



Quality Performance Newsletter

Issue #60: July – September 2025

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Reports: 3rd Quarter 2025

Our leadership team met on November 10, 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 Summer months, 11 service recipients were assessed to determine the effectiveness of five different service lines delivered during this period. 23 separate DSP staff of MACS, Inc. assisted these 11 folks to move, on average, 7% closer to independence over this past year while delivering all services according to the individual's plan of care.* So, on average, 11 individuals who received assistance and support from our DSP staff through a variety of residential and community-based services, fully attained an average of 7% of their personal goals from October 2024 through September of 2025.

**Service delivery data collected from 10/2024 – 9/2025 from 5 different service lines resulting in between 1%-23% success in individual progress toward chosen goals.*

Services access:

This past quarter, MACS assisted two current service recipients in accessing three new services they desired. One of our service recipients, Meghan, accessed Community Living and Supports and Respite Care services, while another service recipient, Codey, accessed Community Networking. Our service access teams were 77% efficient in meeting our 28-day service access goals for these two folks.



Service Efficiency:

MACS Quality Assurance (QA) Team continues to track the efficiency with which all services are delivered by MACS' internal support teams. So far in 2025, MACS has continued to stay efficient, delivering between 80%-85% of all scheduled services*. Increased levels of efficiency were seen in multiple service lines this past quarter, including Community Living and Support (up 3%), Day Support (up 7%), Respite Care (up 4%), and Residential Supports (up 5%). The leadership of MACS, Inc. continues to believe this strong showing in 2025 will continue as the team has worked hard to create efficiencies throughout the organization during the last couple of years. See below:

**Total efficiency percentage does not include Respite Care (RC).*

Efficiency by program for the 3rd Quarter:

Respite Care:	42%
Supported Employment:	77%
Supported Living:	100%
Residential:	99%
Day Supports:	90%
Community Networking:	75%
Community Living and Supports:	89%

Total Service Efficiency
for the Quarter: 85%

Challenges / Strategic Planning:

As noted in our last 2 newsletters, the Vice President of MACS, Inc. has met with representatives from all positions within the agency and completed an analysis to begin the strategic planning process and build a plan for the next 5 years of our company's development. During this past quarter the leadership team met with the QP team and completed this process.

The end result of this analysis concluded with these two teams identifying a number of company strengths all centered on our highly experienced clinical and administrative personnel who have proven over the last 23 years to be exceptionally capable of delivering superior services in the community based setting. From this foundation, MACS has built a positive reputation in the community while keeping employee satisfaction high and employee turnover very low. These teams, of course, also identified areas that need improvement; increasing DSP pay rates and improving departmental communication topped that list. The teams further identified Medicaid funding (95% of our total funding), lack of entry level applicants, an aging service recipient population, and an unethical or predatory I/DD service culture as primary barriers for our company's continuing excellence. Opportunities were also discussed. For instance, these teams think the Marion office, where a plethora of DSP applications continue to pour in, could grow as the Innovations waiver expands throughout the state. The team also believes that there could be opportunities to start a new division within the company. Elder Care, for instance, seems to be an enormous need in Western North Carolina these days.

The Vice President is now working on translating these ideas into a goal-oriented strategic plan, empowering us to continue our mission of "enabling prosperity" for those we serve through 2030. 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



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 a handful of patterns in these reports prompting the SQP from our Marion team to assist one AFL provider in improving medication management practices, and in general, a trend has been identified whereas many DSP staff need to improve their documentation practices around medication administration. New Therap Medication Administration Records (MARS) will be implemented in December that will assist all agency personnel in this particular 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 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 more complex improvements were necessary.

**WE'RE
HIRING!**

Workforce Development:

1 new DSP staff was credentialed during the third quarter and 4 DSP staff left the company, while 99% of the individuals we serve remained fully staffed. 18 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 3rd quarter of 2025.

EMPLOYEE(S) OF THE QUARTER!

COMMITMENT



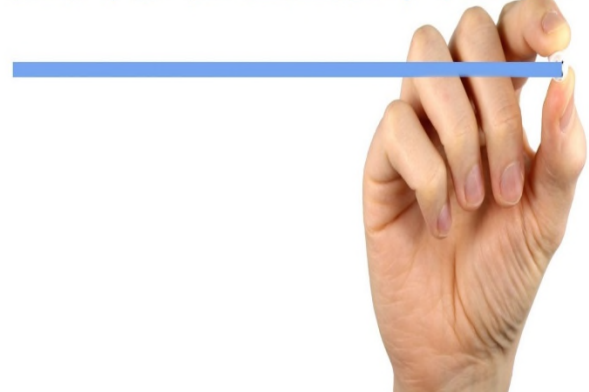
Karen, Ilaia, Matthew, and Jeff

We are excited to celebrate **Jeff and Karen Stines** as our Employees of the Quarter! This incredible mother-and-son team has been part of our MACS family for 16+ years, bringing warmth, dedication, and compassion to their work every single day. Jeff and Karen provide daily home and community based supports for Matthew and Ilaia, and their highly skilled and consistent service have made a lasting difference in their lives. Their genuine care, teamwork, and positive spirit uplift the entire team who support these folks. We are so grateful for their unwavering commitment and the heart they bring to our mission each day.

Thank you, Jeff and Karen!



EXCELLENCE





DSP Staff Highlight *Linda Radford*



Linda and Douglass

Linda joined our Day Program team in October. Since starting, she and Douglass have really hit it off, enjoying all that Western North Carolina has to offer. Linda has been helping Douglass see to his robust social calendar on the regular, while also attending to the busy Day Program schedule of community based activities. If you are in and around the Marion office, stop by to say hello and welcome Linda to the MACS Day Program family.

MACS Day Program sells out at Mountain Glory Festival!



The MACS Day Program made old-timey tea cup candles and the people attending the festival loved them. All of the candles sold out by day's end!

A message from Ric and Rick:

NCDHHS cuts provider rates across North Carolina

We want to take a moment to share an important update and express our gratitude to all of you. As many of you may know, the **North Carolina Department of Health and Human Services (NCDHHS)** implemented Medicaid provider rate cuts beginning **October 1, 2025**. These changes have impacted organizations across the state. We have heard that many Medicaid funded providers are having to cut DSP rates of pay and some are closing their doors...but we are proud to share that **our leadership team has chosen to absorb these cuts internally (at least for the short term while DHHS works to obtain increased funding)**, rather than passing them on to our Direct Support Professionals. This decision reflects our deep commitment to valuing the incredible work our Direct Support Provider Staff do every day. Our organization believes that the people providing care and support to the individuals we all serve is the heart of what we do — and protecting your pay is one way we can show our appreciation. As of the publishing of this newsletter our leadership team is actively advocating for NCDHHS to reverse these cuts as we cannot guarantee keeping current pay rates in place long term. Here is an article you can review for the most recent information from Raleigh:

<https://www.yahoo.com/news/articles/north-carolina-governor-seeks-reverse-203149541.html>

Thank you for continuing to make a difference with compassion, professionalism, and heart.

Where in the World is MACS ?

This lovely couple was spotted with MACS at the Hazel Robinson Amphitheatre in Montford Park. Robert McGee and his wife, Mildred, were enjoying a performance by the Montford Park players when this pic was snapped. If you should spot this avid traveler while you're out and about, take a pic and send it to us and we'll post it in our next newsletter!





MOUNTAIN AREA COMMUNITY SERVICES

Enabling Prosperity since 2004



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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