



BOONE CENTER, INC.

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# ANNUAL REPORT 2020

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ESSENTIAL IN EVERY WAY

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## MESSAGE FROM THE BOARD

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In a fiscal year like 2020 has been, it would be easy to enumerate the many challenges that BCI has faced, but instead, I'd like to share with you the triumphs.

Like the rest of the world, mid-March delivered many surprises to BCI. Up until then, we were moving through what was seemingly an expected year and enjoying nice progress toward our multi-year strategy to establish the employment continuum, including the continued expansion of our Skills Center. Immediately, I began to see the best of what BCI is and has always been...resilient, forward-thinking and committed.

### **Resilient**

The staff stepped up overnight to assess the risks to everyone in our BCI community and to implement new safety protocols. In a very short time frame, physical production and all employee spaces were adapted and safety protocols implemented. In an environment where familiarity and predictability are so important to many of our employees, team members were now greeted by masked supervisors and a temperature check, followed by safety training and adaptations in almost everything that happens all day long. And yet, the enthusiasm of every BCI employee has remained and even strengthened. In these months, teamwork and positive attitudes have continued to shine.

### **Forward Thinking**

While we are reacting to the new challenges of operating in the midst of a pandemic, our vision of the future is unchanged. We have continued to keep our packaging operations up and running, which has allowed us to ensure that BCI will be here for our employees to return to when it is safe for all. The staff created virtual learning opportunities so that all BCI team members could keep their skills sharp in the meantime, and efforts were doubled to keep Skills Center classes going.

### **Committed**

We have always taken seriously our mission to provide adults with developmental disabilities meaningful work, but we could have never predicted exactly how important the work of the BCI team would be. During the pandemic, BCI has continued our long partnerships with our packaging customers. Now striving to meet new levels of demand, the team has worked tirelessly to package and assemble many essential products including Lysol wipes, household cleaning items, and surgical curtains that have been shipped all over the country. Our employee's commitment to

continue to be part of our larger community and play an outsized role has been inspiring and has given a whole new meaning to fulfillment that can be found in a job.

The board has made designated funds available to ensure that we were able to pay our employees for a period of time while not working, offset increased expenses associated with COVID safety and operations adaptations, and continue to invest in the development of the Skills Center. We are thankful for our customers, agency partners and donors for your past and current support of BCI. It is because of your shared belief in our mission that we have been able to weather this storm and let the best of BCI show through.

Change is something that BCI has seen and has proudly driven a good deal of over our 61 years in existence. While we can't know exactly what this next fiscal year will bring, what I do know is that we have a resilient staff, a committed board, and faithful customers and donors that all believe in a mission that has been in action for decades...and will surely continue to for decades to come. We're perhaps more proud now than ever to be part of the fabric of our community and look forward to continuing to grow our partnerships to stay well and do well together.

  
CAROLYN BALFANY  
President, Board of Directors





**BCI's employment continuum** illustrates the unique range of employment programs and services we offer adults with disabilities. The continuum reflects our knowledge that every person has his or her own unique abilities—and every person can contribute. It outlines programs that meet individual needs, ranging from significantly supported employment in our Organizational Employment program at BCI Packaging to employment services, vocational training, and follow-along services for community employment in our Competitive Employment program. The continuum focuses on *full* employment and provides ongoing support so people with disabilities may achieve and sustain the employment of their choice and ability.



## OUR MISSION

To enrich the lives of adults with disabilities and their families by providing a choice of fulfilling work along a continuum of employment opportunities

## OUR VISION

People of all abilities have opportunity to achieve their full potential and find purpose in meaningful employment.

## EXECUTIVE TEAM\*

Interim Chief Executive Officer **RON KLOPPENBURG**  
 Chief Operations Officer **JACK GUTHRIE**  
 Chief Financial Officer **SUSAN CUTLER**  
 Executive Director Skills Center **TODD STREFF**  
 VP Human Resources and Employment Services **PHIL BERG**  
 VP Marketing and Communications **DEE GERSTENKORN**  
 Senior Director of Development **MONIQUE BYNUM**  
 Social Mission Director **KATIE JONES**

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\* As of June 30, 2020

# BY THE NUMBERS FY20 IN REVIEW



■ 216 at BCI-St. Peters (St. Charles County)  
■ 56 at BCI-Lincoln County (Moscow Mills)



