



First Resources Corp.
Connect. Engage. Empower.

**Outcome Measures Report
July 2023 - June 2024**

July 2023- June 2024 Year in Review

<u>Financial Indicator</u>	Previous Year	Current Year
Total Served	1255	1078
Total Small Group Employment Sites	5	4
New Small Group Employment Sites	0	0
Total Individuals in Community Placements	69	69
New Individual Community Placements	14	14
Total Can Redemption Revenue	\$34,650.28	\$20,281.44
Total Car Detailing Revenue	\$10,895.51	\$11,416.50
Total Small Group Revenue	\$91,749.00	\$88,447.43
Total Second Time Around Revenue	\$106,367.07	\$105,022.97
Total Donations	\$22,749.56	\$45,511.79
Total Grants/Contract Revenue	\$0	\$61,500.00
Total HHS Stimulus	\$0	\$0
Total ARPA	\$1,680,908.00	\$280,000.00

Our Mission, Vision, and Values

Our Mission: First Resources Corp provides community-based programs within integrity and respect that inspire hope and contribute to the well-being of the people we serve.

Our Vision: First Resources Corp exists to provide quality services for people based upon their individualized needs and desires. First Resources Corp exists within communities to enhance the abilities of those served and to be a productive participating member of their families and of their communities.

Our Core Values:

- Service Excellence
- Open Communication
- Constant Respect
- Professional Development
- Innovation

Our Services:

Disability Services: These services are provided to people who are on the Brain Injury Waiver, ID Waiver or Habilitation Waiver. Services provide opportunities for growth, maintenance of skills and the ability to make choices about their lives, recreate, etc. Services Include:

- Daily Supported Community Living (SCL)
- Hourly Supported Community Living (SCL)
- Home Based Habilitation (Hab)
- Day Habilitation (ADH and HDH)
- Respite
- Consumer Directed Attendance Care (CDAC)
- Consumer Support Services (CSS)

Employment Services: These services are provided to people through funding with Iowa Vocational Rehabilitation Services, Brain Injury Waiver, ID Waiver or Habilitation Waiver. Services provide opportunities for people to explore job opportunities, to secure, and to maintain employment of their choosing. Services include:

- Assessment/Job Discovery
- Job Development
- Job Coaching
- Small Group Employment
- Individual Placement Services

