

ANNUAL REPORT

July 1, 2022-June 30, 2023



*SUPPORTING INDIVIDUALS WITH
DEVELOPMENTAL DISABILITIES
SINCE 1976.*





Message from Executive Director Laura Cravens

Hello and welcome to the Boone County Family Resources (BCFR) Annual Report for FY 2023. I am happy to share with you the agency's accomplishments over the past year. This was a year of growth, a return to in-person services and most importantly, a continuation of providing quality services to the Boone County residents we serve.

BCFR is larger than ever, supporting over 2,000 individuals with developmental disabilities and their families. We expanded our outreach with the launch of a new website in January of this year. The website is modern with improved accessibility and I encourage you to visit and see all it has to offer.

The Board of Directors adopted a Diversity, Equity and Inclusion Mission Statement this year, also available on our website. We recognize the importance of people with developmental disabilities being included in DEI discussions and planning. We also held employee-focused events celebrating the diversity of our workforce.

We were so excited to return to both attending and hosting events that had been on hiatus due to the COVID-19 pandemic. Several employees and persons served returned to on-site attendance at Disability Rights Legislative Day in the Missouri Capitol. The BCFR annual picnic was held in September, 2022, at Bethel Park with our wonderful partners at the Columbia Elks Lodge #594 (*photo on left*) doing all of the cooking and providing funds; we are so grateful for their continued support. Every person served and all employees were invited and we had a great turnout. In December we, along with the Friends of BCFR, held Cookies with Santa for kids 10 and under; this was the first time holding the event at our new building and it was a big success.

Overall, this was a year of renewal and progress, with a lot of hard work in between. Agency leadership is so proud of our employees' dedicated service and grateful to our Board of Directors for their guidance and support. Thank you for reading and sharing in BCFR's journey and mission to help people with developmental disabilities thrive, connect and achieve.

Laura Cravens

Laura Cravens,
Executive Director

Who We Are

Boone County Family Resources was established by the passage of a special property tax levy in August 1976, commonly known as a Senate Bill 40 Board. Since then, the agency has purchased and provided services for Boone County residents with developmental disabilities of all ages and income levels. From the initial eight persons receiving residential services, the agency has grown to annually serve more than 2,000 people.

Our Mission

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 Values

In the course of our service to persons with developmental disabilities, their families, our community, and the team members we work with, we strive to:

- Communicate openly, frequently, and professionally, treating everyone with courtesy and respect
- Be tolerant of our differences and respectful of each person
- Promote a family-friendly atmosphere that is flexible, accessible, hospitable and approachable
- Empower others toward personal growth, productivity, independence and responsibility

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.



Bob Bailey
Chair



Janet Thompson
Vice Chair



Don Catlett



Tec Chapman



Yoko Gely



Elizabeth Heidt



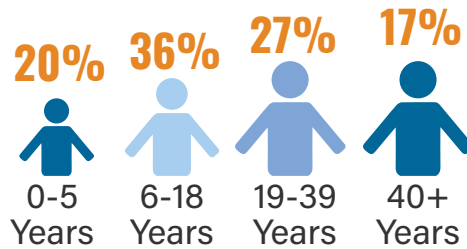
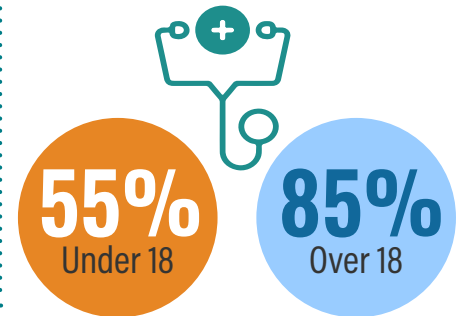
Heather Koch



Andrea Lisenby



Kari Utterback

PEOPLE RECEIVING
SERVICESAGES OF PEOPLE
SERVEDMEDICAID
ELIGIBILITY

AGENCY REVENUES

30%

County Tax

70%

MO DMH, DESE Voc Rehab and Medicaid

**29.3%**of adults served by BCFR have
COMPETITIVE
EMPLOYMENTHIGHLIGHTS OF AGENCY
FUNDED SERVICES● **184 people**

Received OT, PT and Speech Therapy Services

● **450 people**

Received Assistive Technology Items

● **184 people**

Received Community Integration Services

● **601 people**

Received Therapeutic Recreation Services

● **73 people**

Received Behavioral Support Services



**Additional people accessed these services through
MoHealthnet, private insurance and DMH funding.*

467individuals participate in
DMH WaiversBCFR contributed \$50,834
for services through the
Partnership for Hope Waiver



98%

of all funding requests
for DMH services were
approved

1,032

assistive technology
devices and services paid
for by BCFR to promote
independence

493

individuals participate in a
DMH medicaid waiver

Finn (photo above) rears back preparing to make an extraordinary throw during Special Olympics practice. Find his story and more on our website at www.bcfcr.org/stories.

