Our story. Our faces.
CELEBRATING 35 YEARS OF SUPPORT TO PEOPLE WITH DEVELOPMENTAL DISABILITIES

OUR MISSION

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.

OUR GOALS

- Empower choices through an array of services
- Develop, evaluate and maintain effective Individual Plans
- Promote community collaboration
- Recruit and maintain a motivated and well-trained workforce
- Achieve quality standards of care
- Sustain safe and well-maintained living and working environments
- Utilize resources effectively and efficiently

OUR BOARD OF DIRECTORS

The nine member Board of Directors, appointed by the Boone County Commission, administers agency activities.

2012 Board of Directors

*Back row, left to right:* Skip Elkin, Bob Bailey, Ken Pearson, Russ Williams

*Front row, left to right:* Max Lewis, Todd McCubbin, Paul Prevo

*Not Pictured:* Sarah Giboney, Wanda Marvel

OUR HISTORY

Boone County Family Resources was established by passage of a special property tax levy in 1976. The levy was increased through a ballot initiative in 1993. 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.

OUR STORIES

(upper left), who is now 3, first came to the agency through the First Steps program where she developed strong motor skills. Today, she is a spunky, curious toddler who likes to keep her mom on her toes with her creative antics.

Dylan (upper right) has enjoyed adaptive gymnastics and adaptive swimming. He played outfield for his Challenger baseball team this year.

Marjorie (lower right) has been working in the bakery department of a local grocery store since 2008. She works hard to provide for her two daughters.

Louise (lower left) lives quite independently in a BCFR Supported Living apartment which she shares with her 3-year-old cat Snoopy Nosey. She cooks, shops on her own and works four days a week at a McDonalds.
A MESSAGE FROM OUR EXECUTIVE DIRECTOR

This year has been a year of transition for Boone County Family Resources. Les Wagner, after leading the agency for 35 years, became the first Executive Director of the Missouri Association of County Developmental Disability Services. MACDDS has a membership of 55 county boards, including Boone County Family Resources, that provide local services for an estimated 36,000 people with developmental disabilities in the state. We are fortunate to have Les in this new leadership role in Missouri.

Les dedicated himself to building an agency on the cutting edge. After 23 years in a variety of roles at BCFR, I am honored to have the opportunity to continue carrying that torch as the new Executive Director. I look forward to maintaining the nationally accredited services and programs of the agency and developing new ways of supporting people with developmental disabilities to live, work and participate in our community.

Plans for the upcoming year include the STEP and College for Living initiatives which will assist young adults to prepare for employment and community living. We are also exploring web-based systems to increase staff efficiency and decrease reliance on paper records as well as technology to help persons served live more independently.

Over the past year, individuals served and their families have also experienced transitions. Children have spoken their first words or ridden a bike for the first time. Families are helping their children adjust to middle school. Teens have graduated from high school and are planning for their future. Young adults have moved into their own apartment, on their own for the first time. Others have new jobs with new responsibilities and new friends.

Transitions are passages from one point to another; and passages are part of our journey through life. Our journeys often have more in common than what we see at first glance. I hope after reading our stories and seeing our faces in this Annual Report, you recognize the similarities with your own journey and join us in celebrating these successes and transitions.

RECOGNITIONS

Karen Ramey (left above), Superintendent of Community & Recreation Programs for the City of Columbia, received the 2011 Marie Kovar “One Who Made a Difference Award.” She has often partnered with BCFR on behalf of the city to sustain, improve and expand adaptive recreation and employment opportunities for youth with disabilities.

Henry Atkinson (center above) received the 2011 Super Sib Award for his support of big brother, Christopher. Since he was a child, Henry stood up for his brother, often defending him against insults using the “R” word.

Les Wagner (right above), Executive Director of BCFR since 1977, retired from Boone County Family Resources in July to become Executive Director of MACDDS, which benefits county boards by promoting local initiatives and shaping public policies that affect people with disabilities across the state.
Persons served live with their families and in their own homes in the community. Life presents unique challenges for them. Finding a speech therapist, getting a job, learning more about their disability and getting wheelchair accessories can be difficult. BCFR Support Coordinators help meet these needs and others through coordinated planning and connection to resources.

The Family and Community Living Support program helps prevent unwanted out-of-home placements as we support individuals who wish to remain in their own apartment or with their family.

