

A QUARTERLY PUBLICATION OF MISSOULA AGING SERVICES

2022 CONNECTIONS

SUMMER

Looking Toward the Future



I am truly honored and humbled to have been chosen to serve as CEO of Missoula Aging Services (MAS), and I am so grateful to the Board, staff, volunteers, and many friends of MAS for the warm welcome and support you've given me as I step into my new role. You've made me feel like an instantaneous part of the MAS family.

Daily, I witness the passion and dedication that goes into achieving the MAS mission. We take this work seriously because real people's lives depend on us doing the best job we can now, and on us preparing for the future.

That need is more urgent than ever. Montana is aging faster than most other states, ranking 6th in the nation in the number of older adults per capita. Currently, about 35% of Missoula County households include an older adult. This is an unprecedented demographic shift with far-reaching consequences for individuals, families, and society. It requires us to imagine and embrace new ways of supporting older adults to age safely in their homes and remain engaged in our communities.

In a few weeks, Missoula County voters will have the opportunity to decide on increasing funding for older adults. I'm glad we have this chance to invest in the future. Our older citizens are not only our family, friends, and neighbors, they are the pillars of our community. Their lifelong contributions have made Missoula the vibrant and thriving place it is today. Our forward progress is rooted in their vision, as we build on their hard work and achievements.

MAS is at the forefront of creating an inclusive community where aging well is a priority and older adults are valued and supported to live meaningful and dignified lives. We're asking the Missoula community to walk alongside us, as it has for 40 years, and vote FOR the Aging Services Levy on June 7th.

Lisa Sheppard

Chief Executive Officer



Here for You.

- **Aging in Place:**
Care Management, Home Modifications, Veteran Directed Care, Memory Care Support Services, Homemaking, Payroll Services for Veterans and Caregivers
- **Nutrition:**
Meals on Wheels, Farmers Market Coupons, Liquid Nutrition (Ensure®), Community Lunches
- **Expert Assistance and Education:**
Call Center, Medicare & Medicaid Consultations, Resource Center Appointments, Educational Classes and Workshops, Lifelong Connections
- **Caregiver Support:**
Family Caregiver Support, In-Home Support Services (Respite, Homemaking and Personal Care), Caregiver Support Groups
- **Community Engagement:**
Volunteer Programs: RSVP, Foster Grandparents, Senior Companions, Caring Companions, Friendly Visitors, Meals on Wheels Volunteers
- **Safety and Advocacy:**
Montana Senior Medicare Patrol (SMP), Long-term Care Ombudsman Program, Money Management Services



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Missoula Aging Services does not sell or
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Missoula and Missoula County.

Connect with us on:



In Perspective



Maybe you've heard of the Ombudsman program, but you're wondering what exactly they do, or more importantly how can they help me? Regardless of age, if you or someone you know lives in long-term care, the answer is yes! We can help! We're here for you.

Ombudsmen advocate for people living in long-term care, as well as people who are receiving temporary care which requires a short-term stay. For example,

maybe you are a person who has lived in a nursing home for many years, or perhaps you are someone who was discharged from the hospital after a broken hip and just need short-term care for rehabilitation before going back home. Either way, Ombudsmen are authorized through the Older Americans Act to be an advocate for you.

Ombudsmen are not affiliated with long-term care facilities. The Ombudsman program is provided through Missoula Aging Services, in our mission to support the independence, dignity and health of older adults and those who care for them.

Residents living in long-term care are the cornerstone of the Ombudsman program, and we are committed to protecting their Residents' Rights. We welcome referrals, which remain confidential. Once a referral is received, our investigation begins with the resident. The resident is our client, regardless of the source of the complaint. The resident's dignity and self-determination are our highest priority. Ombudsmen honor the resident's wishes over any other individual or organization.

