

**MJRSC—
THE CARE
NETWORK**
Mifflin Juniata
Regional Services
Corporation

Regional Services
Area Agency on Aging
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Mifflin-Juniata Area Agency on Aging, Inc. Four-Year Area Plan

October 1, 2020 - September 30, 2024

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Director

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Executive Summary

The Older Americans Act of 1965 (amended in 2016), requires that local area agencies on aging throughout the Commonwealth, in coordination with the Pennsylvania Department of Aging and the Administration on Community Living (ACL), develop a 4-year plan of complementary objectives as set forth by the Act. For the next four years, this plan serves as M-J AAA's guiding principal toward establishing goals, strategies and objectives designed to ensure that the provision of long-term care services and supports services to older adults and persons with disabilities remain accessible.

In designing the 4-year plan, M-J AAA focused on our obligation to engage our communities by soliciting input and considering the needs of the population of older Americans we strive to serve. Our population focus consisted of consumers of services, agency staff, advisory council members, M-J AAA and M-J RSC Board members, community service providers, and the community at large. Our process included developing and distributing a broad spectrum of surveys and conducting a Community Conversation and Listening Session in order to focus on key elements of the plan.

The functions of the M-J AAA 4 yr. plan include:

- To educate and inform stakeholders – consumers, the general public, services providers, community leaders, local officials, and donors.
- To comply with Act 70 of 2010 and OAA.
- To ensure that local needs and circumstances are successfully integrated with state and federal goals, initiatives, and regulations.
- To provide a management tool that helps the decision-makers with budget, staffing, and program decisions that reflect AAA priorities.

The five (5) year goals are adopted by M-J AAA as follows:

- Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.
- Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.
- Protect older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidents of abuse, injury, exploitation, violence and neglect.
- Improve services for older adults and the ability to advocate for them by using evidenced-informed planning, committing to data integrity and being accountable for results.
- Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging populations.

Seventeen (17) objectives have been identified by M-J AAA which will set a clear path toward the agency accomplishing the aforementioned five (5) goals:

- The agency will promote healthier lifestyles focusing on improved nutritional programming for seniors with measurable improvement in their quality of life.
- The agency will identify opportunities to provide food distribution to low-income seniors.
- Increase evidence based health and wellness programming offered by M-J AAA.
- Increase Outreach to low-income and medically underserved individuals.
- Develop new programs and activities to enhance and increase participation at Mifflin Juniata Counties Senior Centers.
- M-J AAA will invest in providing educational opportunities for staff aimed at; improving care for LGBTQ seniors, seniors impacted by Dementia and Alzheimer's disease, Limited English Proficiency seniors, and low-income seniors in its surrounding communities.
- Select, train, and retain qualified staff for the Protective Service investigator role within the OAPSA regulatory framework.
- Respond to all reports of need expeditiously and where required, investigate and mitigate cases to prevent further occurrences of abuse, neglect, fraud and abandonment.
- Position agency in a lead role on the Mifflin-Juniata Elder Abuse Task Force to strengthen community involvement, increased awareness, and to educate and advocate in the prevention of elder abuse.
- Increase awareness of elder abuse.
- The agency will continue to evaluate and expand upon opportunities to advocate for seniors.
- The agency will strive to ensure that seniors, family members, and the public, are well informed on the availability of aging services.
- Ensure the opportunity is afforded to make selections based on need and personal preference.
- The agency will remain dedicated to providing quality driven and evidenced based programs to seniors through Mifflin and Juniata counties.
- Leverage Technology.
- Link to State and community partnerships that help build the capacity to serve older adults.
- Maintain equal opportunity policies within the all programs offered.

Agency Overview

A. Organizational Structure

As the local Area Agency on Aging for Mifflin and Juniata Counties, Mifflin-Juniata Area Agency on Aging, Inc. received its initial designation in 1975, and was incorporated on June 19, 1981. On July 1, 2005, M-J AAA, Inc. was reorganized. A parent corporation, Mifflin-Juniata Regional Services Corporation (M-J RSC) was formed as a 501c3 tax exempt corporation and four affiliates were formed to provide comprehensive services for seniors and adults with disabilities within Mifflin and Juniata Counties. M-J RSC is the parent of each of the affiliates

and as such is the single member of each affiliate. Over time, Elder Community Services and Food Services corporations were dissolved. M-J RSC, through contracts with the affiliates provides oversight and management including fiscal and administrative services, property management, personnel management and transportation services. Each affiliate has its own board and bylaws that interconnect with M-J RSC as the parent. Each affiliate board reports to the M-J RSC board for approval on items other than programming.

In 2017, the parent organization (M-JRSC) and affiliates underwent a rebranding by adding the tag line “The Care Network.” This would set the stage for a no “wrong door” philosophy, a seamless transition to an array of services and resources, and enhanced collaboration with our community partners to ensure that older American’s throughout Mifflin and Juniata Counties are well informed and have access to a broad spectrum of service options.

M-J AAA, Inc. is responsible for developing, implementing and administering a comprehensive and wide array of services and resources to assist older Americans in its two counties. The agency’s ability to separate administrative functions from other activities required under the Older American’s Act, (as amended and reauthorized in 2016), such as Assessment, Care Management, Protective Services and Adult Day services remains essential. Additionally, Ombudsman, Apprise, Link, Health and Wellness, Senior Centers, Call-A-Ride Services, home delivered and congregate meals are administered under contract with MJ RSC. This structure also reduces a potential for conflict of interest along with ensuring programmatic quality assurance and compliance.

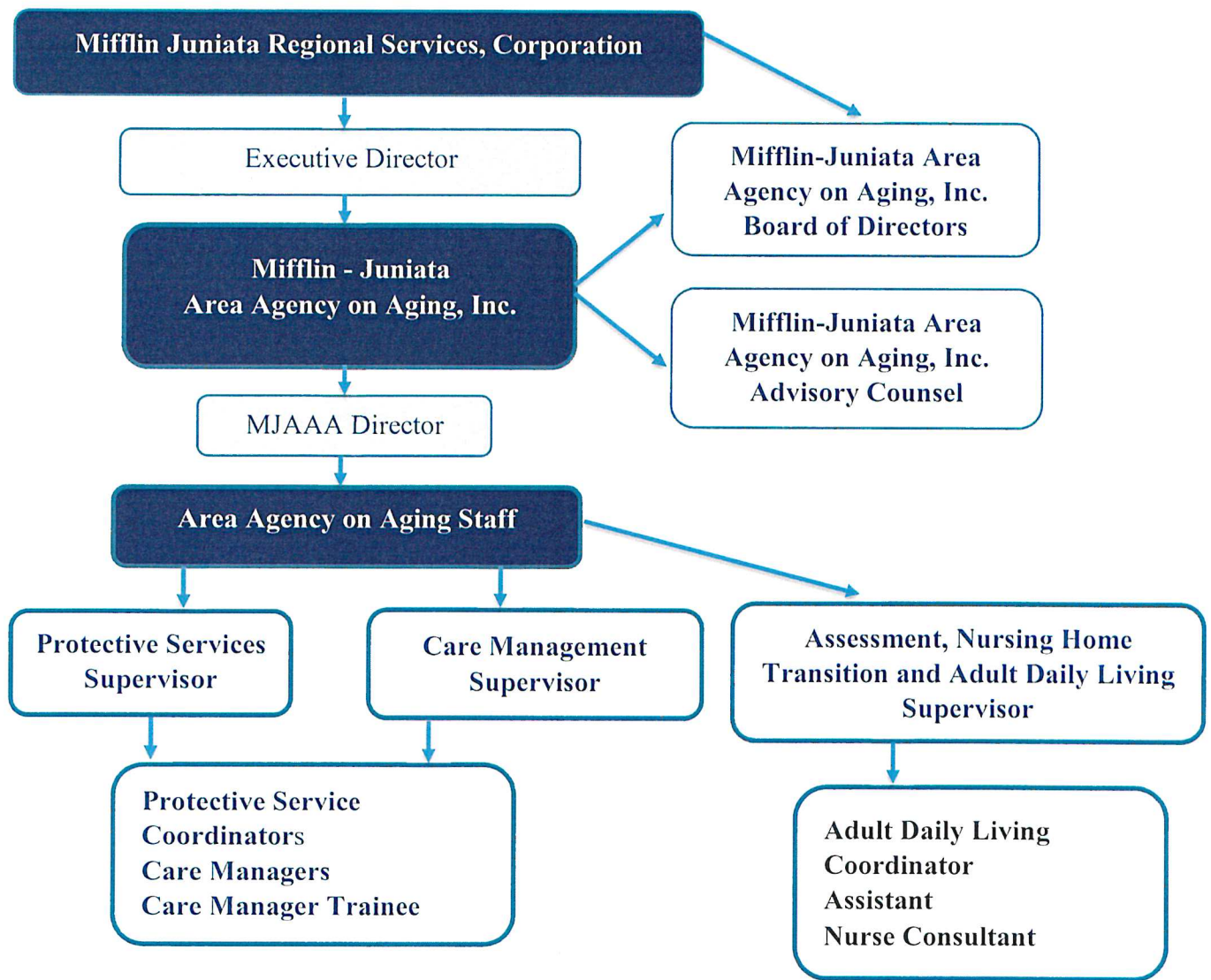
The agency’s governance includes an eleven (11) member Board of Directors whose purpose is to advise, govern, oversee policy and direction, and assist with the leadership and general promotion of M-J AAA, Inc’s. organizational mission and needs. The M-J AAA Board of Director’s President reports monthly to the parent M-J RSC’s Board of Directors. The agency is not governed by the county, but does include a diverse advisory and governing representation of community services executives, community members, and county commissioners from both Mifflin and Juniata Counties. Additionally, the agency has strong alliances with other local community officials and state representatives which helps to strengthen our advocacy and support for older Americans as a whole.