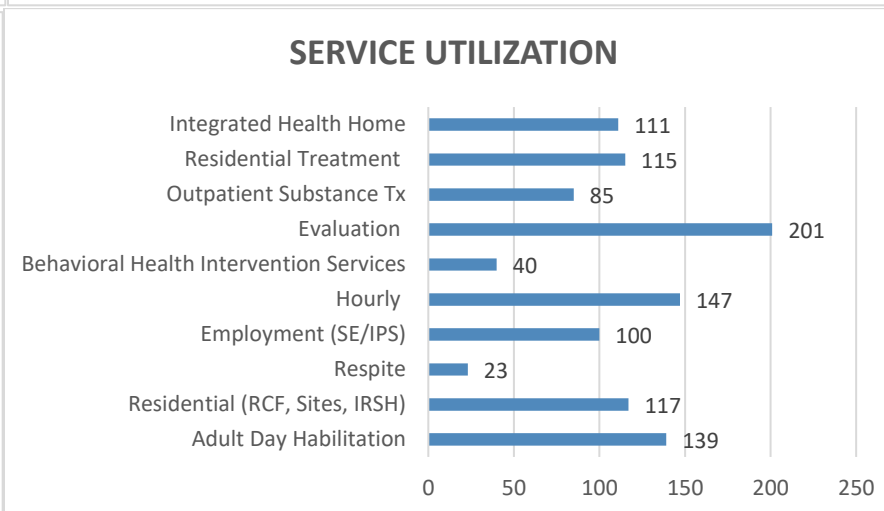
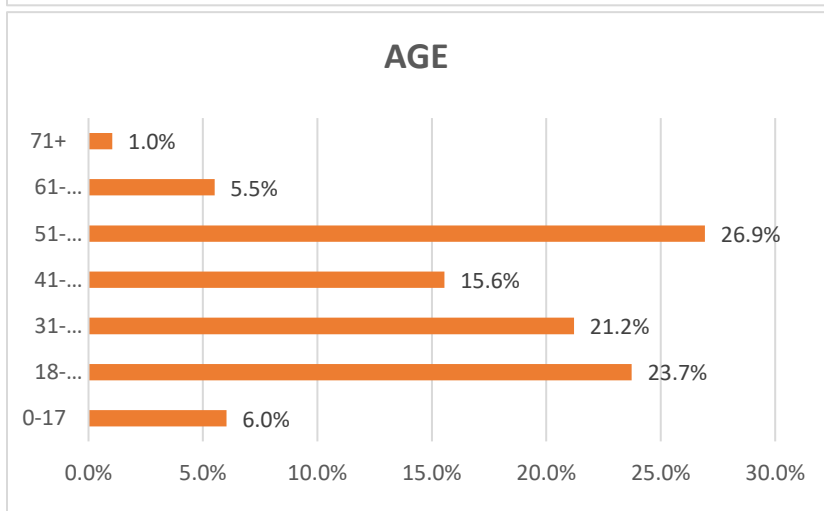
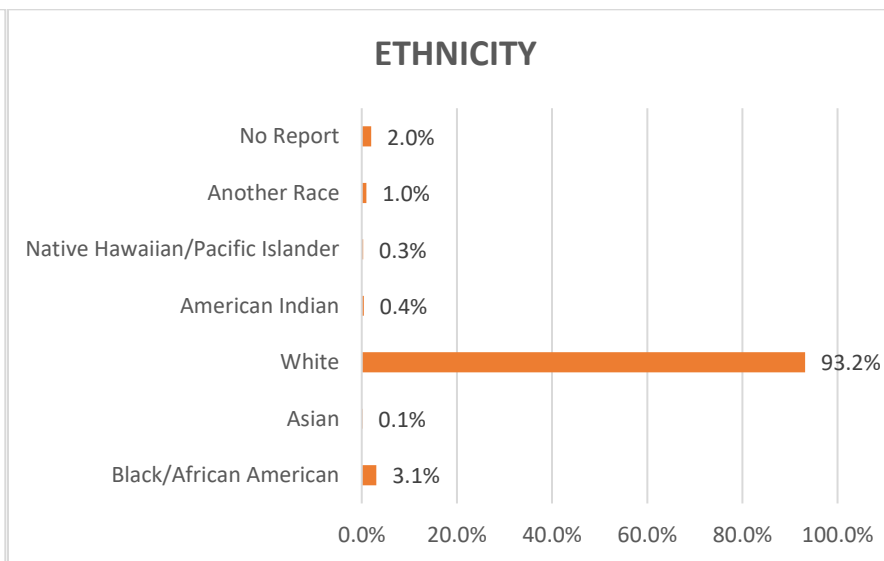
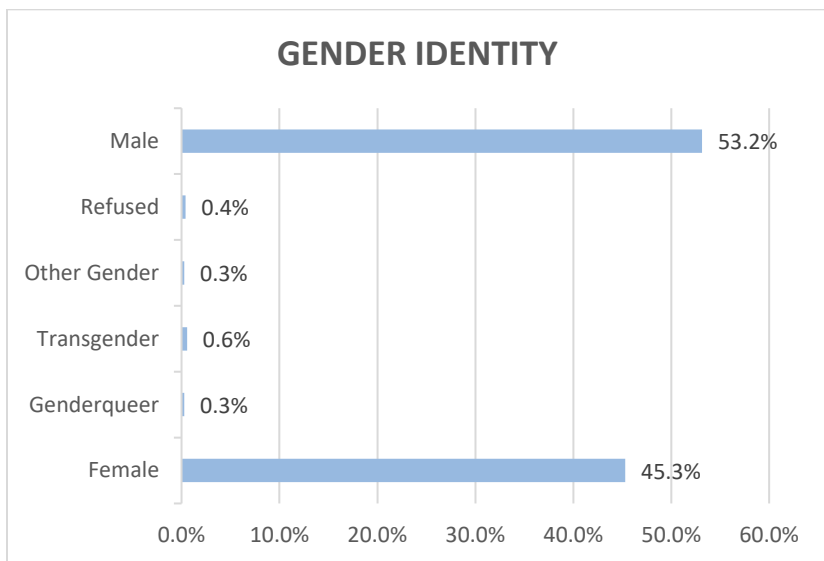
Behavioral Health Services: These services are provided to people through their private health insurance, DHS Decat Grants or sliding scale payments. The services address behavioral needs, mental health needs and substance abuse treatment needs for both children and adults. Services include:

- Substance Use Disorder Residential Treatment (Res Tx)
- Outpatient Substance Abuse (SA) Treatment
- Behavioral Health Intervention Services (BHIS)

Mental Health Services: These services are provided to people through Habilitation Waiver, ID Waiver, Regional Funding, and their personal health insurance. These services are designed to be short term support for people with mental health diagnosis to help them stabilize, maintain skills, and make plans to transition to independent living or services of their choosing. Services include:

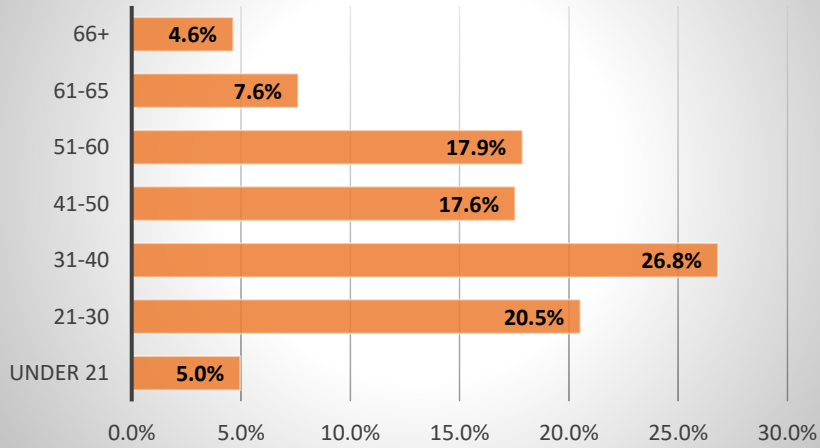
- Residential Care Facility (RCF)
- Intensive Residential Service Homes (IRSH)
- CHOICES Drop-In Center
- Integrated Health Homes (IHH)

