

BOONE COUNTY
Family
RESOURCES



Annual Report
July 1, 2010 – June 30, 2011

**Supporting People As They Meet the Challenges
of Developmental Disabilities**

Our mission is to effectively and efficiently use agency and other available resources to enable Boone County residents with developmental disabilities to progress toward normal living and to develop, as far as possible, their capacity, performance, and relationship with other persons.



2011 Board of Directors

Left to right: Todd McCubbin, Sarah Giboney, Max Lewis, Wanda Marvel,
Russ Williams, Bob Bailey, and Ken Pearson
Not Pictured: Skip Elkin

The nine member Board of Directors, appointed by the Boone County Commission, administers agency activities. The agency operates within the confines of the enabling legislation and the language of the local tax initiatives that established this agency for Boone County. Boone County Family Resources is designated as an Affiliated Community Service Provider of the Missouri Department of Mental Health. As a public entity, the agency abides by all applicable statutes and rules, including those governing conduct of public meetings, ethical considerations for public officials, fidelity bond provisions, and is annually audited by an independent accounting firm.

Special Thanks to:

The persons served, family members, staff, board members and volunteers who have contributed many ideas over the years to help make these programs a success

Our community of service providers, collaborating agencies, and our friends and neighbors who approve and pay a very special property tax

The Missouri Department of Mental Health Division of Developmental Disabilities whose dedicated efforts have helped make possible many of the services and supports now received by agency clients

A Message from the Executive Director

Last year, we were pleased to announce federal approval for a new program supported by local, state and federal funds. Partnership for Hope promised to change lives, and so far the collaborative program has lived up to expectations. Since Governor Nixon unveiled the program in October 2010, BCFR has enrolled 80 people whose lives are being transformed through the services they receive.



In the past, only people experiencing a crisis were eligible for such services, a restriction that often undermined their ability to fully benefit from support. Today, Partnership for Hope allows county agencies like BCFR to offer services before a person is in crisis, focusing instead on preventing failure and increasing that person's potential for success in the community. This is especially true for young people with developmental disabilities who sometimes graduate from high school to the couch and lose their momentum towards self-sufficiency.

Norma Anderson – whose story is featured near the end of this report – is among the beneficiaries of the Partnership for Hope. Having graduated from high school, but not yet in crisis, Norma was placed on a waiting list for services to help her transition to ordinary adult life. She wanted to work, but needed a little support. Through the Partnership, Norma was taken off the waiting list and given practical skills training for life and work that have boosted her confidence and opened the door to a whole new world. Today, Norma has the job of her dreams working at the Central Missouri Humane Society.

Look around you: People with developmental disabilities live, work and play in our community. They seek ordinary lives with hearts impassioned by hopes and dreams. Let's embrace our unity and continue to build on aspirations we share.

Lee Wagner

Boone County Family Resources was established by the passage of a special property tax levy in 1976. Since then, the agency has purchased and provided services for thousands of Boone County residents with developmental disabilities. The levy was increased through a ballot initiative in 1993. Partnering as an Administrative Agent of the Missouri Department of Mental Health, services have greatly expanded since 1976.

Today, services offered include Supported Living residential services, Life and Work Connections vocational and practical living skills development, and Family and Community Living Support service coordination and purchased supports.

Services directly provided by the agency have been nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 1985. In 1995, Family & Community Living Support became the first accredited family support program in the nation.

THE YEAR IN REVIEW



1,392 Boone County residents with developmental disabilities received services; an increase of 75 persons over the previous year



The First Steps program served 240 infants and toddlers



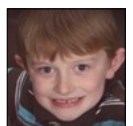
59% of individuals served in the Family and Community Living Support program were under the age of 19



The agency issued 16,120 client service authorizations; an increase of 9.4% over the previous year



97.3% of respondents reported their annual service plan was effective for their needs



The Partnership of Hope waiver gave 82 Boone County residents new opportunities for living with their family



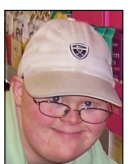
A network of 202 agencies, therapists and other professionals offered 44 different services for clients



47 persons in the Supported Living program successfully lived in their own apartment



14 young adults received on-the-job skills through the Life & Work Connections Landscape Crew



150 people received life and job skills training through Life & Work Connections

Family & Community Living Support

Most of the persons helped by the agency are served through the Family & Community Living Support program. Persons served live with their families and in the community. These families are an important source of direct support and encouragement. Life presents unique challenges for them. Finding a speech therapist, getting a job, learning about their disability, or getting wheelchair accessories can be difficult – the Support Coordinators help through coordinated planning and connection to resources.

