



**Quality Performance Newsletter
Issue #44: July through September, 2021**

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Tis the season!



Employee of the Quarter!

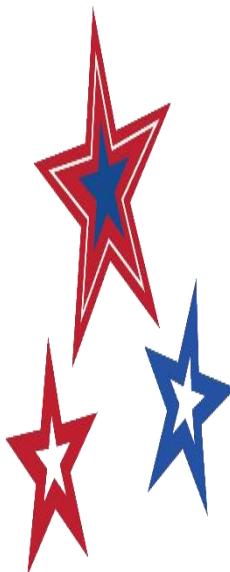


Juliana and Mikey

Juliana has worked for MACS for several years as a Direct Support Provider. She's provided many different services with many participants. She learns all of these unique personalities and adapts appropriately with ease and confidence. She has also been very flexible, subbing for other DSPs when they get sick or have a situation- many times she's done this very last minute- which at times has been vital for the health and well-being of that individual. Above this, Juliana has such an amazing way of interacting with our service recipients with patience, giving choices and maintaining focus on that person's individual needs and interests. She is playful and fun, and this has many times allowed for challenging situations or circumstances to be mellower or less fraught. Juliana has been invaluable to many individuals, families, and MACS. Congratulations Juliana on being named the MACS, Inc. Employee of the Quarter!

Thank you for all you do!

MACS Award Winners!



*April Bradley, Ellen (Phillis) McCurry, LaVonne Emery, Patty Roberts
MACS Day Support Team, Marion, NC*

Reports: 3rd Quarter 2021

Our leadership team met on November 30th to review all aspects of our Quality Assurance Programs. This is our report to you, the stakeholders of MACS, Inc.

From the SQP team:

The MACS, Inc. team of Qualified Professionals supervising all I/DD services met via Zoom multiple times throughout the 3rd quarter to ensure staff training and development and to ensure QP supervisors were well informed of the ever changing I/DD service delivery environment. Topics discussed this past quarter include Electronic Verification developments, Appendix K flexibility extensions, Rate increases for multiple community-based services, Electronic Medical Record improvements, internal reporting and quality control changes, and a host of Q&A sessions from supervisors, managers and administration.

Are our services effective?:

Health and Wellness:

MACS, Inc. Quality Assurance Team and Human Rights Committee reviewed 18 incident reports throughout the last 3 months. Several trends and patterns were identified and are being actively addressed to best support the individuals we serve. Trends and patterns identified were changes in mental health status, elder care issues, and continued documentation errors, although there has been much improvement in this area over the last 3 months.

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

MACS, Inc. continues to monitor the effectiveness of delivered services by measuring personal goal attainment data annually for all those we serve. Collected data reported throughout the 3rd quarter of 2021 detailed each person's progress toward reaching independence. During the 3rd quarter, 15 individual service recipients were assessed to determine the effectiveness of a variety of delivered services. DSP staff of MACS, Inc. assisted these folks to move 32% more closely to independence over this past year. This means that, on average, 15 individuals whom received assistance and support from MACS, Inc. Direct Support staff fully attained 32% of their personal goals in 2020-2021.

Supporting new opportunities:

One new family joined MACS in the 3rd quarter of 2021, and 4 folks engaged in new community integration, community networking, and supported employment opportunities. Nobody was discharged from MACS, Inc. during this same time period, and on average, it took 33 days to assist folks in gaining entry into these new service opportunities.

Challenges:

Recruiting DSP staff has become the main focus of the leadership team during the 3rd quarter. Although MACS has a long and proud history of retaining its DSP staff workforce, recent changes in the local economy have made it difficult to recruit new staff

Service Efficiency:

MACS Quality Assurance Team continues to track the efficiency with which all services are delivered by MACS' internal support teams. As you can see, things continue to trend upwards following the initial impacts of the pandemic emergency in the US. The COVID-19 pandemic has taken its toll on service delivery efficiency during the NC state shut down. However, service efficiency has increased dramatically in the last three quarters, giving MACS and the families they serve hope that the initial pandemic impacts are lessening substantially over time.

participants, employees, and visitors utilizing MACS facilities.

Workforce Development:

Reports were shared with the QA team, and plans to further increase employee recruitment were discussed at length. As a result goals have been added to the MACS strategic plan. Rate increases were announced for multiple community-based services. 6 new employees were hired, 1 employee was released, and MACS retained 99% of its overall workforce during this quarter, coming in over our company's goal of 85%. 27 performance evaluations were completed during the last 3 months (including 90-day evaluations of new employees and annual evaluations of all levels of staff).

1 formal grievances was filed during the 3rd quarter. In response, the MACS leadership team approved multiple upgrades to improve the professional appearance of the MACS Adult Day Program.

