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Reports: 2nd Quarter 2023

Our leadership team met on August 15, 2023 to review all aspects of our Quality Assurance Programs. This is our report to you, the stakeholders of MACS, Inc.

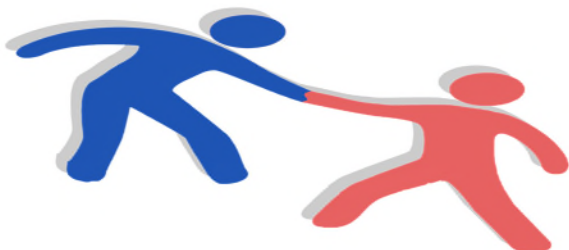
Service Effectiveness:

MACS, Inc. Direct Service Staff continue to show tremendous effectiveness in the delivery of services. Each quarter we measure personal goal attainment for all those we are serving. Collected data reported throughout the 2nd Quarter of 2023 detailed each person’s progress toward independence. During this last quarter, 14 individual service recipients were assessed to determine the effectiveness of 6 different service lines. DSP staff of MACS, Inc. assisted these 14 folks to move 23% closer to independence over this past year.* So, on average, 14 individuals whom received assistance and support from our DSP staff through a variety of residential and community based services, fully attained 23% of their personal goals from mid-2022 through mid-2023.

**Data collected from 7/2022 – 6/2023*

Services access:

One new person was added to the MACS family in the 2nd quarter of 2023. Our Marion office continues to be busy since April of this year assisting 4 new families start Residential and Community Living and Support services.



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 returned back to earth following the most efficient quarter on record in the 1st quarter of 2023. The number of hours of total support delivered over this past quarter was 76% of total services authorized, dropping from 83% in 1st quarter of 2023. The leadership of MACS, Inc. believes this dramatic decline in service delivery is directly related to the complex staffing crisis happening throughout the state of North Carolina. In addition we have had several of the folks we serve who are elderly require medical care including hospitalization and long term care / long term physical therapy in institutional settings. See below;

Efficiency by program for the 1st Quarter:

Respite Care:	63%
Supported Employment:	81%
Supported Living:	92%
Residential:	89%
Day Supports:	57%
Community Networking:	75%
Community Living and Supports:	65%
LTCS:	45%
 Total Service Efficiency for the Quarter (Not including RC):	 68%

Challenges:

Recruiting new DSP staff and retaining our talented employees remains the main challenge and focus of the MACS leadership team. Continuing throughout this past year, ongoing inflation and rising cost of living statistics continue to present unique challenges in recruiting DSP staff and retaining our current workforce. Although the MACS leadership team has increased wages this past year, it hasn't been enough to keep up with rising costs, especially in the Buncombe County and Henderson County regions. MACS, Inc. continues to look for ways in which to increase wages, but is also hearing from Vaya Health that the state legislature is working on a new budget for 2023-2024 that may include increases in Medicaid reimbursements. Our leadership team has been told September will be the month these new budget proposals will be made available, and we remain hopeful our state lawmakers will act positively and raise our local service wages. In the meantime, MACS, Inc. continues to analyze its internal operations and encourages the local authorities to acknowledge and address this serious, ongoing challenge. Stay tuned



Health and Wellness:

MACS, Inc. QA Team and Human Rights Committee reviewed 6 incident reports during the last 3 months. No trends or patterns were identified within these reports. We did lose one of our members, Bill Lowe, who died of natural causes (See In remembrance)

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 2nd Quarter of 2023, with multiple recommendations for improvements in our Adult Day Program (located in Marion) being completed in total during this past quarter

Workforce Development:

4 new employees were hired, 1 employee was released, and MACS retained 99% of its overall workforce during this quarter, coming in over our company's goal of 85%. 19 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 98% positive skill assessment was reported.

No complaints were reported during the 2nd quarter of 2023.



EMPLOYEE OF THE QUARTER!



JEAN AND JOEY

Jean Bear is a 17 year employee with Mountain Area Community Services. Jackie Torres, QP supervisor, describes Jean as a consistent, reliable employee. “I appreciated how consistent Jean has been and is with her job duties on a daily basis and over such a long time as an employee. Jean manages everything that I require of her [as a RADSE employee] and always gets anything I need her to do done immediately and effectively. She is someone I never have to worry about. In addition, she is someone who appreciates MACS”. We appreciate you, Jean! Congratulations on being our employee of the quarter!



IN REMEMBRANCE



Bill with his brother in law and longtime care giver, Kerry

We are sad to announce that on May 24, 2023 we had to say goodbye to William “Bill” Lowe. Bill was laid to rest on Saturday, June 3, 2023 at Middle fork Baptist Church in Rosman, NC. amongst friends and family who knew and loved him well. Bill was such a precious soul, who cared for others deeply. One friend at his funeral told how Bill “would call almost every day to check on her Mom.” And how “Bill loved football and was diehard Rosman Tiger fan who attended every home game for years. Bill certainly loved his family, especially his dear mom. I look forward to seeing him again in Heaven one day.” Jennifer Hobb, QP supervisor, said “Bill liked to please others and was a very determined, very caring person”. We’ll miss you, Bill



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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