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From the Frontlines

Every quarter we gather feedback from the families of people we serve and supervisors about the care persons served are receiving. We are excited to share with you the comments we receive, because they display the quality of service we offer at MACS!

"Kim is a great advocate for the individuals that she works with. She communicates well with all team members at all times. [She is a] great asset to MACS, Inc. and families."

"Pat has done an amazing job with [the person she serves]. She works hard to promote independence with [this person] and it shows through the progress [this person] has made over the years."

"Tim provides great care [to the person he serves] and is well trained on all of [their] medical needs. He is a strong advocate and works hard to ensure that [they have] all medical needs met. Tim works hard to improve quality of life for [them] and assists in activities that allow him to have fun and be more integrated in his community."

Featured Person: Robby Ochs



We want to celebrate Robby Ochs this month because of his continued hard work. Robby is an entrepreneur with Robby's Special Treatment, a company that makes and sells personal care products.

When he's not working hard at his business, Robby is also working in the Ingles Bakery! Robby is a great example of the independence and confidence that we desire for all of the people we serve. We are all proud of you, Robby!



Reports: 2nd Quarter 2018

Our leadership team met on July 31st, 2018 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 16 medical records and 26 Direct Service Provider Staff credentialing files during the last 3 months. Medical records consistency and accuracy ranked at 97% 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!

Service Access Report

We added zero new persons served during the second quarter of 2018, and zero participant discharges took place. It is clear that all barriers to service access at this time are MCO related - MACS is doing a great job on our end!

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 88% of its overall workforce during this quarter, coming in over our company's goal of 85% staff retention. 22 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.

One formal grievance was filed during the second quarter.

Service Effectiveness:

100% service effectiveness was achieved this past quarter (tabulated by analyzing level of care needs comparatively from last year to this year). 11 individual level of care scores were analyzed this past quarter, and all individuals maintained the same LOC scores or were unable to be assessed due to a transition in assessment models (from SNAP to SIS). 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 100%
Respite Care 100%
Individual Hab. 100%
Supported Employment 100%
CLS 100%
Day Support 100%
YTD Effectiveness 100%

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.

Safety Reports:

MACS, Inc. Quality Assurance Team and Human Rights Committee reviewed only 8 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.

Financial Reports

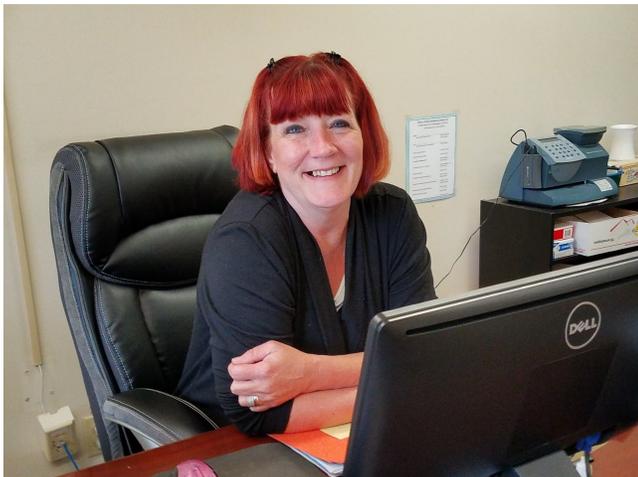
Ric Luther, President of MACS, Inc. distributed the financial reports and stated that the finances for the second quarter of 2018 met the company's goals. Several large expenses are expected in the next quarter. As always, there is still room for growth. The need for expensive software upgrades, an ever-changing 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.

Service Efficiency:

Throughout the second quarter of 2018, 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): 46%
Respite Care (IPRS/B3): 41%
Supported Employment: 73%
Residential: 94%
Day Supports: 78%
Community Networking: 67%
Individual Habilitation: 75%
Community Living and Supports: 87%
Total service efficiency for the quarter: 81% (w/o RC) and 76% (w/RC)

Employee of the Quarter!



We are proud to award Jennifer Wilson with Employee of the Quarter!

Jennifer joined our team in April of 2018 as the Administrative Assistant for the Arden office. From day one she has been cheerful and hardworking! Jennifer uses her years of experience in an office setting to keep things organized and running smoothly. She has also been working hard at making sure all of our staff have their required trainings - an essential task in this industry. We normally award Employee of the Quarter to a Direct Service staff, but in Jennifer's case we just had to make an exception! Our office staff in Arden agree that she is a joy to work with and brings a great skill set to the MACS family. Welcome aboard, Jennifer!

Business Award



Mountain Area Community Services was recently voted “Best Healthcare Facility” for the third year in a row! This award is given by the McDowell News and is determined by local citizens voting for their favorite businesses. We are honored to be selected yet again, and will continue to deliver excellent care in the communities we serve!



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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