

Overview of What We Do



2012

Since 1978 **Residential Opportunities Incorporated**, (ROI) is a leader in providing residential and support services for individuals affected by disabilities. For the fourth consecutive instance, ROI has been awarded the maximum 3-year accreditation by CARF, the international accrediting body for services such as ours.

VISION

A world that embraces and supports people of all abilities to live as full members of their communities.

MISSION

Support children and adults with disabilities and their families, so they may enjoy their community and home and pursue health and independence.

We strive to exceed individual's needs offering the following:

Licensed Settings/Group Homes: At ROI we are proud to offer Group Home Services. Our licensed homes are designed to help adults with developmental disabilities and other mental or physical challenges live in a beautiful home setting, in a safe neighborhood, where they can enjoy the community as well as receive assistance in day-to-day needs. Our group homes provide a person/family centered approach to living, recognizing the changing needs of individuals. Whether we are coordinating medical appointments, teaching a client new skills or just providing transportation to a ball game, we are here to serve you.

Supported Living Alternatives (SLA): For individuals who live on their own yet need supports to succeed in the community; ROI provides Supported Living services. In this model, individuals served by ROI live in their own homes with staff assistance ranging from 48 hours per month to 24 hours per day. The support is tailored to each individual's needs, desires, and situations. Our goal is to offer appropriate levels of assistance for people to live their lives as independently as possible.

Housing: Finding safe, affordable housing can be a daunting task for people with disabilities and low-income households with other challenges. Our Homestead Housing Service recognizes this and strives to provide safe, attractive, affordable housing for individuals with disabilities in the community. Our apartments and homes are located in clean, safe, quiet residential neighborhoods, typically with easy access to public transportation.

Representative Payee Services: Currently ROI provides Payee Services for over 200 people with disabilities. We have successfully offered this service for 26 years. Our office hours are 8:00 a.m. - 5:00 p.m., Monday - Friday, except standard holidays. We use competitive rate interest-bearing accounts for any savings accounts. We work with each individual to develop a budget to ensure their financial needs and aspirations are met.

Children's Services: *The ROI Children's Community and Home Supports* program provides in-home support to families caring for children with complex medical and behavioral challenges. We are committed to helping families stay together. Our dedicated, quality staff is trained in CPR, First Aid, Medication Administration, Behavior Management, Person Centered Planning and more. Staffing is available 24 hours a day, seven days a week. **Respite Services** gives parents or other care providers a break from the often intense and stressful activities associated with a child with extra challenges. Having respite services provided by our highly trained staff also provides increased peace of mind for families. The **After School Program at Woods Edge School** allows families the peace of mind of having specially trained staff persons serve their child until the family's work or other daily schedule permits them to pick up their child.

Independence Fund: One of the most unique services offered by ROI for individuals we support is access to our Independence Fund. This fund was created to offer financial assistance for items individuals may not be able to afford that will enrich their quality of life; medical co-pays, prescription assistance, furniture, dental costs, bus passes, clothing and much more. We are pleased to assist the qualifying individuals we support with the extra funding to live a more independent life. ROI offers agency-wide trips and other unique recreational opportunities . . . made possible through the community's donations to the ROI Independence Fund.



Overview of Who We Support



Licensed Settings/Group Homes: Men and women served in our **licensed settings** are typically over the age of 18; however, in most of our homes we could serve someone as young as 16. The typical individual is someone who benefits from the structure and personal support that a **licensed setting** provides. It is someone who needs staff support for their safety and health. The individual has not been able to function on his/her own for any substantial amount of time without the presence, supervision, or intervention of staff. This person likely requires some amount of hands on assistance for their personal care; such as bathing, shaving, tooth brushing, or eating. They will have some degree of medical needs which require the ongoing support of staff to assist with documentation, follow up, implementation of orders, or participation in medical appointments. Many of the individuals in these settings utilize a wheelchair for mobility. Most of the individuals living in such a setting will have a court appointed guardian and have a developmental disability diagnosis as their primary need; some of the individuals also have a mental illness diagnosis.



Supported Living Alternatives (SLA): According to the philosophies of Supported Living, the individual living in supported living could be anyone presenting any number of needs for supports; however in practice more often than not the individual living in supported living is someone who is able to live with less than round-the-clock staffing. This is someone who can occupy his/her own time in some safe, functional manner when not receiving supports and services. They present with less serious medical or behavioral challenges requiring a lower staff intensity ratio. They may have more functional abilities to attend to their own personal care, prepare an easy meal, or protect themselves. Of course, there are exceptions to

this. This individual is more likely to be his/her own guardian than someone in a licensed setting. The typical supported living individual is someone who desires to participate in decision making and wants more control over his/her life. The individuals may have a developmental disability, a mental illness, a substance use disorder or any combination of the three.

Housing: Finding safe, affordable housing for people with disabilities and low-income households with other challenges.

ROI Homestead Housing Service recognizes this and strives to provide safe, attractive, affordable housing for individuals with disabilities in the community. Our apartments and homes are located in safe, clean quiet residential neighborhoods, typically with easy access to public transportation.

Representative Payee Services: Representative Payee Services are provided to individuals who receive Social Security benefits, are low income and have a disability. The Social Security Administration assigns the Representative Payee designation. ROI is one of the entities to receive that designation. Individuals we serve in a specialized residential setting receive this service at no additional cost. There is a modest fee for this service when individuals are not in a residential setting or for whom this is the only service we provide. Social Security income is received by ROI and expenses are paid per the annual budget that has been established with the client or their guardian.

Children's Services: The children that ROI serves have been as young as 3. At the age of 18, the children switch to adult services; therefore, the typical child receiving ROI services is a child under the age of 18 who has been accepted by Kalamazoo County Mental Health and Substance Abuse Services for supports and services. For these children, we are supplementing what the school system is offering or we are simply providing the child's family a much needed break. The children ROI serves tend to exhibit complex sets of physical and mental involvements. They may have intense medical complications; such as tracheotomies, complex seizure disorders, complicated medical regimes, or require intensive monitoring for health and safety. They may also have serious emotional and or behavioral disorders. The child may be on the Autism spectrum, have Conduct Defiant disorders, or Bi-polar disorder.

ROI currently supports 517 individuals with disabilities.

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