

ANNUAL REPORT

JULY 1, 2021-JUNE 30, 2022



SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL
DISABILITIES SINCE 1976.

BOONE COUNTY
Family
RESOURCES

EXECUTIVE DIRECTOR'S MESSAGE



Greetings! I'm excited to share our FY 22 Annual Report which includes a year of planning, accomplishments and teamwork at BCFR. I'll start by discussing some highlights of the past year.

Last summer we completed a new, progressive and results-oriented strategic plan that we use as a guide for the direction of the agency and its services. Employees worked diligently to create this living document, create relevant goals and finally develop action plans that are both meaningful and measurable. 2022 was also the year of our CARF accreditation survey and we once again received a 3-year accreditation, the longest possible term. The survey team was immensely complimentary of the agency, the services provided and all of the staff who make those services happen.

In April we held an open house to celebrate the opening of the new main office building. We were honored by the distinguished guests and many friends of the agency who came to celebrate this new, improved resource for persons with developmental disabilities in Boone County.

We were happy to welcome the Family Access Center for Excellence (FACE) as renters in the lower level, making the new office building an expanded resource for community members.

This year was not without its challenges. We analyzed staff turnover, wages and benefits and got creative in our outreach to attract new employees during the "great resignation." We also stepped up our efforts to ensure current employees know they are appreciated, respected and that their work is so important. The response was awesome! BCFR's excellent employees, both experienced and new, continued doing what they do – enabling people with developmental disabilities to thrive in the community, connect with others and achieve their personal goals. I am so proud of the staff here and honored to serve as their leader for another year.

In conclusion, I would like to thank the BCFR Board of Directors for their guidance, support and their passion for persons with developmental disabilities and their families. We are so grateful for their time and talents. I know the Board joins me in thanking the residents of Boone County for their support as we continue toward another great year.

Laura Cravens

Laura Cravens,
Executive Director



The Columbia Chamber of Commerce ribbon-cutting kicks off the BCFR Open House ceremony on April 21, 2022.



Laura Cravens and Robyn Kaufman present former Executive Director Les Wagner with a plaque naming the Les Wagner Community Room at the BCFR Main Office.



BCFR staff celebrate another 3-year CARF International accreditation which reflects the dedication and commitment our agency takes to improving the quality of the lives of the people we serve.



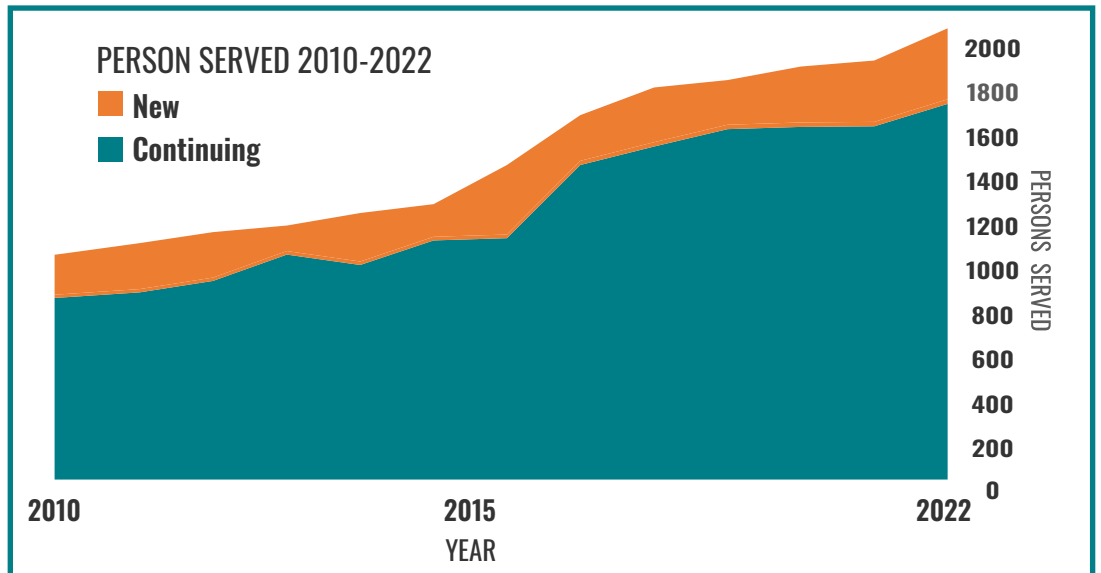
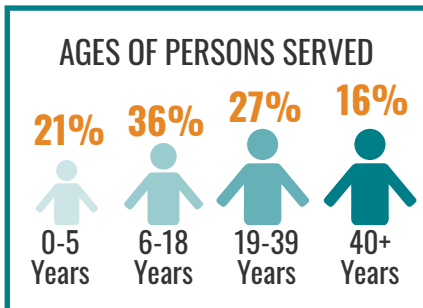
OUR BOARD OF DIRECTORS

