

# Mifflin-Juniata Regional Services Corporation 2016-2017 Annual Report

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**Mifflin-Juniata Area Agency on Aging, Inc.**

**Call A Ride Service, Inc.**

**Mifflin-Juniata Food Service Corporation**

**Mifflin-Juniata Regional Services Corporation**



**MISSION:** Mifflin Juniata Regional Services Corporation maximizes the independence and well-being of residents in Mifflin and Juniata counties.

**VALUES:** *Respect • Innovative, Caring and Quality Services  
Responsive to Changing Needs • Volunteerism • Collaboration*

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## Regional Services Corporation

Mifflin Juniata Regional Services Corporation (MJRSC) provides human resource management, accounting, property management, and administrative resources to Mifflin Juniata Area Agency on Aging, Mifflin Juniata Call-A-Ride and Mifflin Juniata Food Services. In addition, MJRSC provides direct services through the coordination of the senior tax program, Ombudsman Program, Apprise Insurance Counseling, and LINK Information and Referral services.

**APPRISE Counseling** is a free health insurance counseling program for Medicare beneficiaries residing in Pennsylvania. Counselors provide help year round but are especially busy during the Open enrollment period from mid-October through early December. Our unbiased and friendly counseling team is made up of staff and volunteers who help Medicare eligible consumers understand insurance options by comparing Part D and Medicare Advantage plans through many enrollment events in the community. During the 2016-2017 year, volunteers contributed **394** hours of service and **1,195** consumers received services. This is an increase of more than **160** consumers over last year.



**The Ombudsman Program** is designed to support and empower consumers by resolving individual complaints involving long-term care service, while also working to improve and enhance the long-term living system for residents and their families. During the 2016-2017 fiscal year, Ombudsman volunteers completed **132.5** hours of volunteer time. Thank you to all who participated!

**Senior Tax Preparation:** M-J Regional Services is fortunate to have a dedicated team of volunteers who help seniors in Mifflin and Juniata Counties prepare their annual taxes at no charge. Volunteers are trained through a partnership with the AARP's national tax program. Our volunteers completed **591** hours of service, prepared **441** Federal tax returns, and prepared **434** State tax returns for a total refund amount of **\$183,827**. We were also able to assist consumers with their Rent Rebates, logging more than **249** volunteer hours through that service.



**LINK** is Pennsylvania's Aging and Disability Resource Center (ADRC), providing objective information, advice, and counseling. LINK empowers people to make informed decisions about their long term supports. **M-J RSC is the lead agency in the local LINK Partnership. Locally, there are 25 active members representing 19 Partner Agencies.**

The M-J Regional Service Corporation Board of Directors and staff would like to express many thanks to **Bruce Nielsen** for his many years of service. Bruce's dedication to the board was integral in improving the organization. His legal wisdom and guidance have provided a solid foundation as the organization moves forward. Bruce continues to be involved by serving the CARS Board, an affiliate of M-J RSC.

# M-J RSC System Strategic Plan 2017-2022

## 1 Improve board, staff and volunteer capacity to manage systemic growth and change

- 1.1 Evaluate organizational structure to affirm ongoing value of separate corporations
- 1.2 Strengthen the capacity of the boards to direct each entity through succession
- 1.3 Improve the infrastructure to facilitate collaboration among MJRSC and Affiliates
- 1.4 Recruit, train and retain employees with a competitive compensation and benefits package, and strong human resource and professional development support
- 1.5 Recruit, train and retain volunteers with a coordinated support system

## 2 Innovate, expand and evaluate programs and services to reach more people in all socio-economic and ethnic populations

- 2.1 Improve Access to services
- 2.2 Increase information and referral services
- 2.3 Support and create collaborative partnerships to reach and serve more individuals to promote aging in place and support independence
- 2.4 Offer new and innovative services to meet growing and changing consumer needs
- 2.5 Improve Program Evaluation Efforts

## 3 Produce a unifying brand that will boost recognition of MJ RSC and the services provided by the affiliates in Mifflin and Juniata counties

