

ANNUAL REPORT

JULY 1, 2018 - JUNE 30, 2019



SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL
DISABILITIES SINCE 1976.

BOONE COUNTY
Family
RESOURCES

EXECUTIVE DIRECTOR'S MESSAGE

Over the past year Boone County Family Resources has continued its focus on our mission while also planning for the future.

Thrive in the Community

We have enhanced planning with persons served by using the LifeCourse framework, focusing on the whole person, planning across the lifespan and coordinating planning with others involved – addressing areas such as mental/physical health, safety and relationships. Outcomes are better when individuals access their personal strengths, relationships and natural supports in addition to disability-related services. **We are committed to enhanced planning that helps individuals thrive in the community.**

Connect with Others

We have strived to help persons connect and see we are all more alike than different through awareness efforts such as videos highlighting the successes of persons served. During Autism Awareness Month, BCFR staff read to more than 1800 students in Boone County and each school library received copies of the books and activities to promote inclusion. **We are committed to helping individuals connect with others.**

Achieve Personal Goals

We have continued expanding employment options for persons served. We believe all individuals who want to work can work and this is one of the core principles of our IPS employment program. BCFR addresses employment in individual planning and makes referrals to a variety of employment program models and funding sources which has proven to be effective to meet individualized needs. **We are committed to helping individuals achieve their personal goals.**

Planning for the Future

BCFR aims for next year include heightening our focus on outcomes and planning for workforce and physical space needs for the future. Through participation in the Living Well Missouri grant through UMKC-IHD and other efforts, we are increasing our emphasis on quality and satisfaction outcomes through data tracking and program evaluation. We are committed to measuring our success by the value our efforts add to the lives of persons served.

BCFR, like other organizations nationwide, faces challenges in finding and keeping a well-trained workforce. Last year, we held a Recruitment, Outreach and Onboarding Summit with employees from across the agency to plan for improving staff recruitment and retention outcomes. A multi-faceted action plan has already resulted in improved outcomes such as decreased time in hiring and efficiencies in onboarding.

As we continue to serve more individuals and families, the need for support staff also increases and the Board of Directors has been strategically planning for office space to accommodate continued growth. The new building at 2700 W. Ash St. will be near a bus stop and have ample parking. For persons served and other community partners, there will be enhanced accessibility features, a meeting room specifically designed for those with sensory needs and space for large or small meetings. We are projecting to relocate by the end of 2020.

We are committed to preparing for the challenges and achievements ahead in the next year; putting our mission into action in Boone County.

Rafn Kaufman



OUR BOARD OF DIRECTORS

Nine community citizens are appointed by the Boone County Commission to serve as the Board of Directors to administer and oversee agency activities.

The Board meets regularly; meeting times and agendas are available at www.bcfr.org.

Pictured left to right, front row: Heather Koch, Yoko Gely, Max Lewis. Left to right, back row: Chuck Blossom, Tec Chapman, Donald Catlett, Bob Bailey-Board Chair, Janet Thompson-Vice Chair. Not featured: Elizabeth Heidt.

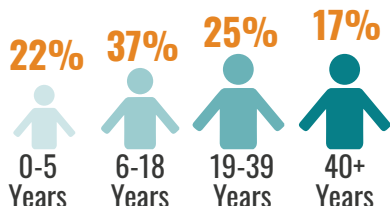
IN THE LAST YEAR...



