

ANNUAL REPORT

July 1, 2023-June 30, 2024

SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES SINCE 1976.





Message from Executive Director Laura Cravens

Greetings and welcome to the Boone County Family Resources (BCFR) annual report. Throughout fiscal year 2024, agency employees continued to provide quality services to people with developmental disabilities in Boone County. The year has also brought a great deal of growth and change. BCFR is larger than it has ever been, providing service coordination, employment supports, life and community skills training and residential services to more than 2,400 individuals. Regardless of size, our mission remains the same: to support people with developmental disabilities to **thrive** in the community, **connect** with others and **achieve** their personal goals.

So much has happened in the past year. BCFR received the highest possible 3-year accreditation from CARF International, and our Individualized Placement and Support employment services received an exemplary rating from Vocational Rehabilitation. In addition, we collaborated with People First of Boone County to create a disability awareness video and with MU's Training in Interdisciplinary Partnerships and Services (TIPS) for Kids, created a series of videos to help families navigate services. In supported living, the sites received outdoor improvements including a new pavilion, fencing and landscaping to make the

outdoor areas both more attractive and safer for residents and guests (photo left).

We continue to focus on legislative and advocacy efforts directly affecting people with developmental disabilities. BCFR hosted Boone County's recently elected state representatives to meet with persons served, their family members and agency employees where we had the opportunity to discuss the importance of services and funding for people with developmental disabilities. In addition, we participated in Disability Rights Legislative Day (pg. 7) and made additional visits to the Missouri State Capitol for legislative advocacy efforts. BCFR's Diversity, Equity and Inclusion Committee organized two showings of "The R Word" documentary which discusses the successful efforts made to change outdated, hurtful language in federal law, among other things.

It was a busy year of hard work and accomplishments. I am so proud of and grateful to our employees, supervisors and to the BCFR Board of Directors for all they do to promote the agency mission and empower people with developmental disabilities and their families. We hope you enjoy the stories and information in our annual report and thank you for reading!

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 2,400 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