Client Demographics

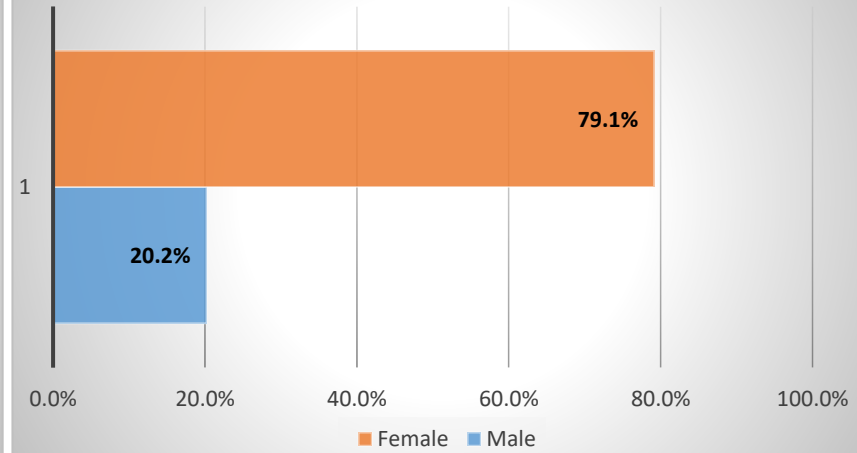


Staff Demographics

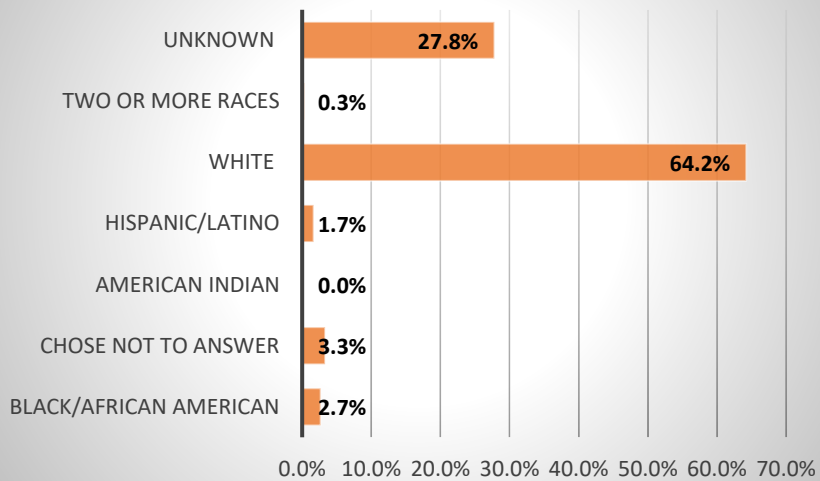
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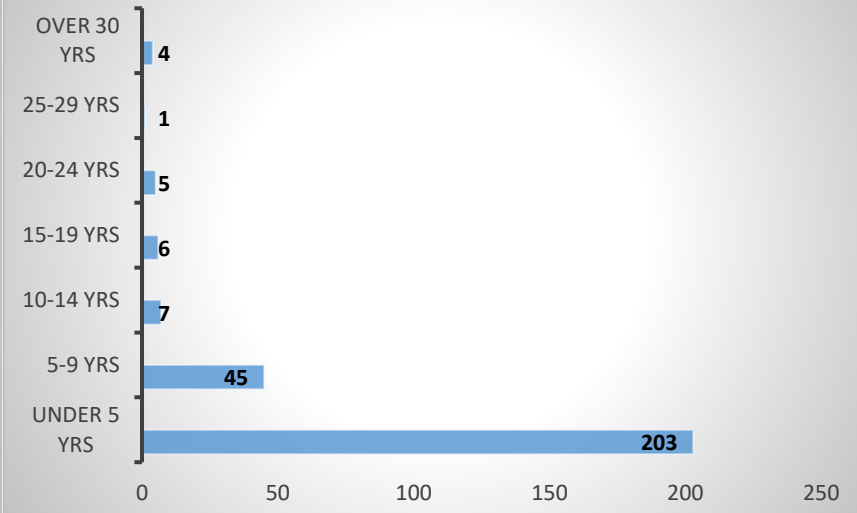
STAFF GENDER



STAFF RACE



STAFF TENURE



Analysis of Client Demographics:

- Demographic data is based on all clients entered in the Credible Electronic Health Record system. These would be people in service from 9/1/23-6/30/24. It does not include clients receiving Iowa Vocational Rehabilitation Services or people who may have accessed the CHOICES drop-in center.
- The agency remains consistent in supporting about 55% males and 45% females as well as most individuals being white/non-Hispanic descent.
- Over the past year the percentage of individuals between 51-60 has doubled. The agency has adjusted training to meet both the physical agility, health and activity needs of those served.
- With the implementation of the EHR system some programs are now combined in data. This year, hourly services incorporates both habilitation and supported community living hourly. Residential now includes daily residential, residential care facility, and intensive residential supports.
- The agency has begun the Individual Placement and Supports (IPS) program to support individuals with chronic mental health challenges secure employment.
- The agency has had significant turnover within the substance use programs as well as funding changes. The agency has seen a decline in about 200 people served in residential treatment and another 200 people seeking substance evaluations and/or outpatient support.
- Due to the loss of providers, the agency has chosen to end Therapy as well as Gender Specific Living Skills programs.

