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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!

"I love being a part of the services, and seeing how much it improves one's life."

"I can't say enough how thankful I am to be a part of this organization."

"I think the one on one care and companionship is really a very important part of the client's life."

Supported Employment Featured Client: Mikey Sawick



Mikey Sawick recently started working at two of his dream jobs; Hendersonville Community Co-Op and Camp Tekoa, in November. Mikey already has another job with Tank's Tees in Brevard. So, Mikey has three jobs!

Working at the Community Co-Op, Mikey is stocking bulk items, which includes bagging, weighing, and labeling produce. At Camp Tekoa, Mikey assists the maintenance/caretaker with a variety of jobs that are needed to keep Camp Tekoa well-maintained and looking beautiful.

We at MACS could not be more proud of Mikey's most recent accomplishments. Have we mentioned Mickey is a nationally recognized athlete in the special Olympics (see QPN issue #24)? Keep up the hard work, Mikey!

MACS Annual Christmas Parties!

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!

Reports: 3rd Quarter 2017

Our leadership team met on November 30th, 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:

The MACS, Inc. team of Qualified Professionals supervising all I/DD services scrutinized 17 medical records and 28 Direct Service Provider Staff credentialing files during the last 3 months. Medical records consistency and accuracy ranked at 97.5% this quarter, with no payback issues. In regards to staff training information, the MACS, Inc. Qualified Professional team reported that 99% of the direct service provider staff credentialing files were in full compliance with MACS, Inc. standards! Two internal paid claim reviews were conducted this past quarter, which required minor corrections. Both files are now in full compliance with Medicaid standards.

Service Access Report

We added six new clients during the third quarter of 2017, and zero participant discharges took place. 6 individuals accessed new services in the 3rd Qtr. of 2017; 2 accessed Residential services; 2 accessed Day Supports; 2 individuals accessed Community Living and Supports. 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:

94% service effectiveness was achieved this past quarter (tabulated by analyzing level of care needs comparatively from last year to this year). 10 individual level of care scores were analyzed this past quarter, 1 individual saw their LOC score decrease, while 1 individual saw their LOC score increase. The 7 individuals maintained the same LOC scores. 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 100%
Residential 92%
Respite Care 98%
Individual Hab. 100%
Supported Employ 88%
CL&S 97%
YTD Effectiveness 94%

Safety Reports:

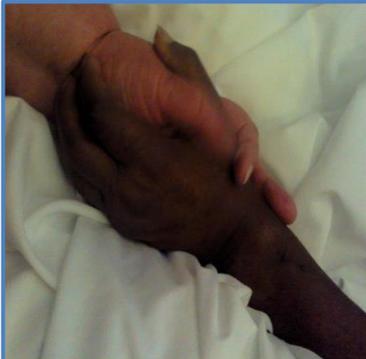
MACS, Inc. Quality Assurance Team and Human Rights Committee reviewed only 13 incident reports throughout the last 3 months. There were no trends or patterns of incident in any of our offices. As always, office site safety reviews were conducted monthly throughout the past 3 months to ensure the physical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

Service Efficiency:

Throughout the third 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): 51%
Respite Care (IPRS/B3): 104%
Supported Employment: 78%
Residential: 92%
Day Supports: 89%
Community Networking: 62%
Individual Habilitation: 45%
Community Living and Supports: 82%
Total service efficiency for the quarter:
78% (w/o RC) and 75% (w/RC)

Employee of the Quarter!



We are proud to award Donna Cable with Employee of the Quarter! Donna has been a loyal and reliable direct service provider staff with MACS for many years now and has provided amazing residential and community based care to all of the folks she has served and continues to care for. Throughout the past several years her services literally changed the life of our beloved Mr. James (See QPN; Issue #26) and she stood by his side until he passed away this past March, even spending nights in the hospital with him for nearly a month. She and her family have chosen to continue providing excellent care for another service recipient, Terry. Donna is diligent and goes above and beyond to make those she serves family members while they reside in her and her husband's (Tim) home. She ensures that those she serves know that her home is their home and her family is their family. She embodies what we hope to see in all of our staff at MACS - someone who genuinely cares and will put her own self-interests aside to care for others. Donna has also generously assisted the Day Support Program in Marion in securing new furniture, and acts as a backup worker in the community when needed. Amazing lady and family! Thank you to Donna and the entire Cable family for what you do to serve others!

Reports: 3rd Quarter 2017 (Continued)

Financial Reports

Ric Luther, President of MACS, Inc. distributed the financial reports and stated that the finances for the third quarter of 2017 were encouraging, as the organization was able to help several new clients get the services they need. Several large expenses were incurred in the last quarter due to taxes and improvements in facilities and transportation. 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 recruitment were discussed. 8 new employees were hired, 5 employees were released, and MACS retained 92% of its overall workforce during this quarter, coming in over our company's goal of 85% staff retention. 24 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!



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 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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