

## Residential Opportunities, Inc.

Supporting individuals with disabilities since 1978

### Message from Leadership

ROI's focus is to help improve the quality of life for people with disabilities and their families, and this past year we have done that for 592 people, many of whom received supports 24 hour per day. That requires a lot of staff and we are incredibly proud of the staff providing this care. Their dedication to the people they support is amazing.

ROI's Board of Directors just approved a new, comprehensive strategic plan to guide the organization over the next five years. There are six different business segments to this plan. The external components, those supporting people in the community, are residential supports (group homes and supported living), Homestead Housing Services (affordable housing), Payee Services (managing money for those who cannot do so for themselves), and the Great Lakes Center's autism services (outpatient and intensive treatment). The other components of the plan focus on how various aspects of ROI administrative services can better support the programs that directly impact people's lives. We look forward to implementing this new strategic plan and have already starting work on the first-year goals.

We had another very good year fiscally, and the ROI Board reinvests those funds utilizing a three-pronged approach.

- improving the quality of the buildings that are home for people with disabilities
- sharing ROI's resources with the staff who continue to provide amazing care
- directing funds to help rebuild ROI's cash reserves so our cash flow can assist the organization during any "rocky times."

What drives all of us though is helping people to have a better quality of life, and we are confident we did that again this year - for 592 people with significant disabilities, and their families.



Scott Schrum  
Chief Executive  
Officer



Sue Valentine  
Board President

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## Mission

ROI partners with children and adults with disabilities and their families so they can 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 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.

## Great feedback from those served...

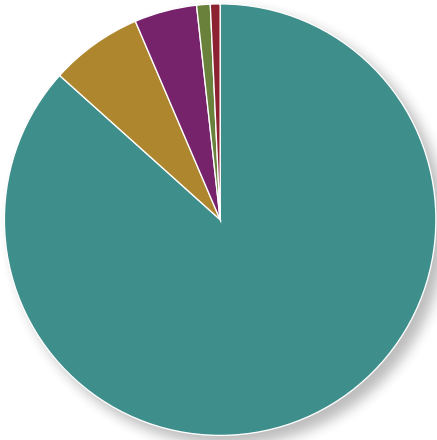
■ *I am so grateful for the services provided for my brother by ROI. He is in a safe, loving environment and his needs are always met.*

■ *We had a great experience at the Great Lakes Center for Autism Treatment and Research.*

■ *Both my parents are deceased now and I can't imagine what we'd do without the support of staff at ROI.*



# Financials



## Revenue and Support

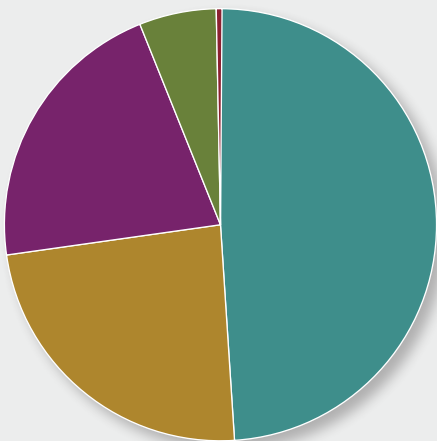
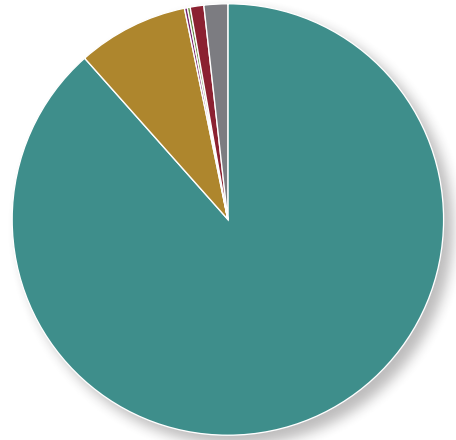
<span style="color: teal;">■</span> Service Revenue	\$17,830,000	87%
<span style="color: gold;">■</span> AFC Room and Board	\$1,425,000	7%
<span style="color: purple;">■</span> Affordable Housing Rents	\$964,000	5%
<span style="color: olive;">■</span> Donation and Grants	\$209,000	1%
<span style="color: red;">■</span> Interest & Other Revenue	\$150,000	1%

**Total Revenue and Support** 20,578,000

## Expenses

<span style="color: teal;">■</span> Program Services	\$18,199,000	88%
<span style="color: gold;">■</span> Administration & General	\$1,714,000	8%
<span style="color: purple;">■</span> Development	\$45,000	.2%
<span style="color: olive;">■</span> Independence Fund Gifts	\$43,000	.2%
<span style="color: red;">■</span> Property Improvements	\$210,000	1%
<span style="color: gray;">■</span> Rebuild Reserves	\$367,000	2%