Analysis of Staff Demographics:

- Employees of First Resources Corp continue to be predominantly of white/non-Hispanic descent like the people served.
- The First Resources Corp service area continues to heavily focused on industry and farming; most men work in these areas. This leads to First Resources Corp workforce being predominantly female staff. The agency continues efforts to recruit male staff.
- There has been little change in the data related to staff age. Most employees continue to be between 21-40 years old. The agency continues to strive to offer a variety of shifts to accommodate many of these staff and their families.
- The agency has seen a shift in longevity from 5% of people who have been with the agency 5-9 years to now, 16% have been here 5-9 years. This is likely a reflection of the consistent work culture that has been established since the merger 4 years ago.

Development of the 2023-2024 Outcome Measures

The Outcomes Plan for 2021-2022 provided baseline data for First Resources Corp; this initial data reflects the impact COVID had on the agency, staff, and the people served. The organization felt that continuing our focused efforts on the goals would continue our focused efforts on consistency and preparation for the future. The 2022-2023 Outcomes Plan also reflects the implementation of a new electronic health record system which helps provide consistency in collecting data.

Community Integration (Day Habilitation) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Individuals in ADH	Will participate in at least 4 community integrated activities per month	50% of people	Activity Tracking Form	Day Hab Supervisor/Area Coordinator	48.1%	NA	NA	No
Efficiency	ADH	Will ensure client participation justifies staffing patterns.	90% of the time	Attendance Tracking and EHR (# Absent/(# absent + Total Notes Billed)	Day Hab Supervisor/Coordinator	82.3%	85.7%	-3.4%	No
Service Access	Individuals referred for ADH services	Will have time from acceptance in residential services to start of ADH services	Be within 60 days	Referral Tracking Form	QA Auditor/Director of Disability Services	51.6 days	53.9 days	+2.3 days	Yes
Satisfaction	Individuals in ADH	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys annually in the fall.	Area/Program Supervisors/ Quality Assurances Auditor	100%	100%	NA	Yes
Business Function	Staff in ADH	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer	75%	89.4%	-14.4%	No
	Staff in ADH	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer	Not Available	100%	Unable to determine	No
	FRC	Will minimize turnover of ADH staff	To 20%	ISolved	HR Director	12%	20.7%	+7.3%	Yes

Analysis/Trending of Community Integration (Day Habilitation) Outcome Objectives and Results: First Resources Corp expanded day habilitation services to people who have mental health diagnosis; for these participants, their attendance and ability to afford community activities is higher at the start of the month. Ongoing inclement weather this winter hindered attendance as well as community participation; it took several months before the programs were back to regular attendance and activities. The changes made in the referral processes enhance timely access to services. Turnover of Trainer staff caused a breakdown in training assignments and tracking this year; a committee is working to rectify this. Supervisors have worked well to coach and support staff and to minimize staff turnover in day-habilitation services.

HCBS Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Individuals living in Daily Site homes	Will have an annual physical completed	75% of clients	EHR System/ Appointment Tracking	Health and Safety Staff/Area Coordinators/Quality Assurance Auditor	33.1%	64.3%	-31%	No
Efficiency	Individuals in Hourly Supports	Will meet as scheduled (reducing no call/no show rates)	85% of the time	EHR	Area Coordinators	87.2%	88.5%	-1.3%	Yes
	Hourly Staff	Will maximize direct service time	70% per FTE	Billing	Area Coordinators	71.5%	56.1%	+15%	Yes
Service Access	Individuals referred for Residential services	Will have time from application to start of services	Be within 45 days	Referral Tracking Form	QA Auditor/Director of Disability Services	65.4 days	68.0 days	+2.6 days	Yes
Satisfaction	Individuals in Residential Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys annually in the fall.	Area/Program Supervisors/ Quality Assurance Auditors	100%	100%	NA	Yes
Business Function	Staff Providing Home Based Hab Services	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer/Director of Disability Services	Not Available	60%	Unable to determine	No
	Staff Providing Home Based Hab Services	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer/Director of Disability Services	Not Available	NA	Unable to determine	No
	FRC	Will ensure payee clients maintain resources under the eligibility guide	95% of the time	Resource Tracking Form	Payees/Supervisors/Area Coordinators	86.8%	NA	NA	No
	FRC	Will minimize turnover of HCBS Residential staff	To 20%	ISolved	HR Director	10.6%	15.2%	+4.6%	Yes

Analysis/Trending of HCBS Outcome Objectives and Results: First Resources Corp transitioned to a new electronic health record (EHR) system in September. Through this transition of client files, physicals were not consistently tracked; this has been remedied in the new EHR so records should be easier to track in the future. Supervisors' efforts to minimize staff travel time have had a positive impact on the direct vs indirect service time. The changes made in the referral processes are making it faster for people to access services. Referral data will now be split to track the timeliness of First Resources Corp practices vs the delay in securing funding. Turnover of Trainer staff caused a breakdown in training assignments and tracking this year; a committee is working to rectify this. Supervisors have worked well to coach and support staff and to minimize staff turnover in residential services.

