

# ANNUAL REPORT

JULY 1, 2019-JUNE 30, 2020



SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL  
DISABILITIES SINCE 1976.

BOONE COUNTY  
**Family**  
RESOURCES



# EXECUTIVE DIRECTOR'S MESSAGE

**Resilience. Creativity. Compassion.** The three words that come to mind when I think about our amazing staff, Board of Directors, community partners, persons served and their families over this past year.

Like so many in our community, we have faced unprecedented challenges this past year. But each hurdle was met with resilience, creativity and compassion all while keeping our mission first. When faced with budget cuts, we streamlined processes, increased savings and efficiencies and prevented a negative impact to services. When faced with injustice, we made a commitment to advocate for equity, fight racism, and create an inclusive community by identifying and acting on those issues we know will make a positive change both within and outside of our workplace. When faced with a pandemic, our team met the challenge with the ingenuity to reimagine service delivery and with tremendous concern for the health and safety of those they care about and support.

As you read through this year's annual report, you will find success stories that exemplify resilience, creativity and compassion. Through the resilience of persons served and with the support of the Life & Work Connections Individualized Placement and Supports (IPS) Employment program, 12 of the 15 persons in IPS with COVID related layoffs returned to work or found new employment (p. 8-9). The Family & Community Living Support Coordinators creatively helped individuals transition to virtual services allowing continuation of much needed supports in a safe manner (p. 5). Supported Living, our healthcare heroes providing 24/7 support, have compassionately kept persons served safe, engaged and connected to their family and friends throughout the pandemic (p. 6-7).

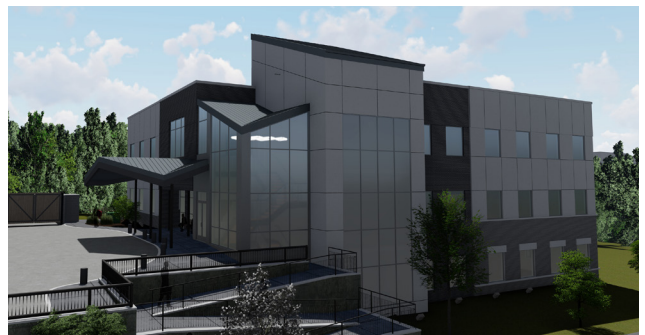
Challenges can also present opportunities to take a fresh approach and assess new models for business operations, service provision and positive societal impact. We look forward to sparking the innovations and using the lessons learned that will make us stronger in the future. Along with our community, we look forward to a day when the pandemic is history and there is a restored sense of in person togetherness.

You can support and follow our future endeavors by joining us on social media, signing up for our newsletter, sharing our career opportunities, or joining the Friends of BCFR. You can also help us celebrate our new office building virtually through our website and join us in the spring for an open house tour and festivity. I wish to thank each of you and the rest of our stakeholders for the important role you have played in the successes of both persons served and Boone County Family Resources over this past year.

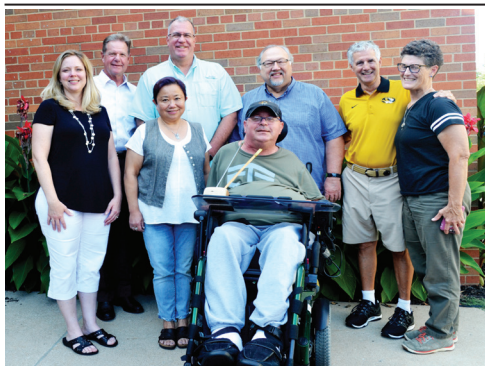
*Rafn Kaufman*



BCFR is scheduled to move to 2700 W. Ash in January 2021. Above photo is from the construction site in early November.



Above rendering provided by Simon Associates Inc., Architecture shows the finished look of the new building.



## 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](http://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.

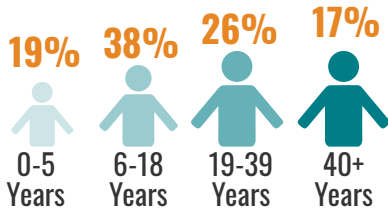
## IN THE LAST YEAR...



