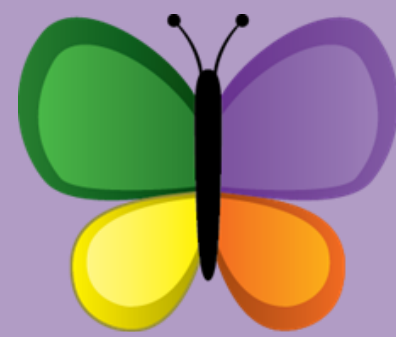




**Multi-Assistance  
Center** at **MORGAN'S  
WONDERLAND**

*are making*  
**TOGETHER, WE CAN MAKE A DIFFERENCE!**



THE **MAC**

**Multi-Assistance  
Center** at MORGAN'S  
WONDERLAND

# Introductions

## MAC Team

- Allan Castro, President at The Multi-Assistance Center at Morgan's Wonderland
- Crystal Calvillo, Navigation Director

## MACer Representative

- Dr. Robert Sanders, Director of Complex Health  
CommuniCare Health Centers

Comprehensive, integrated medical  
and non-medical services for individuals with  
special needs of all ages





THE **MAC**

**Multi-Assistance Center** at **MORGAN'S WONDERLAND**

# CORE VALUES

## MISSION

The mission of The MAC at Morgan's Wonderland™ is to improve the lives of individuals with special needs through comprehensive and coordinated services in a centralized setting. Services are delivered through a family-centered approach with collaboration from the family, MAC Member, and community partners.

## VISION

The vision of The MAC at Morgan's Wonderland™ is to offer a new way of efficiently delivering an array of integrated and coordinated services that provides value to individuals with special needs and their families, as well as other relevant community stakeholders.

### EMPOWER

We provide opportunities that maximize potential, inspire confidence, and build strength.

**We Invest in You**

### INCLUDE

We provide a safe and nurturing environment with compassion and purpose.

**We Serve All Ages and Abilities**

### EDUCATE

We provide opportunities to gain knowledge and develop problem-solving skills for the future.

**We Believe Learning Leads to Growth**

### INNOVATE

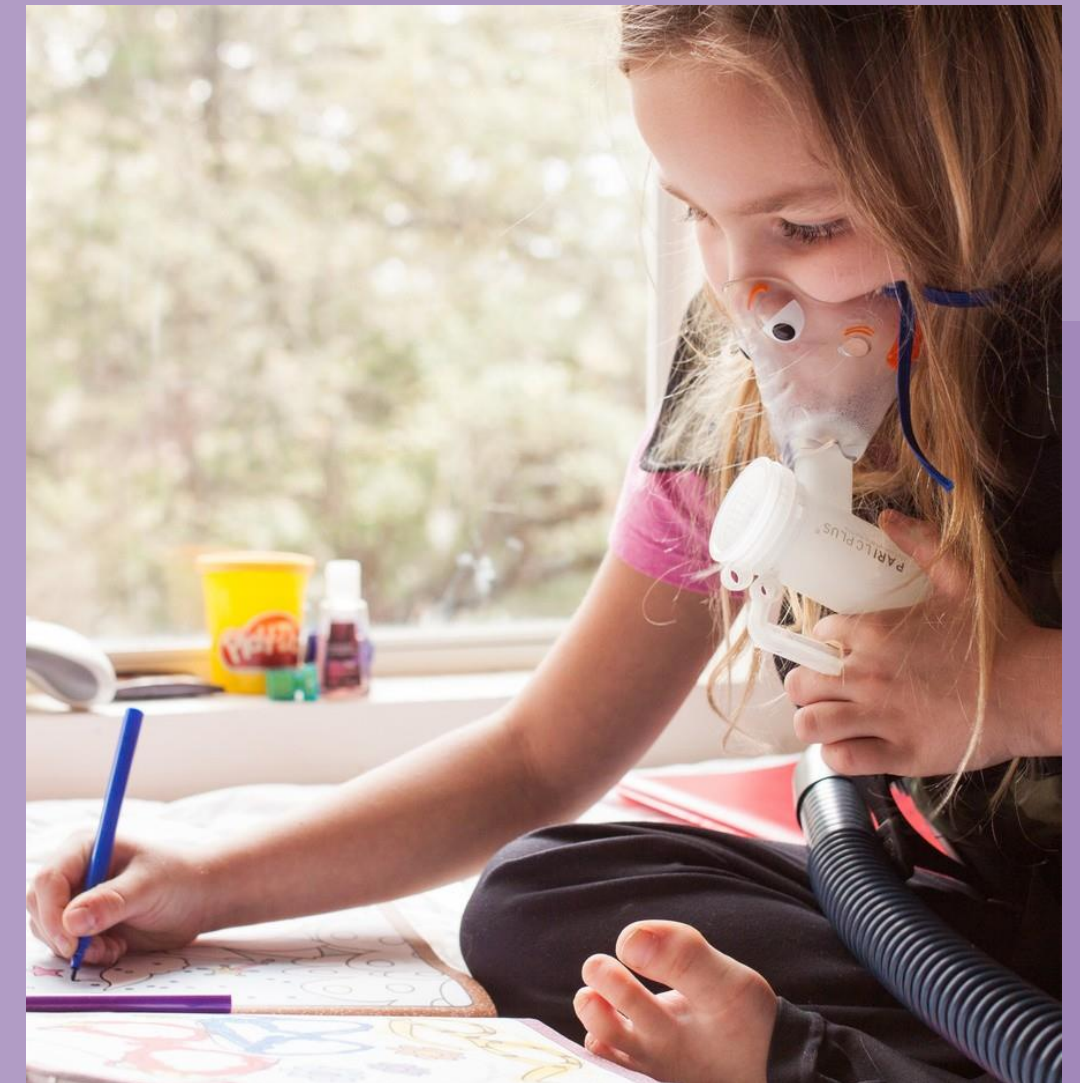
We embrace change as we explore new solutions to create and innovate care.

