



2020 Annual Report

First Resources Corporation

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OUR MISSION STATEMENT:

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

Our Core Values

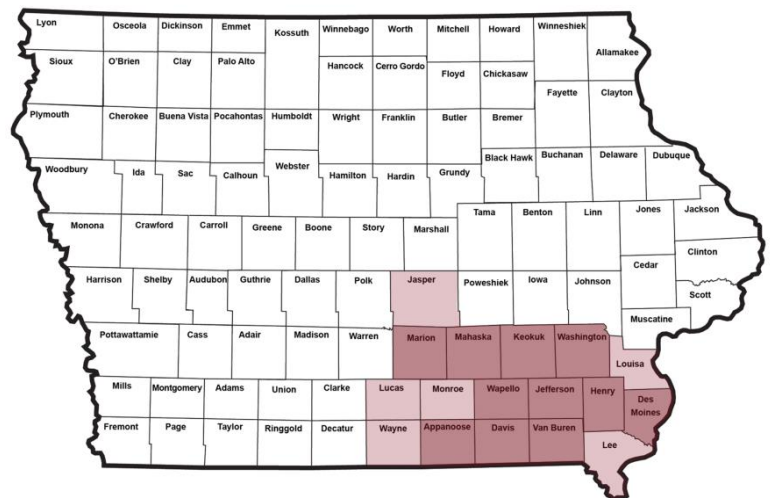
Service Excellence

Open Communication

Constant Respect

***Professional
Development***

Innovation



BOARD OF DIRECTORS



Ellen Moreland
Physical Therapist at
Kindred Healthcare



Amber Pargmann
Global Program Manager
John Deere



Heidi Altfillisch
Previously an Instructor
Indian Hills Community College



Deb Pumphrey
Coach of Ottumwa
Special Olympics



Liz Wilson
HR Manager at
John Deere Ottumwa Works



Jim Lindenmayer
Past President
Indian Hills Community College



Michael Carpenter
Partner: Gaumer, Emanuel,
Carpenter & Goldsmith P.C.



Kevin Carr
Vice President/CFO
Southeastern Community College



Nate Bissell
CEO River Community
Credit Union



John R. Webber III
Partner: Harrison, Moreland,
Webber & Simplot P.C.



Dan O'Rourke
President at County Bank Sigourney

EXECUTIVE TEAM & LOCATIONS



Susan Woodford
Executive Director



Codie Amason
Chief Operating Officer



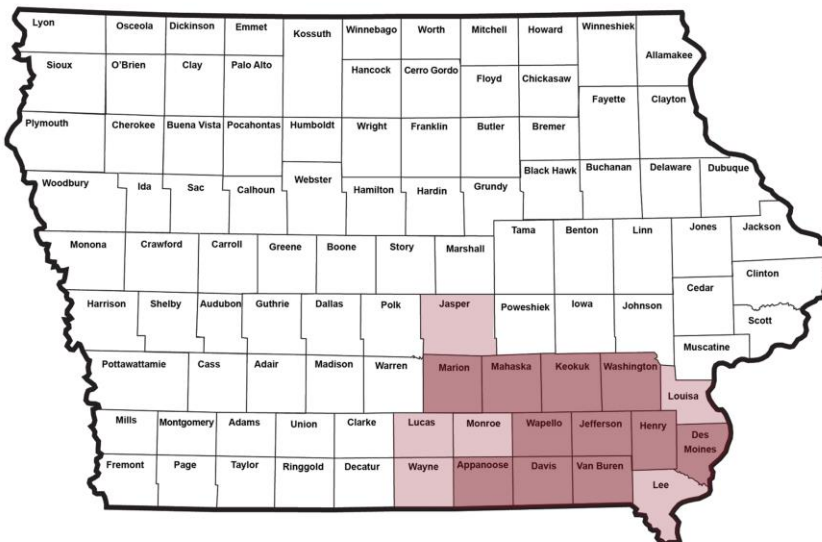
Marc Roe
Chief Strategic Officer



Colette Edmundson
Chief Financial Officer



Jennifer Reynolds
Director of Human Resources



- Newton
- Pella
- Oskaloosa
- Sigourney
- Washington
- Mt. Pleasant
- Burlington
- Fairfield
- Ottumwa
- Bloomfield
- Centerville

From the desk of Executive Director, Susan Woodford.

When reflecting on 2020, there are many different ways to describe how the year has unfolded. There has been excitement, anxiety, challenges, and opportunities to reflect upon. This includes the effects on our consumers, friends, families, and businesses in the communities we serve. The First Resources team has not shied away from taking on those challenges and opportunities. Our team has approached our situation in a problem-solving mentality and consistently worked to find new ways to help our clients.

Similar to other communities throughout the United States, Southeast Iowa has not been immune from consequences and effects of COVID-19. Our communities have been affected by the economic impact, increase in need for behavioral health services, and innovation to work with individuals with disabilities. First Resources Corp. has risen to the occasion to overcome the barriers that COVID-19 has introduced.