- 3.1 Position MJ RSC as the identifiable hub for connecting to aging and disability services in Mifflin and Juniata counties
- 3.2 Discuss “branding” with each affiliate board
- 3.3 Develop re-branding subcommittee led by Communications Specialist
- 3.4 Develop the plan to communicate “brand” to the targeted populations
- 3.5 Educate staff, volunteers and boards on new brand
- 3.6 Market MJ RSC to the public
- 3.7 Create logo, catch phrase, colors and stationary

## 4 Expand use of technology to support consumers, staff and operations

- 4.1 Create an information and technology committee to evaluate and prioritize information and technology needs, monitor progress, and communicate needs and progress to the MJRSC Board.
- 4.2 Conduct an internal technology audit to include the following: technology related to staff productivity, team(s) communication and coordination, project management, organization resources, digital communications and computer network system.
- 4.3 Prioritize and Implement Technology Plan based on findings of the technology audit.
- 4.4 Expand use of technology with consumers.

## 5 Increase and diversify funding streams

- 5.1 Expand individual donor base and fundraising efforts
- 5.2 Increase funding through government grants and foundations
- 5.3 Increase corporate contributions and sponsorship
- 5.4 Continue to carefully manage expenses

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## Food Services

Mifflin Juniata Food Services prepares nutritious meals for seniors through Home Delivered Meals (HDM) and congregate meals, as well as partnering with other community agencies to serve meals to youth programs during the summer.

**Home Delivered Meals** provide homebound individuals with a nutritious, hot meal each day. This service is available to older adults who are unable to prepare or obtain meals for themselves during a period of need, assisting them in leading healthy, self-sufficient lives. In addition to a nutritious meal, the service also provides a daily visit to check on the individual's condition and safety. Mifflin-Juniata Food Services provided **73,789** home delivered meals to seniors this year. Volunteers logged more than **6,572** hours for the HDM program.



**Congregate Meals** provide nutritional services in group settings. Services include: nutrition screening, education, nutrition assessment, nutrition counseling as appropriate, opportunities for social engagement, and meaningful volunteer roles. Mifflin-Juniata Food Services is the meal provider for congregate meals served in our Senior Centers and our Adult Daily Living Center. Meals are free to consumers and have been approved by licensed dietitians. Mifflin-Juniata Food Services provided **23,719** congregate meals this year.



The M-J Food Services Board of Directors and staff are indebted to the more than 9 years of service and leadership that **Robert Ingram** provided not only to their team, but also to the M-J Regional Services Corporation Board. Bob's stewardship and devotion to the organization has been key to its stability and capacity to provide needed community services. Bob's leadership has been inspirational to board members and staff.

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## Call-A-Ride Service

Call-A-Ride Service (CARS) is a shared ride, door-to-door, bus transportation service that is available to any resident of Mifflin or Juniata County who has registered with the CARS office. In the 2016-2017 fiscal year, the Call-A-Ride Service program provided a total of **41,170 rides to local consumers.**

**Pennsylvania Lottery Fund:** On average, the Lottery helps provide more than 101,000 free and reduced-fare shared rides for older Pennsylvanians every day. **20,486 (one way) local CARS rides were provided through lottery funds.**



**Medical Assistance Transportation Program (MATP):** The Medical Assistance Transportation Program, also known as MATP, provides transportation to medical appointments for Medical Assistance recipients who do not have transportation available to them. MJCARS provides this type of transportation in the least expensive way, while still meeting consumer needs. **19,443 (one way) rides were provided to MATP consumers.**

**Senior Transportation Through the Area Agency on Aging:** Seniors 65 and older who do not have their own transportation or who can no longer drive can ride for free to get to a senior center or a medical appointment. Free rides are available due to lottery reimbursement and a contribution from the Area Agency on Aging. **9,458 (one way) rides were provided through aging funds.**