Why are Residents' Rights so important? People living in long-term care retain their civil rights, and residents are granted additional rights called Residents' Rights which are protected by law. Long-term care facilities must actively promote and protect all these rights. Residents' Rights have a significant impact! When residents are fully informed, treated with dignity and respect, given the right to make their own choices and communicate freely with people inside and outside of the facility, it greatly enhances their quality of life and quality of care. Residents' Rights were created by Congress in recognition of the perception of the power imbalance between residents and staff, and the tendency for long-term care facilities to operate as an impersonal system which requires the residents to fit in.

Residents' Rights empower residents and recognize their right to choose aspects of their life that are important to them. For more information, call Missoula Aging Services at (406)728-7682.

Mary Dalton

Certified Local Ombudsman

ABOUT THE LEVY Protecting Seniors, Supporting Caregivers

Missoula Aging Services (MAS) was established by Missoula County in 1982 to promote the independence, dignity and health of older adults, and those who care for them. MAS has done much for our community over the past 40 years but is facing the challenge of keeping up with the growing needs of an increasingly older population.

In 2007, voters passed a \$350,000 levy for Missoula Aging Services that has remained flat for 15 years, with no adjustment for population growth or inflation. Meanwhile, the number of older adults in Missoula County grew 40% between 2010 and 2019, four times the rate of overall population growth. Currently, about 35% of Missoula County households include an older adult.

Repealing the flat levy and replacing it with the proposed 4-mill levy on the June 7th ballot will provide MAS with additional resources to keep pace with growing needs and sustain more than 20 critical programs that help older adults age safely at home and stay engaged in their communities.

APPROVING THE LEVY WILL HELP MISSOULA AGING SERVICES:

- Sustain needed services that have outgrown available funding. The need for Meals on Wheels services has grown by two-thirds in the past two years, along with a rapid increase in the need for technology and other services that help older adults access health care and stay socially connected.
- Protect and advocate for older adults in nursing homes. MAS staff make thousands of visits to residents each year.
- Prevents exploitation and abuse. MAS helps older adults manage their money and avoid scams.
- Help older people find and afford caregivers.

MAS is a lifeline for older adults needing support, including those with Alzheimer's and related dementias, and their families.

- Help older adults stay in their homes and save taxpayers money. MAS provides numerous services that help older people stay in their homes and live independently, which is much less costly to taxpayers than a nursing home. Many clients are able to contribute to the cost of services, which enables MAS funding to go farther and help more people.
- Keep up with the needs of our increasing older population. By 2030, 22% of the population in Montana is projected to be over the age of 60.

WHAT WILL IT COST?

The levy amounts to a modest increase of \$3.69 per year for each \$100,000 of a county home's taxable value, or about \$1.50 per month for the average homeowner in Missoula.

This is a sound investment to support our aging friends, family and neighbors and those who care for them.



Would you like to help?

Visit www.voteforseniors.org to find out how you can volunteer to support the levy, obtain a yard sign, and more.

Be Red Cross Ready: A Virtual Workshop



MAS Volunteer Tobie Weist volunteers with the American Red Cross of Montana



Missoula Aging Services volunteer Tobie Weist has led a full life of selfless service. A retired University of Montana professor, Peace Corps alum and current volunteer with the American Red Cross, she has served everywhere from South Africa to South Korea and has also helped closer to home, including with the Red Cross in 2005 after Hurricane Katrina — an experience she will never forget.

She was 64 years old when she got her start with the Red Cross, assisting in a local shelter during the 2000 Bitterroot Valley wildfire, one of the largest fires in the nation at the time.

“The Red Cross spends a lot of effort on training its volunteers for shelter work,” she said. “It is very easy to be a volunteer.”

Now 85, she encourages others to lend their time to keeping themselves and their community safe during a disaster. She suggests you begin by preparing yourself in case of emergencies including home fires and wildfires.

This June, Missoula Aging Services and Montana Red Cross have teamed up to sponsor a free, one-hour virtual Be Red Cross Ready training with tips on how to keep you and your loved ones safe in case of a disaster. This includes tips like keeping an extra copy of your prescriptions in the glove compartment of your car in case of a house fire. Join the virtual Be Red Cross Ready class on Wednesday, June 15 from 10-11am by visiting this website: bit.ly/3E7qbxq.

