Outcome Measures Report
July 2022- June 2023

July 2022- June 2023 Year in Review

Financial Indicator	Previous Year	Current Year
Total Served	915	1255
Total Small Group Employment Sites	7	5
New Small Group Employment Sites	0	0
Total Individuals in Community Placements	67	69
New Individual Community Placements	27	14
Total Can Redemption Revenue	$12,127.11	$34,650.28
Total Car Detailing Revenue	$9,459.09	$10,895.51
Total Small Group Revenue	$266,398.00	$91,749.00
Total Second Time Around Revenue	$103,645.90	$106,367.07
Total Donations	$81,919.00	$22,749.56
Total Grants/Contract Revenue	$309,347.00	$0
Total HHS Stimulus	$366,391.16	$0
Total ARPA	$909,904.00	$1,680.908.00

Our Mission, Vision, and Values

Our Mission: First Resources Corp provides community-based programs within integrity and respect that inspire home 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 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 grown, maintenance of skills and the ability to make choices about their live, recreate, etc. Services Include:
- Daily Supported Community Living (SCL)
- Hourly Supported Community Living (SCL)
- Home Based Habilitation (Hab)
- Adult Day Habilitation (ADH)
- 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 the opportunities for people to explore job opportunities, to secure, and to maintain employment of their choosing. Services include:

- Assessment/Job Discovery
- Job Development
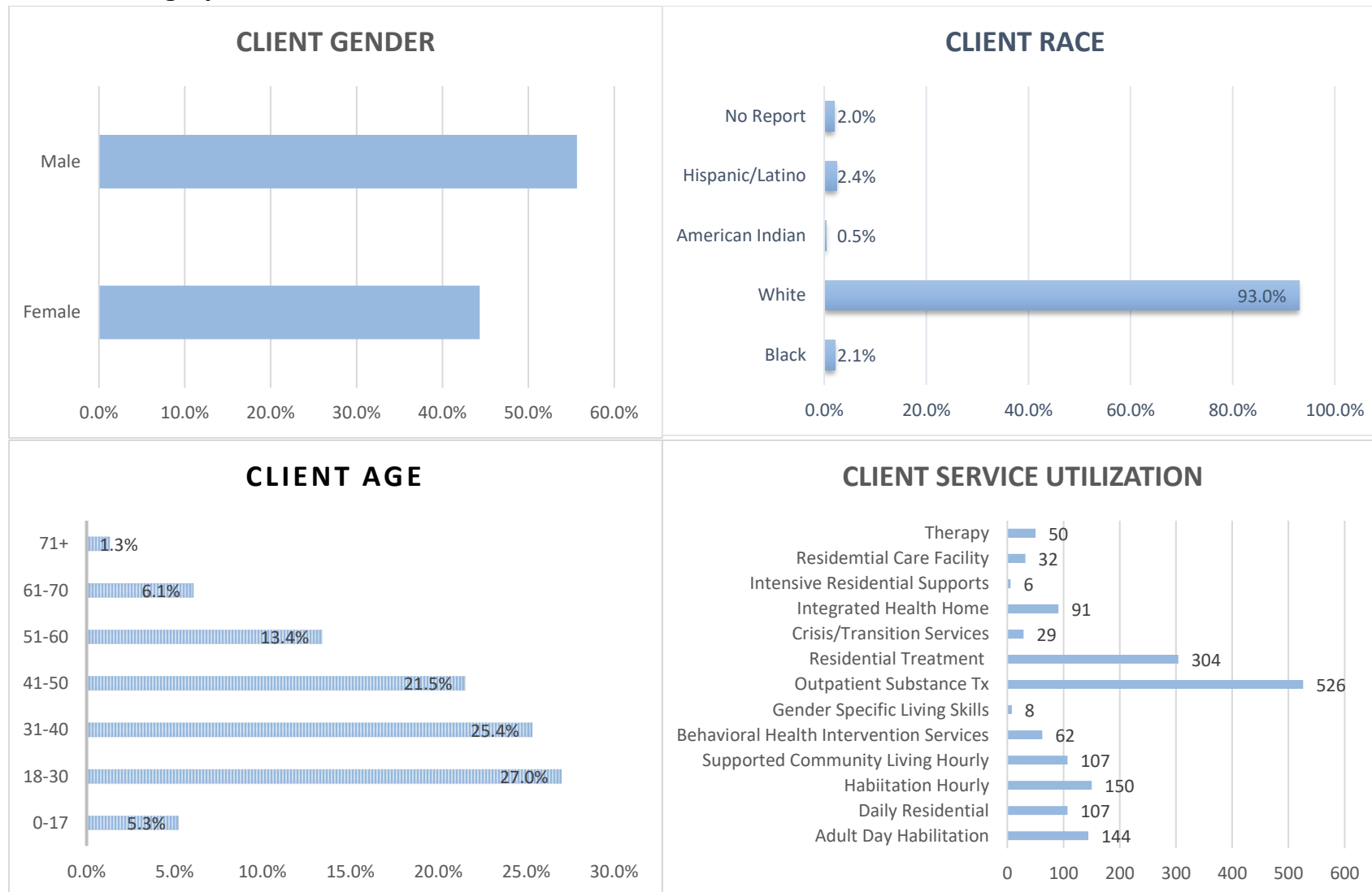- Job Coaching
- Small Group Employment