**Persons with Disabilities (PwD):** For persons with disabilities who live and/or travel where there is no fixed route, Pennsylvania offers the Persons with Disabilities Program, which provides service beyond the ADA requirements. Through this program, persons with disabilities who are age 18 through 64 may receive reduced rates on shared-ride, door to door, advance reservation transportation services. **2,294 (one way) rides were provided to Persons with Disabilities.**

Two long-term CARS Board Members have completed 9 years of service with the organization. We are grateful to **Tony Hatfield-Nicholson** for his many years of service with CARS. His commitment and dedication to the organization has had an immeasurable impact for CARS transportation policies and procedures. Tony will continue to have an impact as he is now a board member on the Food Services Board, which is also an affiliate of M-J RSC. We would also like to recognize **Norma Fisher** who has completed 9 years of service with CARS. Her devotion to ensuring safe transportation for CARS consumers is commendable. The Board of Directors and staff are grateful for her leadership and generous contribution of time. Norma continues to provide leadership as she is now the current president of the M-J RSC Board of Directors.

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## Area Agency on Aging

The Mifflin-Juniata Area Agency on Aging serves individuals age 60 and older, fostering independence, dignity, and respect through their various programs and services.

**Nursing Home Transition Program** allows individuals who have entered a nursing facility to decide if they would prefer to live in the community. and the Pennsylvania are often barriers preventing There are often barriers preventing an individual from successfully moving back into the community, such as the need for formal caregiving assistance, housing accessibility or home modification issues, financial concerns, family issues, substance use issues, and many others. The Mifflin-Juniata Area Agency on Aging's NHT team empowers and educates consumers while assisting them in finding the appropriate supporting services. We have assessed more than 20 cases for the program this year and have seen several successful transitions take place.



**Centers In Motion** is a new program offered through the Mifflin-Juniata Area Agency on Aging to all adults who are 55 years of age and older. The program was launched in July 2017 thanks to a grant awarded by the Pennsylvania Department of Aging, and it focuses on younger, more active seniors who may still be working. Centers In Motion provides a very personal touch by organizing trips and programs that will most interest its participants. All activities are thoughtfully coordinated with the intention of promoting learning, socialization, and friendship. Some of the activities we've provided so far include: technology classes, dancing, dinner theatre, and holiday parties. We're also taking suggestions on future activities. All ideas are welcome!



M-J AAA Board of Directors and staff expresses many thanks to **Wilda Fisher** for her 9 years of service on the board. Wilda's commitment and her knowledge about the local community were critical to the organization, providing quality services to area seniors. Wilda's guidance was important in implementing policies and procedures that led to good governance. **Cheryl Bressler** is another member of the M-J AAA Board who completed 9 years of service. We are grateful for her budget conscious contributions which helped to guide the organization through change. Cheryl's contributions have aided in our effort to build up the capacity to serve a growing number of seniors in our community. Cheryl continues to serve the organization as a member of the M-J Regional Services Corporation Board, where she also serves on the Finance Committee.

## Area Agency on Aging: Unduplicated Clients Served

The Mifflin-Juniata Area Agency on Aging initiates, conducts, and coordinates a wide range of programs and services to improve the quality of life for older adults and their caregivers. Each of the below components of M-J AAA's work provides local seniors with opportunities that will help them to remain healthy and independent for as long as they are able to do so. The following information is only a snapshot of all the work that was completed through the care and dedication of our staff in the 2016-2017 fiscal year.



<b>Adult Daily Living Center (ADLC)</b>	<b>18</b>
<b>Care Management</b>	<b>123</b>
<b>Congregate Meals</b>	<b>299</b>
<b>Healthy Steps in Motion</b>	<b>62</b>
<b>Home Delivered Meals</b>	<b>673</b>
<b>In-Home Support</b>	<b>76</b>
<b>Information and Referral</b>	<b>92</b>
<b>Level of Care Determination</b>	<b>842</b>
<b>Needs Assessment</b>	<b>985</b>
<b>Nursing Home Transition (NHT) Coordination</b>	<b>22</b>
<b>Person-Centered Counseling</b>	<b>11</b>
<b>Personal Care</b>	<b>232</b>
<b>Personal Emergency Response Systems (PERS Unit)</b>	<b>330</b>
<b>Protective Services</b>	<b>209</b>
<b>Senior Centers</b>	<b>377</b>
<b>Walk With Ease</b>	<b>16</b>

