



First Resources Corp.
Connect. Engage. Empower.

ANNUAL REPORT

2024-2025





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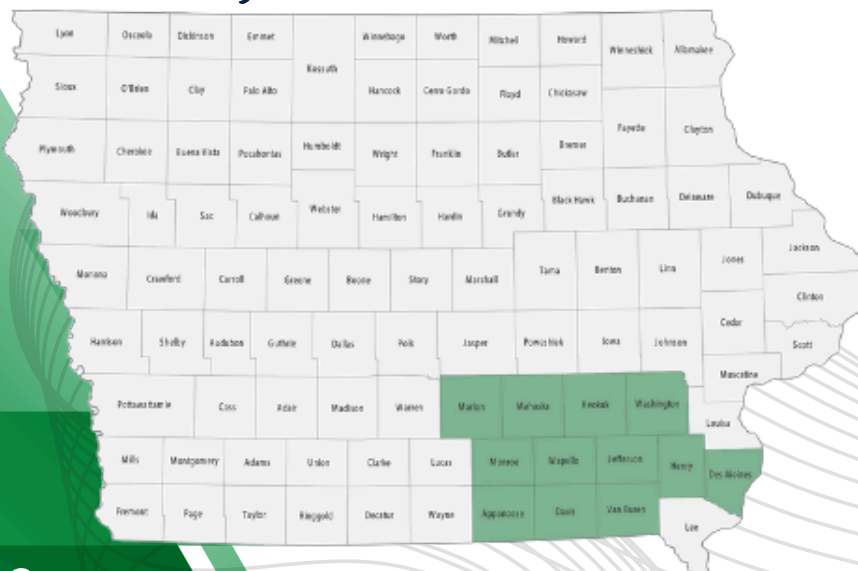
First Resources Corp. is a private, non-profit agency providing a variety of services throughout Southeast Iowa. First Resources Corp. (FRC) opened its doors in September 1987 as a not-for-profit agency serving people with disabilities. Since that time, services have expanded but still serve the same mission.

Mission: to provide community-based programming with integrity and respect, striving to inspire hope and to contribute to the well-being of the people we serve.

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.

Organization

Serving Southeast Iowa



Counties served:

- Appanoose
- Davis
- Des Moines
- Henry
- Jefferson
- Keokuk
- Mahaska
- Marion
- Monroe
- Van Buren
- Wapello



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Service Excellence:

Person-Centered Culture, Effective Problem Solving, Continuous Improvement

Open Communication:

Honesty and Transparency, Active Listening, Mutual Respect

Constant Respect:

Empathy and Understanding, Fairness and Equality, Honesty and Integrity

Professional Development:

Goals and Resources, Ongoing Training, Evaluation and Strategy

Innovation:

Ideation, Collaboration, Implementation, Value Creation

*FRC is great about investing in their staff and their development!
From offering a wide range of training opportunities to helping
staff become instructors, we truly are well equipped to provide
quality services. - FRC Staff*



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Board of Directors



Ellen Moreland
Board President
Physical Therapy &
Parent Advocate
Iowa



Amber Pargmann
John Deere
Iowa



Heidi Altfilisch
Eye Doctor
Iowa



Julie Olson
School District
Iowa



John R. Webber III
Attorney
Iowa



Dan O'Rourke
Banking
Iowa



Kevin Carr
Southeast CC
Iowa

A good Board of Directors team is one where ideas are flowing fluidly – and where each idea is met with an initial welcome, an intellectual challenge, an expression of gratitude, a rigorous scrutiny and a readiness for action.

— Hendrith Vanlon Smith Jr



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SUSAN WOODFORD, CHIEF EXECUTIVE OFFICER

Susan currently serves as the Executive Director at First Resources, where she has been a dedicated leader for the past six years. She holds a master's degree in psychology with an emphasis in Industrial-Organizational studies and brings over 35 years of experience working with nonprofit organizations. Susan is passionate about fostering impactful community services and has spent her career advocating for effective, compassionate leadership in the nonprofit sector. Originally drawn to Iowa by its changing seasons and natural beauty, she has embraced the state's wildlife and scenic charm. Outside of work, she enjoys spending time with her family—both in Iowa and during visits to Florida.



COLETTE EDMUNDSON, CHIEF FINANCIAL OFFICER

Colette has a BA in Accounting and has served as the CFO for First Resources since 1999. Prior to FRC, Colette gained accounting experience with Pepsi. In her downtime, you can find her reading the most recent Psychological Thriller. She also enjoys camping and traveling with family and friends.



CODIE AMASON, CHIEF OPERATING OFFICER

Codie has a Master's degree in Administrative Social Work from the University of Northern Iowa with minors in Conflict Resolution and Substance Abuse Counseling. She has experience as a Targeted Case Manager, Hospice Social Worker, and Family Safety Risk and Permanency (FSRP) Provider; however, for the past 14+ years, she has dedicated her professional career to First Resources Corp. (previously Tenco). Outside of work, Codie loves being the mother of two active teenage boys who keep her busy with sporting events and activities as well as spending time with her extended family, bonus family, and Goldendoodle, Punkin. She also enjoys concerts, golfing, listening to Tom Petty and participating in as many volunteer events as possible to promote the growth of our communities.



JENNIFER REYNOLDS, CHIEF HUMAN RESOURCES OFFICER

Jennifer has a BA in Human Services and Psychology and has worked with First Resources Corp for the past six years. FRC has allowed her opportunities for professional development, including being a graduate of the 2023 Ottumwa Leadership Academy, where she learned her Clifton Strengths that are on display daily in her role as Chief Human Resources Officer. Jennifer is also involved in several organizations outside of work, but mostly loves spending her time with her husband of 20 years and chasing their teenage twins to all their activities!



STEPHANIE MILLARD, CHIEF GROWTH OFFICER

For more than 11 years, Stephanie has dedicated her career to developing community-based services throughout Southeast Iowa. During her four years with the agency, she has remained passionate about creating programs that meet the evolving needs of the communities we serve. Outside of work, Stephanie treasures time with her husband, three children, family, and friends. Whenever she can, she enjoys spending time outdoors and getting lost in a good book.



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SETH BELL, BEHAVIORAL HEALTH DIRECTOR



Seth, a graduate from Beuna Vista University, earned a BA in Psychology, Human Services, and Sociology. He has worked within the behavioral health field for over ten years, starting as a substance use counselor. Seth also possesses extensive knowledge of Child Welfare and working with those with Intellectual Disabilities. Outside of work, Seth enjoys being a 'girl-dad' of his two sweet and highly energetic daughters.

GABBY MCLELAND, HCBS DIRECTOR



Gabby has a BA in Health and Human Physiology with a minor in Human Services. As a graduate from the University of Iowa, she's an avid supporter of all things Hawkeyes! Gabby has been a member of the First Resources Corp team since 2022. Outside of work, Gabby enjoys traveling and spending time with her family and friends.