# 1879

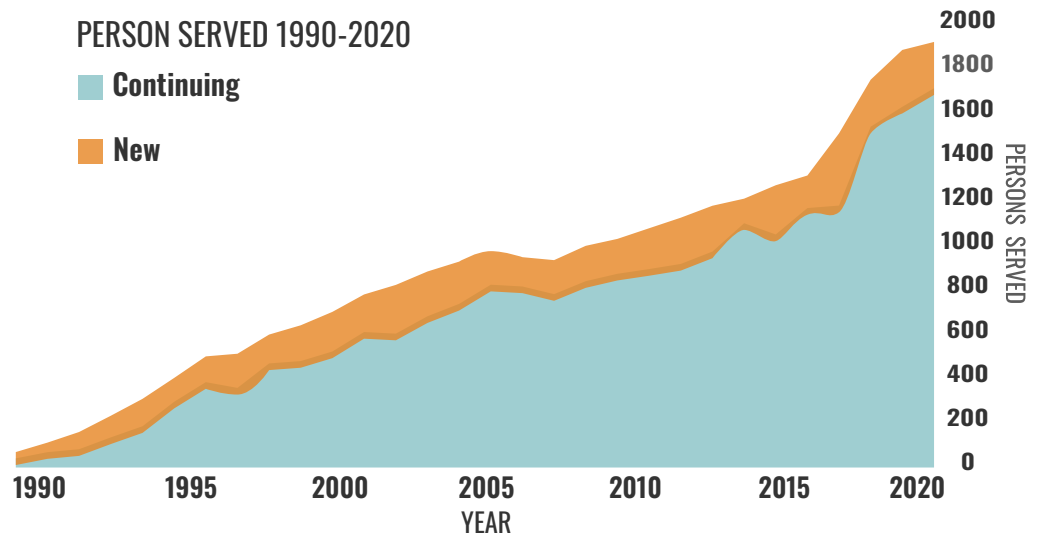
PERSONS RECEIVED SERVICES

### AGES OF PERSONS SERVED



### PERSON SERVED 1990-2020

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

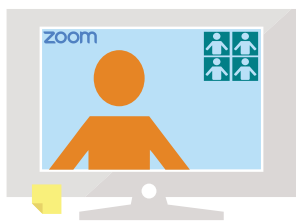


# 641

ASSISTIVE TECHNOLOGY DEVICES/SERVICES PURCHASED BY BCFR TO PROMOTE INDEPENDENCE

# 48

INDIVIDUALS PARTICIPATED IN TRANSITION NETWORK CLASSES VIA ZOOM FROM MARCH TO JUNE.



### BEST PRACTICES & CONTINUOUS IMPROVEMENT

# 30.6%

OF ADULTS SERVED BY BCFR HAVE COMMUNITY EMPLOYMENT



### UTILIZE RESOURCES EFFECTIVELY & EFFICIENTLY

DONATIONS RECEIVED

# 114

ASSISTIVE TECHNOLOGY EXCHANGE PROGRAM

# 115

ITEMS GIVEN OUT

### PROMOTE COMMUNITY COLLABORATION



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



Staff read the book *Just Ask*, which celebrates the different abilities kids have.

### DEVELOP, EVALUATE & MAINTAIN EFFECTIVE INDIVIDUAL PLANS

# 93%

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

### RECRUIT & MAINTAIN A MOTIVATED & WELL-TRAINED WORKFORCE



STAFF CONTINUED THEIR JOB THROUGH THE FISCAL YEAR

AVERAGE YEARS OF STAFF SERVICE

### SUSTAIN SAFE & WELL MAINTAINED LIVING & WORKING ENVIRONMENT



SUPPORTED LIVING STAFF AND INDIVIDUALS SERVED ADAPTED QUICKLY AT THE START OF THE PANDEMIC TO INCREASED SAFETY AND SANITATION PROTOCOLS.

## Family & Community Living Support

Family & Community Living Support Coordinators connect more than 1,800 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.