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## A Step in the Right Direction: Health and Wellness

At Mifflin-Juniata Regional Services, we recognize that there is no quick shortcut to wellness; it's an entire lifestyle. We prioritize the importance of physical activity in the lives of our consumers because it is proven to reduce the risks of many chronic conditions, prevent falls, and decrease depression in older adults.

**Healthy Steps in Motion (HSIM)** is the exercise portion of a two-part comprehensive falls prevention program. This year we had a total of 69 participants across 5 sites, with 63 of those individuals being "completers" of the program, which means they attended 6 or more weeks and completed the HSIM registration and evaluation forms. We had a total of 13 volunteers to help lead the classes at Milroy, Lewistown, Country Crossroads, and Four Seasons Senior Centers, as well as at the Thompsettown Emmanuel Lutheran Church.

**Walk With Ease** is a program that helps participants develop a walking plan to meet their particular needs, stay motivated, manage pain, and exercise safely. We had a total of 16 participants, with 13 of those individuals attending at least half of the classes.

**Senior Games** is an annual recreational event promoting better health and fitness. This year we had a total of 169 participants, 24 committee volunteers, and 19 junior volunteers. The junior volunteers, a group made up of local high school students, logged 120 hours of service! We recognized the longstanding support of Geisinger-Lewistown Hospital at this year's banquet as they have now sponsored 20 years of Senior Games.





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## 2016-2017 BOARD OF DIRECTORS

### Mifflin-Juniata Regional Services Corporation Mary Ann Demi—Executive Director

Norma Fisher - President  
Randy Miller—Treasurer  
Cheryl Bressler  
Alton Lauver  
Dan Lynch  
Cathy Dysinger

Carole Auker - Vice President  
Chris Wysocki - Asst.  
Secretary/Treasurer  
Bruce Nielsen  
Robert Ingram  
Lou Ann Gentzel  
Cher Harpster

Mark Partner - Secretary  
Marie Mulvihill  
Kevin Kodish  
Vera Zimmerman  
Kelly Varner

### Mifflin-Juniata Area Agency on Aging, Inc. Board of Directors Jan Kanagy -Affiliate Director

Kevin Kodish – President  
Carol Veitch - Treasurer  
Shaun Hayes  
Karen McCachren