The M-J AAA Advisory Council also plays an important role in furthering the agency’s mission of developing and coordinating community-based systems of services within the planning and service area footprint. In addition, the agency Director and M-J RSC Executive Director provide daily operational oversight along with carrying out the strategic direction of the agency. There are also twenty-six (26) employees that provide the daily support and services within the agency’s planning area.

The M-J AAA, Inc. mission statement guides our core philosophy and desire to serve those individuals with the greatest needs.

Mission Statement: *“Mifflin Juniata Area Agency on Aging provides services to maximize the independence and well-being of older adults and people with disabilities in Mifflin and Juniata Counties.”*

The Agency's organizational chart:



As the front door for aging services in our two-county region, the M-J AAA, Inc. offers the following services:

- Information and Referral
- Care Management
- Health and Wellness
- Home and Community Based Services
- Link
- Apprise
- Long term Living Services
- Adult Day Services

- Protective Services
- Senior Centers
- Nutrition
- Senior Farmer's Market Nutrition Program
- Volunteers

On behalf of M-J AAA, Inc. along with its stakeholders, the Agency submits the following four (4) year plan for consideration and adoption.

Community Needs Assessment and Survey Results

In early Spring 2020, community surveys were sent out to all OPTIONS and CSP participants via mail. Board members, Advisory Council members, organizational staff and Senior Center attendees were also among those given the opportunity to participate in the survey. Additionally, requests to complete and submit the survey online were made via our website and social media.

Our Agency received 163 surveys via mail as well as 64 submissions via the online survey. While results show the majority of people surveyed were female, we did receive responses from community members from all townships in Mifflin and Juniata Counties. 80% of those surveyed were over the age of 60. 75% of those who took the survey currently receive our services. We have provided a listing of the survey questions along with the results for consideration under this plan.

The most effective way to advertise aging programs were reported as:

- Mail
- Newspaper
- Senior Center
- Radio
- Social Media

The types of services most anticipated as a need as community members age are:

- Transportation
- Insurance Counseling
- Meals
- In-home care
- Medication support
- Assistance with home maintenance

The types of services most important to someone caring for an older adult in the community include:

- Respite opportunities
- Understanding of what services are available
- In-home care

- Home maintenance
- Meals

The greatest concerns related to aging include:

- Desire to stay independent
- Maintaining mobility
- Increasing healthcare costs
- Fear of needing nursing home care
- Fear of isolation
- Transportation

The most effective ways to communicate information regarding available services, including to those with limited English proficiency, were reported as:

- Mailings
- Newspaper advertisements
- Phone calls
- Home visits

The greatest needs facing older adults in our community were reported as:

- Transportation
- Socialization and preventing isolation
- In-home care
- Home maintenance
- Housing
- Meals
- Affordable healthcare

Perceived barriers preventing older adults from attending Senior Center programming included:

- Need for transportation
- Negative stereotypes
- Changing perceptions of age
- Indifference regarding available programming
- Lack of advertisement
- Hours of operation

While volunteer opportunities are available through the Mifflin-Juniata Area Agency on Aging, those surveyed find it challenging to volunteer due to:

- Poor health or mobility
- Time spent caring for an older adult
- Lack of advertising for volunteers
- Need for transportation

Suggestions to help Mifflin-Juniata Area Agency on Aging meet the overall needs of older adults were reported as:

- Need for transportation
- Community outreach to educate on available services including to the Latino population
- Better follow-through with Care Management
- More activities with varied schedules
- More outreach to socially isolated older adults

In reviewing all responses and developing a plan for future provision of services, several areas were noted as important to the community. There continues to be a need for outreach to the community, through various platforms for which education on available services remains critical. Further, we recognize that outreach needs to be extended to older adults with limited English proficiency, caregiver’s impacted by Alzheimer’s Disease and Dementia and members of the LGBTQ community. Additionally, transportation, in-home services available through OPTIONS and home maintenance were surveyed as top concerns for older adults. Maintaining and supporting independence at home was an underlying theme as well.

A Community Conversation and Listening Session was held on July 28, 2020 to review the draft of the Mifflin-Juniata Area Agency on Aging’s four-year plan, including a discussion of the needs identified through the survey process, as well as the goals of the Agency’s plan outlined.

B. Demographics/Narrative Profile

2018 Population Age 60+ Mifflin and Juniata Counties, Pennsylvania

According to the Penn State Data Center Population Data and Projections for Age 60 and over, the total population of Juniata County accounts for 6,744 (27.3 percent), 6,078 (24.6 percent) for age group 60-84 years of age and 666 (2.7 percent) for age group 85 years and older.

The total population of Mifflin County accounts for 13,184 (28.5 percent) for age group 60 and over, 11,804 (25.5 percent) for age group 60-84 years of age and 1,380 (3 percent) for age group 85 years and older.

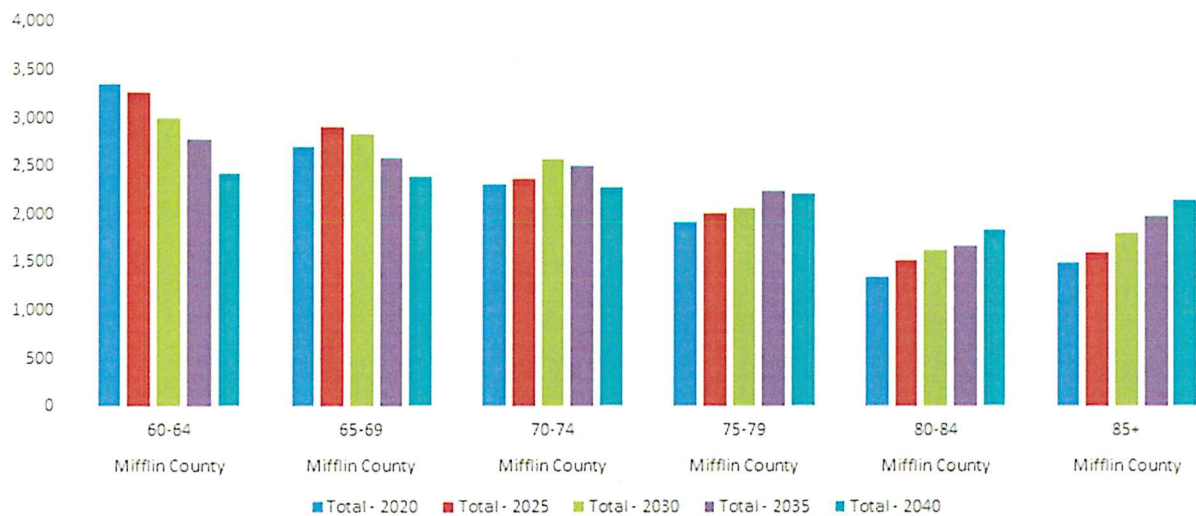
GEO ID	Geography	Total Population	60 years and over		60 to 84 years		85 years and over	
			Number	Percent	Number	Percent	Number	Percent
42067	Juniata County	24,704	6,744	27.3%	6,078	24.6%	666	2.7%
42087	Mifflin County	46,222	13,184	28.5%	11,804	25.5%	1,380	3.0%