MISSY SHAFFER, HCBS DIRECTOR



Missy began her career in the social work field at New Focus in Centerville, Iowa. When New Focus was acquired by Tenco, she continued her work there and became the Area Coordinator in 2016. In 2020, following the merger between Tenco and First Resources Corporation, Missy joined the First Resources team as an Area Coordinator. In October 2024, she was promoted to Director of HCBS Services, where she continues to make a positive impact through her leadership and dedication to the individuals and teams she supports. Outside of work, Missy enjoys spending time with her four grandsons. In her free time, she loves camping at the lake and soaking up the sun.

HEAVEN JOHNSON, MENTAL HEALTH DIRECTOR



Heaven has been part of First Resources Corp. since 2022 and holds a Master's in Human Services, bringing a trauma-informed, people-first approach to leadership and program development. Known for her curiosity, and depth of insight, Heaven is driven to uncover the "why" behind behavior and to build programs that connect structure with compassion. Outside of work, she enjoys spending time with her children, reading in her personal library, Mindscapes, and finding new opportunities to learn. Of her work at FRC, Heaven says, "Progress isn't about perfection; it's about showing up, even when we fall apart. After all, even tacos fall apart and we still love them."

CINDY KURTZ-HOPKINS, SUPPORTED EMPLOYMENT DIRECTOR



Cindy has been with First Resources Corp. for 38 years and was a founding staff member as the Director of Vocational services at the time. She was married for 38 years to the love of her life and has one son and two grandkids she loves spending time with. Cindy is also very active in our community, heavily involved in a variety of activities and committees. Mostly, she really loves her work, stating " It's not what I have done for First Resources, but what FRC has done to make my life better."



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STEPHANIE GEHHAAR, COMPLIANCE DIRECTOR

Stephanie has a BA in Psychology and started her work with individuals with disabilities in college. Actually, she can claim even earlier than that, learning later that a child she mentored through elementary school actually had a disability and was served by Tenco. Stephanie has a broad range of experience within the organization, working her way up from Direct Support. She really enjoys spending time with her growing family, most recently adding two son-in-laws, and two grandchildren!



TOM YOUNG, MAINTENANCE DIRECTOR

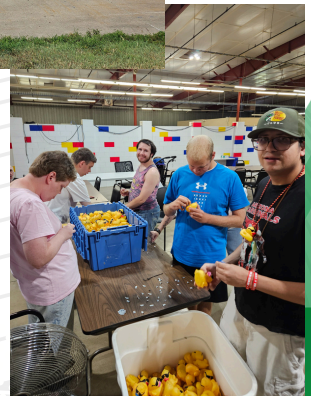
Tom has a diploma in Major Appliance Repair and has worked with FRC for four years, bringing with him years of experience in apartment management and maintenance. Tom is a true man of our mission saying "I love what I do here on the maintenance side but I truly love that I get to serve our clientele each day." Outside of work, he keeps busy helping friends and neighbors, hunting and just enjoying nature, and most importantly, soaking up time with his kids and grandkids!



SADIE COOK, MARKETING DIRECTOR

Sadie has a BA in Business Administration with an emphasis in Marketing and Entrepreneurship and has been a member of the First Resources Corp. team since 2020. Sadie has grown immensely in her role at FRC and really appreciates the fact that she can still have such an impact on the people we serve. She is one of the few members of the team coming from out of state - GO BIG RED! Sadie and her husband welcomed their first child last year and do plenty of traveling to keep up with their widespread families.

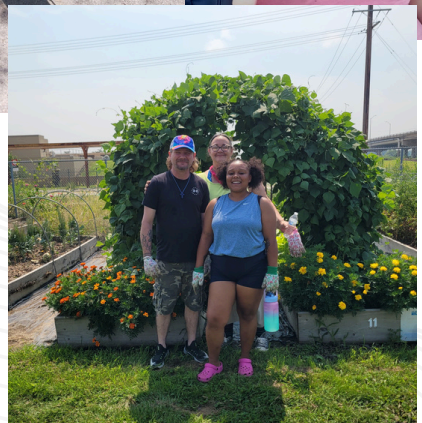
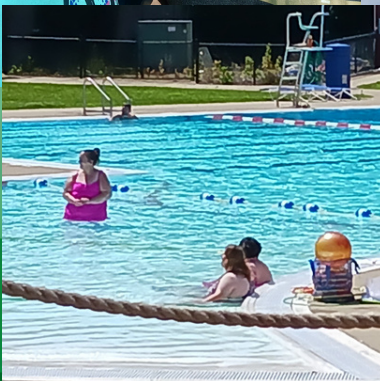
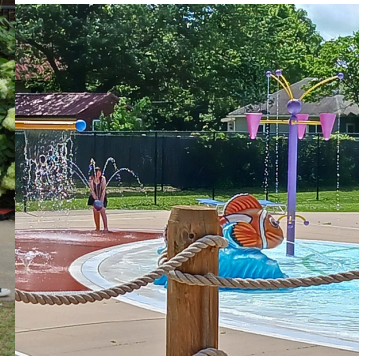
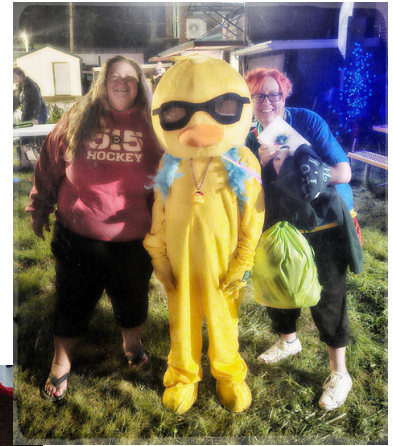
Strategic Leadership





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Highlights



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Dear Friends and Supporters,

As we reflect on the past year, I am filled with deep gratitude and pride in what we have accomplished together. This year has been one of growth, resilience, and renewed commitment to our mission. Thanks to your continued support, First Resources Corp. has made significant strides in engaging, empowering, and connecting, “supporting Southeast Iowa communities,” by providing excellent service to those we serve.

Throughout the year, we navigated both opportunities and challenges. Among our proudest achievements:

- We expanded our Intensive Service Home program to Wapello County.*
- We launched a new level of care for our Behavioral Health Department with the addition of care in the residential substance use disorder program.*
- Our resolute staff worked hard to ensure we had multiple 100% audit reports from various external state agencies.*

Of course, none of this would have been possible without the passion and perseverance of our staff, volunteers, board members, and the broader community. I am continually inspired by your dedication and belief in our work.

Looking ahead, we are excited to build on this momentum. In the coming year, we plan to increase our work with individuals to become employed through training, education and providing opportunities. We are also looking to increase our capacity in the Behavioral Health department with a new location and potential expansion in services. We remain committed to transparency, equity, and lasting impact.

To each of you, our donors, partners, and champions, thank you for walking alongside us. Together, we are not just meeting the moment; we are shaping a better future.