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

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

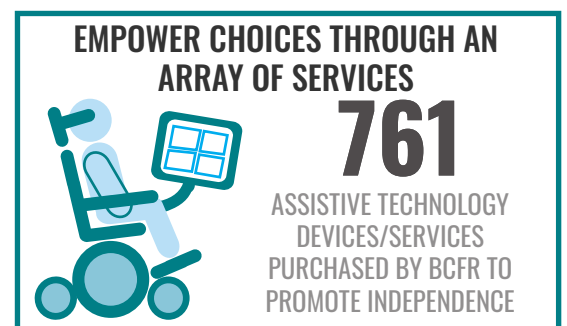
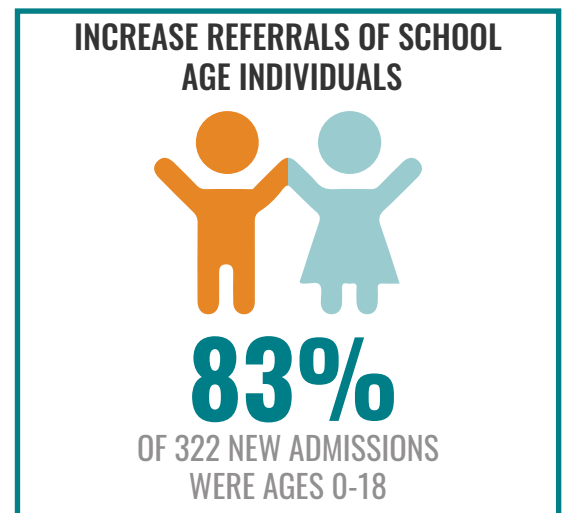
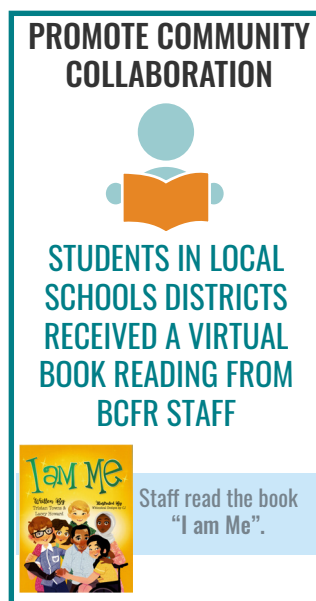
Pictured left to right: Janet Thompson-Vice Chair, Tec Chapman, Kari Utterback, Heather Koch, Yoko Gely, Bob Bailey-Board Chair, Elizabeth Heidt, Donald Catlett, Andrea Lisenby.

IN THE LAST YEAR...



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



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.

Overcoming Obstacles



Lydia's favorite horse at Cedar Creek Riding Center, Ghazi, gives her a nuzzle.

Lydia is 20 years old and loves to give back to her community. She volunteers regularly at the Missouri Disability Empowerment Foundation (MODE), is on the City of Columbia's Disability Commission, is a new board member of Local Motion (formally known as PedNet), and is a member of the Children's Grove organization. Her passion for helping others at a young age is only one of the many things that make her so impressive. Lydia is fully blind and partially deaf – she identifies as deafblind, though she has a hearing aid and can communicate verbally without too much issue.

Lydia has had to continually fight for her rights and self-advocate to receive the services she needs. She is currently working hard to get professional training to prepare her to go to college and pursue a career.

Lydia said, "The biggest obstacles, kind of ongoing, are a lot of people don't understand my special needs. I find that a lot of time getting support and services that I need is really difficult. I have overcome some obstacles by being an advocate for myself and reaching out to people, like Tory, to help advocate for my needs."

Lydia's Support Coordinator Tory is continually impressed by her perseverance to overcome any barriers in her way.

"Lydia is incredibly bright and kind and I'm excited to see what her future brings," said Tory. "She's currently trying to get training at Rehab Services for the Blind in Jeff City and the Helen Keller National Center in New York for life skills training and college preparatory training."

Lydia said, "One of my big goals is to go to Missouri State University and probably start out with some General Ed classes and just explore career opportunities. I've thought about some different angles like law, or working with animals."

She has always had a deep connection with animals and enjoys her time at Cedar Creek Therapeutic Riding Center which was funded by BCFR. Her other hobbies include baseball, weight training and swimming.