**46**

Individuals served under Competitive Employment across 7 sites



**13**

Students served at the BCI Skills Center



**3**

Vocational programs at the BCI Skills Center



**\$16.5K**

Awarded in BCI Skills Center scholarships



**\$107,285**

Received in grants

and

**\$31,540**

Received in donated services and supplies (fair market value)



**98-99%**

Satisfaction rate across all categories in annual OES survey



**280**

Individuals provided free benefits analysis and counseling



**6**

All-facility emergency drills



**12**

Staff safety training sessions



**29.5M**

Units of products packaged

**14%**

Percentage of operating revenue provided through state and local government funding

**82.2%**

Percentage of operating revenue generated through BCI Packaging







Lily earns her dream job in childcare JULY 2019



First True graduation at the BCI Skills Center AUGUST 2019



Team members shine at BCI Packaging SEPTEMBER 2019



Amanda named an Employee of the Year DECEMBER 2019



BCI Skills Center launches Hospitality program JANUARY 2020



An "Essential Squad" of staff kept BCI afloat APRIL 2020



Scott completes at-home activities during the closure MAY 2020



The sixth wave returns to work at St. Peters JUNE 2020

## IN THEIR OWN WORDS

*What were your biggest takeaways from the year?*



*"We could not have made it through 2020 without RB, Henkel, and our other packaging customers. When COVID hit, they did not pull back. Instead, with faith in our abilities, they passed their strong household product demand onto us, knowing we wouldn't let them down. Our 'Essential Squad' of staff managed to keep business moving despite the loss of manpower and the fear of the pandemic. Trust was at an all-time high, and we are just so grateful to each and every partner and person that helped us make it through this challenging year."*

— Jack Guthrie, COO



*"Health and safety have been our priorities this year, but adaptability was the key to our success. The rules seemed to change daily, yet everyone at BCI was patient, understanding and compliant."*

— Katie Jones, Social Mission Director



*"We have an incredible team. With everything we went through this year, every department stepped in to do what needed to be done. We had BCI Skills Center personnel assisting with dismissals, Account Management helping with morning temperature checks, Maintenance servicing the handwashing stations and installing new air filtration systems, Employment Support Specialists giving reminders throughout the day on social distancing, handwashing and masks, Supervisors maintaining distancing on the production floor, and a cleaning crew that doubled in size. It was amazing to see."*

— Ron Kloppenburg, Interim CEO

# COVID-19 PANDEMIC

The COVID-19 pandemic began affecting our organization on March 16, 2020, when employees served under Organizational Employment Services (OES) were requested to stay home with pay. In an effort to keep them engaged and socially connected, we initiated a schedule of online training and virtual “socials”.

Without the adults with disabilities at work, BCI Packaging operated at 25% capacity from March through May. Furthermore, the Skills Center was unable to conduct classes, annual fundraising events were cancelled, and the organization incurred increased operational costs to create a safe return-to-work environment. Changes were made at all facilities to meet CDC guidelines. Production lines were spaced further apart, and additional break and lunch times were added to allow proper social distancing. We added plexiglass shields on the lunch room and production tables, increased cleaning schedules and supplies, checked temperatures, and required masks.

From May 4 to June 15, employees with disabilities were welcomed back to work in waves, restoring productivity to fulfill strong demand from our valued customers. As of June 30, BCI had 364 of its total employees back, of which 256 (286 in 2019) were adults with disabilities.

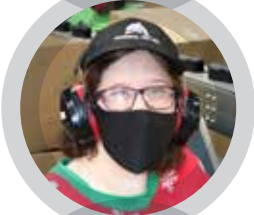
## IN THEIR OWN WORDS

*How did it feel when OES employees were asked to stay home during the first months of COVID?*



*“It was honestly not fun because I wanted to go do my job really bad. I’ve gotten really good at it! I was always asking my mom, ‘Is it time to go to work yet?!’ The training emails and Zoom meetings helped me keep my cool and not drive my mom nuts!”*

—Jenna D., OES, BCI-St. Peters



*“It stunk. I wasn’t able to be with my friends. Here at work, I’m busy. Being at home is just boring. I did the Happy Color app and prayed to keep my spirits up, but I am excited and happy to be back.”*