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:

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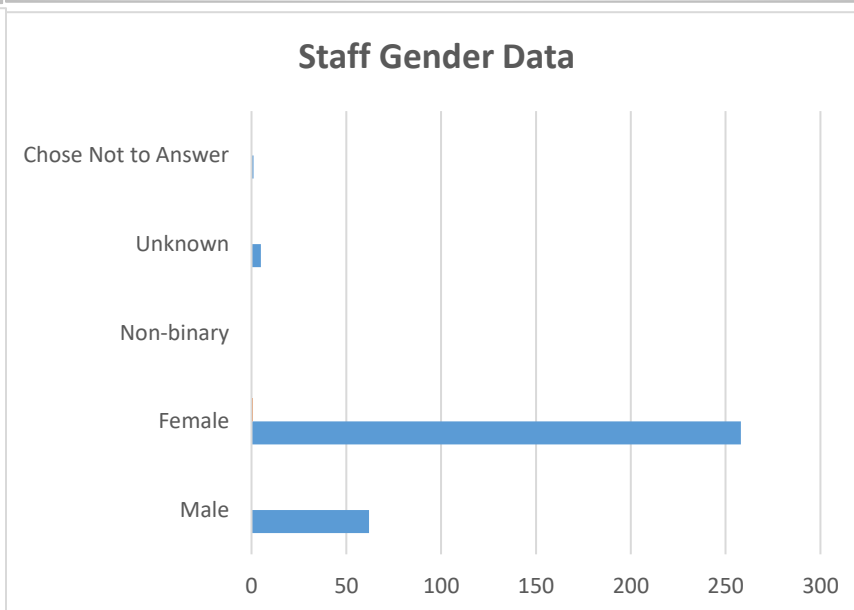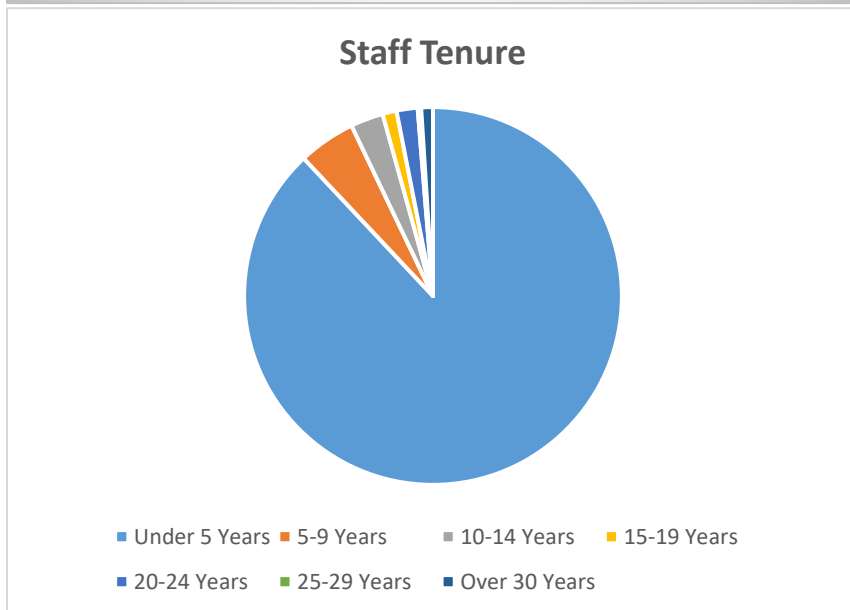- Behavioral Health Intervention Services (BHIS)