Cheryl Bressler – Vice President  
June Bricker  
Mark Partner  
Sylvia Kepner

Wilda Fisher – Secretary  
Chris Matthews  
Carol Shefrin

### Call A Ride Services, Inc. Board of Directors Cindy Sunderland – Affiliate Director

Chris Wysocki – President  
Norma Fisher – Treasurer  
Kirk Thomas

Bruce Nielsen – Vice President  
Kevin Kodish  
Shaun Hayes

Lucille Kuhns – Secretary  
Tony Hatfield-Nicholson  
Cindy Taylor

### Mifflin-Juniata Food Services Corporation Board of Directors Sally Brown – Affiliate Director

Robert Ingram – President  
Tona Williams

Bonnie McCurry – Vice President  
Mark Partner

Rosalie Mitton – Secretary/Treasurer

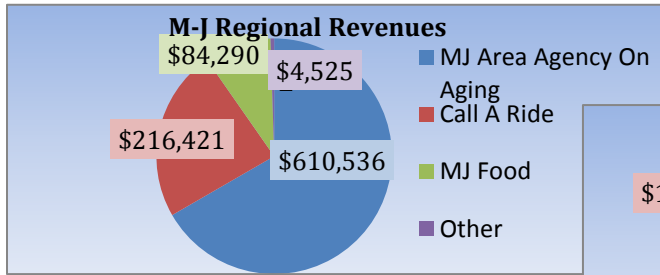


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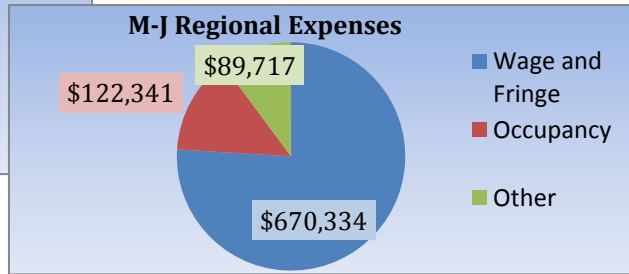
We have a brand new Facebook page! **Find us by searching Mifflin-Juniata Regional Services.** You can stay up-to-date on everything that's happening with each of our Affiliates all in one place.

We are also excited for the upcoming launch of our new website. **MyMJRSC.com** will be up and running in 2018, and we hope to see you there!

