



First Resources Corp.

Connect. Engage. Empower.

**Outcome Measures Report
July 2024 - June 2025**

Our Mission, Vision, and Values

Our Mission: First Resources Corp provides community-based programs within integrity and respect. We strive to 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 productive participating members of their families and of their communities.

Our Core Values:

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

Our Services:

Home and Community Based Services: These services are provided to people who are on the Brain Injury Waiver, Intellectual Disability Waiver or who access habilitation services. Services provide opportunities for growth, maintenance of skills and the ability to make choices about their life. Services Include:

- Daily Supported Community Living (SCL)
- Hourly Supported Community Living (SCL)
- Home Based Habilitation (Hab)
- Day Habilitation (Adult Day Habilitation (ADH), Hab Day Habilitation (HDH) or LINC)
- Respite
- Consumer Directed Attendance Care (CDAC)

Employment Services: These services are provided to people through funding with Iowa Vocational Rehabilitation Services, Brain Injury Waiver, Intellectual Disability Waiver or who access habilitation services. Services provide opportunities for people to explore job opportunities, to secure employment, 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 health insurance or sliding scale payments. The services address behavioral needs and mental health needs of children and young adults. The substance abuse treatment supports adults only. 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 the Intellectual Disability Waiver, Habilitation funding through their 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)

First Resources Corp Approach

First Resources Corp (FRC) operates with a need for continuous improvement. As such we set our goals high and continue to work towards them. The agency utilizes a thoughtful approach when data is lower than anticipated. With the use of the Credible Electronic Health Record (HER) implementation it is becoming easier to assess validity of data and quickly provide training to improve.

During this year, the State of Iowa announced that there would be a system wide redesign of state services. This announcement has caused uneasiness within all levels of the service world. The case management units and funders are working to build capacity for the impact. All levels of care assessments were transitioned to Telligen who has been unable to complete assessments timely. This is causing funding delays and lengthened referrals in various services.

External Reviews and Results

First Resources Corp participates in many different audits are review as part of our ongoing regulatory review. During the past year, the agency has had the following audits/reviews completed:

- HCBS Quality Review/Certification was held in April 2025. The agency scored 100%
- Department of Inspections and Appeals Licensing (DIAL): DIAL conducted a focused onsite review on May 6, 2025, and no deficiencies were noted.
- Integrated Health Home (IHH): Each of our Managed Care Organizations (MCOs) completed IHH audits, and the results reflect both areas of strength and opportunities for growth.
 - Iowa Total Care: On 4/24/25, First Resources Corp. was recognized as holding the #1 IHH scores for ICM and non-ICM in the state of Iowa. Scores included 96.29% for ICM services and a remarkable 100% for non-ICM services.
 - Molina: Achieved 91.20% for ICM services and 71.89% for non-ICM services, demonstrating solid compliance and providing clear direction for continued quality improvement.
 - Wellpoint: Achieved 92.87% for ICM services and 83.33% for non-ICM services, showing strong performance and progress across both service areas.

Satisfaction

Objective	Goal	Current Results
Maximize overall satisfaction of person's served	95%	97%
Maximize overall stakeholder (i.e.: Parents, guardians, referral partners) satisfaction	95%	91.4%
Maximize overall employee satisfaction	95%	88%

Community Integration (Day Habilitation) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	Clients in ADH	Will participate in at least 4 community integrated activities per month	75% of people	Credible Day Hab Activity Report (as of 12/1/24)	HCBS Team/QA Auditor	60.3%
	Clients in HDH	Will participate in at least 4 community integrated activities per month	50% of people	Credible Day Hab Activity Report (as of 12/1/24)	HCBS Team/QA Auditor	61.1%
	Day Hab Staff	Will be trained/sign off on a client's plan prior to working with the client	90% of the time	As of 4/1/25 Credible Plan Acknowledgement Report	HCBS Team/QA Auditor	85.3%
Efficiency	ADH Supervisors	Will ensure client participation justifies staffing patterns.	90% of the time	Credible Cancel/No Show vs Total Contact Notes	HCBS Team/QA Auditor	88.9%
	HDH Supervisors	Will ensure client participation justifies staffing patterns.	70% of the time	Credible Cancel/No Show vs Total Contact Notes	HCBS Team/QA Auditor	65.8%
	LINC Supervisors	Will ensure client participation justifies staffing patterns.	90% of the time	Credible Cancel/No Show vs Total Contact Notes	HCBS Team/QA Auditor	95.4%
Service Access	Clients referred to day hab services	Will have the time from referral to acceptance decision	Be within 30 days	Credible Referral Tracking Report	QA Auditor/ HCBS Team	19.1 days
	Clients referred to day hab services	Will have the time from acceptance decision to service start	Be within 30 days	Credible Referral Tracking Report	QA Auditor/ HCBS Team	36.7 days
Satisfaction	Clients in day habilitation services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys annually in the fall.	QA Auditors/ HCBS Team	98.2%
Business Function	New Day Habilitation Staff	Will complete 9.5 hours of initial training within 6 months of hire.	95% of the time	Relias/I Solved	Trainer/ HCBS Team	83.3%
	Day Habilitation Staff	Will complete 4 hours of annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer/ HCBS Team	93%
	FRC	Will minimize turnover of day habilitation staff	To 15%	ISolved	HR Dept/ HCBS Team	13.6%
	FRC	Will increase longevity of day habilitation staff	By 4 months	ISolved	HR Dept/ HCBS Team	18-month increase