Making Moves Towards Greater Independence



Ernie and Billy pose for a photo outside their duplex that has recently been upgraded with a remote monitoring system.

After a happen chance meeting over a shared girlfriend, Billy and Ernie learned they had many other things in common and became fast friends. When both moved into the same apartment complex but on opposite sides, they decided to move in together. Although the apartment offered shared overnight staff, they craved more independence and decided to move into a duplex together. BCFR Support Coordinator Krista Forck worked with Billy and Ernie to find a solution to avoid having overnight support staff in their new home.

“When they moved to a duplex, we removed their overnight staffing and replaced it with remote monitoring,” said Krista. There are monitors set up in their home to notify the remote monitoring provider, 2getherTECH, if a door or window opens between certain hours. 2getherTECH would then contact the guys via phone to ensure they are safe. There is also

a push button in their home that works like Lifeline and would automatically alert 2getherTECH if pushed during an emergency. The goal is to continue increasing remote monitoring services while decreasing their staffing as they continue to meet their goals towards independence.”

This is the first time this service has been implemented with individuals served by BCFR. Both Billy and Ernie have a Medicaid waiver, Krista requested additional funding for the remote monitoring while at the same time a decrease for staffing funds to stay on budget.

“We’ve had this with a few staff members who think because we have a disability we don’t know what we are talking about,” said Billy. “(My goal is to) live on my own without any supports.”



iCan Bike Camp

iCan Bike Camp is a week-long program that gives people with disabilities the experience of independently riding a conventional two-wheel bicycle. Camp is open to ages 8 and up in the summer in Fulton, Mo.

Scan the QR code to watch Jackson enjoy his camp experience through funding from BCFR.



*Scan to watch
Jackson's video!*

Night to Shine Comes to BCFR



Daniel sings and dances along to the Night to Shine livestream projected on the oversized screens in the Les Wagner Community Room.



Individuals in Supported Living enjoy dinner sponsored by The Friends of Boone County Family Resources.

The Night to Shine is an unforgettable prom night experience for people with special needs ages 14 and up. On Friday, Feb. 11, Night to Shine celebrated its eighth anniversary as thousands of people from around the world came together to honor those with disabilities. Due to the ongoing COVID-19 pandemic, Night to Shine 2022 entailed a worldwide parade and virtual celebration.

The staff at Team 12 knew the individuals they serve were disappointed to miss another in-person event this year, so instead organized a mini “Night to Shine” at the BCFR main office. Residents from each of the sites came together to celebrate in person and watch the virtual celebration together.

Direct Support Specialist Alicia said, “It was definitely

a team effort. Last year it was online as well and everyone was sitting in an apartment watching. We wanted to do something more exciting this year.”

Supported Living residents dressed in their finest to walk a makeshift red carpet, enjoyed dinner supplied by the Friends of BCFR and sang karaoke to the Night to Shine live show in the Les Wagner Community Room.

Director of Supported Living Natasha Sigoloff was thrilled to see everyone enjoying the evening together. She said, “The Night to Shine event not only afforded the individuals served the opportunity to get dressed up and gather together for a night of fun but it also allowed the SL staff to take a break from their daily tasks.”

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, or scan the QR code to view available opportunities!

We're
HIRING!



○ CONNECT WITH OTHERS

Getting Back to Normal in Supported Living



Individuals in Supported Living ride bikes to picnic in the park.

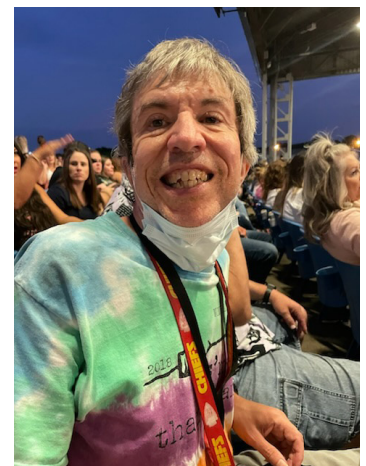
The barriers created by COVID-19 restrictions have created a sense of isolation and loneliness for many Americans, especially for those with disabilities according to WebMD. Supported Living staff have spent the last two years putting extra precautions in place to maintain the safety and well-being of individuals in Supported Living through the pandemic. Expressing strong desires to return to activities in the community and connect with others outside, individuals were more than ready to return to many of their pre-COVID-19 activities this year.