<https://pasdc.hbg.psu.edu/Data/Projections>

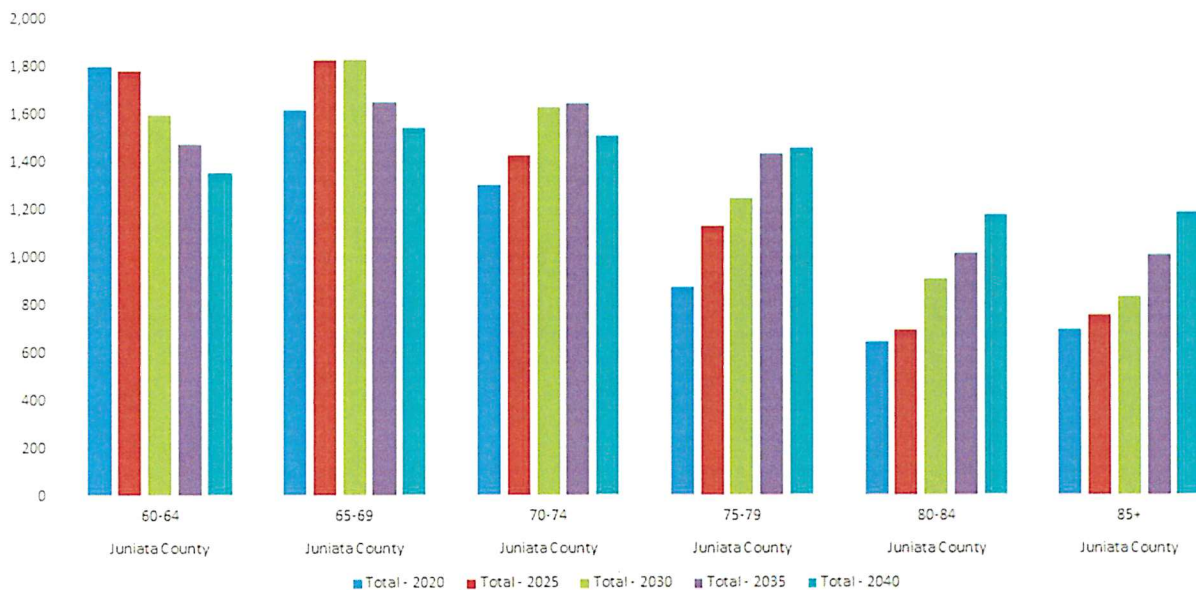
Population Projection

Additionally, those aged 55-59 make up roughly 13 percent of the population in both counties. We view this as an opportunity to develop our programming to appeal to generational differences in the over 60 population as we begin to serve Generation X as well as Baby Boomers. Outreach through various platforms, like social media and print, support communication efforts as we continue to educate on available programming available as older adults age. Our dedication to ongoing staff education and expanding community partnerships will support our advocacy efforts to the rising senior populations in Mifflin and Juniata Counties.

Population Projections for Mifflin County 2020-2040



Population Projections for Juniata County 2020-2040



Race Ethnicity

Mifflin County is a county in the U.S. state of Pennsylvania. As of the 2010 United States Census, the population was 46,682. Its county seat is Lewistown. The county was created on September 19, 1789, from parts of Cumberland County and Northumberland County. It was named for Thomas Mifflin, the first Governor of Pennsylvania.

As of the 2010 United States Census, there were 46,682 people and 18,743 households in the county. The population density was 113.6/sqmi (43.9/km²). There were 21,537 housing units at an average density of 52.4/sqmi (20.2/km²). The racial makeup of the county was 97.53% White, and 2.47% is made up of other race ethnic groups.

Juniata County is a county located in the U.S. state of Pennsylvania. At the 2010 census, the population was 24,636. Its county seat is Mifflintown. The county was created on March 2, 1831, from part of Mifflin County and named for the Juniata River. Juniata County has a relatively low population density. The most population-dense parts of the county are the boroughs of Mifflintown and Mifflin. The most common races in the county are white (96.8% of all residents) and 3.2% is made up of other race ethnic groups. Between 1940 and 2005, Juniata County's population grew faster than all but two other counties in Pennsylvania. Susquehanna Township had the fastest-growing population of any borough or township in the county during this time period. Livestock farming is the largest industry in the county, although there are other industries as well, including crop farming and tourism. Manufacturing jobs are the most common jobs in the county.

Household Profiles for Mifflin and Juniata Counties

Households and Families: In 2014-2018, there were 19,094 households in Mifflin County, Pennsylvania. The average household size was 2.39 people. There were 9,404 households in Juniata County, Pennsylvania. The average household size was 2.58 people.

In Mifflin County, Pennsylvania, 27.4 percent of all households have one or more people under the age of 18; 34.2 percent of all households have one or more people 65 years and over. In Juniata County, Pennsylvania, 29.3 percent of all households have one or more people under the age of 18; 32.6 percent of all households have one or more people 65 years and over.

Grandparents and Grandchildren

In Mifflin County, Pennsylvania, 892 grandparents lived with their grandchildren under 18 years old. Of those grandparents, 62.2 percent were responsible for the basic needs of their grandchildren. In Juniata County, Pennsylvania, 287 grandparents lived with their grandchildren under 18 years old. Of those grandparents, 65.2 percent were responsible for the basic needs of their grandchildren.

M-J AAA, Inc. recognizes that the number of grandparents caring for their grandchildren is increasing in our two county service area. Additional outreach to this population is an important

consideration to ensuring that grandparents are well informed about the availability of the Caregiver Support Program provided by the agency.

Nativity and Foreign Born

In 2014-2018, an estimated 99.2 percent of the people living in Mifflin County, Pennsylvania were U.S. natives. 90.1 percent of the Mifflin County, Pennsylvania population were living in the state where they were born. Less than 1 percent are foreign born.

In 2014-2018, an estimated 97.7 percent of the people living in Juniata County, Pennsylvania were U.S. natives. 89.3 percent of the Juniata County, Pennsylvania population were living in the state where they were born. Approximately 2.3 percent of Juniata County, Pennsylvania residents are foreign-born, which also accounts for a growing Hispanic/Latino population.

Language

Among people at least five years old living in Mifflin County, Pennsylvania in 2014-2018, 8.8 percent spoke a language other than English at home. Spanish was spoken by 1.0 percent of people at least five years old; 2.5 percent reported that they did not speak English "very well." Among people at least five years old living in Juniata County, Pennsylvania in 2014-2018, 9.4 percent spoke a language other than English at home. Spanish was spoken by 3.6 percent of people at least five years old; 3.8 percent reported that they did not speak English "very well."

The agency's service offerings demonstrate respect for all older Americans. In an effort to address the gradual rise of non-English speaking individuals with care needs throughout the two-county service area, M-J AAA, Inc. is committing to providing education and training to agency staff in order to optimize our understanding of cultural influences impacting care. In addition, the agency's use of language services and other language publications will further aide in reducing language barriers and support individuals who would otherwise not seek services.

Education

In 2014-2018, 85.2 percent of people 25 years and over had at least graduated from high school and 12.5 percent had a bachelor's degree or higher. An estimated 14.8 percent did not complete high school. In 2014-2018, 83.0 percent of people 25 years and over had at least graduated from high school and 14.2 percent had a bachelor's degree or higher. An estimated 17.0 percent did not complete high school. For Juniata County in 2014-2018, 83.0 percent of people 25 years and over had at least graduated from high school and 14.2 percent had a bachelor's degree or higher. An estimated 17.0 percent did not complete high school.

M-J AAA, Inc. perceives a lack of education as a potential barrier to accessing services throughout our two-county service area. Our Plan goals demonstrate a commitment to increasing outreach to low income and medically underserved individuals. In addition, there is an opportunity to increase evidenced-based health and wellness programing for those individuals wishing to achieve healthier lifestyles.

Disability

In Mifflin County, Pennsylvania, among the civilian noninstitutionalized population in 2014-2018, 16.2 percent reported a disability. The likelihood of having a disability varied by age - from 5.8 percent of people under 18 years old, to 13.2 percent of people 18 to 64 years old, and to 36.7 percent of those 65 and over. We view this as an opportunity for a person-centered approach to advocacy, outreach and education on available services and tailoring services to enhance overall quality of life.

