

Dear Friends,

Together we have traveled through some of the most challenging times imaginable in the past year, as older adults were disproportionately affected by COVID-19. Missoula Aging Services (MAS) continues to be in a unique position to provide critical services, supports and social connectivity for those most at risk. **By standing in the gap beside your older neighbors, you made significant impacts possible** in thousands of lives. **Looking back, we are truly humbled by your willingness to share** what you have, even in the midst of uncertainty and despite your personal challenges. **Thank you.**

As we were all profoundly affected during the final 4 months of the fiscal year, most MAS programs expanded or changed dramatically to meet new needs. MAS closed its doors to the public for everyone’s safety and staff moved off site to plan innovative ways to safely provide essential services. This Annual Report to you is reflective of highlights that you made possible. **Because of you:**

Thousands of client interactions were possible in fiscal year 2020, including those served through new virtual connections, telephone reassurance calls, and the statewide Senior Medicare Patrol program.

\$708,633 was saved on Medicare prescription drug plans, Homeowner/ Renter tax credits and Medicare Savings Plans.

131,881 Meals on Wheels were provided (including an innovative drive-thru option and Ensure®)

You make our Mission to promote the independence, dignity and health of older adults and their caregivers possible. **We deeply value our relationship with you and admire your compassion for others. Thank you** for your strong support!


Warm regards,

Susan Kohler
Susan Kohler
Chief Executive Officer

Roberta J. Smith
Roberta Smith
Acting Board Chair



131,881
Meals Provided
Meals on Wheels, Ensure®,
Community Lunches



1,453
in-person and virtual
visits by Ombudsmen



MISSION

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

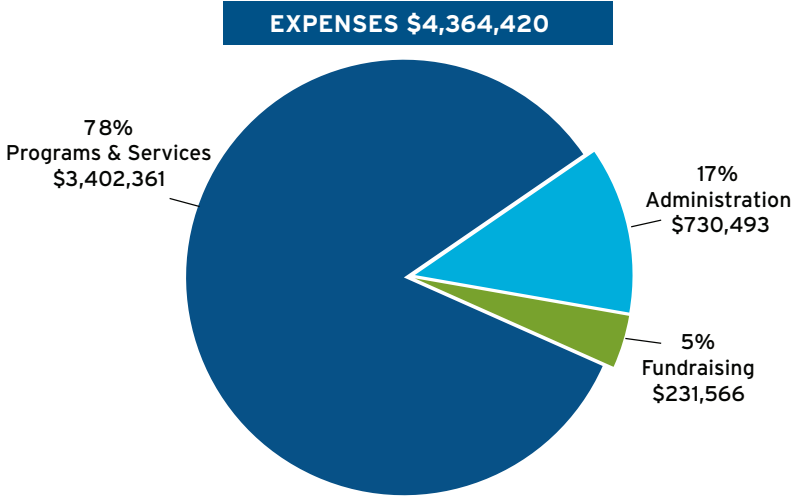
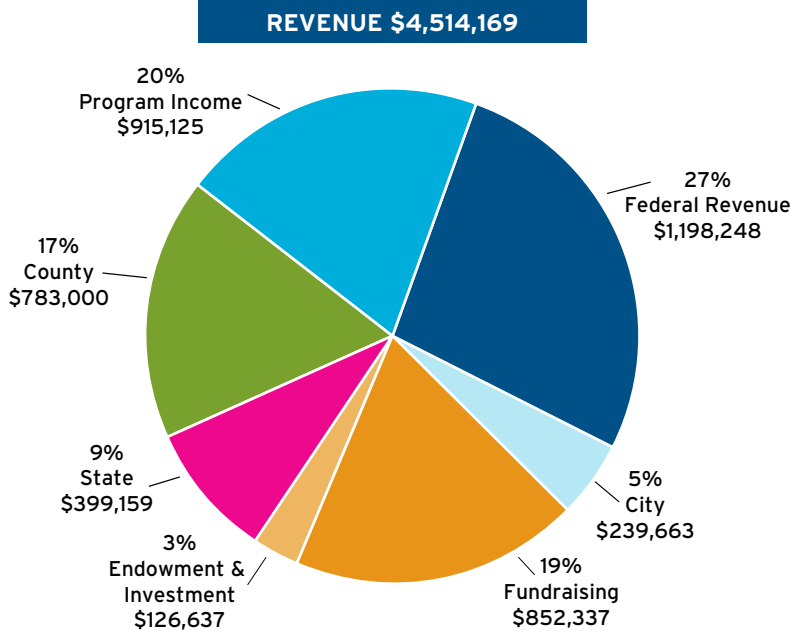
PROGRAMS

