

ANNUAL REPORT

JULY 1, 2020-JUNE 30, 2021



SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL
DISABILITIES SINCE 1976.

BOONE COUNTY
Family
RESOURCES

EXECUTIVE DIRECTOR'S MESSAGE



Describing the past year necessitates several adjectives: exciting, progressive, busy and optimistic to name a few. The employees of Boone County Family Resources (BCFR) met every challenge and continued providing quality services to persons served and their families. The Board of Directors provided their guidance, leadership and foresight as usual, during this most unusual year.

First, BCFR bid a fond farewell to Robyn Kaufman, the agency's Executive Director for the past nine years and a BCFR employee for over 30 years. Throughout her tenure Robyn moved the agency forward in many ways, serving as a leader in field both locally and statewide. Having served 20 years at BCFR and several more in the field of developmental disabilities, I am honored to continue promoting BCFR's provision of quality services. I look forward with optimism and enthusiasm for the agency to continue helping individuals thrive, connect and achieve while always striving for improvement by staying aware of and open to new practices and ideas.

In January, all BCFR staff located in the downtown offices moved to a newly-constructed building at 2700 West Ash. This allowed for much needed space to increase our staff group as Boone County grows, to serve more individuals and families, host more disability-related meetings, provide trainings and allow other community agencies to utilize the meeting rooms and resources.

Of course, the COVID-19 pandemic had an immense impact on the agency last year and it continues to do so. Our staff and persons served in Supported Living showed amazing creativity and tenacity, described further in the next pages. Family Support and Life & Work Connections staff have maintained contact with individuals in creative ways to continue services. BCFR's goal is to continue keeping our staff and persons served as safe as possible, so the new office building is not yet open for use by community agencies. Again, we are optimistic about the future and look forward to the new office building being used at its full potential as soon as possible.

A lot is happening this coming year. BCFR will have its CARF accreditation survey in December. We are planning an open house in the spring of 2022 and we will continue to assist individuals with developmental disabilities to thrive in the community, connect with others and achieve their personal goals.

We hope you enjoy this report and find it informative. Thank you for reading.

Laura Cravens

Laura Cravens,
BCFR Executive Director



Robyn accepts an award from People First of Boone County officers, Katie and Jason, at her retirement party in May.



The front view of our new building located at 2700 West Ash St. in Columbia, Mo.



Supported Living celebrates DSP week with a fun fall party at the main office.



BCFR staff wear and share orange to show unity for kindness, acceptance and inclusion on Unity Day 2021.



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.

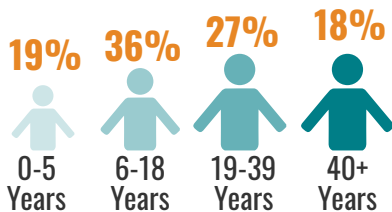
IN THE LAST YEAR...