*Susan Woodford
Executive Director
First Resources Corp.*





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5 Years

*Angel Arnold
Denise Black
April Briggs
Elizabeth Cox
Kelly Kauchis
Sam Kingery*

*Cathy Clark
Warren Halverson
Anthony Marshall
Stevie Nowell
Jennifer Reynolds
Rhonda Sipe*

*Racy Thomas
Tia Thomas
McKenzie Trout
Sadie Cook
Kristal Williams
Kristin Woods*

10 Years

*Tobie Brewer Heather Hatton
Tammy Courtois Shirley Munford
Linda Denham Krista Polton
Mary Derr Trudy Tucker*

15 Years

*Jeffery Dommer
Kathleen Kendrick
Kendra Howard
Bonnie Knowler-Husband
Tammy Pfalzgraf
Patricia Slack*

25 Years

*Colette Edmundson
Sandy Norris*

30 Years

*Jennifer McCoy
Michelle Smith*



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Employee of the Year: A Model of Dedication and Leadership

First Resources Corp. proudly recognizes Lacy Richson as our Employee of the Year, honoring her exceptional problem-solving, reliability, and client focus.

Lacy serves as the Supervisor of the Intensive Residential Service Home (IRSH) in Burlington. Her journey with FRC began in the Disabilities Department before she pursued further education. Upon returning, she rejoined the organization as an Intensive Support Professional and was promoted to Supervisor within four months — a testament to her leadership and impact.

Lacy is known for her problem-solving mindset and her willingness to step outside her primary role when needed. When two employees from the Dietary Department at our Keosauqua RCF were unexpectedly out, Lacy stepped in without hesitation. Though her primary role is at the Burlington IRSH, she traveled an hour each way to cover multiple shifts so client services would not be disrupted. She later partnered with the RCF Supervisor to complete a full food-supply inventory, helping reduce costs while ensuring nutritional needs continued to be met. Her initiative and dependability reflect the values we strive to uphold at First Resources Corp.

“My favorite part of my job is getting to see the growth in the individuals served,” Lacy shared. “The long days are worth the end results and feel so rewarding.”

Lacy’s leadership is rooted in empathy, problem-solving, and a deep commitment to the people she serves. She finds purpose in helping individuals move through difficult seasons and regain stability, confidence, and independence. Known for showing up when she is needed, she approaches challenges with compassion, consistency, and a strong sense of responsibility. Her work is driven by the belief that care has the greatest impact when it leads to real and lasting change in the lives of the individuals we serve.

Outside of work, Lacy is a passionate animal rescuer. She shares her home with five cats and a leopard gecko, and dreams of one day building a shelter to rescue even more animals.

Lacy’s story is one of resilience, compassion, and excellence. We are honored to celebrate her contributions and proud to have her as part of the First Resources Corp. team.



Employee of the Year



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Individuals Served

20

952

22

1255

21

915

23

1078

24

1266

Small Group Sites

20

10

22

21

7

5

23

4

24

4

Employment Placements

20

69

22

69

21

67

23

69

24

80

Business Revenue

20

170913

22

151912

21

125231

23

136720

24

144953

5 Year Review



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July 2024- June 2025 Year in Review

<u>Financial Indicator</u>	Previous Year	Current Year
Total Served	1078	1266
Total Small Group Employment Sites	4	4
New Small Group Employment Sites	0	0
Total Clients in Community Placements	69	80
Total Can Redemption Revenue	\$20,281.44	\$38,904.50
Total Car Detailing Revenue	\$11,416.50	\$12,921.73
Total Small Group Revenue	\$88,447.43	\$127,772.12
Total Second Time Around Revenue	\$105,022.97	\$93,128.52
Total Donations	\$45,511.79	\$77,433.16
Total Grants/Contract Revenue	\$61,500.00	\$127,772.12
Total ARPA	\$280,000.00	\$540,390.07

Year in Review

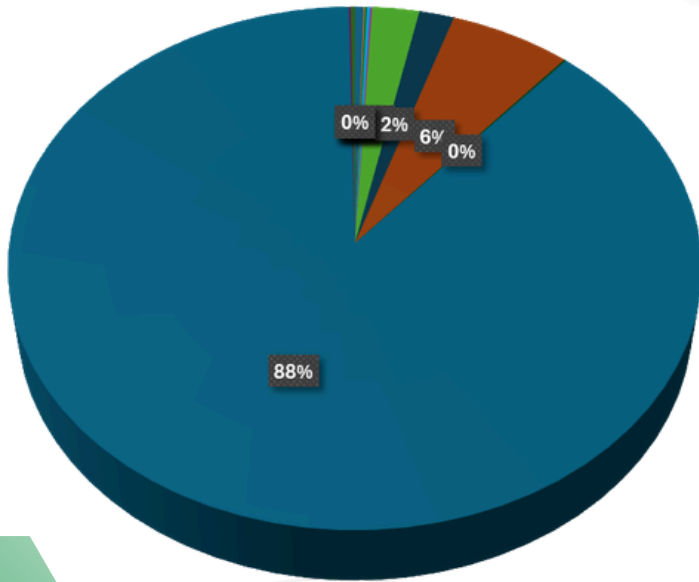
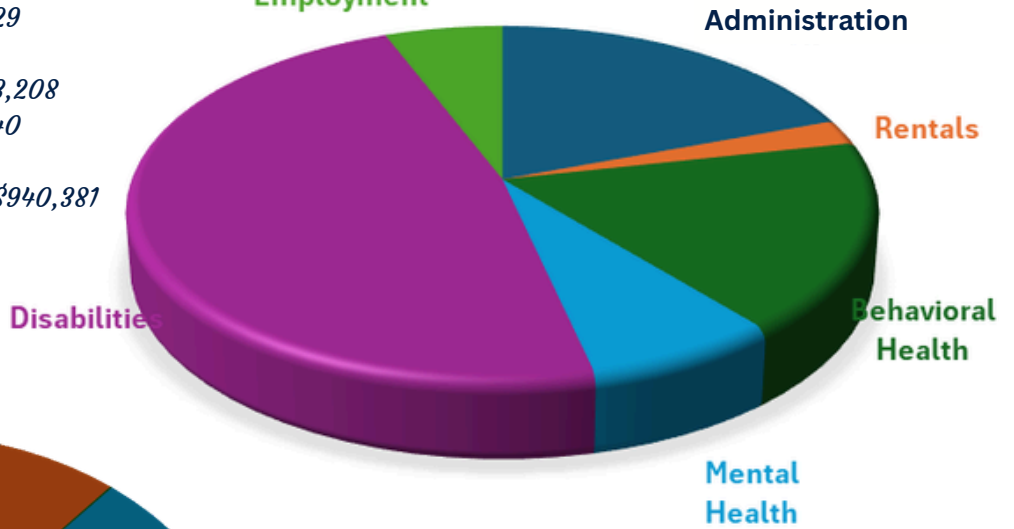


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Expenses by Program

Administration - \$3,114,929
 Rentals - \$362,978
 Behavioral Health - \$2,813,208
 Mental Health - \$1,202,540
 Disabilities - \$7,689,179
 Supported Employment - \$940,381