With the challenges faced, FRC staff provided new services to accommodate our clients in need. With the suddenness of the pandemic, FRC put into place telehealth services for behavioral health, remote meetings, and combining residential sites to ensure the safety of our clients and staff. FRC staff worked diligently to reduce the barriers to access services. The CHOICES drop-in centers have provided ongoing support through daily meals, check-ins and groups on a daily basis. Supportive employment small groups were moved to ensure continued work in a safe environment. We continue to pivot our programs to meet the needs during challenging times.

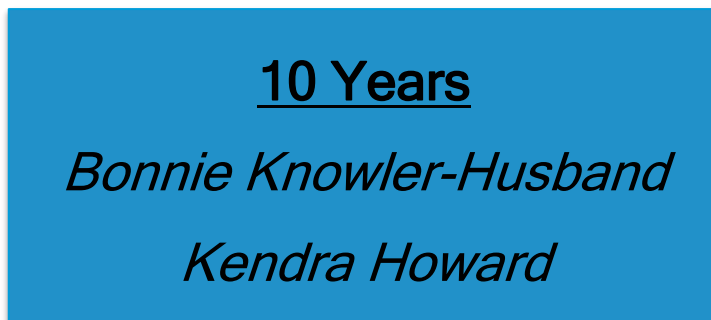
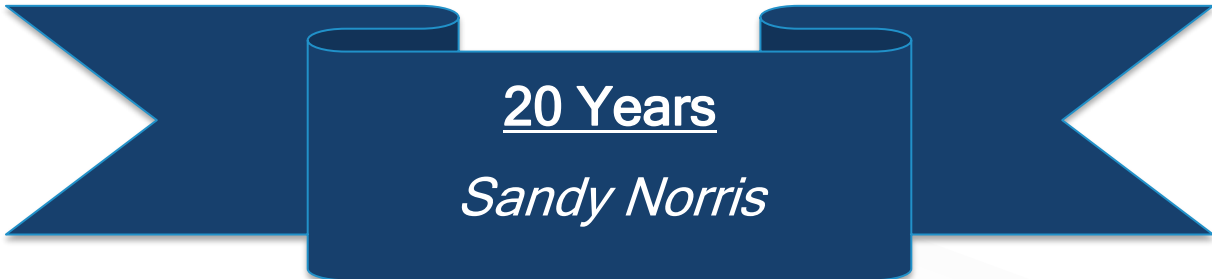
While the pandemic continued to strike Southeast Iowa, First Resources continued to forge ahead by engaging in a merger with TENCO Industries. Through the thoughtful leadership of the board of directors and administrative staff, there was a successful merger between two longstanding agencies. July 1, 2020 marks a new chapter for First Resources and has seen greater opportunity to serve our clients.

As a new year approaches, we are committed to bring creativity, innovation, hope and unity into our future. FRC will be persistent and responsive to the rapidly changing environment. The caring attitude of our staff will continue to lift us up with a spirit of hope and compassion for those we serve.

Thank you for supporting our organization and the mission we adhere to daily. FRC will continue to adapt and adopt “best practices” in our field and appreciate all the support.

*In Service,
Susan Woodford
Executive Director*

RECOGNITION – YEARS OF SERVICE



RECOGNITION – EMPLOYEE OF THE YEAR



EMPLOYEE OF THE YEAR **CINDY KURTZ-HOPKINS**

Cindy, who just celebrated 33 years with First Resources Corporation, has been voted Employee of the Year after winning Employee of the Month in May and Employee of the Quarter to round out our year.

Congratulations Cindy, for being recognized by your supervisors and peers for your loyal service, serving with passion, and always managing in a positive way!

Those that work with Cindy have bragged about her ability to empathize and provide support and guidance as building blocks to success. She is recognized for her hard work and dedication, but even more so for keeping everyone on their toes. Cindy is awesome to work with, a really great team member and advocate, "She is the glue that keeps the agency together".

Though Cindy has spent the last 33 years with FRC, she spent several years with Tenco Industries first. She got her start at Tenco as the Production Supervisor at the Airport in 1982 and spent 4 years in the role before relocating to K.C. for her husband's job. Upon returning to Ottumwa in 1987, Cindy came on as Director of Vocational Services for FRC. In recent months, she has transitioned to and from "Safety Cindy", returning to a position where her true passion lays, working with individuals. Effective this month, Cindy is the Director of Supported Employment of which she says she is "Very lucky to work with a great blended staff. She missed her time working with the team and with individuals and is glad to be back in such a role."

"Work hard and get rewarded", a motto Cindy has lived by, has proven true many times over the years. Besides the recognition by her peers, she has recieved several Iowa Vocational Rehabilitation Service awards and was selected to represent First Resources in the Leadership Academy.

RECOGNITION – EMPLOYEE OF THE QUARTER



Deb Repp
DSP - Sigourney (Now House Manager)
32 Years

"Deb always gives it her all and she is so positive and upbeat. She is on the front lines and the workers that do the job like she does deserve it so much."