# 2016-2017 Fiscal Budgets

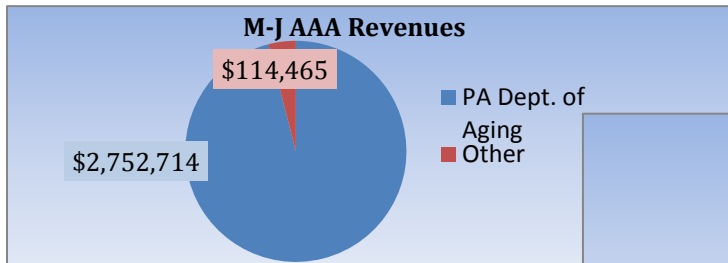


**Revenues:** \$915,772  
**Expenses:** \$882,392

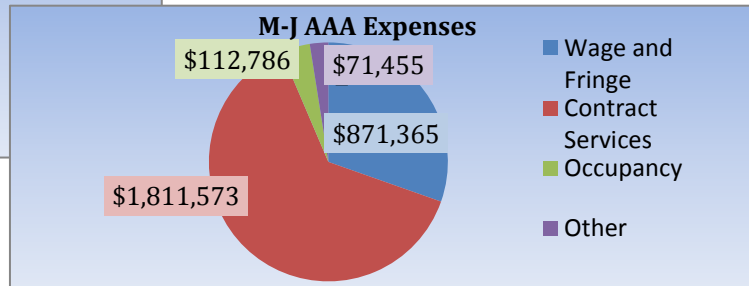


#### Unrestricted Net Assets

Beginning: \$124,298  
 Ending: \$157,678  
 Change: \$33,380

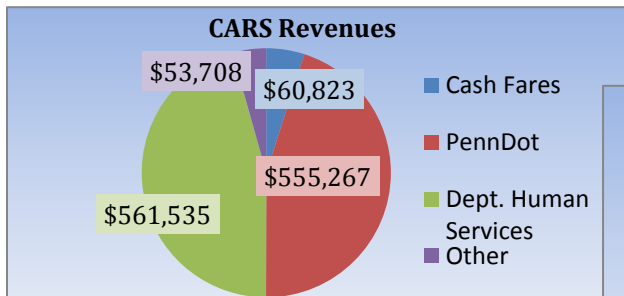


**Revenues:** \$2,867,179  
**Expenses:** \$2,867,179

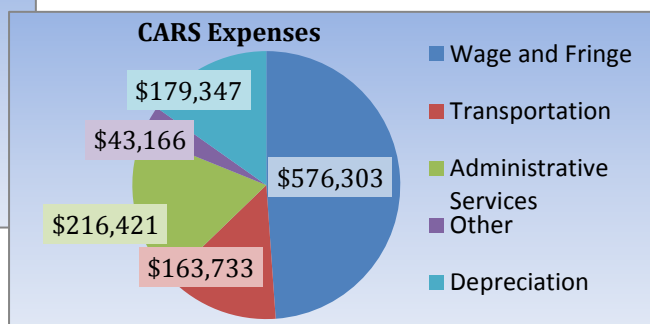


#### Unrestricted Net Assets

Beginning: \$107,576  
 Ending: \$95,203  
 Change: -\$12,373

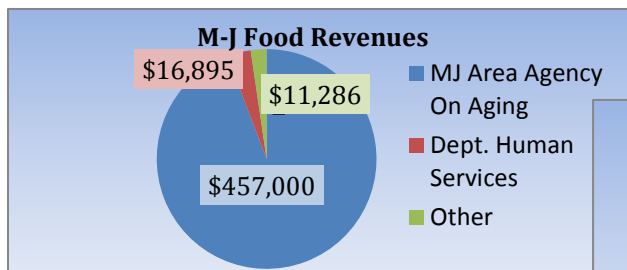


**Revenues:** \$1,231,333  
**Expenses:** \$1,178,970

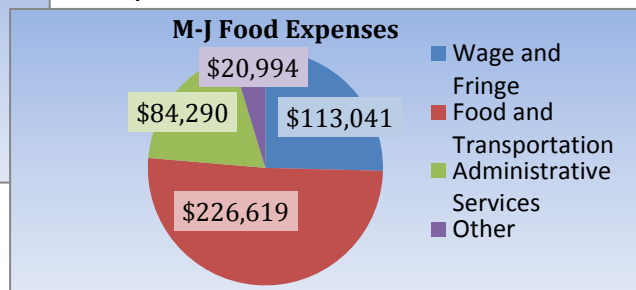


#### Unrestricted Net Assets

Beginning: \$653,581  
 Ending: \$705,944  
 Change: \$52,363



**Revenues:** \$485,181  
**Expenses:** \$444,944



#### Unrestricted Net Assets

Beginning: \$153,848  
 Ending: \$194,085  
 Change: \$40,237

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## *A Note from the Executive Director*

The 2016-2017 year was one of strategic planning. An important part of the strategic planning process was listening to community members in focus groups talk about our services and express what they know about M-J RSC and Affiliates M-J AAA, CARS, and M-J Food Services. While many participating in the focus groups knew of some of the services we provide, it was also clear that so much of what we do is unknown to the community. In thinking about this particular area of our focus group results, it would be easy to be frustrated because I know of the work we do, the commitment of our employees and volunteers who do it with excellence, and the vast number of people who we serve during the year. However, I embrace the challenge of increasing awareness of our services in the community. Branding and marketing as a non-profit is a difficult task, yet an important component of capacity building. I consider it an achievement of our organization to have created a position dedicated to communicating our services and committing time and energy to a greater social media presence, as well as a 'coming soon' new web-site ( A special thanks to Greatest Creative Factor for their donation of time and talent to the web-site). With a growing number of seniors in the Mifflin and Juniata County communities, it is critical to find ways to engage them and increase awareness of the services that we provide to support and maximize independence. My challenge to those reading this is to become a champion of our services and help spread the word about all the good that we do!

Sincerely,  
Mary Ann Demi

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## *Goodbye to Long-term Staff*

In this past year we said goodbye to four long-term staff members: Gayle Landis, Donna Hoover, Steve Ayers, and Carol Kearns.

Gayle Landis worked with the organization for 38 years in a variety of positions, culminating as Assistant Director of M-J Regional Services Corporation. Gayle's commitment to excellence assisted the organization in providing quality services to area seniors.

Both Donna Hoover and Steve Ayers were employees for nearly 29 years with CARS, providing transportation to many area seniors and adults with disabilities. Consumers often express their gratitude to drivers like Donna and Steve who safely get them to and from their destinations with kindness and compassion.

Carol Kearns provided leadership to the administrative team in her 10 years with the organization, and we are very grateful for her dedication in that time.

M-J RSC and Affiliates are indebted to Gayle, Donna, Steve, and Carol for their work in providing quality services.

**Mifflin-Juniata Regional Services Corporation**

**717-242-0315**

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