2026

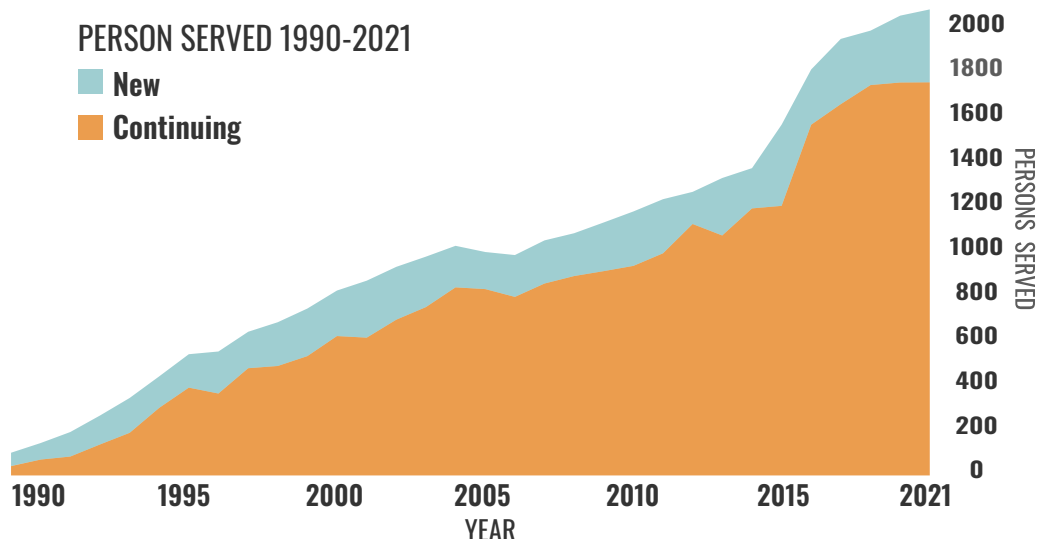
PERSONS RECEIVED SERVICES

AGES OF PERSONS SERVED



PERSON SERVED 1990-2021

■ New
■ Continuing



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

SUSTAIN SAFE & WELL MAINTAINED LIVING & WORKING ENVIRONMENT



SUPPORTED LIVING STAFF AND INDIVIDUALS CONTINUE TO MAKE THE HEALTH AND SAFETY OF RESIDENTS A PRIORITY BY CONTINUED ENHANCED SAFETY AND SANITATION PROTOCOLS.

80%

OF BCFR STAFF & INDIVIDUALS IN SUPPORTED LIVING CHOSE TO RECEIVE THE COVID VACCINE AT OUR CLINICS



BEST PRACTICES & CONTINUOUS IMPROVEMENT

31.3%

OF ADULTS SERVED BY BCFR HAVE
COMMUNITY EMPLOYMENT



INCREASE REFERRALS OF SCHOOL AGE INDIVIDUALS



88%

OF 224 NEW ADMISSIONS WERE AGES 0-18

RECRUIT & MAINTAIN A MOTIVATED & WELL-TRAINED WORKFORCE



STAFF CONTINUED THEIR JOB THROUGH THE FISCAL YEAR

AVERAGE YEARS OF STAFF SERVICE

PROMOTE COMMUNITY COLLABORATION



STUDENTS IN LOCAL SCHOOLS DISTRICTS RECEIVED A VIRTUAL BOOK READING FROM BCFR STAFF



Staff read the book Nathan's Autism Superpowers.

DEVELOP, EVALUATE & MAINTAIN EFFECTIVE INDIVIDUAL PLANS

90%

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



EMPOWER CHOICES THROUGH AN ARRAY OF SERVICES

799

ASSISTIVE TECHNOLOGY DEVICES/SERVICES PURCHASED BY BCFR TO PROMOTE INDEPENDENCE



Family & Community Living Support

Family & Community Living Support Coordinators connect more than 2,000 individuals and their families with the services and resources they need to promote and develop their independent abilities 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 encourage individual 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.

Sofia Thrives with the Firefly



Sofia attends 6th grade Science camp. Without her Firefly, she would not have been able to get around on the gravel at the site.

On a recent trip to St. Louis, Sofia and her mother, Tracey, decided to enjoy the beautiful day and make a quick trip to the Zoo before heading home. In the past, Tracey dreaded the Zoo because of the difficulty in maneuvering Sofia in her wheelchair up the large hills that lead to many of the popular exhibits like the monkey house. This time was different, and Tracey happily agreed to the pit stop. Boone County Family Resources funding was accessed to purchase a Firefly adaptor that turns Sofia's wheelchair into an electric bike. With the Firefly attached, her wheels raise, a front wheel and handle bars are added, and the wheelchair is able to go speeds up to 12 mph. The team first learned about this device from PT Kelly Behlmann who works with Sofia in her adapted sports program.

After first getting the Firefly, Sofia and Tracey participated in a mother and daughter bicycle ride together on the Trail – something that parents of able bodied kids do everyday. Now it's something they can do together. A month ago, they went to Johnson Shut-ins State Park. Sofia was able to do so much independently thanks to the Firefly. Without it, there was nothing accessible she could participate in at the park.

