



Missoula Aging Services

Speakers Bureau

(406) 728-7682 ■ 337 Stephens Avenue

Missoula Aging Services (MAS) is pleased to provide information to the community through in-person and virtual speaking opportunities upon request. For the topic you'd like presented, please reach out to the contact listed to coordinate. **A minimum notice of one month** is requested to ensure that MAS staff are prepared to give the best presentation possible. While we are eager to address any questions by providing access to our knowledgeable staff, there are some topics for which we do not have the expertise and must refer out to other agencies. **Honorariums accepted.*

Available Topics by Department

CALL CENTER

The Call Center is part of the Customer Service Team at MAS. Their primary role is to 1) Assist clients to identify, understand, and effectively use programs, 2) Schedule client appointments with Resource Specialists and refer to other MAS programs, and 3) Serve as curators of a database of over 800 community resources. **An interesting, informative presentation can be tailored for your group.**

Melissa Thompson, Customer Service Manager ■ mthompson@missoulaagingservices.org

CARE MANAGEMENT

The Care Management Program is an approach to providing care to older adults that focuses on the physical, mental, and emotional health needs of each person. Care Managers work with clients, their caregivers and family members to find the right set of solutions to improve safety and quality of life. This support can be ongoing, or might just be for a few months to help a person get back on their feet after a hospital stay or a life transition. **Presenters are able to relate to specific audiences and provide additional information about connecting to MAS support services.**

Gabe Goeres, Care Management Program Manager ■ ggoeres@missoulaagingservices.org

DEMENTIA FRIENDLY MISSOULA

Dementia Friendly Missoula is a volunteer initiative of MAS. **Speakers are available on topics ranging from How to Communicate with a Person with Dementia to How Your Business can Become Dementia Friendly.**

Gabe Goeres, Care Management Program Manager ■ ggoeres@missoulaagingservices.org

EDUCATION

The Education Program is part of the Community Services Department. Skilled staff and volunteers offer a variety of classes and workshops in collaboration with partners in the community. **Topics include Medicare, Social Security, Estate Planning and evidenced based classes on fall prevention and caregiver support. The MAS website calendar has a complete listing of educational offerings.**

Alicia Crandall, Education Program Supervisor ■ classes@missoulaagingservices.org

MANAGEMENT, CHIEF EXECUTIVE OFFICER

The Chief Executive Officer (CEO) reports to the Board of Directors and is responsible for the overall vision, strategy, planning and implementation of MAS's programs and services. This position is responsible for local, state and national advocacy for services & policies that benefit older adults and people with disabilities. The CEO leads agency development, strategic planning and coalition building. **The CEO can speak to long and short term challenges and opportunities pertaining to older adults within the community, state and nation.**

Katie Stanton, Executive Administrative Assistant ■ kstanton@missoulaagingservices.org

MANAGEMENT, CHIEF OPERATIONS OFFICER

The Chief Operations Officer (COO) oversees the day to day operations of MAS. This position oversees all aspects of the MAS operations, programs and services. The COO leads the organization strategic planning and implementation, as well as new program development. **The COO can speak to aging issues and challenges such as the need for adequate accessible transportation, housing, activities of daily living and providing services that support the social determinants of health for best health outcomes.**

Russ Hill, Chief Operations Officer ■ rhill@missoulaagingservices.org

MANAGEMENT, COMMUNITY SERVICES DIRECTOR

The Community Services Director provides support and supervision to Resource Center, Volunteer Services, Education Program, Senior Medicare Patrol, Nutrition Program and Ombudsman Program. **Speaking topics include: Volunteer engagement and the benefits to older adults; Nutritional needs within the older adult community; Advocacy for older adults living in assisted living and nursing homes; Resources available to older adults and people with disabilities; Statewide Medicare fraud and elder abuse prevention; and the importance of ongoing education for older adults and those who care for them.**

Rob Edwards, Community Services Director ■ redwards@missoulaagingservices.org

NUTRITION

Nutrition is part of the Community Services Department and provides several options to address the nutritional and social needs of eligible older adults and people with disabilities in Missoula County. This includes Meals on Wheels, Liquid Supplement Program, Community Lunches and Farmers Market Coupon Program. **The Nutrition Program Manager is knowledgeable about both the impacts of proper nutrition among older adults and people with disabilities. Additional topics may include Volunteer Opportunities in the Nutrition Programs, Healthy Cooking Tips and the Importance of Socialization Among the Older Adult Population.**

Shana Klinge, Nutrition Program Manager ■ sklinge@missoulaagingservices.org

OMBUDSMAN

The Ombudsman Program presents on Resident Rights for those living in assisted living or nursing homes. This presentation is relevant to those individuals living or working in these facilities. The Long-Term Care Ombudsman Program includes Ombudsman (advocates) that help residents in assisted living or nursing homes, their families and friends understand and exercise the rights they are guaranteed by law. **This is an eye-opening presentation sure to inform, raise awareness and increase your knowledge on this vital topic!**

