



**Outcome Measures Report
July 2019-June 2020**

Our Mission, Vision and Values

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

Our Vision: First Resources Corporation exists to provide quality services for people based upon their individualized needs and desires. First Resources Corporation 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 have an intellectual disability or a brain injury. The services provide opportunities for growth, maintenance of skills, and the choice to live or work where and with whom they choose. Services include:

- Hourly Supported Community Living
- Daily Supported Community Living
- Individual or Group Respite
- Adult Day Habilitation
- Job Discovery
- Job Development
- Job Coaching

Community Based Mental Health Services: These services are provided to people who have a mental health diagnosis. The services provide opportunities for growth, maintenance of skills, and the choice to live where and with whom they choose.

Services include:

- Home Based Habilitation
- Community Support Services
- Consumer Directed Attendant Care
- Behavioral Health Intervention Supports (BHIS)
- Mental Health Drop In Centers
- Gender Specific Life Skills (GSLs)
- Family, Safety, Risk, Permanency Services (FSRP)

Behavioral Health Services: These services address mental health needs and substance abuse treatment needs for both children and adults. Services include:

- Mental Health Therapy
- Inpatient Substance Abuse Treatment
- Outpatient Substance Abuse Treatment

Purpose of Outcome Measures: Outcome Measures provide a means for First Resources Corp to assess the effect of the services provided and to assess the quality of supports against state standards and /or agency goals. Outcome Measures are often defined in terms of effectiveness, efficiency, satisfaction and service access of each service arena.

Behavioral Health Services Outcome Measures July 2019-2020

Individual Records

Each individual has a file designed to share information relevant to the individual served and to meet regulatory compliance. Routine audits are completed to assess the percentage of accuracy with these requirements.

Goal: First Resources programmatic files will be at least 90% compliant with regulatory standards.

Findings:

	Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
Hope House Residential Treatment	48%	No records reviewed	51%	50%
Oak Meadow Residential Treatment	52%	60%	42%	56%
Outpatient Services	Compiled as annual #	Compiled as annual #	Compiled as annual #	30%

Interpretation of Findings: Overall data was not tracked consistently in the 3 programs. There were several changes in supervisory personnel who were responsible to collect the data. This led to training new staff to fulfill the duties.

Satisfaction Surveys

Usage of most behavioral health supports is often one to six months. Staff select a few days each month to randomly assess the satisfaction of current recipients.

Goal: First Resources will have 80% or better client satisfaction

Findings:

Program	Satisfaction Results
Outpatient Treatment	97.4%
Oak Meadow Residential Treatment	91.7%
Hope House Residential Treatment	84.6%

Interpretation of Findings: First Resources met its goals for all 3 programs. The agency would like to find a different means to collect the data as it is possible that clients may feel pressured to answer positively when handed a survey to complete that day and return to staff.

Parent Child Relationship Inventory (PCRI)

This is an evidenced based practice that assesses the improvement of parent to child relationships. This information is often used by the Iowa Department of Human Services regarding parent custody and reunification cases. The PRSI is used at Hope House Residential Treatment where parents can receive substance abuse treatment while developing their parenting skills/relationships.

Goal: 90% of the parents at Hope House will increase in their parenting skills from the pre to post PCRI tests.

Findings:

Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
67%	60%	20%	58%

Interpretation of Findings: The agency did not meet its goal for any quarter. In Quarter 3, the transition of responsible staff and small sample size skewed the numbers. The agency will consider a lower goal for the next year.

Successful Substance Abuse Discharge Rates

It can be difficult to overcome addiction of drugs. First Resources wants to provide quality services to help minimize the recidivism rate. First Resources wants to ensure that our successful discharge rate is equal to or better than the State of Iowa average.

Goal: Recipients of First Resources will have a successful discharge that matches or exceeds the state average of 60%

Findings:

	Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020	Annualized
Oak Meadow	56%	69%	44%	61%	57.5%
Hope House	57%	61%	62%	45%	56.25%
Outpatient	81%	58%	65%	51%	63.75%

Interpretation of Findings: Each program had some quarters where the successful discharge rate met or exceeded the state average as well as some quarters where the First Resource rate was below the average. Annualized the Outpatient discharge rate met the goal while the residential treatment programs did not.