**96%**  
INDIVIDUALS SERVED SAY  
Services and supports  
received from BCFR help me  
to live a good life.

## First Steps Ahead Planning supports for Jenna's mobility



*Jenna and her mother are bundled up outside for therapy that includes learning how to step up and down on a gym mat purchased by BCFR.*

According to the Foundation for Prader-Willi Research, Prader-Willi syndrome (PWS) is a genetic disorder that occurs in approximately one out of every 15,000 births. PWS affects males and females with equal frequency and affects all races and ethnicities. PWS is recognized as the most common genetic cause of life-threatening childhood obesity.

At only a few months old, Jenna was diagnosed with PWS. At that point, her mom described her like water because her muscle tone was so low, even for a baby.

"It was really hard to hold her because her arms would just fall back and head would fall back," said Johanna, Jenna's BCFR Support Coordinator.

Johanna knew that developmentally she needed to be as mobile as possible. In order to assist her development and encourage Jenna to learn how to walk, BCFR purchased a hypervibe (a vibration machine that reduces body fat, strengthens muscles, joints and bones) and a therapy mat to supplement her physical therapy.

Her First Steps Pediatric Physical Therapist Gerti uses these assistive tech items when providing therapy to Jenna.

Gerti said, "We worked a lot on her being able to hold her body on the hypervibe, which we start around six months old. It gives a lot of feedback and the kids tend to really like it. That way they stay activated with their muscles much longer."

Providing these assistive tech items mean Jenna and her family can use them in their home as she works towards taking her first steps.



Scan to watch  
the video!



# THRIVE IN THE COMMUNITY

## Virtual Services through COVID-19

### Support coordinators aid in the transition

With the spread of COVID-19, BCFR support coordinators continue to offer services that benefit the lives of individuals with disabilities who rely on day-to-day supports. While all in-person sessions are suspended, staff made the transition to providing services remotely by phone or video conferencing platforms such as Zoom, Skype and Facetime.

Offering virtual support for Nutrition Services, Social Skills, Occupational Therapy, Physical Therapy, Speech Therapy, Vocational Transition Services, Positive Behavior Supports and Behavior Intervention Services allows individuals served to remain in their home avoiding exposure to others while gaining much needed supports.

Support Coordinator Tory knows that life does not stop, but is just beginning for many individuals she supports, like Owen. Owen is a senior at Rock Bridge participating in the Seamless Transition through Enhanced Partnership Program (STEP) through Boone Hospital. He had just started the process of working with Vocational Rehabilitation and Alternative Community Training to explore community employment when the schools closed and COVID-19 hit the hospitals. Although his STEP internship was cut short, Owen had just interviewed and obtained a job at Texas Roadhouse. Tory continued to stay in touch over the phone and ensure he was staying on track for employment.



Owen smiles for the camera on his first day of work at Texas Roadhouse.

Are virtual meetings the new normal? Hopefully not. But they are a valuable tool to keep people connected and even the unexpected providers, like horseback riding and music therapy, have been able to make the transition — allowing a continuation of services through these tough times.

"I cannot express the level of our gratitude for BCFR and your willingness to continue the amazing services that you provide during this time. The kids need it, our staff need it," said Chris at Central Missouri Therapy SPOT.

Although staff and providers are grateful for services like Zoom, they will be even more grateful to once again meet in person.



A young child enjoys virtual music therapy in this photo provided by Central Missouri Therapy SPOT.

## 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.

A total of 258 adults served by BCFR (30.6%) have community employment.

Of those, 22.2% are competitively employed, 6% are employed with supports from a job coach and 2.1% have employment with skills training.



# Barb Goes Back to Work

## Community employment continues through the pandemic

Barb enjoys working for Schnucks grocery store and after 14 years, still has fun at her job everyday she is there. She looks forward to her daily tasks which vary from helping bag groceries, pulling trash and collecting carts. After a fluke accident in February when Barb broke her toe, she didn't realize a little time off to heal would quickly turn into months due to the rapid spread of the coronavirus.

In order to return to work, Barb was required to pass an assessment and become educated on the dangers of COVID-19.

Direct Support Professional Megan said, "We have an assessment that each client has to take in order to determine if they are eligible to go back to work. And daily constant coaching on what the virus is, and how to prevent yourself, and others, from getting it."

Barb's long break was difficult because she enjoyed going to work.