Life & Work Connections

Meaningful life and work are important – we all appreciate belonging and giving to our community. For people with disabilities, fully participating in the community can be challenging. Life & Work Connections helps meet these challenges through life skills training and monitoring, expanded work opportunities and vocational training. From youth in transition to adults living in their own homes, persons served are building skills for full community participation. Persons at risk for out-of-home placement, who have intensive needs for support, may be referred to this program.

Supported Living

Some persons are at risk of placement in an institution and need supervision and protection because they no longer live with their families or they need help to successfully live in agency-owned apartments. The Medicaid Home and Community-Based Waiver and the Missouri Department of Mental Health fund these Supported Living arrangements.

Effective Service Plans

The agency authorizes and purchases individually planned services and coordinates funding sources through the County Board, the Department of Mental Health, the Medicaid Home and Community Based Waiver and other resources. Through the Individual Plan, we also authorize services to be purchased from other funding sources.

Each person is supported by a knowledgeable team which includes their Support Coordinator and others important to them, such as family members, teachers or therapists.

Support Coordinators assess the need for developmental disability related services, make referrals, assist with eligibility and enrollment, coordinate services with other community agencies, and identify and authorize funding.

The team helps plan the developmental disability-related services and makes informed decisions about where to get those services.

From newborns to the elderly, service plans vary greatly, but all are designed to connect persons to needed supports.

Referrals are a Community-Wide Effort

Referrals come from a wide range of community organizations and individuals.

| Referral Source | % of Total Referrals |
|--|----------------------|
| First Steps Program | 46.3% |
| Family/Guardian/Self/Friends | 15.6% |
| DMH Regional Office | 10.4% |
| Public School | 8.2% |
| Therapist | 7.8% |
| BCFR Coordinator | 3.0% |
| Physician | 1.7% |
| Division of Vocational Rehabilitation | 1.7% |
| Psychiatric Services | 1.3% |
| Parents As Teachers | .9% |
| All other referral sources | 3.0% |

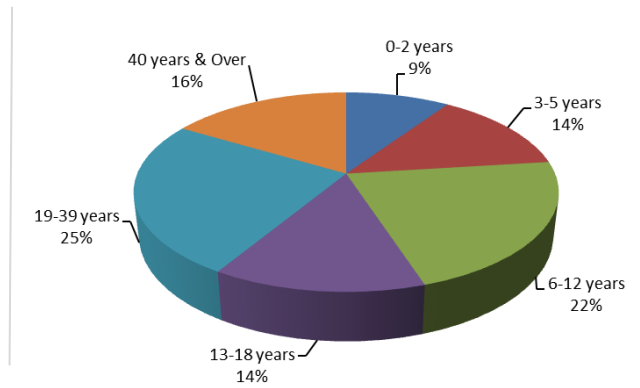
FAMILY LIVING

Helping Each Person, One At A Time

Boone County Family Resources serves persons of all ages - from infants, through school, post-graduation, and into adulthood.

The majority, however, are children. As of June 30, 2011, 59% of the persons served in the Family & Community Living Support Program were under 19 years of age.

Age of Persons Served



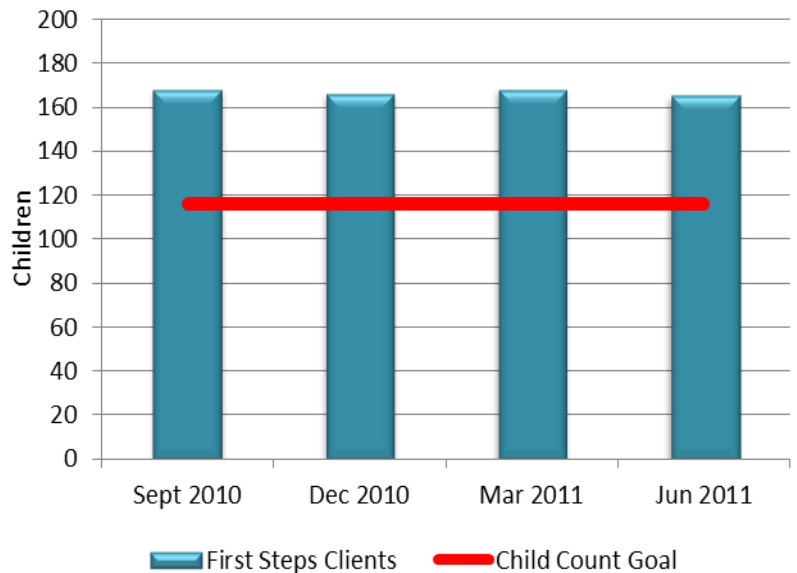
Helping More Infants & Toddlers Through The First Steps Program

The agency began a pilot program for county-based First Steps service coordination in 2008. First Steps is Missouri's system of coordinated early intervention services for children birth to three years old (a federally funded program administered by the Department of Elementary and Secondary Education).

