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## Remembering Justin

Justin Cornett passed away on October 30th, 2018 and will forever be held in my heart. He was 33 years old, was a wise and loving man, and was an incredible person.

I was so fortunate to have the opportunity to meet Justin back in 2000 and work with him while supervising his team and caregivers. Over the many years of providing support to he and his team, we developed a strong friendship. Justin was an incredibly bright young man who had a hunger for knowledge, world affairs and had an innate desire to find ways to be helpful to people. His smile would light up a room! Justin loved all people and was a shining star in Transylvania County.



Justin and I teased each other for our love of our respective football teams and hobbies. I'd tease him for being a Pittsburgh Steelers fan and a WWE wrestling fan, and he'd tease me for my love of growing orchids. I'll never forget the time he surprised me with a visit at my annual Orchid Festival!



The past couple of years have been difficult for Justin and his family as he battled an array of health issues. He was perhaps the toughest guy I have ever known, and he persevered through countless struggles over the years. He was an inspiration, and I cherished every visit and trip to see him and his staff for routine visits and meetings. Justin spent many years here as part of the MACS family, and we are all fortunate for his time spent with us.

For me personally, I am certain that my many years spent with him have served me well and kept me interested in supporting people with real needs. Justin was an inspiration like no other for many (he certainly was for me). I miss him dearly, but while he is gone he most certainly is not forgotten. Much gratitude to you Justin, and to your incredible mother, father, and family for allowing the MACS family and I be a part of your lives for so many years. Forever grateful!

- Mike Mims, SQP

# 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!*

"MACS, Inc. goes above and beyond all expectations; they are able to take on the hardest placements and make significant improvements in the consumer's life. MACS, Inc. takes pride in what they do and has a heart for their customers."

- VAYA Health Provider Specialist

"Jessi continues to be a wonderful support to [this person]. They connect beautifully and she is always punctual and dependable. She continues to challenge [this person] and address their goals and needs. Wouldn't change a thing."

"Chris consistently adds valuable insight to team discussions regarding the participant."

"Michael has been an amazing asset to the MACS team. He has shown initiative and takes great pride in his work. He is very personable and well-liked by the families he supports."

"Jaime is really nice to work with. He cuts up a little with me, but not too much. He gives me some good ideas and we can sometimes talk about stuff that's not about work. He's nice to work with"

## Three More Years!



*We have received another full three-year accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF)!*

### Read what they had to say:

"On balance, Mountain Area Community Services, Inc. demonstrated substantial conformance to the standards."

"All stakeholder groups interviewed were extremely satisfied with the services that the organization provides."

"MACS provides a wide range of services and supports that demonstrate a true organizational commitment to quality that benefits the consumers, family members, and community at large."

"The mission-driven organization benefits from active and engaged owners/operators, dedicated and seasoned qualified professionals, and enthusiastic and knowledgeable staff members."

# Reports: 3rd Quarter 2018

*Our leadership team met on November 13th, 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 27 medical records and 31 Direct Service Provider Staff credentialing files during the last 3 months. Medical records consistency and accuracy ranked at 98% this quarter, with no payback issues. In regards to staff training information, the MACS, Inc. Qualified Professional team reported that 98% 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 third quarter of 2018, and one participant discharge 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. 4 new employees were hired, 3 employees were released, and MACS retained 98% of its overall workforce during this quarter, coming in over our company's goal of 85% staff retention. 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). The organization is currently pursuing DSP candidates in several locations to accommodate growth in services.

No formal grievances were filed during the third quarter.

## **Safety Reports:**

MACS, Inc. Quality Assurance Team and Human Rights Committee reviewed only 13 incident reports throughout the last 3 months. Any trends or patterns identified are being actively addressed to best support the individuals we serve. 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.

## **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.

## **Financial Reports**

Ric Luther, President of MACS, Inc. distributed the financial reports and stated that the finances for the third 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 Effectiveness:

99% service effectiveness was achieved this past quarter (tabulated by analyzing level of care needs comparatively from last year to this year). 17 individual level of care scores were analyzed this past quarter. 1 individual had an increased LOC score, 1 individual had a decreased LOC score, and 15 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 96%  
Individual Hab. 99%  
Supported Employment 100%  
CLS 95%  
Day Support 100%  
YTD Effectiveness 99%

## Service Efficiency:

Throughout the third 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):	45%
Respite Care (IPRS/B3):	28%
Supported Employment:	74%
Residential:	95%
Day Supports:	83%
Community Networking:	71%
Individual Habilitation:	69%
Community Living and Supports:	88%
Total Service Efficiency for the Quarter:	81% (w/o RC) 76% (w/RC)

# Employee of the Quarter!



## We are proud to award Dana Zimmerman with Employee of the Quarter!

Dana Zimmerman has been on the MACS team for 7 years, supporting numerous individuals during that time. Currently, Dana is supporting two people and her dedicated efforts have been invaluable in helping these folks reach their goals. One of these individuals has progressed so far that he is competitively employed part-time, and is able to

drive himself to and from work with a vehicle he purchased himself! Dana also helps to support a woman who loves volunteering and is considered an invaluable worker by the organization she serves. These two people hold Dana in the highest regard (as we do here at MACS) and they greatly appreciate her unyielding dedication to helping them successfully achieve greater independence. You rock, Dana!

# Finders Keepers!



We want to congratulate Sherry Curro and Loni Dieterich on receiving the Finder's Fee for recruiting quality staff to MACS' team! MACS staff members can earn a \$100 gift card for referring someone who is hired and stays for 90 days. This opportunity is available for all MACS employees (except management and administrative staff).



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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