

Dear Friends,

Fiscal Year 2022 was a year of transition for Missoula Aging Services (MAS); one that included a continuing pandemic, a CEO transition, a successful mill levy ballot initiative, sky-high inflation, and mounting issues faced by older adults.

Through this all, thanks to your generosity and support, Missoula Aging Services has been able to continue to put clients first, keeping the focus on our mission to promote the independence, dignity and health of older adults and those who care for them.

As we establish a “new normal” and navigate the issues of today’s world, we offer a sincere and heartfelt thank you – for your ongoing support and commitment to older adults and their caregivers in our community. The work of MAS would not be possible without your partnership. Because of you:

- 6,246 unique clients received an MAS service.
- 125,579 meals were delivered to homebound older adults by 493 Meals on Wheels volunteer drivers.
- An expansion of the Lifelong Connections program helped an additional 66 older adults use technology to stay connected to loved ones and have access to virtual healthcare.
- Memory Care Support Services continued to grow, providing support for 43 individuals living with memory loss.

In the coming fiscal year, MAS will complete a new four-year strategic plan. This will position the Agency to move into the future, looking at how to best serve the growing and complex needs of our community while also ensuring organizational sustainability.

This is an important time for Missoula Aging Services, and we sincerely thank you for your investment in the Agency and for joining us on this journey. Together, we can positively affect the lives of older adults and caregivers in our community. We look forward to sharing the continued impact of your support. Thank you.

Warm regards,

Lisa Sheppard
Chief Executive Officer

Roberta Smith
Board Chair



The Resource Center served 3,611 clients, helping save \$765,942 on prescription drug plans, homeowner / renter tax credits and Medicare Savings Plans.



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

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, Community Lunches, Liquid Nutrition (Ensure®)

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:

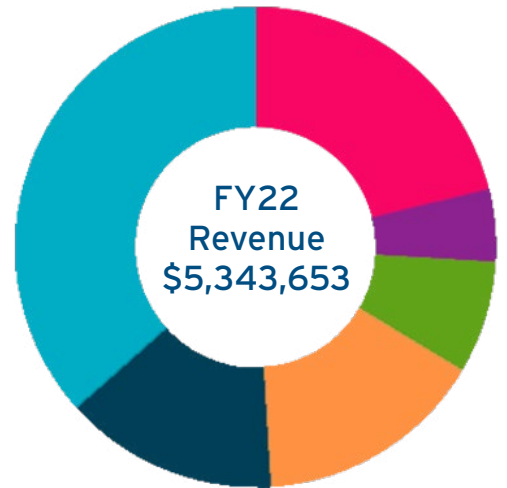
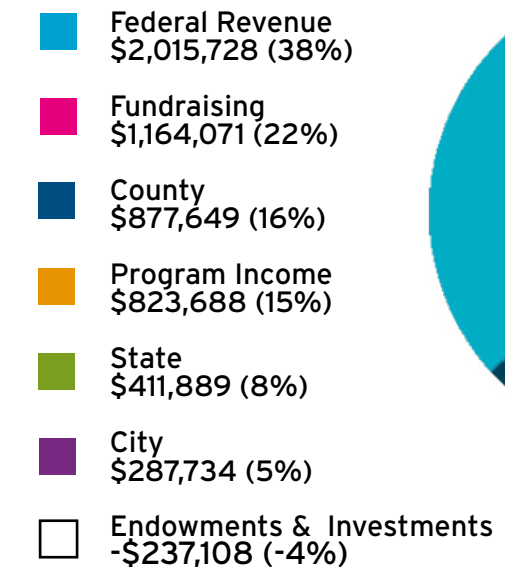
Volunteer Programs: RSVP, Foster Grandparents, Senior Companions, Caring Companions, Friendly Visitors, Meals on Wheels Volunteers

Safety and Advocacy:

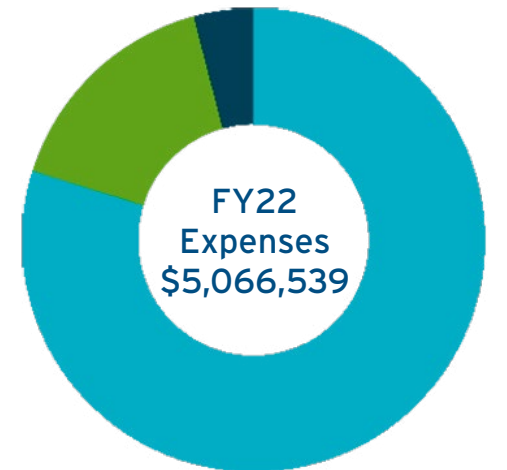
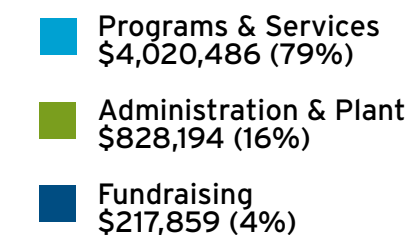
Montana Senior Medicare Patrol (SMP), Long-term Care Ombudsman Program, Money Management Services

FISCAL YEAR 2022

2022 Revenue



2022 Expenses



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



In the last year, 1,251 visits were made by the Ombudsman and Friendly Visitor programs to people in assisted living.

THANK YOU for THE LIVES YOU'VE CHANGED

Velma Cameron had a zest for life. She was a wonderful woman with a great sense of humor. She truly cared about others. Velma had many careers over the course of her life, serving as a medical social worker, a costumer, a harpist and vocalist, an artist, and an ordained minister.

Velma's journey with MAS began in 1995 at age 62, when she came to the Resource Center for assistance applying for the Montana Elderly Homeowner/Renter Credit. When Velma was 81, she began receiving Homemaking Services which provided a Personal Care Attendant to assist with cleaning. In 2021, at age 89, she moved into Senior Housing and continued to enjoy independent living.



"I was so grateful that my mother could remain in the comfort of her own home."

Later, Velma experienced a fall that resulted in a Traumatic Brain Injury. Lenna, the In-Home Support Services Supervisor for MAS, met with Velma and identified several things that would help Velma remain in her home. Lenna referred her to the Care Management team to assist with the memory issues she was experiencing as a result of her fall.

In May of 2022, Velma became ill and was hospitalized. Once she was better, her daughter came to move Velma home. MAS delivered Respite Services to support Velma's daughter as she cared for her mother. Velma and her daughter both expressed gratitude for MAS, telling Lenna they thought of the MAS staff as "heroes" and that Velma was able to stay in the comfort of her home because of the Agency's support.

At Missoula Aging Services, our goal is to provide resources and services to clients to make remaining at home not only a wish, but a reality. The care Velma received from Missoula Aging Services allowed her to stay in the familiar comforts of her home until the very end. Velma Cameron passed away July 4th, 2022, right where she wanted to be, in her home, with family by her side.

MISSOULA aging SERVICES

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WE'RE PROUD of ANNUAL REPORT 2022 S



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