Boone County Family Resources identified more special needs infants and toddlers than ever before because of collaboration, referrals and increased access to local community resources.

This year the agency served 240, 22 more children than the previous year, in the First Steps program and continued to exceed the state's Child Count Goal for Boone County each quarter of the year.

Early intervention pays off. Children may need fewer support services down the road and exit the program because they have developed age appropriate skills.



Adora Sings

Adora's mom was overwhelmed with her daughter's diagnosis: autism and a learning disability. She knew 5-year-old Adora needed help, but she didn't know where to turn. That changed last year when the family moved to Columbia and discovered the Columbia Public Schools Early Childhood Special Education program and BCFR.

With the help of the Partnership For Hope waiver Adora's support team has implemented strategies specifically designed to meet the young girl's learning needs. Adora has also received intensive in-home therapy and as a result, Adora's communication and social skills have grown tremendously.

Today, Adora can sing songs and use some words – music to her mother's ears.

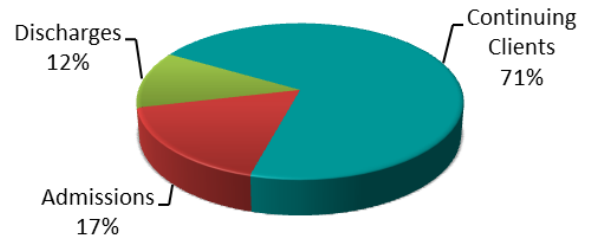
Helping Many Throughout Life

BCFR is committed to helping each person meet the challenges of their disabilities and achieve their potential.

While many persons served may need on-going supports due to lifelong disabilities, for some disability-related services are no longer needed. Discharges occurred for a number of reasons including developmental gains due to therapies and other services. 30.2% of persons discharged either no longer needed services or no longer met the developmental disability criteria.

As the chart illustrates, the agency has continuing involvement from year to year with most persons served.

Incoming/Continuing/Discharging Clients



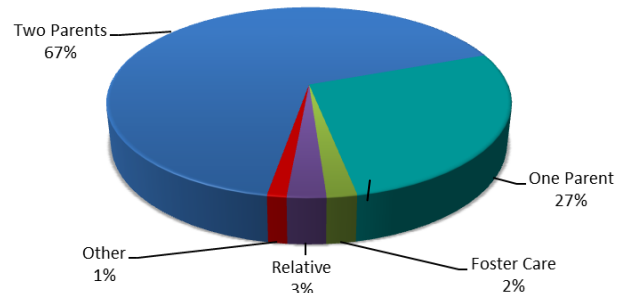
Children Living With Family

We all rely on our family, friends and neighbors to help us along the way. Although they are at greater risk for foster care or separation from their families, children with developmental disabilities share with others a desire to live with their parents and grow up with their brothers and sisters.

Family support has helped families keep a member with a disability at home and prevented unwanted out-of-home placements.

Boone County values keeping families together and helping improve their ability to care for and meet the needs of their children. We are a diverse community that values respect for cultural, economic, social and spiritual differences. Our agency's practices reflect these values.

Where Children Live



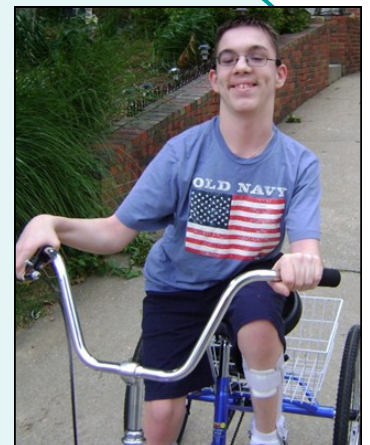
Alex's Independence

What Nancy wants for her 12-year-old son, Alex, is a happy life and independence.

Alex is happy, but for him, reaching self-sufficiency will require a mix of education, therapies and family and community support. Although his developmental disabilities affect his daily life, Alex has remained strong.

“He never gives up,” Nancy said. “He is willing to try new things, uses good judgment, and uses available resources in the community or at school.” Besides that, Alex has a great sense of humor and is well-liked by his friends at school, where last year he was on the sixth grade honor roll.

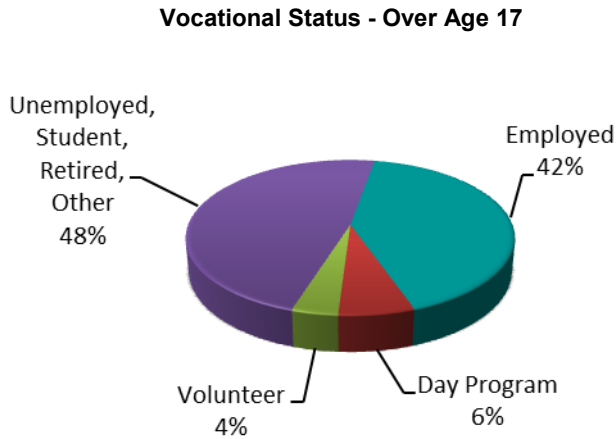
“Over the past five years, Alex has used a variety of adaptive equipment from the BCFR Assistive Technology Exchange program. These items plus all the services Alex Receives - including those from the Columbia Public Schools, Rehabilitation Services for the Blind and the Wolfner Library - are all steps toward independence.”