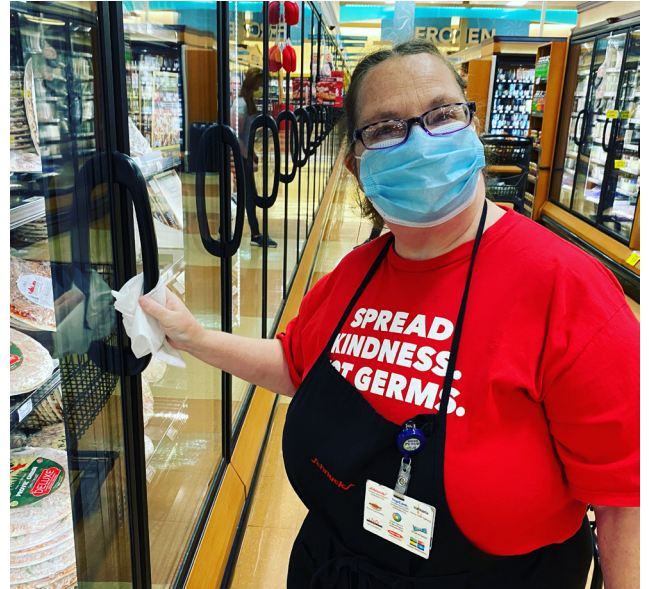
Barb said, "It was hard not getting up and going to work everyday. I want it all to be over soon, so things can get back to normal."

Day to day life in supported living drastically changed, particularly in the early days of the pandemic, and SL staff continue to find creative ways to pass time and keep residents supported, healthy and safe.

"We definitely had to come up with a lot more activities to keep everybody happy," Megan said. "Everyone is so used to going out, going to day hab, and a lot of people don't understand why they can't go out. So we are just trying to keep everybody in high spirits."

Even though Barb is looking forward to returning to normal, she is ecstatic to be back at work and see the customers and co-workers that she is so fond of. She is also comforted by the extra safety precautions Schnucks is taking, and the knowledge she has gained on how to protect herself and others from spreading the virus.

Megan said, "Everybody who has been able to go back is so much happier. It's healthy for Barb to go and have conversation with others. She's definitely happy, and we're happy for her."



*You may not be able to see her smile, but Barb is happy to be back at work! She returned to competitive community employment at Schnucks in May, with added safety precautions for herself and the store.*



*Before the pandemic hit, Barb sits outside with her roommates enjoying an evening barbecue. She looks forward to simpler times again in the future.*



## Wyleta Rides the Trails

A transportation advocacy group gives rides to supported living residents



*In Fall 2019, Wyleta rides the Duet bike with Heather from PedNet steering the way.*

Thanks to the PedNet Giving Rides program, individuals with limited time to spend outdoors now have the opportunity to travel over dirt trails, ride up inclines and across bridges, and enjoy the positive health benefits that come with being immersed in nature.

Older adults and individuals with disabilities ride via an adapted tandem bike, called a Duet. The Duet has a standard bicycle back half and a wheelchair front half. A volunteer pilots the bike while the rider is securely buckled at the front. The Duet comes complete with seat straps for the wheelchair and electric assistance which helps the pilot to pedal up steep inclines.

Wyleta especially enjoys her weekly rides at the MKT trail and looks forward to spending time outside.

Site Supervisor Hadyn said, "PedNet has been a great way for Wyleta to spend time on the trails, experiencing bike riding and connect with her community. When riding, Wyleta is smiling and laughing. We have been so grateful for the PedNet team for taking Wyleta out as often as possible as she seems to thoroughly enjoy her time on the trails. The program has been so successful that some of Wyleta's neighbors have chosen to ride and we will be working to schedule time for them as well."



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

## Supported Living keeps residents healthy, safe, and happy through the Pandemic

Supported Living has been resilient and quick to respond to the COVID -19 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.



Andrew pauses for a photo while working to collect carts at Gerbes.

# Individualized Placement and Supports Program (IPS)

## Andrew finds employment at Gerbes

BCFR continued its partnership with Missouri Vocational Rehabilitation (VR) for a supported employment program commonly called “IPS.” The Individual Placement and Support program has at its core a “zero exclusion” principle — meaning everyone who wants a competitive job is eligible, and the job search begins immediately.