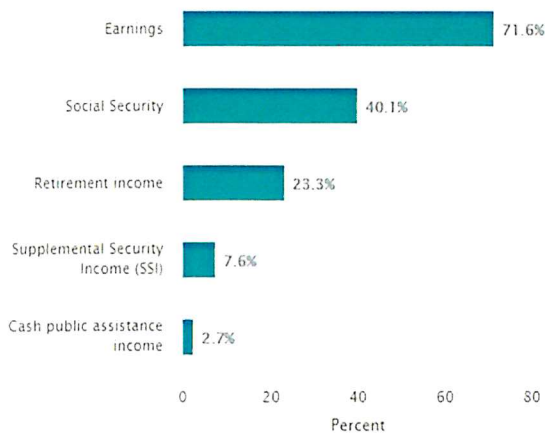
In Juniata County, Pennsylvania, among the civilian noninstitutionalized population in 2014-2018, 14.1 percent reported a disability. The likelihood of having a disability varied by age - from 3.3 percent of people under 18 years old, to 9.9 percent of people 18 to 64 years old, and to 40.1 percent of those 65 and over.

Income

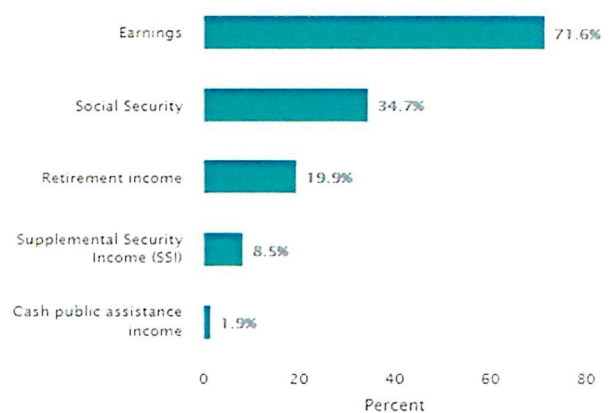
The median income of households in Mifflin County, Pennsylvania was \$47,526. An estimated 5.0 percent of households had income below \$10,000 a year and 1.5 percent had income over \$200,000 or more. The median income of households in Juniata County, Pennsylvania was \$52,765. An estimated 5.3 percent of households had income below \$10,000 a year and 1.7 percent had income over \$200,000 or more.

An estimated 71.6 percent of households received earnings. An estimated 40.1 percent of households received Social Security and an estimated 23.3 percent of households received retirement income other than Social Security. The average income from Social Security was \$19,034. These income sources are not mutually exclusive; that is, some households received income from more than one source.

Proportion of Households with Various Income Sources in Mifflin County, 2014-18



Proportion of Households with Various Income Sources in Juniata County, 2014-18



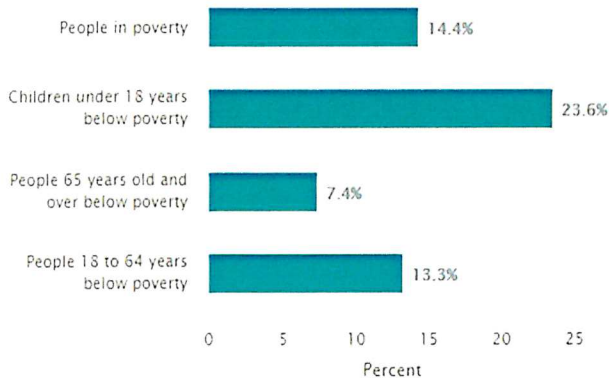
<https://www.census.gov/acs/www/data/data-tables-and-tools/narrative-profiles/2018/report.php?geotype=county&state=42&county=087>

Poverty is a key concern of older Americans faced with securing affordable health care and service options. The agency’s Apprise program staff and volunteers are uniquely qualified to assist individuals with educating, navigating and comparing health plans most suited for their needs. In addition, no-cost service options will continue to exist through a variety of program offerings provided by the agency. Furthermore, as the agency maintains partnerships with community organizations, we position ourselves to offer information on the resources beyond the services available through our agency e.g. food distribution to low-income seniors and those experiencing food insecurity in combination with local Meals on Wheels programs and regional food banks.

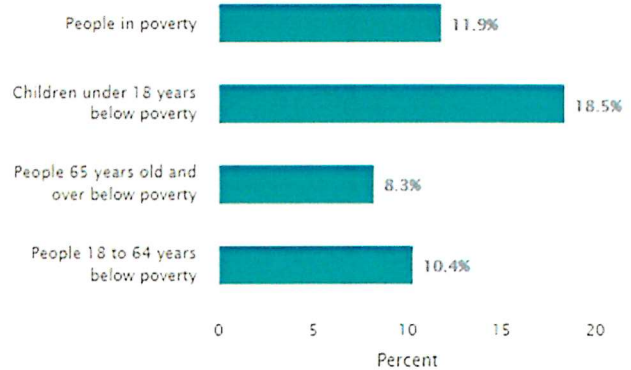
Poverty and Participation in Government Programs

In Mifflin County for 2014-2018, 14.4 percent of people were in poverty. An estimated 23.6 percent of children under 18 were below the poverty level, compared with 7.4 percent of people 65 years old and over. An estimated 13.3 percent of people 18 to 64 years were below the poverty level. In Juniata County for 2014-2018, 11.9 percent of people were in poverty. An estimated 18.5 percent of children under 18 were below the poverty level, compared with 8.3 percent of people 65 years old and over. An estimated 10.4 percent of people 18 to 64 years were below the poverty level.

Poverty Rates in Mifflin County, 2014-18



Poverty Rates in Juniata County, 2014-18



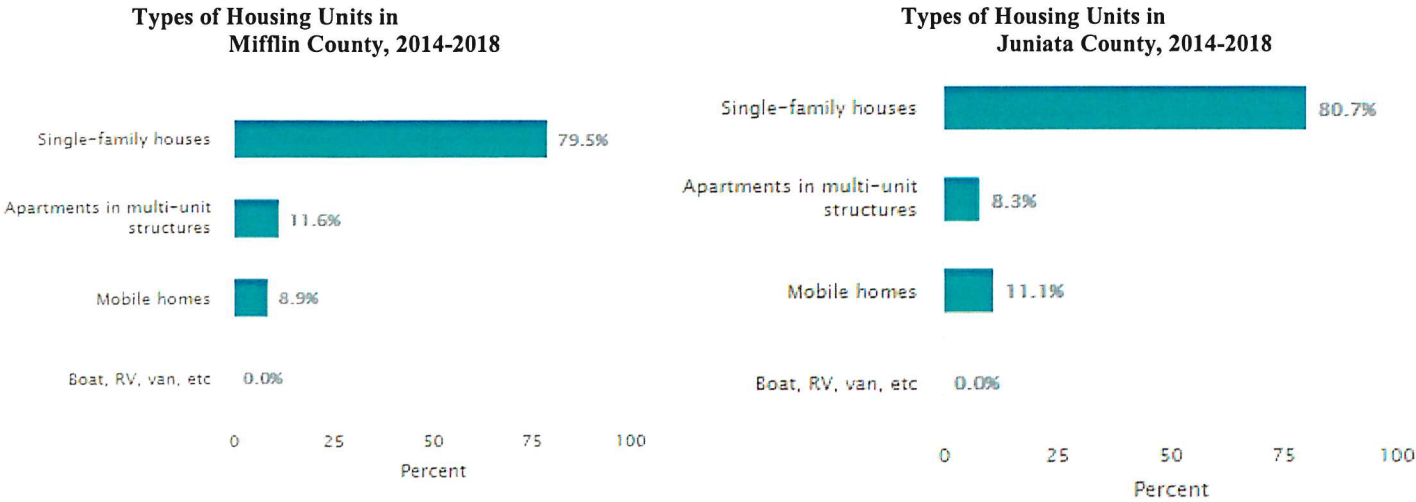
In Mifflin County for 2014-2018, 15.8 percent of households received SNAP (the Supplemental Nutrition Assistance Program). An estimated 36.7 percent of households that received SNAP had children under 18, and 38.5 percent of households that received SNAP had one or more people 60 years and over. An estimated 27.8 percent of all households receiving SNAP were families with a female householder and no husband present. An estimated 22.3 percent of households receiving SNAP had two or more workers in the past 12 months.

In Juniata County for 2014-2018, 10.1 percent of households received SNAP (the Supplemental Nutrition Assistance Program). An estimated 37.6 percent of households that received SNAP had children under 18, and 41.2 percent of households that received SNAP had one or more people 60 years and over. An estimated 22.3 percent of all households receiving SNAP were families with a female householder and no husband present. An estimated 30.6 percent of households receiving SNAP had two or more workers in the past 12 months.