Expanding Work Opportunities

This year Boone County Family Resources continued its partnership with the City of Columbia to expand work opportunities for youth. Columbia's Career Awareness and Related Experience (CARE) program, formerly offering summer work experiences to youth at risk, now operates year-round, arranging and supporting part-time jobs through the school year for youth with developmental disabilities.

Work opportunities for people with disabilities happen in several other ways. Life & Work Connections offers school-to-work and transition services to teens and young adults who benefit from paid work experience. Eligible high school students earn wages and school credit in a transition program aimed at increasing their employment prospects as adults.



As part of its school-to-work transition effort, the agency extended its summer landscape crew through the school year. Trainees experience a variety of work experiences outdoors in multiple locations, sometimes including area parks, thanks to a continuing collaboration with Columbia Parks and Recreation. There is also a work crew concentrated primarily indoors. Both programs focus on preparing participants for competitive work in the community. Over the past year, seven trainees have transitioned from the training crews to permanent jobs.

Supported employment services, purchased for eligible adults, help them find and keep jobs in our community. Through these services, jobs are developed and job coaches help people with disabilities learn their duties. Because of job exploration experiences in high school, some find a vocational niche and go directly to work after graduation without special assistance.

Tom's Successes

Tom has worked hard for his independence. When he was hired for a full-time job with benefits, Tom had been meeting regularly with Martha, a Community Skills Specialist at BCFR, who worked behind the scenes to support his success. Prior to the full-time job, Tom had worked part-time for several years at Wal-Mart, a job he appreciated but he wanted more.



Last year, he set his vocational sights on a full-time job with benefits – and met his goal. Adjusting to full-time work on an early shift was a bit challenging at first.

“I usually start work at six in the morning,” Tom said. “It wasn’t easy getting used to the schedule.”

But he didn’t give up. Not surprisingly, Tom’s six-month evaluation was glowing. His supervisors consider Tom “a good match” for the position.

Martha’s role throughout the whole process was to support Tom as he developed a plan of action for achieving his goal. This support included helping Tom apply for jobs; advocating for him when it looked like he might not get the full-time job; supporting him through his orientation, ensuring he understood his employer’s expectations; helping him develop strategies for success; and

fostering natural supports through consultation with his supervisors.

Tom is enjoying the benefits of his successful hard work

More Adults Progressing Toward Community Living

We focus on each individual’s needs for support, enabling adults to live in the most integrated community settings possible. Skills training, monitoring and assistance are provided, which build each person’s capacity for self reliance. We help them make informed choices and gain needed support to actively participate in community life.

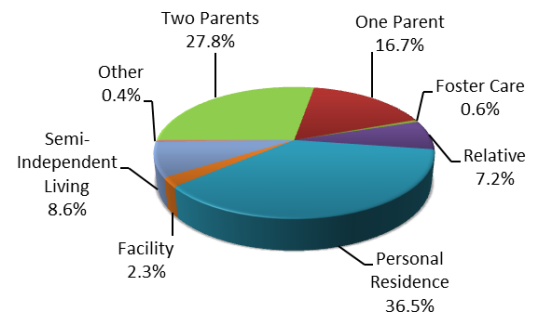
A common misconception is that most persons with disabilities will eventually live in group homes or institutions. In fact, the opposite is true. The vast majority of persons with disabilities live in the community in their own homes or in the homes of their families.

The State of Missouri through the Department of Mental Health pays for institutional and out-of-home placement. State institutional care is expensive, ranging from \$350-\$612 per person per day. In Boone County, the resources supporting persons living with their families and in the community cost taxpayers a fraction of institutional care costs.

Many persons living with disabilities in our community are at risk for institutional placement if they do not receive the services they need when they need them. The single greatest cause of unwanted out-of-home placement is a lack of appropriate family and community living supports.

Each day our Support Coordinators implement individualized plans and authorize services focused on helping the individuals served meet this challenge.

Where Adults Live



Daniel’s Dream

Daniel has always wanted to be a police officer. Ask him what he wants to do for a living, and he’ll answer, “Stop the bad boys.” His favorite characters on television are the investigators on Law and Order and CSI.

A Citizen’s Police Academy sponsored by the Columbia Police Department was a dream-come-true when BCFR staff recruited Daniel. Every Wednesday night for five weeks, Daniel and Maggie, a BCFR Supported Living Assistant, attended the academy.