—Jennifer P., OES, BCI-St. Peters



*“We as a staff kept some lines running, but the floor was quiet and lonely without the Organizational employees (OES). We found ourselves doing a lot of ‘Do you remember when...’, and we looked forward to the virtual meetings. This gave us what we were missing. We are a family, and we missed all the OES terribly. Furthermore, as we did the jobs the OES normally do, we gained an even greater respect for them. Our goal was to keep the doors open so they had a place to come back to, but just as badly, we needed them back in our lives.”*

—Shawna Hammontree, Production Manager



**\$1.1M**

Estimated financial impact of COVID-19



**7+**

Number of weeks OES stayed home with pay



**6/2**

Weeks taken to phase St. Peters/ Lincoln County OES back to work



**1**

Number of days BCI Packaging was completely closed due to COVID



**41**

Number of online training activities sent to OES while they were home



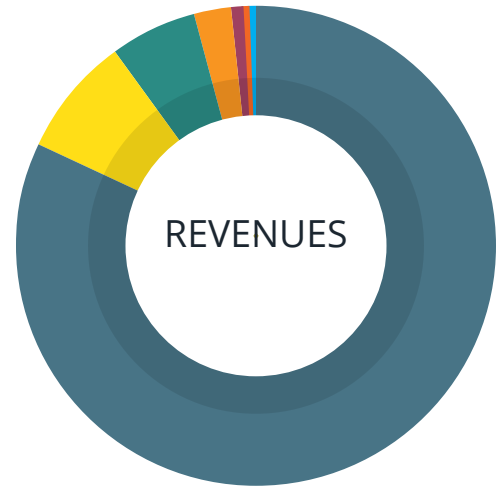
**16**

Number of Zoom “socials” hosted to ease social isolation

# FINANCIAL STATEMENT

Fiscal Year Ending June 30, 2020

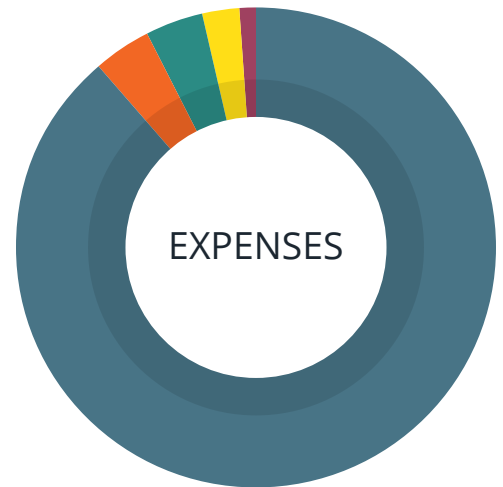
<b>Assets</b>	
Current Assets	\$9,777,364
Long Term Assets	3,598,332
<b>TOTAL ASSETS</b>	<b>\$13,375,696</b>
<b>Liabilities and Net Assets</b>	
<b>LIABILITIES</b>	
Current Liabilities	\$1,556,549
Long Term Liabilities	\$1,901,366
<b>TOTAL LIABILITIES</b>	<b>\$3,457,915</b>
<b>NET ASSETS</b>	
Unrestricted	
Net Investment PPE	\$3,327,382
Board Designated Reserves	4,824,540
Undesignated	1,668,341
Temporarily Restricted	97,518
Total Net Assets	\$9,917,781
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$13,375,696</b>
<b>Net Income</b>	
Total Revenues	\$19,198,190
Total Expenses	19,975,686
Net Income	-\$777,496



- 82.2% BCI Packaging
- 7.9% County Funding\*
- 5.9% State Funding\*\*
- 2.5% Competitive Employment
- 0.8% Charitable Donations
- 0.4% Investment/Misc. Income
- 0.3% Skills Center

\* St. Charles County DDRB, Vocational Rehabilitation, Lincoln County Community Opportunities

\*\* Department of Elementary and Secondary Education



- 88.7% BCI Packaging
- 4.0% Management and General
- 3.9% Competitive Employment
- 2.4% BCI Skills Center
- 1.0% Development

Special thanks to our funding partners:



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# THANK YOU TO OUR DONORS

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July 1, 2019 - June 30, 2020

## ANNUAL FUND

Mr. and Mrs. Doug Steinmeyer  
Mr. and Mrs. John Thurston  
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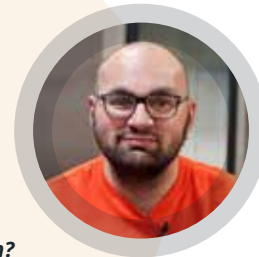
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## IN THEIR OWN WORDS

### *How did you grow through BCI's employment continuum?*

"I used to work a few hours a week with other people with disabilities—but I wanted to work out on my own like any other person. Now, I have a more challenging full-time job at True Manufacturing, and I'm always learning new things. It's exciting! Before the BCI Skills Center, I didn't think it would be possible to work at a big factory like True Manufacturing. Now, nothing can stop me!"

