

Dear Friends,

Together we have continued to navigate turbulent times as a community over the past year. In the face of ups and downs in the fight against COVID-19, your compassion and generosity has mattered immensely for thousands of local older adults and caregivers.

Your strong support in the first months of the pandemic gave Missoula Aging Services the resources to respond quickly to urgent needs in the community, including a significant increase in the need for Meals on Wheels. Since then, as the response to the pandemic has become a marathon, your ongoing generosity has provided stability and comfort in uncertain times.

Thank you sincerely for your partnership. Because of you:

- 136,257 Meals on Wheels were provided to help older adults continue living safely at home
- The Resource Center transitioned all visits to virtual (phone and telehealth) and provided one-on-one support to 3,406 community members
- Missoula Aging Services launched Memory Care Support Services to provide expanded support for older adults living with dementia
- The office entrance, reception area and Resource Center are being remodeled for improved accessibility for all visitors

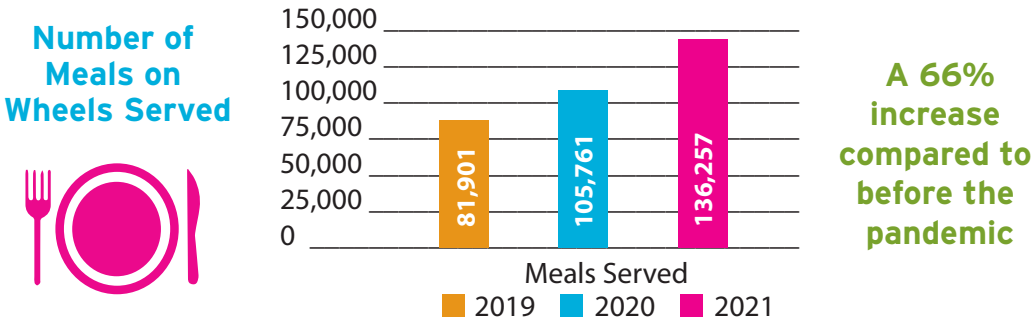
Because of your steadfast support, Missoula Aging Services has been able to provide consistent help for your older neighbors when it has been most needed. At the same time, you have also provided a foundation for the future that will empower recovery efforts in the upcoming year and moving forward.

Though we continue to navigate uncertain times, we take strength from your perseverance and compassion, and look forward to sharing the continued impact of your support. Thank you.

Warm regards,

Susan Kohler
Susan Kohler
Chief Executive Officer

Roberta J. Smith
Roberta Smith
Board Chair



PROGRAMS

Support provided for:

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

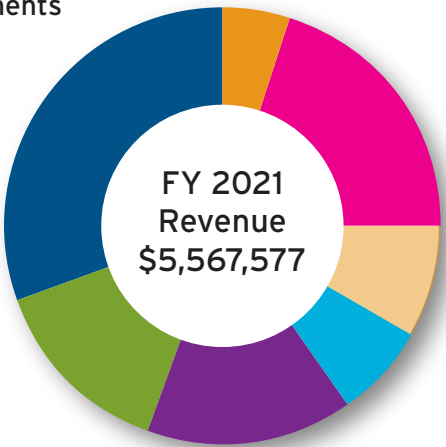
Safety and Advocacy:

Montana Senior Medicare Patrol (SMP), Long-term Care Ombudsman Program, Money Management Services

FISCAL YEAR 2021

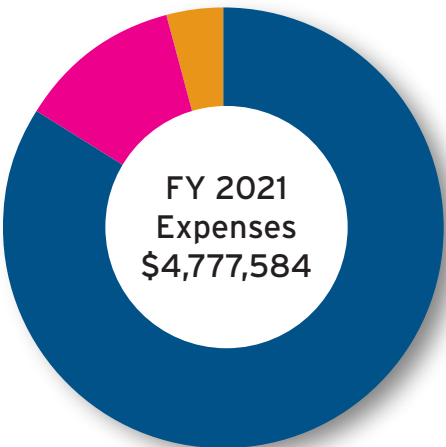
2021 Revenue

- Endowments & Investments
468,552 (8%)
- Fundraising
1,133,595 (20%)
- City
255,955 (5%)
- State
413,301 (7%)
- County
831,897 (15%)
- Program Income
792,333 (14%)
- Federal Revenue
1,671,944 (30%)



2021 Expenses

- Programs & Services
\$3,995,192 (84%)
- Administration & Plant
\$588,912 (12%)
- Fundraising
193,480 (4%)



Missoula Aging Services' complete Audited Financial Report and IRS Form 990 can be found at 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 and the Veterans Administration.

\$749,684 saved on Medicare prescription drug plans, homeowner / renter tax credits and Medicare Savings Plans through virtual Resource Center consultations.

THANK YOU for THE LIVES YOU'VE CHANGED

When Mary and her mother moved to a small town in a rural part of Missoula County, she didn't know that the COVID-19 pandemic would soon make caregiving much harder to manage. At first, she was able to continue caring for her mother in the same way she had for the last seven years. As the months passed, though, she noticed that her mother's condition was getting worse. When her mother suffered a fall, Mary knew she needed more help.



"After talking to other caregivers, I began to see things in a much more positive way"

Mary began searching but was told more than once that resources weren't available in the small town where she and her mother lived. Each day, she felt more isolated.

Then, one day, a search on Google showed that Missoula Aging Services now offered virtual support groups for caregivers. She called and was put in touch with Lois, a friendly voice who let her know that Missoula Aging Services was here to help caregivers get through the pandemic. With the help from Lois, Mary signed up for both the virtual support group and the Powerful Tools for Caregivers (PTC) class.

Through the support group and the PTC class, Mary wasn't alone anymore. She had other caregivers to talk with and the PTC class gave her tools to manage the "day-in, day-out responsibilities" of caregiving. Though caring for her mother during the pandemic was still a challenge, she knew that she could call Missoula Aging Services and find the support to keep her mother healthy and safe, and living at home for as long as possible.



In the last year, 186 people were helped through virtual workshops and classes, and 72 family caregivers received help through virtual support groups.

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Missoula City Council Liaison

Juanita Vero
Missoula County Commissioner

The following board members retired from the board in FY21.
We thank them for their dedication, leadership and service.

Amanda Cahill

Geoff Gilbert

Larry White

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