Before each session, Daniel picked out a nice outfit to wear – the first week he wore a suit – in hopes of landing a job with the police department.

For the first class, Daniel sat in on a shift meeting at the Columbia Police Department and met many of the officers. He also took a tour of the station. From there, the class moved to the police department’s regional training center where Daniel met the K-9 team. He has also met members of the Columbia S.W.A.T. team and learned about the inner-workings of the program. Daniel even had the chance to try on a S.W.A.T. team vest, inspect various vehicles and watch a S.W.A.T. team demonstration.



“He has made friends with the officers and other students in the class,” said Maggie.

Some of Daniel’s favorite moments in class have been seeing the drug dogs in action, viewing a holding cell and watching videos of real police officers in action. Daniel is working hard to make his dream come true.

QUALITY STANDARDS OF CARE

National Accreditation

Over 20 years ago, the Board of Directors made a commitment to providing nationally accredited services. This standard has been continually met since then.

In April 2009, the Commission on Accreditation of Rehabilitation Facilities (CARF) surveyed the agency and again granted a three year accreditation for Community Services Coordination, Community Integration, and Family Services and Supported Living. CARF recognized the agency's Family and Community Living Support Program for exemplary conformance to the standards.

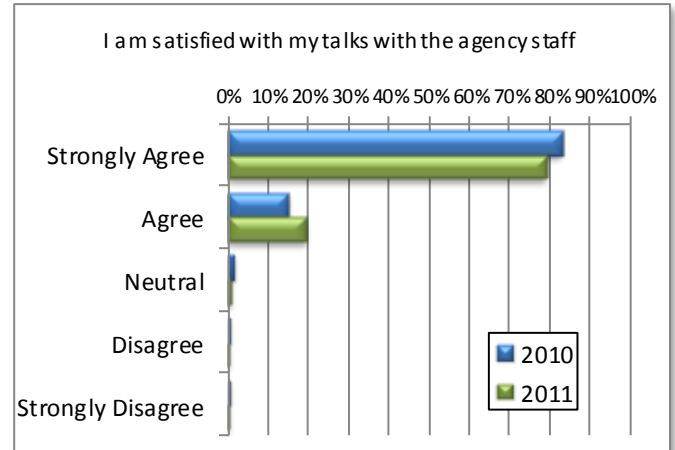
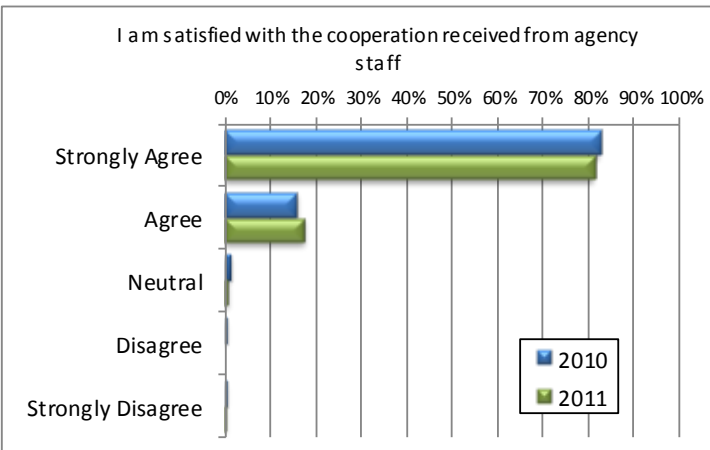
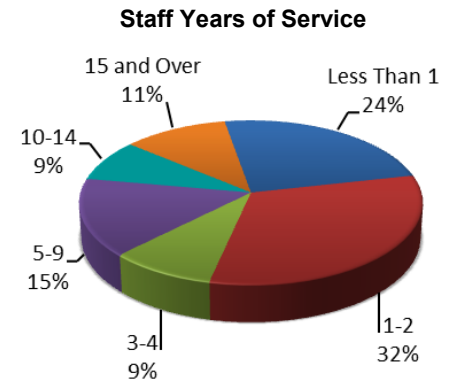


Quality Programs Depend Upon Quality Staff

The Board of Directors is committed to recruiting and maintaining a motivated and well trained workforce. This year we had a retention rate of 82%, well above the state and national average. The graph identifies years of service for staff employed on June 30, 2011.

Agency clients are asked to complete an annual satisfaction survey. This year's satisfaction results are based upon 658 total respondents, a 62% return rate.

Clients evaluate their satisfaction with talks and cooperation from agency staff and their responses are summarized below. They also evaluate the effectiveness of their plan and whether the services they receive are helpful.



