



R.O.O.C., Inc.

Annual Report

2019/2020



Closed, But Still Awesome!

While the pandemic caused a great deal of uncertainty for many organizations, R.O.O.C., Inc. used this interruption of services as an opportunity to rethink, restructure and recreate the way we provide programs and services to our clients. And even though the year was cut short, we still have a long list of accomplishments to be proud of including launching a new website and achieving the highest possible level of accreditation from CARF International!

We're very excited about the future of R.O.O.C., Inc. as we continue to be committed to our mission to ensure all adults with disabilities receive comprehensive services to maximize independence.



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.

Our purpose is twofold: To provide a range of services for individuals with barriers to employment that will ultimately lead to integrated employment within the community and to help each individual reach full potential to find and use a variety of non-work opportunities in their community.

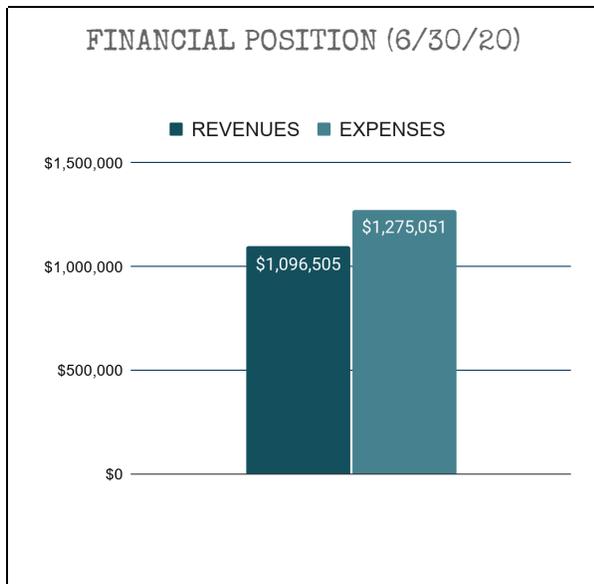




Where We Are

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 stations
<u>Respite and Community Living Supports</u> Respite services at home or in community

CLIENT DEMOGRAPHICS (18/19)		
# of persons served	75	
<u>Disability</u>		
Developmental	72	96%
Mental Disorders	3	4%
<u>Gender</u>		
Male	42	56%
Female	33	44%
<u>Race/Ethnicity</u>		
White	75	100%
<u>Age</u>		
18-40	35	47%
41-65	30	40%
66-85	10	13%



STAKEHOLDERS SATISFACTION (18/19)	
ROOC Clients	85%
Parents/Guardians	83%
ROOC Staff	72%
CMH	64%
COOR Board	98%
COOR Staff/Admin	75%
Community	71%



Where We're Going

2020/2021 Strategic Plan Goals

- Achieve an overall client success rate of 90% or higher
- Ensure 25% of clients' time is spent in community based day activities
- Ensure 50% of clients' time is spent in skill building and training activities
- Achieve a client satisfaction rate of 80% or higher
- Achieve a parent/guardian satisfaction rate of 80% or higher
- Reduce staff turnover rate to 25%
- Reduce deficit by 10%
- 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 and vehicles
- Decrease the number of critical incidents to zero
- Decrease the number of substantiated Recipient Rights complaints

Contact Us

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ROOC Inc



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