Visit missoulaagingservices.org for more details.

DPHHS Surveys Older Adults

Missoula Aging Services encourages you to take part in the **2022 Montana Community Assessment Survey for Older Adults!** The survey, conducted by Department of Public Health and Human Services (DPHHS), includes questions about quality of life, important community characteristics, services provided and priorities for the future. The Community Assessment survey is open to all Montanans age 55 and older, and will remain open until June 8.

To participate online, go to polco.us/2022montana.



Highly Anticipated Volunteer-Led Sale Returns

One of Missoula Aging Services most anticipated events is returning after being cancelled the past two years due to the pandemic. The 7th Annual Wear it Again Jewelry Sale will be held Saturday, June 11th from 8:00 am-3:30 pm at St. Anthony Church, 217 Tremont Street, in Missoula.

Admission to the event is free, and all ages are welcome to attend. Jewelry prices range from one dollar to several hundred, and all proceeds benefit programs and services for older adults, their families, and caregivers at Missoula Aging Services. We look forward to seeing you there!

Montana SMP Warns of Latest Medicare Scam



In Montana, scammers are calling people on Medicare claiming they are replacing the paper Medicare cards with plastic ones that include chips. Medicare is not replacing or altering the paper cards in any way.

Medicare does not make unsolicited calls and will never call to sell anything. Do not give your personal information over the phone, simply hang up.

Montana Senior Medicare Patrol (SMP) is a statewide program that works to support and protect Medicare recipients from fraud and abuse. Through Montana SMP, volunteers help others become proactive consumers identifying potential mistakes, abuse or fraud in medical billing. Montana SMP will:

- Help you understand and organize your medical bills and Medicare Summary Notices.
- Help check for and correct billing errors.
- In cases of potential fraud, contact and refer to the appropriate agency to investigate the issue.
- Provide education about managing Medicare bills and protecting yourself.

SMP is a national program managed in Montana by Renee Labrie-Shanks, the Statewide SMP Program Director, based out of Missoula Aging Services. If you know of someone who needs help understanding their health care bills, would like to report fraud, or are interested in learning more about our program, in Missoula contact Missoula Aging Services (406) 728-7682, or elsewhere in Montana call 1(800) 551-3191 for the SMP in your area.

In Memoriam

In honor and remembrance of these dedicated individuals whose volunteering enhanced the lives of those they served.

Mary Alexander
Cindy Armstrong
Al Goddard

MAJOR DONORS
January - March 2022

Individuals and Businesses
who made gifts of \$200 or
more:

Allegiance Benefit Plan
Management
Anonymous (2)
Janice & Raymond Anthony
David Baker
Dorleen Bakke
Judy Bangert
Henry & Kathleen Bartlett
Patricia Baumgart
Scott & Shannon Beach
Bill & Leigh Ann Bekemeyer
Mike & Shannon Bergman
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Richard Blank
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David Cullinan
DA Davidson
Richard & Alice Dailey
Laura Driscoll
Bill & Judy Edwards
Smoke & Thelma Elser
John Engen
First Interstate BancSystem
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David Forbes

Timothy Frandsen
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Marsha & Doug Okland

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Reta & Ray Salmela
SG Long Financial Services
Cara & Lawrence Simkins
Kris & Louis Sommerville
Gene & Jo Ann Sterbis
Sue Talbot
Temp Right Service Inc
The Unity Fund
Patti Thomas & Scott Bair
United Way of Missoula County
Marvin Vinion
Dirk & Kim Visser
Sandy & Pam Volkmann
Stephen Wallace
Robert Waugh
Wells Fargo Bank
Western Montana Clinic
Tim & Ann Wiersum
Richard & Claudia Wilcomb
Ken & Eilene Willett
Alice & Clem Williams
Betty Winchell
Richard & Rika Wishcamper
Jeanne Worthy
Tom & Leslie Wozniak

