



## **MJRSC—THE CARE NETWORK**

Regional Services  
Area Agency on Aging  
Call a Ride Services



# **ANNUAL REPORT 2019-2020**

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

# 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, Call-A-Ride Service, and Mifflin-Juniata Food Services. In addition, MJRSC provides direct services through the following programs and services.

**APPRISE Counseling** is a free health insurance counseling program for Medicare beneficiaries residing in Pennsylvania. 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 2019-2020 year, volunteers contributed **599.5** hours of service and **1,029** consumers received services.

**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 2019-2020 fiscal year, Ombudsman volunteers completed **209** 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. The 2019 tax season was interrupted in March due to Coronavirus, and at the discretion of the IRS and the AARP, the program was discontinued for the remainder of the year. Even with this disruption, our tax volunteers completed **210** hours of service this year. We were also able to assist consumers with Property Tax and Rent Rebates through volunteer efforts prior to the COVID-19 shutdown. Administrative staff assisted consumers over the phone to help complete Property Tax and Rent Rebates throughout the remainder of the year.



Income	
Admin. Management Fees	\$840,823
Other	\$81,086
<b>Total Income</b>	<b>\$921,909</b>
Expenses	
Wages	\$429,750
Benefits	\$208,480
Occupancy	\$43,005
Contracted Services	\$54,113
Other	\$53,104
<b>Total Expenses</b>	<b>\$788,452</b>
Unrestricted Net Access	
Beginning	\$271,473
Ending	\$404,930
<b>Difference</b>	<b>\$133,457</b>

**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 (PCC). Our PCC trained counselors assisted **14** individuals in the 19-20 fiscal year. MJRSC is also the lead agency in the local LINK Partnership, connecting 43 active members who represent 34 Partner Agencies.

The Mifflin-Juniata Regional Services Corporation Board of Directors and staff would like to express gratitude for the service **Vera Zimmerman** provided to the Organization. Her vision, expertise and guidance were important to the Organization’s continued success.

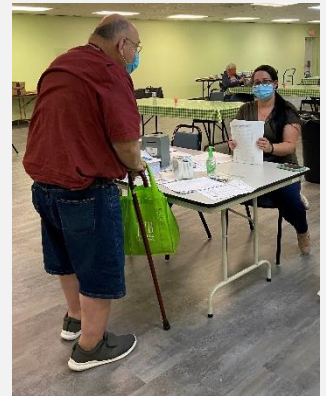
## A Note from the Executive Director

The 2019-2020 year brought many challenges as we adapted to the COVID-19 Coronavirus. Our Organization is proud of all the work staff and volunteers achieved through difficult times.

- The Organization's new tag line, THE CARE NETWORK, continues to promote our well-connected service system provided by Mifflin-Juniata Regional Services, Mifflin-Juniata Area Agency on Aging, and Call-A-Ride Services.
- Call-A-Ride Services continued to transport seniors to necessary medical appointments and trips to essential places like the grocery store. Drivers wore masks and kept vehicles sanitized to ensure that passengers were transported safely. They also seated passengers at a safe distance from each other and asked that they also wear masks.
- The Adult Daily Living Center closed for a period of time as recommended by the Department of Aging, however, staff maintained contact with participants and their loved ones to provide support.
- The Senior Centers were closed for part of the year, but Center Managers continued to assist with Home Delivered Meal management and distribution. Office Administrative staff also chipped in to make sure that meals were arranged and delivered. Center Managers and Administrative staff also checked in with center participants regularly to ensure they were safe and healthy. In addition, they created activities to do at home and virtually to keep center participants engaged. We were able to reopen for a period beginning in June, and Center Managers ensured the safety of their members by following all CDC guidelines.
- Our Home Delivered Meals Volunteer Drivers are among those that helped us stay in touch with our more vulnerable seniors. They continued to deliver meals using CDC mitigation guidelines, serving as another checkpoint on health and well-being.
- Care Managers and Protective Service workers also kept in touch with consumers through phone check-ins and in-person visits when necessary. Their efforts to keep our at-risk population safe and healthy is a prime example of the quality work "The Care Network" is committed to.

While this year provided new challenges, I could not be more grateful to staff and volunteers for their demonstrated care and concern for our consumers, as well as each other. Their creativity and perseverance are assets to our Organization.