Sasha Rivera

"Sasha is someone who is always willing to jump in and help, doesn't matter if you're asking her to take out the trash or build an excel sheet she says yes and does it to her fullest! Sasha is fun and caring, you can tell she truly loves her job and the people she works with. Thank you, Sasha for all you do for FRC!"



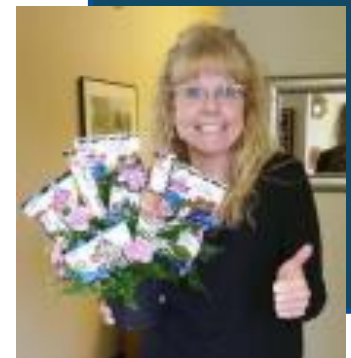
Troy Ward
Maintenance (Now Safety)
1 Year

"Troy is enjoyable and that makes it easy to always be around him. He is kind and compassionate about what First Resources does as a company and the people we serve. I look forward to watching Troy grow at First Resources."



Cindy Kurtz-Hopkins
Safety (Now Employment)
33 Years

"Cindy's advocacy for those we serve is remarkable. She is so thoughtful to others and goes above and beyond to support not just who we serve but all our staff too. I am so fortunate to have had the opportunity to have a generous spire on my team!"



OUR CLIENTS– SUCCESS STORIES



MEET CONNOR HELM
SUPPORTED EMPLOYMENT

Connor had been working at the Bridge View Center as a prep cook when the Corona virus came to our town and nearly closed everything down, (Including his job). Connor really liked his job at the Bridgeview Center and was learning how to interact appropriately in the workplace. Connor was responsible for assisting with the prep of all the items that were on the menu for the day.

Connor was laid off officially from the Bridge View Center on March 15th of this year and sat at home for months wishing that he could get back to work. Over the next few months, I received several phone calls from Connor asking when he might be going back to work. After about 5 months of sitting at home waiting for the virus to end, Connor called and said, "Maybe I should just look for another job". This was surely hard for Connor because he really enjoyed being able to see all the items come together to make an event special.

So, Connor embarked upon job development with staff hopes of finding another job. Before long, he was offered a position at Sonic as a kitchen helper. Connor started his job at Sonic the 1st of September. Connor is now working 4 days a week and doing everything from onion rings from scratch to cooking orders (from the order screen) as requested. Connor was a never satisfied with sitting at home. He wanted to get back out there and be a productive member of a team.

Kudos to Connor for not being satisfied with sitting at home and wanting to get back into the workforce. We wish you continued success at Sonic!