MORE PERSONS SERVED

Boone County’s annual population growth has consistently outpaced that of the State. As Boone County continues to grow, so does the number of people with developmental disabilities served by BCFR.

The chart below illustrates that as the number of persons served grows, the agency also has continuing involvement from year to year with most persons served.

EARLY INTERVENTION PAYS OFF

Children may need fewer support services later in life because they have developed age-appropriate skills. First Steps program is Missouri’s system of coordinated early intervention services for children birth to three years old. It is federally funded and administered by the Missouri Department of Elementary and Secondary Education.
HIGHLIGHTS

More persons served:
1,436 persons received services, an increase of 44 over the previous year;
289 of the individuals served participate in a Medicaid Home and Community Based Waiver program.

Making developmental gains: 27% of persons discharged either no longer needed services or no longer met the developmental disability criteria, due in part to gains made from therapies and other services.

Identifying children earlier: 265 infants and toddlers were served through the First Steps Program, exceeding the state’s goal for Boone County.

Family and Community Living:
95% of children served live with their parent(s);
98% of adults served live on their own or with family.

Meeting special needs: 29 Support Coordinators responded to client needs. Among those are staff fluent in Spanish and American Sign Language and staff with specializations in areas such as autism and youth in transition.

OUR STORIES

Isabelle (upper) suffered a stroke when just 3 days old. Through First Steps, Isa began therapy, orientation and mobility training and other treatments. Today, Isa plays like most children her age, and last year the family was able to stop most therapies. “We want to inspire people to realize what a child can overcome,“ says her father. “Don’t give up.”

Robert (lower) has been working at ACT since 1996. He dismantles VHS tapes and CDs and operates a grinder machine. When he’s not working, Robert loves to play basketball and fish on the weekends.

Ryan (opposite) has been taking successful steps toward independence since graduating from high school. He is working a night shift at a local home improvement store where he will soon transition to a day-time greeting position.
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, people served are building skills for full community participation.

**SUPPORT FOR COMMUNITY LIVING**

All but gone are the days of institutional treatment of people with developmental disabilities. Today, a combination of family, community and public support shape a new world, that includes people with disabilities in all aspects of life, work and play.

The Medicaid Home and Community Based Waiver program, originally authorized by the Social Security Act in 1981, provides federal funding for supports designed to prevent institutionalization. Life & Work Connections delivers these supports to adults living on their own, or who aspire to live on their own. Through targeting specific needs for support and skill development, more people are enjoying integrated and fulfilling lives.

**SUPPORT FOR COMMUNITY WORK**

Adult life comes with responsibility. Transitioning youth who aspire to live and play in the community will also need employment. Life & Work Connections provides vocational skills training to youth and adults with little or no work experience. The program operates landscaping and custodial crews whose participants receive active training for job preparation, while practicing work habits portable to any job – punctuality, accountability and teamwork. Once crew participants are ready to seek community-based employment, they are assisted in the process.

This year, groundwork was laid for two exciting initiatives also intended to improve prospects in life and work for transitioning youth. The College for Living is a partnership with Columbia College and the STEP program is a partnership with Columbia Public Schools, Boone Hospital Center, ACT and Vocational Rehabilitation.
HIGHLIGHTS

Support for community living:

141 people received training last year that helped them remain in their own homes or with their family;
4 additional apartments managed by Life & Work Connections were made available to persons served.

Progress on outcomes in Individual Plans: People receiving Life & Work Connections services either achieved or made significant progress on 88% of their target outcomes.

Support for community work: 11 work crew trainees found community jobs last year and are successfully employed.

Promising initiatives: Groundwork was laid for two collaborative partnerships aimed for transitioning youth.

College for Living - a partnership with Columbia College
STEP (Seamless Transition through Enhanced Partnership) - a partnership with Columbia Public Schools, Boone Hospital, Division of Vocational Rehabilitation and ACT

OUR STORIES

Javion (upper) is a 14-year-old landscaping crew member. He describes working on the crew as an opportunity to be outside, learn to safely use equipment and follow directions. Although one of the youngest trainees on the landscaping crew, Javion is demonstrating a strong work ethic. “I like to learn new skills,” he says.

