

Dear Friends,

Your partnership means everything to us and we know that without you, many important needs would simply not be met. Thank you for walking with us through this past year of exciting change and tremendous impact. Before we enter with you into another year of serving older adults, we are honored and delighted to present this report to you and our community. Here are some of the highlights and achievements that you helped make possible.

Because of you:

- Missoula Aging Services (MAS) served 34,080 people in fiscal year 2018, including those served through the statewide Senior Medicare Patrol program.
- 406 Financial Services, LLC was launched under the umbrella of MAS to provide sustainable financial support for the organization, through the LLC's fee-for-service programs.
- A new volunteer led initiative, Dementia Friendly Missoula, was added. A new logo and web presence were created on the MAS website, to support those diagnosed with Alzheimer's and related dementias, their caregivers, and their community.
- 29,340 rides for older adults and people with disabilities were provided, to solve transportation issues, through a contract with the city bus service's free fare program, and through our Senior Companion and Caring Companion programs.
- 106,877 Meals on Wheels were delivered by 102 dedicated volunteers to 851 housebound individuals.

Our Mission is ever present in the work that you make possible day in and day out. We are humbled by your good hearts and great kindness towards others. Thank you for your strong support, for all that you do and for who you are in this corner of the world.

Together we are making a tangible difference in the lives of real people every day.

Warm regards,

  
 Susan Kohler  
 Chief Executive Officer

  
 Lawrence L. White, Jr.  
 Governing Board Chair



**MISSION**  
 TO PROMOTE THE *independence, dignity AND health*  
 OF OLDER ADULTS AND THOSE WHO CARE FOR THEM.

## PROGRAMS

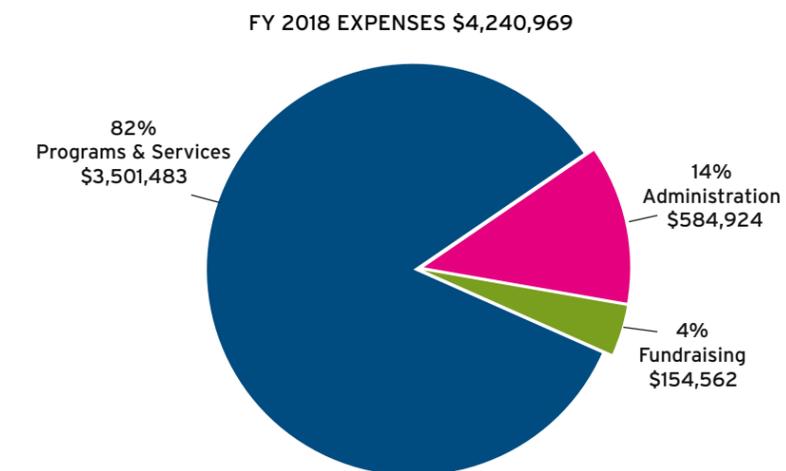
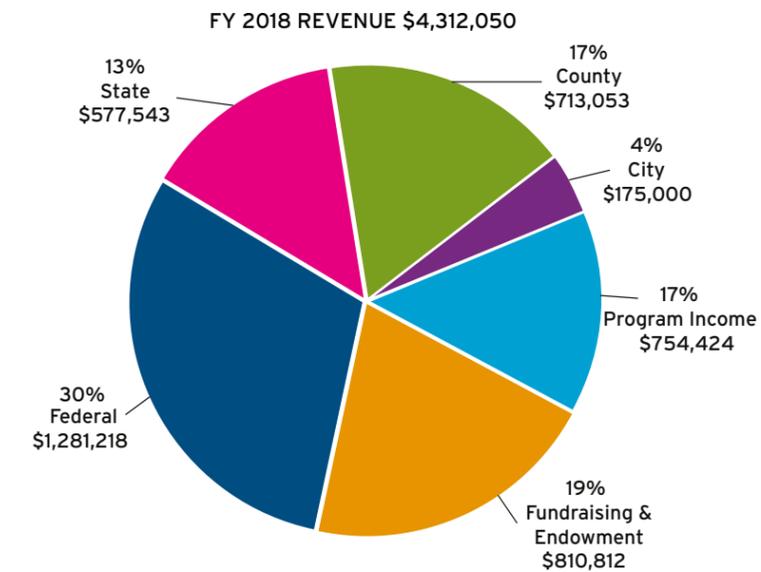
### Community Services

