



MJRSC—THE CARE NETWORK

Regional Services
Area Agency on Aging
Call a Ride Services



MJRSC—THE CARE NETWORK **ANNUAL REPORT 2021-2022**

**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.

Pennsylvania Medicare Education and Decision Insight (PA MEDI)

is a free health insurance counseling program for Medicare beneficiaries residing in Pennsylvania. Our counseling team is composed of staff and volunteers who help eligible consumers understand insurance options by comparing Part D and Medicare Advantage plans through a variety of enrollment events in the community. During the 2021-2022 year, volunteers contributed **288** hours of service and **1,174** 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 2021-2022 fiscal year, Ombudsman staff and volunteers helped resolve **34 cases** for residents in Mifflin and Juniata County care facilities.

Money In Your Pocket Tax Preparation Program (MIYP) provides low- to moderate-income working families with help completing federal and state returns, and obtaining credits for which they are eligible. The Care Network facilitated MIYP in Mifflin and Juniata Counties, filing **466 returns** for local citizens in the community. This free program ran from January through April in 2022 with the immeasurable assistance of trained volunteers.

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 total of **1,958** hours this year. They drove **33,066** miles to deliver food, provide transportation, visit 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 51 active members who represent 43 Partner Agencies.



Income	
Admin. Management Fees	\$814,500
Other	\$67,135
Total Income	\$881,635
Expenses	
Wages	\$465,076
Benefits	\$180,467
Occupancy	\$41,784
Contracted Services	\$34,009
Other	\$50,845
Total Expenses	\$772,181
Unrestricted Net Assets	
Beginning	\$796,029
Ending	\$905,483
Difference	\$109,454

The MJRSC Board of Directors and staff would like to express a warm goodbye and thanks to Randy Miller for his commitment and longevity in serving the organization. Randy went above and beyond in his tenure as MJRSC Board President, providing leadership and stability through uncertain times. Thank you, Randy, for your years of service!

A Note from the Executive Director

I would like to kick off the 2021-2022 Annual Report by introducing myself. My name is Samantha Slautterback, the new Executive Director of The Care Network. Prior to my start with The Care Network, I have spent my professional career providing and managing services specifically for victims of sexual assault, domestic violence, and human trafficking. Although I was not yet a member of the team this fiscal year, I am proud of the work they accomplished and its impact on the community.

The 2021-2022 year marked many successes for the organization. Mifflin-Juniata Regional Services Corporation took over the implementation of the Money in Your Pocket Tax Preparation Program, led by United Way of the Capital Region, for Mifflin and Juniata Counties. The addition of this service required a quick turnaround time, flexibility from staff and volunteers, and a lot of behind the scenes planning and organization. A total of 10 volunteers and employees prepared taxes for 466 low- and moderate-income local citizens. To continue in the effort of mitigating COVID-19 risks, taxes were dropped off at specified locations throughout Mifflin and Juniata Counties.

Senior Games commenced for the first time since 2019 due to the COVID-19 pandemic. Although the original June date for 2021 was pushed back for health and safety concerns, the organization persevered and hosted the event in September. Employees and community members were thrilled at the opportunity to regain a sense of normalcy and spend the week together participating in both physical and mental activities, joining in on friendly competition and advocating for the maintenance of a healthy lifestyle.

2022-2023 will be a year of change, both in the leadership of The Care Network and in our physical location. The Mifflin-Juniata Regional Services Board of Directors and The Care Network Leadership team have spent countless hours planning and executing a building move. Our new location will allow us the opportunity for growth and expansion of services, personnel, and will be more cost-effective for the organization. We are excited to see what the coming year has in store.

The organization will remain committed to maximizing the independence and well-being of older adults and adults with disabilities in Mifflin and Juniata Counties. I am looking forward to leading The Care Network forward through the upcoming transitions and continuing the vital services to the community.

Kind Regards,
Samantha Slautterback



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 team works hard to get people to their appointments in a safe and timely manner while also maintaining a healthy fleet of vehicles and remaining alert to the needs of their passengers. Our office staff also coordinates volunteer rides for out-of-county medical trips. In the 2021-2022 fiscal year, Call-A-Ride Service provided a total of **30,170** 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 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. In the 21-22 fiscal year, the Pennsylvania Lottery Fund made **15,207** one-way CARS rides possible for residents of Mifflin and Juniata Counties.

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 **12,327** 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 **2,618** one-way rides.

Call A Ride Service also provides to the general public as requested. Any adult who is registered with the CARS office is eligible to utilize transportation services. We provided rides to **18** individuals this fiscal year.