Family and Community Living Support

We use a person-centered approach to work collaboratively with individuals, families and other professional team members to develop and implement individualized plans. We connect individuals and families with resources and services in the community to help meet identified needs. Once services are in place, we assist with monitoring the effectiveness of those supports.

Some examples of support we provide include:

- Help purchase assistive technology equipment
- Coordinate home modifications
- Arrange for physical, occupational or speech therapy
- Find a full list of funded services at www.bcfcr.org

Developing Effective Services Plans

Coordinators work with individuals, families, and support teams to assist individuals in living their Good Life. Our teams of Coordinators have specialized knowledge of developmental ages and life stages. The Coordinator working with you and your family may change as you age.

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.

"I met with Rhonda and she's helped me get back into school."

-Paige

Paige (photo right) shares her story and journey after recovering from a traumatic brain injury in 2018. Her Boone County Family Resources Support Coordinator, Rhonda King, provides resources to support Paige reach her goals.



Scan to watch
Paige's video



Supported Living Program

Participants in our Supported Living program 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. Services are individually planned based on the preferences, priorities and needs of the individual, while also ensuring their health and safety.

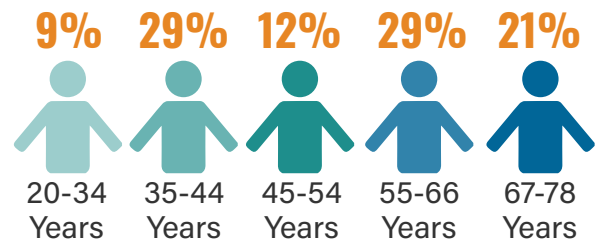
With Boone County Family Resources support, individuals participating in the program gain confidence by meeting goals, becoming more self-sufficient and living the lives they want to live.

Supported Living Staff

Employees of Supported Living are thoroughly and effectively screened and trained. Each employee is trained in the following areas:

- Individual Plans (ISP)
- Supported Living Individual Plans
- CPR/First Aid
- Medication Administration
- Individual Medical Supports
- Vehicle and Transportation Safety
- HIPAA
- Individual Rights and Choices
- Positive Behavior Supports
- Conflict Resolution
- Budgeting and Financial Assistance
- Agency Policies and Guidelines

Ages of 34 people in Supported Living



(Photo left) Through a collaboration with Mizzou OTA to promote healthy living, a group of students put on an exercise class in the Les Wagner Community Room at BCFR based on movement and included trendy songs and fun dance moves.

"Everyone had fun dancing, that was most of the exercise."

- Geo Eckardt, DSP



Supports and Services

Person-centered service and tailored individual plans

Healthy Living

Maintain a healthy and active lifestyle

Citizenship and Advocacy

Opportunity to participate in local self advocacy groups

Barb (above left) and Grea (above right) enjoy spending time outdoors at the BCFR annual picnic. Learn more about events happening at BCFR at www.bcfr.org/events.



265

adults served by
BCFR have
competitive employment

62

employment services
through VR/BCFR
IPS Supported Employment

147

individuals receive
employment services
outside of the
Medicaid Waiver

Francoise (photo above) participated in the BCFR Work Crew while attending school at Rock Bridge High School. Learn more about the BCFR Work Crew on our website at www.bcfcr.org/learn-skills-for-work.

Life and Work Connections

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

It is important for everyone to set and pursue their goals for life and work. The Life & Work Connections team helps youth and adults to thrive, connect and achieve in the community. We offer one-on-one services and in small groups.

We serve individuals who cannot get a Medicaid Waiver, transition-age youth, adults who have aging caregivers and people who are at risk for abuse, neglect, exploitation or losing their homes.

"Joseph has been a good employee, we've hit it off right off the bat."

*-Sherry
Regal Cinema Manager*

Joseph (photo right) is employed at Regal Cinema through the Individual Placement and Support (IPS) program.

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.

Find out more about IPS, scan the QR code:



BCFR Provided Employment/Employment Development Services

IPS Supported Employment

An evidence-based, team-oriented supported employment model proven as a successful approach for people with intellectual and/or developmental disabilities. Funded by VR.