HCBS Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	Clients living in Daily Site homes	Will have an annual physical completed	75% of clients	Credible Appointment Tracking	HCBS Team/QA Auditor	47.3%
	Residential Staff	Will be trained/sign off on a client's plan prior to working with the client	90% of the time	As of 4/1/25 Credible Plan Acknowledgement Report	HCBS Team/QA Auditor	56.4%
Efficiency	Clients in Hourly Supports	Will meet as scheduled (reducing no call/no show rates)	85% of the time	Credible Cancel/No Show vs Total Contact Notes	HCBS Team/QA Auditors	87.3%
	Hourly Staff	Will maximize direct service time	75% per FTE	Direct vs Indirect Spreadsheet	HCBS Team	67%
Service Access	Clients referred to residential services	Will have the time from referral to acceptance decision	Be within 30 days	Credible Referral Tracking Report	QA Auditor/ HCBS Team	18.5 days
	Clients referred to residential services	Will have the time from acceptance decision to service start	Be within 30 days	Credible Referral Tracking Report	QA Auditor/ HCBS Team	38.0 days
Satisfaction	Clients in Residential Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys annually in the fall.	Area/Program Supervisors/ Quality Assurance Auditors	97.8%
Business Function	New Residential staff	Will complete 24 hours of required training within 12 months of hire.	95% of the time	Relias/I Solved	Trainer/ HCBS Team	83.2%
	Residential Staff	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer/ HCBS Team	80%
	FRC	Will ensure payee recipients maintain resources under the eligibility guide	95% of the time	Resource Tracking Form	Payees/ HCBS Team	94.2%
	FRC	Will ensure a client's file meets regulatory expectations	90% of the time	File Audit Sheets	QA Auditors/ HCBS Team	72.7%
	FRC	Will minimize turnover of HCBS Residential staff	To 15%	ISolved	HR Dept/ HCBS Team	12.1%
Business Function	FRC	Will increase longevity of residential staff	By 4 months	ISolved	HR Dept/ HCBS Team	3-month increase

Employment Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	IPS Clients	Will engage in weekly care coordination sessions with FRC	80% of the time	IPS Tracking Spreadsheet	IPS Coordinator	52.8%
	IPS staff	Will meet with 5 potential employers each week	90% of the time	IPS Tracking Spreadsheet	IPS Coordinator	44.0%
	SE Waiver/ IVRS Clients	Will obtain a community-based job	12 annually	Employment Tracking Form	SE Coordinator	10
	IPS Clients	Will obtain a community-based job	12 annually	Employment Tracking Form	IPS Coordinator	13
	Staff providing SE Waiver services	Will be trained/sign off on a client's plan prior to working with the client	90% of the time	As of 4/1/25 Credible Plan Acknowledgement Report	SE Coordinator/QA Auditor	83.3%
Efficiency	Clients referred to SE Waiver/IVRS Job Development	Will minimize the time from job development starting to job procurement	Within 30 days	Employment Tracking Form	SE Coordinator	56.5 days
	Clients referred to IPS	Will minimize the time from job development starting to job procurement	Within 30 days	IPS Tracking Form	IPS Coordinator	107.2 days
Service Access	Clients referred to IPS services	Will be notified of acceptance decision within 1 business day of a complete application	95% of the time	IPS Tracking Form	IPS Coordinator	46.1%
Satisfaction	Clients in Employment services	Will maximize their overall satisfaction	At 95%	Quarterly satisfaction surveys	QA Auditor/Employment Staff	99.1%
	Employers working with Supported Employment services	Will maximize their overall satisfaction	At 95%	Employer satisfaction surveys annually in the fall.	QA Auditor/Employment Staff	100%
Business Function	FRC operated businesses	Will fulfill the agency mission by	Remaining financially viable	Monthly Financial Reports	CFO/Director of Employment Services	62.5%
	New Employment Services	Will complete 9.5 hours of initial training within 6 months of hire	95% of the time	Relias/I Solved	Trainer/Employment Team	33.3%
	Employment Staff	Will complete annual training within designated timeframe	95% of the time	Relias/I Solved	Trainer/Employment Team	71.4%
	Employment Staff	Will complete IVRS training within the designated timeframe	95% of the time	Training Tracking	HR Dept/ Employment Team	90%
	FRC	Will minimize turnover of Supported Employment staff	To 17%	ISolved	HR Dept/ Employment Team	7.2%