Income	
PA Dept. of Aging	\$40,751
Penn DOT	\$638,755
PA Dept. of Human Services	\$563,856
Other	\$99,35
Total Income	\$1,342,713
Expenses	
Wages	\$390,733
Benefits	\$136,870
Contracted Services	\$64,937
Depreciation	\$145,706
Administrative Services	\$189,500
Other	\$243,214
Total Expenses	\$1,170,960
Unrestricted Net Assets	
Beginning	\$1,158,903
Ending	1,330,656
Difference	\$171,753

The Call-A-Ride Service Board of Directors expresses gratitude to Oksana DeArment, Shaun Hayes, and Mary Hubler for their service to the organization. Oksana, Shaun, and Mary all served as officers, and we are indebted to them for their willingness to contribute time and support to 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 provides OPTIONS programming to local seniors, which includes Care Management for **Home Delivered Meals, Personal Care, Home Support, and Personal Emergency Response Systems (PERS)**. The agency also saw an increase in participation for the **Family Caregiver Support Program** in the 2021-2022 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

Senior Community Services have blossomed once again as our region transitioned out of the pandemic precautions that shut down much of our programming in the prior year. We returned to Kish Park to celebrate the postponed **35th Annual Senior Games** in September of 2021. The organization also reintroduced Centers **In Motion** programming after staff transitions and moving forward from COVID-19 shutdowns. Centers In Motion is for active seniors age 55 and older who are interested in bus trips, workshops, educational opportunities, and more!

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. The Care Network’s Center Managers provide an important source of connection for their members. Donations toward meals, transportation, and the center 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	\$2,494,016
Other	\$355,762
Total Income	\$2,849,778
Expenses	
Wages	\$751,527
Benefits	\$317,272
Contracted Services	\$802,414
Occupancy	\$221,763
Admin Services	\$625,000
Other	\$131,802
Total Expenses	\$2,849,778
Unrestricted Net Assets	
Beginning	\$172,905
Ending	\$217,933
Difference	\$45,028

Area Agency on Aging's Food Services

Meal coordination continued in 2021-2022 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.

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 **46,139 meals** to seniors this year. Volunteers contributed more than **886 hours** to the HDM program and drove **21,232 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 **17,574 congregate meals** in the 21-22 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 program saw sustained growth in its second year, expanding to an enrollment of 246 food box participants across Mifflin and Juniata Counties by the end of June 2022—serving 174 with CSFP and 72 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.



The Area Agency on Aging Board of Directors expresses thanks to Carol Sheffrin and Sylvia Kepner for volunteering their time and energy to the organization. Carol and Sylvia's valuable service to the community has helped steer the agency in planning and implementation of vital programming.

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 at home. 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	
Care Management	772
Caregiver Support Program (All Services)	301
Congregate Meals	146
Desk Reviews	159
Domiciliary Care	5
Healthy Steps in Motion	20
Home Delivered Meals	510
In-Home Support	128
Level of Care Determination	440
Needs Assessment	300
OPTIONS/Help At Home Program Recipients	662
Personal Care	97
Personal Emergency Response Systems (PERS Unit)	237
Person-Centered Counseling	20
Protective Services	101
Senior Centers	158

2021-2022 BOARD OF DIRECTORS

<p>Mifflin-Juniata Regional Services Corporation Board of Directors</p> <p>Mary Ann Demi, Executive Director</p>	<p>Mifflin-Juniata Area Agency on Aging, Inc. Board of Directors</p> <p>R. Patrick Fitzgerald, Affiliate Director</p>	<p>Call A Ride Services, Inc. Board of Directors</p> <p>Cindy Sunderland, Affiliate Director</p>
<p style="text-align: center;"><u>OFFICERS</u></p> <p>Randy Miller—President Mark Partner—Vice President Lou Ann Fisher—Treasurer Cheryl Bressler—Secretary Harry Margritz – Assistant Secretary/Treasurer</p> <p style="text-align: center;"><u>MEMBERS</u></p> <p>Alice Gray Aquilla Kanagy Cher Harpster Donis Zagurskie Kevin Kodish Marie Mulvihill Rick Bender Sandy Hershey Steve Bell</p>	<p style="text-align: center;"><u>OFFICERS</u></p> <p>Kevin Kodish—President Allison Fisher—Vice President Beth Zong—Treasurer Mark Partner—Secretary</p> <p style="text-align: center;"><u>MEMBERS</u></p> <p>Alice Gray Bob Henry Crystal Paige Carol Shefrin Sylvia Kepner Wanda Gable</p>	<p style="text-align: center;"><u>OFFICERS</u></p> <p>Mary Hubler —President Penny Willard—Vice President Oksana DeArment—Treasurer Kevin Kodish—Secretary Shaun Hayes - Assistant Secretary/Treasurer</p> <p style="text-align: center;"><u>MEMBERS</u></p> <p>Alice Gray Bonnie McCurry Kristy Hine Marie Mulvihill</p>

The Organization expresses gratitude to Randy Miller as he retires from the 2021-2022 Regional Board. The MJAAA Board recognizes the time and dedication of Carol Shefrin and Sylvia Kepner. Call A Ride Services would like to thank Oksana DeArment, Mary Hubler, and Shaun Hayes for their 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.

Mifflin-Juniata Regional Services Corporation—The Care Network

1-800-348-2277 • 717-242-0315

25 Rothermel Drive, Yeagertown PA 17099

Website: www.mymjrsc.com

Email: info@mymjrsc.com