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:

- Mental Health Therapy
- Residential Care Facility (RCF)
- Intensive Residential Service Homes (IRSH)
- Transitional Services (TS)
- CHOICES Drop-In Center
- Integrated Health Homes (IHH)

Client Demographics

CLIENT GENDER

Gender	Percentage
Male	~56%
Female	~44%

CLIENT RACE

Race	Percentage
No Report	2.0%
Hispanic/Latino	2.4%
American Indian	0.5%
White	93.0%
Black	2.1%

CLIENT AGE

Age	Percentage
71+	1.3%
61-70	6.1%
51-60	13.4%
41-50	21.5%
31-40	25.4%
18-30	27.0%
0-17	5.3%

CLIENT SERVICE UTILIZATION

Service	Count
Therapy	50
Residemtial Care Facility	32
Intensive Residential Supports	6
Integrated Health Home	91
Crisis/Transition Services	29
Residential Treatment	304
Outpatient Substance Tx	526
Gender Specific Living Skills	8
Behavioral Health Intervention Services	62
Supported Community Living Hourly	107
Habiitation Hourly	150
Daily Residential	107
Adult Day Habilitation	144

Staff Demographics

STAFF AGE

Age	Percentage
66+	4%
61-65	6%
51-60	21%
41-50	19%
31-40	24%
21-30	22%
UNDER 21	3%

STAFF RACE

Race	Percentage
UNKNOWN	33.4%
WHITE	57.8%
HISPANIC/LATINO	
AMERICAN INDIAN	
CHOSE NOT TO ANSWER	4.
BLACK/AFRICAN AMERICAN	

Staff Tenure

Under 5 Years ■ 5-9 Years ■ 10-14 Years ■ 15-19 Years ■ 20-24 Years ■ 25-29 Years ■ Over 30 Years

Staff Gender Data

Gender	
Chose Not to Answer	
Unknown	
Non-binary	
Female	
Male	

Analysis of Client Demographics:

- Over the past year, there has been an increase of 7.7% of clients who are between the ages of 18 to 50.
- Over the past year, there has been a decrease of nearly 6% related to people served over the age of 50. This continues to be due to people needing a higher level of care than First Resources Corp provides.
- No significant differences related to gender or race/ethnicity.
- The agency has added Intensive Residential Service Homes this year. This program is open to up to 4 people at a time.
- The agency has expanded our Community Integration (Day Habilitation) programs to include people on the habilitation waiver. This program is called Hab Day Hab (HDH). There are currently 10 people in this program.
- Some services have been limited due to staff vacancies. For example, BHIS services went from 4 providers to 1, Substance Abuse Counselors went from 3 providers to 1, and currently we have no therapists. The agency continues to recruit for these positions.

Analysis of Staff Demographics:

- Employees of First Resources 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.
- Over the past year, there has been a 5.4% increase in staff that are 30 or younger and nearly a 4% decrease in staff between the ages of 31 to 40. The percentage of staff that are 50 or older has remained consistent. As such the agency has made concerted efforts to encourage the use of social media, community participation and integration of staff through various processes/projects. The agency has also offered training regarding intergenerational gaps.

Development of the 2022-2023 Outcome Measures

First Resources Corp merged with Tenco on 7/2020. A blended outcomes plan was not established until January 2021, but combined practices were not complete until closer to July 2021. Therefore, the organization felt that the Jan to July 2021 plan was used to establish a baseline while the 2021-2022 Outcomes Plan provided the opportunity for the agency to grow and shape its future while addressing ongoing staff shortages and impacts of COVID. The organization felt that continuing the same goals into 2022-2023 would continue our focused efforts on consistency and preparation for the future.