Behavioral Health Intervention Services (BHIS) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	Clients in BHIS services	Will increase social appropriateness skills	75% of the time	Credible Social Appropriateness Reports	BHIS Team	0%
Efficiency	BHIS Providers	Will maximize time in billable direct service	50% per FTE	Credible Contact Note Time vs ISOLVED Hrs Worked	BHIS Team/QA Auditor	22.8%
Service Access	Clients in BHIS services	Will have the time from funding approval to start date	Be within 14 days	Credible Referral Tracking	Director of Behavioral Health Services/QA Auditor	26 days
Satisfaction	Clients in BHIS Services	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month for each quarter	Director of Behavioral Health Services/QA Auditor	94.7%
Business Function	FRC	Will ensure a client's file meets regulatory expectations	90% of the time	Client File Audits	QA Auditor/BHIS Staff	72.6%
	New BHIS Staff	Will complete initial training within 6 months of hire	95% of the time	Relias/ISOLVED	Trainer/Director of Behavioral Health Services	100%

Substance Use Disorder Services Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	Clients	Will have a successful discharge from services	60% of the time	Credible Discharge Report	Behavioral Health Team/QA Auditor	34.1%
	Clients in Residential Treatment	Will have a physical and TB test completed per code	95% of the time	Physical and TB reports in credible	Behavioral Health Team/QA Auditor	64.1%
	Residential Treatment Staff	Will be trained/sign off on a client's plan prior to working with the client	90% of the time	As of 4/1/25 Credible Plan Acknowledgement Report	Behavioral Health Team/QA Auditor	78.9%
Efficiency	Clients	Will have their ASAMS completed within defined timeframes	85% of the time	Credible ASAM Report	Behavioral Health Team/QA Auditor	92.2%
	Clients in Outpatient Behavioral Health Services	Will meet as scheduled (reducing no call/no show rates)	85% of the time	Credible Cancel/No Show vs Total Contact Notes	Behavioral Health Team/QA Auditor	75.2%
	Clients in Residential Treatment	Will be connected to 4 or more community resources/natural supports prior to discharge	90% of the time	Credible Community Resources Report	Behavioral Health Team/QA Auditor	79.3%
	FRC	Will ensure drug test results sent for verification are uploaded to Credible	95% of the time	File Audits	Behavioral Health Team/QA Auditor	75.8%
Service Access	Clients referred to Residential Treatment Services	Will have the time from referral to acceptance decision	Be within 3 days	Credible Referral to Acceptance Dates	Behavioral Health Team	1.2 days
	Clients referred to Residential Treatment Services	Will have the time from acceptance decision to service start	Be within 5 days	Credible Acceptance date to Start Date	Behavioral Health Team	8.3 days
Satisfaction	Clients Services	Will maximize their overall satisfaction	At 95%	Client satisfaction surveys	Director of Behavioral Health Services/Quality Assurances Auditor	96.7%
Business Function	FRC	Will ensure a client's file meets regulatory expectations	90% of the time	File Audits	Behavioral Health Team/QA Auditor	83.3%
	FRC	Will minimize turnover of Residential Treatment Staff	To 25%	ISOLVED	HR Dept/Behavioral Health Team	14.6%