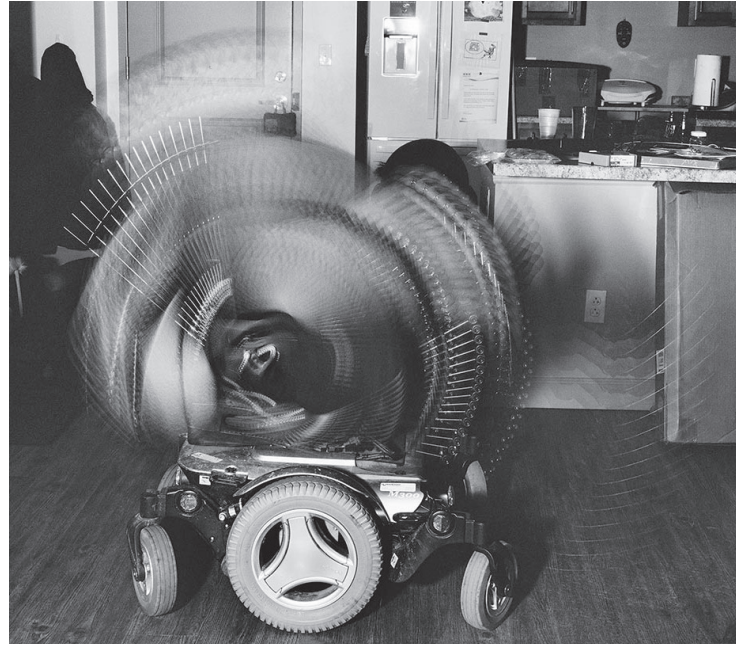
Her support coordinator, Tory Sights, loves to see Sofia increase her mobility.

"Her success with the assistive technology provided by BCFR is really increasing her independence and quality of life," said Tory.

The appreciation is mutual, as Sofia and Tracey are so thankful for all the support that BCFR provides.



Collaborative Art Builds Lasting Friendship



(LEFT) Matt poses for a photo outside the gallery after viewing the exhibit he collaborated on. (RIGHT) "Tilting" - An image of Matt from the exhibit.

In January of 2019, Matt volunteered to be photographed for Dianna Temple's MFA thesis exhibit titled, *Wheelchair Tornadoes & other things our eyes cannot see*. Over one year later, Matt was overcome with emotions as he viewed the project that he had spent months collaborating on.

"I was amazed when I saw them [the photos]," said Matt. "There's such a shocking difference when you see them. It's kind of striking when they're up on a wall. I think it's going to have an impact on people. Someone who had never met me could walk in here and walk through this and look at just these pictures and somehow really get a story or a sense of who I am, or aspects of my life without any words."

Dianna had reached out to Boone County Family Resources to see if they knew of someone who would be interested in volunteering to be photographed for the project. She met with Matt and they had an instant connection.

Upon meeting Matt for the first time, Dianna said, "The project was not defined at that time at all. In just speaking with him we connected really well. He was very open-minded and willing to just start this project no matter where it was going to go. Matt had incredible patience with me, and I am just so lucky to have met him. And I'm so fortunate that we got to do this together."

Alongside friends and family, Matt attended the exhibit's opening night in May 2021. Although the opening was postponed one year due to the COVID pandemic, the relationship created was just as strong as ever.

"The fact that my life was the one she chose to do, I feel honored and privileged," said Matt. "It's been nothing but a pure project of respect and love, and friendship."



Support Boone County Family Resources through the Developmental Disability Care Provider Tax Credit Program

BCFR qualifies to participate in the State's DD Provider tax credit program. If you are interested in supporting BCFR and receiving a tax credit against the taxpayer's state tax liability, please visit the Missouri Developmental Disability Care Provider Tax Credit website by scanning the QR code.



