



In This Issue:

- 3rd Quarter reports
- Employee of the Quarter: Robin Thompson
- Annual MACS Survey
- Happy Thanksgiving!

Reports: 3rd Quarter 2023

Our leadership team met on November 14, 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 3rd Quarter of 2023 detailed each person’s progress toward independence. During this last quarter, 9 individual service recipients were assessed to determine the effectiveness of 6 different services that were delivered. DSP staff of MACS, Inc. assisted these 9 folks to move between 1% to 24% closer to independence over this past year, depending on the individual’s plan of care.* So, on average, 9 individuals whom received assistance and support from our DSP staff through a variety of residential and community-based services, fully attained 7% of their personal goals from mid-2022 through mid-2023, on average.

**Data collected from 10/2022 – 9/2023*

Services access:

Our Marion office continued to be busy through October, adding 5 new DSP staff assist 4 folks receive a variety of community-based 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 nearly matched 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 74% of total services authorized, including all Respite Care services. The leadership of MACS, Inc. was happy to see an increase in the number of DSP staff hired during the last three months, which they attribute to the high efficiency results. See below:

Efficiency by program for the 3rd Quarter:

Respite Care:	58%
Supported Employment:	72%
Supported Living:	100%
Residential:	98%
Day Supports:	68%
Community Networking:	61%
Community Living and Supports:	82%
LTCS:	60%

Total Service Efficiency for the Quarter (Not including RC): 74%



Challenges:

Recruiting new DSP staff and retaining our talented employees remain the main challenges and focus of the MACS leadership team again this quarter. 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. **Urgent Update:** MAC, Inc. was recently informed that effective January 1, 2024 Vaya Health, along with the NCDHHS, will be announcing Medicaid rate increases for all providers of Mental Health, Substance Abuse, and Intellectual Disabilities services. Although we have not been given specific information as of today's date about how these increases will be handled by Vaya for the I/DD community, we are told these rate increases are specifically being granted by the NC State Assembly as a part of their budget in an effort to increase DSP staff wages. We have been constantly and consistently realigning our operations while also advocating for increases in DSP wages since 2020. It looks like our efforts, and the efforts of many others, may be beginning to pay off at the state level. Our leadership team will get further communications out to all our stakeholders immediately once we receive more detailed information about the impacts of this announcement within the I/DD service community. Until that time, we wanted to let you know we are cautiously optimistic that the local authorities within Vaya Health will treat the I/DD providers in Western North Carolina fairly and generously with any increases they receive from NCDHHS. Stay tuned.....



Health and Wellness:

The MACS, Inc. QA Team and Human Rights Committee reviewed 8 incident reports during the last 3 months. A trend / pattern was identified within these reports. One of our elderly service recipients had multiple minor injuries and one trip to the hospital for routine medical care. MACS, Inc. continues to increase staff training and development around elder care issues and provide increased levels of staff supervision for those working with our elder care folks 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 3rd Quarter of 2023, with multiple improvements being made at the Adult Day Program building in Marion, NC this past quarter

Workforce Development:

6 new DSP staff were credentialed this quarter, 4 employees were released, and MACS retained 99% of its overall workforce during this quarter, coming in over our company's goal of 85%. 23 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 100% satisfaction with services their family members are receiving from MACS, Inc. DSP and QP staff throughout the last 3 months, and a 98% positive skill assessment was reported.

No complaints were reported during the 3rd quarter of 2023.

EMPLOYEE OF THE QUARTER!



ROBIN AND ANDREW (DREW)

Robin has only been with Mountain Area Community Services, Inc. since this summer, but she has made a big impact. Robin was diagnosed with cancer a few months ago, but this did not slow her down as she gladly stepped into a new job with Drew, assisting him to join the MACS Day Program in Marion, NC. The QP team that supports Robin appreciates her maturity, willingness to take on a challenge, and her work ethic that makes her a true leader. We appreciate you, Robin! Congratulations on being our Employee of the Quarter!



ANNUAL EMPLOYEE SATISFACTION SURVEY 2023

Each year, Mountain Area Community Services surveys the folks we serve, their family, and our staff to determine their level of satisfaction. These are a small sampling of the results from this year's survey:

96% satisfaction with services provided

93% feel respected (7%neutral)

93% of DSP staff report satisfaction with their supervisor

96% of DSP staff have an "open door relationship" with their supervisor

96% of all surveyed say we have good reputation in the community

96% believe MACS demonstrates Professionalism and Understanding

100% reported overall satisfaction (60% extreme satisfaction, 24% very satisfied, 16% somewhat satisfied)

Comments:

- *"I have none [suggestions for improvement], keep up the good work!"*
- *"Y'all are great and clearly care about the people you serve and your employees"*
 - *"You may be the last provider in all WNC that puts people above all else!"*
- *"Staff have done a great job with my daughter this past year and have kept her best interest in mind at all times"*
 - *"Your staff put our son first, above everything else, we remain thankful"*
 - *"Your staff have been an ideal support for our son!"*
 - *"Absolutely marvelous staff"*
- *Our sons staff has tremendous assets; kindness, compassion, and he takes the time to makes sure my son's voice is heard"*
 - *"Your staff go above and beyond for the folks they serve, thank you!"*
 - *"Very dependable staff!"*



Happy Thanksgiving!

We want to thank each of you for
ALL that YOU do every day!
Each of you makes a difference in a person's life.

We appreciate you beyond measure!

We hope and Pray that all of you are able to enjoy
good food, family, & friends during the
Thanksgiving Holidays.

May yours be filled with an abundance
of happiness!

Ric & Rick



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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