Warm Regards,  
Mary Ann Demi



## Congratulations APPRISE Team

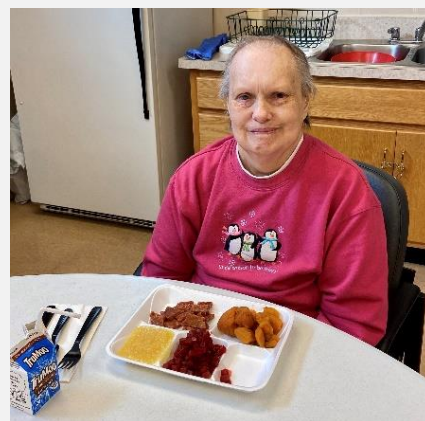
In the 19-20 fiscal year, the APPRISE team received the BRAVO award. The BRAVO Award recognition applauds and rewards APPRISE staff and volunteers for their contributions and achievements toward advancing the mission of the APPRISE Insurance counseling program. The award focuses on the collective team effort of the local APPRISE program in areas of performance, client service, innovation, and collaboration. In addition to the BRAVO award, the team received PA Senate recognition for their work. April Patton, local APPRISE coordinator, led the team. Additional staff team members include Angela Brannon, Dustin Peachey, Kathie Drolsbaugh, and Roxie Garrett. Our volunteers also make up a critical component of the team, including Dr. David Schooley, Lisa Bollinger, Bonnie Harshbarger, Valerie Stuts, Courtney Rhodes, and Tabitha Alexander. Our Mifflin and Juniata communities are fortunate to have such well-trained, compassionate and dedicated individuals who work together to help consumers make the best Medicare decisions. Thank you to all!

## Food Services

The Nutrition Group, our meal provider, continued to support our effort to help local seniors to maintain independence, participate in the community, and receive the nutritious meals they need. Many volunteers were our heroes during COVID-19, as they donned their masks and stocked up on hand sanitizer to continue to deliver meals to those in need; meals that were even more critical during the pandemic.

**Home Delivered Meals** provide homebound individuals with a nutritious, high quality 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 continuing to lead self-sufficient lives. Consumers receive a combination of hot and frozen meals delivered twice a week. In addition to a nutritious meal, the service also provides a regular visit to check on the individual's condition and safety. The Home Delivered Meal program distributed **71,438 meals** to seniors this year. Volunteers contributed more than **4,275 hours** to the HDM program and drove **88,867 miles** throughout the fiscal year.

**Congregate Meals** provide nutritious meals in group settings, and while centers were closed due to the pandemic, take and go meals as well. The Nutrition Group prepares the congregate meals for our Senior Centers and at our Adult Daily Living Center. These dietician-approved meals are free to qualifying consumers. Our organization provided **13,595 congregate meals** this year.



## 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 2019-2020 fiscal year, the Call-A-Ride Service program provided **35,396** one-way rides to local consumers.

Lester Gentzel, a CARS driver who provides daily transportation to seniors attending the Milroy Senior Center, has served the organization for six years. His passengers know him as someone who treats them with kindness, shows concern when they are not feeling well, and shares in their jokes and comradery. According to Mary Graves, a resident of Reedsville who rides regularly with Lester, “he’s always willing and ready to help.”

Drivers like Lester are able to monitor the wellness of our consumers thanks to the Senior Transportation Program, which is contracted through the Area Agency on Aging. Seniors who are 65 and older and do not have their own transportation ride free to senior centers and medical appointments. These rides are available due to lottery reimbursement and a contribution from the Area Agency on Aging. **4,411** one-way rides were provided through aging funds. Additionally, the Pennsylvania Lottery Fund made **15,638** one-way CARS rides possible in the 19-20 fiscal year.

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. **16,283** one-way rides were provided to MATP consumers this year.

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. **3,128** one-way rides were provided to persons with disabilities.



Income	
PA Dept. of Aging	\$40,372
Penn DOT	\$581,273
PA Dept. of Human Services	\$602,919
Other	\$57,386
<b>Total Income</b>	<b>\$1,281,950</b>
Expenses	
Wages	\$374,450
Benefits	\$167,049
Contracted Services	\$61,747
Depreciation	\$138,001
Administrative Services	\$182,500
Other	\$215,539
<b>Total Expenses</b>	<b>\$1,139,286</b>
Unrestricted Net Access	
Beginning	\$542,960
Ending	\$685,624
<b>Difference</b>	<b>\$142,664</b>

The Call-A-Ride Services Board of Directors and staff would like to express their sincere thanks to **Lucille Kuhns** for her many years as a board member. Her commitment to supporting excellent transportation services was much appreciated. Thanks are also given to **Kirk Thomas** for his contributions to the CARS Board.

## Area Agency on Aging

The Mifflin-Juniata Area Agency on Aging (MJAAA) serves individuals age 60 and older, fostering independence, dignity, and respect through their various programs and services. Part of that commitment to independent living includes supporting caregivers in the home. MJAAA has ramped up their promotion of **Family Caregiver Support** in the 2019-2020 fiscal year. Reimbursements may include cost of aide services, caregiving supplies, home modifications, walkers and lift chairs, legal assistance, pest control/fumigation, and more.