Community Integration (ADH) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results	Past Results	Progress Made	Overall Goal Met
Effectiveness	Adult Day Hab Staff	Will plan community integrated activities	3 times per week	Original Activity Calendar	Day Hab Supervisor/Coordinator	68.8%	75.0%	-6.2%	Not Met
	Individuals in ADH	Will participate in at least 2 community activities a month	50% of the people	Activity Tracking Form	Day Hab Supervisor/Coordinator	68.8%	56.1%	NA as measurement changed	Met
Efficiency	ADH	Will ensure client participation justifies staffing patterns	90% of the time	Attendance Tracking and EHR System	Day Hab Supervisor/Coordinator	85.7%	79.0%	+6.7%	Not Met
Service Access	Individuals referred for ADH services	Will have time from acceptance in residential services to start of services	Be within 30 days	Referral Tracking Form	QA Auditor/Director of Disability Services	53.9 days	41.3 days	-12.6 days	Not Met
Satisfaction	Individuals in ADH	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys at annual meetings	Area/Program Supervisors/ Quality Assurance Auditor	100%	98.7%	+1.3%	Met
Business Function	Staff in ADH	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer	89.4%	70.0%	+19.4%	Not Met
	Staff in ADH	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer	100%	57.9%	+42.1%	Not Met
	FRC	Will minimize turnover of ADH staff	To 20%	ISolved	HR Administrator	20.7%	50.0%	+29.3%	Not met

Analysis/Trending of Community Integration (ADH) Outcome Objectives and Results: First Resources Corp provides services in predominantly rural areas. Transportation to get to various activities can be limited; this is an even bigger challenge for folks needing wheelchair accessible transportation. The shortage and price of vehicles since COVID adds to the challenge. While staff turnover has improved significantly, staff vacancies/turnover has at times limited First Resources Corp's ability to complete the planned activities. The amount of time for service access increased due to the expansion of the Hab Day Hab services; there was a delay in funding being secured for the services to start.

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	90% of clients	Appointment Tracking in EHR System	Health and Safety Staff/Area Coordinators/Quality Assurance Auditor	64.3%	45.1%	+19.2%	Not Met
Efficiency	Individuals in Hourly Supports	Will meet as scheduled (reducing no call/no show rates)	85% of the time	EHR System	Area Coordinators	88.5%	83.6%	+4.9%	Met
	Hourly Staff	Will maximize direct service time	75% per FTE	Billing	Area Coordinators	56.1%	58.0%	-1.9%	Not Met
Service Access	Individuals referred for Residential services	Will have time from acceptance to start of services	Be within 45 days	Referral Tracking Form	Quality Assurance Auditor/Director of Disability Services	48.4 days	68.0 days	+11.6 days	Not Met
Satisfaction	Individuals in Residential Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys at annual meetings	Quality Assurance Auditor/Director of Disability Services	100%	98.7%	+1.3%	Met
Business Functions	Staff Providing Home Based Hab Services	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer	60%	N/A		Not Met
	FRC	Will minimize turnover of HCBS Residential staff	To 20%	ISolved	HR Administrator	15.2%	41.1%	+25.9%	Met

Analysis/Trending of HCBS Outcome Objectives and Results: The agency didn't utilize a set process for tracking annual physicals and believes that this number is low. The agency is implementing a new electronic health record in September 2023; data will be more consistent as it will be collected by the staff immediately as the appointments occur. Staff travel time in our rural areas continues to impact the ability to maximize hourly staff's direct service time. Coordinators have made concerted efforts to process referrals in a timely manner. There has been an inconsistent review of Relias training which led to staff not getting the training done timely; the responsibilities for oversight are changing. Staff turnover has decreased due to focused efforts on training and communication.