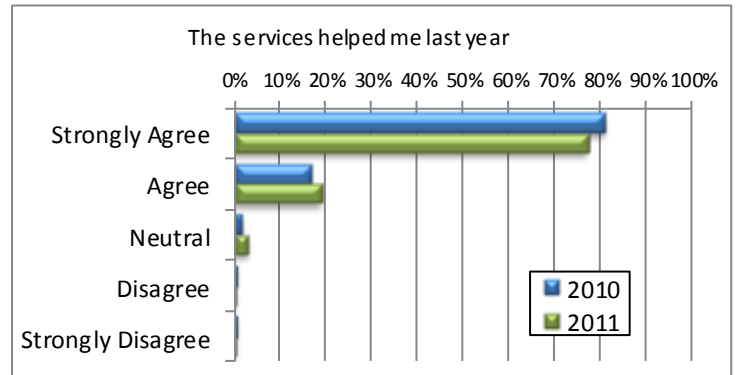
“Our support coordinator is very good with advising us in all of our options to help us in the present and for the future. Our son has come a long way since 2008...there have been times I have been lost or overwhelmed in finding answers. We trust and feel that our support coordinator can, and has always been able to help us and lift the weight of stress off our shoulders.”
 – Mother on a 2011 Satisfaction Survey

FOSTERING CHOICES AND AN ARRAY OF SERVICES

Through years of client and family input, new services have been defined and additional service providers identified. The Family & Community Living Support program, when created in 1989, provided 5 services from 7 providers. This year, persons served were assisted through 44 services, choosing from a network including 202 provider agencies and professionals.

Services listed below and the eligibility criteria are described in the agency's Service Catalog, which is revised and updated periodically. Another array of services is offered through the Medicaid waiver.

Individuals may ask their Support Coordinators for more information about the waivers and services. Where applicable, plan and service limits are established to distribute benefits and better meet the needs of the increasing number of persons we serve.



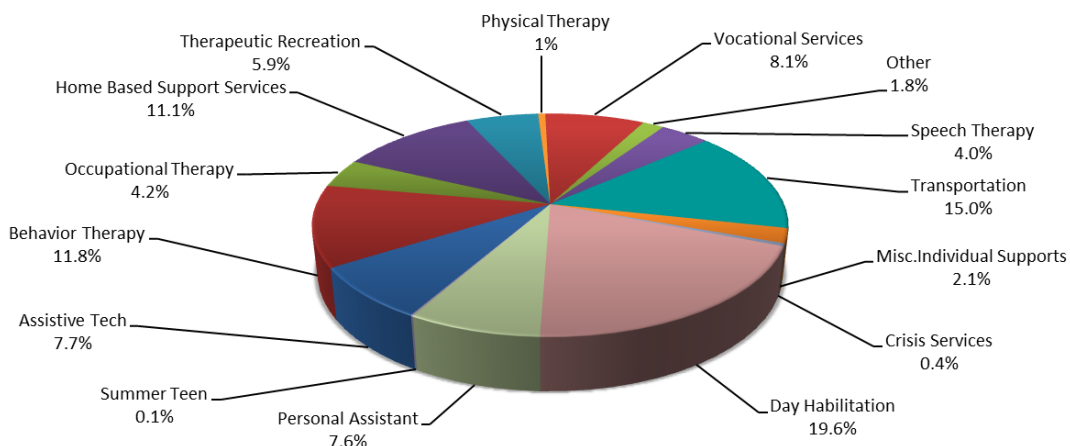
SERVICES

- Assistive Technology Devices
- Assistive Technology Services
- Audiology Services
- Behavioral Therapy
- Crisis Intervention Services
 - Crisis Attendant Services
 - Crisis Counseling Services
 - Crisis Homemaker Services
 - Crisis Housing Assistance
- Deaf Interpretation Services
- Developmental Disability Education

- Developmental Therapy
- Home Based Support Services
- Home Modification
- Language Interpretation Services
- Mental Health Evaluation
- Miscellaneous Individual Supports
- Nutrition
- Occupational Therapy
- Occupational Therapy Evaluation
- Physical Therapy

- Physical Therapy Evaluation
- Positive Behavior Support
- Speech Therapy
- Speech Therapy Evaluation
- Summer Teen Assistance
- Supported Employment
- Therapeutic Recreation
- Toileting Supplies
- Transportation
- Vocational Transition Services

Purchased and Reimbursed Services



CREATING PARTNERSHIPS

Partnerships Strengthen Services and Resources

Local partnerships bolster our community's efficiency, effectiveness and capacity to serve friends and neighbors with developmental disabilities.

People First of Boone County, a BCFR hosted self advocacy group, has made presentations to several cross-cultural journalism classes at the University of Missouri about people first language. People First leaders tell the students there are two ways to segregate people with disabilities. One is to put them in a building and close the door; the other is with language. Since People First began this series of presentations in 2010, volunteers have spoken to more than 2,000 students in journalism and social work classes.