GIFTS IN HONOR
OF INDIVIDUALS
January - March 2022

Mary Alexander
David & Lucy Braach
Linda Jensen
Don & Klairaine Nichwander
Patti Thomas & Scott Bair
Judy Whiddon
Margaret Aplin
Connie Beich
Thomas & Kathryn Hungerford
Gene & Verna Miller
Sharon Auerbach
Richard Auerbach
Beverly Bellusci
Russell & Lois Hartse
Lanni & Curt Jacobson
Maureen Martin-Brown
Joe Cancellare
Dan Combo
Warren B. Carlson
Michael Carlson
Ann & Alfredo Cipolato
Wayne & Eletra Vandeberg
Bob Connoles
Vicky Hammond & Richard Scharfe
Evie Cote
David & Gerrie Diettrich
Linda Cronk
Cameron Cronk
Bernard & Frances Crummy
M lone Crummy
Walt Crummy
M lone Crummy
Betsy Doty
Charles & Maggie Teague
Tim Driscoll
Laura Driscoll

MaryAnn Font
Mitchell & Barbara Royce
Duane Frojen
Charlene Frojen
Charles Gibson
Patricia Gibson
William Grubbs
Henry & Kathleen Bartlett
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Scott & Shannon Beach
Karen Hammond
Mae Jensen
Judy Kelley
LaVon Kom
Janice Silver
Joe Korona
Lee & Nancy Silliman
Gail Lewis
Michael Magone
Charles Long
Sheila Long
Beverly Loomis
Dave Loomis
Conan McKee
Gerta Koford
Carol Meisinger
Richard Meisinger
Bernice Morin
Caroline Pickolick
Howard Reinhardt
Richard & Alice Dailey
Anne Reinsel
Earl Reinsel
Shane Schipporeit
Bitterroot Paper Crafts
Thelma Olson
William Schwaderer
Richard Meisinger

Marilyn Schwaderer
Ken Shattuck
Don & Marguerite Shattuck
Enid Stringer
Gwen Hoppe
John Talbot
Sally Benoist
Richard & Alice Dailey
Paul Dostert
Denise & Chris Dowling Johnson
Timothy Frandsen
Bill Haffey
Barbara Theroux
Betsy & Warren Wilcox
Phyllis Vining
Laura Driscoll
Mike & Leslie Halligan
Elaine Shea
Cara & Lawrence Simkins
Roberta Smith
Robert Waugh
John A Walker
David Baker
Warren Hampton
Zachariah Walker
Warren Hampton
Stephen Whalen
M lone Crummy
Jeremy Kinross-Wright
Lee & Nancy Silliman



-A Special Thank You-

Thanks to First Interstate Bank for providing a generous match of
donations during Missoula Gives to support older adults and caregivers.

GIFTS IN HONOR
OF INDIVIDUALS
January - March 2022

Dennis Bangs

Western Montana Returned Peace
Corps Volunteers

Dale & Millie Best

Carol Jobman

Tawnya Cazier

Louise McMillin

Kate Cotnoir

Don & Klairaine Nichwander

Char Frojen

Jamie Lockman
Steve & Carole Monlux

Austin Hurd

Daurine Spritzer

Jackie Johnson

Carolyn Abbott

Susan Kohler

Dorleen Bakke
Patricia Baumgart
Richard Blank
Ken & Shelley Anne Grant
Susan Hay Patrick
Linda Jensen
Keri McWilliams
Mary & Mark Thane
United Way of Missoula County

Mike Lemma

Dorothy Young

Ashley O'Reilly

David & Kathrine Hix

Joyce Pejakovich

Cynthia Rademacher

Ron Simonetti

Keri Link

Roy Spangler

David & Kathrine Hix

Lillian Thomas

Maria Thomas

Bob Yokum

Deborah Trowbridge

Volunteer with MAS

New to volunteering with MAS? Ready to return to volunteering and connecting with your community?