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	16 annually	Employment Tracking Form	Director of Employment Services	13	15	-2	Not Met
Efficiency	Individuals in Supported Employment	Will find jobs that match their interests	75% of the time	Interest Assessment and Employment Tracking Form	Director of Employment Services	100%	100.0%	0	Met
Service Access	Individuals referred for HCBS Supported Employment services	Will minimize the time from acceptance for Job Development to Job Placement	Within 90 days	Employment Tracking Form	Director of Employment Services	35.4 days	64.3 days	+28.9 days	Met
Satisfaction	Individuals in HCBS Supported Employment services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys at annual meetings	Quality Assurance Auditor	100%	100%	0	Met
	Employers working with Supported Employment services	Will maximize their overall satisfaction	At 95%	Employer satisfaction surveys annually in the fall.	Quality Assurance Auditor	100%	95.0%	+5%	Met
Business Function	FRC operated businesses	Will fulfill the agency mission by	Remaining financially viable	Monthly Financial Reports	CFO/Director of Employment Services	62.5%	100%	-37.5%	Not Met
	Staff in Supported Employment Services	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer	96.2%	100%	-3.8%	Met
	Staff in Supported Employment Services	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer	90.9%	100%	-9.1%	Not Met

	FRC	Will minimize turnover of Supported Employment staff	To 20%	ISolved	HR Administrator	14.9%	36.8%	-22.1%	Met

Analysis/Trending of Supported Employment Outcome Objectives and Results: Overall the economic outlook has changed which has left community employers having more applicants for their jobs. The willingness to hire people with disabilities appears to be decreasing; this reflects First Resources job obtainment scores. One member of staff didn't get their annual training completed; the agency is changing our monitoring processes for Relias training which should help identify this in the future. First Resources Corp has 3 businesses where financials are reviewed monthly. There has been an increase in reimbursement for the can redemption. The marketing team has begun assisting the Second Time Around with promotions to help increase sales.

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 and Children in Outpatient Behavioral Health Services	Will have a successful discharge from services	60% of the time	EHR System	Director of Behavioral Health Services	58.6%	47.7%	+10.9%	Not Met
Efficiency	Adults and Children in Outpatient Behavioral Health Services	Will report an improvement in their quality of life	50% of the time	Follow Up Call Screening at 90 days	Quality Assurance Auditors	100% (6 of 26 people responded)	No Data	N/A	Met
	Adults and Children in Outpatient Behavioral Health Services	Will attend as scheduled (reducing no call/no show rates)	85% of the time	EHR System	Quality Assurances Auditors	69.8%	77.0%	-7.2%	Not Met
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	5.0 days	14.9 days	-9.9 days	Met
Satisfaction	Individuals in Outpatient Behavioral Health Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	Director of Behavioral Health Services/QA Auditor	100%	99.6%	+.4%	Met
Business Function	CADC Staff	Will maximize time in billable direct service	62.5% per FTE	Billing	Accounting/Director of Behavioral Health Services	49.0%	75.2%	-26.2%	Not Met

Analysis/Trending of Outpatient Substance Abuse Outcome Objectives and Results: The outpatient SUD program has reduced from 4 CADCs to 1. This instability may explain the decrease of people attending appointments and a reduction on staff's ability to maximize 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	Individuals at Hope House Residential Treatment	Will have a reunification rate with their children	80%	Parenting Assessment	Service Coordinators	No data	57.7%	N/A	Not Met
	Individuals in Residential Treatment	Will have a successful discharge	60% of the time	EHR System	Quality Assurance Auditor	52.4%	53.2%	-.8%	Not Met
Efficiency	Individuals in Residential Treatment	Will improve their quality of life	50% of the time	Follow Up Call Screening at 30 days	Quality Assurance Auditors	75% (8 of 68 responded)	90.3%	-15.3%	Met
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 Coordinator	84.8%	52.9%	+31.9%	Not Met
Satisfaction	Individuals in Residential Treatment Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	Service Coordinator/ Quality Assurance Auditor	95.7%	94.8%	+.9%	Met
Business Function	FRC	Will minimize turnover of Residential Treatment staff	To 20%	ISolved	HR Administrator	10.5%	58.1%	+47.6%	Met

Analysis/Trending of Residential Treatment Outcome Objectives and Results: Turnover of the Hope House Supervisor and Director of Behavioral Health Services has led to a breakdown in tracking parenting assessments. Clients have increased support to connect with community resources. Staff training and supervisory changes are having a positive impact on staff retention. The agency has obtained a grant to obtain certified training for the Residential Treatment Techs.

Gender Specific Life Skills (GSLS) 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 Female Life Skills	Will have a successful discharge	50% of the time	Monthly DHS Report	Gender Specific Life Skills Staff	N/A	100%- no discharges		N/A
Satisfaction	Individuals in Female Life Skills	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of the qtr	Gender Specific Life Skills Staff	N/A	No Data Collected		NA

Analysis/Trending of GSLS Outcome Objectives and Results: Due to inability to recruit for the position, the program has ended.

