

899,725



# ROI Affordable Housing Statistics

Number of Units (77)			Female Head of Household (51)		
Efficiency	4	5%	African American	32	63%
1 Bedroom	25	32%	Caucasian	18	35%
2 Bedroom	43	56%	Hispanic American	1	2%
3 Bedroom	5	6%	Native American	1	2%
Resident Unit Make Up (Vacant 2 / 3%)			Male Head of Household (24)		
Single Adults No Children	46	60%	African American	11	46%
Single Adults with Children	19	25%	Caucasian	12	50%
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%			
Vacant	2	3%			
Occupancy Statistics			Total Number of Children (40)		
Units Occupied by African Americans	43	56%	African American	27	68%
Units Occupied by Caucasians	30	39%	Caucasian	12	30%
Units Occupied by Hispanic Americans	1	1%	Hispanic American	0	0%
Units Occupied by Native Americans	1	1%	Native American	1	3%
Miscellaneous Interest			Total Residents Including Children (124)		
Special Needs	27	35%	African American	72	58%
Receive Subsidy	45	58%	Caucasian	48	39%
			Hispanic American	2	2%
			Native American	2	2%



# FINANCIALS

## Expenses

Program Services: \$23,290,727  
Administration and General: \$3,368,220  
Fundraising: \$361,498  
Housing and Property: \$1,253,775  
Total: \$28,274,220

## Program Services Expenses

Specialized Residential: \$11,475,211  
Enhanced Behavioral Residential: \$819,742  
Supported Living: \$4,255,928  
Great Lakes Autism: \$6,626,541  
Affordable Rental Housing: \$1,253,775  
Representative Payee: \$113,305  
Total: \$24,544,502

## Revenue

Service Revenue: \$26,753,798  
Room & Board: \$1,521,842  
Affordable Housing Rent \$549,068  
Donations and Grants : \$1,098,668  
Interest and Other Revenue: \$443,584  
Total: \$30,366,960

## Fiscal year 2023-2024

ROI demonstrated strong financial performance, generating a total revenue of \$30.37 million while maintaining administrative costs at 10%.

This solid return on investment reflects responsible fiscal management and a commitment to maximizing impact. The majority of funds are directed toward program services underscoring a mission-first approach.

With service revenue accounting for nearly 88% of total income, the financials reflect both sustainability and community trust in the services provided.

Want to be a part of something special?  
You can, by donating here:



# GRANTS

## Local Grant initiatives Support ROI

- Wellness Initiative
- Adult and Children Program Expansion
- Anti-Racism Initiatives
- CEO & Leadership Focused Initiatives
- Affordable Housing Initiatives

## Thank you to our Sponsors

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		Jacqueline Wylie
		Carol Jean Zomer DeRuiter
		Gary Zurenko
		And numerous anonymous donors