Jacob (lower) landed a job with Jimmy John’s, a local sandwich shop. While striving to reach his goal of securing employment, Jacob gained on-the-job experience through volunteer positions and honed his interview skills by working with a BCFR Community Skills Specialist. “I gain new responsibilities each day I go into work.”

Heidi (opposite) lived in Parkade House, a group home established in 1976 as the first program of Boone County Group Homes. Today, she lives in her own apartment, with targeted, drop-in support. “I like it here,” she says.
Some adults with disabilities require additional assistance and supervision to live successfully in the community. BCFR provides supported living services in agency-owned apartments. Supported Living staff provide support and training for individuals who wish to continue learning how to take care of themselves, their homes and actively participate in their community. With our support, participants gain confidence by meeting goals and becoming more self-sufficient.

The Medicaid Waiver and Missouri Department of Mental Health help fund supported living services.

**SUPPORT AT HOME**

People receiving residential services may receive help in any aspect of their home life. This assistance is individually planned based on the preferences, priorities and needs of the individuals receiving services.

Individuals may receive staff assistance to learn to do their laundry, plan and cook their favorite meals or clean their homes. They may have assistance planning for guests and invite their friends and family over for visits and parties.

**SUPPORT IN THE COMMUNITY**

The 46 adults in BCFR’s Supported Living program are assisted to safely and successfully navigate their community.

Individuals get the help they need to find and participate in the fun things they like to do such as shopping, sporting events, movies, eating out, exercising and visiting friends. They may also receive assistance choosing and purchasing groceries, banking, paying bills and maintaining employment.

While persons served receive transportation from Supported Living staff, some also use public transportation or even biking to get to and from their chosen destinations.
HIGHLIGHTS

Successful living in the community: 46 persons successfully lived in their own apartment with Supported Living services.

Progress on outcomes in Individual Plans: Every individual receiving Supported Living services has a plan including their desired outcomes. Individuals progressed or maintained on 89% of these outcomes this year.

Well trained workforce: New full-time employees in Supported Living complete the agency-identified modules from the College of Direct Support. The College of Direct Support is a set of web-based courses built on nationally recognized best practices in direct support.

Securing Individual Plan services: 98% of all services scheduled, were completed before their goal date.

Staff stability: 72% of Supported Living staff has been employed with BCFR for over a year as of June 30, 2012.

OUR STORIES

Joyce (upper) is always game for meeting someone new, including this rooster during a visit to a local farm. Joyce is quite independent and enjoys riding the city bus to visit friends and go to work in the community.

Jami (lower) is an independent young lady who shares an apartment at one of BCFR’s Support Living sites. She cooks, cleans and does her own laundry in addition to holding down a full-time job. If that wasn’t enough, she also found time to volunteer handing out sack lunches at the annual Polar Plunge for Special Olympics.

Carol (opposite, upper) is 65 and still works five days a week at Central Missouri Subcontracting Enterprises (CMSE) where she’s been employed since its inception more than 40 years ago. When she’s not working, Carol is usually in the kitchen or curled up with a book. “I love to read and do recipes,” she said.

Ricky (opposite, lower) kissed the ground when he finished a 10K race at Roots ‘N Blues ‘N BBQ. He lost 11 pounds and learned to eat healthier while training. Ricky was among six people with developmental disabilities who participated in the race. “I wasn’t sure I could do it,” Ricky said. “But I did.”
GOALS AND MEASURES OF EXCELLENCE
Valuing partnerships & collaboration that expand choices

EMPOWER CHOICES THROUGH AN ARRAY OF SERVICES

Years of consumer, family and staff input have helped define new services to address needs and identify additional service providers to make those services available. The Family and Community Living Support program has greatly expanded choices since 1989 when it started and provided only 5 services from 7 providers. BCFR services and eligibility criteria are described in the agency’s Service Catalog which is revised periodically.

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

The graph shows a summary of individually planned services and the number of recipients during the past year.


OUR STORIES

Nickohlas (upper) was diagnosed with autism at age 2. Thanks to various therapies and assistive technology devices he is becoming more interactive. Today, as his mom says, “He is honing the fine nuances of telling a joke.”

Tony (lower) was one of the first men to receive services from BCFR back in the late 1970s. Today, he lives in an apartment at one of BCFR’s Supported Living sites where you can often find him painting or drawing.