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	Behavioral Health Director	100%	55.8%	Unable to detect as only 1 submitted	Met
Efficiency	BHIS Providers	Will maximize time in billable direct service	55% per FTE	Billing	Accounting/ Behavioral Health Director	30.9%	29.2%	+1.5%	Not Met
Service Access	Individuals in BHIS services	Will minimize time from acceptance to services starting	Within 30 days	Referral Tracking	BHIS Supervisor/Quality Assurance Auditor	53.3 days	70.2 days	-16.9 days	Not Met
Satisfaction	Individuals in BHIS Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of the qtr	BHIS Supervisor/ Quality Assurance Auditor	100%	98.6%	+1.4%	Met
Business Function	FRC	Will minimize turnover of Residential Treatment staff	To 20%	ISolved	HR Administrator	16.3%	58.1%	+31.8%	Met

Analysis/Trending of BHIS Outcome Objectives and Results: There has been a reduction to only 1 BHIS staff and the agency has not been able to successfully recruit for the open position. The one BHIS staff is covering a large geographical area which has decreased her ability to maximize her billable time. The has led to a decrease in overall program referrals.

Therapy 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 and Children in Therapy Services	Will have a successful discharge from services	60% of the time	EHR System	Quality Assurances Auditors/Director of Mental Health Services	0%	N/A	Unable to detect as only 1 submitted	Unknown
Efficiency	Adults and Children in Therapy Services	Will attend as scheduled (reducing no call/no show rates)	85% of the time	EHR System	Quality Assurance Auditors	77.5%	N/A	N/A	Not Met
Service Access	Individuals referred for Therapy Services	Will minimize the time from assessment to admission	To 7 days	EHR System/Referral Tracking	Director of Behavioral Health Services	8.2 days	14.9 days	-6.7 days	Not Met
Satisfaction	Individuals in Therapy Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	Director of Behavioral Health Services/QA Auditor	No data collected	No data collected	N/A	Not Met
Business Functions	Adults and Children in Therapy Services	Will have their programmatic files meet regulatory expectations	90% of the time	Client File Review	Quality Assurances Auditors	59.0%	19.8%	+39.2%	Not Met

Analysis/Trending of Therapy Services Outcome Objectives and Results: The program closed in October due to the loss of a full-time therapist. The agency continues to recruit for the position and hopes to resume services soon.

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	Individuals with habilitation funding	Will see their mental health provider at least quarterly	90% of individuals	Tracking Sheet	Transitional Services Coordinator	97.9%	97.5%	+.4%	Met
Efficiency	Individuals with habilitation funding	Will transition to community-based supports	Within 180 days of admission to the RCF	Admission to Discharge Date	Transitional Services Coordinator	269.9 days	451.4 days	+181.5 days	Not Met
Service Access	Individuals at the RCF	Will participate in at least 1 community activities per month	70% of people	Activity Tracking Form	Transitional Services Coordinator	64.1%	0%	N/A Goal changed	Not Met
Satisfaction	Individuals in RCF Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	Transitional Services Coordinator/Quality Assurance Auditor	98.0%	94.7%	+3.3%	Met
Business Functions	RCF Staff	Will complete initial training within designated time frames	95% of the time	Relias/I Solved	Trainer	58.3%	N/A – new goal	N/A	N/A
	FRC	Will minimize turnover RCF staff	To 20%	ISolved	Trainer	7.1%	42.9%	-35.8%	Met

Analysis/Trending of RCF Outcome Objectives and Results: The program has continued to focus on being a short-term transitional program; the agency is working to transition those longer-term clients to an appropriate level of longer-term support. There has been an inconsistent review of Relias training which has led to staff not getting the training done in time; the responsibilities for oversight are changing. Staff turnover has decreased due to focused efforts on training and communication.

