

Promoting Independence, Dignity and Health

Community Engagement

MAS serves as a volunteer hub for Missoula. As COVID restrictions eased, volunteers returned to area schools and participated in more volunteer activities.

MAS Volunteers completed 55,000+ hours of service in the community in FY22. Meals on Wheels volunteer drivers served over 24,000 hours, delivering hot meals with a friendly check-in to homebound individuals.

Safety and Advocacy

Montana Senior Medicare Patrol (SMP) engages trained volunteers to help reduce Medicare and Medicaid waste, fraud and abuse. 11,570 Medicare beneficiaries were educated and assisted across the state by Montana SMP in FY22.

The **Ombudsman Program** protects the rights of people living in assisted living and nursing homes. In FY22, the Ombudsman Program made 3,227 contacts with residents in Missoula County.

Thank You

The work of MAS would not be possible without community support, generous donors, and dedicated volunteers. A heartfelt thank you to everyone who helps move our mission forward.

Missoula Aging Services: 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, Liquid Nutrition (Ensure®), Community Lunches

Expert Assistance and Education:

Call Center, Medicare & Medicaid Consultations, Resource Center, 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 Grandparents, Volunteer 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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MAS

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*We promote the independence,
dignity and health of older adults
and those who care for them.*

Fiscal Year 2022 was a time of transition for Missoula Aging Services (MAS), where we provided services in the “new normal.” This past year saw a CEO transition, a successful mill levy, and mounting issues affecting older adults including record-high inflation, a nationwide caregiver shortage and a housing crisis.

In FY22, MAS dedicated resources to meet emerging needs and provide assistance to older adults where it was most critical, thanks to generous community support.

Support for Aging in Place

Montana ranks 6th in the nation in the number of older adults per capita. Since 2010, the aging population in Missoula County has grown by 40%, four times the rate of overall population growth. Those 75 and older, who are more likely to need assistance to maintain their independence, grew 22%. **MAS programs to support aging in place are more important than ever.**

The **Care Management Program** supports older adults with complex needs. 297 lives were improved by Care Management support in FY22.

In-Home Support Services provide Personal Care Attendants to help older people continue to live at home safely

and allow caregivers a chance for respite. In FY22, MAS provided 4,005 hours of In-Home Support Services to 93 individuals. 91% of MAS clients and caregivers reported this service helps them remain living independently.

MAS faced staffing shortages in this area this year, leading to a client waitlist. In FY23, MAS will utilize resources to evaluate and address the local caregiver shortage.

Marking its first anniversary, **Memory Care Support Services** provided personalized support for 43 individuals living with memory loss and 24 caregivers.

The **Family Caregiver Support Program** helps family care providers. In FY22, 52 assessments were completed, and 17 caregivers received support. MAS offered 30 caregiver support groups. Over 92% of participants shared the groups had a positive impact on their caregiving.

Expert Assistance and Education

The **Call Center** provides information and assistance to callers. In FY22, Call Center staff answered 29,871 calls, providing immediate support to those seeking help and assisted adult children seeking referrals to services.

The **Resource Center** provides information on Medicare, Medicaid, and local resources. Over 3,611 clients were served in FY22. These consultations helped people save over \$765,000.

290 people participated in **MAS Educational Workshops and Classes** in FY22, up from 186 in FY21. Courses covered a variety of informational topics related to aging well.

Lifelong Connections provides adults 65+ with technology and training to access telehealth appointments and connect with community. As of May 2022, the program provided tablets and training for 91 clients and provided training to 28 more older adults who had access to technology.

The new **Money Management** program served a total of 32 clients in FY22, helping older and at-risk adults ensure that essential bills are paid.

Addressing Food Insecurity

Food insecurity remains a significant issue for older adults and people with disabilities. In FY22, **Meals on Wheels** volunteers delivered 125,579 meals to 781 homebound individuals.

96% of clients reported that receiving meals helps them remain independent. The numbers of meals served in FY22 was lower than peak FY21 levels. However, MAS is now consistently serving over 50% more people than before the pandemic.

Many **Community Lunch** sites were able to reopen this past year, serving 32,622 meals to 768 clients across Missoula County.