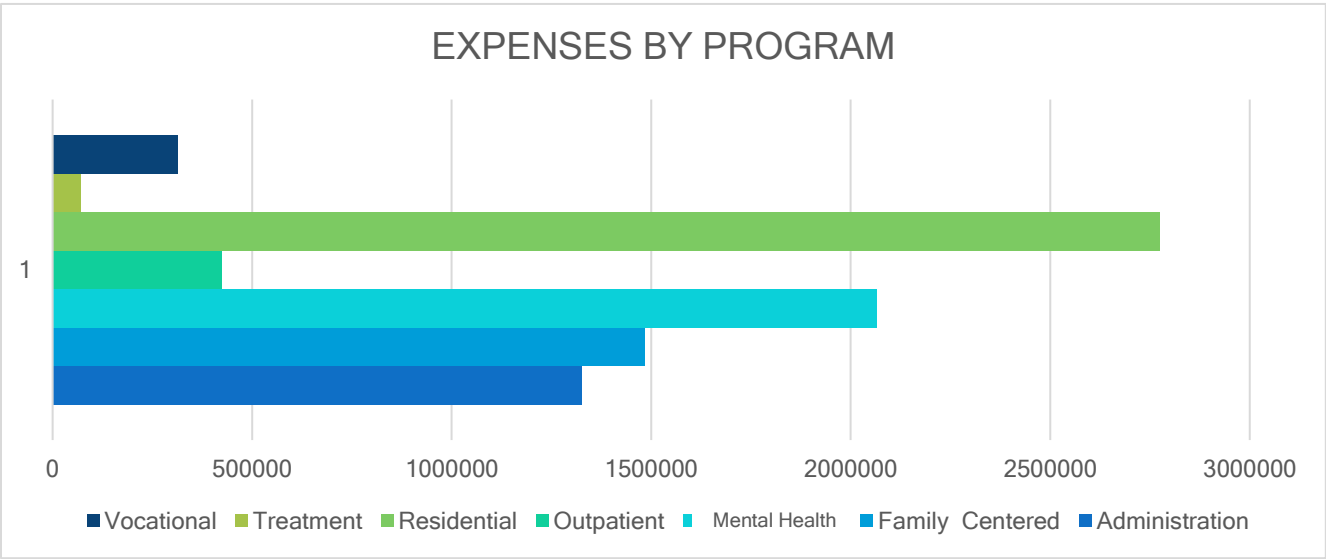
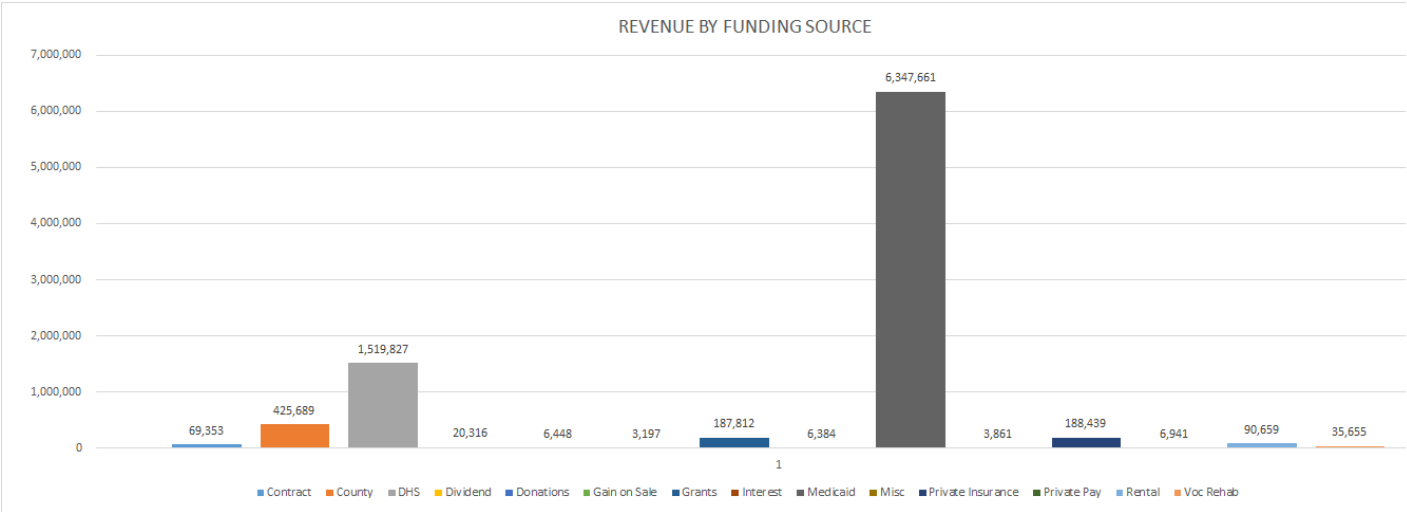
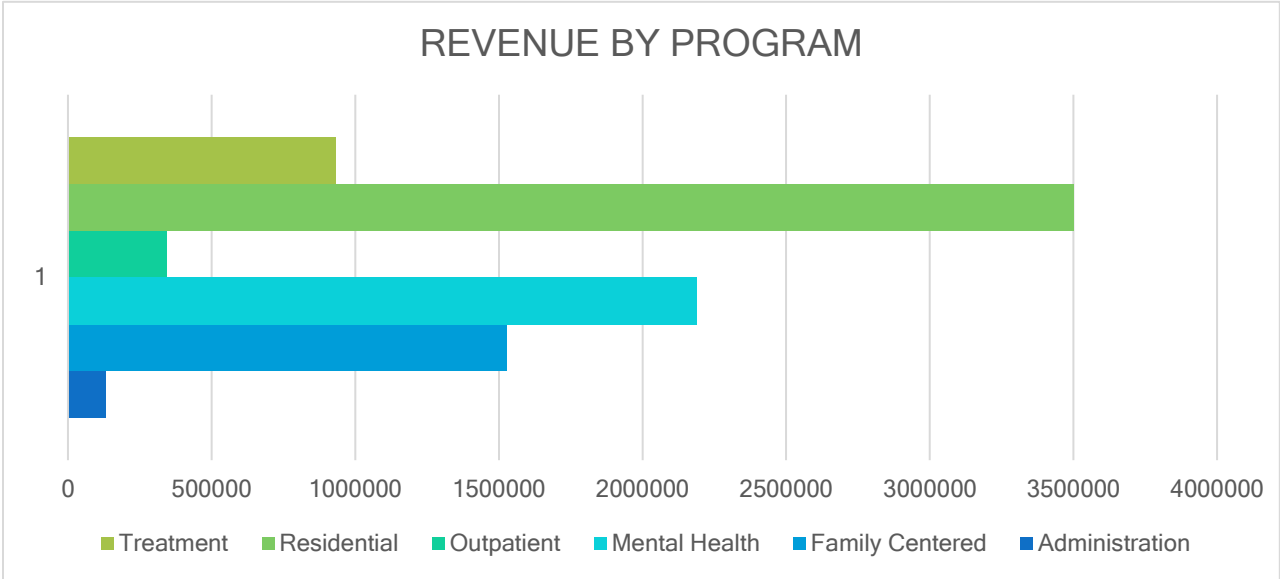


MEET SCOTT ERHERDT
SUPPORTED EMPLOYMENT

Scott was a very shy individual when he decided he would like to get a job. Scott was good worker but lacked self-confidence. Scott was referred by his Case Manager to First Resources to help him find and gain employment in the Fairfield community. Scott filled out a job application at Goodwill with the assistances of First Resources Job Developer. Staff and Scott had gotten an interview with Goodwill's management. Goodwill Management said that they could use a good man to help keep their place looking good and clean for their customers. Scott being the shy person he was spoke softly and said he thought he could handle that job. First Resources Staff talked with the Manager and convinced her to give Scott a chance.