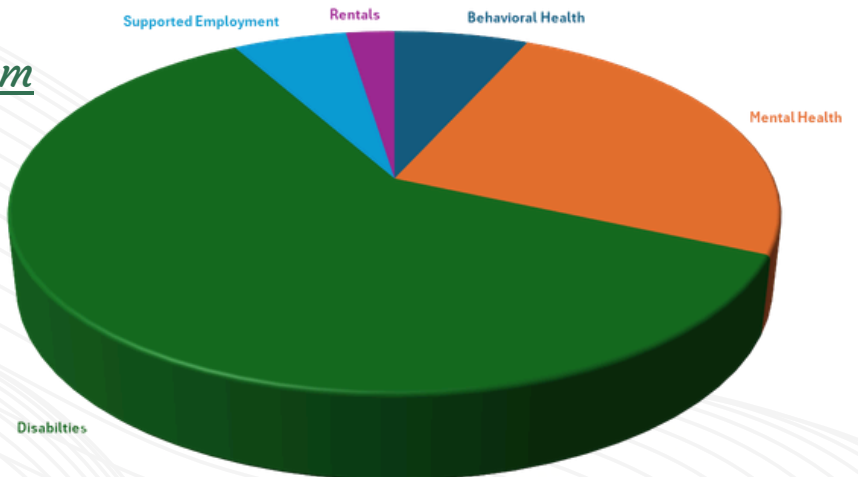
Supported Employment



Revenue by Funding Source

■ Dividend	■ Contract
■ Donations	■ County
■ Fundraising	■ Grants
■ Gain On Sale	■ Medicaid
■ Interest	■ Private Pay
■ Rental	■ Voc Rehab

Revenue by Program





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Client Spotlight: From Crisis to Connection

When this individual entered IRSH in 2024, they had no one. No family support. No safe place to call home. Life had become a cycle of emergency rooms and hospital stays - 18 ER visits and 125 psychiatric inpatient days in the year prior. Each discharge was just a countdown to the next crisis.

At IRSH, our team refused to let them be defined by those numbers. Staff met them with patience, dignity, and consistency. They looked past the crisis to see the person...someone who once found joy in turning wrenches and fixing cars. Instead of pushing that aside, staff created space for them to reclaim that passion. For the first time in years, they felt capable, valued, and connected.

The results were life-changing. Between July 2024 and February 2025, while in IRSH, their crisis use dropped dramatically:

- ER visits decreased by 72% (from 18 down to 6)*
- Psychiatric hospitalization days decreased by 82% (from 125 down to 23)*

But the real victories went beyond numbers. With the advocacy of staff, they gained a state-appointed guardian for safety and long-term support. They experienced freedom from restrictions that had once held them back. And most importantly, they found connection - to staff, to meaningful routines, and to the belief that their life still had purpose.

In February 2025, when sudden homelessness threatened to undo everything after a quick LOCUS determination, the team didn't walk away. They fought again, securing a safe step-down into the First Resources Corp. RCF program. Today, this individual continues their recovery in a stable environment, carrying forward the progress made at IRSH.

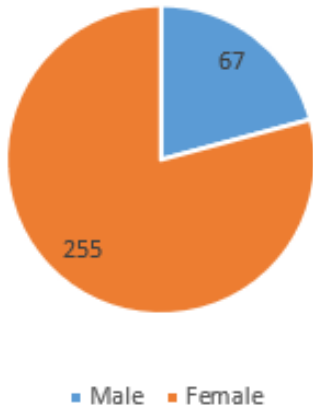
This is the heart of why we do what we do. Without IRSH and RCF, this individual would still be caught in a revolving door of hospitals and hopelessness. Instead, they now have stability, safety, and a future filled with dignity.

For those with no one else, IRSH and RCF are more than programs - they are lifelines. They are proof that hope can be rebuilt, healing is possible, and every life is worth fighting for.

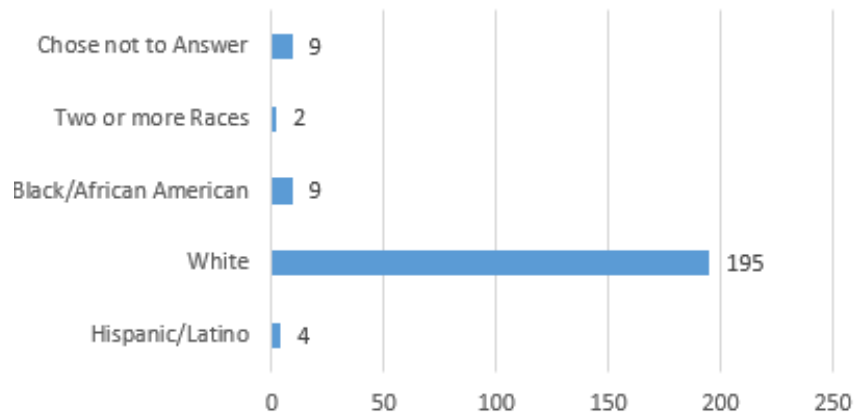


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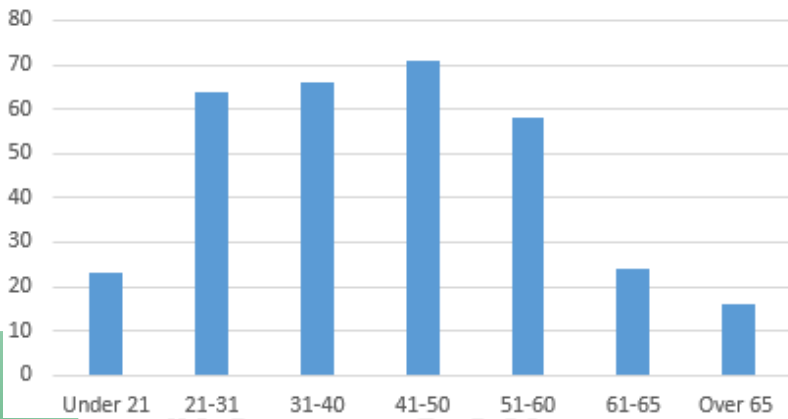
Staff Gender



