



**MOUNTAIN
AREA
COMMUNITY
SERVICES**

Quality Performance Newsletter

Issue #58: January through March 2025

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Reports: 1st Quarter 2025

Our leadership team met on May 9th, 2025 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 winter months, 13 individual service recipients were assessed to determine the effectiveness of five different services that were delivered. 19 separate DSP staff of MACS, Inc. assisted these 13 folks to move, on average, 14% closer to independence over this past year while delivering all services according to the individual's plan of care.* So, on average, 13 individuals whom received assistance and support from our DSP staff through a variety of residential and community-based services, fully attained over 14% of their personal goals from January 2023 through December of 2024. **Service delivery data collected from 1/2024 – 12/2024 from 5 different service lines resulting in between 2%-48% in individual progress.*

Services access:

MACS introduced one new service recipient this past quarter to our Marion office site (Community Living and Support services and Respite Care services). We also assisted three of our current service recipients in our Arden office site to access Supported Employment and Community Networking services. We met our service access goal of 28 days for Community Networking, CLS and RC; however, we fell short in meeting our access goals for Supported Employment due to DSP staffing shortages.

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 winter months of 2024, MACS continued to stay efficient, delivering 82%* of all scheduled services, continuing the trends beginning in the spring of 2024 with super-efficient Community Living and Support service delivery and Community Networking service delivery (both group and Individual CN). The leadership of MACS, Inc. continues to believe this strong showing in 2024 will continue and is a direct result of the NC state legislators approving a Medicaid rate increase to step up DSP wages. All of us at MACS had hoped to see a dramatic rebound in total services delivered throughout 2024 and into 2025, and this has come to fruition. See below: **total efficiency percentage does not include RC*

Efficiency by program for the 1st Quarter:

Respite Care:	33%
Supported Employment:	71%
Supported Living:	100%
Residential:	92%
Day Supports:	84%
Community Networking:	76%
Community Living and Supports:	84%

Total Service Efficiency for the Quarter: 82%



Challenges:

The Vice President of MACs, Inc. met with the QA team, the QP team, the administrative Support Staff, and consulted the most recent employee satisfaction survey from 2024 to begin the process of creating a new 5-year strategic plan for Mountain Area Community Services, Inc. An analysis was conducted with each group of employees to begin the planning process and build a foundation for the next 5 years of our company's development. As stated in a number of quarterly newsletters this past year, recruiting new DSP staff continues to be a major challenge in Western North Carolina due to low workforce participation, coupled with extremely high cost of living and stubbornly high inflation. As you will read later in this newsletter, CARF visited our agency recently and gave our company rave reviews. CARF strongly encouraged us to expand our services across this region, given the incredibly high quality of service delivery we have been able to maintain throughout the last several years, despite the difficulties and workplace changes that the Covid-19 pandemic and Hurricane Helene injected into our field of community-based service delivery. Given all of this information, it is clear that MACS, Inc. will develop a 5-year plan to overcome the challenges of recruiting new DSP staff, while maintaining our high quality service delivery workforce. Again, and as always, if you have ideas that you would like to share in this important process feel free to reach out to Rick Zehr @ rzehr@macs-inc.org

**WE'RE
HIRING!**

Workforce Development:

8 new DSP staff were credentialed this quarter and 4 DSP left the company, while 99% of the people we served remained fully staffed. 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 reported, once again this quarter, 100% satisfaction with services their family members are receiving from MACS, Inc. All DSP staff, residential providers, and other employees reported 100% satisfaction working at MACS, Inc. this past quarter.

There were no complaints filed during the 1st quarter of 2025.



Health and Wellness:

Every quarter, the leadership team carefully reviews any and all incidents reported by the DSP staff providing services, and responds accordingly. Oftentimes the need for action is generated by the existence of any patterns or trends found within these reports. The MACS, Inc. QA Team reviewed 4 incident reports from the last 3 months. There were no patterns or trends in these reports, or concerns requiring urgent or emergent actions on the part of the leadership team.

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 2025, with any minor items needing to be addressed were assigned to be completed immediately or by the end of the next 90 days in cases where structural improvements were needed.

EMPLOYEE OF THE QUARTER!