Scott has now work for Goodwill for several years. Scott loves his job at the store and so do the employees and customers. Scott is much more outgoing now. Scott while cleaning windows and dust mopping the sales area floor, will greet the Goodwill regulars and ask if they need any help. Scott does a fantastic job cleaning the grounds around the store and keeping the windows looking great so that the store is pleasing to customers. Scott also keeps the restrooms and dressing room looking great for customers use. Scott cleans and disinfects the donation carts weekly. Scott really takes pride in his work at the store and it shows. Scott has told me more than once how much he likes working for Goodwill talking to customers and being part of the community. Scott is also very thankful that Goodwill has given him this opportunity.

FINANCIAL STATEMENTS – FIRST RESOURCES



DISABILITY SERVICES

Day Habilitation

First Resources operates 3 different Day Habilitation programs. This program provides community integration and social interaction for those members served that have these identified needs. Some members are employed part-time in the community and participate in the Day Habilitation program on their days off.

The Bloomfield Day Habilitation moved to a new address this past year. The new environment is much more conducive to a variety of activities. It is much more spacious, and the individuals served have enjoyed being able to enjoy the front lounge area, the exercise area, and a large space for crafts and cooking. 8 members have been served in the past year in Bloomfield.

Sigourney remains the largest Day Habilitation program serving 19 individuals in the past year. The Sigourney Day Habilitation room received a face lift this summer and it has made a much brighter and cleaner environment for those we serve.

The Ottumwa Day Habilitation program has served 16 individuals in the fiscal year. This group has been involved in a variety of events and activities. They enjoy making treats for the Heartland Humane Society and going bowling, just to name a few.

Employment Services

This program consists of individuals that received services funded by Iowa Vocational Rehabilitation Services, Home and Community Based Services Waiver: Supported Employment and Job Coaching.

- 94 individuals were served in the employment program
- 36 individuals are receiving instructional training by First Resources and are actively employed in the community.
- 6 of those individuals employed, gained employment in the past fiscal year.

First Resources participated in the Iowa DD Council Employment Transformation Grant. This project was very successful. First Resources held three luncheons and developed two videos to promote our mission of working with high school students and integration.

Making the Grade Grant is a high school program that gives students the opportunity to develop work skills that are transitioning from high school to the work force. First Resources collaborated with Ottumwa High School, Davis County High School, and AEA to meet the needs of these students. We worked with a total of 21 students. We continue to work with students after graduation.

Residential Services

Those still living in their family home may also receive respite services to allow their family to have a break from the care of their loved one. 85 members were served in this program in this fiscal year.

Site Homes are services for those needing up to 24 hours of supervision. First Resources operates 11 site homes - there are 4 site homes in Sigourney, 6 site homes in Ottumwa and 1 site home in Bloomfield.

MENTAL HEALTH

HAB/ID Homes (Habilitation and Intellectually Disabled Supervised Homes)

A supervised skill development service that teaches chronically mentally ill and intellectually disabled adults how to manage their symptoms with the goal being to gain the skills needed to be able to live independently in the community.

- Number of Individuals Served in Hab Sites: 19
- Number of Individuals Served in ID Sites: 5
- Number of Individuals Served in Hab Hourly: 29
- Number of Individuals Served in ID Hourly: 4
- U-Code Drops: 7 people had U-code drops (indication of progress made)
- Number of Site Houses: 5

Best efforts were put forth to rebuild this service area since May 2019, worked diligently as a committed Mental Health team for the betterment of this service area and our entire agency.

Focus for this program is on addressing critical matters, overcoming obstacles, identifying solutions, building morale/trust, setting consistent/clear expectations/direction and guiding this service area into a thriving environment for our most valuable resources which are the clients and staff.

HAB (Habilitation/SCL/CSS Hourly Services)

A skill development service that teaches chronically mentally ill adults how to maintain their symptoms in order to function appropriately and to remain living independently in the community.

- 184 clients served
- Averaged 12 Hourly HAB/SCL/CSS Providers
- Over 10,000 direct service hours were provided
- ER visit were at 9%
- Achieved 96.4% client satisfaction survey rate

Williams St. Mental Health Department Apartments, Ottumwa

- Managed (leases/collecting monthly rent/utilities) and kept 8 rental units in compliance with state and local health requirements adhering to all ethical and legal codes and regulations
- Prepared for, and involved in, all property inspections and follow up
- Consistently ensured the needs were met for the 8 clients/tenants

BHIS (Behavioral Health Intervention Services)

In-home skill development service that teaches children to manage their behaviors/symptoms and provides support to the family.

