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Reports: 1st Quarter 2024

Our leadership team met on May 10th to review all aspects of our Quality Assurance Programs. This is our report to you, the stakeholders of MACS, Inc.

Service Effectiveness:

MACS, Inc. Direct Service Staff continue to be effective in assisting folks gain independence. Throughout the first three months of 2024, 12 individual service recipients were assessed to determine the effectiveness of five different services that were delivered. 22 different DSP staff of MACS, Inc. assisted these folks to move between 3% to 47% closer to independence over this past year while delivering all services according to the individual’s plan of care.* So, on average, 12 individuals whom received assistance and support from our DSP staff through a variety of residential and community-based services, fully attained over 16% of their personal goals from Jan 1st, 2023 through December 31st 2023. *Data collected from 1/2023 – 12/2023 from 7 different service lines

Services access:

Our Marion office continued to be busy through the beginning of 2024, adding 1 new DSP staff and 1 new Day Support service recipient to a growing Adult Day Program.



Service Efficiency:

MACS Quality Assurance (QA) Team continues to track the efficiency with which all services are delivered by MACS’ internal support teams. During the first quarter of 2024, MACS got off to a great start. The number of hours of total support delivered over this past quarter was 73% of total services authorized for 8 different types of scheduled services.* The leadership of MACS, Inc. believes this strong start in 2024 is a direct result of the NC state legislators approving a Medicaid rate increase to step up DSP wages. The leadership team of MACS had hoped to see a dramatic rebound in total services delivered starting in 2024, and this has come to a realization. See below: *does not include RC

Efficiency by program for the 1st Quarter:

Respite Care:	49%
Supported Employment:	75%
Supported Living:	100%
Residential:	99%
Day Supports:	84%
Community Networking:	64%
Community Living and Supports:	74%

Total Service Efficiency for the Quarter (Not including RC): 73%

Challenges:

Recruiting new DSP staff and retaining our talented employees remain the main challenges and focus of the MACS leadership team again in 2024. Continuing throughout 2023 and into 2024, ongoing inflation and rising cost of living statistics continue to present unique challenges in recruiting DSP staff and retaining our current workforce. On January 1, 2024 Vaya Health, along with the NCDHHS, announced Medicaid rate increases for all providers of Mental Health, Substance Abuse, and Intellectual Disabilities services. Although our local Management Care (MCO) communicated at that time that we would be receiving these monies immediately in 2024, this has not become a full realization. MACS, Inc. has only received a portion of these promised Medicaid increases to date. Even though it has created a tremendous hardship, the MACS leadership team felt the strong need to increase wages immediately and did so beginning January 1st of this year. We are happy to report that all DSP staff and Contractors received a substantial wage increase in 2024. Being able to offer higher wages has helped tremendously in our recruiting efforts, and we are happy to report some services that were not being delivered in the end of 2023 are now being delivered by newly hired DSP staff. Even with this good news, we want to report that the fight for higher wages for DSP staff is not over, and we will continue to advocate for better wages over this next year. **See message from Ric and Ric at the end of this newsletter*



Health and Wellness:

The MACS, Inc. QA Team and Human Rights Committee reviewed 4 incident reports during the last 3 months. The same trend / pattern was identified within these reports that has been identified this past year as one of our elderly service recipients had two minor injuries and one trip to the hospital for routine medical care. MACS, Inc. continued in its efforts to increase staff training and development around elder care issues within the I/DD community. We also continued to provide increased levels of staff supervision for those working with our elderly folks during the first quarter of 2024 with the hope of continuous quality improvements in this specific area.

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 2024, with all items needing to be addressed be completed by the end of the 2nd quarter of 2024.

Workforce Development:

5 new DSP staff were credentialed this quarter, while 100% of all current employees were retained. We blew away our company's goal of 85% staff retention in the 1st quarter. 28 performance evaluations were completed during the last 3 months (including 90-day evaluations of new employees and annual evaluations of all levels of staff). Parents and / or guardians report a 99% satisfaction with services their family members are receiving from MACS, Inc. DSP and QP staff throughout the last 3 months, and a 99% positive skill assessment was reported.

No complaints were reported during the 1st quarter of 2024.

INTRODUCING.....



AMANDA NOBLITT

MACS ADULT DAY PROGRAM DIRECTOR

Amanda has been employed with Mountain Area Community Services since January of 2023 and has provided a host of Day Support and Community Networking services throughout this time. It has been clear to her QP-supervisor and the MACS management team that she is a natural leader who prioritizes the needs of those she serves above all else in her direct service role. Due to Amanda's strong skills and "serve-first" mentality, she has been promoted to the position of Day Program Director, overseeing all daily operational activities of our Marion Program and facility. Congratulations Amanda!

A message from Rick and Ric

As announced in our last newsletter, published in February.....In late 2023, the NC General Assembly appropriated \$176 million in state and federal recurring funding in the Current Operations Appropriations Act of 2023 to raise rates for NC Innovations Waiver services to allow providers to raise direct care worker (DCW) hourly wages. In direct response to this act, the MACS, Inc. leadership team approved and immediately began implementing rate increases across the board for all direct service provider staff beginning January 1, 2024.

This was certainly good news, and MACS stayed true to its word, increasing DSP and AFL contractor pay substantially in 2024. In addition to these raises, MACS also promised to roll out DSP "bonuses" for all those direct service staff in good standing who provided select services* from July 1, 2023 through December 31/2024. Unfortunately, and this has been stated earlier in this newsletter, the Managed Care Organization, Vaya Health, has been unable to provide the full funding needed to make this happen to date. Vaya has apologized that this task is taking longer than expected and asked we remain patient as they work out the "kinks" in their software programs that allow for these deposits to be made. Despite these delays, we have made the decision and set a date to disburse DSP service provider's bonus checks. On 5/8/2024 MACS will include "back pay bonus monies" in all impacted DSP payroll checks. We thank all our DSP staff for what they do in service to those we all serve.



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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Our Mailing Address is:

Mountain Area Community Services, Inc.
366 South Main St
Marion, NC 28752

MACS Annual Picnic in the Park



Friday, June 14, 2024

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.