Housing Inventory Characteristics

In 2014-2018, Mifflin County, Pennsylvania had a total of 21,815 housing units. Of these housing units, 79.5 percent were single-family houses either not attached to any other structure or attached to one or more structures (commonly referred to as “townhouses” or “row houses”). 11.6 percent of the housing units were located in multi-unit structures, or those buildings that contained two or more apartments. 8.9 percent were mobile homes, while any remaining housing units were classified as “other,” which included boats, recreational vehicles, vans, etc.

In 2014-2018, Juniata County, Pennsylvania had a total of 11,152 housing units. Of these housing units, 80.7 percent were single-family houses either not attached to any other structure or attached to one or more structures (commonly referred to as “townhouses” or “row houses”). 8.3 percent of the housing units were located in multi-unit structures, or those buildings that contained two or more apartments. 11.1 percent were mobile homes, while any remaining housing units were classified as “other,” which included boats, recreational vehicles, vans, etc.



<https://www.census.gov/acs/www/data/data-tables-and-tools/narrative-profiles/2018/report.php?geotype=county&state=42&county=087>
<https://www.census.gov/acs/www/data/data-tables-and-tools/narrative-profiles/2018/report.php?geotype=county&state=42&county=067>

C. Local, Political and Economic Conditions

M-J AAA, Inc. receives considerable local and political support for the ongoing implementation of services throughout Mifflin and Juniata Counties. Donations, state and federal funding all

support the ongoing efforts to provide services and resources to the residents of both counties. Mifflin and Juniata Counties have experienced, knowledgeable and supportive county commissioners. A change in future county elected executive leadership may influence the level of support given to the agency.

The presence of COVID-19 has greatly influenced operations for all Area Agencies on Aging across the state. In particular, Mifflin County is of the most economically disadvantaged county's within the Commonwealth of Pennsylvania. Jobs, housing, and food insecurities are among the public's concerns and top priorities for all social service agencies.

In February 2020, M-J AAA, Inc. implemented an Options Services waitlist. Years of flat funding combined with rising operational costs have challenged the agency's ability to provide competitive wages, increase provider rates and retain a qualified workforce to serve older Americans.

Major Employers in Mifflin County and Juniata County, Pennsylvania include:

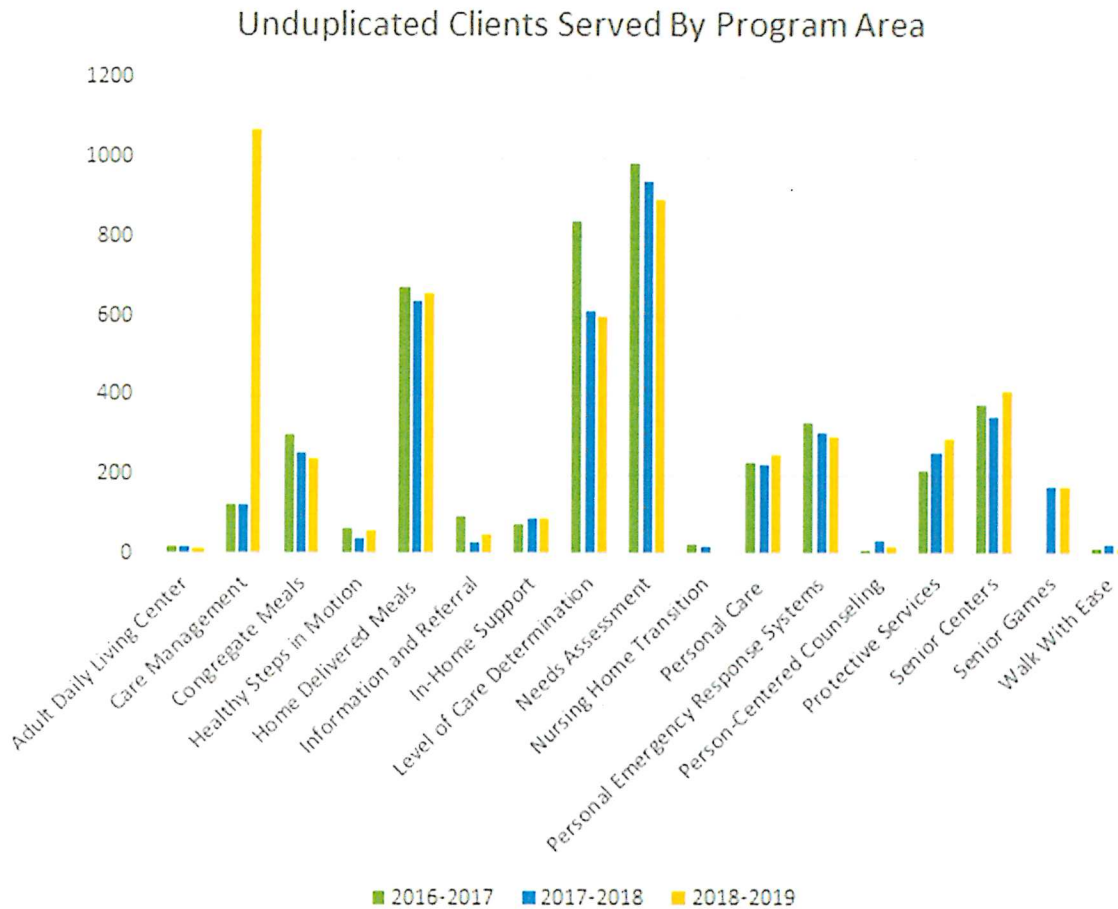
- Philips
- Lewistown Hospital
- Standard Steel
- Trinity Packaging
- Overhead Door Corporation
- Jarden Plastics
- Marlette Homes
- Asher's Chocolates (Formerly Goss Candies)
- Giant Food
- Weis Market
- Walmart
- Lowe's
- Mifflin County School District
- First Quality
- Mifflin County Courthouse
- Juniata County Courthouse
- Empire Kosher
- Mifflin County Schools
- Juniata County Schools
- Agriculture

D. Needs Assessment Data

Mifflin-Juniata AAA, Inc. Unduplicated Services Comparison Report

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. These service utilization trends provide critical information on the number of consumers receiving services as well as providing a guide for the agency to identify opportunities for future growth.

Mifflin-Juniata Area Agency on Aging, Inc. Unduplicated Clients Served By Program Area



In analyzing the trends associated with unduplicated clients served by program area (2016-2019), the agency is able to identify areas of concern and growth.

- First, the ADLC program attendance has drastically reduced by 21% from FY 2016/17 to FY 2018/19. Notably in the last year, The Geisinger Life Program has opened and has become a direct competitor. In addition, the agency's participation in the Pennsylvania Community HealthChoices mandatory managed care program has not generated any new leads or referrals for the ADLC program, leaving the future viability of this program to be a concern.
- The rising number of older Americans within the agency's two-county service area requiring in-home services is on the rise. Individuals in both counties have a strong desire to age in place vs. obtaining placement in long term care facilities. Care management services are essential including PERS, home support, personal care and HDM's are among the services in high demand. In FY 2018-19, the agency served 1,073 consumers.

- FY 2016/17, Mifflin-Juniata Food Services provided 23,719 congregate meals, in FY 2017/18 19,761 congregate meals were provided and in FY 2018/19 13,731 congregate meals were provided. A downward trend may suggest that a new generation of seniors is emerging and so is the need for rebranding of senior centers to promote higher level activities, increase opportunities for intergenerational engagement and reduce stereotyping.
- FY 2016/17 to FY 2018/19, Protective Services demonstrated a 26 % increase in the number of consumers served.
- FY 2016/17 to FY 2018/19, Senior Center attendance demonstrated a 9 % increase in overall attendance.
- FY 2016/17 to FY 2018/19, HDM's demonstrated a 3% increase in the number of meals provided, which acknowledges the probability of more consumers with food insecurities.
- FY 2016/17 to FY 2018/19, NHT consumer's served suggest a 152% decrease. The sharp decline is supported by consumers living at home longer, and resorting to long-term care placement as a last option.

E. Resource Development

M-J AAA Inc. has developed relationships with many local and state officials, human service agencies, long-term living councils, local healthcare systems and the Geriatric Interest Network. Participation in our local Elder Abuse Task Force strengthens opportunities for advocacy and protection of vulnerable older Americans. Through the Ombudsman program, we advocate and support those older Americans residing in the long-term care community setting. The agency also participates in the parent organizations training clearinghouse opportunities which aides in the further development of our local community workforce. Moreover, these collaborative community partnerships, linkage agreements, and consortium of providers further strengthen our support and responsiveness to older Americans throughout Mifflin and Juniata Counties.