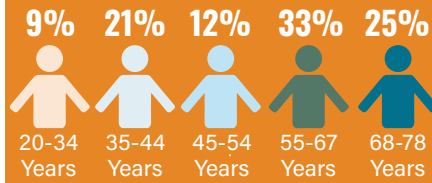


Kari Utterback

PEOPLE RECEIVING SERVICES



AGES OF PEOPLE SERVED



HIGHLIGHTS OF AGENCY FUNDED SERVICES



202 people

Received OT, PT and Speech Therapy Services

531 people

Received Assistive Technology Items

151 people

Received Community Integration Services

790 people

Received Therapeutic Recreation Services

132 people

Received Behavioral Support Services

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

533

individuals participate in DMH Waivers



BCFR CONTRIBUTED

\$36,741

for services through the Partnership for Hope Waiver

MEDICAID ELIGIBILITY



56%
Under 18

81%
Over 18



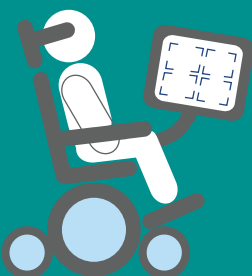
28%

of adults served by BCFR have
COMPETITIVE EMPLOYMENT

ASSISTIVE TECHNOLOGY DEVICES & SERVICES PAID FOR BY BCFR

1,468

to promote independence



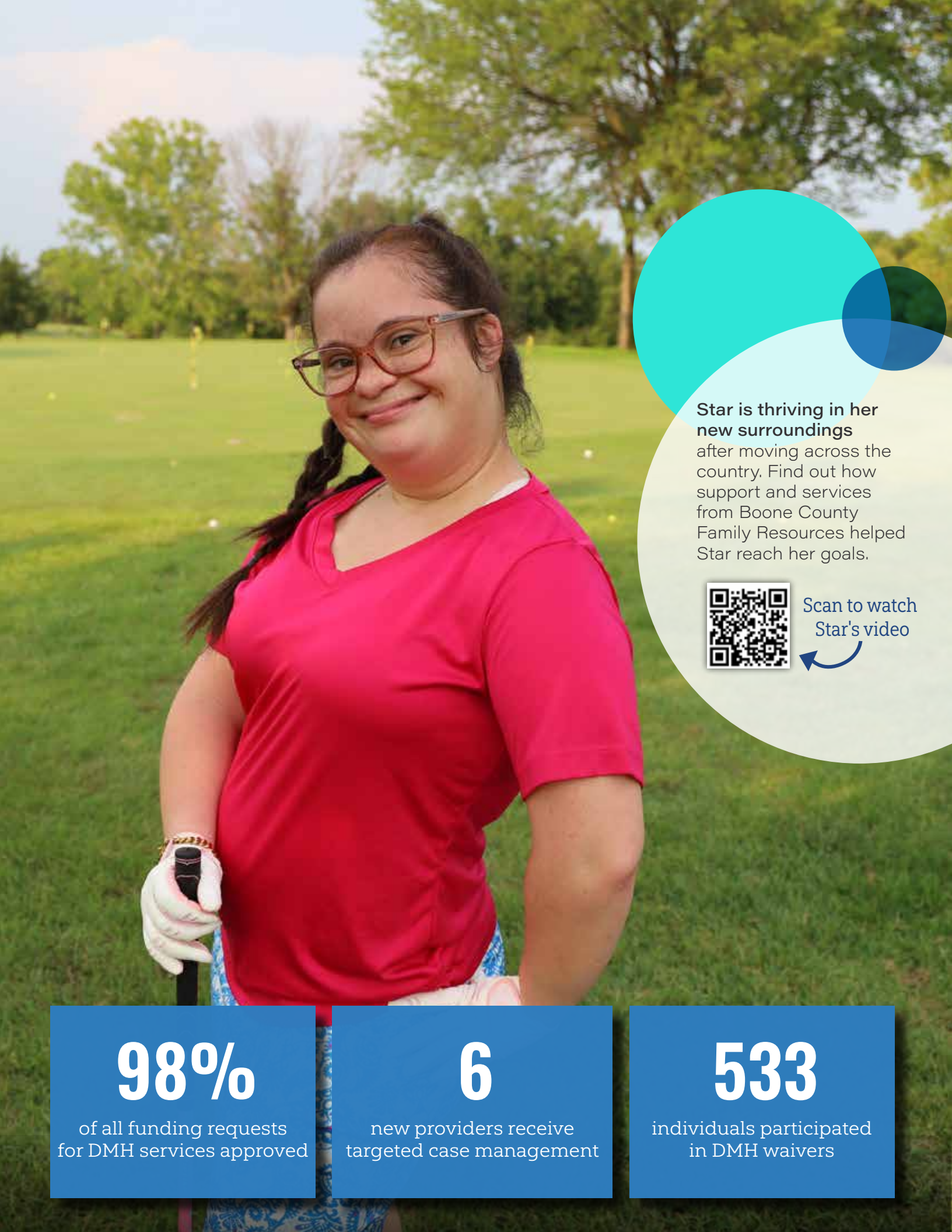
140

STAFF EMPLOYED
AT BCFR


7

AVERAGE YEARS
OF SERVICE





Star is thriving in her new surroundings after moving across the country. Find out how support and services from Boone County Family Resources helped Star reach her goals.



Scan to watch Star's video

98%

of all funding requests for DMH services approved

6

new providers receive targeted case management

533

individuals participated in DMH waivers

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.bcfr.org

Developing Effective Service Plans

Support coordinators work closely with each person to plan their supports and connect them to services and resources they need to develop their potential and achieve their goals. 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.

A wide array of services, providers and opportunities allows people choices so they can learn, work and enrich their lives within their community.

Support Coordinator Deanne Hoff helped Colton and Lindsey navigate home modifications through BCFR support to make their home more accessible.

"The floors made the biggest difference because of my transfer device, it was getting hung up and nearly tipping over."

-Colton



LWC staff participate annually in Disability Rights Legislative Day (DRLD) along with hundreds of people with disabilities, their families and advocates at the State Capitol.



Scan to watch
a video on
DRLD 2024



271

total job placements
through IPS since its
inception in 2017

47

adults enrolled in
employment services
through VR/BCFR

30

school-aged individuals
enrolled in LWC
employment programs

Life and Work Connections

Life and Work Connections (LWC) 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 LWC 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.

Jonathan works at Lakewood Lawn and Garden as part of his job through the BCFR Summer Work Experience Program (SWEP).

Scan to watch
SWEP video



BCFR Provided Employment and Employment Development Services

IPS Supported Employment

An evidence-based, team-oriented supported employment model proven as a successful approach for people with mental illness. Through a partnership with Vocational Rehabilitation (VR), BCFR is implementing the approach for people with I/DD. Funded by VR.