Supported Employment Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Individuals in Supported Employment	Will obtain a community-based job	24 annually	Employment Tracking Form	Supported Employment Coordinator	10	13	-3	No
Efficiency	Individuals referred for Job Development	Will minimize the time from job development starting to job procurement	Within 30 days	Employment Tracking Form	Supported Employment Coordinator	18 days	NA	NA	Yes
Service Access	Individuals referred for HCBS Supported Employment services	Will minimize the time from referral to actual meeting	Within 30 days	Employment Tracking Form	Supported Employment Coordinator	Not Available	NA	NA	Unable to determine
Satisfaction	Individuals in HCBS Supported Employment services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys annually in the fall.	Quality Assurance Auditor	100%	100%	NA	Yes
	Employers working with Supported Employment services	Will maximize their overall satisfaction	At 95%	Employer satisfaction surveys annually in the fall.	Quality Assurance Auditor	No Data	100%	Unable to determine	Unable to determine
Business Function	FRC operated businesses	Will fulfill the agency mission by	Remaining financially viable	Monthly Financial Reports	CFO/Director of Employment Services	50%	62.5%	-12.5%	No
	Staff in Supported Employment Services	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer	100%	96.2%	+3.8%	Yes
	Staff in Supported Employment Services	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer	Not Available	90.9%	Unable to determine	Unable to determine

	FRC	Will minimize turnover of Supported Employment staff	To 20%	ISolved	HR Director	21.9%	14.9%	-5.2%	No
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Analysis/Trending of Supported Employment Outcome Objectives and Results: Economic changes have decreased employer’s willingness to employ people with disabilities. The economic changes and increased staff turnover have reduced the number of job secured. It has remained challenging to accurately track referrals, meeting and acceptance times. First Resources Corp is in the process of moving all referral tracking and all client service paperwork into the new EHR system; this should ease tracking efforts. The agency didn’t have any employers respond to our satisfaction surveys’ the agency will consider different means of outreach for the next survey. The employment team meets regularly to maximize our private business’s purpose/financial viability. Turnover of Trainer staff caused a breakdown in training assignments and tracking this year; a committee is working to rectify this.

Individual Placement Services Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	IPS Clients	Will engage in weekly Care Coordination Sessions with FRC	80% of the time	IPS Tracking Spreadsheet	IPS Clients	66.9%	NA	NA	No
	IPS Staff	Will meet with new potential employers	2 per week	IPS Tracking Spreadsheet	IPS Staff	28.2%	NA	NA	No
	IPS Clients	Will obtain a community-based job	24 annually	IPS Tracking Form	IPS Clients	8 jobs	NA	NA	No
Efficiency	Individuals referred for IPS	Will minimize the time from job development starting to job procurement	Within 30 days	IPS Tracking Form	Individuals referred for IPS	101.9 days	NA	NA	No
Service Access	Individuals referred for IPS	Will be notified of acceptance decision within 24 hours of FRC receiving a complete application.	95% of the time	IPS Tracking Spreadsheet	Individuals referred for IPS	83.6%	NA	NA	No
Satisfaction	IPS Clients	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys upon discharge	IPS Clients	Not Available	NA	NA	Unable to determine
Business Function	IPS Staff	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	IPS Staff	100%	NA	NA	Yes

Analysis/Trending of Individual Placement Services Outcome Objectives and Results: The IPS services started in the fall of 2023. Individuals in this program must have a diagnosis of chronic mental health needs. In addition, many are also challenged with homelessness, no transportation, criminal records and/or are on the sex offender registry. These combined factors impact their ability to meet regularly with staff. Staff turnover has also impacted on the ability to meet with new employers. First Resources Corp is proud to have assisted 8 people to find a job and is excited about ongoing progress.

Outpatient Substance Abuse Services Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Adults in Outpatient Behavioral Health Services	Will have a successful discharge from services	60% of the time	EHR System	Quality Assurance Auditor	43.2%	58.6%	-15.4%	No
Efficiency	Adults in Outpatient Behavioral Health Services	Will report an improvement in their quality of life after discharge	50% of the time	Follow Up Call Screening at 30 days	Quality Assurance Auditor	33.3%	100%	-66.7%	No
	Adults in Outpatient Behavioral Health Services	Will attend as scheduled (reducing no call/no show rates)	85% of the time	EHR System	Quality Assurance Auditor	72%	69.8%	+2.2%	No
	Adults in Outpatient Behavioral Health Services	Will have their ASAMS completed within defined timeframes	85% of the time	EHR System/File Audits	CADC/Quality Assurance Auditor	36.8%	NA	NA	No
Service Access	Individuals referred for Outpatient Behavioral Health Services	Will minimize the time from assessment to admission	To 7 days	EHR System	Director of Behavioral Health Services/ Office Assistant	6.5 days	5 days	+1.5 days	Yes
Satisfaction	Individuals in Outpatient Behavioral Health Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys	Director of Behavioral Health Services/Quality Assurances Auditor	100%	100%	NA	Yes
Business Function	CADC Staff	Will maximize time in billable direct service	62.5% per FTE	Billing	Accounting/Director of Behavioral Health Services	52.9%	49%	+3.9%	No

Analysis/Trending of Outpatient Substance Abuse Outcome Objectives and Results: The outpatient SUD program has ended services to children. The program had a second CADC for a period but then the longer-term staff left. This has negatively impacted many of the outcomes. The enforcement of a \$25 fee for no shows has slightly impacted client attendance rates. With the implementation of a new EHR system, the agency has changed how it calculates billable time.