DEDICATION



DEDICATION

Chelsea and Kim

Kim and Chelsea (the High Princess of the Marion Day Program) have been inseparable for nearly 5 years. Kim has not only learned, but mastered, the complex skills necessary to provide high quality care, as well as, the assistance needed to provide Chelsea with high quality of life choices on a daily basis.

Recently Chelsea's long term Supported Living Staff (live-in caregiver) transitioned, moving south, out of McDowell County. For Chelsea, this has been a challenging transition to say the least. Kim remained her Rock! Helping Chelsea's new live-in caregivers on a daily basis to not only understand her complex needs, but how to fulfill them in a high quality manner, and at times, demonstrate these skills for them has actively displayed a willingness to go above and beyond for the short and long term well-being and care of Chelsea.

Thank you, Kim! For your long term dedication to Chelsea and her team we recognize you as our Employee of the Quarter!



MACS Annual Picnic in the Park

Friday, June 13, 2025

11:00 am - 3:00 pm

Free food, fun, games & prizes!

Please RSVP to jwilson@macs-inc.org or call 828.676.2135, ext. 300.

Include yourself & 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.**

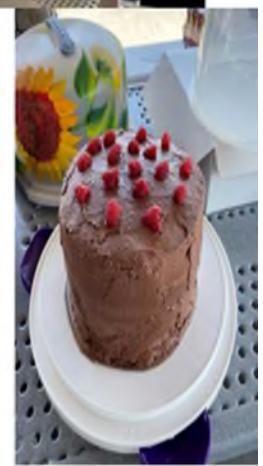
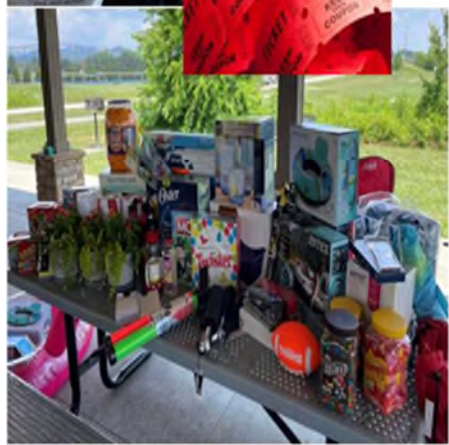
***Bring your favorite dessert for our
Best Homemade Dessert Contest***

**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.**





Beginning Monday March 24th through Wednesday March 26th, three representatives from CARF International, an independent accreditor of health and human services, visited both of our current office sites and interviewed over thirty administrators, QP supervisors, DSP staff, individuals we serve in the community, and many family members. In addition, these three professionals reviewed all organizational policies and procedures, countless medical records, human resources files, and operational plans and procedures. The purpose of these activities was to ensure that MACS, Inc. is demonstrating high quality services and meeting internationally - recognized organizational and program standards. In short, the representatives for CARF compared over 1100 national standards of care to the MACS, Inc. way of providing community-based services.

What they said in their report:

- *MACS fosters a positive and collaborative culture, where the staff member dedication and teamwork are evident in service delivery.*
- *MACS has built exceptional relationships and strong rapport with persons served and their families.*
- *Stakeholders consistently praised MACS for providing the best services in western North Carolina.*
- *Staff members at MACS are truly dedicated to what they do and are determined to provide not only the best services they can but to make the lives of the persons served as full and normal as possible. The DSP's treat the people served with respect, compassion, and empathy, and truly enjoy seeing person served thrive in all ways possible.*
- *MACS is praised for the longevity of the large numbers of staff members who clearly want to stay with the organization and see it grow.*
- *MACS has very detailed policies and procedures, which are important tools for all staff members to ensure consistent practices across the entire organization.*
- *The leadership team's attention to the needs of the persons served, their families, and the staff members is evident and commendable.*
- *The staff members exhibited passion about the organizations work. IT was obvious that there is a focus on the care and success of the individuals served.*

We thank all staff of our organization at all levels for your hard work, dedication and passionate service. Because of you, MACS is seen as the current leader of community-based service delivery in western North Carolina!

Where in the world is MACS?

MACS was spotted hanging out with Mike in the Taiwan early last year and also with Chris and James at the Moose Lodge in Marion more recently. If you should spot this avid traveler while you're out and about, snap a pic and send it to us and we'll post it in our next newsletter!



MACS in Taiwan



MACS at the Moose Lodge



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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Check us out:

<https://macs-inc.org/>

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Enabling Prosperity since 2004