**We Transform Visions into Reality**

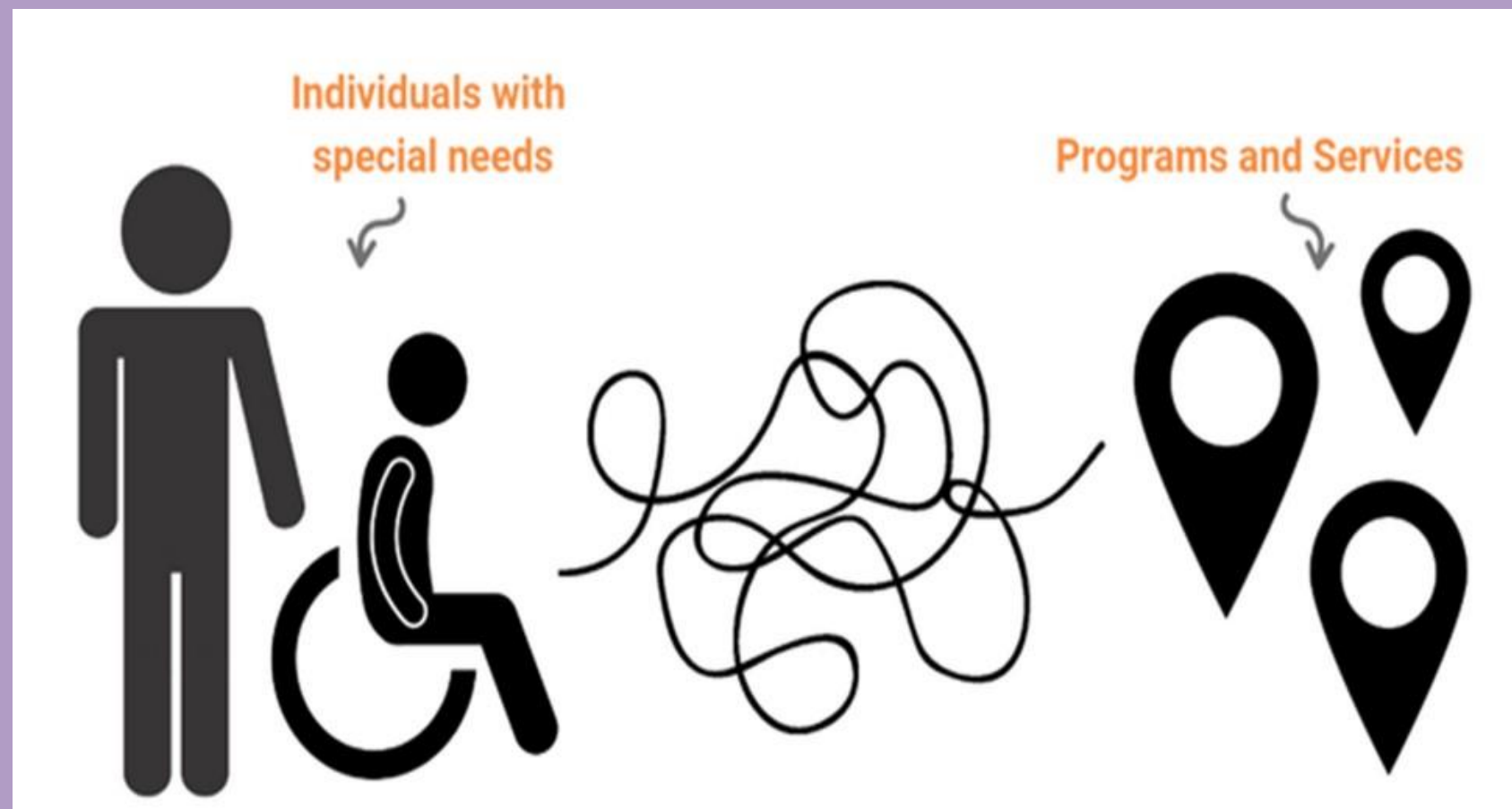
# THE MAC'S DEFINITION OF SPECIAL NEEDS

“Special Need,” for the purposes of the population served by The MAC, is defined by The MAC as a person of any age with long-term impairment of cognitive, sensory, motor, and/or communication function(s), either congenital or acquired, that is not readily rehabilitated.

Furthermore, a special need substantially limit an individual’s ability to perform activities in the range of what is considered typical for a person of the same age and cultural context. A special need may result in associated social, behavioral, or mental health complexities requiring specialized intervention by a professional.



# CHALLENGES FACING INDIVIDUALS WITH SPECIAL NEEDS



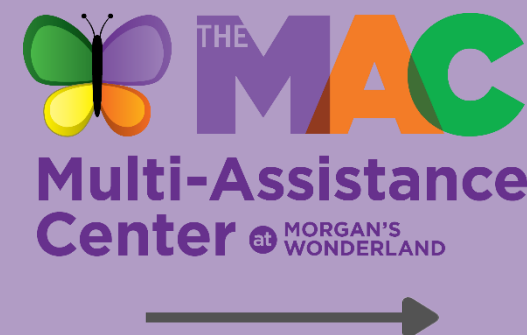
## THE PROBLEM WE ARE SOLVING

All too often, individuals with special needs get fragmented, uncoordinated health and social services spread all over the community. Many feel they don't have the support or knowledge to identify and navigate through services options. Often leaving individuals overwhelmed to seek appropriate and necessary assistance.

# CHALLENGES FACING INDIVIDUALS WITH SPECIAL NEEDS

## THE SOLUTION

The MAC at Morgan's Wonderland™ is a unique endeavor dedicated to becoming a one-stop-shop model that provides medical and non-medical services for individuals with special needs of all ages in one setting and platform. These services will be integrated, coordinated and provided through an innovative care model.



# THE MAC CARE MODEL





# THE MAC'S SOCIAL DETERMINANTS OF HEALTH

## Healthcare Access and Quality

Address access to healthcare, access to primary care, specialty care, health insurance coverage, health literacy and establishment of a medical home.

## Social and Emotional Health

Address community, civic participation, positive interactions within their family, community and workplace, and legal literacy.

## Education Access and Quality

Address early childhood education and development, completion and access to education, educational enrichment, language and literacy.

## Neighborhood and Built Environments

Address quality of housing, access to transportation, availability of health foods, technology and internet access, and neighborhood safety.

## Economic Stability

Address poverty, childcare and respite care services, employment, food security and housing stability.



# WHO'S AT THE MAC

## MAC MEMBER:

Individual who meets the priority population definition and receives services at The MAC.

## MACer:

Community partners: medical, therapeutic, community-based organizations that have an agreement with The MAC and utilizing the MAC Navigation System.