Jessica (opposite) received on-the-job training through BCFR’s Life & Work Connections, which led to a permanent job at a local skilled nursing facility. “I’ve met new friends at my job,” she said. “My new job makes me happy.”
DEVELOP EFFECTIVE INDIVIDUAL PLANS

Each person is supported by a knowledgeable team which includes their Support Coordinator and others such as family members, teachers and 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 plans services and supports in accordance with the individual’s unique needs, expressed preferences and decisions concerning his/her life in the community. Service plans vary greatly, but all are designed to connect persons to needed supports while also focusing on their abilities and potential.

HIGHLIGHTS

Providing choices through an array of services: 60 services were available from 205 providers at the end of the year.

Client service authorizations: 15,620 purchase authorizations were processed.

Community awareness expanded:
Staff participated in 12 public awareness exhibits and presentations. Additionally, the agency’s visibility was increased because of the updated, user-friendly website and increased presence on Facebook and Twitter.

Effective client service plans: 98.3% of respondents to the Client Satisfaction survey reported that they and their family developed an effective service plan.

Services considered helpful: 96.6% of respondents to the Client Satisfaction survey reported that their planned services helped them last year.

PROMOTE COMMUNITY COLLABORATION

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

Increasing community awareness of the agency and our programs helps us connect to persons who could benefit from our services, as well as potential community partners. The agency website was updated this year to make it more user friendly, contemporary and informative. BCFR also established a Twitter account and increased the presence of BCFR on Facebook.

The agency continues to establish and maintain collaborative partnerships such as: Boone County Juvenile Office, Columbia Parks & Recreation, Columbia Housing Authority, Columbia Public Schools, Friends of Boone County Family Resources, People First of Boone County and Services for Independent Living.
GOALS AND MEASURES OF EXCELLENCE
Ensuring the best possible care & services

RECRUIT AND MAINTAIN A WELL-TRAINED WORKFORCE

The BCFR Board of Directors is committed to recruiting and maintaining motivated and well-trained employees. This year we had a retention rate of 82%. The graph identifies years of service for staff employed on June 30, 2012, with the average longevity being 6½ years.

Persons served by the agency are asked to complete an annual Satisfaction Survey. This year’s satisfaction results are based upon 625 respondents, a 57.2% return rate.

In the survey, consumers have the opportunity to evaluate their satisfaction with communication and cooperation with agency staff. Some survey comments are shown on the opposite page and additional survey results relative to service plans are on page 11 in the Highlights box.
ACHIEVE QUALITY STANDARDS OF CARE

BCFR received another 3-year accreditation, the highest possible, from the Commission on Accreditation of Rehabilitation Facilities (CARF) this year. The agency has held accreditation since 1985.

CARF accreditation assures quality in key areas for Boone County taxpayers and BCFR service recipients, including: service monitoring systems, focus on outcomes for each person served, active involvement of individuals and their families and consumer-focused, state-of-the-art standards for performance.

SUSTAIN SAFE LIVING AND WORKING ENVIRONMENTS

The agency systematically conducts inspections of all buildings and vehicles in order to safeguard the health and safety of clients and employees. This year the agency renovated one of its 8-plex apartment buildings to better meet the needs of residents and increase energy efficiency.

The Emergency Preparedness Plan for main office buildings, residential sites and vehicles is frequently updated and expanded.

OUR STORIES

Jimmy (opposite, far left) has been living in an apartment at one of BCFR’s Supported Living sites for almost 7 years. During the holidays, he enjoyed volunteering to ring the bell for the Salvation Army at a local grocery store.

Brittany (opposite, upper) is working towards a degree in human services at Columbia College. She hopes to earn a Masters of Social Work at the University of Missouri. She is developing skills to live independently in the community.

Amanda (opposite, lower) has defied expectations since she was born. She has competed in Special Olympics, once winning a gold medal in golf. BCFR matched Amanda with a personal assistant who is helping her become more independent. “Amanda has achieved many of the goals she set for herself, as well as those set by others,” says her father.

