



**MJRSC—THE
CARE NETWORK**

Regional Services
Area Agency on Aging
Call a Ride Services



MJRSC—THE CARE NETWORK ANNUAL REPORT **2020-2021**

**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 and Call-A-Ride Service. 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 a variety of enrollment events in the community. During the 2020-2021 year, volunteers contributed more than **213** hours of service and **919** 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 2020-2021 fiscal year, Ombudsman volunteers completed over **193** hours of volunteer time. Thank you to all who participated!

Telephone Reassurance is a program that connects volunteers with local seniors who are feeling isolated. Telephone Reassurance volunteers help to alleviate this problem by making periodic calls to check on local seniors who request contact. Our volunteers logged nearly **245** hours in phone call conversations with these consumers in the 20-21 year.

Volunteers are the backbone of our organization! While each of The Care Network Affiliates utilizes volunteers to accomplish their mission, Regional Services undertakes the centralized work of volunteer organization. Volunteers across all programs contributed a grand total of **5,270** hours this year. They drove **85,172** miles to deliver food, provide transportation, visit long-term care facilities, and more.

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 **20** individuals in the 20-21 fiscal year. MJRSC is also the lead agency in the local LINK Partnership, connecting 48 active members who represent 40 Partner Agencies.



Income	
Admin. Management Fees	\$837,600
Other	\$400,652
Total Income	\$1,238,252
Expenses	
Wages	\$487,274
Benefits	\$235,753
Occupancy	\$42,890
Contracted Services	\$38,947
Other	\$42,290
Total Expenses	\$847,154
Unrestricted Net Access	
Beginning	\$404,930
Ending	\$796,029
Difference	\$391,099

The MJRSC Board of Directors and staff would like to express a warm goodbye and thanks to Brenda Foster and Bonnie McCurry for their service. Brenda Foster was central to creating our new tagline “The Care Network” and spearheading a new website. Bonnie McCurry was critical in helping the organization through the dissolution of Food Services and offering endless hours of support and knowledge.

A Note from the Executive Director

The 2020 -2021 year provided continued challenges in providing consistent services around Covid-19. However, we were able to get back to some normalcy by reopening senior centers, Ombudsmen returning to visiting in person at nursing homes and other long-term living facilities, and Care Managers and Protective Service Coordinators returning to in-home visits. All employees continue to mitigate Covid-19 risk with the population we serve and to the staff who serve them.

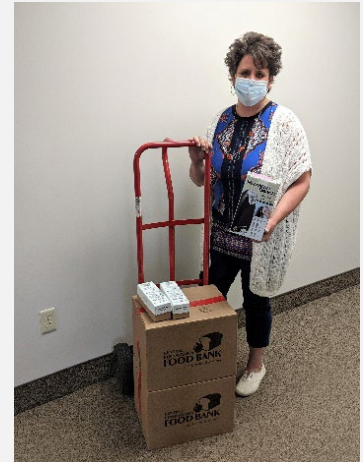
Apprise, our Medicare/Medicaid counseling program, was able to meet the needs of everyone during the open enrollment period either by phone or by a video call. We were all pleased that this new process went well and the number of consumers served remained consistent with past years. At the end of this fiscal year, the program was rebranded by the Department of Aging and is now referred to as PA MEDI.

The Home Delivered Meal Program (HDM) also continued throughout the year as the need for meals and food rose during the pandemic. We added a new program, Central Pennsylvania Food Bank's ElderShare, to provide further assistance to those in need. Our volunteers expanded their service from delivering HDMs to also delivering ElderShare food boxes. The senior food boxes do not provide a complete diet, but rather are good sources of the nutrients typically lacking in the diets of seniors in our community.

I continue to be proud of all the work our staff and volunteers do to support our local seniors, as well as our collaboration with other community social services to make sure there is a safety net for seniors and adults with disabilities. The programs above are just a small sample of the numerous services made possible through the efforts of both staff and volunteers. It's a great feeling to go home at the end of the day knowing that The Care Network has made an impact on the individual level as well as the community level.

My hope and prayers for the 2021-2022 year is that we will say goodbye to the pandemic, but even if we don't, I am confident we will continue to rise to the challenge of getting services to those who need them.

Warm Regards,
Mary Ann Demi



Food Services

Meal coordination continued in 2020-2021 through The Nutrition Group, a professional team of registered dietitians and nutritionists who prepare and deliver food to our facilities twice a week. This service is imperative to local seniors who strive to maintain independence, participate in the community, and receive the nutritious meals they need. The team of volunteers who support this programming have remained steadfast throughout the COVID-19 pandemic, adapting to the protocols of wearing masks and taking hand sanitizer along on their delivery routes, all while ensuring that seniors in the Mifflin-Juniata region were healthy and secure in their homes. As many consumers have felt cautious about leaving the house and visiting with friends and family, the reliability of this service has been that much more essential to the aging community.

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 **65,441 meals** to seniors this year. Volunteers contributed more than **3,850 hours** to the HDM program and drove **78,960 miles** throughout the fiscal year.

