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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!*

“Over the past year, Jessi has continued to provide Innovations Waiver services in an outstanding manner. Her efforts have helped to allow for the participant’s growth toward increased independence both consistently and significantly. The value Jessi provides to the participant and his family through her work is immeasurable.”

“Elizabeth has continued to provide Innovations Residential Supports services together with a warm and loving home, resulting in optimization of the participant’s health and well-being, and ample, social engagement in a variety of community settings. Elizabeth has a familiarity with the participant which allows for excellent behavioral redirection, when necessary, and her attention to his medical health is commendable.”

“Jessica is an excellent employee. She stepped in to help the family and has done so in an effective and competent way. Any consumer would be lucky to have Jessica as their Direct Care staff.”

“Chelsey has been a valuable addition to the Day Program as a back-up for multiple staff. Chelsey has proven to be competent, reliable and a positive influence on the Day Program.”

## A Creative Christmas



Heather Lowery is no stranger to our readers, as she is always working hard on new and creative opportunities. This holiday season, Heather stayed busy making these wonderful handcrafted soaps! Excellent for decoration or daily use and made with essential oils, Heather developed these great gifts in time for Christmas this year. Heather is doing a great job using her many skills and talents. Way to go, Heather!



# Reports: 3rd Quarter 2020

*Our leadership team met on December 11<sup>th</sup>, 2020 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 were unable to hold regularly scheduled meetings due to complications arising from COVID-19. Electronic medical records are still regularly reviewed by staff, and efficiencies associated with our new software help to maintain our high quality of record accuracy.

## **Service Effectiveness:**

Effectiveness of delivered services is now being measured by personal goal attainment data that is generated by our Electronic Medical Records (EMR) system. These data reports provide detailed, person-centered data points that will help MACS evaluate each person's progress toward independence. During the third quarter, 15 individuals served throughout 2019-2020 were assessed to determine the effectiveness of a variety of delivered services. DSP staff of MACS, Inc. have assisted those served this past year to gain nearly 21% more independence (20.79% success in goal attainment) over this past year.

## **Service Access Report:**

We added one new participant to services during the third quarter of 2020, and one participant discharge took place. Service delivery needs have been reduced dramatically resulting in very low service access needs being requested during the COVID-19 pandemic.

## **Risk Management:**

MACS, Inc. is currently focused on the impact of the COVID-19 pandemic on all aspects of our company, the lives of the folks we serve, our employees, and all associated family members. MACS, Inc. remains focused on maintaining stability and enabling prosperity during these trying times.

## **Safety Reports:**

MACS, Inc. Quality Assurance Team and Human Rights Committee reviewed only 22 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 and fire/disaster drills were conducted monthly throughout the past three months to ensure the physical safety of all service participants, employees, and visitors utilizing MACS facilities.

## **Human Resources Reports:**

Reports were shared with the QA team, and plans to further increase employee recruitment were discussed. 12 new employees were hired, 12 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. 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).

No formal grievances were filed during the third quarter.

## **Financial Reports**

The finances for the third quarter of 2020 did not meet the company's goals. MACS was able take advantage of the CARES Act, and the Leadership Team was able to secure funds to pay rent and mortgages, utilities, and stave off possible layoffs. We are most happy to report that we were able to continue to employ all administrative, clinical and assistant employees, while having our operational budget in decline due to COVID-19.

## Service Efficiency:

Throughout the third quarter of 2020, the MACS Quality Assurance Team continued to track the efficiency with which all services are delivered by MACS' internal support teams.

As you can see, the COVID-19 pandemic has taken its toll on service delivery efficiency during the NC state shut down and recovery due to the COVID-19 pandemic.

## Efficiency by program for the 3<sup>rd</sup> Quarter:

|   |     |
|---|-----|
| Respite Care (Innovations):               | 31% |
| Respite Care (IPRS/B3):                   | 9%  |
| Supported Employment:                     | 54% |
| Residential:                              | 94% |
| Day Supports:                             | 62% |
| Community Networking:                     | 58% |
| Individual Habilitation:                  | 44% |
| Community Living and Supports:            | 80% |
| Total Service Efficiency for the Quarter: | 64% |

# Employee of the Quarter

This quarter MACS would like to recognize Cristina Creasman for her exceptional work. Cristina displayed a flexible attitude and initiative with her training. She went above and beyond during the beginning of the COVID crisis this year by trying out new training options. Cristina went above and beyond to help her QP, consumer, and his family. She adjusted her schedule multiple times to suit their needs without any complaints. She also pioneered the Electronic Visit Verification (EVV) changes that were required in 2020.

# Strategic Planning

The Leadership Team of MACS met on December 11<sup>th</sup> to reevaluate and update our Strategic Plan. With the unexpected changes of 2020 in mind, MACS has identified Electronic Visit Verification (EVV) implementation as a primary goal for 2021. This is a new requirement for all agencies, and MACS has already been hard at work upgrading our software and training our staff to meet all of the new regulations. Our goal is to have this system fully implemented and accurate by the end of 2021.



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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