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## Reports: 1st Quarter 2026

*Our leadership team met on April 29, 2026 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 Support Professionals (DSPs) continue to make a meaningful, measurable impact in the lives of the individuals we serve. This past year, 12 individuals were formally assessed to evaluate the effectiveness of services across five MACS service lines. These individuals were supported by 23 dedicated DSPs working across both residential and community-based programs. The results reflect strong, consistent progress:

From April 2025 through March 2026, individuals supported by MACS staff advanced an average of **16% toward greater independence and achievement of their personal goals**—all while services were delivered in full alignment with each individual’s plan of care. This means that, on average, individuals made measurable gains toward their identified goals over the course of the year, demonstrating both their personal commitment and the high-quality, consistent support provided by our team. Individual outcomes varied, with progress ranging from **1% to 47%** toward goal achievement, highlighting the personalized nature of services and the importance of meeting each individual where they are. *Data reflects service delivery outcomes collected from April 2025 through March 2026 across five service lines.*

### Services access:

MACS, Inc. started a new service line in the 1<sup>st</sup> quarter of 2026. (i) waiver Community Living and Supports and (i) waiver Supported Employment were introduced in January 2026. We were able to assist one individual access both services during the 1<sup>st</sup> quarter of 2026. See staff highlights!

### Service Efficiency

The MACS Quality Assurance (QA) Team continues to closely monitor the efficiency and reliability of service delivery across all programs. The MACS direct service teams maintained strong performance throughout the last 3 months, delivering **between 63% and 100% of all scheduled services\*** organization-wide.

These results reflect the ongoing efforts of MACS’ internal support teams and leadership to strengthen scheduling systems, staffing coordination, and operational processes. The leadership of MACS, Inc. remains confident that this strong level of performance will continue throughout 2026 as organizational efficiencies continue to be refined and expanded. *Efficiency reflects percentage of scheduled services successfully delivered during the reporting period.*

\*Total efficiency percentages do not include Respite Care (RC).

### Efficiency by program for the 1st Quarter:

Respite Care:	43%
Supported Employment:	65%
Supported Living:	100%
Residential:	97%
Day Supports:	80%
Community Networking:	74%
Community Living and Supports:	88%
Total Service Efficiency for the Quarter:	83%





### **2026 Medicaid updates:**

As of April 2026, North Carolina’s Medicaid program is stable in the short-term following legislative action to close a projected funding gap, ensuring that services—including Innovations Waiver supports—continue without interruption. However, the state still does not have a finalized long-term budget, meaning Medicaid is currently operating under temporary funding measures. With more than 3 million residents relying on Medicaid and continued cost growth following expansion, pressure on the system remains high. While there are no immediate impacts to I/DD services, future funding levels, policy changes, and program adjustments remain uncertain. For providers like MACS, Inc., this means services are secure today, but ongoing awareness and flexibility will be essential as the state works toward a more sustainable, long-term Medicaid funding solution.

For MACS, Inc., this environment reinforces the importance of maintaining strong operational discipline and adaptability. While current services and reimbursement remain stable, the uncertainty surrounding long-term Medicaid funding means we must continue to closely monitor policy updates, rate changes, and authorization trends. It also highlights the need for ongoing efficiency in service delivery, ensuring that we maximize outcomes for the individuals we support while remaining fiscally responsible. Workforce stability will remain a key priority, as consistent, high-quality DSP staffing is essential in a system where resources may become more constrained over time. At the same time, MACS is well-positioned given our experienced team, strong compliance practices, and long-standing reputation within the community. Moving forward, we will remain proactive—continuing to advocate, plan strategically, and adjust as needed to ensure uninterrupted, high-quality supports for the individuals and families we serve.

### **Health and Wellness:**

Each quarter, the MACS leadership team conducts a comprehensive review of all incident reports submitted by DSP staff. This process allows us to identify patterns, trends, or systemic concerns and respond promptly when corrective action is needed. During the 4th Quarter of 2025, the MACS Quality Assurance (QA) Team reviewed two incident reports. No patterns or trends were identified that required corrective action. In December, new Medication Administration Records (MARs) were successfully implemented within the Therap system. While the transition initially created understandable anxiety among support staff, the rollout was completed smoothly and without disruption to services — a testament to the professionalism and adaptability of our team. In addition, office site safety reviews and required drills were conducted monthly and/or quarterly, as appropriate, to ensure the continued physical safety of service participants, employees, and visitors across all MACS facilities. All MACS-owned and operated locations reported safe working conditions during the 4th Quarter of 2025. Any minor maintenance or safety items identified were assigned for immediate resolution or scheduled for completion within the next 90 days when more complex improvements were required. MACS remains committed to maintaining a culture of accountability, safety, and continuous quality improvement.

