

Promoting Independence, Dignity and Health

Community Engagement

MAS is the local hub for volunteer opportunities. Many places were not able to provide opportunities to volunteer in a socially distant manner. However, MAS staff and volunteers preserved and through AmeriCorps Seniors and other opportunities **218 volunteers were able to provide 58,447 hours of service to the community.**

- **Senior Companions** assist older adults and people with disabilities with daily tasks such as grocery shopping, transportation and socialization for isolated individuals.
- **Foster Grandparent** volunteers provide special care and academic guidance to at-risk children in 17 Missoula County schools and pre-schools.
- **RSVP volunteers** use their wisdom to help address critical needs in the community.

Safety and Advocacy

Montana Senior Medicare Patrol (SMP)

engages trained volunteers to help reduce Medicare and Medicaid waste, fraud and abuse. After March 15, 2020 services were delivered via video and on-line. 6,956 Medicare beneficiaries were educated and assisted across the state by Montana SMP in Fiscal Year 2021.

The **Ombudsman Program** protects the rights of people living in assisted living and nursing homes. 1,180 virtual visits were made to residents in nursing homes and assisted living facilities.

Missoula Aging Services: Here for you.

Caregiver support

Family Caregiver Support assists caregivers providing unpaid in-home or distance care to older adults. MAS provides access to local services and connects long-distance caregivers to services in communities across the country.

During the pandemic, the monthly support groups offered by MAS were held virtually. In FY2021 the number of caregivers in support groups increased to 72, from 43 the year before.

26 caregivers completed the evidence-based program **Powerful Tools for Caregivers** in FY2021. 88% of the participants reported they are more positive about their role as caregiver.

In-home Support

MAS offers homemaking, personal care, and respite services. 109 clients were served in FY2021 compared to 81 clients in FY2020, 93% of clients report the services are important to them in remaining independent.

During the pandemic MAS developed new programs to provide additional support for caregivers including Memory Care Support Services and Family Caregiver Support, which is designed to work with caregivers to create caregiver centered care plans using an evidence-based tool, TCARE®.

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fast facts

FY2021

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Providing Services throughout the Pandemic

Fiscal Year 2021 was unlike any other. *It may forever be remembered as the first year of providing services during a pandemic. Our beneficiaries, supporters and organization were all profoundly impacted during this time. Some programs expanded to meet greater needs, new programs developed to meet new needs, some programs changed dramatically, as Missoula Aging Services (MAS) closed its doors to the public for everyone's safety. Staff worked off-site to safely plan and continued to provide essential services to older adults in innovative ways, while following shelter-in-place orders.*

Offering Support to Age-in-Place

3 out of 4 older adults want to stay in their homes and in their community.

During the pandemic we learned that staying at home is often the safest place. MAS has the following supports available.

The **Care Management Program** staff identify needs to address the social determinants of health and develop individual care plans for older adults with complex needs, including those transitioning from the hospital or a nursing facility back home.

Staff worked with a total of 421 clients this year compared to 290 clients last year, and 90% of them report that Missoula Aging Services Care Management helps them remain living independently in their home.

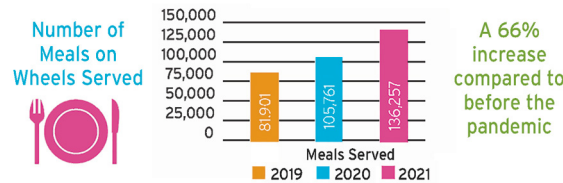


MAS provides services for qualified veterans through the **Veteran Directed Care** program. The program allows veterans to hire and train staff, so they can remain healthy and safe at home and direct their own care.

406 Financial Services processed \$4,866,461 in payroll to 487 caregivers serving 250 area veterans. In addition, MAS provided care coordination for 105 veterans in Missoula and Ravalli Counties.

MAS works in partnership with the city bus system to support paratransit and no cost services. In FY2021 30,466 rides were provided to older adults and people with disabilities.

Addressing Food Insecurity



Meals on Wheels serves housebound older adults and people with disabilities throughout Missoula County. Food insecurity is a significant issue for older adults and people with disabilities, especially during a pandemic.

Many community lunch programs in Missoula County transitioned to “grab and go” lunches, while others closed for the year. A total of 176,880 home delivered meals were provided in FY2021, compared to 125,698 in FY2020.

Providing Information, Referrals and Education

The **Resource Center** and **Call Center** provide unbiased referrals and information for older adults and their caregivers.

In FY2021 the Call Center answered over 24,000 phone calls, and the Resource Center served 3,406 clients. \$749,684 was saved on Medicare prescription drug plans, homeowner/renter tax credits and Medicare Savings Plans.

MAS offers educational opportunities and evidence-based training programs. These programs transitioned from face-to-face to virtual, and MAS added a new program called the Aging Mastery Program® (AMP).

During Fiscal Year 2021:

- 186 people participated in MAS virtual workshops and classes, compared to 367 in FY2020.
- 97% of the AMP participants reported that AMP improved their quality of their life.

New Services

Memory Care Support Services provides patient-centered care for people living with memory issues, and their care partners, in both Missoula and Ravalli counties.

Money Management provides representative payee and money management services to assist people with bill paying and other financial needs.

Lifelong Connections enlists volunteers to provide older adults the technology and training they need to access telehealth appointments and connect with community.