Summer Work Experience Program (SWEP)

Through partnership with VR, Life & Work Connections hires participants and is the employer of record, but high school students work 20 hours per week earning minimum wage at community businesses who serve as host sites.

Project STIR

Life & Work Connections partners with People First to empower individuals with developmental disabilities and build their confidence to self-determine quality, integrated and contributory lives.

BCFR Janitorial Work Crew

The program pairs soft skills training with short term paid employment. Participants are typically high school students.

CARE

At-risk youth work at community-based host businesses to gain first-hand work experience and build employability. Participant wages are paid by the City of Columbia in a collaborative agreement with BCFR.

Vocational Rehabilitation Community Rehabilitation Programs (CRPs)

A variety of employment services are available through VR and their CRP Provider Network that consists of ACT, Boone County Family Resources, Woodhaven, Choices for People, Job Point and MERS Goodwill.

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 while the state and local county contribute the remaining 35 cents of each dollar.

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.

CARF

Services directly provided by the agency have been nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) since 1985.



DEI Mission Statement

BCFR's commitment to diversity, equity and inclusion is a natural extension of its mission to help individuals with developmental disabilities thrive in their communities, connect with others and achieve personal goals. We believe diversity within the agency's workforce and among individuals served, families, and other partners leads to innovation, which drives us to create a culture that celebrates and supports people of every disability, race/ethnicity, gender/gender identity, sexual orientation, age, religion, and lived experience. To help ensure this commitment translates into action, our Diversity, Equity and Inclusion action plan centers around these goals:

- Improve access, inclusivity and equity for the people we serve
- Create a more inclusive and equitable climate and culture at BCFR
- Support more innovative and inclusive educational and professional development experiences
- Recruit, retain and develop a more diverse staff



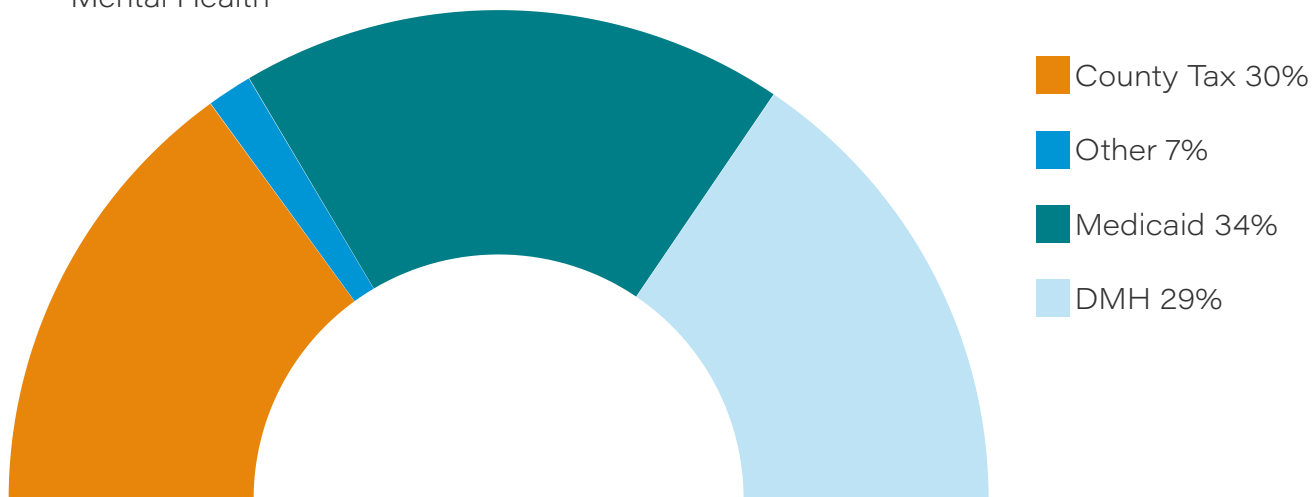
The DEI Committee hosts a Pride event to educate staff regarding LGBTQ+ topics.

