

ANNUAL REPORT

MJRSC-THE CARE NETWORK

2023-2024



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A NOTE FROM THE EXECUTIVE DIRECTOR

This past year, The Care Network completed its 2024-2029 strategic plan. The new strategic plan focuses on 4 goals which include:

- Developing and expanding organizational programming
- Recruiting, retaining, and engaging volunteers
- Increasing collaboration among employees
- Providing information, awareness, outreach, and education to the community

To aid in the development and completion of the strategic plan, a Strategic Planning Committee was created and was comprised of 25 employees, advisory council members and board members. Members of the committee attended two in-person retreats where goals and objectives were developed. Thank you to the committee members for volunteering their time, expertise, and support in this process.

We continue to see a rising need for home delivered meals and congregate meals this fiscal year. In total, 820 consumers received meals either at their local senior center or delivered directly to their homes. Home delivered meals provide homebound individuals with a nutritious, high-quality meal for each day of the week and are distributed twice a week through volunteers. Congregate meals are offered daily at all four of The Care Network's senior centers. We served home delivered meals to 611 of those 820 consumers, an increase of 58 consumers over the 2022-2023 fiscal year. The remaining 209 consumers received meals at their local senior center, an increase of 20 over the 2022-2023 fiscal year.

Some additional things to note this year include the organization hosting listening sessions in Juniata and Mifflin Counties to gather input for the Pennsylvania Department of Aging's 10-year strategic plan. The Care Network also purchased the former Geisinger Mifflin Hill Clinic in Mifflin, PA on December 8, 2023, with the goal of transforming it into a new site for the current Four Seasons Senior Center.

The Care Network is committed to maximizing the independence and well-being of residents in Mifflin and Juniata Counties. I continue to give all my thanks to the employees and volunteers of The Care Network. A total of 87 volunteers dedicated their time and support to the organization this year. Without you, we would not have been able to accomplish what we have for our community.

All the best,

Samantha Slautterback
MJRSC-The Care Network
Executive Director



REGIONAL SERVICES CORPORATION

Mifflin-Juniata Regional Services Corporation (MJRSC) maximizes the independence and well-being of residents in Mifflin and Juniata counties. MJRSC provides administrative support and oversight to all Affiliates, while also coordinating the following direct services.

- **PA MEDI**—Free health insurance counseling for Medicare beneficiaries in Pennsylvania.
 - 1232 CLIENTS SERVED
 - 2 STAFF AND A TEAM OF 3 VOLUNTEERS
 - OVER 195 VOLUNTEER HOURS
- **Ombudsman Program**—empowering, supporting, and advocating for residents in long-term care facilities.
 - 7 CASES SETTLED
 - 19 COMPLAINTS RESOLVED
 - 63.5 VOLUNTEER HOURS
- **Money In Your Pocket Tax Program**—provides help to income-eligible working families with completing federal and state returns and obtaining tax credits.
 - 146 VOLUNTEER HOURS
 - 599 CONSUMERS SERVED
 - 8 DEDICATED VOLUNTEERS
- **Volunteer Coordination**
 - MORE THAN 5,132 TOTAL HOURS SERVED
 - OUR VOUNTEERS DROVE 68,985 MILES IN THEIR ROLES
- **PA LINK**— providing objective information, advice, and person-centered counseling.
 - 18 COMPLETED PERSON CENTERED COUNSELING ENTRIES
 - 54 COLLABORATIVE PARTNER AGENCY MEMBERS

Income	
Admin. Management Fees	\$806,778
Other	\$52,729
Total Income	\$859,507
Expenses	
Wages	\$493,093
Benefits	\$185,162
Occupancy	\$45,327
Contracted Services	\$47,676
Other	\$80,766
Total Expenses	\$852,024
Unrestricted Net Assets	
Beginning	\$975,954
Ending	\$983,437
Difference	\$7,483



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.

Care Management – Individual Consumers Served:

- Home Delivered Meals -611
- Personal Care -108
- Home Support (laundry, shopping) -125
- Personal Emergency Response Systems (PERS) -250
- Caregiver Support Program -38
- Aging Waiver Information and Assistance -474
- Domiciliary Care -3
- Total combined consumers served: 750

Protective Services—investigates abuse, neglect, exploitation, and abandonment of older adults. Anyone may make a report to the Mifflin-Juniata Area Agency on Aging, and a reporter's information always remains confidential. Staff investigated 202 cases this year.