1,934

PERSONS RECEIVED SERVICES

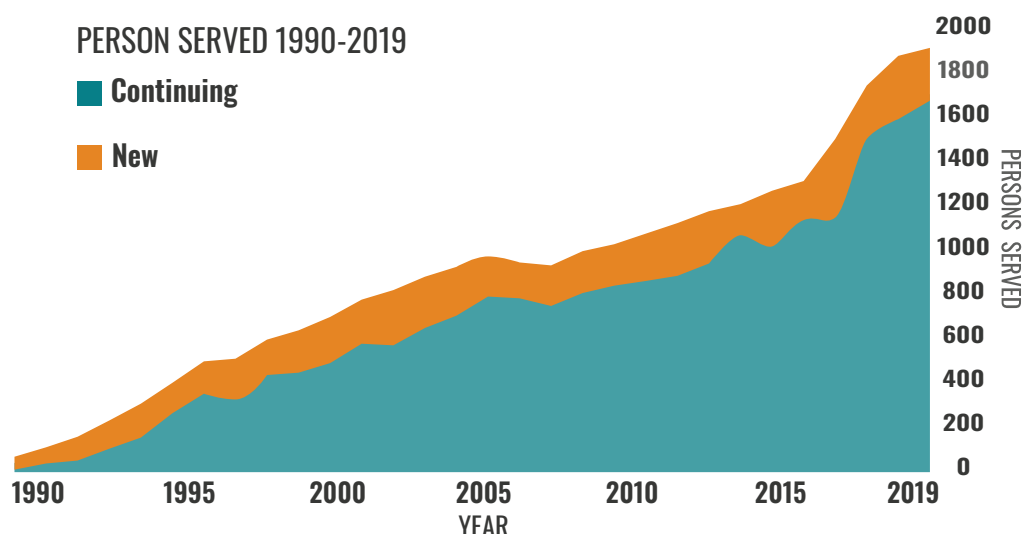
AGES OF PERSONS SERVED



PERSON SERVED 1990-2019

Continuing

New



OUR MISSION is to effectively and efficiently use agency and other available resources to enable Boone County residents with developmental disabilities to **thrive** in the community, **connect** with others and **achieve** their personal goals.

OUR GOALS

EMPOWER CHOICES THROUGH AN ARRAY OF SERVICES



+\$9.6 million

SPENT BY BCFR FOR SERVICES TO INDIVIDUALS



29.3%

OF ADULTS SERVED
BY BCFR HAVE

COMMUNITY EMPLOYMENT



BEST PRACTICES & CONTINUOUS IMPROVEMENT



CONSECUTIVE CARF
INTERNATIONAL 3-YEAR
ACREDITATIONS AWARDED

UTILIZE RESOURCES EFFECTIVELY & EFFICIENTLY

DONATIONS RECEIVED

82

ASSISTIVE TECHNOLOGY
EXCHANGE PROGRAM

155

ITEMS GIVEN OUT

RECRUIT & MAINTAIN A MOTIVATED & WELL-TRAINED WORKFORCE



STAFF CONTINUED THEIR JOB
THROUGH THE FISCAL YEAR

AVERAGE YEARS OF
STAFF SERVICE

PROMOTE COMMUNITY COLLABORATION



+1800
STUDENTS IN 85
CLASSROOMS LEARNED
ABOUT INCLUSION

by listening to a story about
autism from BCFR staff

DEVELOP, EVALUATE & MAINTAIN EFFECTIVE INDIVIDUAL PLANS

94%

of individuals in the
Supported Living program
agree that services and
supports from BCFR helped
them to lead a good life.

SUSTAIN SAFE & WELL MAINTAINED LIVING & WORKING ENVIRONMENT



23

Tenants at Boone Point received cleaning
supplies and instruction thanks to a grant
from the Horizon Housing Foundation.



Denise poses with coworkers at her retirement party on her last day of work at Boyce & Bynum Pathology Laboratories after 30 years of service.

Ending One Chapter, Beginning Another

In Feb. 2019, Denise said her goodbyes to Boyce & Bynum Pathology Laboratories as she prepared to enter retirement. She enjoyed cake, balloons and a farewell celebration with her coworkers who sent her off with gratitude and appreciation for what she brought to the work environment over the years.

Labeled by her supervisor, Steve Weaver, as the “mean clean dishwashing machine,” Denise never let her disability define her job performance.

“Many departments depended on her work. In 20 years for me, I never had a negative issue, it’s always been positive. Denise has just done great work not only for me and my department, but for the company,” said Steve.

As well as successfully fulfilling her job requirements, Denise also brought joy and laughter to those around her.

Coworkers hugged Denise and held back tears as Steve said a few final words, “Over the years we’ve seen many people come and go, and there have been some hard days here at the lab. But we can always depend on you to raise our spirits, smile and elevate us. We’ll miss you dearly. We thank you for bringing a smile to everyone.”

As Denise enters retirement, the big question now is, what’s next?