Missoula Aging Services is always looking for enthusiastic, compassionate, and motivated volunteers. We have a wide range of volunteer opportunities for adults of all ages, and AmeriCorps Seniors positions for people age 55 and older. For example, as a Senior Companion volunteer you could spend time with a homebound older adult to:

- Attend social activities together
- Help with tasks around the home
- Assist at medical appointments and the grocery store
- Provide transportation for other errands
- Assist with food preparation
- Go for walks together
- Relax by playing games or doing crafts
- Help sort and read mail
- Provide respite for primary caregivers

If you are interested, please call (406) 728-7682 today!



Chuck Vang has been helping the Missoula Hmong community be resilient since he came here as a refugee in 1979. He has provided support and translations to his clients through our Senior Companion Program for 11 years!

Community
Champions

Missoula Aging Services sincerely thanks all of the local businesses who sponsored the 2022 March for Meals and support Meals on Wheels in the fight against hunger and isolation.



GOOD FOOD
STORE



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ELECTRICAL CONTRACTORS SINCE 1955



Volunteers strengthen the fabric of our community, provide essential services at a time when those services are critically needed, and enrich the lives of everyone they work with.

“Volunteers have made the commitment to set aside time each week to support the community they love, and I find that incredibly inspiring,” says Ria Overholt, Volunteer Services Program Manager. “Imagine if we all dedicated 3 hours a week to volunteering, think about all we could accomplish as a society! We’d like to shine a spotlight on some volunteers right here in Missoula County, who have made a huge impact, one volunteer-hour at a time.”

We have been honored to witness these superheroes in action and our gratitude goes out to them. Thank you for making this world a better place!

Volunteer Hall of Fame:

20+ years of
Service:

Dorleen Bakke
Carma Gilligan
Sharon Hinshaw
Sandy Hornstein
Linda Jensen
Norman Moeller
Barbara Ross
Bob Schurr
Janie Shadow
Kathi Wood



8,000+ Hours of
Service:

Rocky Allen
Cindy Armstrong
Alexandra Chinikailo
Yakov Chinikailo
JoAnn Collins
Sandra Fisher
Ann Groth
Patricia Pfau
Jonna Rhein
Chuck Vang
Pearl Hawkins
Neil Weare

Office Remodel Complete at Missoula Aging Services

BETTER PREPARED TO SERVE YOU



The next time you visit MAS, things might look a little different. Our newly renovated space features automatic doors with an accessible entrance providing protection from the elements in all types of weather.

You'll be welcomed at the front desk in our freshly painted reception area. Make your way to the waiting area, and you'll find the Resource Library provides top quality books on subjects like caregiving, mental health, end of life and memory care resources. We also have gun locks and medication disposal bags available for no charge upon request. Information on local resources is always available at MAS. Stop in and say hello weekdays between 8 am-5 pm!

New Group for those Living with Memory Loss



Memory Loss Conversations is an informal, social group for those adjusting to memory loss. This group provides a safe space to share support and encouragement, discuss similar experiences, and explore positive ways of living with memory loss. The group, facilitated by Patti Holkup of Dementia Friendly Missoula, is offered Thursdays from 10 to 11 am. Choose to participate virtually via Zoom, or by phone, at no cost to you!

Find comfort and inspiration by hearing from other participants attending the Memory Loss Conversations group. Enjoy sharing and learning from each other's experiences in an accepting, warm, and welcoming space. Some topics have included exploring hopes and fears, identifying personal strengths, and sharing practical coping strategies.

Memory loss may feel overwhelming, but with comradery and encouragement found in connecting with others sharing similar experiences, you can continue living a happy, productive life, while still creating opportunities to embrace beauty, happiness, and

kindness with your loved ones. If you, or someone you care about, is experiencing memory loss and wishes to participate or learn more, call Missoula Aging Services at (406) 728-7682.

Staff News at MAS

March brought change and new beginnings at Missoula Aging Services as the community thanked former CEO, Susan Kohler, for her nearly 39 years of dedicated service to the Agency, and welcomed new CEO, Lisa Sheppard, to the organization. We couldn't have asked for a more seamless experience as the transition was made; thanks to both incredible leaders and their collective passion for promoting the independence, dignity and health of older adults and those who care for them.