STAKEHOLDER FEEDBACK

“The services I have received from BCFR have been invaluable to my life in my community. My caseworker has shown concern, compassion, and has been invaluable to help whenever needed.” - Client

“BCFR is a well-organized, person-centered organization that very visibly advocates on behalf of persons served within its services, within the community, and with state government as a whole. The organization is very accountable and responsible in its quest for quality service delivery.” - CARF surveyor

“I am very satisfied with the help of agency staff, mainly my Support Coordinator. As soon as you ask questions, she is there to help. I am very satisfied.” (translated from Spanish) - Mother of client

“BCFR demonstrates substantial conformance to the CARF standards. From every level of service, the organization has demonstrated a commitment to person-centered services and consistency and quality in the services provided.” - CARF surveyor

“As a therapy provider, I have worked with individuals who have special needs for nearly 19 years. When my clients are in need of adaptive equipment to help them progress, BCFR is there. When I need further information to help families, BCFR is there. BCFR case-managers work closely with families and providers to find the best resources to fit their client’s needs.” - Linda Eagle, contracted provider

“Couldn’t imagine our lives without everyone involved in my daughter’s life, from my Support Coordinator to all our therapists. So professional, but all made me feel their ultimate goal was to see my daughter progress.” - Mother of client

“True partnerships are built on trust, and with trust, we are able to achieve much. ACT enjoys a wonderful partnership with BCFR built on trust. Ours is a respectful relationship that delivers positive results for the individuals we mutually support.” - Mark Hassemer, Executive Director of ACT
GOALS AND MEASURES OF EXCELLENCE
Utilizing resources with competence and accountability

UTILIZE RESOURCES EFFICIENTLY AND EFFECTIVELY

REVENUES
Revenues were $12,595,569 during this period. The pie chart categorizes 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 payments, interest and investment income, rental income, grants and donations.

EXPENDITURES
Expenditures were $11,513,195 during this period.

The pie chart categorizes expenditures by agency programs described on the program pages earlier in the report.

MATCHING FUNDS
State and federal Medicaid Waiver matching funds greatly expand the resources available to eligible Boone County residents by enabling cost-sharing savings that stretch local dollars. This year 65.2% of the persons served were Medicaid eligible and 289 participated in the Medicaid Waiver program.

The Medicaid Waiver programs in which clients of BCFR participate include: Autism Waiver, Community Support Waiver, Comprehensive Waiver, Partnership for Hope Waiver and the Sara Lopez (Missouri Children with Developmental Disabilities - MOCDD) Waiver.

These matching funds are contingent upon: 1) the services are individually planned; 2) the client has a choice of providers; 3) the services are delivered in the least restrictive environment or most integrated setting; 4) the matching funds must be public tax dollars; and 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.
BOONE COUNTY RESIDENTS MAY BE ELIGIBLE TO RECEIVE SERVICES FROM BOONE COUNTY FAMILY RESOURCES IF THEY HAVE A DIAGNOSED DEVELOPMENTAL DISABILITY. DEVELOPMENTAL DISABILITY IS DEFINED IN STATE STATUTE AND FEDERAL MEDICAID REGULATIONS, AND ELIGIBILITY IS DETERMINED BY THE MISSOURI DEPARTMENT OF MENTAL HEALTH. A DEVELOPMENTAL DISABILITY:

- IS A MENTAL OR PHYSICAL IMPAIRMENT (EXCLUDES MENTAL ILLNESS)
- PRESENTED 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.

BOONE COUNTY FAMILY RESOURCES SERVES PERSONS OF ALL:

- AGES – THE PIE CHART AT RIGHT SHOWS THE AGE DISTRIBUTION OF PERSONS SERVED
- FINANCIAL LEVELS – INCOME IS NOT A FACTOR IN ELIGIBILITY DETERMINATION
- DEVELOPMENTAL DISABILITY DIAGNOSES – THIS YEAR 14% OF PERSONS ADMITTED HAD AN AUTISM SPECTRUM DIAGNOSIS AND 16% HAD AN INTELLECTUAL DISABILITY DIAGNOSIS.
Our appreciation is especially extended to:

The **persons served, their family members, staff, board members and volunteers** who have contributed in many ways over the years.

Our **network of service providers, collaborating agencies, and our friends and neighbors** who approved and pay a very special property tax to make it possible.

The **Missouri Department of Mental Health, Division of Developmental Disabilities**, whose dedicated efforts have helped make possible many of the services now available.

Follow us on Facebook and Twitter. Our website at [www.bcfr.org](http://www.bcfr.org) allows friends and supporters to read the current *HopeLines* newsletter and client success stories as well as find employment opportunities and links to resources.