Residential Treatment Services Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness Efficiency	Individuals in Residential Treatment	Will have a successful discharge	60% of the time	EHR System	Quality Assurances Auditor	74.1%	52.4%	+21.7%	Yes
	Individuals in Residential Treatment	Will improve their quality of life	50% of the time	Follow Up Call Screening at 30 days	Quality Assurances Auditor	60%	75%	-15%	Yes
Efficiency	Individuals in Residential Treatment	Will have their ASAMS completed within defined timeframes	85% of the time	EHR System/File Audits	CADC/Quality Assurances Auditor	37.2%	NA	NA	No
Service Access	Individuals in Residential Treatment	Will be connected to 4 or more community resources/natural supports prior to discharge	90% of the time	Tracking sheet	Service Coordinators	76.4%	84.8%	-8.4%	No
Satisfaction	Individuals in Residential Treatment Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys	Service Coordinator/ Quality Assurances Auditor	85.1%	95.7%	-11.6%	No
Business Function	FRC	Will minimize turnover of Residential Treatment staff	To 20%	ISolved	HR Director	15.2%	10.5%	-4.7%	Yes

Analysis/Trending of Residential Treatment Outcome Objectives and Results: The Residential Treatment program has revised several operational expectations. While this was initially concerning, positive results have been seen in successful discharges and follow-up call data. The satisfaction data during quarters 1 and 2 were down based upon client frustration with system changes; quarters 3 and 4 saw the satisfaction data increase significantly. The turnover of both the CADC and service coordinator at Oak Meadow has led to some decrease in community connections. The new EHR system allows for enhanced tracking and monitoring of regulatory expectations such as ASAMs being completed in a timely manner.

Behavioral Health Intervention Services (BHIS) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Individuals in BHIS services	Will increase social appropriateness skills	75% of the time	Pre and Post Social Skill Assessment	Director of Behavioral Health Services	Not Available	100%	Unable to determine	No
Efficiency	BHIS Providers	Will maximize time in billable direct service	50% per FTE	Billing	Accounting/ Director of Behavioral Health Services	21.7%	30.9%	-9.2%	No
Service Access	Individuals in BHIS services	Will minimize time from referral to services starting	Within 30 days	Referral Tracking	Director of Behavioral Health Services/Quality Assurances Auditor	55.5 days	53.3 days	+2.2 days	No
Satisfaction	Individuals in BHIS Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	Director of Behavioral Health Services/Quality Assurance Auditor	96.9%	100%	-3.1%	Yes
Business Function	FRC	Will minimize turnover of BHIS staff	To 20%	ISolved	HR Director	0%	16.3%	+16.3%	Yes

Analysis/Trending of BHIS Outcome Objectives and Results: First Resources added a second BHIS staff to help minimize referral time. For several months, First Resources struggled to get the required intake information from referring therapists. The delay in referrals starting has caused downtime for BHIS staff which is reflected in the billable direct time.

Residential Care Facility (RCF) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Clients with habilitation funding	Will see their mental health provider at least quarterly	95% of clients	Tracking Sheet	Mental Health Coordinator	100%	97.9%	+2.1%	Yes
Efficiency	FRC	Will maintain a capacity of at least 13 RCF clients	80% of the time	RCF Tracking Spreadsheet	Mental Health Coordinator	75.3%	NA	NA	No
	RCF Clients	Will have a successful and planned discharge each time	90% of discharged clients	Discharge	Mental Health Coordinator	72.9%	NA	NA	No
Service Access	RCF Clients	Will participate in at least 1 community integrated activity per month	70% of clients	Activity Tracking Form	Mental Health Coordinator	54.3%	64.1%	-9.8%	No
	RCF Clients	Will participate in at least 2 in-house skill building activities per month	70% of clients	Activity Tracking Form	Mental Health Coordinator	94.8%	NA	NA	Yes
Satisfaction	RCF clients	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	Mental Health Coordinator /Quality Assurances Auditor	100%	98.0%	+2%	Yes
Business Function	RCF Staff	Will complete CPI training within 3 months of hire (existing staff by 12/31/23)	95% of the time	I Solved	Mental Health Coordinator	71.4%	NA	NA	No

	RCF Staff	Will complete SafeTalk training within the 3 months of hire (existing staff by 12/31/23)	95% of the time	I Solved	Mental Health Coordinator	86.8%	NA	NA	No
	New RCF Staff	Will complete initial Habilitation training within designated timeframes.	95% of the time	I Solved	Mental Health Coordinator	100%	58.3%	+41.7%	Yes
	RCF Staff	Will complete annual habilitation training within designated timeframes	95% of the time	Relias	Mental Health Coordinator/Trainer	100%	NA	NA	Yes
	FRC	Will minimize turnover RCF staff	To 20%	ISolved	Trainer	8.6%	7.1%	+1.5%	Yes

Analysis/Trending of RCF Outcome Objectives and Results: The Residential Care Facility (RCF) program continues to focus on short term (approximately 3 month) transition for people with mental health needs. As such, staff focus on getting the individuals appropriate mental health care and start a focus on participation with both in house and community activities. This aids in a smooth transition for people as they discharge back to their home/community. The agency continues to focus on having well trained staff; issues within the Relias learning management system continue to hinder full assessment of training. The low turnover at the RCF may be attributed to their focus on teamwork and respect amongst the staff.