Supported Living Goes on a Mystical Escape



Chad and Betty create individual wizard wands.



Ricky become the "world's most wanted wizard" in the photo contest.



Dale and Sheila play a Harry Potter game.

Many individuals in Supported Living enjoyed going on a mystical escape to the wizarding world of Harry Potter, straight from their home! Thanks to a little bit of magic from Direct Support Specialist Chad Mitchell, individuals enjoyed a fun evening with Harry Potter themed activities.

"I decided on the theme as I knew several of the individuals served had an interest in Harry Potter," said Chad. "I began to look around the building and I realized we had a few perfect locations that could transform into settings for the party."

Chad says the primary reason for having these events are to give the residents something to look forward to. Due to the pandemic, individuals served selected to reduce the amount of community activities that they

participated in for their safety which was challenging.

"With events like this, it creates activities for individuals to participate in and feel like they have accomplished something when they have assisted," said Chad. "They can point at things to their neighbors and say – see that I helped with that, or I painted that. Then in the end they get to have a party, win prizes, enjoy food and who doesn't like that!"

Chad has organized several parties and events throughout the year. Before COVID hit, he had planned on doing a camping trip as well as a "day at the beach" with the residents. After the pandemic these things were no longer a possibility but he didn't want to let the individuals down, so this party was one of the creative ways to make up for it.

SUPPORTED LIVING RESIDENTIAL PROGRAM

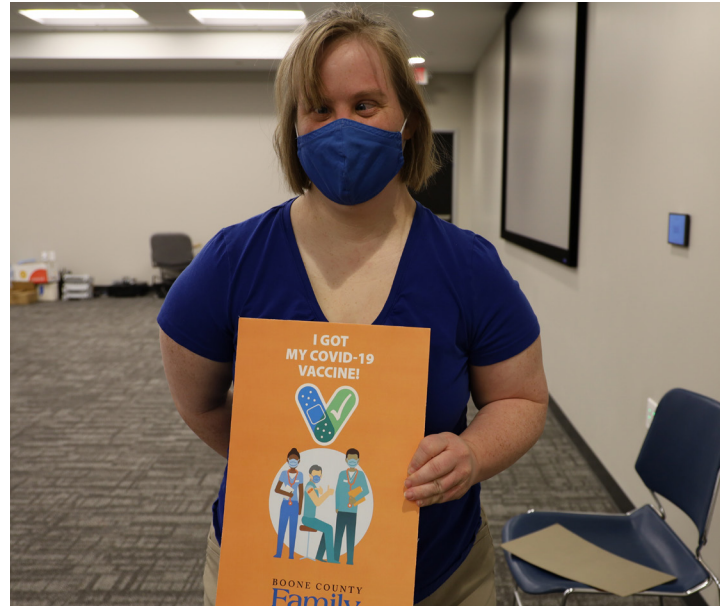
Participants live in local apartments where staff are available to help with the activities of everyday life such as learning to do laundry, shopping for groceries, planning and cooking meals, and paying bills.

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

Interested in a career in our supported living program? Apply at bcfr.org/careers today!

Vaccine Provides Hope for Supported Living



Supported living staff and residents get first and second doses of the Moderna vaccine through vaccination clinics held at the BCFR main office.

Individuals supported in BCFR's Supported Living program and staff fell under Phase 1A of the Missouri DHSS Phase/Tier system for vaccine rollout which allowed BCFR to partner with Walgreens to host in-house vaccine clinics. Director of Supported Living Natasha Sigoloff coordinated the vaccination clinics at the main office with the help of Walgreens to provide a safe, convenient environment for the individuals served and staff.

In January, February and March 2021, all individuals served and SL staff were offered the COVID-19 vaccine providing hope for those that selected to remain home and limit community activities as a safe guard to their health prior to having access to the vaccine.

