



R.O.O.C., Inc.

# Annual Report

2023/2024



**ROOTED – CONNECTED – THRIVING**

## **R.O.O.C., Inc. - Operating & Serving for Over 50 Years**

As we reflect on the past year at R.O.O.C., Inc., we are filled with immense pride and gratitude for the journey we have traveled together. For over 50 years, our mission has remained steadfast: to empower individuals with disabilities to live independent, fulfilling lives by providing comprehensive support and fostering strong connections within our community. We are truly rooted in our commitment to the people we serve, connected through our partnerships and the networks we've built over the years, and we are thriving as we continue to grow and adapt to meet the evolving needs of our clients.

**SUPPORTING PEOPLE WITH DISABILITIES TO LEAD INDEPENDENT LIVES IN THEIR COMMUNITY**



# R.O.O.C., Inc. Annual Report 2023/2024

## Advocacy and Community Connections

Advocacy remains at the core of what we do. We are committed to ensuring that the voices of individuals with disabilities are heard, both within our community and at policy tables. Over the past year, our efforts to foster meaningful community connections have continued to strengthen. Our partnerships with local organizations and community mental health services have expanded, providing more opportunities for the individuals we serve and ensuring they have access to a broader range of services and support networks. We are deeply grateful for these valuable collaborations and equally appreciative of our volunteers and donors. Their ongoing support—whether through time, resources, or financial contributions—helps ensure that our programs thrive and that we can continue to make a lasting, positive impact on the lives of those we serve.

## The Heart of Our Organization: Our Staff

At the heart of R.O.O.C., Inc. is our dedicated team of staff members. We are incredibly fortunate to have a group of compassionate, thoughtful, and talented individuals who have been a driving force behind our mission for many years. Many of our team members have been with us for nearly a decade—or even several decades—and their deep-rooted commitment and expertise are a testament to the strength and resilience of our organization. Our staff is more than just a team; they are a family that works together with empathy, respect, and care. Their unwavering dedication to our mission is the foundation upon which all of our successes are built. We are immensely grateful for each and every member of the R.O.O.C. family.

## Looking Ahead: Growth & Improvement

As we look to the future, we are excited about the continued improvements to our facility. These upgrades are essential to ensure that our physical space remains conducive to growth, learning, and development. We are committed to maintaining a welcoming and comfortable environment for both our staff and the individuals we serve. In addition to these structural enhancements, we will undergo our next CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation in the Fall of 2025. This process allows us to ensure that we are meeting the highest standards in the field while also offering an opportunity for reflection and improvement.

We are Rooted in our mission, Connected to our community, and determined to continue Thriving as we work toward a brighter future for the individuals we serve.



## *Where We've Been*

In 1968, Wilma Crawford, Basil Godbold, Larry Meier and Ralph Sperry presented the concept of establishing a sheltered workshop for adults with disabilities to the C.O.O.R. Area Parents' Association. In 1969, through the efforts of these individuals, a satellite program was opened. The operation was first located in the Old Gerrish Township Hall. In 1970, the Parents' Association filed with the State of Michigan for R.O.O.C. to become a non-profit corporation under the governance of the C.O.O.R. Intermediate School District. In 1978, after a brief time operating in the old St. Helen school building, R.O.O.C., Inc. moved into a new facility at its current location atop Pioneer Hill in Roscommon. In 1981, R.O.O.C., Inc. partnered with Community Mental Health to expand the work operations and include day programming services.

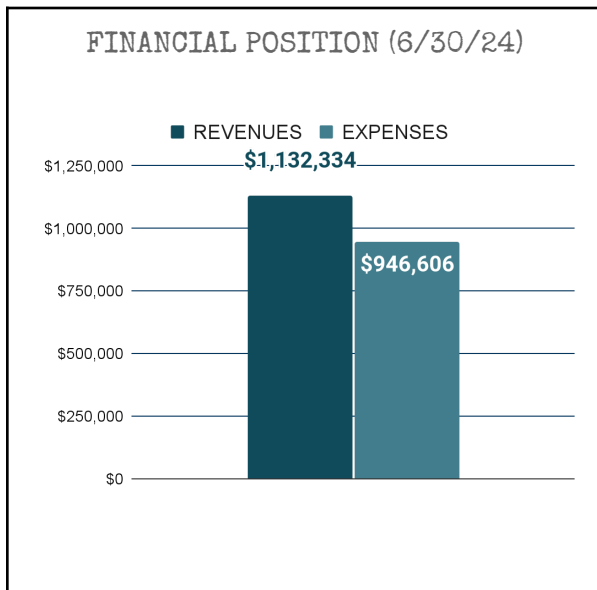




## Where We Are

PROGRAMS AND SERVICES
<u>Community Integration</u> Community based day activities
<u>Community Employment Services</u> Paid employment in community
<u>Organizational Employment Services</u> Paid employment at ROOC
<u>Employee Development Services</u> Soft skills training - Job Club
<u>Employment Skills Training Services</u> Technical skills training
<u>Respite and Community Living Supports</u> Respite services at home or in community

CLIENT DEMOGRAPHICS (23/24)		
# of persons served	49	
<u>Disability</u>		
Developmental	48	98%
Mental Disorders	1	2%
<u>Gender</u>		
Male	25	51%
Female	24	49%
<u>Race/Ethnicity</u>		
White	49	100%
<u>Age</u>		
18-24	0	0%
25-44	20	41%
45-64	18	37%
65+	11	22%



STAKEHOLDERS SATISFACTION (23/24)	
ROOC Clients	89%
Parents/Guardians	88%
ROOC Staff	88%
CMH	88%
COOR Board	94%
COOR Staff/Admin	86%
Community	89%



## Where We're Going

### 2024/2025 Strategic Plan Goals

- Achieve an overall client success rate of 90% or higher
- Achieve client and parent/guardian satisfaction rates of 80% or higher
- Ensure appropriate cost of direct support professionals to amount billed ratio
- Maintain balanced budget with revenues exceeding expenses
- Meet 100% of staff training needs on time as required
- Complete 100% of emergency drills on time as required
- Complete 100% of self-inspections on time as required for facilities
- Maintain number of critical incidents below 5
- Maintain number of substantiated Recipient Rights complaints below 5

### Contact Us

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