- 140 children and families served
- Averaged 5 BHIS Providers
- 9 service county areas; Wapello, Jefferson, Henry, Mahaska, Marion, Keokuk, Washington, Van Buren, and Davis
- Over 3,400 direct service hours were provided
- Referrals remained consistent due to successful collaboration with therapists and other providers

Life Skills Programming for Female Youth (Gender Specific Life Skills)

Gender Specific Life Skills is a program designed to assist female youth ages 12- 17 and their families residing in Wapello or Mahaska Counties. Services are provided on a group basis, individual basis or to the family as specified by the referral source. 50 individual female clients were referred for services for a total of 522 individual hours and 18 group sessions provided during 2019-2020 fiscal year.

Drop In Centers (CHOICES)

Center for Hope, Opportunity, Inspiration and Change in an Environment of Support
Washington, Oskaloosa, Sigourney and Mt. Pleasant CHOICES Drop-In Centers

Washington

- Total number of visits was **3,670**
- Served **210** unduplicated individual

Sigourney

- Total number of visits was **258**
- Served **16** unduplicated individuals

Oskaloosa

- Total number of visits was **1,850**
- Served **95** unduplicated individuals

Mt. Pleasant

- Total number of visits **3,020**
- Served **99** unduplicated individuals

Completed Basic and Advanced PSS training in June 2020 for all currently employed Peer Support staff.

BEHAVIORAL HEALTH & FAMILY AND CHILDREN SERVICES



Behavioral Health Services

- 215 substance use disorder assessments completed.
- 120 mental health assessments completed.
- 146 admitted to substance outpatient.
- 63% successfully discharged.
- Outpatient Substance Abuse Program absorbed Therapy Services FY 2019.

Hope House

- 78 admits
- 56% successful discharges
- 88 children reunited with parents.
- 8 fathers received residential treatment
- 172 children were guests at Hope House this reporting period
- 26 sober babies have been born to parents at the Hope House since 2012.

Oak Meadow

- 142 admits to residential treatment.
- 58% successful discharges.
- 25 referrals from crisis stability unit.
- 29 court committal referrals were received.
- Oak Meadow participates with Medically Assisted Treatment Programs for opiod addiction.

Family and Children's Services /Family, Safety, Risk, and Permanency (FSRP)

Throughout 2019-2020, First Resources Corporation's Children and Family Department provided a team approach to 249 children providing Family, Safety, Risk and Permanency Services contractually with the Department of Human Services. FSRP displayed determination, based on the phrase "doing what it takes to get the job done well," which resulted in the success of enhancing family safety, minimizing risk, and facilitating a sense of safety, permanency, and well-being for all children regardless of their current placement. First Resources Corporation had a history of adjusting to the changing needs of children, family, and community to provide high-quality, evidence-based, solution-focused, family-centered, community-based, and culturally sensitive interventions to facilitate positive changes for children and families in need.

OUR SUPPORTERS

We have several wonderful business partners that take pride in the services they offer. We thank these businesses for supporting our clients and our mission:

Supported Employment

North Hy-Vee | Pennsylvania Place | McDonalds | Dominos | Hardies
Applebee's | MIU | Fairfield Hy-Vee | Goodwill | WigWarm | Sonic | Burger King
Davis County High School | Fountain Fitness | McDonald's Oskaloosa | Fareway
Sigourney Area Development Corporation | Keokuk Hills Beef, | 63 in Bloomfield
Interpower in Oskaloosa | Bust Bee Daycare in Oskaloosa

Cardboard Route

Copper Lantern | Garden Gate | Sigourney TV & Appliance | Bain Electric
Sigourney Heating & Cooling | Sigourney Elementary | Sigourney High School
Bender Foundry | KCHC Hospital | Atwood Electric | Pizza Ranch | Phelps Auto
KCVC Vet Clinic | Subway | Sigourney BP | C & A Auto | Sigourney Café
Casey's - Cans | Fountain Fitness | Exceptional Edge

Cash & Gifts

\$1,000-\$10,000

First United Methodist Church - Ottumwa | Ottumwa Regional Legacy Foundation
Wapello County | Wesley United Methodist Church - Fairfield

\$250 - \$500

Alpha Delta Sorority | Beta Sigma Phi Sorority | Bridge View Center | Don & Pat Swanson
Keurig/Dr. Pepper | Finley United Church | Kent & Leisa Walker | Kiwanis Club of Washington
Knights of Columbus | Laureate Guild Ladies Group | Ottumwa Fire Department
Ottumwa Noon Lions Club | Sigourney Body Shop | Sigourney TV & Appliances
South Ottumwa Savings Bank | Steve & Lisa O'Brien | Wolfe Eye Clinic - Robert Moreland

\$250

Jackie King | Janet Ransom | John Webber III | Kiwanis Club of Washington | Rob Ransom
Pizza Ranch of Ottumwa | Serenity Palms Massage | Shear Design | Sherri White
Sigourney FRC Staff | Soup Kitchen | South Hy-Vee | South Hy-Vee Starbucks | Steve Palen
Sue Brown Group | Sweet and Saucy, Fairfield | The Hub Coffee Shop | Tractor Supply
United Methodist Woman | Wapello County Auditor | Wetrich Family | Williams Street Staff
Word of Life Lutheran Church, Fairfield | Yes Way



TENCO

"People Achieving Success"



2020 Annual Report

Tenco Industries, Inc.



