




BOONE COUNTY
Family
RESOURCES

THRIVE • CONNECT • ACHIEVE

ANNUAL REPORT

July 1, 2024 - June 30, 2025

SUPPORTING INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES SINCE 1976.



**Advocating, learning and connecting
for a more inclusive future.**

Staff and those served by the agency
enjoyed a meaningful, and engaging
experience at Disability Rights
Legislative Day on February 26, 2025.



Columbia Values Diversity Breakfast 2025

Staff celebrated the January 29 breakfast, honoring the theme "Embracing the Dream: Columbia Commits to Action."

Message from Executive Director

Laura Cravens

Welcome to the Boone County Family Resources annual report for Fiscal Year 2025. This past year we have taken a proactive approach in managing growth and embraced accompanying opportunities for change and innovation. Once again, we ended FY25 serving more people than ever. You will see numbers and data throughout this report in addition to personal stories of individuals who are helped every day by the variety of services provided by BCFR's dedicated employees.

To manage growth sustainably, we have spent the past year creating a new Community Resource program to assist individuals who may need fewer, but still essential, services and supports. This was a group effort with leaders from various agency teams involved

in its planning and development, taking several months to come to fruition. We are proud BCFR's Community Resource program implemented July 1, 2025.

Many of the services we provide are paid for by you, the taxpayers of Boone County. In addition to providing benefits to your friends and neighbors with disabilities and their families, services provided now may well prevent the need for more expensive services later in life.

On behalf of the BCFR Board of Directors and dedicated employees, thank you for helping your fellow Boone County residents with developmental disabilities thrive in the community, connect with others and achieve their personal goals.

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



Jennifer Bean
Member



Don Catlett
Member



Tec Chapman
Member



Yoko Gely
Member



Elizabeth Heidt
Member



Christina Jones
Member



Heather Koch
Member

AGENCY REVENUES

28%
County Tax

72%
MO DMH, DESE Voc Rehab, Medicaid and more

RECEIVING SERVICES



2,459 People

AGES OF PEOPLE SERVED

53%



0-17 years

44%



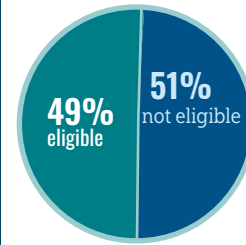
18-64 years

3%

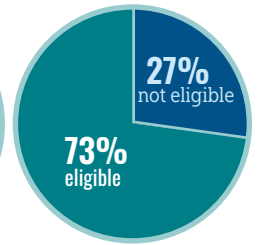


65+ years

MEDICAID ELIGIBILITY



0-17 years



18+ years

539 INDIVIDUALS PARTICIPATE
IN DMH WAIVERS



27.7% of adults served by BCFR
have competitive
employment



HIGHLIGHTS OF EMPLOYMENT SERVICES

84

PEOPLE ENROLLED IN
EMPLOYMENT
services through BCFR

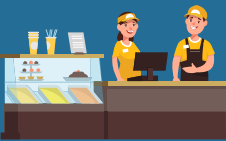


296

TOTAL JOB
PLACEMENTS
through IPS since its inception

17

High School Students Received
PRE-EMPLOYMENT
SERVICES



24

BENEFIT PLANNING
SERVICES



HIGHLIGHTS OF AGENCY FUNDED SERVICES

494 people

Received 1,286 Assistive Technology Items

149 people

Received Community Integration Services

449 people

Received Therapeutic Recreation Services

203 people

Received Social Skill Groups

**Additional services authorized*



148


STAFF EMPLOYED
AT BCFR



6.86 YEARS

AVERAGE YEARS
OF SERVICE





In May, Drew kicked off a fun-filled summer by **celebrating his graduation from Rock Bridge High School** with a party surrounded by family and friends.

Read more about Drew's path to graduation, and beyond.



96%

of all funding requests for DMH services approved

412

total people accessing Central Missouri Autism Project services

542

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.

Support Coordinators (SCs) 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.

FCLS Highlights

- SCs completed over 6,000 home visits in FY25
- SCs spent over 4,700 hours in planning meetings with individuals/families
- SCs spent over 10,000 hours in monitoring the effectiveness of services
- SCs spent over 17,000 hours in linking individuals to services
- SCs developed and mailed out 2,060 annual Individual Services Plans (ISPs)
- Submitted over 900 DMH funding requests with a 96% approval rate

With support from his Support Coordinator Tyus Leslie, Robert found housing, connected with a caregiver and is now celebrating a fresh start filled with comfort, security and community.

Since moving into his new apartment at Oak Towers, Robert says he is "starting myself all over again."



Life and Work Connections (LWC)

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.

NEW! Community Resource Program

Launching in July 2025, the Community Resource Program is designed for individuals determined eligible for services by the Department of Mental Health Division of Developmental Disabilities who do not have Targeted Case Management eligible Medicaid and do not have an Autism diagnosis. Throughout the past year, staff worked diligently to create a program offering person-centered guidance and connections to resources that support participants in building meaningful lives—at home, in the community and through work.