Goals, Objectives and Strategies, Outcomes and Performance Measures

Goal #1		
Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.		
Objective # 1		The agency will promote healthier lifestyles focusing on improved nutritional programming for seniors with measurable improvement in their quality of life. The agency will identify opportunities to provide food distribution to low-income seniors.
Strategy	Timeframe	Performance Measure
Partnership with local agencies and organizations to provide nutritional education to members of senior centers. Minimum of one per senior center annually.	October 2020 & Each Event/Quarterly thereafter	<ul style="list-style-type: none"> ● Document (Quarterly) number of nutrition education events held at each center and conduct evaluation at end of each education event.
Provide nutrition counseling to senior center members provided by contracted dietician.	Quarterly	<ul style="list-style-type: none"> ● Document (Quarterly) number of counseling units provided by nutritionist.
Provide community outreach to increase participation of nutrition programming offered by M-J AAA at senior centers.	Annually	<ul style="list-style-type: none"> ● Track attendance and conduct annual satisfaction survey on meal service.
Explore partnering with the Central Pennsylvania Food Bank to offer Commodity Supplemental Food Box program to rural areas. Pick up location will be held at Senior Centers.	Monthly	<ul style="list-style-type: none"> ● Track communication with Food Bank and document sites opened (if found feasible) on a monthly basis.
Partnership with the PA Department of Agriculture, to distribute vouchers for the Senior Farmers' Market Nutrition Program.	Annually June-October	<ul style="list-style-type: none"> ● Track numbers of food vouchers distributed on an annual basis.

Goal #1		
Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.		
Objective # 2		Increase evidence-based health and wellness programming offered by M-J AAA. Increase Outreach to low-income and medically underserved individuals.
Strategy	Timeframe	Performance Measure
Add one additional Tai Chi for Arthritis instructor.	By October 2020 (Instructor) Every 8-weeks per program cycle Annually	<ul style="list-style-type: none"> ● Attendance will be tracked for each evidence-based program (8-week) cycle. ● When evidence-based programs recommend a participant survey, it will be used to measure health and knowledge improvement. ● Surveys will be provided at the end of each (8-week) program cycle to measure satisfaction with the program and will include self-reports of improved health. ● The Number of outreach activities will be tracked annually. ● Satisfaction or other surveys provided to health and wellness activity participants will question how participants learned of Health and Wellness Programs.
Introduce evidence-base program Exercise Bingo Size to M-J AAA Senior Centers.	Minimum of (1) Quarterly and Every 8 weeks thereafter	<ul style="list-style-type: none"> ● Attendance will be tracked for each evidence-based program per event ● When evidence based programs recommend a participant survey, it will be used to measure health and knowledge improvement. ● Surveys will be provided at the end of each (8-week) program cycle to measure satisfaction with the program and will include self-reports of improved health.
Community Services Supervisor, Center Managers, and Communications Coordinator will work together to promote activities through social media and other news outlets.	Monthly	<ul style="list-style-type: none"> ● The Number of outreach activities will be tracked monthly.
Information flyers will be distributed to senior housing apartments located throughout the two county area. Information and demonstrations will be presented at community health fairs.	Monthly	<ul style="list-style-type: none"> ● The Number of outreach activities will be tracked monthly.

<p>Begin offering the Matter of Balance Program.</p>	<p>October 2020 and Bi-annually thereafter</p>	<ul style="list-style-type: none"> ● Attendance will be tracked for each (8-week) evidence-based program cycle ● When evidence based programs recommend a participant survey, it will be used to measure health and knowledge improvement. ● Surveys will be provided at the end of each (8-week) program cycle to measure satisfaction with the program and will include self-reports of improved health.
<p>Continue providing the following programming through community health partnerships: Chronic Disease Self-Management Programs, Diabetes Self-Management Program, Diabetes Prevention Program</p>	<p>Bi-annually, annually Every 8-week cycle</p>	<ul style="list-style-type: none"> ● Attendance will be tracked for each (8-week) evidence-based program. ● When evidence based programs recommend a participant survey, it will be used to measure health and knowledge improvement. ● Surveys will be provided at the end of each (8-week) program cycle to measure satisfaction with the program and will include self-reports of improved health. ● The Number of outreach activities will be tracked annually. ● Satisfaction or other surveys provided to health and wellness activity participants will question how participants learned of Health and Wellness Programs.

Goal #1		
Establish and enhance efforts to support healthy living, active engagement and a sense of community for all older Pennsylvanians.		
Objective # 3		Develop new programs and activities to enhance and increase participation at Mifflin Juniata Counties Senior Centers.
Strategy	Timeframe	Performance Measure
Introduce additional activities with Centers in Motion to facilitate activities at Senior Centers at non-traditional times.	Annually	<ul style="list-style-type: none"> ● The number of activities (6) during nontraditional hours will be tracked, as well as attendance at each of those activities annually. ● Satisfaction surveys will be provided to participants to determine the success of newly implemented activities annually. ● Attendance will be compared to the previous year to determine the number of new participants.
Center staff will provide enhanced monthly programming at Senior Centers.	Monthly Annually	<ul style="list-style-type: none"> ● The number of activities during nontraditional hours will be tracked monthly as well as attendance at each of those activities. ● Satisfaction surveys will be provided to participants to determine the success of newly implemented activities annually. ● Attendance will be compared to the previous year to determine the number of new participants.
Visually attractive and informative monthly activity calendars will be distributed throughout the community.	Monthly Annually	<ul style="list-style-type: none"> ● The number of activities during nontraditional hours will be tracked, as well as attendance at each of those activities. ● Satisfaction surveys will be provided to participants to determine the success of newly implemented activities annually. ● Attendance will be compared to the previous year to determine the number of new participants.

Goal #2		
Emphasize a citizen-first culture that provides outreach, embraces diversity, and honors individual choice.		
Objective # 1		M-J AAA will invest in providing educational opportunities for staff aimed at; improving care for LGBTQ seniors, seniors impacted by Dementia and Alzheimer’s disease, Limited English Proficiency seniors, and low-income seniors in its surrounding communities.
Strategy	Timeframe	Performance Measure
M-J AAA will offer a wide variety of educational and cultural competency trainings to staff through SAGE, Dementia Friends of Pennsylvania, Alzheimer’s Association, and the local Training Clearinghouse, Learning Management System, Limited English Proficiency resources for effective communication and in increasing understanding of poverty, poverty symptoms and mindset.	Annually	<ul style="list-style-type: none"> ● Document number of educational and cultural competency trainings completed during each year of the plan. ● Record staff attendance and conduct post training evaluation on the learning of each training in meeting the needs of diverse populations. ● By the end of year 4, all of our agency brochures will be translated into Spanish.

Goal #3		
Protect older adults and ensure their safety and dignity by raising awareness of and responding effectively to incidences of abuse, injury, exploitation, violence and neglect.		
Objective # 1		<p>Select, train, and retain qualified staff for the Protective Service investigator role within the OAPSA regulatory framework.</p> <p>Respond to all reports of need expeditiously and where required, investigate and mitigate cases to prevent further occurrences of abuse, neglect, fraud and abandonment.</p> <p>Position agency in a lead role on the Mifflin-Juniata Elder Abuse Task Force to strengthen community involvement, increased awareness, and to educate and advocate in the prevention of elder abuse.</p> <p>Increase awareness of elder abuse.</p>
Strategy	Timeframe	Performance Measure
The Agency will advertise internally and externally by using job boards, and social media outlets as positions in Protective Services become available. Interviews and hiring selection will be based on candidates possessing academic credentials and skills sets necessary to perform key elements of the position.	Annually As needed Quarterly	<ul style="list-style-type: none"> ● The agency will have demonstrated and maintained a satisfactory rating on annual PA Dept. of Aging Protective Services Quality Assurance reviews as defined by the Department’s programmatic requirements. ● Employee Core competencies will be documented and tracked through the satisfactory passing of the Departments required training. The Protective Services Tracking Sheet will be utilized to ensure full regulatory compliance. ● The agency will conduct a minimum of quarterly abuse, neglect, exploitation and abandonment educational presentations over the next four years through its collaborative community partnerships.
Each employee will be provided with the Department’s required initial, annual, and as needed on the job training using a curriculum designed to increase understanding of applicable laws, regulations, and investigative practices. The PS program supervisor will monitor performance to ensure overall compliance with the program directives and risk mitigations practices.	Annually As needed Quarterly	<ul style="list-style-type: none"> ● Employee Core competencies will be documented and tracked through the satisfactory passing of the Departments required training. ● The Protective Services Tracking Sheet will be utilized to ensure full regulatory compliance. ● The agency will conduct a minimum of quarterly abuse, neglect, exploitation and abandonment educational presentations over the next four years through its collaborative community partnerships.