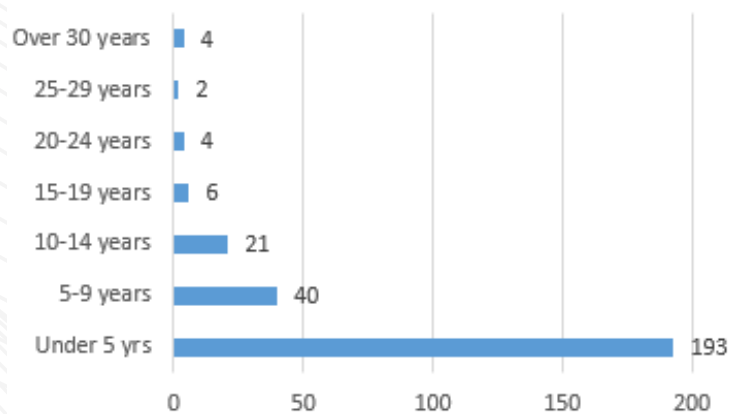
Staff Ethnicity



Staff Age



Staff Tenure

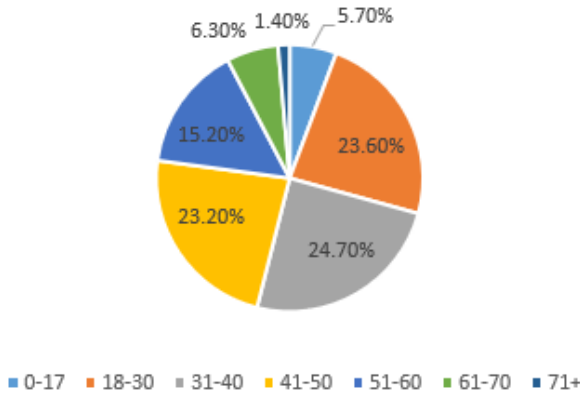




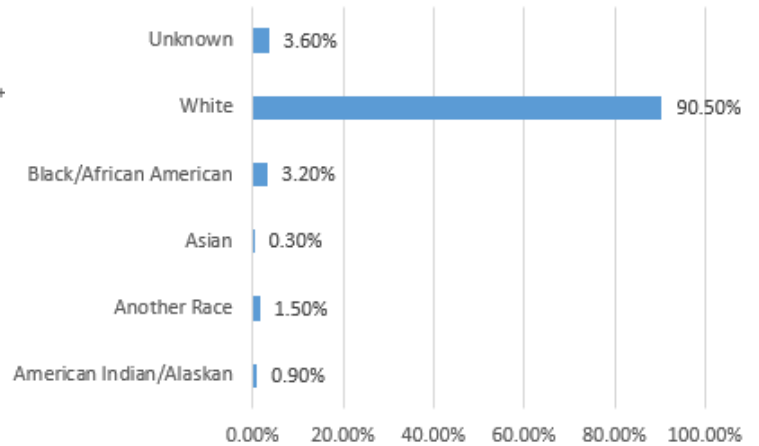
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Client Demographics

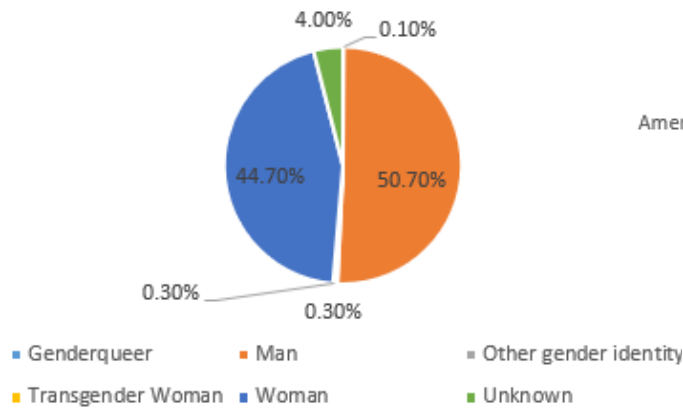
Client Age



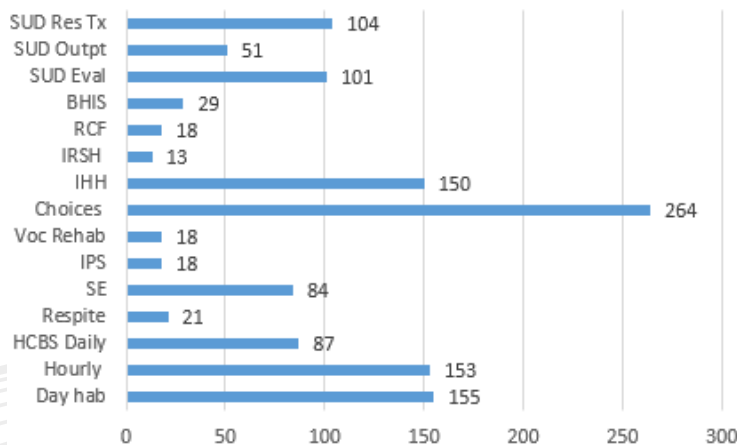
Race



Gender Identity



Service Utilization





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The Behavioral Health Department covers a wide variety of service needs; from 24-hour support for adults living with substance use disorders, to hourly contact with children with behavioral diagnoses, to monthly contact with a licensed therapist, and many services in between. Each service is individualized and provided to children, adults, and family units to assist with their specific recovery journey.

Behavioral Health Intervention Services (BHIS) is designed to assist children and their families to achieve a greater understanding of behavioral patterns to function more successfully at home, school, and in the community. A referral must be made by a mental health professional, and the child must have a mental health diagnosis. A BHIS Provider will meet weekly with the child or the child and their family to work on improving behaviors by identifying what may trigger the child, and learn new healthy coping skills to modify the behaviors.

Counties Served: Henry, Jefferson, Keokuk, Mahaska, and Wapello.

- *Served 29 youth and their families.*
- *Successfully transitioned 5 to a lower intensity support.*
- *Provided more than 570 hours of individualized therapeutic support.*

Residential Substance Use Disorder Treatment (Hope House and Oak Meadow) - As of October 1, 2024, First Resources Corp. became licensed in 3.1 Low Intensity Residential Treatment at Hope House and Oak Meadow. This subsequent level of care, within the same construct, has offered more consistency in the treatment expectations and has improved opportunity for successful graduation. Additionally, Low Intensity treatment encourages the implementation of employment and/or volunteer work to the treatment model to assist with slow, supportive reintegration to the community. Residential treatment also still supports 3.5 level of care or high intensity treatment.

- *Celebrated 44 successful graduations!*
- *Oak Meadow supported 59 individuals.*
- *Hope House supported 45 individuals and their families.*

Outpatient Substance Use Disorder Treatment

- *Supported 51 individuals.*
- *Successfully discharged 17!*
- *Completed 101 evaluations.*



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Behavioral Health Services

J.S. admitted into Residential Substance Use Treatment at Hope House in February of 2025 and successfully graduated in July! When she arrived, she was homeless with no local supports and was physically ill from lack of nutrition and healthcare. On top of that, she had a four month old baby boy, in the care of DHHS, that she had not seen in three months, in large part due to her substance use.

Hope House proved to be the catalyst she needed to build her community. Throughout her treatment process, she found support and courage in the people around her and built a network of resources. Soon, her son's short visits turned into weekend stays. Then she was referred to JHH where she learned of her waiver waitlist status, and learned to navigate receiving services for her disability.

Upon her graduation in July, she moved into her own apartment and works with FRC's HCBS program, utilizing them also as the payee to ensure her finances stay protected.

J.S. continues to participate in outpatient services with FRC and is nearing commencement with that program. She has maintained her apartment and is hoping to close her DHHS case and have her son with her full time.

She has become an established member in a local church, participates in many recovery related activities, serves as an inspiration to others, and is a true role model in recovery.

J.S. utilized the program, resources, and connections available through treatment and has used it to become a success story – to continue to grow and to establish a stable and connected life for her and her son.