Site Manager Hadyn Bailey said, “Supported Living staff work to continue to create at home activities, events and entertainment. It is clear that was a great temporary distraction but what people really want is to be a part of the larger community again – going places, experiencing large-scale events and meeting new people. I am so happy to be able to help folks to do that again.”

All of the individuals in Supported Living have chosen to be fully vaccinated. Staff continue to monitor potential health risks to ensure individuals served are well informed to make the best decisions for themselves when it comes to large outings.

Robert, a resident in Supported Living, attended two baseball games and Roots N Blues this year. During his birthday weekend, he traveled with a large group of friends to attend a St. Louis Cardinals game. They stopped on the way to meet up with some family members who joined him for a picnic lunch before the game. Robert reported that he had fun and would like to go again. When asked about his favorite part, Robert noted, “I liked all of it.”

Staff work to ensure that individuals are provided a wide array of types of events that are important and of interest to them – so that when time is spent out, it is meaningful and person centered.



Robert enjoys an evening concert during the Roots N Blues festival.



Brittany works from her home office for ParentLink providing assistance to others in need of parenting information and supports.

IPS Leads to Successful Career Transition for Brittany

When Brittany began searching for a new career, she wasn't sure she would find another job that suited her needs. Brittany found a position at ParentLink in less than one month with the help of her IPS team.

The Individual Placement and Support program, or IPS, is a zero-exclusion, evidence-based practice that helps people with disabilities find a job of their choice with rapid job search and placement services.

"Working is important to me because it gives me a sense of purpose," said Brittany. "It allows me to make my own living and not have to rely on anyone else. (And) I get to assist callers with locating resources to help them be successful."

One of Brittany's greatest strengths is her advocacy skills. Brittany is never afraid to discuss what she needs to complete her job. The supportive and collaborative environment at ParentLink allows her to do her job efficiently and effectively.

Another principle of IPS is time-unlimited supports. Job supports are individualized and continue for as long as each worker wants and needs the support. When Brittany was first hired, her BCFR Community Employment Specialist Maddy assisted her with speaking to the University accommodations office to ensure her work computer was able to meet her accessibility needs. Maddy continued to talk weekly with Brittany and provide assistance when needed.

She said, "The favorite part of my job is assisting clients like Brittany with finding a job that meets their career goals."

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, 132 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 THE 2022 FIDELITY REVIEW.

ACHIEVE PERSONAL GOALS

Local Students Explore Future Careers



COMO Smoke and Fire



Smallcakes Cupcakery



Valhalla's Gate Games



University of Missouri



Scan to learn more!

Boone County Family Resources Life & Work Connections summer work experience program (SWEPP) is for high school students between their junior and senior years. The program links six eligible students with local businesses where they work part-time from June to July. To be eligible, students must be currently served by Boone County Family Resources and be determined eligible for the work experience program by the Missouri Division of Vocational Rehabilitation (VR). They must have had no prior competitive work experience – the program is intended to support students beginning their work histories.

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.

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.

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Individuals participate in a DMH medicaid waiver

MEDICAID ELIGIBILITY HELP

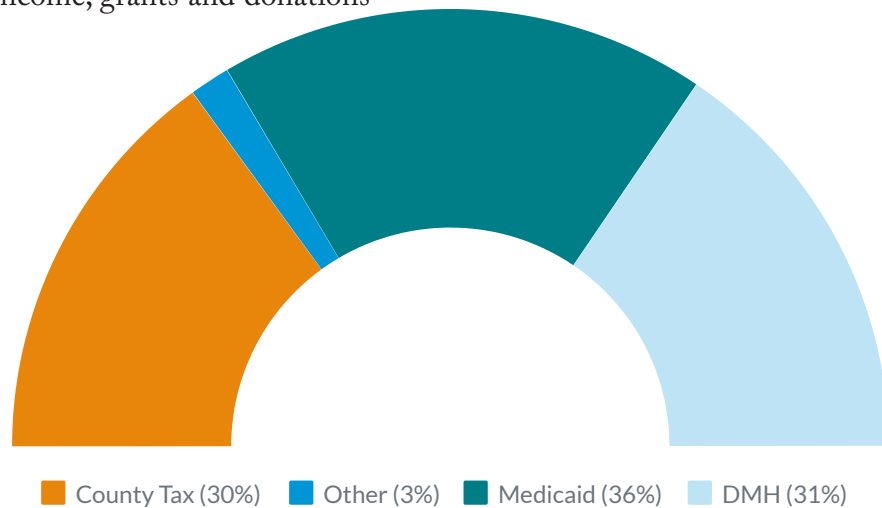
BCFR provides office space to the Missouri Department of Social Services Family Support Division to increase access to Medicaid eligibility determination for persons served and others. By having a Family Support Division representative in the main office, questions and concerns can be addressed quickly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