Another special BCFR partnership that reaches far into the community is a longstanding cooperative relationship with the Daniel Boone Regional Library. Through this unique arrangement, BCFR purchases disability-related books and videos at the request of a client or caregiver family and donates the materials to the public library. Once the materials arrive, the BCFR family has the first option to check them out. After that, the books and videos become part of the library's permanent collection and are available to the public. Since the program started in 1993, BCFR has donated materials totaling \$2,922.25. This fiscal year, the agency donated books to the collection, on topics including autism, auditory disabilities and fetal alcohol syndrome.

Significant collaborative partners this year include:

- | | |
|--|---|
| Boone County Juvenile Office | Missouri Children's Division |
| Cattleman's Association | Missouri Family Support Division |
| Columbia Housing Authority | Missouri Department of Transportation |
| Columbia Public Library | People First of Boone County |
| Columbia Public Schools | Services for Independent Living |
| Daniel Boone Little League/Challenger Baseball | Special Olympics Missouri |
| Division of Vocational Rehabilitation | University of Missouri Extension Center |
| Friends of Boone County Family Resources | University of Missouri School of Journalism |
| Midwest Special Needs Trust | |

Miles' Journey

After graduating from high school more than 25 years ago, Miles' life became increasingly isolated. He grew up in the Columbia area and received special education services through Columbia Public Schools.

Miles tried to find employment over the years but didn't have the support he needed to successfully maintain a job.

As the years passed, Miles' social interactions dropped off and before long, he was spending the majority of his time alone in his apartment.

All that changed a year ago when Miles was referred to BCFR by the Self-Sufficiency Coordinator at Columbia Housing Authority. He was then referred to Vocational Rehabilitation and is currently working with ACT to find employment. Once Miles is employed, he will receive job coaching to help him build work skills. BCFR assists Miles by purchasing transportation and monthly bus passes for his work-related appointments.

Other doors have opened for Miles as well. Last winter, he participated in his first season of basketball through Special Olympics. Miles worried he didn't have the clothing required to participate in the program. But his Support Coordinator put him in touch with The Wardrobe where he found everything he needed to play basketball. It was quite a season for Miles and his teammates on the Wild Mustangs!



Norma's Story

Norma will be the first to tell you her job of taking care of cats at the Central Missouri Humane Society is a dream come true. "I get to work with animals and the people there know my diagnosis," she said.

Norma has Asperger's Syndrome, a form of autism that can make ordinary social interactions a struggle, among other things. Until recently, Norma's developmental disability might have prevented her from joining the workforce and made her more dependent on her grandmother, a scenario Fern feared disastrous for her granddaughter.

"My goal in life has always been to get Norma to live independently," said Fern, who has raised Norma since she was four years old. "If something happens to me, what will happen to Norma?"

Thanks to Partnership for Hope, Fern is confident her granddaughter will be ready for the future. Last fall, Norma received a variety of services through BCFR, including job training and a chance to participate in a socialization class called Circles. She also received Community Specialist Services to develop practical living skills such as budgeting and cooking.

The instruction not only helped Norma land a job, but has better prepared her for an independent life.

"She has developed social skills and learned how to take on responsibilities," Fern said. "She's also learned how to clean, which is important if you're going to live on your own."



In the past, Norma would have had to be in crisis – lost her grandmother or become homeless – to receive services. That changed late last year when Governor Jay Nixon lent his support to a partnership among the state of Missouri, 37 county developmental disability boards and the federal Centers for Medicare and Medicaid Services. The new program provides services to people with disabilities and their families far sooner than before, helping recipients to avoid crisis and delay or avoid the move to a residential home or institution. Today, more than 1,000 people across Missouri have received services.

After Norma graduated from high school in 2009, Fern worried her granddaughter would be stuck at home and lose the social skills she acquired in school. Partnership for Hope was an answer to her prayers.

"The services she receives through the Partnership of Hope have made all this possible," Fern said.

Now that she's employed, Norma has opened a bank account, pays for her cell phone and helps cover household expenses. She's planning a trip, one that might not have been possible without her new-found independence.

"I'm saving up for a plane ticket to visit my mom in Cheyenne, Wyoming," she said.

Partnership For Hope Waiver Program

Prevents Crises - In the past, Medicaid Waiver services have only been available to individuals in crisis, but this new program has an emphasis on providing the right supports at the right time to prevent crisis and unwanted out-of-home placements.

Timely Support - The Partnership for Hope Waiver is a partnership of federal, state and local governments created in 2010 that provides timely community-based support services to 1,045 people with developmental disabilities across Missouri, so they won't require costly placement in an institutional or residential care facility.

Supports Boone County Citizens - Boone County Family Resources is one of 74 local County DD Boards to participate, and through this waiver served 82 persons in this fiscal year.