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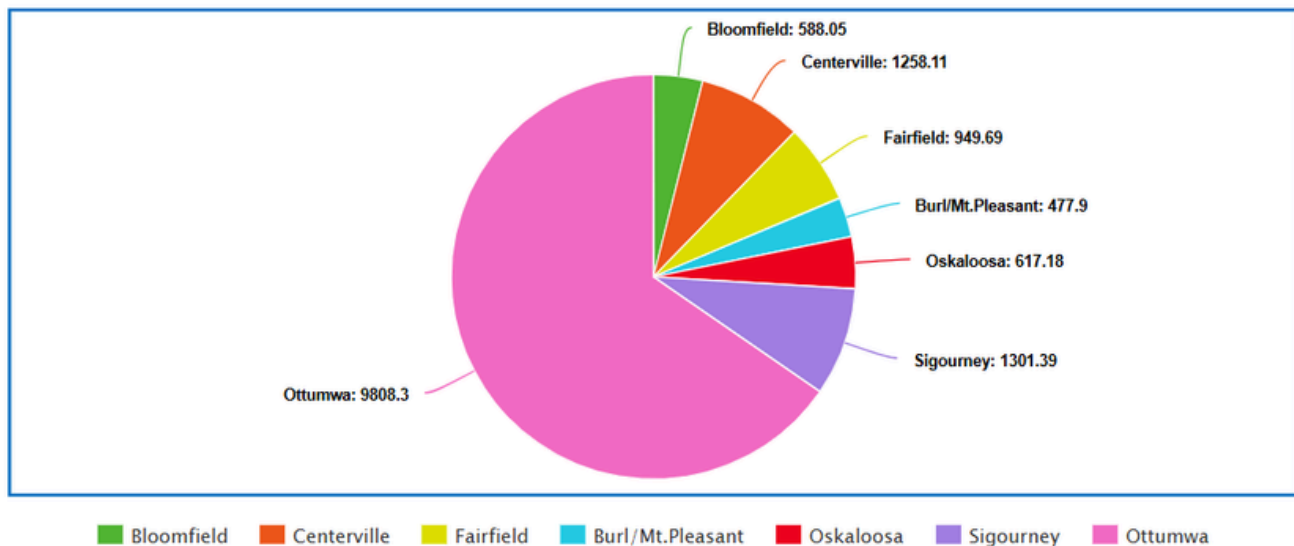
The Home and Community-Based Services Department offers a variety of services provided in a number of settings, both inside and outside the home. These services are considered to be habilitative, facilitative, supportive, and educational. Comprehensive plans are created to assist individuals with meeting identified goals related to development and growth in independence.

- *Hourly Services (SCL, CDAC, Respite, Group Respite, and Home-Based Hab)*
- *Residential Services*
- *Adult Day Habilitation*
- *Hab Day Habilitation*

First Resources Corp. provides hourly services to individuals who reside independently or with family members in the community. Service times vary based on the individual's needs ranging from once a month to five times a week, from an hour to four hours at a time. Individuals receive assistance and support including, but not limited to, maintaining a healthy and safe living environment, personal care/hygiene, meal preparation, community integration, advocacy, budgeting, shopping, and medication adherence. Additionally, we offer Respite and Consumer Directed Attendant Care (CDAC) on occasion.

Services are for individuals accessing Habilitation, Intellectual Disability Waiver, Brain Injury Waiver, Child Mental Health Waiver, or Physical Disability Waiver and are available in the following counties: Appanoose, Davis, Des Moines, Henry, Jefferson, Keokuk, Mahaska, Monroe, Van Buren, and Wapello.

*Total Hours of Support - 15,000.62
Individuals Supported - 153*



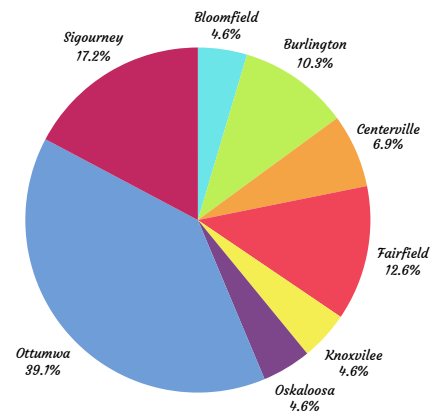


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First Resources Corp. provides Residential Services under the Intellectual Disability and Brain Injury Waivers, as well as under Habilitation. Under these waivers, First Resources Corp. provides services to individuals anywhere from 8-24 hours a day based on the individual's needs and the needs of the other individuals residing in the site homes. Individuals funded through Habilitation have a diagnosis of Chronic Mental Illness. First Resources Corp. currently has site homes in eight different counties throughout Southeast Iowa.

Total Individuals Served - 87

- Bloomfield - 4
- Burlington - 9
- Centerville - 6
- Fairfield - 11
- Knoxville - 4
- Oskaloosa - 4
- Ottumwa - 34
- Sigourney - 15



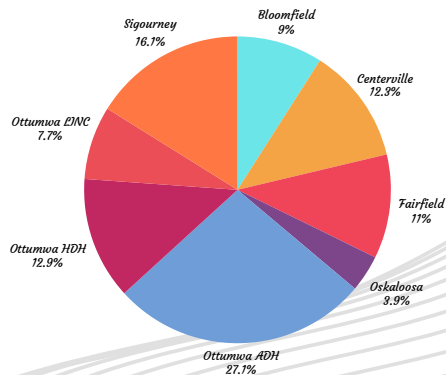
First Resources Corp. provides two different Day Services Programs, Adult Day Habilitation (ADH) and Hab Day Habilitation (HDH). Both programs are designed to assist individuals with improving life skills. These programs also focus on peer interaction and appropriate social skills, while promoting the individual's independence and community integration.

First Resources Corp. provides ADH services in Bloomfield, Centerville, Fairfield, Ottumwa, and Sigourney. The agency provides HDH services in Oskaloosa and Ottumwa. The HDH program is geared to serve individuals with a diagnosis of chronic mental illness.

Within the ADH and HDH, there are individuals who maintain meaningful employment in the community and only participate in day services programming on their days off.

Total Individuals Served - 87

- Bloomfield - 14
- Centerville - 19
- Fairfield - 17
- Oskaloosa - 6
- Ottumwa ADH - 42
- Ottumwa HDH - 20
- Ottumwa LINC - 22
- Sigourney - 25





First Resources Corp.

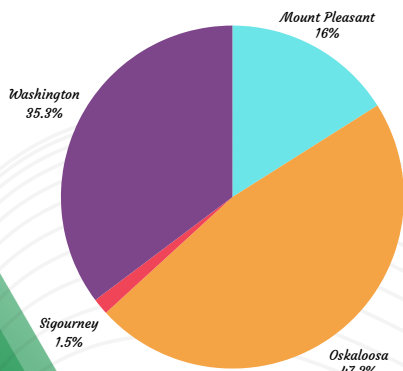
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Mental Health Services partner with individuals through a strength-based and needs-driven approach that supports whole-person well-being. Services are holistic, trauma-informed, and tailored to individuals living with mental health conditions, with a focus on dignity, autonomy, and personalized care. Our team provides wraparound support across community, residential, and facility settings, offering advocacy, resource connection, skill-building, and empowerment. By creating a collaborative, hope-centered environment, we help individuals build resilience, navigate challenges, and move toward stability, healing, and long-term wellness. Our Mental Health programs include two Intensive Residential Service Homes (IRSH), the Integrated Health Home (IHH) program, four peer-run CHOICES Wellness Centers, and a 15-bed Residential Care Facility (RCF). Each program is designed to meet individuals where they are, honor their lived experience, and support recovery that is self-directed, meaningful, and sustainable.