Under this same umbrella of Caregiver Support, MJAAA also provides resources to grandparents who are raising their grandchildren. The agency may assist with basic needs such as school supplies and clothing. This program is available to any grandparent age 55 and older who meets the following guidelines:

- Grandchild is under the age of 18
- Grandchild is living in the grandparent's household
- Grandparent is the primary caregiver for grandchild

For questions, eligibility requirements, or to make a referral, please call 717-242-0315.

**Senior Centers** provide local opportunities to meet up with old friends, make new ones, or learn something new. Each center offers opportunities for nutritious meals, volunteer work, social activities, and a range of programs. Center Managers have adapted in creative ways to maintain connections with seniors throughout the many changes brought on by Coronavirus policies. Donations toward the meal, transportation, and the center's needs are appreciated and confidential.

**Four Seasons Center** (Mifflintown): 717-436-6847

**McAlisterville Center**: 717-463-3588

**Milroy Center**: 717-667-2547

**Lewistown Center**: 717-242-1036



Income	
PA Dept. of Aging	\$2,750,441
Other	\$218,988
<b>Total Income</b>	<b>\$2,969,429</b>
Expenses	
Wages	\$675,518
Benefits	\$321,858
Contracted Services	\$998,129
Occupancy	\$196,996
Admin Services	\$636,323
Other	\$140,605
<b>Total Expenses</b>	<b>\$2,969,429</b>
Unrestricted Net Assets	
Beginning	\$80,170
Ending	\$101,556
<b>Difference</b>	<b>\$21,386</b>

The Mifflin-Juniata Area Agency on Aging Board is indebted to **June Bricker** for her nine years of volunteer service as a board member. Her selfless contributions and concern for the AAA's programs were important to the growth and quality of services provided.

## 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 MJAAA'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 2019-2020 fiscal year.



### NUMBER OF INDIVIDUAL CONSUMERS SERVED PER PROGRAM

<b>Adult Daily Living Center (ADLC)</b>	<b>11</b>
<b>Care Management</b>	<b>866</b>
<b>Congregate Meals</b>	<b>240</b>
<b>Healthy Steps in Motion</b>	<b>71</b>
<b>Home Delivered Meals</b>	<b>649</b>
<b>In-Home Support</b>	<b>70</b>
<b>Level of Care Determination</b>	<b>690</b>
<b>Needs Assessment</b>	<b>781</b>
<b>Nursing Home Transition (NHT) Coordination</b>	<b>2</b>
<b>Personal Care</b>	<b>184</b>
<b>Personal Emergency Response Systems (PERS Unit)</b>	<b>280</b>
<b>Person-Centered Counseling</b>	<b>14</b>
<b>Protective Services</b>	<b>255</b>
<b>Senior Centers</b>	<b>341</b>
<b>Walk With Ease</b>	<b>23</b>

## 2019-2020 BOARD OF DIRECTORS

<b>Mifflin-Juniata Regional Services Corporation</b> Mary Ann Demi, Executive Director Bonnie McCurry		
Randy Miller—President Lou Ann Fisher—Treasurer Aquilla Kanagy Sandy Hershey Rick Bender	Mark Partner—Vice President Harry Margritz - Asst. Secretary/Treasurer Bonnie McCurry Cher Harpster Cheryl Bressler	Brenda Foster —Secretary Kevin Kodish Vera Zimmerman Alice Gray
<b>Mifflin-Juniata Area Agency on Aging, Inc. Board of Directors</b> R. Patrick Fitzgerald, Affiliate Director		
Kevin Kodish—President Shaun Hayes—Treasurer Sylvia Kepner Beth Zong	Alison Fisher—Vice President Shaun Hayes Wanda Gable Bob Henry	Mark Partner—Secretary Crystal Paige Allison Fisher
<b>Call A Ride Services, Inc. Board of Directors</b> Cindy Sunderland, Affiliate Director		
Alice Gray—President Oksana DeArment—Treasurer Shaun Hayes Tony Hatfield-Nicholson	Kevin Kodish—Vice President Cindy Taylor Christine Hines	Lucille Kuhns—Secretary Penny Willard Mary Hubler

The Organization expresses gratitude to those retiring from the 2019-2020 Regional Board including Marie Mulvihill, Carole Auker, and Alton Lauver. The Area Agency on Aging expresses gratitude to June Bricker for her service, and Call-A-Ride expresses gratitude to Kirk Thomas for his service. These past board members all contributed to positive outcomes for their respective Organizations, which in turn guided The Care Network in achieving success.

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 website at [www.MyMJRSC.com](http://www.MyMJRSC.com).

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