TENCO

“People Achieving Success”

About us

Tenco was founded on one defining principle... that every person has value and ability. Some abilities come naturally while others have to be learned.

At Tenco, each day is dedicated to building opportunities for people with disabilities to work, learn life skills, and interact in the community.

Tenco is a non-profit corporation founded in 1965, currently serving more than 300 people with disabilities.

Mission Statement

To empower persons with disabilities to live, learn, and work independently in their communities.

Board of Directors

Nate Bissell

Teri Messerschmitt

Deb Pumphrey

Josh Hall

Kathy Henry

Leisa Walker

Jim Lindenmayer

Payson Moreland

Michael Carpenter

Jon Wagner

Liz Wilson

Our Core Values

People Priority

Individualized Success

Integrity in All We Do

Safety First

Giving Voice

Strategic Durability

Promoting Understanding



A Season of Change.

In 1965, Tom Johnson led the charge to begin a mission that would live for 55 years; to assist those with disabilities lead better lives and become an integral part of the communities in which they serve. He built an agency that assisted literally thousands of people. A few years ago, at the 50th Anniversary banquet, Tenco was honored enough to have Mr. Johnson back during an annual dinner to see the work that his vision had created. To this day, it is uncertain who was the most emotional, Mr. Johnson, or the people that his life's work impacted.

Tenco has been so fortunate over the years to have an amazing workforce. The agency was blessed to have employees that cared so greatly for our clients. For all of those who helped us serve our mission; we thank you for your tireless dedication. You all made a difference; you impacted lives, and we are forever thankful to each one of you.

As with all things, the seasons must change. We live in an uncertain political and economic environment. Changing rules, political climate, and social norms have impacted the nonprofit world in ways that were unimaginable even 10 years ago. With that, it became incumbent upon us to ensure that the vision in which Mr. Johnson worked so tirelessly for was not forgotten. As such, Tenco's Board of Directors voted to merge with First Resources Corp., effective July 1, 2020. This move allows both agencies to harness their combined strengths, reduce administrative overhead, and expand service capabilities to those we serve. Additionally, it not only ensures the viability of the combined organization; but more importantly, cements the possibility of continuing to serve our most basic mission, to be the resource for our clients.

Although the name Tenco sunsets, the basic mission will never change. We remain the voice for those who need a voice. We will remain to fight for everyone is right to a fulfilling life in the communities in which they choose to live. Together, we are stronger, and our voices are united to advocate for those we serve. We should all be immensely proud of the part we played in serving the mission of Tenco, big or small. We are fortunate to be able to continue our purpose as First Resources Corp.