FINANCIAL HIGHLIGHTS

REVENUES

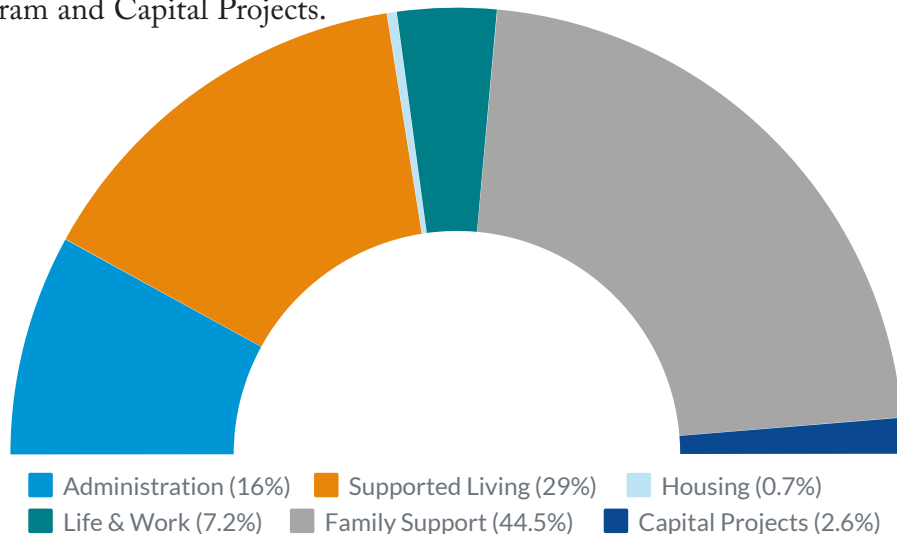
Estimated revenues were \$12,286,866 during this period. This chart categorizes revenue by source:

- 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 \$12,553,232 and capital expenditures were \$333,070 during this period. This chart categorizes operating expenditures by agency program and Capital Projects.



**Revenues and expenditures have not been audited by the time of this publishing. Revenues include a year-end adjustment for unrealized loss on investments.*

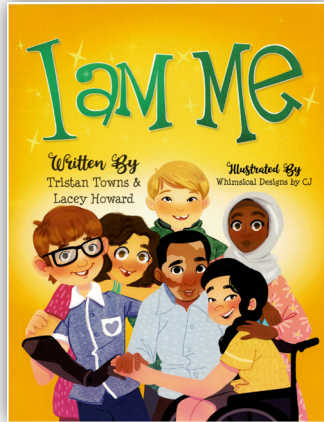
As a public entity, Boone County Family Resources abides by applicable state and federal statutes and rules, including those governing conduct of public meetings, ethical considerations for public officials, fidelity bond provisions and annual audits.

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 Health Fair 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 the book "I am Me" written by Tristan Towns and Lacey Howard.



Scan to watch the video and read alongside BCFR staff!

PARTNERSHIP WITH THE ELKS

Through a decades long partnership, the Columbia Elks Lodge #594 has supported the agency by providing and preparing food for individuals served by BCFR through a grant from the Elks National Foundation. In FY 2022, the grant covered Thanksgiving and Christmas celebrations for all of the individuals served in Supported Living.



Supported Living residents enjoy holiday meals at home thanks to the Beacon Grant from the Elks Lodge #594.

THE FRIENDS OF BCFR OFFER SUPPORT

The Friends of BCFR support activities that enhance the lives of people with developmental disabilities and raise awareness for the need and desire of 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 husband dress up as Santa and Mrs. Claus at the Cookies with Santa event.

STAKEHOLDER FEEDBACK

THRIVE

"The support for my son has helped make a difference in his life."

- Parent of person served

CONNECT

"BCFR provided resources to us to ensure our daughter has opportunities like other kids to be involved and stay active!"

- Parent of person served

ACHIEVE

"It helped me develop a road map to my adult life."

- Person served

THRIVE

"My daughter has extensive needs, and Rachel patiently works with us to ensure that all her needs are met. Rachel is a godsend to our family, and we greatly appreciate her. Thanks a million BCFR."

- Parent of person served

CONNECT

"We would be clueless as to all the resources out there, and how to access them, without BCFR!"

- Parent of person served

ACHIEVE

"It's given me skills, independent living skills, drive a car, do things on my own."

- 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.

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 St. | Columbia, MO 65203

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

WWW.BCFR.ORG