“It’s a misconception that individuals with a disability can’t enjoy retirement life like any of us want to do,” said Assistant Director of Supported Living Natasha. “Denise is utilizing Para-Transit to remain independent to get to pottery classes, participating in the Special Olympics and accessing trails to work on staying healthy. She doesn’t want to sit at home, she is exploring her options on what she wants to do next, but not rushing in to anything.”

Michael savors the flavors at Roots N Blues



Michael (right) and his neighbor pose for a picture at the 2018 Roots N Blues N BBQ Festival at Stephens Lake Park.

An avid music fan, Michael applied to receive free tickets to the 2018 Roots N Blues Festival through a program offered by Columbia Parks and Recreation and the festival coordinators Thumper Entertainment. His name was randomly drawn to receive the free pass and his BCFR Site Supervisor, Hadyn, intends to help him keep attending this event for years to come.

Mike has always been a fan of country, bluegrass, and jazz music and is a guitar player himself, taking lessons weekly for the past several years. His favorite part of attending the festival was the food and music, and he was especially fond of the brisket nachos. He enjoyed listening to The Mighty Pines as well as the bass player from the Kay Brothers.

Indulging in sweet and savory BBQ while listening to cool blues is what draws in the large crowds each year, and Mike enjoyed all the festival had to offer.

SUPPORTED LIVING RESIDENTIAL PROGRAM

Participants live in local apartments where staff are available to help with the activities of everyday life such as learning to do laundry, shopping for groceries, planning and cooking meals, and paying bills.

Everyday life also includes safely and successfully navigating our community to find and participate in work, volunteer opportunities, shopping, sporting events, movies, eating out, exercising and visiting friends.

With BCFR support, the 39 individuals participating in the program gain confidence by meeting personal goals, becoming more self-sufficient, and living the lives they want to live.

Here's what our DSPs have to say about working at BCFR:

"Training is thorough and great!"

"Our supervisors are passionate about their job and that bleeds down to my coworkers and I."

"BCFR is a great company to work for! I love my schedule, I enjoy my clients and it's the perfect work/life balance."

Family & Community Living Support

Family & Community Living Support Coordinators connect more than 1,900 individuals and their families with the services and resources they need to develop their capacity and remain in their own home or with their family. We work closely with each person to plan supports for their unique needs.

We connect people to a wide array of services, providers and opportunities to allow people choices so they can learn, work, and enrich their lives within our community.

Some examples of support we provide include help to purchase assistive technology equipment, coordinate a home modification, or arrange for physical, occupational or speech therapy.

Developing Effective Service Plans

Service plans vary greatly, but all are designed to connect persons to needed supports while also focusing on their abilities and potential.

BCFR services and eligibility criteria are described in our Service Catalog. Another array of services for qualifying individuals is offered through the Medicaid Waiver.



100%

of plans incorporate
LifeCourse trajectory

The Next Generation of Leaders in Disability Advocacy



Ellie takes a break in the Student Union between classes at the University of Missouri - Columbia.

Ellie is a senior at Mizzou studying Health Sciences with an emphasis in Leadership and Policy. On her return to school last August, she had a renewed focus and gained knowledge on the disability rights movement. Ellie was one of 27 students nationwide who earned a 2018 summer internship at the American Association of People with Disabilities (AAPD) in Washington D.C.

“I have never lived out of Columbia,” said Ellie. “It was exciting, but scary moving away for three months. I have people here who help me with my personal care and my parents here, if I get into a bind. It was a little daunting to go out there, but it ended up working out really well. And I’m glad that I did it.”

Ellie has been served by Boone County Family Resources since she was a small child, and is grateful for the impact they have had on her life including helpful equipment, resources, and support coordination.



Cornelia takes Curtis Jr. to horseback riding therapy at Cedar Creek Therapeutic Riding Center in Columbia, Mo.

Raising a Grandchild with Autism

After retiring from a successful career at State Farm Insurance, Cornelia and her husband William moved directly into the role of the primary caregivers for their 5-year-old grandson Curtis, Jr., who was diagnosed at a young age with Autism Spectrum Disorder and requires specialized care and supervision.

Curtis Jr.'s Support Coordinator at Boone County Family Resources, Mary, has worked with similar families for 23 years to link them to services and supports that specifically address the special needs of a child with a developmental disability.

