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From the Frontlines

Every quarter we gather feedback from our client families concerning the services their loved ones are receiving. We're excited to share with you the comments we receive, because they display the quality of service we offer at MACS!

"[DSP] is always on time to work and does an awesome job interacting with [client]. Good at redirecting and de-escalating when necessary. I can't think of a better person to work in my household."

"You are awesome! Thank you for everything you do."

"[DSP] works well with [client] and is diligent about working on his goals."

"[DSP] has shared many gifts and talents with [client], bringing much joy to [client's] life, just phenomenal. Most gracious and kind with wisdom and understanding. [DSP] is a special blessing."

"[DSP] is an asset to the team, bringing professional experience and knowledge along with compassion and sincerity. We are always grateful to have [DSP]."

MACS Voted #1 in McDowell County!



Mountain Area Community Services, Inc. was recently voted #1 in McDowell County for Best Healthcare Facility in the McDowell News. President Ric Luther and Vice President Rick Zehr extend their thanks to the McDowell community for their support, and the MACS staff for their continued commitment to enabling prosperity in the lives of those they serve!

Demetrius Rises to the Top Again!



Demetrius "Mr. T" Strickland was first featured in our newsletter at the end of last year when he began working at Bojangles. His coworkers and employers like having him around so much, they've offered him more responsibility and hours! We wanted to recognize him again, because he continues to learn new skills and meet challenges head on. He now regularly completes a variety of tasks from cleaning to food preparation. He still is known as "Mr. T" at work. Keep up the great work, Demetrius!

Reports: 2nd Quarter 2017

Our leadership team met on September 22, 2017 to review all aspects of our Quality Assurance Programs. This is our report to you, the stakeholders of MACS, Inc.

Supervising Qualified Professionals Report Service Access Report

The MACS, Inc. team of Qualified Professionals supervising all I/DD services scrutinized 25 medical records and 36 Direct Service Provider Staff credentialing files during the last 3 months. Medical records consistency and accuracy ranked at 95% this quarter, with no payback issues. In regards to staff training information, the MACS, Inc. Qualified Professional team reported that 100% of the direct service provider staff credentialing files were in full compliance with MACS, Inc. standards! One internal paid claim review was conducted this past quarter, which yielded no errors and was in full compliance with Medicaid standards.

We added four new clients during the second quarter of 2017, and three participant discharges took place. 12 individuals accessed new services in the 2nd Qtr. of 2017; 10 individuals access Community Living and Supports, while one individual accessed Community Networking. It is clear that all barriers to service access at this time are MCO related - MACS is doing a great job on our end!

Service Effectiveness:

80% service effectiveness was achieved this past quarter (tabulated by analyzing level of care needs comparatively from last year to this year). 21 individual level of care scores were analyzed this past quarter, 1 individual saw their LOC scores decrease, while 3 individuals saw their LOC scores increase. The remaining 17 individuals maintained the same LOC scores. One individual increased by 48 points, which created an unequal distribution across 3 service domains. MACS, Inc. continues to meet its mission statement to enable folks to prosper in the community settings of their choosing.

Specific Level of care analysis revealed the following:

Comm. Networking 52%
Residential 100%
Respite Care 46%
Individual Hab. 100%
Supported Employ 100%
CL&S 46%
YTD Effectiveness 80%

Service Efficiency:

Throughout the second quarter of 2017, the MACS Quality Assurance team continued to track the efficiency with which all services are delivered by MACS, Inc. internal support teams. Below is a listing of our company's efficiency results as they apply per service program for the last 3 months:

Respite Care (Innovations): 29%
Respite Care (IPRS/B3): 56%
Personal Care: 86%
Supported Employment: 74%
Residential: 96%
In Home Skill Building: 91%
Day Supports: 86%
Community Networking: 84%
Individual Habilitation: 52%
Total service efficiency for the quarter: 84% (w/o RC) and 72% (w/RC)

Safety Reports:

MACS, Inc. Quality Assurance Team and Human Rights Committee reviewed only 13 incident reports throughout the last 3 months. There were no trends or patterns of incident in any of our offices. As always, office site safety reviews were conducted monthly throughout the past 3 months to ensure the physical safety of all service participants, employees, and visitors utilizing MACS facilities.

Employee of the Quarter!

We are proud to award Kim Hensley with Employee of the Quarter!

Kim Hensley joined our Direct Support Team in April of this year, and is already making an impact with her exceptional service. Kim formerly served as a classroom assistant for one of our clients, and was so beloved by the client's family that they encouraged her to join MACS in providing care for their child.



With the client's family being new to the area with little natural supports, it was vitally important that a quality Direct Care staff was available and effective, and both the family and the leadership of MACS, Inc. agree that Kim is living up to the quality standards that we hold dear as an organization. In fact, Kim is so dedicated to enabling prosperity in her client's life that she even arranged other work schedules and commitments to prioritize their care. She also helped her client obtain assistive equipment to increase their quality of life. Supervising Qualified Professional Mike Mims said, "She is exactly the type of DSP staff that we all need and want with everyone who we support, but is hard to find."

Reports: 2nd Quarter 2017 (Continued)

Financial Reports

Ric Luther, President of MACS, Inc. distributed the financial reports and stated that the finances for the second quarter of 2017 were encouraging, as the organization was able to help several new clients get the services they need. As always, there is still room for growth. The need for expensive software upgrades, an ever-changing system of care in the "Medicaid" world, seasonal challenges, and multiple challenges associated with a growing I/DD agency are all items listed in an ongoing agenda calling for a new strategic plan for MACS, Inc. this year.

Risk Management:

MACS, Inc. continues to remain focused on a number of future risks, including items related to agency growth, administrative actions enacted by the federal government, and liability issues commonly associated with delivering high quality, person centered services in the community setting.

Human Resources Reports

Reports were shared with the QA team, and plans to further increase employee retention were discussed. 5 new employees were hired, 15 employees were released, and MACS retained 91% of its overall workforce during this quarter, coming in over our company's goal of 85% staff retention. 21 performance evaluations were completed during the last 3 months (including 90 day evaluations of new employees and annual evaluations of all levels of staff). The organization is currently pursuing DSP candidates in several locations to accommodate growth in services.

No Formal Grievances or Complaints were lodged within any departments of MACS, Inc. during the 2nd quarter!

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Mountain Area Community Services, Inc.



Brevard Christmas Dance

Music! Dancing! Good Times! Festive Finger Food! Prizes!

When: Monday, December 4th, 5:00 – 7:00 pm

Where: First United Methodist Church

325 N. Broad St. Brevard, NC 28712, across from Urgent Care

MACS Annual Marion Christmas Party



with Christmas Music by MACS OWN

Ric Luther/

With **Greg Conley & Friends**

Fun! Prizes! Festive Holiday Fare!

Bring a Christmas Desert for Santa's Christmas Desert Contest!

Join us in your most festive attire!

When: Friday, December 15th, 4:30 – 8:00 pm

Where: Marion Community Building

191 North Main St. in Marion

We look forward to celebrating with you!



MACS, Inc. is a nationally accredited provider of Residential, Supported Employment and Community Based 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](mailto: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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You are receiving this newsletter because you are a community stakeholder for our organization.

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