Residential Care Facility (RCF) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	FRC	Will ensure a client's file meets regulatory expectations	90% of the time	File Audits	Mental Health Team/QA Auditor	71%
Efficiency	FRC	Will maintain a capacity of at least 13 RCF clients	80% of the time	RCF Tracking Spreadsheet	Mental Health Team	72%
	RCF Clients	Will have a successful discharge each time	90% of clients	Credible Discharge Report	Mental Health Team/QA Auditor	50%
Service Access	Clients referred to RCF services	Will have the time from referral to acceptance decision	Be within 30 days	Credible Referral Tracking Report	QA Auditor/Mental Health Team	10.8 days
	Clients referred to RCF services	Will have the time from acceptance decision to service start	Be within 30 days	Credible Referral Tracking Report	QA Auditor/Mental Health Team	28.2 days
Satisfaction	RCF clients	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month for each quarter	QA Auditor/Mental Health Team	96.6%
Business Function	New RCF Staff	Will complete 24 hours of required training within 12 months of hire	95% of the time	Relias/ISOLVED	Trainer/Mental Health Team	No training was due
	New RCF Staff	Will complete a physical within 2 weeks of hire	100% of the time	Personnel Records	HR Dept/Mental Health Team	100%
	New RCF Staff	Will complete medication manager training within 3 months of hire	100% of the time	Personnel Records	HR Dept/Mental Health Team	33.3%
	RCF Staff	Will complete 12 hours of annual habilitation training within designated timeframes	95% of the time	Relias	Mental Health Coordinator/Trainer	0%

Intensive Residential Service Home (IRSH) Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	FRC	Will ensure a client's file meets regulatory expectations	90% of the time	File Audits	Mental Health Team/QA Auditor	77.6%
Efficiency	IRSH Clients	Will have a planned discharge	80% of clients	Credible Discharge Report	Mental Health Team	87.5%
Service Access	IRSH Referrals	Will be notified of acceptance decision within 1 day of receiving a complete application.	95% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	40%
	Accepted IRSH Referrals	Will admit to IRSH within 28 days of their acceptance	95% of the time	IRSH Tracking Spreadsheet	Mental Health Coordinator	100%*
Satisfaction	IRSH Clients	Will maximize their overall satisfaction	At 90%	Client Satisfaction survey done quarterly	Mental Health Coordinator	88.1%
	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%
Business Function	New IRSH Staff	Will complete CPI training within 3 months of hire	95% of the time	I Solved	Trainer/Mental Health Coordinator	36%
	New IRSH Staff	Will complete 48 hours of IRSH training within 12 months	100% of the time	Relias/ISolved	Trainer/Mental Health Coordinator	100%
	IRSH Staff	Will complete 24 hours of annual IRSH training within designated time frames.	100% of the time	Relias/I Solved	Trainer/Mental Health Coordinator	100%

CHOICES/Peer Support Services Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Service Access	CHOICES Mt Pleasant Staff	Will increase the number of monthly visits	To an avg of 125 per month	CHOICES Data Tracking	CHOICES Coordinator	93.9 visits
	CHOICES Washington Staff	Will increase the number of monthly visits	To an avg of 230 per month	CHOICES Data Tracking	CHOICES Coordinator	182 visits
Satisfaction	CHOICES Participants	Will maximize their overall satisfaction	At 95%	Client satisfaction collected last month of each quarter	CHOICES Coordinator/QA Auditors	96.7%
Business Function	New Peer Support staff	Will complete PSS Training within the 6 months	95% of the time	I Solved	Trainer/CHOICES Team	66.7%

Integrated Health Home Outcomes

Measurement Category	To Whom its Applied	Objective	Goal	Data Source	Person(s) Responsible	Current Results
Effectiveness	IHH Clients	Will have a successful IHH contact billed each month	95% of the time	IHH Tracking Spreadsheets	Director of Mental Health Services	91.1%
Efficiency	FRC	Will receive ICM audit findings	Of 90% or higher	Medicaid Audit Reports	Director of Mental Health Services	93.4%
	FRC	Will receive non-ICM audit findings	Of 90% or higher	Medicaid Audit Reports	Director of Mental Health Services	85.1%
Service Access	New IHH Clients	Will have their assessment completed within 30 days of enrollment	90% of the time	IHH Tracking Spreadsheet	Director of Mental Health Services	89.2%
Satisfaction	Clients in IHH Services	Will maximize their overall satisfaction	At 95%	Satisfaction Surveys	Director of Mental Health Services/QA Auditor	92.3%
Business Function	FRC	Will enroll 4 clients per month	100% of the time	IHH Tracking Spreadsheet	Director of Mental Health Services	66.7%