Summer Work Experience Program (SWEP)


Through a partnership with VR, the Agency offers SWEP for students without prior work experience during the summer before their junior or senior year. Through this program, Life & Work Connections, Inc. hires participants and is the employer of record, but the students work 20 hours per week earning minimum wage at community businesses who serve as host sites.

Transition Network Classes

BCFR's Life & Work Connections program offers training in group settings for individuals with goals for community integration, including competitive integrated employment. Course offerings like Driver Permit and Cyber Savvy help participants develop skills that enhance their prospects for leading more productive and independent lives.

Employee Development Services

BCFR's Life & Work Connections program provides paid vocational skills training to janitorial work crew participants. The program pairs soft skills training with short-term paid employment. Staff may then assist participants in securing employment in the community. Program participants are typically high school students.



Tina, Tina's dog Princess and Louise participate in the People First of Boone County Walk and Roll-a-thon at Stephens Lake Park.

100%

participated in at least 2 outcomes during their IP year

97%

attended at least one community event per quarter

93%

have engaged in an activity per quarter with a natural support

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.

Supports and Services

Staff ensure each individual receives person-centered services and tailored individual plans.

Healthy Living

Supported Living residents are supported to help maintain an active and healthy lifestyle.

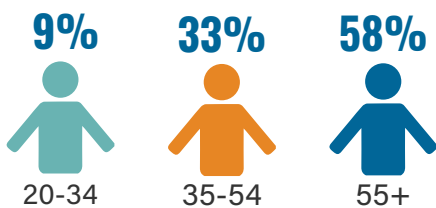
Citizenship and Advocacy

Supported Living residents are offered opportunities throughout the year to participate in local self-advocacy groups and programs.

Supported Living Activities

Individuals in Supported Living participated in and attended several events and community activities throughout the year. They enjoyed Special Olympics sporting events, many concerts such as Luke Bryan and Janet Jackson, and Mizzou athletics. Refurbished patio areas in Supported Living hosted events such as ice cream parties and social gatherings.

Ages of 34 people in Supported Living



Shawna participated in team skills basketball for the first time since losing her vision. She is incredibly active in community events and activities, like Special Olympics.

BCFR staff in Supported Living work hard to ensure Shawna remains as active and engaged as she'd like to be by securing transportation, necessary funds and attending her activities.

