



RESIDENTIAL OPPORTUNITIES, INC. ANNUAL REPORT FY 2025

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

The Lawrence Autism Center

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



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



Greetings,

We are excited to share with you a snapshot of another great year at Residential Opportunities, Inc. (ROI). As we continue to grow as an organization, our commitment to the mission, those we serve, and their families has not wavered. Over the past several years, we have strengthened partnerships, embraced new opportunities, and taken brave steps toward meeting the needs of the community. In FY 2024-25, ROI made significant progress in response to those needs by expanding existing service sites and creating a new program model. In this report, you will see the connection between our mission, vision, and core values, which are reflected in the six pillars that guide our daily work.

After 48 years of service and growth in Kalamazoo, the 576 adults and youth served by ROI are the "WHY" behind the "WHAT" that motivates the Board of Directors, Chief Executive Officer, Leadership Team, and the entire staff to continue to strive for excellence. More importantly, the focus remains on helping individuals experience meaningful and fulfilling lives while ensuring that care and services are delivered at an optimal level. We have accomplished much, desire to do more, and yet have so much to learn as the agency continues to evolve in its approach, program designs, and use of technology to advance this work.

As we share a few results from FY24/25, we must acknowledge and recognize that every milestone, every outcome, and every impact was achieved in partnership with others. We must credit the Board of Directors, the boldness of the leadership team, the talented staff, and the resilient individuals and their families who are served by ROI for their contributions to achieving these outcomes. We also extend a sincere statement of appreciation to our partners in this work (individual, corporate, and philanthropic) for your support. Your individual and collective contributions over the past 48 years have been phenomenal, and we are excited about our future and hope together that we can continue to serve this community.

Thanks for all that you have done to support ROI's mission.

Together in partnership,

John Bradshaw, Esq.
Board President

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

Board of Directors

John Bradshaw, Esq.
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Price Pullins
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Dr. Adam Wall
Dr. Allan Wilke
Eric Wimbley

Shenetta Coleman, Ph.D.
Chief Executive Officer

*Supporting individuals with
disabilities since 1978.*

Board of Directors



2024-2025 BOARD OF DIRECTORS

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Mary Beth Lyons	Dr. Adam Wall
Anita Mehta	Dr. Allan Wilke
Price Pullins	Eric Wimbley



Thank You
for your service!





Since 1978, Residential Opportunities, Inc. (ROI) has advanced the rights, independence, and well-being of individuals with disabilities, empowering them to live and thrive in supportive and connected communities. With over 48 years of experience and a deep commitment to person-centered care, we are honored to partner with individuals and their families, providing compassion, stability, and opportunity at every stage of life. ROI has maintained accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) since 1999, reflecting our ongoing dedication to excellence, accountability, and high-quality service delivery.

Our comprehensive services are designed to meet the unique strengths and needs of each person we support:

- Specialized Residential Group Homes provide 24-hour care in safe, structured environments tailored to individual needs.
- Supported Living Alternatives offers flexible, personalized supports that enable individuals to live independently in their own homes or apartments.
- Autism Services for Children focus on developing social, behavioral, and adaptive skills, supporting successful transitions back to home, school, and community settings.
- Affordable Rental Housing ensures access to safe, stable housing for individuals with limited incomes, creating a foundation for long-term independence.
- Representative Payee Services, authorized by the Social Security Administration, assist individuals in managing their finances to meet essential needs and achieve personal goals.

At ROI, we believe every person deserves to live with dignity, purpose, and meaningful connection. We remain committed to making that vision a reality for the individuals and families.

To learn more about our programs and to support our mission, visit www.residentialopportunities.org.



LIVING OUR MISSION

At Residential Opportunities Inc. (ROI), we live our mission. Living that mission means creating opportunities for joy, adventure, and lifelong memories. Several of our homes planned their own meaningful outings—each packed with joy, laughter, and special memories. Our residents enjoyed time at Trunk or Treat, Kalamazoo Valley Museum, the Kalamazoo Nature Center, shopping at Tanger Outlets, Gull Meadow Farms, Binder Park Zoo, South Haven, and a Disney Cruise.

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

Trunk or Treat



Kalamazoo Valley Museum



Kalamazoo Nature Center



Shopping at Tanger Outlets



Binder Park Zoo



Gull Meadow Farms



WOW! Numbers

TOTAL
INDIVIDUALS
SERVED

576

MEDICATIONS
PASSED PER
DAY:

2,621

MEALS
PREPARED PER
WEEK FOR ALL
CONSUMERS:

3,777

SPECIAL DIETS
PREPARED PER
YEAR:

108,405

INDIVIDUALS
RECEIVING
NUTRITION
THROUGH TUBE:

9

ACTIVITIES ENGAGED
IN PROMOTING
COMMUNITY
INCLUSION:

29,988

PROMOTED
VOLUNTEER OR
VOCATIONAL
OPPORTUNITIES:

309

MEDICAL
APPOINTEMENTS

3,122

SKILL BUILDING
ACTIVITIES PER
DAY:

1,670

ADDRESSED
WELLNESS
OBJECTIVES PER
DAY:

202

EVENTS/ACTIVITIES
PROMOTING
WELLNESS:

26,162

MEDICALLY
COMPROMISED
INDIVIDUALS:

79

INDIVIDUALS
WITH DUAL
DIAGNOSIS:

77

INDIVIDUALS
USING A
WHEELCHAIR
FOR PRIMARY
MOBILITY:

39

INDIVIDUALS WHO
WERE PREVIOUSLY
INSTITUTIONALIZED

44

INDIVIDUALS
WITH A WRITTEN
BEHAVIORAL
PLAN:

69

INDIVIDUALS
WHO RECEIVE
DAILY MEDS FOR
BEHAVIOR
CONTROL:

48

WOW! WHAT A YEAR!!

WELLNESS
OBJECTIVES RUN
IN A YEAR:

73,730

SKILL BUILDING
ACTIVITIES RUN
PER YEAR:

609,550

MEALS
PREPARED PER
YEAR:

196,404

MEDICATIONS
PASSED PER
YEAR:

956,665

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 Demographics			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: \$27,496,993
Administration and General: \$2,353,848
Housing and Property: \$1,229,221
Total: \$31,080,062

Revenue

Service Revenue: \$28,489,871
Room & Board: \$1,592,610
Affordable Housing Rent \$1,250,884
Donations and Grants : \$523,040
Interest and Other Revenue: \$103,729
Total: \$31,960,134

Program Services Expenses

Specialized Residential: \$13,481,970
Enhanced Behavioral Residential: \$1,383,939
Supported Living: \$4,965,451
Great Lakes Autism: \$7,540,956
Affordable Rental Housing: \$1,229,221
Representative Payee: \$124,676
Total: \$28,726,215

Fiscal year 2024-2025

ROI demonstrated strong financial performance, generating a total revenue of \$31.9 million while maintaining administrative costs of less than 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 90% of total income, the financials reflect sustainability, efficiency in service delivery, 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

- New Child Care Program
- Anti-Racism Initiatives
- CEO & Leadership Focused Initiatives
- Affordable Housing
- Representative Payee Service
- Adult Foster Care Home Improvement

Thank you to our Sponsors

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