Congregate Meals provide nutritious meals in group settings, and while centers were closed due to the pandemic, take-out meals were available as well. The Nutrition Group prepares the congregate meals for our four senior centers. Adult Daily Living Center participants also received congregate meals while the program was in operation. These dietician-approved meals are free to qualifying consumers. Our organization provided **10,311 congregate meals** in the 20-21 year.

Central PA Food Bank collaborated with The Care Network starting in fall of 2020 to bring the ElderShare program and Commodity Supplemental Food Program (CSFP) to local seniors. The first food box delivery launched in December to the Milroy area. By June of 2021, we enrolled a total of 135 food box participants across Mifflin and Juniata Counties—serving 82 with CSFP and 53 Eldershare recipients. These free food boxes contain a variety of items, including cereal, canned goods, packaged fruit, shelf-stable milk, canned meat, and pasta or rice each month. This partnership with Central PA Food Bank has been a wonderful addition to our preexisting nutritional support programming.



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. Transportation runs during daytime hours Monday through Saturday. All CARS busses are equipped with seat belts and wheel chair lifts to ensure safe and accessible accommodations.

The CARS organization added five new busses in April of 2021, and they have certainly been put to good use in the following months. Maintaining a healthy fleet of vehicles is imperative for the quality and quantity of service our drivers are committed to providing to the community. In the 2020-2021 fiscal year, Call-A-Ride Service provided a total of **27,750** one-way rides to local consumers.

The full cost of a bus ride is based on a roundtrip mileage rate, as well as one's eligibility for special rates. 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. This funding provided **1,714** one-way rides to area seniors. Additionally, the Pennsylvania Lottery Fund made **11,245** one-way CARS rides possible in the 20-21 fiscal year.

The Medical Assistance Transportation Program, also known as MATP, provides transportation to medical appointments for Medical Assistance recipients who do not have other means of transportation available to them. MATP funding provided **11,806** one-way rides to 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. In this fiscal year, persons with disabilities received **2,771** one-way rides.

CARS volunteers assist passengers in need of rides to out-of-county medical appointments. In 2020-2021, volunteer drivers logged more than **206** hours and traveled **5,776** miles on behalf of our consumers.



Income	
PA Dept. of Aging	\$36,840
Penn DOT	\$650,946
PA Dept. of Human Services	\$584,372
Other	\$310,271
Total Income	\$1,582,429
Expenses	
Wages	\$358,911
Benefits	\$167,358
Contracted Services	\$47,223
Depreciation	\$119,484
Administrative Services	\$185,600
Other	\$219,723
Total Expenses	\$1,098,299
Unrestricted Net Access	
Beginning	\$685,624
Ending	\$1,158,903
Difference	\$473,279

The Call-A-Ride Service Board bids a sad goodbye and sincere thanks to Penny Willard for her service to the organization. While Penny was not able to complete her term, we are still indebted to her for the time she gave and her willingness to learn and support the CARS program.

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

MJAAA has continued to make strides in increasing participation levels of the **Family Caregiver Support Program** in the 2020-2021 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

While **Senior Community Services** have functioned in a transitional capacity due to the safety regulations of the pandemic, planning and preparation for the **35th Annual Senior Games** and a reintroduction of **Center Without Walls** commenced thanks to the dedicated work of The Care Network’s staff.

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. Amid fluctuating shutdowns, reopenings, and changes in protocol, Senior Center Community Managers have never once lost stride. Whether it be a safely masked and distanced home visit or a wellness check phone call, the organization’s staff have communicated with their members at least weekly when regular programming was on hold. The Care Network’s Center Managers have consistently created fun and engaging opportunities to provide connection, along with a sense of much-needed lightheartedness, to their members. 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	\$2,823,902
Other	\$224,312
Total Income	\$3,048,214
Expenses	
Wages	\$684,510
Benefits	\$309,828
Contracted Services	\$949,740
Occupancy	\$212,396
Admin Services	\$652,000
Other	\$239,740
Total Expenses	\$3,048,214
Unrestricted Net Assets	
Beginning	\$101,556
Ending	\$172,905
Difference	\$71,349

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 2020-2021 fiscal year. Each number reflects an actual community member whose quality of life is impacted for the better through the commitment of The Care Network team.



NUMBER OF INDIVIDUAL CONSUMERS SERVED PER PROGRAM

Adult Daily Living Center (ADLC)	3
Care Management	833
Congregate Meals	168
Healthy Steps in Motion	45
Home Delivered Meals	633
In-Home Support	98
Level of Care Determination	646
Needs Assessment	860
Personal Care	111
Personal Emergency Response Systems (PERS Unit)	240
Person-Centered Counseling	20
Protective Services	243
Senior Centers	179

2020-2021 BOARD OF DIRECTORS

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The Organization expresses gratitude to Brenda Foster and Bonnie McCurry as they retire from the 2020-2021 Regional Board. Call-A-Ride Service would like to thank Penny Willard for her time and offerings in service to the Board. 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 MJRSC-The Care Network and stay up-to-date on everything happening with each of our Affiliates all in one place. For additional information, including calendar updates for Home Delivered Meals and Senior Center programming, visit our website at www.MyMJRSC.com.

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