Mary Dalton, Ombudsman Supervisor ■ mdalton@missoulaagingservices.org

RESOURCE CENTER, MISSOULA

The Resource Center (RC) staff provide information and assistance on hundreds of widely varied topics. They maintain a comprehensive database of community resources and a resource library. Classes and workshops on various topics are offered. RC staff are available by appointment to answer questions and make referrals. They can prepare no cost packets of information and phone assistance on topics which include Medicare, Medicaid, Health Insurance, Estate Planning and Long-Term Care options. **The key to empowerment and understanding is knowledge, and this presentation is critical to learning more about how to age in place, supporting older adults and people with disabilities, and retiring with grace.**

Kate Cotnoir, Resource Center Manager ■ kcotnoir@missoulaagingservices.org

RESOURCE CENTER, SEELEY LAKE & SWAN VALLEY

Missoula Aging Services branch office, the Seeley-Swan Resource Center, is available Monday-Friday from 1-5 pm and Tuesday-Friday from 9-11:30 am. Resource Center Specialist is on site in Seeley Lake, and serving as an advocate and resource for older adults, adults with disabilities, their families and friends. **Topics include Benefits Check-up; End-of-life Issues; Energy Assistance & Weatherization; Legal Referrals; Long-Term Care Options; Medicaid & Medicare; Nutrition Programs including Meals on Wheels, ROOTS (food program), Senior Farmer's Market Coupons; Tax Reduction Programs; and Transportation Referrals.**

Rob Edwards, Community Services Director ■ redwards@missoulaagingservices.org

RESPIRE & HOMEMAKER

The Respite and Homemaker Program provides homemaking and respite services to assist older adults and their caregivers. MAS coordinates various Support Groups for caregivers that meet monthly. **Speakers will discuss aging issues and challenges related to activities of daily living, the need for self-care when serving as another person's caregiver, how to connect with helpful programs and other people in similar circumstances, and where to find services that support the needs of both older adults and their caregivers.**

Shelli Fortune, In-Home Services Director ■ sfortune@missoulaagingservices.org

SENIOR MEDICARE PATROL (SMP)

The Statewide Senior Medicare Patrol (SMP) plays a unique role nationwide in the fight against Medicare errors, fraud, and abuse. SMP volunteers and staff serve as “eyes and ears” in their communities, educating beneficiaries to be the first line of defense. **This lively, engaging presentation will cover information about Medicare fraud schemes, how to protect yourself and your loved ones, and what to do if you've become a victim.**

Renee Labrie Shanks, SMP Manager ■ rlabrie@missoulaagingservices.org

VETERAN DIRECTED CARE

This program administers Veteran Directed Care (VDC) on behalf of the Veterans Administration. Care Coordinators educate Veterans on how to hire, train and supervise caregivers, how to plan and manage their budgets, and how to arrange other supports and services. **Care Coordinators serve as liaisons between the Veteran and the Veterans Administration, and troubleshoot concerns about their care. Presentations will enlighten attendees on this program and eligibility requirements.**

Shelli Fortune, In-Home Services Director ■ sfortune@missoulaagingservices.org

VOLUNTEER SERVICES

Volunteer Services offer a variety of interesting volunteer opportunities for people age 18 and over. Senior Corps (for those age 55+) includes, Foster Grandparents, Senior Companions and RSVP. People can serve their community at the MAS office (for those age 18+) or within many other local organizations. **Presentation topics include Volunteer Opportunities; Health Benefits of Volunteering; Volunteer Impact in the Community; How an Organization can Best Engage Volunteers to Achieve their Mission; Volunteer Management Practices; and Filling a Void During Retirement.**

Ria Overholt, Volunteer Services Program Manager ■ roverholt@missoulaagingservices.org

406 FINANCIAL SERVICES, LLC*

406 Financial Services offers a variety of money management services custom designed to meet the unique needs of each person. The goal is to reduce stress and fear by providing simple and practical solutions to the complexities of finance as people age. 406 can provide personal bill pay, trust management, financial reviews and fraud detection for clients. In addition, 406 is a Fiscal Employer Agent providing payroll services for individuals who wish to self-direct their care while living at home. People can hire the caregivers of their choice within their personal budgets and leave the payroll and tax functions to us. **Speaker topics available include Money Management and Self-Directed Care.**

**406 Financial Services is separate, Limited Liability (LLC), whose income benefits Missoula Aging Services programs.*

Debbie Lester, Executive Director 406 Financial Services, LLC ■ dlester@406LLC.org