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.

Cameron sweeps the mats at CoMo Rocks as part of his job through the Summer Work Experience Program.

SWEP is designed to provide young adults with developmental disabilities the opportunity to build vocational skills in real-world job settings.





LWC helped Tom find a job sixteen years ago at the MU Student Union.

Tom has enjoyed his position and grown in his responsibilities including training and preparing new staff for daily activities.



Read more about Tom's employment success.



25

Total Job Placements through the IPS program in FY 25


95 days

Average job placement time for individuals receiving employment services

285

Adults served by BCFR who have competitive employment

With consistent support and encouragement from Boone County Family Resource's staff, **Lori is building healthy routines and making choices that align with her health goals.**

Learn more about Lori's health journey. 



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.

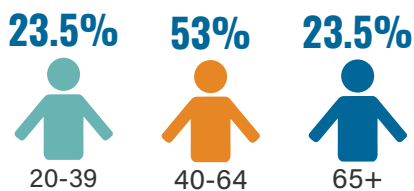
Citizenship and Advocacy

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 a wide variety of events and community activities throughout the year. Two individuals took their dream trip to Memphis with staff, while others traveled to Kansas City and St. Louis for various sporting events and sightseeing adventures. Many enjoyed local festivals, events, and farmers markets, as well as regular movie outings to Lakeside Ashland. Many stayed active with weekly visits to the gym and Zumba classes at Crunch Fitness. Individuals also proudly participated in Special Olympics and People First, continuing to show their community spirit and involvement.

Ages of 34 people in Supported Living



Dedicated Supported Living staff empower residents to stay active, involved and fulfilled—participating in the activities they love, both at home and throughout the community.

Grea joins other residents in celebrating Halloween with pumpkin painting and festive Halloween fun at her Supported Living site.



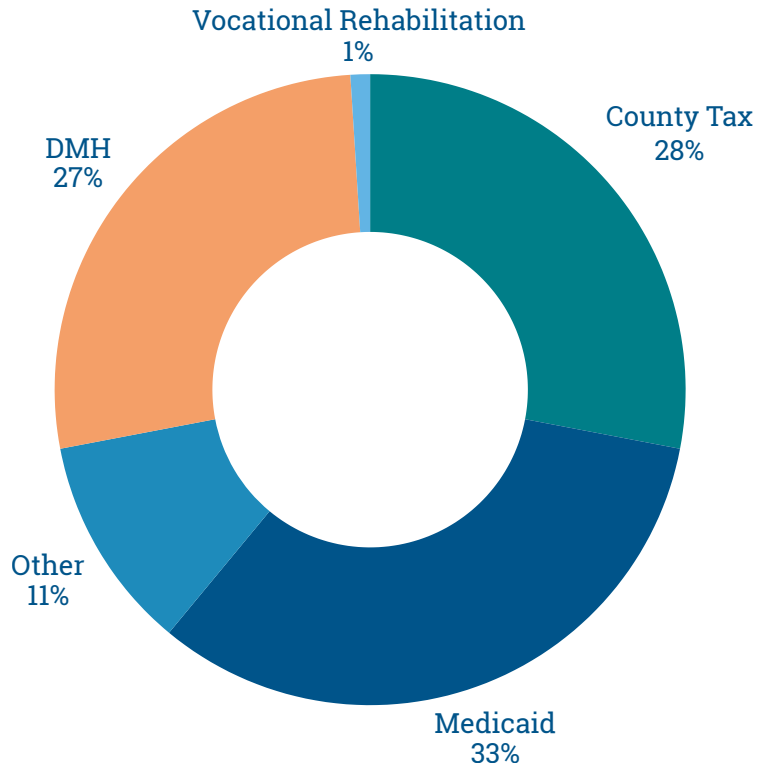
Financial Highlights

REVENUES

Revenues were \$16,035,920 during this time period.

This chart categorizes revenue by source:

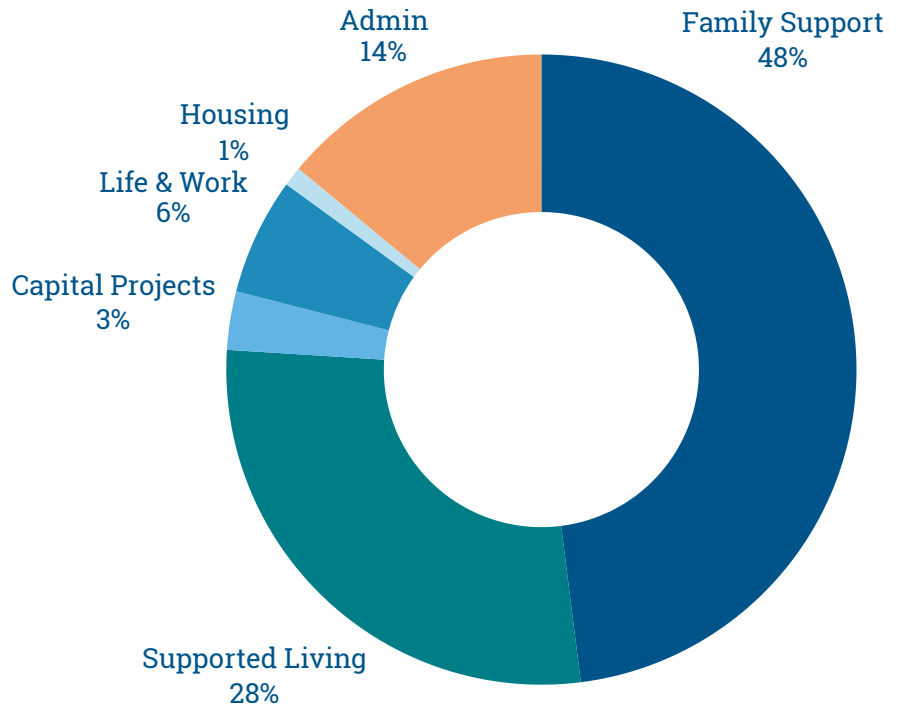
- County Tax is a property tax levy established in 1976 and increased through a ballot initiative in 1993
- Other includes client payments, interest and investment income, rental income, grants and donations
- Medicaid is federal and state reimbursement for services provided to eligible persons
- DMH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



EXPENDITURES

Operating expenditures were \$14,185,911 and capital expenditures were \$370,770 during this period.

This chart categorizes operating expenditures by agency program and capital projects.



As a public entity, Boone County Family Resources abides by applicable state and federal statutes and rules, including those governing 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.



Fostering Belonging

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



Our DEI committee hosted a table at MidMo Pride and organized a staff food drive for the Food Bank Market.

Agency Highlights

Innovation

We launched Teen Connections, a full-day workshop providing high school students with meaningful engagement on days off school. Recruitment efforts were strengthened through Instagram Reels and a customized lobby kiosk for walk-in applicants. We also launched a mental health resource page on the employee intranet, *Live Well. Work Well.*, and enhanced our onboarding process—each reflecting our continued commitment to supporting staff and strengthening our organizational culture.

Engaging in Advocacy

We actively supported and elevated the voices of people with disabilities through meaningful advocacy efforts. Staff and individuals served participated in Disability Rights Legislative Day, joining others statewide to promote inclusion and accessibility. We also welcomed State Treasurer Vivek Malek for a visit with staff, and hosted the Columbia Disability Issues Candidates Forum, where candidates for mayor, city council and the Columbia Public School Board addressed key questions and shared their perspectives on disability-related issues.

Investing in Learning

Our staff attended conferences, workshops and trainings—including MACDDS, Supported Decision Making, Aging with DD and benefits training—to support continued professional growth. We held disability awareness events including a community presentation on poverty from the City of Columbia and a presentation on refugees from City of Refuge.

Marking Milestones and Achievements

This year was defined by growth, innovation and celebration of our team's accomplishments. We honored significant staff and program milestones, including the retirements of three dedicated team members who had served BCFR for 24, 26 and 37 years.

Community Outreach and Engagement

We strengthened our presence and partnerships throughout Boone County by engaging with the community through a variety of events and partnerships. BCFR hosted a pit stop for the Caravan for Disabilities Freedom and Justice, spoke at the Mayor's Proclamation for Mental Health Awareness Week and connected with students and families at the Douglass High School Career Fair. We also took part in the Boone County Housing Summit, Mid-Mo Pridefest, the Columbia Values Diversity Celebration, and welcomed local food trucks throughout the summer, continuing to foster visibility and collaboration within our community.

BCFR also hosted two inclusive holiday events: a Bright Lights, Holiday Nights drive-through preview in partnership with Veterans United that drew 2,837 attendees, including 625 individuals served and their family members. The agency also held its largest-ever Cookies with Santa celebration, which welcomed nearly 300 participants.



BCFR Gives Back

This year, BCFR employees extended their spirit of service beyond the workplace supporting community causes through donations, volunteering and participation in local initiatives. Our team contributed to organizations such as The Food Bank for Central and Northeast Missouri, Wounded Warriors, City of Refuge, Central Missouri Humane Society, Heart of Missouri United Way, the Voluntary Action Center's Christmas Family Adoption Program, the Special Olympics Polar Plunge and the Red Cross Blood Drive. These efforts reflect the generosity and community spirit that define BCFR's culture—making a difference both in the lives of those we serve and across the broader community.



Staff enjoy cuddling adorable kittens following a Humane Society fundraiser sponsored by the Employee Awareness Committee.



Staff show off their creative costumes before braving the icy waters at the 2025 Polar Plunge in support of Special Olympics of Missouri.

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.



BCFR Annual Picnic

Members of the Elks Lodge prepared nearly 1,000 burgers and hot dogs on their large grill during the annual picnic at the MU Health Care Pavilion, marking the event's second year at this location.

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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