Scan to watch Shawna's video story



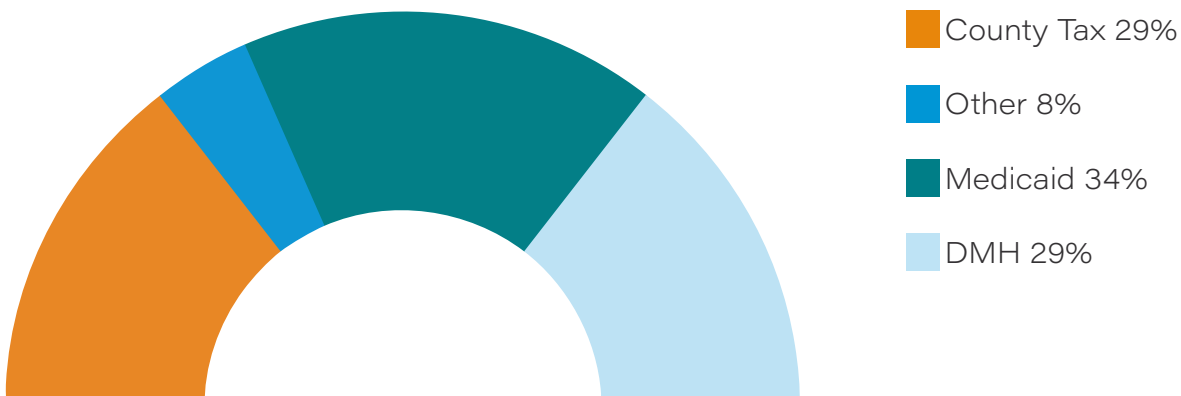
Financial Highlights

REVENUES



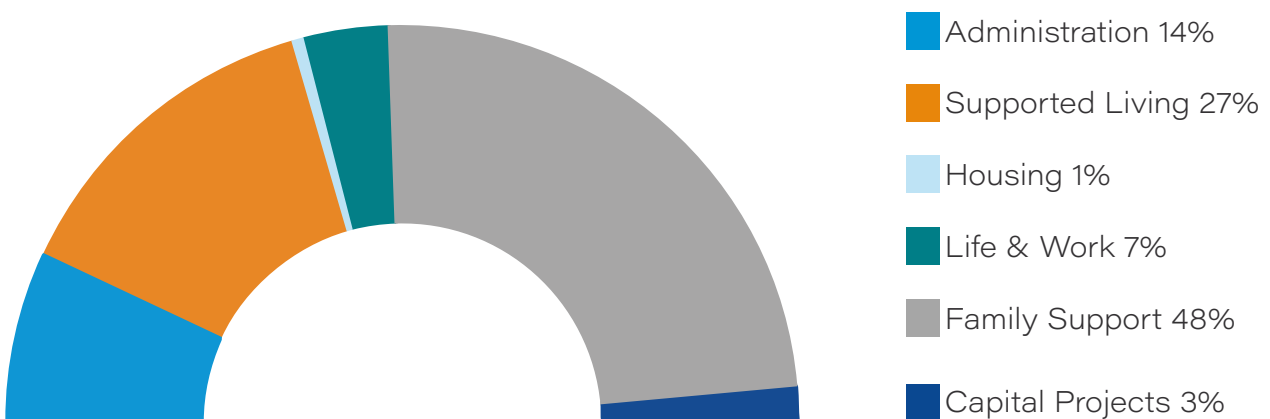
Estimated revenues were \$14,478,233 during this period. This chart categorizes revenue by source:

- County Tax is a property tax levy established in 1976 and increased through a ballot initiative in 1993
- Other includes client 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 \$12,928,284 and capital expenditures were \$379,388 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.

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.

BCFR Gives Back

BCFR employees gave back to the community this year by supporting:

- Heart of Missouri United Way
- The Center Project
- World Refugee Day
- People First of Boone County
- Mid-Missouri PrideFest
- Voluntary Action Center Christmas Family Adoption Program
- Mizzou first generation college students
- Special Olympics Polar Plunge – raising \$880 for Special Olympics of Missouri
- Red Cross Blood Drive – which resulted in 20 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 the Beacon Grant from the Elks National Foundation.

Additional Agency Highlights

- Earned a 3-year CARF accreditation with no recommendations – this placed us among the top 3% of all CARF surveys
- Hosted an event for new local legislators to help them learn more about developmental disabilities and services BCFR provides
- Achieved exemplary status from Vocational Rehabilitation for the Life and Work Connections Individual Placement and Supports (IPS) program
- Como Cabanas completed landscaping including planting new trees, shrubs and plants in between supported living buildings. They also created a new concrete walkway, constructed a wood pavilion and installed a new drain system. New patio furniture was purchased for residents to enjoy their time in these new beautiful areas.
- Hosted a candidate 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.
- BCFR collaborated with Veterans United for the third year in a row to organize an early showing of the Bright Lights Holiday Nights display for BCFR families and staff – more than 2,500 people participated.
- BCFR hosted Cookies with Santa in the Les Wagner Community Room for children 10 and under and their families, more than 200 people attended
- BCFR staff presented to students at Columbia College about assistive technology
- 6 BCFR staff traveled to St. Louis for the Annual Aging with Developmental Disabilities Conference to learn more about the changing needs of adults with disabilities as they age
- Co-sponsored Pathways to Success with Columbia Public Schools and the Thompson Center – a free transition resource event for families and students impacted by autism
- Participated in Leadership Columbia to share information and promote BCFR



Mental Health Awareness Month

Staff send a visible message by wearing green in May to show their support for Mental Health Awareness Month.

BCFR also celebrated Children's Mental Health Awareness week by lighting up the main office building green and joining Mayor Barbara Buffaloe and 20 other local agencies in a proclamation event declaring Children's Mental Health Week in Columbia for the third year in a row.



Unchained Melodies Fundraiser

In June, the Employee Awareness Committee hosted several fundraising events, raising nearly \$700 in support of Unchained Melodies Dog Rescue.

Staff enjoyed meeting some of the foster puppies their efforts are helping – each one hoping to find a forever home.



BCFR Annual Picnic moves to the MU Health Care Pavilion

The BCFR Annual Picnic found a new home at the MU Health Care Pavilion – providing a more accessible and spacious setting for our growing crowd.

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.
- Explore career opportunities with a team that enables people to become independent, successful members of our community.

Please share your thoughts with us!

We value your feedback.
Scan the QR code to participate
in a brief survey.



BOONE COUNTY FAMILY RESOURCES

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[WWW.BCFR.ORG](https://www.BCFR.ORG)