Andrew gained employment at Gerbes through the IPS program and continued to work through the pandemic. He was a reliable employee throughout the initial shutdown and remained on a steady schedule from early in the morning until early afternoon. His was trained to take necessary precautions to stay safe, and keep customers safe.

Community Skills Specialist Grant said, "He was nervous at first with the pandemic but our team would encourage him to wash hands, wear a mask, drink water, and try to socially distance at work as much as possible."



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

## Employment Services 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

**12 of 15**  
**INDIVIDUALS in IPS**  
with COVID related layoffs returned to work or found new employment.



# Summer Work Experience Program (SWEP)

Local high school students explore future careers through SWEP



*Erica enjoyed her position as a cat wrangler in Aug. 2019 at Papa's Cat Café located in downtown Columbia.*



*J.R. stands in front of a wall of apparel he helped organize at Fast Yowi Tees in Aug. 2019 in Columbia, Mo.*

Boone County Family Resource's Life & Work Connections program completed the second summer piloting the Summer Work Experience Program (SWEP) in 2019.

SWEP is a 6-week program that gives rising high school seniors temporary summer job placement in the community. Once determined eligible and referred by Missouri Division of Vocational Rehabilitation (VR), students are hired by Life & Work Connections Inc., who is the employer of record.

Students are placed in various work sites that fit their needs, preferences and interests. Erica came to BCFR wanting to work with cats.

"We immediately starting looking at animal care businesses or places that sold pet supplies, and came across Papa's Cat Café who was willing to host Erica for the summer," said Anderson.

Erica wiped down tables, maintained the cat room and observed the cats to ensure their health and wellbeing. The tight knit staff was able to support Erica in her daily tasks and job duties.

When JR was interviewed for SWEP, he was adamant about working in graphic design or 3D animation.

Life & Work Connections Program Coordinator Sarah Anderson said, "We racked our brains about where could a 16-year-old go to explore this? We found Fast Yowi's to be the perfect fit. J.R. was able to see the programs he might use in the future and explore what it means to be a graphic designer."

J.R. worked with screen printing, embroidery and helping with vinyl transfers. He also folded t-shirts and organized the display areas. Since Fast Yowi Tees has an open work environment, he was also exposed to all of the aspects that come with being a graphic designer.

Due to the COVID-19 pandemic, SWEP training transitioned to phone calls and Zoom trainings for the summer of 2020. Four students successfully completed the program.



## 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.

# 442

Individuals participate in a DMH medicaid waiver

## MEDICAID ELIGIBILITY HELP

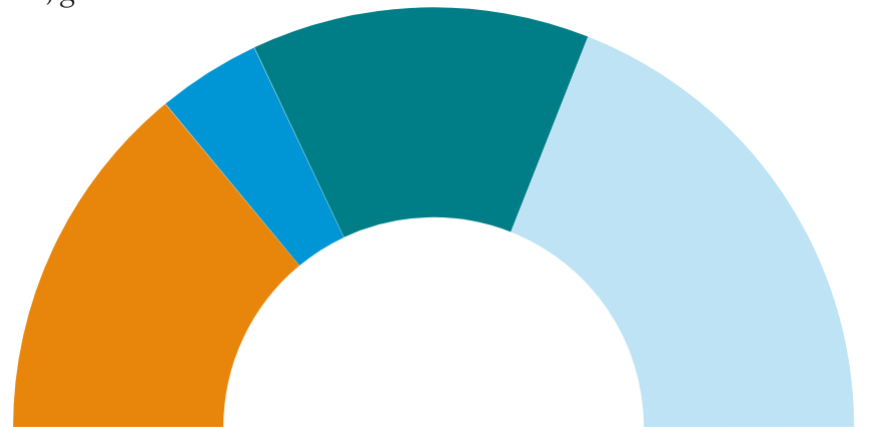
BCFR provides office space to the Missouri Department of Social Services Family Support Division to increase access to Medicaid eligibility determination for persons served and others. By having a Family Support Division representative in the main office, questions and concerns can be addressed quickly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

## FINANCIAL HIGHLIGHTS

### REVENUES

Estimated revenues were \$12,636,360 during this period. This chart categorizes revenue by source:

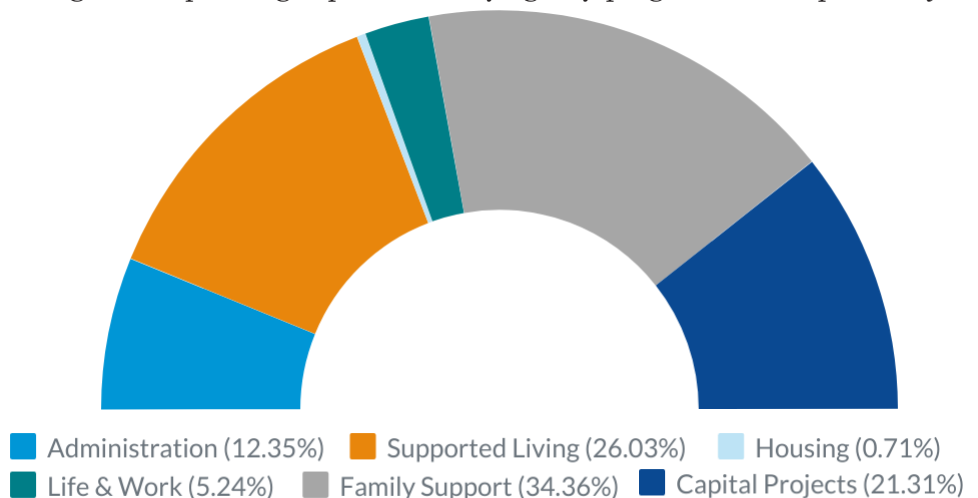
- DMH includes funding from the Division of Developmental Disabilities of the Department of Mental Health
- Medicaid is federal and state reimbursement for services provided to eligible persons
- County Tax is a property tax levy established in 1976 and increased through a ballot initiative in 1993
-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



County Tax (28%) Other (8%) Medicaid (26%) DMH (38%)

### EXPENDITURES

Estimated operating expenditures were \$11,421,945 and capital expenditures were \$3,097,013 during this period which includes \$218,172 in construction retainer. This chart categorizes operating expenditures by agency program and Capital Projects.



\*Audited revenues and expenses are not complete as of this print date.

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 as a Pacesetter organization, the Voluntary Action Center Back-to-School Supply Drive and Christmas Family Adoption programs, the Special Olympics 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 differently abled kids in the book *Just Ask* by Sonia Sotomayor.



In this screenshot from YouTube, BCFR staff Ericka voices over the pages of *Just Ask* – a disability awareness virtual reading.



Scan to watch the video!

## 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. In September 2019, the Elks extended their support financially again to the 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 and BCFR staff prepare for a large crowd at the 2019 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.



Friends of BCFR Vice President, Lou Ann Tanner-Jones, helps children decorate homemade cookies for Santa and Mrs. Claus at the 2019 Cookies with Santa event. The Friends of BCFR sponsor the Annual BCFR Holiday Party and the Cookies with Santa events.

## STAKEHOLDER FEEDBACK

### THRIVE

"Knowing that I have someone that has full knowledge of the different ways the county is there to help my family takes an immense amount of pressure off me and allows me to engage with my family with less stress!"

-Parent of person served

### CONNECT

"The resources for therapy are so valuable. The strides our child has made from attending speech weekly and social groups have obvious positive results! But also recreational opportunities burn off that crazy energy and give us places where he does not feel like a target or outsider."

- 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. I cannot write thank you enough for what BCFR has done for me. By giving me opportunities, I have taken them and succeeded in life. Thank you for all you have done for me."

- Person served

### THRIVE

"BCFR's positive, high-level community engagement helps reduce stigma experienced by persons with disabilities -persons with disabilities who are served by BCFR are woven into the neighbor/coworker/friend fabric of Boone County."

- Community stakeholder

Join today! Membership information is available online at [www.bcfrr.org/friends-of-bcfrr](http://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](mailto: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](http://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

1209 E. Walnut St. | Columbia, MO 65201

New Address in  
January 2021

2700 W. Ash | Columbia, MO 65203  
(573) 874-1995 | (573) 443-2864 FAX | (573) 443-2841 TDD

[WWW.BCFR.ORG](http://WWW.BCFR.ORG)