



# MCH

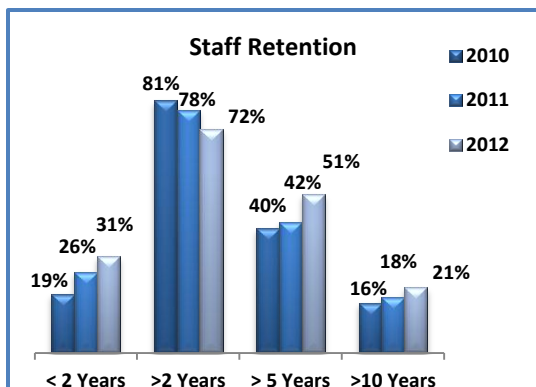
## ANNUAL REPORT 2012



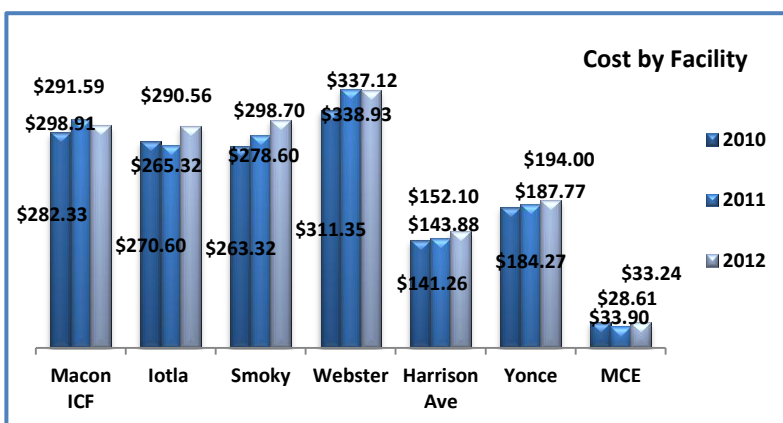
Macon Citizens Habilities, Inc., PO Box 698, Franklin, NC 28744  
[www.maconcitizens.org](http://www.maconcitizens.org) • [mch@maconcitizens.org](mailto:mch@maconcitizens.org) • 828 524-5888

MCH completed 24 years of service delivery in good financial position with positive cash flow for the second year in a row. MCH continues to maintain quality services. Like all providers, we are in the process of enrolling with Managed Care Organizations, formerly Local Management Entities as the 1915 (b) (C) waiver takes effect.

### Personnel



Staff turnover this year was 17%, down from 23% last year. Staff retention remains good with 81% of MCH employees being with the agency more than 2 years and 51% more than 5 years. Of those, 21% have been employed more than 10 years.



### Fiscal

MCH ended fiscal year 2012 in a good financial position with long-term debt amounting to less than 20% of MCH's total assets. The annual financial audit was completed in August with no unusual findings and no recommendations for improvement. The average residential client cost per day was \$260.68, an increase of \$8.44/day over last year. Average MCE client cost per day was \$33.24, up from \$28.61 last year. Overall costs have risen while revenues have not. In FY 12, we billed for \$17, 775 more than the capitated amount of just under \$44,000 or provided approximately 11,322 units of service/ \$18, 696 for which we were not reimbursed. Personal services which includes salaries, benefits, contract consultants, etc. was the greatest expense, and Medicaid was the largest funding source. Medicaid includes both the ICF-MR homes and all CAP I/DD services. In the future, CAP I/DD will be known as Innovations and is part of the 1915 (b)(c) waiver.

### Special Events and Activities



Special Olympics  
 Planting Danny's Tree  
 Growing Pumpkins  
 Holidays





### Health and Safety

The MCH Health and Safety Committee continues to be an active, working committee that inspects all facilities quarterly, using a monthly rotation. This committee also reviews all incident/accident reports and makes recommendations for correction. This committee, as well as the MCH Human Rights Committee, monitors for any patterns or trends which might signal abuse, neglect, or unsafe practices. There were no patterns again this FY with falls being the most cited incidents among clients for a total of 51 this year compared to 48 last year. There were 117 total incidents this year compared to 105 last year.

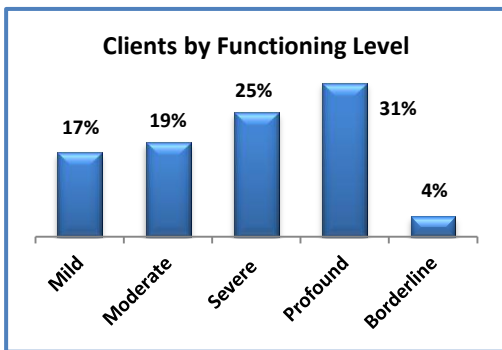
MCH continues to advocate strongly for safe practices and trains for all types of potential disasters. The safety coordinator reviews all fire drill logs each month to ensure compliance with policy and safe practices and trains elements of safe practices at each staff meeting. Client training is reflected in goals and in service plans and is trained according to abilities. A loss control inspection was conducted by our worker's compensation agency in addition to inspections from the county health departments, fire marshals, and the Department of Health Service Regulation (DHSR).

### Corporate Compliance and Responsibility

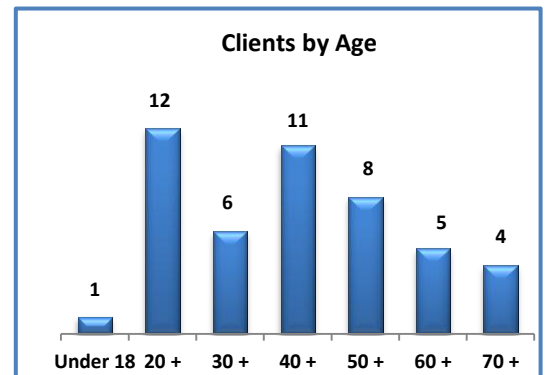
MCH accepts responsibility for conserving our environment and beautiful mountains. All facilities recycle, and MCE recycled about 18,800 aluminum cans in FY 11 compared to 9,765 cans in FY 10. Not only is MCE helping the environment, recycling provided \$147 in income. MCE continues with its cottage industry – making paper from recycled paper and then converting that paper into greeting cards and gift tags which are marketed in a shop in downtown Franklin as well as on the website.

MCH also continues to promote ethical practices both in corporate responsibility and by compliance with all federal and state regulations and has numerous systems in place to detect and rectify compliance issues as they occur. The compliance manager tests revenues and client funds for compliance to all state and federal laws. All staff are trained at time of hire and at least annually on proper reporting and ethics.

### Demographics



Many people with disabilities born in the 1960's are still living, and the 40+ group is the fastest growing group of persons with intellectual and developmental disabilities. Nationwide there are over ½ million people with intellectual and developmental disabilities over the age of 65.



MCH serves an aging population with 58% being over age 40 and 35% over age 50. MCH also primarily serves those who function in the severe/profound range of intellectual and developmental disabilities with 60% of those served falling in this range.