Crisis Response Stabilization Residential (CSRS)/ Transitional 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	Individuals in CSRS	Will have a completed follow-up appointment with a mental health professional within 30 consecutive days post discharge	80% of the time	Tracking Sheet	Transitional Services Coordinator	83.3%	72.9%	10.4%	Met
Efficiency	Individuals in CSRS	Will be connected to one support/funding source prior to discharge (i.e. Medicaid, IHH, Case Mgr)	90% of the time	Tracking Sheet	Transitional Services Coordinator	100%	100%	0	Met
Efficiency	Individuals in Transitional Services	Will be connected to 4 or more community resources/natural supports/entitlements prior to discharge	95% of the time	Tracking Sheet	Transitional Services Coordinator	100%	100%	0	Met
Satisfaction	Individuals in CSRS Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys prior to discharge	Transitional Services Coordinator	No data collected	100%		Met
Business Functions	FRC	Will minimize turnover of CSRS staff	To 20%	ISolved	HR Administrator	36.4%	68.2%	-31.8%	Not Met

Analysis/Trending of Outcome Objectives and Results: The program ended 11/1/23 due to inability to recruit trained crisis staff. The agency is currently revamping the program and hopes to open in the fall of 2023 as a transitional program only.

Peer Support 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	CHOICES Staff	Will increase the # of participants	By 5 a month	EHR System	CHOICES Lead	N/A	N/A		NA
Service Access	Individuals in Peer Support Services	Will minimize time from referral to services starting	Within5 business days	Referral Tracking	Individuals in Peer Support Services	N/A	N/A		NA
Satisfaction	Individuals accessing Peer Support Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	CHOICES Lead/Quality Assurances Auditors	N/A	95.9%		NA
Business Functions	FRC	Will minimize turnover of CHOICES staff	To 20%	ISolved	HR Administrator	13.9%	20.0%		Met

Analysis/Trending of CHOICES Outcome Objectives and Results: First Resources did not get certified to start Peer Support Services with all funding sources so has not transitioned to Peer Support Services. The CHOICES drop-in centers continued to operate. CHOICES participant overall satisfaction was 100%

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 Comprehensive Assessment and Social History (CASH) completed within 30 days of approved enrollment	95% of enrollees	IHH Tracking Spreadsheets	IHH Supervisor/Mental Health Director	90.2%	89.2%	+1%	Not Met
Efficiency	All enrolled IHH individuals	Will have a successful IHH contact billed each month	95% of the time	IHH Tracking Spreadsheets	IHH Supervisor/Mental Health Director	94.1%	88.1%	+6%	Not Met
	All members	Will have a Body Mass Index (BMI) recorded within the last year	80% of the time	Vision Works/IHH Tracking Spreadsheets	IHH Supervisor/Mental Health Director	98.3%	100%	-1.7%	Met
	All members who are hospitalized for mental health	Will have a completed follow-up appointment with a mental health professional within 7 consecutive days post discharge	80% of the time	IHH Tracking Spreadsheets	IHH Supervisor/Mental Health Director	60.3%	58.3%	+2%	Not Met
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/Mental Health Director	100%	100%	0	Met
	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/Mental Health Director	69.8%	78.6%	-8.8%	Not Met
	Individual referral who qualify for service but have Iowa Health and	Will have a medically exempt form completed/set within 3 business days of receiving the	90% of the referrals	IHH Tracking Spreadsheets	IHH Supervisor/Mental Health Director	100%	100%	0	Met

	Wellness Medicaid	qualifying diagnostic records						
Satisfaction	Individuals in IHH Services	Will maximize their overall satisfaction	At 95%	Annually in March	IHH Supervisor/Mental Health Director	No MCO Data Received	Process Not Started	NA

Analysis/Trending of Outcome Objectives and Results: The agency continues to provide quality IHH services and has received the #1 rank amongst all providers in the state. The number of referrals continues to increase which is causing a slight delay in getting approved from referral to intake.

Satisfaction

Objective	Goal	Current Results	Past Results	Progress Made?	Overall Goal Met?
Maximize overall client satisfaction	95%	97.8%	97.6%	+.2%	Met
Maximize overall stakeholder (ie: Parents, guardians, referral partners) satisfaction	95%	95.9%	90.9%	+5%	Met
Maximize overall employee satisfaction	95%	89.3%	91.0%	-1.7%	Not Met

Analysis/Trending of Satisfaction:
- For the HCBS, SE and ADH programs staff began collecting satisfaction data at the time of annual meetings. There was an overall decrease in the number of surveys collected.
- The employee satisfaction survey is defined by 7 questions. While there was a slight overall decrease, the surveys reinforced that:
    - Staff continue to feel their positions support the agency's mission.
    - There was an increase in supervisors providing support to help staff be successful in their job and staff feeling informed of relevant organizational changes by management.
    - There is a continued need to ensure that staff feel recognized monthly for doing good work.