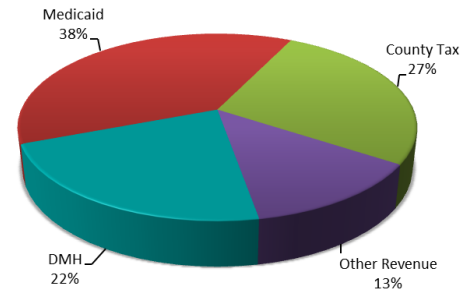
Efficient Use of Local Funds - Through the funding partnership, a dollar's worth of services will cost Boone County and the state each 18 cents with a federal contribution of 64 cents.

USING RESOURCES EFFICIENTLY & WISELY

Revenues for this Period

Revenues were \$10,728,650 during this period. The pie chart illustrates revenue sources.

- County Tax Revenue is a property tax.
- Federal Medicaid Revenue is payment for services as an Organized Health Care Delivery System and for other provided services.
- DMH Revenue is from contracts with the Division of Developmental Disabilities of the Department of Mental Health.
- Other Revenue includes client/family standard means, interest and investment income, rental income, grants, and donations.



Matching Funds

State and federal waiver matching funds greatly expand the resources available to eligible residents of Boone County by enabling cost-sharing savings that stretch local dollars. This year 65% of the persons served were Medicaid eligible.

The waiver programs in which clients of BCFR participate include: Autism Waiver; Community Support Waiver; Comprehensive Waiver; Partnership for Hope Waiver; and the Sara Lopez Waiver

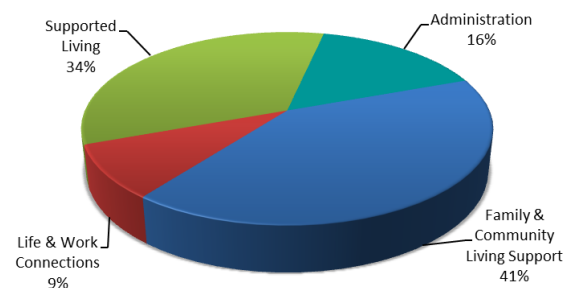
These matching funds are contingent upon five legal requirements:

- 1) services are individually planned
- 2) the client has a choice of providers
- 3) services are delivered in the least restrictive environment or most integrated setting
- 4) matching funds must be public tax dollars
- 5) the client must meet specific eligibility requirements

Since many of the individual plans are jointly funded, depending upon the funding source, different rules and eligibility criteria may apply.

Expenditures for this Period

Expenditures were \$10,382,207 during this period. The pie chart categorizes those expenditures by agency program.



The agency's finances were audited by the accounting firm of Williams Keepers, Certified Public Accountants, Columbia, Missouri.

For the purpose of compliance with Section 511 of Public Law 101-166 (the Stevens Amendment), it is hereby stated that a percentage of federal funds is used to support the provision and promotion of the services offered through Boone County Family Resources.

IF YOU KNOW SOMEONE WHO NEEDS SUPPORT & SERVICES

We are here to help meet the challenges people with disabilities and their families face every day. For more than 30 years our friends and neighbors have helped others learn about our services and get the support they need.

Boone County residents may be eligible to receive services from Boone County Family Resources if they have a diagnosed Developmental Disability.

A Developmental Disability:

- is a mental or physical impairment*
- happened while the person was developing; before age 22
- results in major difficulties with two or more of the following: walking, talking, self-care, self-direction, learning, living independently, getting and keeping a job
- is lifelong or of extended duration
- requires individually planned and coordinated services and assistance

*Excludes mental illness

Developmental Disability is defined in state statute and Federal Medicaid regulations** and eligibility is determined by the Missouri Department of Mental Health.

**There are additional eligibility requirements under Federal Medicaid regulations.

For More Information or to Apply for Services:

Contact us at Boone County Family Resources

1209 East Walnut

Columbia, Missouri 65201

Phone: 573.874.1995

TTY: 573.443.2841

Fax: 573.443.2864

E-mail: agency@bcfr.org

website: www.bcfr.org



STAY CONNECTED

BCFR Hopelines: The agency's newsletter, is published twice a year. If you wish to be placed on the newsletter mailing list please contact our office. To receive your copy electronically, e-mail us at agency@bcfr.org.

BCFR on the WEB: The agency's website features tools for families, service offerings, position postings, news and events, support groups, and educational opportunities. www.bcfr.org

BCFR on FACEBOOK: Become a fan of our agency on Facebook. We post upcoming events, client accomplishments, and other items of interest.

<http://www.facebook.com/pages/Boone-County-Family-Resources/28581369428>

BOONE COUNTY
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This report and other agency materials are
available in alternative formats upon request.