Community Based Mental Health Outcome Measures July 2019-2020

Individual Records

Each individual has a file designed to share information relevant to the individual served and to meet regulatory compliance. Routine audits are completed to assess the percentage of accuracy with these requirements.

Goal: Files will be at least 90% in compliance with licensure expectations.

Findings:

	Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
BHIS	Info not available	100%	81.87%	94.56%
FSRP	93.10%	94.85	93.05%	93.29%
Habilitation	See 4 th Quarter	See 4 th Quarter	See 4 th Quarter	Annual # of 61.91%

Interpretation of Findings:

- BHIS – There was a change in supervisors/auditors in Quarter 3 which may explain some of the difference in scores.
- FSRP – Goal met each quarter.
- Habilitation – Data difficult to sort by quarter so number was annualized. Goal met. Many different people compiled the files/reviews. Files ranked for 11% compliant to upper 90%.

Satisfaction Surveys

Often BHIS and Habilitation services are used for shorter periods of time. Due to this satisfaction is assessed quarterly.

Goal: First Resource habilitation recipients will be satisfied with services at least 80% of the time.

Findings:

Program	Satisfaction Results
BHIS	Info not available
Habilitation	83%

Interpretation of Findings: Goal was met for habilitation. With BHIS there was a change in supervisor /director throughout the year and it appears as though only discharge data was collected.

FSRP Face to Face Supports

Goal: Family, Safety, Risk and Permanency (FSRP) services will be provided face to face with the child at least 90% of the time.

Findings:

Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 Apr- June 2020
93.52%	92.64%	94.95%	93.81%

Interpretation of Findings: Goal met each quarter.

Habilitation - Physical Health

Goal: 70% of Habilitation clients will have an annual physical.

Results: 56% of clients completed an annual physical

Interpretation of Findings: Goal not met. Staff will continue to encourage annual health screenings but acknowledge that it is a personal choice for the client.

Disability Services Outcome Measures July 2019-2020

Record Documentation

Documentation of the services provided is of utmost importance. The documentation ensures the individual gets the supports that he/she needs as well as justifies the payments to First Resources. First Resources audits 25% of SCL, ADH, Respite, SE, and CDAC logs to ensure quality documentation.

Goal 1: 90% of notes will be considered “good quality” and not need improvement.

Goal 2: 100% of notes will be considered a “billable” note.

Our Findings:

	Number of Notes Reviewed	Good Quality Notes	Billable Notes
Quarter 1 July –Sept 2019	1405	79%	98.6%
Quarter 2 Oct – Dec 2019	1446	85%	100%
Quarter 3 Jan – Mar 2020	1446	85%	99.03%
Quarter 4 April- June 2020	1455	82%	98.9%

Goal 3: Files will be at least 90% in compliance with licensure expectations.

Our Findings:

Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
68.82%	89.02%	70.37%	80.86%

Interpretation of Findings: Overall quality notes and files are not meeting the initial threshold of 90%. The agency has identified that there is not a full circle loop to ensure that this feedback is given to all staff and corrections have been made.

Satisfaction Surveys

Satisfaction surveys are completed at annual planning meetings.

Goal: Satisfaction will average 3.3 or above. (on a 1-4 point scale)

Findings:

Residential individual	Residential Family	SE Individual	Employer
3.66	3.66	4.0	No info

Interpretation of Findings: Goals met

Major Incident Report Summary

	Abuse Reports	Mental Health	Law Enforcement	Missing Person	Personal Injury or Hospital
Quarter 1 July –Sept 2019	0	0	1	0	1
Quarter 2 Oct – Dec 2019	0	0	3	0	1
Quarter 3 Jan – Mar 2020	0	0	0	0	0
Quarter 4 April- June 2020	0	0	0	0	0

Minor Incident Report Summary

	First Aide	CPR	Falls/Injury	Behavior	Med Error	Hitting
Quarter 1 July –Sept 2019	11	0	33	1	11	0
Quarter 2 Oct – Dec 2019	3	0	18	0	21	3
Quarter 3 Jan – Mar 2020	8	0	19	1	17	0
Quarter 4 April- June 2020	10	0	30	0	22	0

Interpretation of Findings:

- Falls and Injuries – this has varied by quarter and by changes in individuals’ needs. The teams work with each individual to assess trends and adjust supports. First Resources’ insurance company also assists with risk mitigation options. One individual was referred to a nursing home in April due to increase in falls/injuries.
- Medication Errors have seen an increase throughout the year. Training has been completed with staff to help mitigate errors.