## MACee:

A team member of The MAC that will work closely with MAC Members, caregivers, and MACer to support and coordinate services.



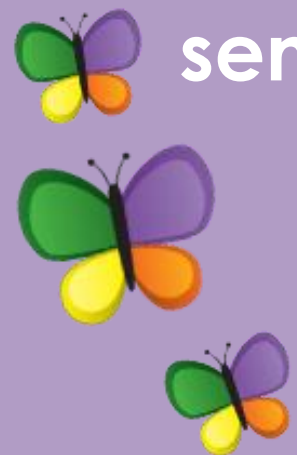
# KEY TO THE MAC

## NAVIGATION

*MAC Navigation encompasses the Navigator and the MAC Navigation System working collaboratively with the community to meet the needs of individuals with special needs.*

**NAVIGATOR:** Navigator serves as the central point of contact to facilitate communication and services among MAC member, MACer, caregiver, and family.

**MAC NAVIGATION SYSTEM:** A cloud-based, HIPAA compliant, closed-loop electronic referral platform used to create a MAC Member electronic record to collect data, send/track referrals, and ensure communication between all MACers.



# HOW TO BECOME A MAC MEMBER



- Complete the electronic Pre-Screening Form at [MorgansWonderlandMac.com](https://MorgansWonderlandMac.com).
- Intake Navigators will review eligibility based on a digital screening algorithm of data captured during intake.
- Intake Navigator will contact eligible individuals.  
*\*If ineligible for services, the Intake Navigator will contact individual and provide resources to support their needs.\**
- Intake Navigator will assign a MAC Navigator to begin Navigation.

# Navigation Process

**1. Pre-Screening:** Completed by prospective MAC member on the website or by calling in

**2. Intake:** Includes demographic information, PRAPARE questions and SDoH questions needed for scoring

- **Level of Support Score:** Digital screening algorithm that takes data captured during MAC Intake Process to generate a Level of Support score.

**3. Initial Care Plan Visit:**

- **SDoH Assessment:** Assessment to determine conditions in the places where the MAC member lives, learns, works, and plays that affect a wide range of health and quality-of life-risks and outcomes.
- **Care Plan:** a written roadmap to provide details on referrals, follow-ups, supports and linkages required for the MAC member to achieve goals and tasks

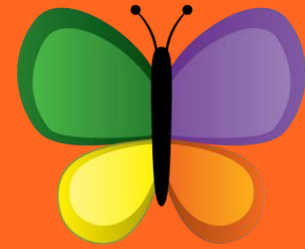


# MAC MEMBER LEVELS OF SUPPORT



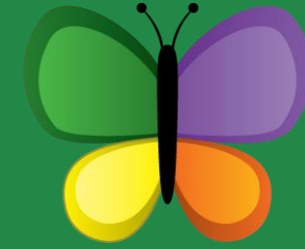
## Yellow Level

- Minimal support from a Navigator
- Limited assistance to navigate The MAC facility
- Independently access MACer services
- Proficient with utilizing MAC Member Application (APP)



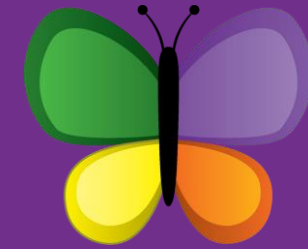
## Orange Level

- Moderate support from a Navigator
- Moderate assistance to navigate The MAC facility
- Moderate assistance to access MACer services
- Some assistance with utilizing MAC Member APP
- May require translation and/or interpreter services



## Green Level

- Frequent assistance
- Assistance to navigate the MAC facility, access MACer services, and utilize the MAC Member APP
- 1-2 additional family members enrolled
- May require translation and/or interpreter services