- Options for Better Aging
- Referrals, Assistance & Onsite Library
- Transportation Options
- Educational Opportunities & Classes
- Elder Justice Program
- Long-term Care Ombudsman Program
- Medicare & Medicaid Counseling
- Montana Senior Medicare Patrol (SMP)
- Volunteer Programs: RSVP, Foster Grandparents, Senior Companions, Caring Companions, Friendly Visitors

### In-Home Services

- Care Transitions Program
- Family Caregiver Support
- Respite & Homemaking Services (Missoula and Seeley Lake areas)
- Veteran Directed Care
- Farmers' Market Coupon Program
- Liquid Nutritional Supplements
- Meals on Wheels
- Rural Nutrition Sites: Condon, Seeley Lake, Lolo & Bonner
- Congregate Lunch Programs

## FISCAL YEAR 2018



Missoula Aging Services' complete Audited Financial Report and IRS Form 990 can be found at [missoulaagingservices.org](http://missoulaagingservices.org) on the About Us page.

Programs of Missoula Aging Services are funded in part by the Administration for Community Living, the Corporation for National and Community Service, Montana Department of Health and Human Services, Missoula County, City of Missoula, Center for Medicare & Medicaid Services and Veterans Administration.



**\$522,760** saved on Medicare prescription drug plans through staff consultations

  
**106,877**  
 Meals on Wheels served



**360**  
 at-risk Missoula County students were tutored by  
**48**  
 Foster Grandparents

THANK YOU for THE LIVES YOU'VE CHANGED

Neil and Eleanor have faced and embraced change over more than 30 years of marriage. They raised two boys together, retired a few years early and spent 10 years traveling between Seattle and Missoula in an RV. Now they face another change: Eleanor is battling macular degeneration and dementia.

Neil has been her full-time caregiver for four years.

“We try to remain social.” Though it’s getting harder for them to go out, Neil takes Eleanor to their favorite breakfast spots and to see family.



“It’s just love. Really. That’s what it comes down to.”  
- Neil

“We have Meals on Wheels of course but I supplement that with homemade dinners and I bake cookies, make some pies... everything helps. I feel that volunteering as an MAS Foster Grandparent helps me, too, because it gives me a reason to get out for a couple hours and do something else.” MAS programs like Senior Companions enable Neil to leave for a few hours in the morning and he can often be back before Eleanor wakes up.

“It isn’t that I don’t trust Eleanor with getting out of bed and being here by herself. It’s the fact that I don’t like her to have to get up and be here alone.” Eleanor’s Senior Companion gives him a “sense of security – peace of mind – I know she’s not by herself because with the dementia you never know.”

“It’s just love. Really. That’s what it comes down to. If you love the person, you’re going to be a caregiver for as long as possible.”

Thank you for helping people like Neil and Eleanor continue to live safely and comfortably in their own homes.



**11,182 hours of respite and homemaking services were provided to support caregivers**

## Statements of Revenues, Expenses and Changes in Fund Net Position 6/30/2018

Total Support & Revenue	\$ 4,312,050
Expenses	
Program Expenses	\$ 3,501,483
Management & General Expenses	\$ 584,924
Fundraising Expenses	\$ 154,562
Total Expenses	\$ 4,240,969
Total Assets	\$ 5,442,759
Total Liabilities	\$ 485,913
Net Asset Balance	\$ 4,956,846

### Board of Directors

Larry White, Chair

Larry E. Riley, Vice Chair

Keith Anderson, Treasurer

Kristin Page-Nei, Secretary

Roberta Smith, Past Chair

Amanda Cahill

Chris Flohr

Geoff Gilbert

Leslie Halligan

Gayle A. Hudgins

Gwen Jones

Missoula City Council Ward 3

Jolynn McDermott

James McKay

Nicole Rowley

Missoula County Commissioner

### MISSOULA *aging* SERVICES

337 Stephens Ave | Missoula, MT 59801

T 406.728.7682 F 406.728.7687

[MISSOULAAGINGSERVICES.ORG](http://MISSOULAAGINGSERVICES.ORG)



WE'RE PROUD of OUR YEARS ANNUAL REPORT 2018



**MAS**  
MISSOULA  
*aging*  
SERVICES