"Curtis has gone from an overactive toddler who did not speak, to a five year old who can verbalize his wants and needs. He is working towards total communication, and social reciprocation. He has

grown in his love of music and singing and being able to tolerate things that he could not process early on," said Mary.

Cornelia advocates for Curtis Jr. in each program he is a part of. She makes sure he gets to his weekly therapies and recreation programs that she has helped arrange. Cornelia is happy to share her experiences with others and hopes that by sharing her journey she will encourage others to reach out and ask for the extra help.

"It's the little things that we didn't think about. But by talking to people that have kids with autism, it helped me to understand it more. It even gave me hope. ... The idea that knowing there are others out there, it made me feel comfortable with the situation of how our lifestyle changed, and it's going to get better," said Cornelia.



Nick enjoys a stroll around the neighborhood lake in his backyard last Spring.

Every STEP of the Way

When you ask Nick about his job, he immediately starts to grin and gush with pride. Nick is part of the Boone Hospital Center (BHC) family and works twenty hours per week in the hospital cafeteria. Besides restocking silverware, cleaning tables and sweeping floors, Nick is the warm smile that greets BHC staff and patients' families needing physical and emotional nourishment from the cafeteria.

Nick began BCFR services with the First Steps program shortly after birth. Nick's vocational trajectory began with on-the-job training as a member of BCFR's Life & Work Connections work crew. Nick's dad, Robin, remembers how much that helped him understand what is involved in having a job.

"Without that initial opportunity the STEP program may not have worked as well and he may not have been offered this job that he really enjoys," said Robin.

The Seamless Transition through Enhanced Partnership (STEP) program at Boone Hospital Center allows students to complete their senior year of high school in an on-site internship at Boone Hospital. The STEP program is a partnership including Columbia Public Schools, Boone Hospital Center, Alternative Community Training (ACT), Division of Vocational Rehabilitation (VR), Missouri Department of Mental Health Central Missouri Regional Office and Boone County Family Resources.

LIFE & WORK CONNECTIONS

Life & Work Connections offers skills assessments, specialized programming, life/work skills training and monitoring to enhance community integration, and support in finding and keeping a job.

Whether a young person transitioning from school to adult life or an adult living on their own, people served by this program build skills for a full and self-determined life and work. This year, 157 individuals were supported by the Life & Work Connections program.

Employment Services

BCFR is committed to enhancing and expanding community employment options for persons with developmental disabilities. We believe that all individuals who want to work can work.

Using a wide spectrum of employment program models and funding sources has proven to be an effective way to support individuals with a variety of support needs in their goal to obtain and maintain a job in the community.

55

Individuals participated
in the Individual
Placement & Support
Employment Program

Disability Rights Legislative Day 2019 – “Show Me Work”



Rep. Martha Stevens poses for a photo with the BCFR group in Jefferson City, Mo., on March 13, 2019.

On Wednesday March 13, hundreds of people with disabilities, their families, and advocates gathered at the capitol in Jefferson City for the 18th annual Disability Rights Legislative Day (DRLD). Several carloads from Columbia/Boone County made the day trip, assembling true to their civil rights.

The theme for the day – which kicked off with a rally in the rotunda — was “Show Me Work”. Christopher Worth, a community organizer from Paraquid in St. Louis, emceed the rally.

“This day is a great opportunity for us with disabilities to use our voices and speak up for ourselves and others. I feel like it’s also important for legislators to come see us and see what we do back home,” said Jeff Johnson,

President of People First of Boone County. The rally built a sense of solidarity among participants, who were united in the conviction that people with disabilities have a right to legitimacy and inclusion in community life and competitive work.

After the rally, the crowd dispersed for visits with their legislators. The group from Boone County caught up with Representatives Kip Kendrick and Martha Stevens, and with Senator Caleb Rowden.

An integral component of the DRLD experience is legislator visits, which bring constituents face to face with decision makers representing the public interest. The visits also bring legislators face to face with constituents whose lives are impacted by public policy.

MATCHING FUNDS

The opportunity to match local funds with State funds in the federal Medicaid Waiver program allows BCFR to greatly expand the resources available to eligible Boone County residents. The federal Medicaid Waiver program contributes approximately 65 cents of each dollar spent on eligible services when the state and local county contribute the remaining 35 cents of each dollar.

