

Dear Friends,

Thank you for what you've made possible in the past year. As we look beyond the pandemic, we remain humbled and eternally grateful for your generous support.

This year, Missoula Aging Services focused on providing core services, re-imagining our programs to better meet evolving needs, and engaging with community partners around the MAS vision "to empower people to age with confidence and without fear."

We spent time listening to the needs of older adults, through focused conversations and a survey.

What we learned confirmed older adults' strength and optimism. They are proud Missoulians who are essential to the vibrancy and well-being of our community. They report feeling safe and enjoying a good quality of life overall, and they plan to live out their lives here. 80% volunteer their time and talents, adding \$705 million annually to our local economy.

Aging in our community is not without its challenges, however.

- About 1/3 of older adults feel lonely or isolated. They feel like they don't fit in or belong in the community. An even greater number feel that their voice isn't heard.
- Almost 40% are worried about having enough money to meet daily expenses.
- Around 1/3 have some difficulty with daily living; more than half need help with housework and home/yard maintenance.

It has never been more clear that assisting older adults to age at home and stay connected is essential to their health and well-being and also to the success of our community.

Although MAS works daily to improve the lives of older adults and those who care for them, we know solutions ultimately lie with the community as a whole. MAS is actively engaging with stakeholders and partners to focus on aging in a sustained and coordinated way in the coming year and beyond. It will take all of us working together to ensure all Missoulians can age well with dignity. We know we can lead the change with dedicated supporters like you.

Warm regards,

Lisa Sheppard

Lisa Sheppard
Chief Executive Officer

Kristin Page-Nei

Kristin Page-Nei
Board Chair

"I cannot say enough good things. Everyone is very knowledgeable, compassionate, and truly invested in doing the right thing. From the Ombudsman to the dementia services to the very helpful people who answer the phone. I honestly don't know what my father and I would have done without them."

- Caregiver



MAS

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



Missoula Aging Services served over 7,000 people in FY23.



772 homebound adults received over 125,000 meals and check-ins from 122 volunteer Meals on Wheels drivers. MAS Community Lunches served over 34,500 meals to 793 people throughout Missoula County.



The Resource Center served 5,055 clients, providing unbiased Medicare and Medicaid information and customized, expert assistance.



The MAS Call Center answered more than 28,500 calls, connecting people to services and providing information.

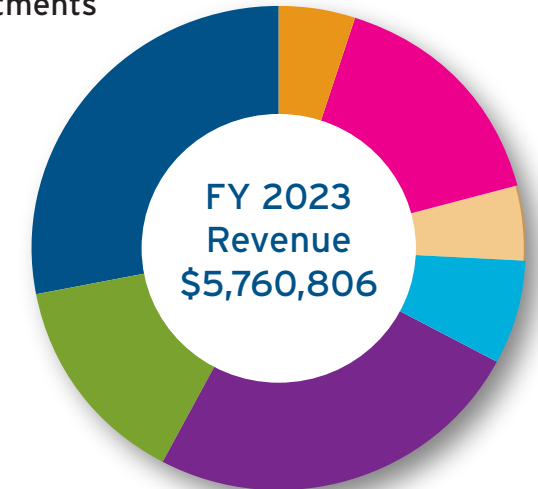


68 individuals living with memory loss and 60 caregivers received support from MAS Memory Care Support Services.

FISCAL YEAR 2023

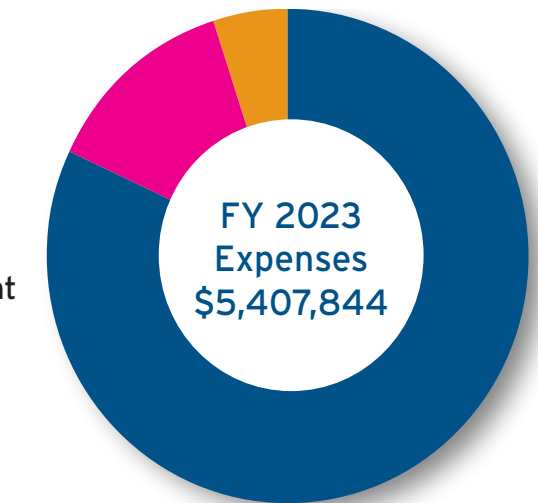
2023 Revenue

- Endowments & Investments \$282,983 (5%)
- Fundraising \$946,433 (16%)
- City \$291,665 (5%)
- State \$423,166 (7%)
- County \$1,440,213 (25%)
- Program Income \$783,810 (14%)
- Federal Revenue \$1,592,536 (28%)



2023 Expenses

- Programs & Services \$4,409,356 (82%)
- Administration & Plant \$718,393 (13%)
- Fundraising \$280,095 (5%)



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, Montana Public Department of Health and Human Services, Missoula County, City of Missoula and the Veterans Administration.

"Had it not been for Missoula Aging Services and all of their amazing staff and coordination, my father may have simply disappeared or passed away alone, unnoticed. I cannot express my gratitude enough for the existence of this organization and for their exceptional staff."

- MAS Client Family Member

THANK YOU for THE LIVES YOU'VE CHANGED

Caregiving for a loved one with dementia can be complicated and overwhelming. Missoula Aging Services works to provide resources for local caregivers like Carol, so they don't have to face these challenges alone. After Carol's husband Philip was diagnosed with dementia, she was able to connect with one-on-one support from MAS, which made all the difference: “I want to say thank you to everyone who has been there for us during a very difficult, scary, confusing time. The comfort, education, and equipment was so needed and special! To know someone who completely understood was a phone call away was so amazingly wonderful. I have resources and caring people who will help me and Philip to be safe and sound; living in our home as long as we can!”



“After the support, kindness, and education from MAS, I’m still learning and adapting, but now I know I’m not alone.”
-Carol, Caregiver

MAS PROGRAMS:

- Aging in Place:**
Care Management, Home Modifications, Veteran Directed Care, Memory Care Support Services, Payroll Services for Veterans and Caregivers
- Caregiver Support:**
Family Caregiver Support, Caregiver Support Groups, In-Home Support Services & Respite
- Community Engagement & Volunteer Services:**
Caring Companions, Meals on Wheels Volunteers, Volunteer Grandparents, Clean Up Crew
- Information and Assistance:**
Call Center, Medicare & Medicaid Consultations, Resource Center, Educational Classes and Workshops, Lifelong Connections
- Nutrition:**
Meals on Wheels, Community Lunches, Liquid Nutrition (Ensure®)
- Safety and Advocacy:**
Montana Senior Medicare Patrol, Long-term Care Ombudsman Program, Money Management Services

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MISSOULAAGINGSERVICES.ORG

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WE'RE PROUD of ANNUAL REPORT 2023



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