Immediately after getting the vaccine, excitement and optimism were already felt by many. In the clinic wait room, Carol expressed how she looks forward to going back to church and work, both of which she has been unable to attend in person since the start of the pandemic. Another resident, Betty, said the shot was easy and she looked forward to seeing her relatives again soon.

Natasha said, "Getting access to the vaccines assisted us with establishing a new 'normal' and gave many of the individuals peace of mind as they made decisions on returning to community activities. While the pandemic has been challenging, it has also assisted the program and individuals with exploring alternatives to activities of daily living that allow for greater choice such as: attending virtual church services, connecting with family through Zoom, online grocery shopping and general online shopping. I feel like the individuals served and staff have been resilient and truly embraced our new way of living and working. We are grateful that we had the opportunity to offer the vaccine and the opportunity to re-evaluate how we do things and ways we can improve the lives of those we serve."

SUPPORTED LIVING STAFF KEEP RESIDENTS HEALTHY, SAFE AND HAPPY THROUGH A PANDEMIC

Supported Living has been resilient and quick to respond to the Coronavirus pandemic. Staff and individuals served adapted to increased safety and sanitation protocols while adjusting daily routines, with as little lifestyle disruption as possible. Throughout the pandemic, they continue to reassess and make adjustments to their COVID-19 plans to promote the continued safety for all of Supported Living.



Jeff Johnson — 2020 SARTAC Fellow.

Jeff's 2020 SARTAC Fellowship and Mission

In March 2019, Jeff successfully applied for a fellowship from the Self Advocacy Resource and Technical Assistance Center (SARTAC). He was one of six self advocates nation-wide chosen to be a 2020 SARTAC Fellow.

Jeff, who currently serves as president for People First of Missouri, and vice president for People First of Boone County, launched a project to begin addressing "Segregated Education and the School to Prison Pipeline." BCFR was Jeff's SARTAC Fellowship host site and Mark Satterwhite, Director of Life & Work Connections, supported him directly in the effort.

Jeff conducted research, reached out to impacted families, formed alliances with advocates, and developed a resource guide for parents and students informing them of their rights as well as providing places to turn for support. His hope is to plant seeds for systemic change in school policy, and to advocate for relevant public policy.

Scan the QR code to read more about Jeff's fellowship.



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.

Support Coordinators work with individuals and their families to promote skill development and early work experiences. 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.

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, 219 individuals were supported by the Life & Work Connections program.

IPS Program

IPS is an evidence-based practice of supported employment proven highly effective for people with mental illness. BCFR is Missouri's first IPS Program for people with I/DD. The Principles of the IPS program are:

1. Zero exclusion
2. Integrated with other supports the individual receives
3. Competitive employment is the goal
4. Benefits planning
5. Attention to choices and preferences of job seeker
6. Rapid job search
7. Job development
8. Time-unlimited support



BCFR RECEIVED EXEMPLARY ADHERENCE TO THE IPS PRINCIPLES AND ACHIEVED OUTSTANDING EMPLOYMENT OUTCOMES ON THEIR FIDELITY REVIEW.

Tomas uses Artificial Intelligence to Accomplish Everyday Tasks



Utilizing the Microsoft Seeing AI app, Tomas learns the ingredients and nutritional facts of the soup.



Tomas pulls out his iPhone to scan shelves in search of a certain brand of soup.

Tomas strolls through Rock Bridge Hy-Vee looking to fill his shopping list. He stops in the soup aisle and pulls out his iPhone to scan the shelves until he locates the Campbell's chicken and wild rice soup. Utilizing Microsoft's Seeing AI app to narrate the world around him, he gathers the necessary items to make dinner tonight.

The Seeing AI app is designed for the blind and low vision community and uses artificial intelligence (AI) to open up the visual world by describing scenes, people, text and objects in front of the viewer. Tomas uses the "short text" function to read the variety of soup labels that line the shelves, as well as check use-by dates and identify ingredients. Being able to easily carry out tasks, like grocery shopping, gives Tomas more independence to tackle everyday challenges.