Financial Highlights

REVENUES

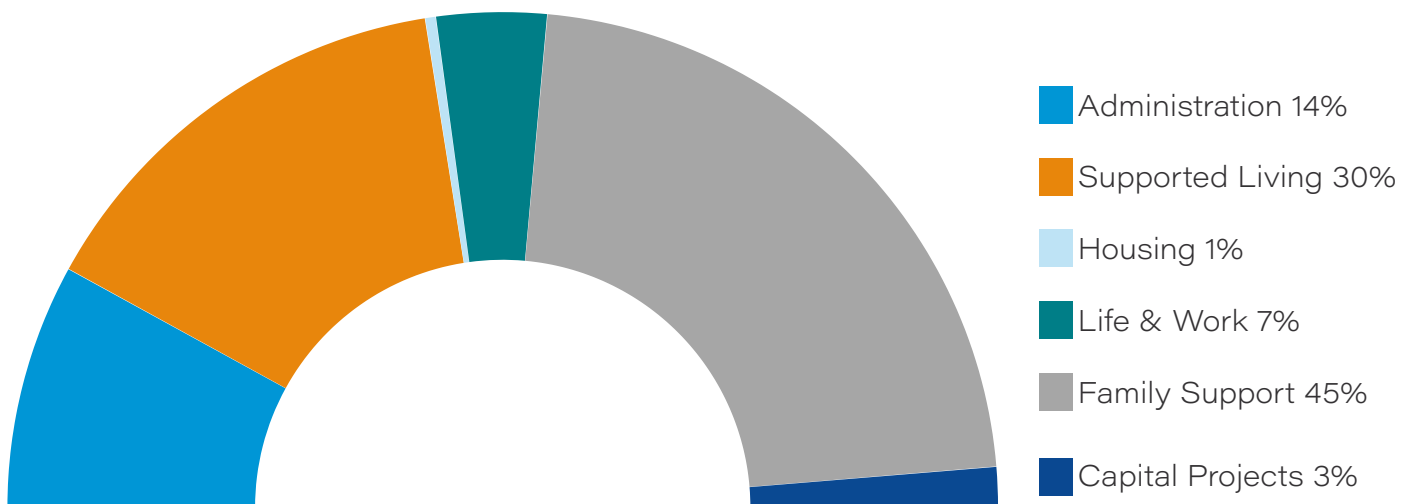
Estimated revenues were \$13,484,525 during this period. This chart categorizes revenue by source:

- 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
- Medicaid is federal and state reimbursement for services provided to eligible persons
- DMH includes funding from the Division of Developmental Disabilities of the Department of Mental Health



EXPENDITURES

Estimated operating expenditures were \$11,940,831 and capital expenditures were \$384,262 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 the 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 Center Project, Missouri Honor Flight, the Voluntary Action Center Back-to-School Health Fair and Christmas Family Adoption programs and the Special Olympics Polar Plunge. BCFR also hosted two Red Cross Blood Drives which resulted in 52 units of blood collected.

Partnership with the ELKS

Through a long-standing partnership, the Columbia Elks Lodge #594 supports the annual agency picnic by providing, preparing and serving food which is paid for through a Beacon Grant from the Elks National Foundation.

The Friends of BCFR

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. The Friends have been assisting BCFR since 1990.

Additional Agency Highlights

- Developed a new agency website that provides increased accessibility and easier navigation for the end user
- Hosted a Candidate's Forum for disability issues which was attended by almost every local candidate running for office. This event was held in person and broadcast live through Facebook with an interpreter.
- Began using OhMD, Ring Central and Adobe Sign for secure texting, faxing and obtaining electronic signatures with individuals and families
- Achieved exemplary status from Vocational Rehabilitation for the Life and Work Connections Individual Placements and Supports (IPS) program
- Collaborated with Veterans United to organize Bright Lights Holiday Nights for individuals served by BCFR
- Modified the agency's Reimbursement Program to better meet families' needs
- Provided case management services to 4 additional residential providers
- Started a new internship partnership with EquipmentShare and individuals supported in the Life and Work Connections Program
- Completed a comprehensive compensation study to review starting wages and address salary compression for long-term employees
- Staff participated in the LifeCourse Nexus Ambassador Series and attended the LifeCourse Showcase in Kansas City to learn more about the framework and tools to help individuals and families organize their goals and navigate supports
- Hosted a Mental Health presentation by the Department of Mental Health to employees

Special Olympics Polar Plunge Team

BCFR staff take the plunge to raise money for Special Olympics of Missouri. This year, staff raised \$2,500.



Web Accessibility

In order to ensure content on the new website was robust enough to be interpreted by a wide variety of agents, including assistive technologies, Marketing and Outreach Manager Amy Parris gained feedback from Lydia Olmsted who uses a braille display to browse the web. Lydia connected her braille device to her laptop while utilizing her phone to read aloud the site as she navigated Amy through her experience.



Unity Day

Staff support various causes throughout the year by charitable giving or showing their support in other ways. On left, staff send a visible message by wearing orange for Unity Day to show they unite for kindness, acceptance and inclusion.



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.
- Volunteer your time and talents through service learning projects or at special events.



BOONE COUNTY FAMILY RESOURCES

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WWW.BCFR.ORG