447

Individuals participate in a DMH Medicaid waiver

MEDICAID ELIGIBILITY HELP

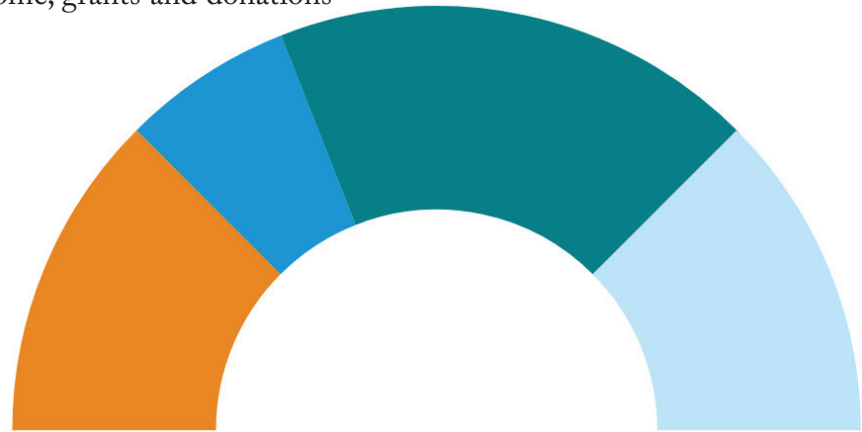
BCFR provides office space to the Missouri Department of Social Services Family Support Division to increase access to Medicaid eligibility determination for persons served and others. By having a Family Support Division representative in the main office, questions and concerns can be addressed quickly and efficiently.

FINANCIAL HIGHLIGHTS

REVENUES

Estimated revenues were \$13,355,192 during this period. This chart categorizes revenue by source:

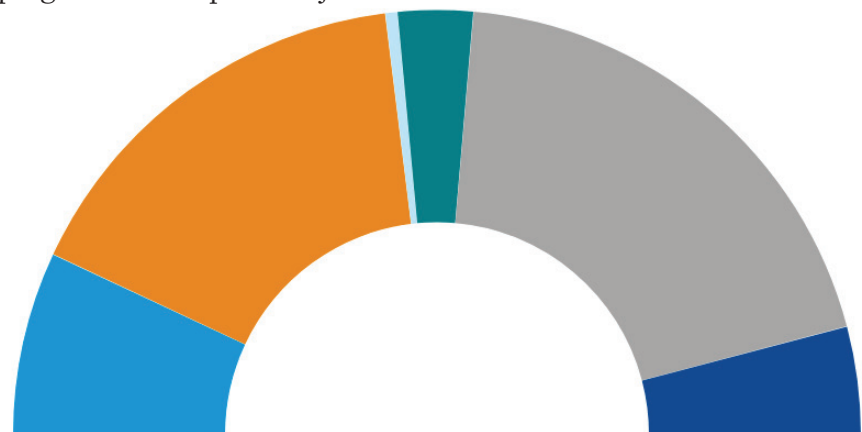
- DMH includes funding from the Division of Developmental Disabilities of the Department of Mental Health
- Medicaid is federal and state reimbursement for services provided to eligible persons
- County Tax is a property tax levy established in 1976 and increased through a ballot initiative in 1993
- Other includes client/family payments, interest and investment income, rental income, grants and donations



County Tax (25%) Other (13%) Medicaid (37%) DMH (25%)

EXPENDITURES

Estimated operating expenditures were \$11,990,917 and capital expenditures were \$1,070,328 during this period. This chart categorizes operating expenditures by agency program and Capital Projects.



Administration (13.95%) Supported Living (32.17%) Housing (0.91%)
Life & Work (5.72%) Family Support (39.06%) Capital Projects (8.19%)

As a public entity, Boone County Family Resources abides by applicable state and federal statutes and rules, including those governing conduct of public meetings, ethical considerations for public officials, fidelity bond provisions and annual audits.

For the purposes of compliance with Section 511 of Public Law 101-166 (the Stevens Amendment), a percentage of federal funds support the provision and promotion of the services offered through Boone County Family Resources.

The agency's finances are audited by the independent accounting firm of Williams-Keepers LLC, Certified Public Accountants.