LISA YORK Missoula Aging Services would like to congratulate Lisa on her recent promotion to Accountant. She was previously the Accounting Clerk at MAS. Lisa joined the Agency's Finance team in 2021 and has provided exemplary work since the beginning. We so appreciate and value Lisa's dedication and commitment to the team!

MARY BETH EDENS Missoula Aging Services welcomed Mary Beth as Senior Accountant in April. She brings the Agency over 31 years of experience in the fields of bookkeeping and accounting. Mary Beth is a native Montanan, a proud enrolled member of the Little Shell Tribe, and descendant of the Blackfeet Tribe. She has a lifelong passion for community involvement and service and is excited to be a part of MAS to continue serving the community she loves.

JAMIE RYAN LOCKMAN joined Missoula Aging Services as the Grant Writer in February. She has a BS in Business Administration and an MA in Anthropology from the University of Montana. She has extensive grant writing and management experience with federal, state, local, and private grant makers. Jamie has served on several boards and worked in settings ranging from academic, nonprofit, and business.

KRISTIN MASON was welcomed to Missoula Aging Services in April as a Resource Specialist serving older adults in the Seeley Lake area. She staffs the satellite MAS office and offers information and assistance, referrals to services, and consultation about Medicare and Medicaid. Kristin attended North Idaho College in Coeur d'Alene, Idaho, and Spokane Falls Community College where she earned her CNA certificate and worked towards a degree in Social Services. Kristin has a background in home health and caregiving in long-term care environments and is thrilled to be able to provide our services to the Seeley community.



Looking for a rewarding place to work? Know someone passionate about making a difference in the lives of others? It's easy to apply online!

We're hiring:

**Human Resources Coordinator
Personal Care Assistants (PCA)
Housekeeping Assistants
Client Support Specialist**

MISSOULAAGINGSERVICES.ORG

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WE'RE PROUD *of* OUR YEARS

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MAS Events

VIRTUAL NEW TO MEDICARE WORKSHOP

Thursday, June 16 from 6-7:30 pm

Tuesday, July 19 from 12-1:30 pm

Thursday, August 18 from 6-7:30 pm

Participate online using Zoom. \$20 or 2 for \$35.

No cost and reduced cost tickets available.

Register online: <https://medicaremas.eventbrite.com>

AGING MASTERY PROGRAM® (11-WEEK SESSION)

Mondays beginning September 19 from 10 am-12 pm

Attend online via Zoom and in person at the Missoula

Public Library. No cost for Montana residents.

Register online: <https://agingmasterymas.eventbrite.com>

VIRTUAL CAREGIVER SUPPORT GROUPS

Second Monday of each Month from 4-5 pm

Participate online using Zoom. No cost.

Register online: <https://bit.ly/3a9wn9x>

Third Tuesday of each Month from 1-2 pm

Participate online using Zoom. No cost.

Register online: <https://bit.ly/2YkyVPU>

VIRTUAL POWERFUL TOOLS FOR CAREGIVERS®

Six Tuesdays beginning October 4 from 1-3 pm

Attend online via Zoom. No cost for Montana residents.

Register online: <https://powerfultoolsmas.eventbrite>

VIRTUAL SUPPORT GROUP FOR RELATIVES RAISING CHILDREN (MT KINSHIP NAVIGATOR)

Third Wednesday of each month from 12:30-1:30 pm

Participate online using Zoom. No cost.

Register online: <https://bit.ly/3fb2EjU>

VIRTUAL MEMORY LOSS CONVERSATIONS

Thursdays at 10 am. New attendees welcome!

Participate online using Zoom. No cost.

Register online: <https://bit.ly/3ITnAsY>

VIRTUAL BE RED CROSS READY CLASS

June 15 from 10-11am

Join online: bit.ly/3E7qbxq

MARK YOUR CALENDARS:

June 7: [Missoula County Election](#)

Remember to Vote!

June 11: [Wear It Again Jewelry Sale](#)

8-3:30 pm, 217 Tremont Street

Call (406) 728-7682 to register for classes by phone.

View a full list of events at missoulaagingservices.org