- Only having 1 incident of behavioral or hitting episodes that staff have done well at helping individuals deal with anxiety and stressors.
- There were no needs for CPR to be administered. First Resources continues to ensure staff are trained/prepared for when this may be needed.

Supported Employment Outcome

Supported Employment Services are designed to help individuals to explore various job opportunities, learn work skills and maintain the job(s) of their choosing. First Resources wants to increase the number of individuals working independently within the community and minimize supports as appropriate.

Goal 1: Assist 8 people to find new jobs.

Findings:

Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
2 new jobs	3 new jobs	2 new jobs	8 new jobs

Goal 2: Decrease dependence upon job coaching supports.

Findings: As of June 2020, First Resources supports 37 people with job coaching supports. First Resources has been able to assist 5 people to successfully end job coaching supports.

Interpretation of Findings: First Resources has successfully met both Supported Employment goals.

Community Integration (ADH) Outcome

Goal : While attending Adult Day Habilitation Services, individuals will participate in at least 12 community integrated activities per quarter (4 per month).

Findings: Due to changes made within the Vision Works data base, the information was lost and could not be retrieved. The agency does plan more than 4 community integrated activities per month but each person’s attendance varies.

Interpretation of Findings: Inconclusive.



**Outcome Measures Report
July 2019-June 2020**

Our Mission, Vision and Values

Our Mission: To empower persons with disabilities to live, learn, and work independently in their community.

Our Vision: All people enjoy a high quality of life where they are as independent as possible and valued members of the community.

Our Core Values:

- People Priority
- Individualized Success
- Integrity in All We Do
- Safety First
- Giving Voice
- Strategic Durability
- Promoting Understanding

Our Services

Tenco services focus on people who have a brain injury, intellectual disability, or chronic mental health diagnosis. Services are well rounded to meet the person where they are in life and to help the person continue to learn new skills or maintain existing skills. Residential services can be provided in the person's/families' home, in a shared home with others, or in a residential care facility Day service supports are available to help the person increase social integration, develop or maintain work skills. Current service options include:

- Crisis Stabilization/Transition Home
- Hourly or Daily Supported Community Living
- Individual or Group Respite
- Daily Home Based Habilitation
- Adult Day Habilitation
- Job Development
- Job Coaching
- Small Group Employment

Outcome Measures

Outcome Measures provide a means for First Resources Corp to assess the effect of the services provided and to assess the quality of supports against state standards and /or agency goals. Outcome Measures are often defined in terms of effectiveness, efficiency, satisfaction and service access of each service arena.

Individual Case Record Review Outcome

At Tenco, each individual has a file designed to share information relevant to the individual served and to meet regulatory compliance. Routine audits are completed to assess the percentage of accuracy with these requirements.

Our goal: Tenco Individual Files will meet regulatory compliance at least 95%.

Our Findings:

Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
93.55%	93.05%	93.67%	94.05%**

Interpretation of Findings: Tenco did not meet our goal in any of the quarters. For quarters 1 and 2, the reviews were completed by Area Directors/Program Coordinators completing peer audits. It was found that staff were not consistent in their interpretation and didn't honestly critique the records. Starting in Quarter 3, reviews were completed by only the Quality Assurances Coordinator or Compliance Coordinator as they didn't prepare files and could offer a neutral but consistent review. Data from Quarter 4 reflects only staffings from 4/1-5/8/2020. It appears as though the changes are working and Tenco is improving on our record compliance. Recommendation is to keep a goal of 95% compliance.