Senior Community Services

- Nutrition Services reached 820 unduplicated consumers through Home Delivered Meals and Congregate Meals served at our local centers. Additionally, we provided an average of 300 boxes per month to low-income seniors through the Central PA Food Bank.
- 38th Annual Senior Games: 140 registered participants competed in Opening Day field games, virtual archery, water volleyball, puzzle challenge, and more throughout the week! We also hosted Painting Parties with Judy in two locations.
- Centers In Motion - Active seniors age 55 and older who are interested in bus trips, workshops, educational opportunities, and more! We hosted 76 program events this year.
- Senior Centers- each center offers opportunities for nutritious meals, social activities, and a range of programs open to all adults age 60 and older.
 - o Four Seasons Center (Mifflintown): 717-436-6847
 - o McAlisterville Center: 717-463-3588
 - o Milroy Center: 717-667-2547
 - o Lewistown Center: 717-242-1036



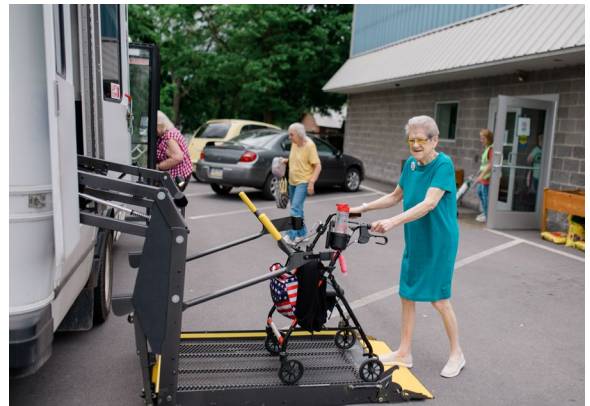
Income	
PA Dept. of Aging	\$3,171,415
Other	\$188,789
Total Income	\$3,360,204
Expenses	
Wages	\$875,321
Benefits	\$422,204
Occupancy	\$216,816
Contracted Services	\$954,475
Admin. Services	\$617,028
Other	\$274,360
Total Expenses	\$3,360,204
Unrestricted Net Assets	
Beginning	\$211,366
Ending	\$249,526
Difference	\$38,160

CALL A RIDE SERVICE (CARS)

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 buses are equipped with seat belts and wheelchair lifts to ensure safe and accessible accommodations.

- Total number of one-way rides for local customers in the 2023-2024 Fiscal Year: **35,791**
- The Pennsylvania Lottery Fund provided **18,147** one-way rides for residents of Mifflin and Juniata Counties
- The Medical Assistance Transportation Program (MATP) funded **14,019** one-way rides
- The Persons with Disabilities Program provided **3,613** rides to eligible consumers age 18-64
- Volunteers provided out-of-county transportation to medical appointments for **222** individuals this year
- CARS added **5 new vehicles** to their fleet in June of 2024 through PennDOT's Capital Grant Program, which maximizes efficiency and safety.
- While CARS rides are available for all sorts of trips, Medical-related appointments were our most popular category with **23,357** one-way trips this fiscal year.

Income	
PA Dept. of Aging	\$48,233
Penn DOT	\$830,890
PA Dept. of Human Services	\$579,038
Other	\$76,019
Total Income	\$1,534,180
Expenses	
Wages	\$479,677
Benefits	\$150,960
Contracted Services	\$76,390
Depreciation	\$291,112
Administrative Services	\$189,750
Other	\$285,587
Total Expenses	\$1,473,476
Unrestricted Net Assets	
Beginning	\$1,440,714
Ending	\$1,501,418
Difference	\$60,704



2023-2024 BOARD OF DIRECTORS

Mifflin-Juniata Regional Services Corporation Board of Directors Samantha Slautterback, Executive Director	Mifflin-Juniata Area Agency on Aging, Inc. Board of Directors Chelsea Reed, Affiliate Director	Call A Ride Services, Inc. Board of Directors Cindy Sunderland, Affiliate Director
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MJRSC-The Care Network expresses gratitude and well wishes to Allison Fisher and Bonnie McCurry for their contributions to the organization in their terms of service to our Boards of Directors.