Efficiency by program for the 4th Quarter:

Respite Care (Innovations):	46%
Supported Employment:	97%
Supported Living:	99%
Residential:	72%
Day Supports:	61%
Community Networking:	53%
Individual Habilitation:	
Community Living and Supports:	77%
Total Service Efficiency for the Quarter (Not including RC):	72%



Here We Go Again!

Results of the most recent MACS, Inc. National Accreditation Review are in:

Following a three day “Virtual Visit” by a National Accreditation team representing CARF International, Mountain Area Community Services was awarded a Three Year Accreditation, the top “prize” for companies seeking to be a nationally accredited provider of I/DD services. Below is a sampling of the comments from the review team in regards to their review of MACS, Inc.

CARF found that Mountain Area Community Services, Inc. demonstrated the following strengths:

- MACS is recognized as a leader in the provision of community and employment supports for persons with intellectual disabilities. The organization's leaders and staff are actively involved in the local communities and professional groups.
- The leadership team is dedicated, knowledgeable, and committed to providing high-quality person-centered services. Leadership is accessible to persons served and staff throughout the organization, making communication and daily interaction a high priority.
- It is evident that quality and compliance are a priority for the organization. The quality assurance committee follows defined processes with quarterly reviews of service delivery and business measures, regulatory compliance, incidents, grievances, satisfaction, risk management, accessibility, workforce development, strategy, demographics, and cultural competence. One outcome resulting from these efforts that the organization is especially proud of is the recently completed Medicaid audit, from which the organization received a compliance score of 99 percent.
- MACS completed a new strategic plan despite the challenges associated with the COVID-19, pandemic. The new plan was developed with input from all stakeholder groups. The plan is focused on program growth and the resources needed to facilitate growth and includes well-defined goals and indicators of success covering a five-year period.
- MACS is commended for its success in staff retention. While recruitment has presented challenges, many of the Direct Support Staff members were recently recognized with milestone awards for ten and 15 years. The organization credits the recognition and benefit programs and a culture of inclusion for its retention success.
- MACS employs warm, competent, and respectful staff members to provide services to the persons served. During the survey, caregivers were observed displaying compassion, enthusiasm, and pride in the supports they provide.
- The organization provides a variety of training opportunities for the caregivers. The training is personalized and provides actual hands-on experience that is needed to help caregivers perform their duties. The caregivers are pleased with the training that is offered and look forward to the annual training activities.
- Staff members appear to be qualified and are dedicated to improving the quality of life of the persons served. The positive attitude of the staff appears to promote teamwork and dedication to service delivery. The staff members are acknowledged for the person-first attitude that is displayed throughout the organization. The persons served expressed that they feel safe and respected.
- Stakeholders were complimentary of MACS and praised staff members for being sensitive to the needs of the persons served, stating that they are responsive and professional. One stakeholder stated, "I love the MACS staff."

- The staff members demonstrate dedication, respect, and professionalism and are collaborative, supportive, and effective. The staff members extend themselves beyond assigned responsibilities, are always available to the persons served, and believe in the organization's mission.
- The organization is truly person driven. The staff members are clearly invested in the clients' health and well-being and are committed to the idea that every client deserves to be treated with dignity and respect and should be afforded with every opportunity to explore, grow, connect, and find purpose in the way that best meets the clients' personal needs and preferences.
- The supported employment program has allowed the clients to thrive and grow in settings where they are both fully supported and also challenged to learn new skills. Throughout the program, the focus on increasing independence in work settings was evident. The work the employment program does empowers the clients in ways that are so often immeasurable but are clearly witnessed in the sense of purpose and pride that supported employment clients display.
- The day supports and community networking programs pride themselves on their person-centered approach. It is evident that the clients enjoy the opportunities they get for socialization, support, and interaction with other community members. Staff members clearly go above and beyond to ensure that the clients' needs are considered and met whenever possible. The activities planned for the clients allow them to take safe and supported steps outside of their comfort zones. As a result, these programs provide absolutely essential opportunities for growth.
- Community partners reported that the staff members are consistently collaborative, professional, readily available, and responsive to any requests that are made. Program funders in particular noted the high quality of work and willingness to engage in collaborative conversations around opportunities for improvement to be strengths of the organization.
- The staff members are extremely knowledgeable about each client, and they demonstrate a passion for the work they do and a willingness to meet the clients where they are. This mindset and approach appear to be developed throughout the organization, from the leadership to Direct Service staff. All of MACS may be proud that this value is so clearly embedded in the organization's culture.

Thank you to all of the MACS, Inc. administrators, employees, residential and staff training contractors, and various committee members for all you do to make MACS, Inc. the number 1 provider of I/DD services in Western North Carolina!



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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