Staff Recruitment, Retention and Training

First Resources Corp has felt the ongoing struggles with recruiting quality staff. The agency has been able to continue adjusting wage scales and utilizing ARPA grants to provide bonuses for employees. The agency continues to use current staff, radio, social media,

Indeed, and job fairs to recruit new employees. The agency has increased our physical presence at community activities in all communities in hopes of expanding both our mission and recruitment efforts.

Training has been a large focus during the past year. First Resources has redesigned the initial employee orientation. The agency has developed field orientation guides for each position that should be completed within the first few weeks of employment; these tools help ensure consistent training and habits for staff.

The agency has adopted a Trauma Informed Care philosophy. Training in this starts at orientation for new employees. The agency has a three-year implementation plan to get this fully implemented into hiring practices, policies and procedures, and daily operations. The agency is already seeing benefits from this.

Through our various efforts, First Resources has seen a significant reduction in frontline staff turnover. Based on those programs tracked in outcomes we have went from 49% to 14% in one year.

Supervisory positions are a challenge currently for First Resources. The agency is seeing more vacancies in these positions, and it is taking more time to recruit for the positions. This is hindering some of the daily practices and oversight that is needed. The agency meets regularly to assess this and look at various forms of support.

Client Incident Trends

Agency changes that impacted the data:

- First Resources opened the Intensive Residential Service Home (IRSH) Program in late November 2022. This program is designed to support the needs of people with intense mental and behavioral health challenges. With this program we have seen a significant increase in elopements, emergency mental health treatment, and law enforcement interventions.
- 1/1/23 the agency chose to use our electronic health record system to track incident reports. While those minor incident reports were charted in staff documentation, pulling the data was very difficult so only major incidents were tracked starting 1/1/23.
- In some instances, an incident could involve more than one category (i.e.: an elopement could involve law enforcement intervention and/or emergency mental health treatment). These incidents are only counted once.
- 3/1/23 the agency began tracking minor med errors/incidents within each specific program. This allowed programs to assess the need for additional training and/or disciplinary actions if needed. Each program keeps their own data for this.

Type of Incident	July 21-June 22 incidents	July 22-June 23 Incidents	Notes
Abuse/Neglect	8	5	
Car Accident	10	3	This is considered a minor incident. Data from 1/1-6/30/23 is not included.
Death	1	0	
Drug Use/Possession	4	0	This is considered a minor incident. Data from 1/1-6/30/23 is not included.
Elopement	7	50	49 of these were at the IRSH Program.
Emergency Mental Health Treatment	20	37	11 of these were at the IRSH Program. 9 of these were at the RCF.
Fall	111	79	This is considered a minor incident. Data from 1/1-6/30/23 is not included. If the incident led to medical care, then it would be counted as physical injury -seen by Dr. Several individuals have been discharged from the agency due to needing a higher level of care.
Major Medication Error	2	3	
Sexual Assault	10	3	In the 21-22 data, there was inconsistency on what was interpreted as a sexual assault. After providing clarity on inappropriate advances/comments vs assault, the agency has seen a decrease.
Law Enforcement Intervention	5	26	18 were at the IRSH Program and 4 were at the RCF program.
Physical Injury- Seen by Dr	23	8	In the 21-22 data, staff often reported any incident where a client when to the Dr/Er as a major incident rather than just those where the client had a physical injury leading to medical care. So this data may be overstated. Retraining did occur.

Major Goal Areas for 2023-2024 and beyond (presented in no order):

- Implement a new Electronic Health Record System
- Implement an internal web page for staff to easily access needed materials and to improve overall agency communications.
- 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
  - Begin Intensive Placement and Support (IPS) Employment Services
- Improve retention and training of staff.
- Ensure FRC properties and vehicles are safe and well maintained.
- Increase focus on being a trauma informed care agency.