### **Workforce Development:**

7 new DSP staff were credentialed during the 1<sup>st</sup> quarter of 2026 and 4 DSP staff left the company, while 99% of the individuals we serve remained fully staffed. 28 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, 99% satisfaction with services their family members are receiving

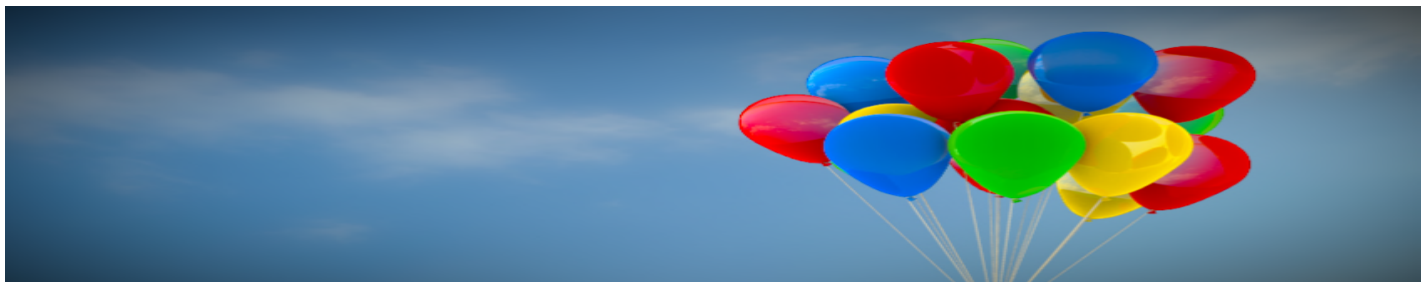


# EMPLOYEE OF THE QUARTER!



**April and Chris**

April Bradley has been named MACS, Inc.'s Employee of the Quarter for the first quarter of 2026—and anyone who knows her (or Chris!) will understand why. What truly sets April apart is her consistency and dedication, having supported Chris with unwavering commitment for the past five years. Chris is a bundle of energy, and together they've built a relationship full of laughter, trust, and steady progress across all areas of his life. Day in and day out, April shows up with the same positive energy and focus, helping Chris continue to grow in independence, communication, and overall quality of life. April's reliability and genuine care have created a foundation where real, lasting progress can happen. April's work is a powerful example of how consistency and connection make all the difference.



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Welcome to  
**MACS!**



Family



Family

**Chrissy and Emily**

MACS, Inc. is pleased to introduce some of our newest members: Chrissy and her daughter, Emily. Their story is unique in a meaningful way—Chrissy serves as Emily’s direct support provider, bringing a deeply personal level of care to the services she delivers. That built-in connection creates a strong sense of comfort, familiarity, and day-to-day understanding that can be hard to replicate. At the same time, it reflects a shared commitment to helping Emily continue to grow and thrive in her own way. We’re grateful to have the opportunity to support their journey and look forward to getting to know them both. Be sure to say hello when you see them around!

***Mountain Area Community Services says goodbye to Karen Stines***



***It is with heavy hearts that we share the passing of Karen Stines, a devoted caregiver who was part of the MACS family for nearly 20 years. Karen provided unwavering support to her granddaughter, Ilaia, dedicating her life to ensuring she was cared for with love, dignity, and compassion. Her commitment went far beyond a role or responsibility—it was a reflection of who she was at her core.***

***Karen's presence brought comfort, stability, and strength to those around her. She embodied patience, resilience, and a quiet dedication that left a lasting impact on our organization and the lives we serve. The bond she shared with Ilaia was truly special and will remain an enduring example of love in action.***

***She will be deeply missed, but her legacy will continue through the care, compassion, and commitment she demonstrated every single day.***

## Where in the World is MACS ?

MACS was spotted in multiple locations this past quarter. MACS was spotted hanging out with Darlene at the Grand ole Opry in Nashville Tennessee; in the middle of a theatre production of the Black Mountain Home School Group in March, and on one other occasion, was found front and center at a job fair in downtown Asheville. 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!



MACS with Darlene at the Grand ole Opry



MACS joined a theatre group in Black Mountain



MACS with Mike and Darlene at the Asheville Job Fair

# MAC'S Annual PICNIC in the



**Friday, June 12, 2026**  
**11:00 am – 3:00 pm**

**Free food, fun, games & prizes!**

***Please RSVP to [jwilson@macs-inc.org](mailto:jwilson@macs-inc.org) or call 828.676.2135, ext. 300.***

***Include yourself & everyone in your party.***

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



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.**

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.





**2025 Winter Storm Contest winner! Amanda Calhoun's snowman takes the prize!**



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**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](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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**Our Mailing Address is:**

Mountain Area Community Services, Inc.  
366 South Main St  
Marion, NC 28752

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