



# MIFFLIN-JUNIATA REGIONAL SERVICES ANNUAL REPORT

2017-2018

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

## **OUR AFFILIATES**

Mifflin-Juniata Area Agency on Aging, Inc.

Call A Ride Service, Inc.

Mifflin-Juniata Food Service Corporation

# Regional Services Corporation

Mifflin Juniata Regional Services Corporation (M-J RSC) 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, M-J RSC 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 counseling team is a blend 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 2017-2018 year, volunteers contributed **765.75** hours of service and **1,233** consumers received services. This is an increase of **38** consumers over the previous fiscal year.

**The Ombudsman Program** supports and empowers 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 2017-2018 fiscal year, Ombudsman volunteers completed **183.5** hours of volunteer time. Thank you to all who participated!

**Senior Tax Preparation** provides help to local seniors who can file their annual taxes at no charge thanks to the assistance of a dedicated volunteer team. This service is in partnership with the AARP's national tax program. Our tax volunteers completed **760.5** hours of service this year. We were also able to assist consumers with Property Tax and Rent Rebates, logging more than **110** volunteer hours through that service.

Income	
Admin. Management Fees	\$907,831
Other	\$18,433
Total Income	\$926,246
Expenses	
Wages	\$384,656
Benefits	\$260,243
Occupancy	\$124,033
Contracted Services	\$32,779
Other	\$70,520
Total Expenses	\$872,231
Unrestricted Net Access	
Beginning	\$157,678
Ending	\$211,693
Difference	\$54,015

**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 through Person Centered Counseling (PPC). Our PCC trained counselors assisted 25 individuals in the 17-18 fiscal year. M-J RSC is also the lead agency in the local LINK Partnership, connecting 32 active members who representing 27 Partner Agencies.

The M-J Regional Service Corporation Board of Directors and staff would like to express many thanks to **Norma Fisher** and **Dan Lynch** for their selfless contributions over many years of service. We would also like to wish **Chris Wysocki** well in his new endeavors.

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## Volunteer Luncheon

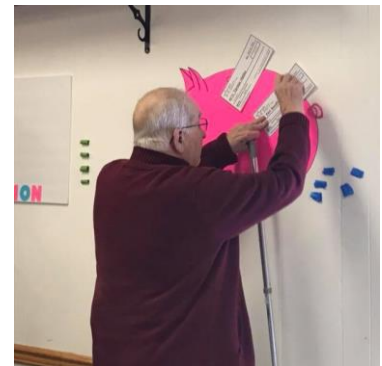
In April of 2018, M-J RSC had the opportunity to host an agency-wide luncheon in recognition of **National Volunteer Month**. It was an honor to celebrate the dedication and hard work of so many of our volunteers, each of which provide critical support for many of the corporation's programs.

More than 110 volunteers joined us at the Burnham Lions Community Building for an interactive recognition ceremony that featured each individual and the programs they serve.



## A Note from the Executive Director

Just as with every year, the Organization has been busy meeting the needs of our aging and adults with disability populations. Our Mission Statement, "Maximizing the independence and Well-being of Residents of Mifflin and Juniata County", has never been more present in my mind. While I am grateful for all of the programs we are able to provide and the staff that dedicate their work to these programs, I want to recognize two program areas in particular.



First, I want to provide my sincere gratitude to our M-J Area Agency on Aging Care Management staff. The level of commitment, the caring and compassion, and the determination to provide quality services in light of the ever-increasing demands is admirable. The needs of our aging population are complex and the number of seniors vulnerable for abuse, neglect, exploitation, and abandonment is increasing. It is the hard work of our Care Managers that enables this vulnerable population to not only to live with dignity and respect, but to also be supported in living independently as long as possible. Thank you, Care Managers.

Next, I want to express my gratitude to the Call-A-Ride Services staff for their commitment to offering expanded hours. This past year, services expanded to include later evening hours, as well as weekend and holiday hours. Without the dedication of the CARS staff, this would not have been possible. A special thanks to drivers who are out on the roads ensuring that their passengers are delivered to their destinations safely. When consumers are asked to comment on our transportation services, they often mention how kind and caring our drivers are. All of CARS staff, through their hard work, assists area residents remain independent and maintain their well-being. Great work, CARS!

I look forward to another year of working with staff and volunteers in all programs, providing quality services for the aging and adult with disability populations of Mifflin and Juniata Counties.

Warm Regards,

Mary Ann Demi

## Food Services

Mifflin-Juniata Food Services prepares nutritious meals for seniors through Home Delivered Meals (HDM) and Congregate Meals, and also partners with other community agencies to serve meals to summer youth programs.

**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 **61,482** home delivered meals to seniors this year. Volunteers contributed more than **6,389** hours to 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 at our Adult Daily Living Center. Meals are free to consumers and are specially approved by licensed dieticians.

Mifflin-Juniata Food Services provided **19,761** congregate meals this year.



Income	
M-J AAA	\$437,000
PA Dept. of Human Services	\$16,905
Other	\$7,478
<b>Total Income</b>	<b>\$461,383</b>
Expenses	
Wages	\$71,100
Benefits	\$41,320
Food Services	\$227,423
Depreciation	\$8,306
Administrative Services	\$93,493
Other	\$16,176
<b>Total Expenses</b>	<b>\$457,818</b>
Unrestricted Net Access	
Beginning	\$194,085
Ending	\$197,650
<b>Difference</b>	<b>\$3,565</b>

The M-J Food Services Board of Directors and staff are grateful to the many years of service that **Tona Williams** dedicated to the organization. Thank you for your service!