Tomas first heard about the app through his boss at work and thought it sounded like something that would benefit him. He contacted his Community Skills Specialist, Christi Brown, and they began researching the app and accessibility benefits of the iPhone.

Tomas said, "Working with Christi has been really great, she's trained me in a lot of things and I've learned

from all the trainings. She taught me to use the bus, and I know how to get places now. Back in my old place, she used to train me how to cook and make meals. I never had an iPhone before, (I thought) maybe this is something Christi can train me to use."

Christi and Tomas researched accessibility features of smartphones as well as the effectiveness of the Seeing AI app, and after careful consideration, Tomas decided to purchase an iPhone and download the free app, and began using both in his everyday life.

The app has a color recognition function that, for instance, can say whether a berry is red, purple, or blue. It also helps blind people use touch to experience a photo. They can touch different parts of an image and the AI describes exactly what they are touching, including objects and people.

"The trainings that I have received have definitely paid off," said Tomas. "Every time I do the BCFR survey, I put 5 stars on everything because this is one program that I've felt like I've done really well, there haven't been that many places that I can say that about. I've learned a lot from Christi."

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.

429

Individuals participate in a DMH Medicaid waiver

MEDICAID ELIGIBILITY HELP

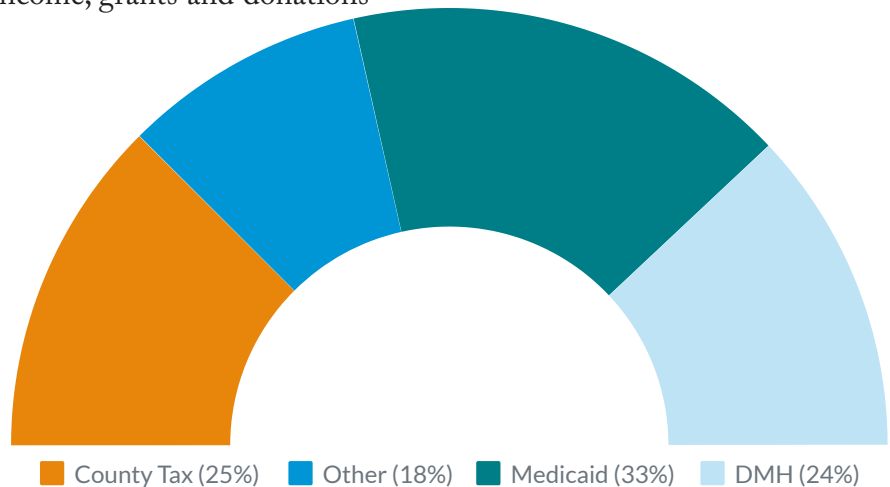
BCFR provides office space to the Missouri Department of Social Services Family Support Division to increase access to Medicaid eligibility determination for persons served and others. By having a Family Support Division representative in the main office, questions and concerns can be addressed quickly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

FINANCIAL HIGHLIGHTS

REVENUES

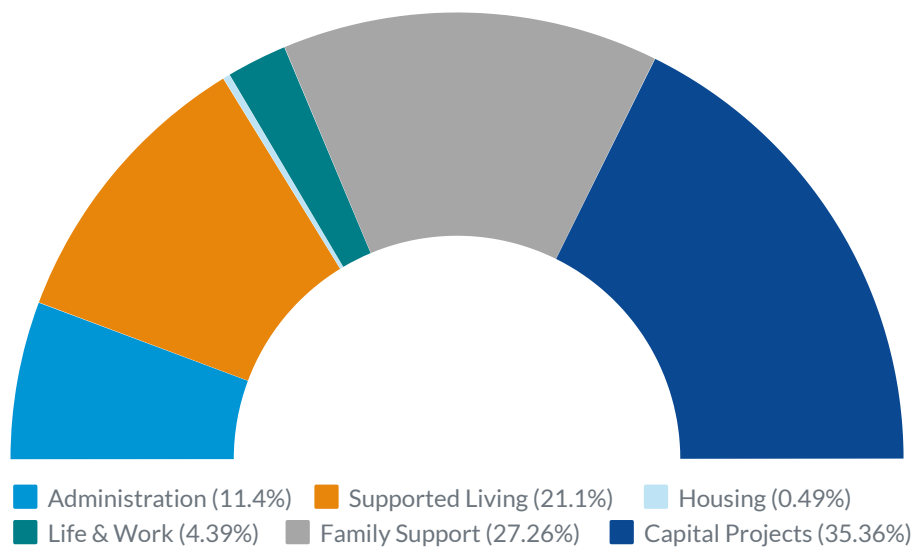
Estimated revenues were \$13,910,415 during this period. This chart categorizes revenue by source:

- 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



EXPENDITURES

Estimated operating expenditures were \$11,015,193 and capital expenditures were \$6,025,460 during this period which includes \$160,128 in construction retainer. This chart categorizes operating expenditures by agency program and Capital Projects.



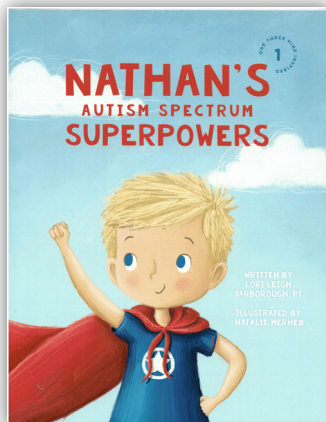
As a public entity, Boone County Family Resources abides by applicable state and federal statutes and rules, including those governing conduct of public meetings, ethical considerations for public officials, fidelity bond provisions and annual audits.

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.

BCFR GIVES BACK

BCFR employees gave back to the community this year by supporting the Heart of Missouri United Way, the Voluntary Action Center Back-to-School Supply Drive and Christmas Family Adoption programs, the Special Olympics Polar Plunge and through a virtual reading distributed through local school districts in April. The reading is featured on the BCFR YouTube channel and students can join along as staff read about Nathan's Autism Spectrum Superpowers by Lori Leigh Yarborough.



Scan to watch the video and read alongside BCFR staff!

OUR PARTNERSHIP WITH THE ELKS

Through a decades long partnership, the Columbia Elks Lodge #594 has supported the annual agency picnic by providing and preparing food for guests through a Beacon Grant from the Elks National Foundation. Throughout the pandemic, the Elks extended their support financially again through giving to individuals in Supported Living. The grant helps cover a portion of expenses for holiday celebrations and enable individuals served to enjoy the holidays.



Elks lodge #594 members help prepare and serve food at a BBQ for residents in Supported Living.

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.



Friends of BCFR President Heather Cleek and her family dress up as Santa and Ms. Claus at the Cookies with Santa event. The Friends of BCFR sponsor the Annual BCFR Holiday Party and the Cookies with Santa events.

STAKEHOLDER FEEDBACK

THRIVE

"They (BCFR) have allowed us to receive services that drastically improved our lives that we would have otherwise not have had access to."

- Parent of person served

CONNECT

"They (BCFR) have helped us explore activities that would benefit our daughter's growth and development."

- Parent of person served

ACHIEVE

"They (BCFR) have helped me find classes to learn more skills. And finding employment!"

- Person served

THRIVE

"They made a difference in my life because whenever I get confused on what to do I call my coordinator and she helps me out. I appreciate the services of BCFR."

- Person served

CONNECT

"My son has access to services and supports that are not available in many other counties and states."

- Parent of person served

ACHIEVE

"BCFR has enabled me to be independent."

- Person served

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.

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.

In order to get connected to BCFR, the intake process is broken down into easy steps at bcfr.org/intake. Scan the QR code to go directly to the intake process.



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

2700 W. Ash | Columbia, MO 65203

(573) 874-1995 | (573) 443-2864 FAX | (573) 443-2841 TDD

WWW.BCFR.ORG