CHOICES are peer-operated drop-in wellness spaces where individuals in recovery are valued as experts in their own lives. Each center offers partnership, education, peer support, and access to resources that honor personal choice and autonomy. The name CHOICES was created by participants and stands for Center for Hope, Opportunity, Inspiration, and Change in an Environment of Support. Every center is built on the belief that recovery is self-directed, dignity-driven, and strengthened through shared lived experience and belonging.

CHOICES Drop-in Centers

Individuals Served by Community



Mt Pleasant:

- 247 Days of Operation
- 19 New Participants
- 156 Participants Served
- 1118 Visits

Oskaloosa:

- 247 Days of Operation
- 41 New Participants
- 459 Participants Served
- 2850 Visits

Washington:

- 247 Days of Operation
- 25 New Participants
- 343 Participants Served
- 2159 Visits

Sigourney:

- 92 Days of Operation
- 1 New Participants
- 15 Participants Served
- 75 Visits

Mental Health Services



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Integrated Health Home (IHH) is a wraparound service that brings together providers, resources, services, and supports to help the individual achieve overall wellness and independence. This is done by providing a person-centered approach that focuses on each individual's strengths and their goals. When the State of Iowa announced redesigns to its service delivery system, many providers began preparing to wind down IHH services. First Resources Corp. chose a different path; leaning into the opportunity for growth. The team hired and trained new staff, expanded access, and continued enrolling clients right up until the June 30, 2025, announcement that IHH services would sunset statewide by September 30, 2025. In 2024-2025 IHH saw:

- 151 Referrals
- 84 Enrollments
- 121 Total Clients Served
- >93% Satisfaction Rating

Intensive Residential Services (IRSH) support adults age 18+ who are living with a severe and persistent mental illness (SPMI) and experience functional challenges that benefit from additional support and skill-building. Services are available 24/7/365 and delivered by a trained team that prioritizes dignity, autonomy, and person-centered choice. IRSH is designed to be short-term and growth-focused, partnering with individuals to build stability, strengthen independent living skills, and transition to the level of care that best fits their goals.

- Opened Ottumwa Home with first admission on 11/13/2024
- Served 13 Individuals
 - Burlington - 8
 - Ottumwa - 5

First Resources Corp. operates a 15-bed Residential Care Facility (RCF) in Keosauqua, IA. The RCF continues to play a vital role in providing short-term, transitional stabilization and person-centered support for individuals experiencing mental health needs. While system-wide redesign efforts in Iowa have impacted on referrals and funding timelines, our RCF team has remained focused on quality, access, and client experience. In 2024-2025:

- Served 20 Individuals
- Averaged 10.8 day referral turn-around (30 day target)
- >96% Satisfaction Rate
- Celebrated 5 Successful Discharges



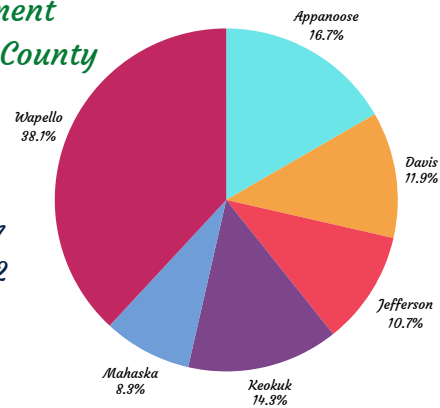
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Supported Employment services provide individualized programming, designed to give persons with disabilities and/or chronic mental illness the opportunity to obtain and sustain competitive employment with businesses in their community. Each individual's services and hours are fluid to meet their needs and ensure successful employment. Counties Served: Appanoose, Davis, Jefferson, Keokuk, Mahaska, Monroe, and Wapello.

- Job Coaching
- Job Development
- Small Group

*Supported Employment
 Individuals Served by County*

- Total Individuals Served - 84*
- Appanoose County - 14
 - Davis County - 10
 - Jefferson County - 9
 - Keokuk County - 12
 - Mahaska County - 7
 - Wapello County - 32



Individual Placement and Support (IPS) is an evidence-based service to Supported Employment that focuses on competitive integrated employment for individuals with a chronic mental illness. IPS staff work closely with job seekers, their family, mental health treatment team, and Iowa Vocational Rehabilitation Services (IVRS), to ensure rapid job search and placement, in the workplace of the job seeker's choosing that best aligns with their strengths, wants, needs, and career goals. Counties Served: Appanoose, Davis, Jefferson, Keokuk, Mahaska, Monroe, and Wapello.

- Total Individuals Served - 35*
- Appanoose County - 5
 - Keokuk County - 1
 - Mahaska County - 3
 - Wapello County - 26



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Coping and Consistency

Persistence is key, especially for one individual in Individual Placement and Support. B.S. has been enrolled with the program on two separate occasions but has found more success this time around.

She has credited the IPS team with this success and has enjoyed learning new skills, practicing interviews, and developing coping mechanisms during the process. B.S. has previously been employed as a gas station clerk and found that what she enjoyed most, was just helping people. This led the team to discover her exceptional customer service skills and ultimately help find a job that would suit her skills and her wants.

B.S. had a great interview with TJ Maxx, where she said the company is very employee focused, supports diversity and is mission driven - but not just their mission, they also support the mission of First Resources Corp.

Since late September, B.S. has started her role with TJ Maxx and is excelling. She loves her job, her peers, and the people she gets to see each day. She has also received several "shout outs" for her excellent work and her Credit Card sign-up rates.

As she continues her work, her goal is to increase hours worked, maintain accountability, and improve communication skills. She thanks FRC for their support in this program and the consistency of the experience overall - it's really helped to create balance and routine.





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The Compliance Team works with each service delivery system to ensure compliance in all licensure, certification, credentialing, and accreditation arenas. They coordinate and implement policy and procedure changes as they relate to compliance and work closely with HR on others. The team also ensures agency conformance, traveling our service area to make sure staff are appropriately handling client's money, and medication administration is properly documented. They audit daily documentation files to ensure compliance with applicable regulations and assist with training resources when needed. Successes from the 2024-2025 year include:

- *Client Finance redesign –*
 - *transition from staff handling client cash to use of the True Link Visa cards. This system allows for increased client independence as well as better monitoring/accountability for First Resources.*
 - *Transitioning to a centralized payee in Ottumwa, Centerville, Oskaloosa, Keosauqua, Burlington and Fairfield. This is streamlining processes with Social Security and minimizes transitions when clients move between locations.*
- *Medication Management redesign*
 - *This was a 6-month transition to move all med records into the Credible electronic health record system*
 - *This transition allows for real time monitoring of medications. This allows supervisors to provide timely and accurate support to the staff when there are questions.*
 - *Increased frequency of medication audits to address safety risks identified related to medication supports.*
- *Credible and Audit Redesigns – The QA team worked in partnership with others to adjust Credible forms and processes as well as to revamp auditing tools and how data was collected. This will minimize time needed in the future.*
- *Assisting with the staff portal (forms, design, materials, etc.)*

