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Reports: 1st Quarter 2023

Our leadership team met on May 12, 2023 to review all aspects of our Quality Assurance Programs. This is our report to you, the stakeholders of MACS, Inc.

Service Effectiveness:

MACS, Inc. continues to take great pride in the effectiveness of the services delivered, measuring personal goal attainment data annually for all those we serve. Collected data reported throughout the 1st Quarter of 2023 detailed each person’s progress toward independence. During the 1st Quarter, 13 individual service recipients were assessed to determine the effectiveness of a variety of delivered services. DSP staff of MACS, Inc. assisted these folks to move nearly 20% more closely toward independence over this past year.* So, on average, 13 individuals whom received assistance and support from our DSP staff through a variety of residential and community based services, fully attained 19% of their personal goals from late 2022 through early 2023.

Services access:

MACS, Inc. did not have any new service recipients or current recipients start new services in the 1st quarter of 2023. Our Marion office has been busy since April 1st, however, assisting 3 new families start Residential and Community Living and Support services, with a fourth family lining up to access Community Networking and Supported Employment in the 2nd quarter of 2023.

Service Efficiency:

MACS Quality Assurance (QA) Team continues to track the efficiency with which all services are delivered by MACS’ internal support teams. This quarter, service efficiency continued to increase following a very healthy 4th quarter in 2022. DSP staff increased their level of support from 80% in 4th quarter of 2022 to 83% during the first quarter of 2023. MACS, Inc. continued to see the highest rate of service efficiency since prior to the pandemic emergency in January through March of 2023. See below;

Efficiency by program for the 1st Quarter:

Respite Care:	50%
Supported Employment:	78%
Supported Living:	98%
Residential:	97%
Day Supports:	67%
Community Networking:	81%
Community Living and Supports:	84%
LTCS:	57%

Total Service Efficiency for the Quarter (Not including RC): 83%



Challenges:

As many of you continue to understand, recruiting DSP staff and retaining our talented employees remains the main focus of the leadership team and this has continued over this past quarter. Continuing throughout the last 3 months, ongoing inflation and rising cost of living statistics following the national pandemic emergency have presented unique challenges in recruiting DSP staff and retaining current employees. During the first quarter of 2023 the MACS, Inc. leadership team began to reorganize its administrative budgets, resulting in pay increases across the board for all direct service providers. We are hoping that these modest increases will help us to both compete with existing business in the region while also helping our recruiting efforts in a highly competitive labor market. MACS, Inc. continues to negotiate with Vaya Health for increases in pay rates for all DSP staff in our system of care.



Health and Wellness:

MACS, Inc. QA Team and Human Rights Committee reviewed 6 incident reports during the last 3 months. A trend / pattern was identified by the team as these reviews took place in regards to an increase in elder care incidents within our service recipient community. Recently we have seen a few of our senior folks receiving services receive injuries from falls and we have also seen a few folks responding poorly to sicknesses. In response, MACS Inc. has increased levels of staff training and development, elder care communication and QP supervision hoping to impact these recent developments.

Office site safety reviews and associated drills were conducted monthly and/or quarterly, as appropriate, throughout the past three months to ensure the physical safety of all service participants, employees, and visitors utilizing MACS facilities. All MACS owned and/or operated facilities reported safe working conditions during the 1st Quarter of 2023, with some recommendations for improvements in our Adult Day Program in Marion.

Workforce Development:

6 new employees were hired, 3 employees were released, and MACS retained 99% of its overall workforce during this quarter, coming in over our company's goal of 85%. 20 performance evaluations were completed during the last 3 months (including 90-day evaluations of new employees and annual evaluations of all levels of staff). Parent and / or guardians report a 100% satisfaction with services their family members are receiving from MACS, Inc. over the last 3 quarters of 2022 & 2023, and a 97% positive skill assessment was reported.

1 informal complaint was reported during the 1st quarter of 2023 and was resolved at the supervisory level.

Employees of the Quarter!



WENDY MORRIS WITH CODY

Wendy is not only a top notch DSP staff, she is instrumental in keeping our Adult Day Program running smoothly. She always steps up to take care of the "little things" that makes the MACS Day Program a special place for those we serve. – Alicia Rose, QP Marion office site



JENNIFER HOBBS

Hobbs has stepped up "big time", taking on a large caseload and responsibility this year. I've been impressed with her overall performance and positive attitude since assuming a larger role with the agency. – Mike Mims, SQP Arden Office Site

MACS Annual Picnic in the Park

Friday, June 9, 2023

11:00 am – 4:00 pm

Free food, fun, games & prizes!

Please RSVP to jwilson@macs-inc.org or call 828.676.2135, ext. 300. Include yourself and everyone in your party.



Extra Nice Playground, Badminton Court, Doggie Park,

Bike & Hike Trails, Tennis Courts, & more!

TRACK Trails are wheelchair accessible.

Bring: Bikes, Scooters, Roller and In Line Skates/Blades, Racquets & Balls, Helmets (required for biking), Pets (must be on a leash at all times), Bubbles, Frisbees, etc.

Bring your favorite dessert for our Best Homemade Dessert Contest

Mills River Park Pavilion, Town Center Drive,

Mills River, NC 28759

Airport Rd or Boylston Hwy to Rte. 191, South.

On 191 South, go 1.4 miles.

Turn left on Town Center Dr. Go to Pavilion on your right. Schoolhouse Road is too far.



Community In Action!



The Marion Day Program has been actively involved in serving their community. Over the last several months, they have been holding a sock drive, as well as, gathering items to provide for folks in the Marion area who are in need. During this time, the MACS Day Program participants have collected 327 pairs of warm socks, and building “Blessing Bags” that consist of a mass of hygiene essentials (200 bags of products). These items have been distributed to the Mens center and the family center (care of The Ministry Mission Alliance), First Baptist Church of Marion, East Marion Pentacostal Holiness Church and the Clichfield United Methodist Church.

Participating Businesses include: Northwest Hardwoods, Marion Exxon, Spillway bridge and company, After 5 Bar, Heathen’s Den, Chance of Sprinkles, McDowell County Sheriff’s Department, McDowell County Rescue Squad, and Women of the Moose. Many thanks to all who have given to help the MACS Adult Day Program organize these community outreach activities!

Satisfaction Survey 2022

Every year MACS, Inc. reaches out to our employees for feedback. Snip-it's from our 2022 survey:

Satisfaction with services provided: 100%

Supervisors demonstrate professionalism, understanding and are available: 100%

Satisfaction with employee / supervisor relationships: 97%

Open door communication with management: 97%

Comfort with reaching out to HR / management: 97%

Satisfaction with training and development: 90%

What do you like about MACS:

- Smaller organization that feels more intimate and in-tuned to their consumers and staff
- "Family first" attitude when illness or emergency strikes. I also like that I see a lot of tenure within the workforce.
- The way that management cares about the employees.
- That I work with some wonderful people.
- That they really care and appreciated their employees coming from working for a large company it's nice to have that feeling it's like one big family.
- It's just not a company it's a family and that's what's so great about it
- How welcoming and helpful the staff are.
- They are the best provider in WNC. Very ethical and caring

Overall, I believe MACS is a great place to work and always keep me smiling and hardly ever have really bad days. No matter what they care about their employees on a higher level than a lot of other companies do.



MACS, Inc. is a nationally accredited provider of Residential, Supported Employment and Community Based Periodic Services

"Our Mission is to provide quality assistance and services to adults, children and families with special needs to enable prosperity in their lives."

Contact us at rzehr@macs-inc.org if you have any suggestions on how we can improve our services to you or your family member.

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