Intensive Residential Service Home (IRSH) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	IRSH Clients	Will have monthly team meetings while being served	80% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	97.5%	NA	NA	Yes
	IRSH Clients	Will engage in weekly Care Coordination Sessions with FRC	80% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	78.3%	NA	NA	No
	IRSH Clients	Will engage in skill building activities daily	50% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	73.7%	NA	NA	Yes
Efficiency	IRSH Clients	Will have a successful and planned discharge	80% of discharged clients	Discharge	Mental Health Coordinator	100%	NA	NA	Yes
Service Access	Individuals referred for IRSH (<i>when there is an opening</i>)	Will be notified of acceptance decision within 24 hours of FRC receiving a complete application.	95% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	95.3%	NA	NA	Yes
	Individuals accepted for IRSH	Will admit to IRSH within 29 days of their acceptance	95% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	100%	NA	NA	Yes
Satisfaction	Stakeholders who made an admitting referral to IRSH	Will maximize their overall satisfaction	At 90%	Admission Stakeholders survey upon client admission	Mental Health Coordinator	100%	NA	NA	Yes

	IRSH Clients	Will maximize their overall satisfaction	At 90%	Client Satisfaction survey done quarterly	Mental Health Coordinator	91.6%	NA	NA	Yes
	Stakeholders who were involved with the client at discharge	Will maximize their overall satisfaction	At 90%	Discharge Stakeholders survey upon client discharge	Mental Health Coordinator	100%	NA	NA	Yes
Business Function	IRSH Staff	Will complete CPI training within 3 months of hire (existing staff by 12/31/23)	95% of the time	I Solved	Mental Health Coordinator	95.8%	NA	NA	Yes
	IRSH Staff	Will complete ASIST training within the 3 months of hire (existing staff by 12/31/23)	95% of the time	I Solved	Mental Health Coordinator	50%	NA	NA	No
	New IRSH Staff	Will complete initial IRSH training within designated timeframes.	95% of the time	I Solved	Mental Health Coordinator	100%	NA	NA	Yes
	IRSH Staff	Will complete annual IRSH training within designated time frames.	95% of the time	Relias/I Solved	Mental Health Coordinator	100%	NA	NA	Yes
	FRC	Will minimize turnover IRSH staff	To 20%	I Solved	HR Director	Unable to determine	NA	NA	Unable to determine

Analysis/Trending of Outcome Objectives and Results: First Resources Corp’s Intensive Residential Service Home (IRSH) program is a short-term transitional program designed to support individuals with intense mental and/or behavioral health needs. This is one of 3 programs in the state of Iowa. There is a

dedicated focus on having well trained staff for the program. The program is recognized by both individuals, guardians and other stakeholders for its effective support. As such the agency has been awarded a second IRSH home.

CHOICES Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Satisfaction	CHOICES Participants	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	CHOICES Coordinator/Quality Assurances Auditors	98.5%	100%	-1.5%	Yes
Business Function	CHOICES Staff	Will complete CPI training within 3 months of hire (existing staff by 12/31/23)	95% of the time	I Solved	CHOICES Coordinator	0%	NA	NA	No
	CHOICES Staff	Will complete SafeTalk training within the 3 months of hire (existing staff by 12/31/23)	95% of the time	I Solved	CHOICES Coordinator	0%	NA	NA	No
	CHOICES Staff	Will complete PSS Training within the 6 months	95% of the time	I Solved	CHOICES Coordinator/Director of Mental Health Services	50%	NA	NA	No
	FRC	Will minimize turnover of CHOICES staff	To 20%	I Solved	HR Director	13.4%	13.9%	+5%	Yes

Analysis/Trending of CHOICES Outcome Objectives and Results: First Resources Corp has had a transition of supervisory staff during the year. This may have impeded getting all staff trained in a timely manner. All CHOICES staff are certified Peer Support Specialists.

Integrated Health Home Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Newly enrolled individuals	Will have their PSCP done within 30 days of approved enrollment	95% of enrollees	IHH Tracking Spreadsheets	IHH Supervisor	90.3%	90.2%	+1.1%	No
Efficiency	IHH Clients	Will have a successful IHH contact billed each month	95% of the time	IHH Tracking Spreadsheets	IHH Supervisor	97.5%	94.1%	+2.6%	Yes
	IHH Clients	Will have a Body Mass Index (BMI) recorded within the last year	90% of the time	IHH Tracking Spreadsheets	IHH Supervisor	95.9%	98.3%	-2.4%	Yes
	All members who are hospitalized for mental health	Will have a completed follow-up appointment with a mental health professional within 7 days post discharge	90% of the time	IHH Tracking Spreadsheets	IHH Supervisor	79.2%	60.3%	+18.9%	No
Service Access	Individuals referred for IHH Supports	Will be initially contacted/attempted contact	Within 2 business days of their referral date	IHH Tracking Spreadsheets	IHH Supervisor/IHH Intake Coordinator	100%	100%	NA	Yes
	Individual referrals who fully qualify for IHH enrollment	Will be approved within 30 days of the referral intake meeting	80% of the referrals	IHH Tracking Spreadsheets	IHH Supervisor	78.4%	69.8%	+8.6%	No

	Individual referral who qualifies for service but have Iowa Health and Wellness Medicaid	Will have a medically exempt form done/set within 3 business days of receiving the dx info	90% of the referrals	IHH Tracking Spreadsheets	IHH Supervisor/IHH Intake Coordinator	94.3%	100%	-5.7%	Yes
Satisfaction	Individuals in IHH Services	Will maximize their overall satisfaction	At 95%	Satisfaction Surveys	IHH Supervisor/ Director of Mental Health Services	100%	NA	NA	Yes
Business Function	FRC	Will increase the number of enrolled members by 7 per month	80% of the time	IHH Tracking Spreadsheet	IHH Supervisor	9.1%	NA	NA	No

Analysis/Trending of Outcome Objectives and Results: First Resources Corp IHH program is commended by the state for quality and consistency in services. Outcome data reflects the focus on timely support for individuals. IHH staff work diligently to assist the client in getting timely mental health care, but limited provider availability does factor into this.