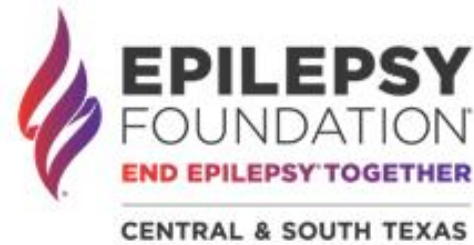


## Purple Level

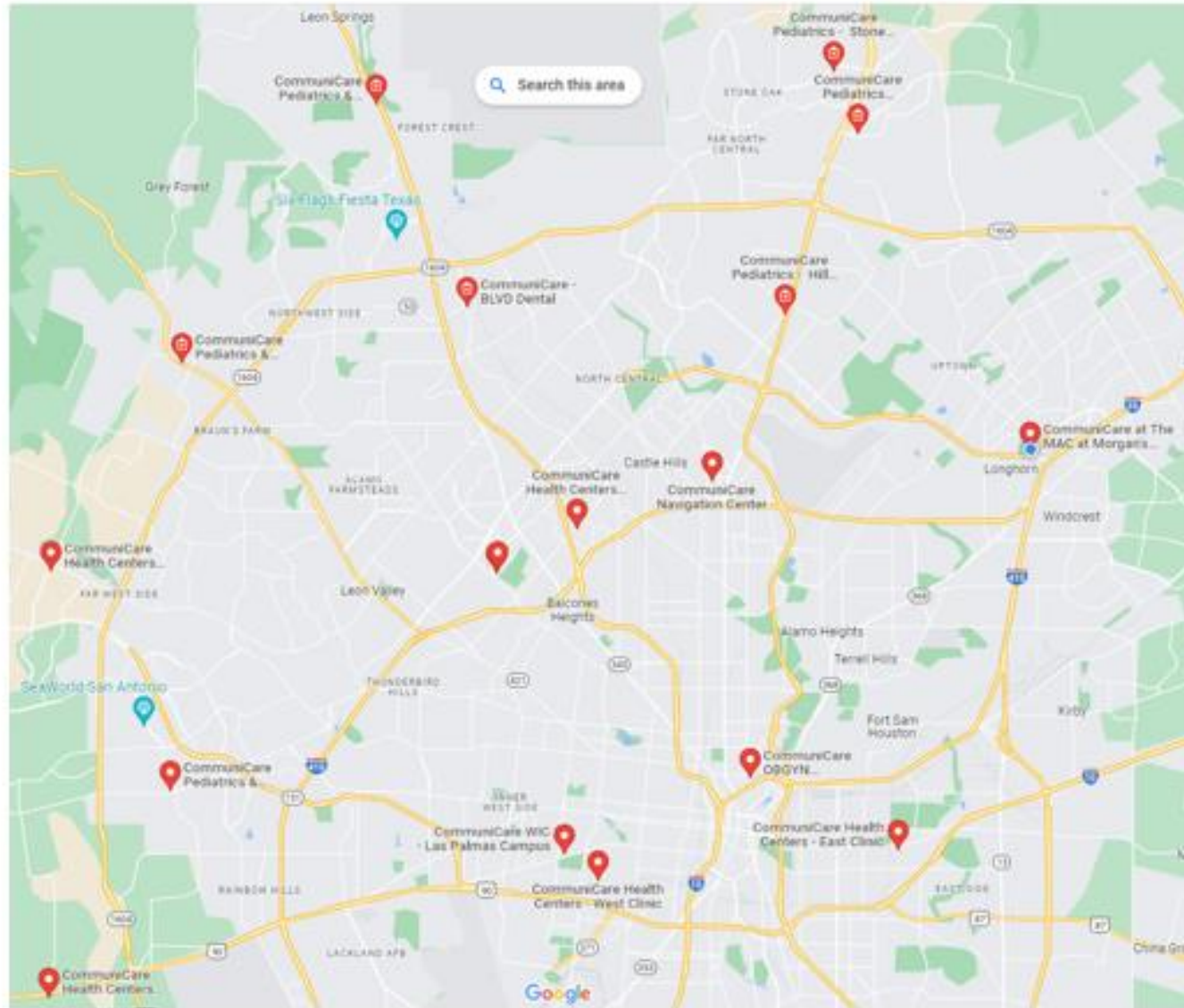
- Intense navigation support
- Physical assistance on every visit and multiple appointments
- Self-advocate with IDD
- Multiple family members enrolled
- High-level risk factors
- More frequent contact from Navigator
- Interpreting or translation needed every visit

# CURRENT MACers

As of January 2023



# CommuniCare Health Centers





# CommuniCare at The MAC Services

- ▶ Age 0 to 60 years
- ▶ Comprehensive Preventive Care
- ▶ Acute Care
- ▶ Counseling
- ▶ Women's Health
- ▶ Specialties
  - ▶ Pediatric Pulmonology
  - ▶ Pediatric Surgery