— Randy P., a first graduate of the True Manufacturing program at the BCI Skills Center





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The Saigh Foundation  
The Sunnen Foundation

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First Bank  
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Mrs. Jo Marie Lang  
Mrs. Joyce Holzum  
Ms. Mary Harvey  
Pundmann Ford  
Technology Partners

## 2ND ANNUAL JIM LANG MEMORIAL

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Capes Sokol Goodman  
Sarachan  
Collaborative Strategies  
Ensurity Ventures  
Esse Health  
Forklifts of St. Louis  
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Gallagher  
Hawthorne Financial, LLC  
Major Brands, Inc.

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Midland Paper, Packaging, & Supplies  
Morgan Stanley  
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Mr. and Mrs. James Castellano  
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Pantera's Pizza  
Pearl Solutions Group  
Permian Plastics, Inc  
Pickett, Ray & Silver  
RB  
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SJ Hollander Architect  
Slalom, LLC  
St Louis Business Forms  
Taphouse Pub and Patio  
Team Technologies Molding, Inc.  
Western Wire Products

## MEMORIALS AND HONORARIUMS

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Mr. and Mrs. Joseph Krucky

### *In Honor of Adam Kloppenburg*

Mr. and Mrs. Kevin Walters

### *In Honor of Ralph Coose*

Ms. Judith Johnson  
Ms. Lisa Coose - Burkemper

### *In Honor of Tony Spielberg*

Mr. and Mrs. Paul Cummings

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Mr. and Mrs. Jeff Sims  
Mr. and Mrs. Kevin Minard  
Mr. and Mrs. Neal Menscher  
Mr. and Mrs. Tom Barratt  
Mrs. Gloria Ehll  
Mrs. Joan Mayrose  
Ms. Carol Brown  
Ms. Mary Ellen Antonio  
Ms. Sheri Menscher  
Ms. Susan Lienemann

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David Stephen Bash***

Mr. Kendall Canfield

***In Memory of  
Elizabeth Ayres***

Mr. and Mrs. David Richard

Mr. and Mrs. Ken Stadler

Mr. Richard Mueller

Mrs. Alma Ayres

Mrs. Linda Schuette

Ms. Megan Briggs

Ms. Sharon Wolf

***In Memory of  
Joyce Sims***

Mr. and Mrs. Ted Schulte

***In Memory of  
Matt Farkas***

Baue

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Mr. and Mrs. Ron Kloppenburg

Mr. David Healzer

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Mrs. Elizabeth Harmon

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Mr. and Mrs. Scott Johnson

Ms. Judith Johnson

**CORPORATE AND  
FOUNDATION  
DONATIONS**

Advanced Fire Protection

Alan Green 4 Chesed Fund

Ameren Missouri

American Direct Marketing  
Resources, LLC

Andrew's Hugs

Champion Precast

Citi

Commerce Bank

Cuivre River Electric Com

Dejean Dufek

Donella Whalen

Formfast, LLC

Hawthorne Financial, LLC

John & Bernadine Foster  
Foundation

Knights of Columbus

Lake Forest Country Club

Major Brands, Inc.

Morgan Stanley

Motor Service, Inc.

Pearl Solutions Group

Pure Logistics

Secure Document Destruction

St. Louis University



*Patrick is a pro at palletizing*  
JULY 2019



*The inaugural Jim Lang  
Memorial Golf Tournament*  
OCTOBER 7, 2019



*Community support for the  
first-ever virtual 5K*  
MAY 2020



*Face masks and plexiglass  
shields are our new normal*  
MAY 2020



*ABC Group volunteers always  
lend a helping hand*  
JUNE 2020



**IN THEIR OWN WORDS**

***What did support mean during such a challenging year?***

"I've heard it said that those who are the happiest are those who do the most for others. This definitely describes our donors and volunteers at BCI. They continue to do the most for our organization and our people. Even in the midst of uncertainty, they showed up in support of BCI in a mighty way. These are our difference makers."

— Monique Bynum, Senior Director of Development



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