## 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 2017-2018 fiscal year, the Call-A-Ride Service program provided **40,033** 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. **19,862** one-way CARS rides were locally 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. CARS provides this type of transportation in the least expensive way, while still meeting consumer needs. **21,310** 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 ride for free to senior centers and medical appointments. Free rides are available due to lottery reimbursement and a contribution from the Area Agency on Aging. **7,887** 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 Americans with Disabilities Act 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. **1,700** one-way rides were provided to Persons with Disabilities.



Income	
PA Dept. of Aging	\$54,759
Penn DOT	\$363,425
PA Dept. of Human Services	\$571,796
Other	\$37,083
<b>Total Income</b>	<b>\$1,027,063</b>
Expenses	
Wages	\$366,891
Benefits	\$177,054
Contracted Services	\$52,937
Depreciation	\$134,449
Administrative Services	\$215,033
Other	\$153,104
<b>Total Expenses</b>	<b>\$1,099,468</b>
Unrestricted Net Access	
Beginning	\$671,516
Ending	\$599,111
<b>Difference</b>	<b>\$ -72,405</b>

The CARS Board and staff offer their gratitude and well wishes to **Bruce Nielsen** and **Chris Wysocki** as they transition into new opportunities. We would also like to pay our respects to the family of board member **Cindy Taylor**, who passed away on February 4, 2018, during her term of service.

A special thank you is also due to Michael Miller and Wilbur Vanalman, two CARS drivers who retired during the 17-18 year.

## Area Agency on Aging

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

**Senior Centers** provide local opportunities to meet up with old friends, make new ones, or learn something new. The Mifflin-Juniata Area Agency on Aging supports five senior centers (listed below), three located in Mifflin County and two in Juniata County. Each center offers opportunities for nutritious meals, volunteer work, social activities, and a range of programs. There is no charge to attend a center. Donations toward the meal, transportation, and the center's needs are appreciated and confidential.

**Four Seasons Center** (Mifflintown): 717-436-6847  
Monday – Friday, 8:30am - 2:00 pm

**McAlisterville Center:** 717-463-3588  
Monday – Friday, 8:30am - 2:00 pm

**Country Crossroads Center** (McVeytown): 717-899-7700  
Monday, Wednesday, & Thursday, 8:30am - 2:00 pm

**Milroy Center:** 717-667-2547  
Monday – Friday, 8:30am - 2:00 pm

**Lewistown Center:** 717-242-1036  
Monday – Friday, 8:30am - 3:00 pm



Income	
PA Dept. of Aging	\$2,795,793
PA Dept. of Human Services	\$16,500
Other	\$65,363
<b>Total Income</b>	<b>\$2,877,656</b>
Expenses	
Wages	\$596,372
Benefits	\$331,253
Contracted Services	\$871,095
Occupancy	\$98,106
Admin Services	\$599,287
Other	\$350,630
<b>Total Expenses</b>	<b>\$2,846,743</b>
Unrestricted Net Assets	
Beginning	\$123,593
Ending	\$132,170
<b>Difference</b>	<b>\$8,577</b>

**Senior Farmers' Market Nutrition Program** provides vouchers to seniors who are 60 or older and meet the income eligibility guidelines. The checks are redeemable for Pennsylvania fresh fruits and vegetables at approved farmers markets. M-J AAA distributed 6,364 checks to 1,591 local seniors in the summer of 2017.

**Centers In Motion** is open to all adults who are 55 years of age and older who wish to stay active and involved in their community. The program launched in July 2017 with a grant awarded by the Pennsylvania Department of Aging, focusing on younger seniors who may still be part of the workforce. All activities are thoughtfully coordinated with the intention of promoting learning, socialization, physical wellness, and friendship. Some favorite past activities include floral arranging workshops, technology classes, dances, theatre trips, and holiday parties. Suggestions for future events are always welcome!



The M-J AAA Board of Directors and staff is thankful to **Carol Veitch** and **Karen McCachren** for their guidance and years of service to the organization.

## 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 completed through the care and dedication of our staff in the 2017-2018 fiscal year.



<b>Adult Daily Living Center (ADLC)</b>	<b>19</b>
<b>Care Management</b>	<b>123</b>
<b>Congregate Meals</b>	<b>255</b>
<b>Healthy Steps in Motion</b>	<b>39</b>
<b>Home Delivered Meals</b>	<b>638</b>
<b>Information and Referral</b>	<b>27</b>
<b>In-Home Support</b>	<b>87</b>
<b>Level of Care Determination</b>	<b>611</b>
<b>Needs Assessment</b>	<b>940</b>
<b>Nursing Home Transition (NHT) Coordination</b>	<b>21</b>
<b>Personal Care</b>	<b>227</b>
<b>Personal Emergency Response Systems (PERS Unit)</b>	<b>306</b>
<b>Person-Centered Counseling</b>	<b>34</b>
<b>Protective Services</b>	<b>256</b>
<b>Senior Centers</b>	<b>344</b>
<b>Senior Games</b>	<b>172</b>
<b>Walk With Ease</b>	<b>26</b>

## 2017-2018 BOARD OF DIRECTORS

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Alton Lauver  
Daniel Lynch  
Sandy Hershey

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Debbie Wilt

Rosalie Mitton – Secretary/Treasurer

Have you followed us on Facebook? Find our page by searching Mifflin-Juniata Regional Services and stay up-to-date on everything that's happening with each of our Affiliates, all in one place. For additional content, including calendar updates for Food Services, Senior Centers, and the Adult Daily Living Center, visit our recently updated website, [www.MyMJRSC.com](http://www.MyMJRSC.com).

**Mifflin-Juniata Regional Services Corporation**

**249 W. Third St., Lewistown PA, 17044**

**1-800-348-2277 • 717-242-0315**

**[info@mymjrsc.com](mailto:info@mymjrsc.com)**