<p>The PS supervisor and AAA director will ensure their agency is represented as a collaborative partner during the monthly Mifflin-Juniata Elder Abuse Task Force meetings.</p>	<p>Monthly, Quarterly</p>	<ul style="list-style-type: none"> ● The agency will conduct a minimum of quarterly abuse, neglect, exploitation and abandonment educational presentations over the next four years through its collaborative community partnerships.
<p>Provide training to community social and health services on the importance of recognizing and reporting elder abuse.</p>	<p>Quarterly</p>	<ul style="list-style-type: none"> ● The agency will conduct a minimum of quarterly abuse, neglect, exploitation and abandonment educational presentations over the next four years through its collaborative community partnerships.

Goal #4		
Improve services for older adults and the ability to advocate for them by using evidence-informed planning, committing to data integrity and being accountable for results.		
Objective # 1		<p>The agency will continue to evaluate and expand upon opportunities to advocate for seniors.</p> <p>The agency will strive to ensure that seniors, family members, and the public, are well informed on the availability of aging services.</p> <p>Ensure the opportunity is afforded to make selections based on need and personal preference.</p> <p>The agency will remain dedicated to providing quality driven and evidenced based programs to seniors through Mifflin and Juniata counties.</p>
Strategy	Timeframe	Performance Measure
Work with Communication's Coordinator to do public service announcements through Facebook and other social media.	Monthly	<ul style="list-style-type: none"> ● Document monthly media events.
Provide directed person centered counseling and information assistance and outreach aimed at improving quality of life, preserving elder rights and maintaining independence.	Annually	<ul style="list-style-type: none"> ● Document the number of completed person centered counselings completed (20) annually
An adequate number of trained staff will be maintained and trained to conduct person centered counseling and information and referral to assist older adults in making informed choices.	Annually	<ul style="list-style-type: none"> ● Document the number of completed person centered counselings completed (20) annually.
The agency will continue to use the SAMS database and/or other PDA data systems made available to track the number of consumers served across programs.	Monthly Quarterly Bi-annually	<ul style="list-style-type: none"> ● Timely capturing of SAMS consumer related data; with emphasis on detail and accuracy, and utilizing Benchmark Reports and Variance Reports as a performance measure and accountability enhancement tool.
The agency supervisor and director will utilize the Department's Benchmark Reports and Variance Reports to monitor program performance, compliance and trends throughout the year.	Quarterly Bi-annually	<ul style="list-style-type: none"> ● Timely capturing of SAMS consumer related data; with emphasis on detail and accuracy, and utilizing Benchmark Reports and Variance Reports as a performance measure and accountability enhancement tool.
Agency will ensure that all training requirements will be met.	Bi-annually Annually	<ul style="list-style-type: none"> ● Document training certificates for all required PDA programs.

<p>Work with the Communications Coordinator to increase the number of public events and media outlets.</p>	<p>Monthly</p>	<ul style="list-style-type: none"> ● Document monthly media events.
<p>I&R staff will make referrals to Care Management for assessment and assignments, or if not service eligible make referrals to community partners.</p>	<p>Annually As needed Quarterly</p>	<ul style="list-style-type: none"> ● Documentation of personal choices will be incorporated into the care plans when developed. ● Track number of referrals associated with quarterly education presentations and referral sources on a quarterly basis. ● Review and rotate quarterly provider selection listing.

Goal #5		
Strengthen aging network's capacity, promote innovation and best practices, and build efficiencies to respond to the growing and diversifying aging populations.		
Objective # 1		<p>Leverage Technology.</p> <p>Link to State and community partnerships that help build the capacity to serve older adults.</p> <p>Maintain equal opportunity policies within the all programs offered.</p>
Strategy	Timeframe	Performance Measure
The Organization will maintain a contract with a professional Information and Technology team that advises on the need for new equipment, security updates and software updates, which assures our server and network support the needs for interface with the various Department of Aging online platforms.	Annually	<ul style="list-style-type: none"> Timely data entry, as required by the Department of Aging, and documentation of upgrade purchases annually.
Program Director will be active in the Pennsylvania Association of Area Agencies on Aging.	Weekly Monthly Quarterly Annually	<ul style="list-style-type: none"> Documentation of Program Directors attendance at meetings and membership subgroups.
Program supervisors and staff will take an active lead in community collaboratives such as LINK, human resource councils, Elder Justice Committees, Health Initiatives, and other groups. This will not only help community partners become aware of services provided but to also keep current on activities outside of the organization that can benefit older adults in the community.	Monthly Quarterly Annually	<ul style="list-style-type: none"> Documentation of meetings attended as well as documentation of collaborative events held to bring information and awareness about issues important to community older adults. Document four new community partnerships that have agreed to new educational outreach (1) per year.
Maintain an active list of community services available that help older adults maintain their independence.	Monthly Quarterly Annually	<ul style="list-style-type: none"> Documentation of meetings attended as well as documentation of collaborative events held to bring information and awareness about issues important to community older adults. Document four new community partnerships that have agreed to new educational outreach.
Periodically review policies and procedures ensuring that language is not discriminatory.	Annually	<ul style="list-style-type: none"> Documented policies. Documentation of meetings attended as well as documentation of collaborative events held to bring information and awareness about issues important to community older adults. Document four new community partnerships that have agreed to new educational outreach.

Periodically assess building property and equipment to ensure that all staff and community members have access to programs.	Ongoing	<ul style="list-style-type: none"> ● Annual ADA and EO facility checklists will be completed.
Certified Person Centered Counselors will be available during business hours to assist older adults with their needs.	Daily Annually	<ul style="list-style-type: none"> ● Monitor Person Centered Counseling Events via SAMS Reports on an annual basis.
Support family caregivers in the Caregiver Support Program as well as actively advertise and promote the program.	Quarterly Annually	<ul style="list-style-type: none"> ● Distribute an annual satisfaction survey to Consumers enrolled in the Caregiver Support Program annually. ● Document quarterly advertising events.

Appendix A

Mifflin-Juniata Area Agency on Aging Community Survey

Your response to this survey will help us develop our agency's Four-Year Plan for 2020-2024. This plan will identify local needs and future priorities and help us use resources effectively.

Age: _____ Gender: _____ Zip Code: _____

1. Have you or one of your family members accessed services of the Area Agency on Aging? If so, which services?

2. What is the most effective way for you to hear about aging programs and services?

Meetings Radio Newspaper Facebook/Social Media Senior Center Other

3. What type of services do you anticipate will be the most important to you as you age?

4. What types of services might be important to you as a caregiver for another person?

5. What is your greatest concern about aging for you or a loved one?

6. What would be the most effective way for you to receive information about services offered by the Area Agency on Aging?

7. How can the Area Agency on Aging increase awareness of services, especially to those in rural areas and to those with limited English proficiency?

8. What is the greatest need facing older adults in your community?

9. What do you consider to be significant barriers for getting older adults to participate in Senior Community Center programs?

10. What would motivate you to volunteer to assist in the provision of services and support to older persons?

11. What other suggestions do you have to help meet the needs of older persons in Mifflin and Juniata Counties?

If you feel you are in need of additional services or information on services available, please contact us at 717-242-0315 or Toll Free at 800-348-2277.

Appendix B

**Mifflin-Juniata Area Agency on Aging, Inc.
Provider Questionnaire**

Your response to this survey will help us develop the Mifflin-Juniata Area Agency on Aging's (2020 – 24) Four-Year Plan. This plan will identify local needs and future priorities and help us to align resources effectively. Please complete and return this survey by April 15, 2020 to cmserviceorders@mymjrsc.com

1. Are most of the older adults you serve
2. ___ 60-70 yrs. ___ 71-80 yrs. ___ 81-90 yrs. ___ 91-100 + yrs. ___ Don't know/unsure
3. What services does your organization provide?
4. Does your organization serve the deaf/hard of hearing?
5. Please tell us how you facilitate provision of these services?
6. Does your organization provide services to limited or non-English speaking individuals?
7. Please tell us how you facilitate provision of these services?
8. Do the consumers that you provide service to ever express concern about their housing stability? This could be concerns over cost of housing, potential eviction, and/or quality of housing.
9. Do the consumers that you work with, express concern over having an informal support system (family, friends, and/or community) in place to help care for their needs?
10. Are older adults that you work with express dissatisfaction with their quality of life?
11. If they express concern about the quality of life, which of the following topics do they discuss with you as a concern (check all that apply).