**Total Expenses** 20,578,000



## Program Services

<span style="color: teal;">■</span> Specialized Residential	\$8,911,000	49%
<span style="color: gold;">■</span> Supported Living	\$4,331,000	24%
<span style="color: purple;">■</span> Autism Treatment	\$3,855,000	21%
<span style="color: olive;">■</span> Affordable Rental Housing	\$1,050,000	6%
<span style="color: red;">■</span> Representative Payee	\$57,000	.3%

**Total Program Expenses** 18,199,000

**We are proud that only 8 cents of every dollar is spent on administrative costs.**

# ROI provided residential and support services to individuals, children and families throughout the year in these areas:

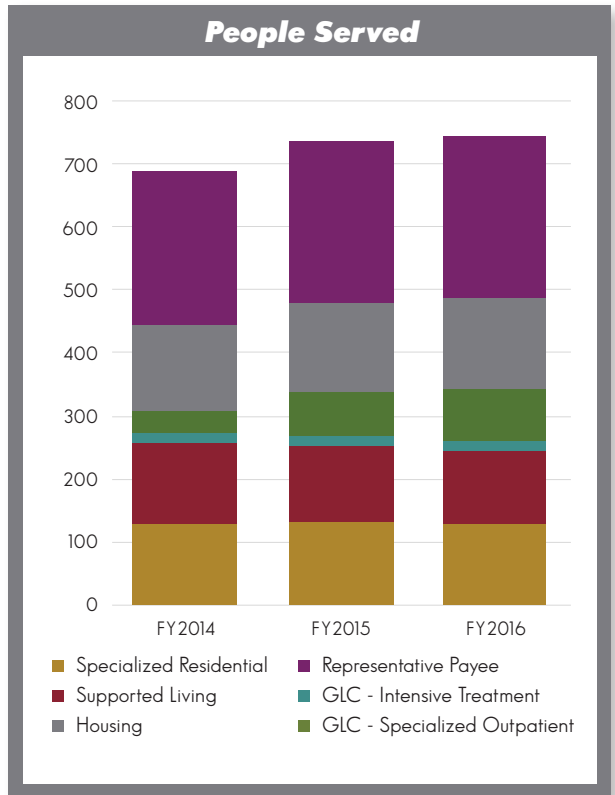


**128** Individuals with disabilities received assistance in day-to-day needs through our **Specialized Residential licensed group homes.**

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

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

**256** Individuals received help managing their budget and paying bills through our **Representative Payee Services program.**

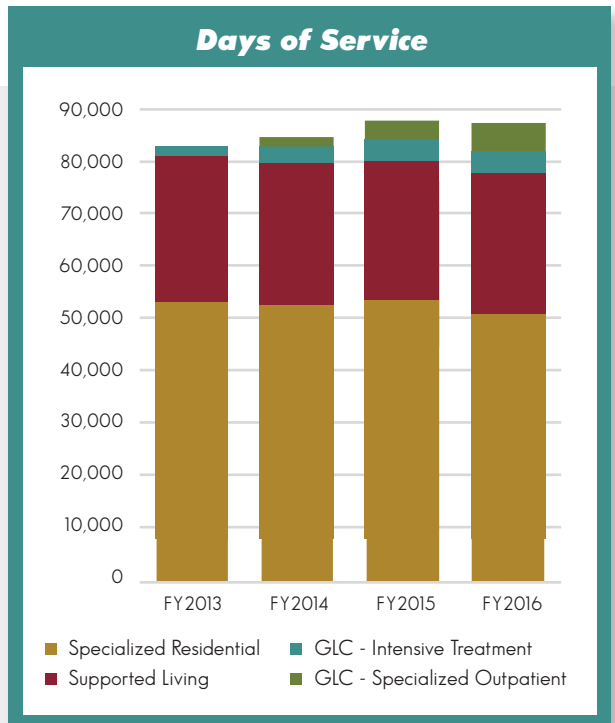


**151** Individuals receive services from more than one program



**17** Children on the autism spectrum decreased challenging behavior and learned adaptive skills to prepare them to transition back to the home through the **Intensive Treatment Program.**

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



## **Our deepest gratitude to our 2016 donors:**

*We gratefully acknowledge these gifts made between October 1, 2015 and September 30, 2016.*

*Gifts made after September 30, 2016 will appear in next year's Annual Report.*

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1100 South Rose Street • Kalamazoo, MI 49001

**PHONE** 269.343.3731 **FAX** 269.343.2940 **WEB** [www.residentialopportunities.org](http://www.residentialopportunities.org)