GIVING BACK TO THE COMMUNITY

BCFR employees gave back to the community this year by supporting the Heart of Missouri United Way as a Pacesetter organization, the Voluntary Action Center Back-to-School Supply Drive and Christmas Family Adoption programs, the Special Olympics Polar Bear Plunge and the Light It Up Blue Reading Day for Autism Awareness in Boone County schools throughout the month of April (pictured at right). Many also volunteer their time and talents with numerous community organizations.



BCFR staff, Jake, reads *All My Stripes*, a story about a zebra with autism, to children at Hallsville Intermediate School in April.

OUR PARTNERSHIP WITH THE ELKS

Through a decades long partnership, the Columbia Elks Lodge #594 has supported the annual agency picnic by preparing and serving the food for our guests. This year, the Elks extended their support financially again to our annual holiday party after receiving a Beacon Grant from the Elks National Foundation. The grant helps cover some of the expenses for the party and enable more individuals served to enjoy a happy holiday season.



Elks lodge #594 members grill hundreds of burgers and hot dogs at the Annual BCFR Picnic.

THE FRIENDS OF BCFR OFFER SUPPORT

Partners help us increase disability awareness, provide innovative services and meet the needs of persons served. One such partner is The Friends of BCFR. The Friends supports activities that enhance the lives of people with developmental disabilities and raise awareness of the need and desire for inclusion in our community.

Whether providing useful information through the Speaker Series or meeting a need in the community by providing free, gently-used durable medical equipment through the Assistive Technology Exchange Program, The Friends have been assisting BCFR since 1990.



The Friends of BCFR President, Heather Cleek (right), and her husband, John (left), entertain children at the Cookies with Santa event.

STAKEHOLDER FEEDBACK

THRIVE

"Made my home more safe for my child."

- Parent of person served

CONNECT

"They've given my son opportunities to do things he might not ever have been able to do that have not only helped him developmentally, but improved his confidence tremendously!"

- Parent of person served

ACHIEVE

"I am going to college and receiving new housing opportunities from BCFR. I cannot be thankful enough for BCFR services. I have a job and my life is moving forward. By giving me opportunities, I have taken them and succeeded in life. Thank you for all you have done for me."

- Person served

THRIVE

"They have helped me to see all the different choices I can have in my life despite my disability."

- Person served

ACHIEVE

"BCFR helps provide the resources we need to help [our daughter] be her best. Our Support Coordinator always guides us and answers any questions we have. They have helped with all of her therapies, provided her braces for her ankles and communication equipment. We have used community services like adaptive swim and gymnastics thanks to the information [they] provided, and plan to use therapeutic riding in the fall."

- Parent of person served

Join today! Membership information is available online at www.bcfrr.org/friends-of-bcfrr.

THANK YOU!

To the persons served by BCFR, their family members, our staff, board members and volunteers who have contributed in many ways this year.

To the community, our network of service providers, collaborating agencies and our fellow County Boards across Missouri who enable and enhance our capacity to serve.

To our friends and neighbors who approved and pay a special property tax making possible the provision of needed supports.

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

GIVING OPPORTUNITIES

If you or your business are interested in supporting individuals in our community by sponsoring a meeting room, providing equipment, donating art or have other suggestions for gifts or sponsorships to help provide the most accessible environments to best support individuals with disabilities at our new location, please contact Amy Parris at aparris@bcfr.org.

WHO IS ELIGIBLE?

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 eligibility is determined by the Missouri Department of Mental Health.

REQUESTING SERVICES

Contact the Central Missouri Regional Office (Division of Developmental Disabilities, Department of Mental Health) at (573) 441-6278 or BCFR to begin the process of determining eligibility.

VISIT WWW.BCFR.ORG TO:

- Read more success stories of persons served who have reached their goals or improved their lives.
- Refer someone for services at Boone County Family Resources.
- Join our provider network and contract to provide services to children and adults with developmental disabilities.
- Explore career opportunities with a team that enables people to become independent, successful members of our community.
- Join The Friends of Boone County Family Resources to promote and support the agency.
- Volunteer your time and talents through service learning projects or at special events.



BOONE COUNTY FAMILY RESOURCES

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