___ Family relationships	___ Non-family relationships
___ Health concerns	___ Inadequate health care
___ Lack of social activities	___ Income
___ Isolation	___ Food
___ Housing	___ Connection to faith community
___ Fitness activities	___ Ability to vacation (day trip or longer)
___ Transportation	___ Other (Name _____)
12. Has the availability of resources and staff to meet the demand of providing care to older adults been a problem for your organization?
13. Do you feel that you have adequate awareness of all AAA programs and service offered?
14. Do you feel that Mifflin-Juniata County residents are aware of M-J AAA programs and service offerings?
15. How do you refer someone to M-J AAA for programs and services?
16. What do you feel is the greatest need facing older residents of Mifflin and Juniata Counties?
17. How can we improve collaboration with other community agencies to meet the needs of the people we serve?
18. What other ways can M-J AAA improve upon or add in serving our community?

Attachment A

Area Plan Part B

**Section 1. Signature Page/Standard Assurances Commonwealth of Pennsylvania
Department of Aging**

FY 2020-24 Area Agency on Aging

Four-Year Area Plan on Aging

**Signature Page
Area Agency on Aging Name and Address:**

Mifflin-Juniata Area Agency on Aging, Inc.

249 West Third St.

Lewistown, PA 17044

I/we certify that I/we are authorized to submit this Plan on behalf of the designated Area Agency on Aging and agree to abide by regulations issued by the Pennsylvania Department of Aging, the U.S. Department of Health and Human Services, and the U.S. Department of Labor. I/we further certify that the general public has had the opportunity to review and comment on this Plan through the public hearing process and that written policies, procedures or agreements, as appropriate, have been developed in accordance with Part A, Section 307 of the Older Americans Act, and are on file for review and approval, as appropriate, by Department of Aging officials.

I/we assure that services and programs of the Area Agency on Aging will be managed and delivered in accordance with the Plan submitted herewith. Any substantial changes to the Plan will be submitted to the Department of Aging for prior approval.

I/we hereby expressly, as a condition precedent to the receipt of State and Federal funds, assure: That in compliance with Title VI of the Civil Rights Act of 1964; Section 504 of the Federal Rehabilitation Act of 1973; the Age Discrimination Act of 1975; The Americans With Disabilities Act of 1990; The Pennsylvania Human Relations Act of 1955, as amended; and 16 PA Code, Chapter 49 (Contract Compliance regulations):

- 1) I/we do not and will not discriminate against any person because of race, color, religious creed, ancestry, national origin, age, sex, or handicap:
 - a) In providing services or employment, or in its relationship with other providers.
 - b) In providing access to services and employment for handicapped individuals.
- 2) I/we will comply with all regulations promulgated to enforce the statutory provisions against discrimination.


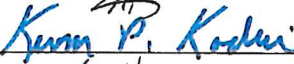

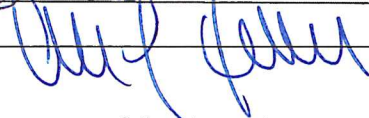
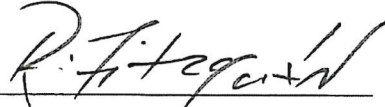
I/we further hereby agree that all contracts for the provision of services addressed herein will require contractors to comply with these same provisions.

I/we certify that the advisory council of the Area Agency on Aging has participated in the development of this Plan and has reviewed the Plan as herewith submitted.

Signature(s) of Governing Authority

Official(s), e.g., Chairman of County

Commissioners or President, Board of Directors.

Title		Date
	SECRETARY B.O.D	<u>30 July 2020</u>
	PRESIDENT BOD	<u>30 July 2020</u>
	Treasurer	<u>30 July 2020</u>
	Vice-Pres BOD	<u>30 July 2020</u>
(Signature of the Area Agency on Aging Director)	(Title)	(Date)
	Director	<u>30 July 2020</u>

Name of Person to Contact Regarding the Contents of This Plan:

R. Patrick Fitzgerald, (717) 242-0315
(Name) (Area Code and Telephone)

Attachment B

Part B. Section 2

**DOCUMENTATION OF PARTICIPATION BY THE AREA
AGENCY ON AGING ADVISORY COUNCIL**

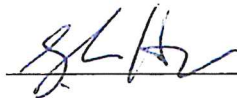
PSA NO. 18

NAME OF AAA: Mifflin-Juniata Area Agency on Aging, Inc.

PLAN PERIOD FROM: October 1, 2020 TO September 30, 2024

In accordance with 6 PA Code, Section 35.23, a.(1) and (2) and the Older Americans Act of 1965, as amended, I certify that the Area Agency on Aging Advisory Council has had the opportunity to assist in the development of this Plan. I further certify that the Area Agency on Aging Advisory Council has participated in at least one Public Hearing held on this Plan.

The Area Agency on Aging Advisory Council (**does / does not**) recommend approval of this Plan.



Signature of the Chief Officer of the Area
Agency on Aging Advisory Council

Shaun Hayes, President

Typed Name and Title

7/30/2020

Date

Attachment C

Part B. Section 4

Narrative Summary of the Proceedings of the AAA Area Plan Public Hearing

On July 28, 2020, the Mifflin-Juniata Area Agency on Aging, Inc. made an attempt to conduct a public hearing teleconference on the agency's Four Year Plan. This method was selected based on the Governor's statewide Covid-19 moratorium on gatherings and events. The conference call was initiated at 1pm with no participants on the line. In addition, there were no public comments made to the agency prior to the call.

The agency's meeting notification included a Notice of Public Meeting on our organizational Facebook page, in the Lewistown Sentinel, along with a press release submitted to the Lewistown Sentinel and local state legislative representatives one week prior to the event.

The agency will assume based on the public response to surveys initiated in early spring 2020, that the community at large has had an opportunity to provide all feedback to be considered for the development of the Four Year Plan, despite a lack of participation during the scheduled teleconference.

Respectfully Submitted,

R. Patrick Fitzgerald, Director

Attachment D

Notice of Public Meeting

**Notice of Public Meeting
The Mifflin- Juniata Area Agency on Aging
Board of Directors**

Join us for a Community Conversation and Listening Session on the Mifflin-Juniata Area Agency on Aging 4 Year Plan: Tuesday, July 28th from 1:00 p.m. - 2:30 p.m.

The Area Agency on Aging 4 Year Plan is designed to help the agency meet the objectives of the Older Americans Act , and will be submitted to the Pennsylvania Department of Aging, containing a vision and direction for the ongoing implementation of aging services for Mifflin and Juniata Counties. Individuals interested in participating may call into the conference line # 1-302-202-1118 and enter code 397749. Participants will be able to make comments for up to two minutes.

Attachment E



MJRSC—THE CARE NETWORK

Regional Services
Area Agency on Aging
Call a Ride Services

FOR IMMEDIATE RELEASE

July 21, 2020

Mifflin-Juniata Regional Services Corporation
Contact: R. Patrick Fitzgerald, MJ-AAA Director
249 West Third Street
Lewistown, PA 17044
Phone: 717-320-8290
Email: pfitzgerald@mymjrsc.com

Community Conversation and Listening Session

Mifflin-Juniata Area Agency on Aging is inviting the public and community stakeholders across Mifflin and Juniata Counties to share their feedback as part of the organization's Four Year Plan process. The Agency's Community Conversation and Listening Session is taking place on Tuesday, July 28th from 1:00 p.m. - 2:30 p.m. Individuals interested in participating may call into the conference line # 1-302-202-1118 and enter code 397749. Participants will be able to make comments for up to two minutes on aging issues that are important to them. Individuals can also submit questions on aging-related topics to the Mifflin-Juniata Area Agency on Aging in advance and have them answered during the conversation.

The Area Agency on Aging Four Year Plan is designed to help the agency meet the objectives of the Older Americans Act, and will be submitted to the Pennsylvania Department of Aging. This plan outlines a vision and direction for the ongoing implementation of aging services in Mifflin and Juniata Counties. For more information or to submit a question, call 717-320-8290 or email pfitzgerald@mymjrsc.com.

To learn more about local aging services offered through the Mifflin-Juniata Area Agency on Aging, visit <https://mymjrsc.com/>.

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