The Human Resources Team plays an integral role in all staff, safety, and policy procedure through the agency. This includes handling disciplinary actions, investigations, worker's compensation claims, policy and procedures, reviews and coaching, unemployment claims, medical record collections, and employment verifications and records checks. HR works closely with supervisors and staff for benefit enrollment and tracking, training and compliance, and hiring needs as well. Successes from the 2024-2025 year include:

- *Hiring and retaining 98 staff.*
- *Attending area job fairs.*
- *Certifying all new staff in CPR, Mandatory Reporting, Medication Manager, Dependent Adult Abuse and NCI.*
- *Improving access and increasing training opportunities for a range of subjects.*
- *Assisting in identifying staff for Train the Trainer opportunities.*
- *Moving to Single-Sign on with iSolved.*



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Strategic Leadership

The Maintenance Team provides maintenance, repair, and replacements of company assets, while ensuring safety precautions, policies, and guidelines are followed. The team is also responsible for our vehicle fleet and routine analysis of usage, as well as assisting in gathering bid prices on equipment, assets, and projects with contracted vendors. They maintain the security of departments and company property, handles emergencies and evacuations, ensuring the proper action is taken, and the maintenance of FRC properties including yard work, snow removal, and repairs. Maintenance also plays an integral role in grant project development and labor. Successes for the 2024-2025 year include:

- Renovation of Oak Meadow Kitchen
- Renovation of Gateway Front Entry and Offices
- Completion of Ottumwa JRSH and Staff Shack
- Purchased 5 New Vehicles
- Added a custodian role.
- Completed Painting projects at RCF, Courtview, Williams, and Knoxville
- Installed New Signs
- Added Office at Williams



The main responsibilities of the Marketing Team include managing and overseeing all of the organization's grant proposals and associated reports, development and organization of fundraising events, staff and community engagement. They also serve as the agency's main contact for the Tenco Foundation. Marketing works closely with each team to ensure their needs are met as they pertain to marketing, fundraising, or engagement. They also develop and maintain all digital, print, and other marketing materials.

- Received Bright Ideas Grant for Courtview Renovations.
- Developed partnership with Ottumwa Legacy Foundation & Tenco Foundation for Inclusive Play Space.
- Received more than \$19,000 in Annual Sponsorships and more than \$35,000 in overall fundraising.
- Increased engagement and interactions on Social Media Pages.

First Resources Corp
 Total Views = 30,000+.
 Interactions breakdown
 Jul 1, 2024 - Jun 30, 2025

Total
2,040 ↑ 36.9%

From followers
1,050 ↑ 24.4%

From non-followers
990 ↑ 53.3%

Hiring and Recruiting
 Total Views = 55,000+
 Interactions breakdown
 Jul 1, 2024 - Jun 30, 2025

Total
415 ↑ 232%

From followers
121 ↑ 218.4%

From non-followers
294 ↑ 237.9%

Second Time Around
 Total Views = 5,500+
 Interactions breakdown
 Jul 1, 2024 - Jun 30, 2025

Total
61 ↑ 177.3%

From followers
47 ↑ 161.1%

From non-followers
14 ↑ 250%

Tenco Foundation Inc.
 Total Views =
 Interactions breakdown
 Jul 1, 2024 - Jun 30, 2025

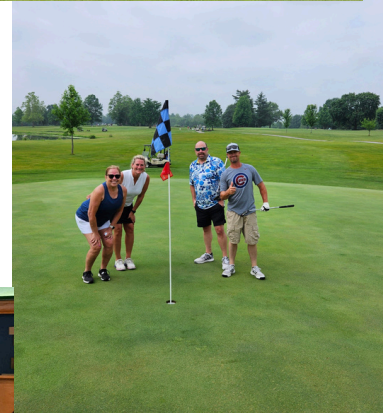
Total
150 ↑ 316.7%

From followers
61 ↑ 165.2%

From non-followers
89 ↑ 584.6%



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Highlights



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Highlights





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In the past, A.T. struggled with communication, but with some minor changes to his programming, goals, and plan over the last year, he has really grown. He is more commonly interacting with his peers and staff, engaging in conversations, asking questions, and even smiling more. A.T. was also a “flight risk” for several year, attempting to elope on many occasions, but with these changes, he hasn’t attempted to elope in nearly two years! With his increased social interaction and overall improved outcomes, A.T. even received a lower tier of support - which of course, is the ultimate goal! His supports are proud to see the strides he has made and can’t believe how many more activities he is doing now, including attending camp for the first time, and even traveling to Hawkeye and Cardinals games recently. He really seems to be thriving.

An individual who came to CHOICES after surviving an abusive marriage and the heartbreak of losing custody of their child found the support and encouragement needed to rebuild. Over the past year, they secured steady employment, moved into a larger home, and are actively managing their mental health. Today, they are standing strong in court to fight for shared custody. This is testimony to both their courage and the role CHOICES played in helping them reclaim their life.

An individual living with substance use disorder and mental health challenges since their teenage years walked through our doors carrying a lifetime of mistrust and isolation. It took months of patient, consistent support from staff before they felt safe enough to open up. Today, they are engaged in treatment, receiving SSDI, and finally experiencing the stability to focus on their recovery.



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\$20,000 +

Ottumwa Legacy Foundation & Bright Ideas

\$5,000 +

*Food Bank of Iowa | Gilbert Houk | JBS and UFCW Local 230
Knights of Columbus | Norris Asphalt Paving Co. & Douds Stone
Tenco Foundation Inc. | Vernon & Joanne Slaymaker Trust*

\$1,000 +

*Adele Reece | Cambridge Foundation | County Bank | Dan Dowling
Mary Pedrick Trust | Renaissance Charitable Foundation
South Ottumwa Savings Bank | Walker Family Fund
Will and Karen Reece | Wolfe Eye Clinic*

\$100 +

*ACCESS Systems | Alan Glandon | Anjinomoto | Chad Farner | Champion Bowl | Cedar Creek Golf
Course Computerland | Community First Credit Union | Courtside Bar and Grill | Crystal
Courtney | Darling Children's Dentistry | EDD the Florist | GOPIP
Indian Hills Community College | Iowa BBQ Store | Iowa State Fair | Jackie King | James Faulk
Kurtz Insurance Agency | Ladies of Hope | Margaret Woolums | Nathan Anderson
Omaha's Henry Doorly Zoo | Ottumwa Challengers League | Ottumwa Family YMCA
Ottumwa Noon Lions | Our Change Foundation | Patricia Witte | Pizza Hut
Plymouth Congregational Church | RAGBRAI | Riverside Casino and Golf Resort
Rominger Insurance | Ryan Croft Memorial | Scooter's Coffee | Steve & Gina Leonard
Steve and Lisa O'Brien | The Optical Shoppe | Vice Transmission*

Thank You