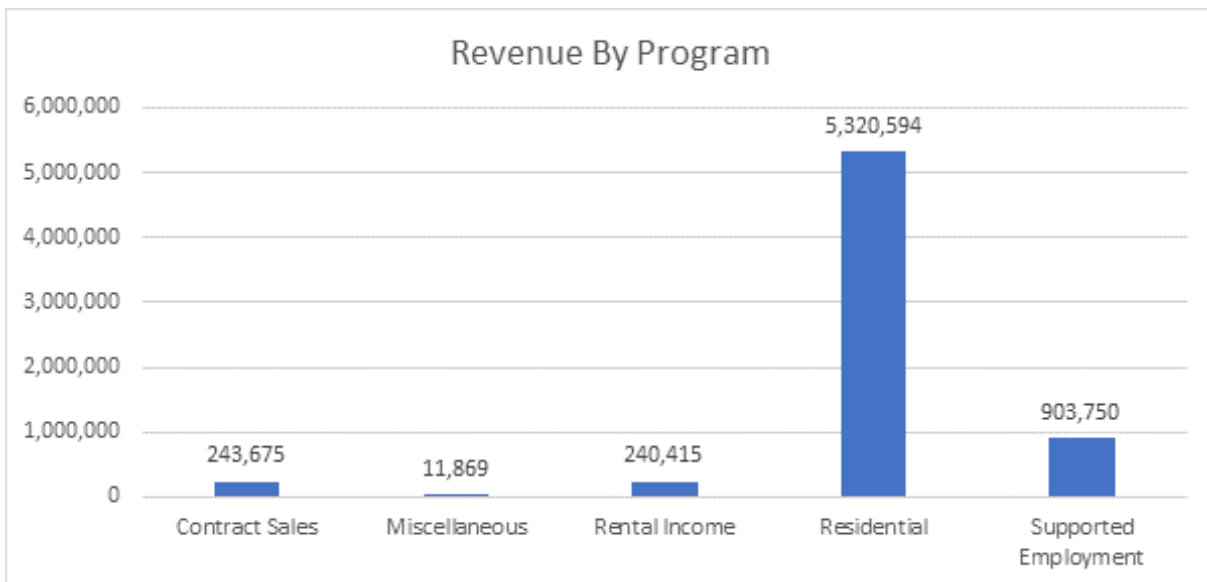
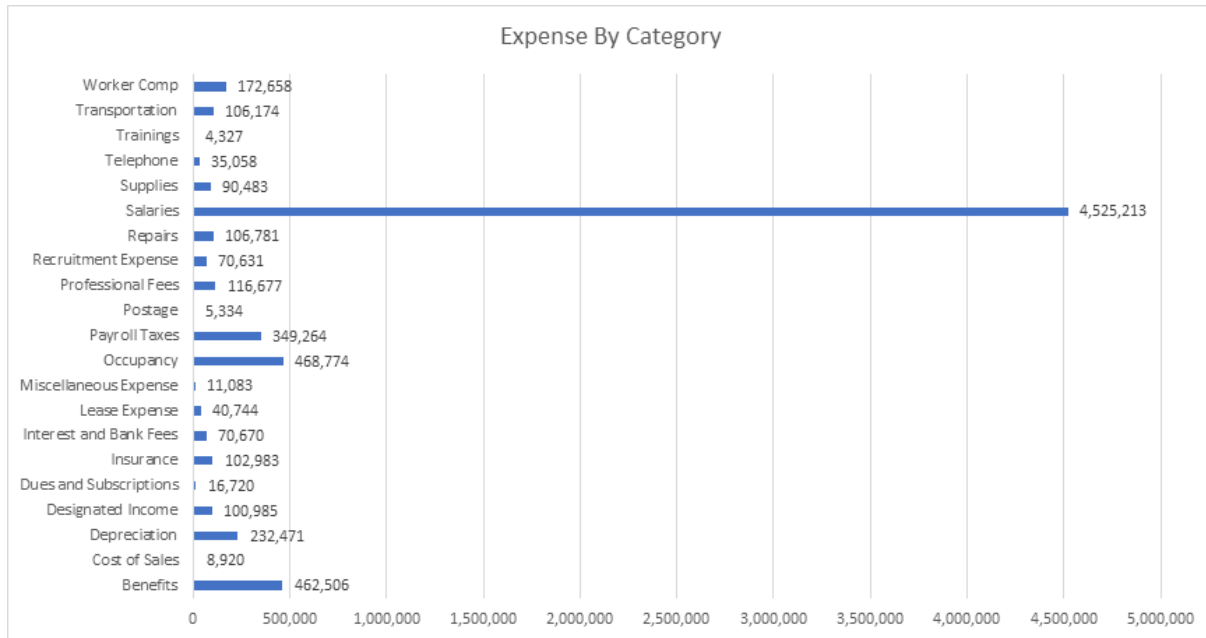
*Marc E. Roe
Interim Chief Executive Officer
Tenco, Inc.*

TENCO – FINANCIAL REPORT



TENCO

“People Achieving Success”



TENCO – DISABILITY SERVICES

Day Habilitation

Tenco operates 3 different Day Habilitation programs. This program provides community integration and social interaction for those members served that have these identified needs. Some members are employed part-time in the community and participate in the Day Habilitation program on their days off.

The Ottumwa Day Habilitation is the largest program and serves 56 individuals. This location received grant funds for expanding space and building rehab needs.

Centerville served 17 individuals in the past year while The Fairfield Day Habilitation program has served 13 individuals in the fiscal year. This group has been involved in a variety of events and activities.

Residential Services

Tenco offers a variety of Residential service provisions across six communities. Currently, the services that are offered include: respite and group respite, supported community living, supervised living, crisis transitional living, and a residential care facility.

The program is operated in: Ottumwa (ending with 11 homes, 1 apartment, and total served 66), Fairfield (ending with 2 homes, and serving 22, with a Crisis Transition Home with 5 beds), Knoxville (ending with 2 homes, and total served 14), Keosauqua (15 bed Residential Care Facility), Centerville (2 homes, and total served 12), and Oskaloosa (1 home, and total served, 8).

Supported Employment Services

This program consists of individuals that received services funded by Iowa Vocational Rehabilitation, Home and Community Based Waiver: Supported Employment and Job Coaching. Again, operating in the communities of Ottumwa, Centerville, and Fairfield.

The program is operated in: Ottumwa (ending with 30 individuals in small group, 1 in discovery, 6 in job development, and 16 participating in job coaching), Centerville (ending with 19 individuals in small group and 3 participating in job coaching), and Fairfield (ending with 12 individuals in small group and 1 participating in job coaching).

Tenco also supported individuals through employment at Second Time Around in Centerville. The store operated daily, taking donations for retail.