- Community Services**

 - Medicare & Medicaid Consultations
 - Referrals, Assistance & Onsite Library
 - Transportation Options
 - Educational Opportunities & Classes
 - Elder Justice Program
 - Long-term Care Ombudsman Program
 - Aging Mastery Program
 - Montana Senior Medicare Patrol (SMP)
 - Volunteer Programs: RSVP, Foster Grandparents, Senior Companions, Caring Companions, Friendly Visitors
- In-Home Services**

 - Care Management
 - Family Caregiver Support
 - In-Home Support Services
 - Respite, Homemaking & Personal Care
 - Veteran Directed Care
 - Farmers’ Market Coupon Program
 - Liquid Nutrition (Ensure®)
 - Meals on Wheels
 - Community Lunch Program: Missoula, Seeley Lake, Bonner, Lolo, Condon

FISCAL YEAR 2020



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.



\$708,633 saved on Medicare prescription drug plans, homeowner / renter tax credits and Medicare Savings Plans, through staff and volunteer consultations.

THANK YOU for THE LIVES YOU’VE CHANGED

I don't often feel comfortable leaving the house. My wife, Sylvia, has Alzheimer's and is constantly seeking an exit. It is not safe for her to go out alone. My situation can be very isolating, not only socially, but in how it limits my ability to connect with resources. The COVID-19 pandemic has amplified and compounded everything.



ROBERT
"You are not alone."

But then there was a silver lining thanks to Missoula Aging Services. I had never been able to attend one of the organization's monthly Caregiver Support Groups before. I was too concerned about leaving my wife alone. However, during the pandemic MAS started hosting their classes and groups virtually through Zoom. This allowed me to attend for the very first time. I made sure that the house's exits were secure, then set my wife's smartphone beacon on to alert myself and our son if she managed to slip out. With my own phone in hand I sat in my car with the AC running, watching the front door, and called in to the MAS Caregiver Support Group. Not only did I feel less overwhelmed, but I think I was able to help another caregiver. He's a young man who's looking after his father. During our call, he started to cry from worry over his father. I know how he feels so I gently reassured him, "You are not alone." In a time where we need to socially distance, being able to connect to other caregivers is a blessing. I'm grateful for everyone who makes that possible.

*Names changed and photo changed to protect client privacy



Online classes, support groups and assurance calls provided throughout the COVID-19 pandemic

Statements of Revenues,
Expenses and Changes in Fund Net Position
6/30/2020

| | |
|-----------------------------------|--------------|
| Total Support & Revenue | \$ 4,514,169 |
| Expenses | |
| Program Expenses | \$ 3,402,361 |
| Administration & General Expenses | \$ 730,493 |
| Fundraising Expenses | \$ 231,566 |
| Total Expenses | \$ 4,364,420 |
| Total Assets | \$ 5,946,237 |
| Total Liabilities | \$ 603,804 |
| Net Asset Balance | \$ 5,342,433 |

Board of Directors

- Larry Riley, Chair
Roberta Smith, Vice Chair
Kristin Page-Nei, Treasurer
Gayle Hudgins, Secretary
Larry White, Past Chair
Amanda Cahill
Chris Flohr
Geoff Gilbert
- Debbie Lawton
Jolynn McDermott
James McKay
Kimberly McKelvey
John Contos
Missoula City Council Liaison
Juanita Vero
Missoula County Commissioner

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WE'RE PROUD of OUR YEARS ANNUAL REPORT 2020