Satisfaction

Objective	Goal	Current Results	Past Results	Progress Made?	Overall Goal Met?
Maximize overall client satisfaction	95%	97.6%	97.8%	-.2%	Yes
Maximize overall stakeholder (ie: Parents, guardians, referral partners) satisfaction	95%	90.9%	95.9%	-5%	No
Maximize overall employee satisfaction	95%	91.0%	89.3%	+1.7%	No

Analysis/Trending of Satisfaction:

- There was a slight decrease in client satisfaction.
 - The HCBS, SE and ADH client satisfaction data was to be done at annual meetings. As the agency moved to a complete Electronic Health Record (EHR) system in September 2023, the paper satisfaction forms were often forgotten. This has led to a decrease in data for the year. The agency will return to collecting this data at a set time each year.
 - The IRSH, RCF, Substance Disorder and BHIS satisfaction data is collected quarterly. This will resume.
 - IPS satisfaction was not collected. This will be collected quarterly for the upcoming year.
- There was a decline in overall stakeholder satisfaction this year. Stakeholder feedback from guardians was minimal; the agency has worked to update guardian addresses in the new EHR system with hopes of reaching more guardians. The turnover of case managers may have limited input from other external stakeholders.
- First Resources Corp was excited to see an increase in overall employee satisfaction. The increase in satisfaction as well as the decrease in employee turnover reflects the efforts to train and support staff at all levels of the organization.

Staff Recruitment, Retention and Training

While First Resources Corp maintains focused on hiring quality staff, the applicant pool can challenge this effort. Applicant pools ebb and flow for the agency overall. Recruiting in the smaller communities is the largest challenge. The agency continues to adapt recruitment efforts to meet each communities' needs.

First Resources Corp continues to focus on providing thorough and quality training for all employees. Each new employee attends a four-day orientation at the corporate office before moving to an on-the-job orientation and shadowing. Set orientation guides help ensure staff are trained consistently throughout the agency.

Continuing the focus on well-trained and prepared staff, the agency has invested time and money in having in-house trainers. The following training programs are open to all staff:

- Non-Violent Crisis Prevention
- Compassion Without Fatigue
- Intro to Trauma Informed Care
- Safe Talk
- Applied Suicide Intervention Skills Training (ASIST)
- Care Mentor (safe client handling)
- Substance Disorder 101
- Mental Health 101
- Gender Identity 101
- CPR/First Aid

First Resources Corp realizes the importance of quality supervisors. The agency provides orientation related specifically to supervisors as well as on the job orientation for the position. Monthly HR sessions and quarterly supervisor training provides an opportunity for supervisors to learn as well as connect with others. Department huddles and teams’ calls are used regularly to address issues as they arise.

During the past year, the agency has struggled with online training. The agency identified errors in developing and assigning training plans for specific service areas which led to the agency not meeting training requirements for required annual and program specific training. The agency has invested in new training staff as well as established a training committee that meets monthly to define and monitor training needs.

The various recruitment and training efforts are reflected in the agency outcomes. First Resources Corp went from 14% to 6.5% in employee turnover and saw a 1.7% increase in employee satisfaction data.

Client Incident Trends

Agency changes that impacted the data:

- First Resources Corp implemented a new Electronic Health Record (EHR) system on September 1, 2023.

Type of Incident	July 22-June 23 Incidents	July 23-June 24 Incidents	Notes
Abuse/Neglect	5	3	
Car Accident	3	0	
Death	0	2	Both incidents were for clients not receiving 24-hour support; they both had pre-existing health conditions.

Drug Use/Possession	0	0	
Elopement	50	35	Most of the elopements continue to occur in the IRSH or RCF program where individuals have increased mental health and behavioral challenges. The team works diligently with each person on skill building to minimize their need to elope.
Emergency Mental Health Treatment	37	34	The agency feels that the number of people seeking mental health treatments has remained steady. Staff continue to focus on skill building to help individuals manage their mental health symptoms. There have been several situations where mental health treatment was truly needed but community resources were not available to assist the individual; the agency continues to advocate for better crisis intervention and hospitalization support.
Fall	79	90	First Resources continues to serve an aging population. The percentage of people over 50 increased by nearly 13% this year. The agency has been proactive with implementing training on fall prevention, lifting assistance and other mobility needs. The agency has also worked with individuals who have needed more support to seek a higher level of care.
Major Medication Error	3	1	
Sexual Assault	3	0	
Law Enforcement Intervention	26	27	Most of the law enforcement interventions continue to occur in the IRSH or RCF program where individuals have increased mental health and behavioral challenges. The team works diligently with each person on skill building to minimize their need to seek law enforcement intervention.
Physical Injury- Seen by Dr	8	15	Some of these injuries are related to falls. The implementation of the new EHR system may have increased documentation as well.

Major Goal Areas for 2024-2025 and beyond (presented in no order):

- Implement Electronic Medication Administration Records for clients
- Implement an internal web page for staff to easily access the materials needed and to improve overall agency communications.
- Implement True Link Client Financial supports
- Increase revenue streams to best meet agency needs and minimize dependency on Medicaid services.
- Expand service options to best meet the needs of the people served.
 - Begin Peer Support Services
 - Restart Transitional Services
 - 3.1 level of care for residential treatment
 - Open a 2nd IRSH facility
- 20% growth within each program
- Improve retention and training of staff.
- Enhance First Resources Corp IT program for security and ease of users