# Medical Services at The MAC

- ▶ Children's Hospital of San Antonio
  - ▶ Autism Diagnosis
  - ▶ PT/OT/ST
  - ▶ Specialty Clinics - Genetics
- ▶ Center for Health Care Services - Dual Diagnosis Psychiatry Clinic
- ▶ Sponsel Eye Experts - Ophthalmology and Optometry
- ▶ Happy Ohana Smiles – Dental
- ▶ Our Lady of The Lake University – Audiology
- ▶ Coming Soon – Ambulatory Surgery Center



# PRACTICE WITHOUT PRESSURE (PWP)

Practice Without Pressure™ (PWP) is a philosophy and model of care that brings together the individual with special needs, the caregiver, and the clinician/professional. This approach eliminates restraint and greatly reduces sedation in the MAC Member's medical, dental, and personal care, and it helps the client receive these services with dignity and respect.

## PWP

- Empowers individuals
- A Restraint-Free approach to care
- Creates a cycle of success
- Collaborative with caregivers and clinicians
- A dignified plan which puts the person before any procedure



# EVALUATION AND RESEARCH COORDINATING CENTER (ERCC)

## MISSION STATEMENT:

Coordinate **INCLUSIVE** and **INNOVATIVE** Research to Increase **EDUCATION** and **EMPOWERMENT** throughout The MAC community.

## OVERARCHING EVALUATION QUESTIONS

- To what extent did The MAC improve coordinated and integrated services for MAC Member?
- To what extent did The MAC increase comprehensive care for MAC Member?
- To what extent did The MAC provide a better experience for individuals with special needs and their families/caregivers?
- To what extent did The MAC address Social Determinants of Health (SDOH)?

## EVALUATION AND RESEARCH COORDINATING CENTER GOALS

**1**

Provide access to evaluation results and quality improvement data for The MAC

**2**

Serve as a central point for facilitating research of interest to The MAC and its stakeholders

# ULTRA-ACCESSIBLE™

- ADA+ Compliant
  - 42-inch doorways
  - Extra-wide hallways
  - Wheelchairs available for visitors
  - All signage at The MAC will include braille for low vision visitors.
- Sound Absorbing Floors and Sound Reducing Wall Panels
  - Decrease distractions
  - Create a more acoustic atmosphere for meetings
  - Easier to walk on
  - More resilient to everyday wear and tear
- Pink Noise
  - Reduces outside noises and distractions
  - Ensures privacy during meetings
- Family Restrooms with Adult Changing Station and Shower
  - One on every floor
  - Helps with safer transfers, comfortable positioning, and secure space for caregivers to aid individuals with special needs
- Quiet Rooms and Lactation Rooms
  - Three rooms with individual themes on the first floor; De-escalation, Sensory, and Entertainment
  - Three lactation rooms providing a quiet and private space for nursing mothers
- Service Animal Area
  - Outdoor courtyard with a grassy area, waste bags, and a place to dispose of waste



# COMING SOON

## PHASE 2 (Summer 2023)

- Ambulatory Surgery Center
- Hair Salon
- Employment Support Center
- Morgan's Hang Out
- PWP Suite



# MANAGING COMMUNITY EXPECTATIONS

The MAC will assign an individual with special needs a Navigator to partner with in a meaningful way. Additionally, The MAC will

- Strive to become a “one-stop-shop” facility and offer many specialized services on-site, yet we acknowledge that we will not be able to offer all services. We are committed to continue expanding our partnerships so that we can increasingly offer new services as we grow.
- Offer comprehensive care to all MAC Members; we are not able to promise or guarantee curative care or medical miracles. We commit to providing all MAC Member with a medical and therapy home that can coordinate your medical, therapy, and social service needs.
- Partner with over 30 organizations to provide comprehensive care to its MAC Members. It should be noted that The MAC facility will not increase the capacity of all partners. Additionally, The MAC will not be able to shorten the waitlists of external programs and services such as the Texas Medicaid Waiver Programs.

We pledge to live our values to

**Empower** • **Include** • **Educate** • **Innovate**



# Questions?





[MorgansWonderlandMAC.com](http://MorgansWonderlandMAC.com)