Satisfaction Outcomes

Tenco wants to ensure our services are meeting the needs of the individuals we support as well as external stakeholders. Annually surveys are sent to: individuals served, guardians/family members, employees, employers/business partners, and external stakeholders (ie: case managers, care coordinators, funders, etc). Surveys are generally distributed each spring.

Our goal: Tenco would like to have 95% satisfaction.

Our Findings:

Client Satisfaction	Employee Satisfaction	Family/Guardians Satisfaction	External Stakeholder Satisfaction	Employer/ Business Partner Satisfaction
Info not available	Info not available	Info not available	Info not available	Info not available

Interpretation of Findings: Tenco had a CARF accreditation review in November 2019. CARF made recommendations to change the survey questions and to focus specifically to assess satisfaction on the areas that had CARF accreditation. This meant changing from one survey that encompassed residential, day habilitation and employment supports to a survey that separated out this information. A committee

was established to work on this. An announcement was made in April regarding Tenco merging with First Resources. Based on this announcement, Tenco chose not to distribute the surveys as satisfaction may be impacted by this announcement.

Community Integration Outcome

Adult Day Habilitation (ADH) services are designed to increase the social network and experiences of individuals with disabilities. This is accomplished by helping individuals learn about and become active members within their communities.

Our goal: Tenco ADH programs will average at least 5 community based activities per individual per month.

Our Findings:

	Quarter 1 July –Sept 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan – Mar 2020	Quarter 4 April- June 2020
Centerville ADH	6.9	7.8	6.0	NA
Fairfield ADH	9.8	7.7	4.3	NA
Ottumwa ADH	2.9	2.9	2.7	NA
Overall ADH	4.6	4.3	3.6	NA

Interpretation of Findings: The Fairfield and Centerville programs averaged more community based activities than the Ottumwa program. A Day Hab supervisor was hired in Ottumwa to help expand activity options and accountability. In Quarter 3, COVID pandemic struck Iowa. Activities were decreased and the state closed the program mid-March. Services resumed in late May but activities were not community based.

Supported Employment Outcome

Supported Employment Services are designed to help individuals to explore various job opportunities, learn work skills and maintain the job(s) of their choosing. Through the use of job coaching individuals will have support to develop/maintain their work skills.

Our goal: Increase the # of people in job coaching by 4 for the year.

Our Findings:

Quarter 1 July –Oct 2019	Quarter 2 Oct – Dec 2019	Quarter 3 Jan 2020	Quarter 4 April 2020
Decrease of 3 people in Job Coaching	Decrease of 2 people in Job Coaching	Increase of 3 people in Job Coaching	Decrease of 3 people in Job Coaching

Interpretation of Findings:

- Tenco did add three new people into job coaching during the year which is short of its goals.
- COVID 19 Pandemic hindered job placement supports for people served beginning in March.
- While not directly tied to this objective, many of the Tenco Small Group employment opportunities were suspended due to COVID 19.

Incident Report Outcomes

Tenco’s safety committee tracks and trends all incident reports for individual’s served. The Outcome Report focuses on that have the highest safety risk for individuals and that the agency can help mitigate.

Our Goal: Tenco’s goal is to keep these incidents to a minimum.

Our Findings:

	Med Errors	Falls	Eloperments	Physical Aggression	Property Destruction	Self Harm	Abuse/ Neglect
Quarter 1 Jul –Sep 2019	18	18	0	15	8	5	0
Quarter 2 Oct –Dec 2019	20	18	3	1	0	2	1
Quarter 3 Jan-Mar 2020	13	28	3	1	0	4	0
Quarter 4 Apr -Jun 2020	21	8	4	1	0	1	0

Interpretation of Findings:

- Tenco staff have been well trained to intervene before situations of abuse or neglect occur.
- Medication errors have remained consistent. Retraining has occurred when there is a pattern of one staff. Medication times/ reminders were set up when the error has occurred several times at the same site.
- Falls are evaluated as they occur to see what can be mitigated. Individuals are encouraged to see their doctors and have PT evaluations as needed. The agency also assess the need for adaptations or different levels of care. Quarter 3 had an increase due to bad weather.
- Physical Aggression. Property Destruction, and Self Harm were correlated. Individuals were encouraged to see their Drs to stabilize their mental health.