



MAS

MISSOULA
aging
SERVICES

Our Mission

Missoula Aging Services promotes the independence, dignity and health of older adults and those who care for them.



Missoula Aging Services (MAS) is the voice of older adults. We provide programs and services in our communities empowering people to age with confidence and without fear.

To Support Our Mission:

- We are person-centered in working with our clients.
- We respect a person's autonomy within their capacity to remain independent.
- We believe that diversified funding creates a healthy and sustainable organization.
- We recognize the value of services we provide to aging adults, to veterans and to people with disabilities.
- We determine what and when services should be fee for service based on established criteria.
- We listen first. We believe that hearing from the people guides our direction.
- We are inclusive and non-partisan, listening to the minority and the majority.
- We are respectful in our communication and our behaviors - individually and collectively.
- We recognize that lack of awareness can lead to underserved aging adults.
- We believe that collaborative strategies can result in effective and efficient efforts and partnerships.
- We believe that volunteering provides a positive experience for the volunteers and those we serve.
- We honor and value our volunteers, respect their wisdom, experience and engagement.
- MAS volunteers and clients are excited, enriched and valued through community service opportunities.

2020 - 2022 Strategic Priorities

Strategic Priority I: *Develop innovative, sustainable services that reflect and support the mission and vision.*

Strategic Priority II: *Assure financial stability through diversified sustainable funding.*

Strategic Priority III: *Serve as the voice of older adults, adults with disabilities, and those who serve them by advocating, collaborating, and communicating in support of their needs.*

Strategic Priority IV: *Develop and leverage volunteers to meet the needs of an aging population.*

Our Programs & Services

1. Nutrition Services

The **Meals on Wheels Program** improves the health of homebound people by providing them a hot meal delivered to their homes in Missoula County. Menus are prepared by a licensed dietician and provide one-third of the USDA minimum daily requirements for nutrition. Special diets are often accommodated. Meals are delivered by volunteer drivers who are trained to provide a daily safety check five days a week. Delivery is available in Missoula, Condon, Seeley Lake, Clinton, Frenchtown and Lolo.



Liquid Nutritional Supplements increase caloric intake, providing protein, minerals and vitamins for people with compromised health. With a doctor's prescription, Missoula Aging Services makes the liquid supplement product Ensure® available at a reduced cost to residents of Missoula County.

Farmers Market Coupon Program provides fresh locally grown produce to older adults at Missoula's farmers' markets from June until October. The coupon program helps to sustain local farmers while adding nutrient rich fresh fruits and vegetables to the diets of older adults in Missoula County.

Community Lunch Program enriches the social relationships of adults by providing a meal in a group setting at the Missoula Senior Center. In addition, Missoula Aging Services hosts roaming Community Lunches twice monthly in Missoula at various locations. Participants enjoy a variety of dishes plus educational presentations on topics of interest.

Rural Nutrition at local Senior Centers strengthen their communities by providing Community Lunches regularly in Bonner, Condon, Seeley Lake, Frenchtown and Lolo.

2. Home Care Services

Personal Care Attendants (PCAs) improve lives by creating a safe and healthful environment in a person's home. Professional PCAs assist with important daily activities such as light housework, preparing meals and scheduling or providing transportation.

Respite Care is rest and relief for caregivers who are charged with the well-being of their loved ones. Respite Care supports caregivers so that they may continue to provide care at home rather than in an institution. The Respite Care Program is a holistic program that also provides support, advocacy, education and resources to family caregivers. Services can include shopping for personal items, medication reminders and socialization such as reading, taking walks or writing a letter.



Care Transitions Program (CTP) is an education and empowerment system that provides tools to manage health care at home after patients are discharged from hospitals. Skilled Care Coaches work with adults to improve the quality of their convalescence at home. Studies show that this service helps to avoid unnecessary hospital readmissions, emergency room visits and avoidable nursing home stays. The CTP is a private-pay partnership. The Care Coaches focus on empowering and educating the patient by having them review their medications during the home visit, organizing and reviewing their medical information, making sure they confirm their follow-up medical appointments and connecting them to community resources.

Family Caregiver Support empowers and supports caregivers to take care of themselves so they can continue to provide care at home. Support groups are offered regularly for caregivers, in addition to educational classes taught by certified instructors. Powerful Tools for Caregivers® is an educational program comprised of six consecutive classes for family caregivers who care for an older relative or friend at home. Attendees learn how to better manage stress, communicate more effectively with family members and health care providers, while taking care of themselves.

Veteran Directed Care is a partnership between the Veterans Administration (VA), Missoula Aging Services (MAS) and the veteran. It supports qualified veterans in self-directed home care. With the assistance of professional Care Coordinators, each veteran hires, employs and supervises personal care attendants to help with daily needs that promote independent living in their own home. MAS serves as the fiscal agent for the veteran employer. The VA determines the eligibility of the veteran and qualification is based on the veteran's level of need.



3. Resource Center

Information and Assistance is provided by trained Resource Center Specialists who empower individuals with information on services available and link them to resources through referrals. Comprehensive information about subjects such as senior housing, financial assistance, legal services, home health and caregiving, transportation options, long-term care planning and more, is readily available by phone, email, website or by scheduling a personal consultation. Assistance with renter/homeowner tax credits can help provide refunds for qualifying adults. A wide variety of information is often offered at health fairs in the community and other opportunities that arise throughout the year.

Medicare and Medicaid Counseling by certified specialists provides unbiased information to Medicare Part D (drug plan) beneficiaries during the annual Open Enrollment Period. Specialists help compare available plans, so beneficiaries can choose the most cost-effective option best suited to their needs. Monthly classes are offered to provide information to people who are new to Medicare, and to discuss enrollment dates and deadlines, costs, eligibility requirements and how to use the online Plan Finder tool for Medicare Part D programs.

The Long-term Care Ombudsman Program protects residents' rights, prevents elder abuse and resolves complaints. A local Ombudsman acts as an advocate for all residents living in Missoula County's nursing homes and assisted living facilities. The Ombudsman Program provides information or direct assistance related to the health, safety and rights of residents.

Transportation Options increase independence through mobility. Missoula Aging Services supports equal transportation access for all people in the City of Missoula through "Zero Fare" Mountain Line bus service.

4. Volunteer Programs

MAS Volunteers of every age use their talent, wisdom and experience to help address the critical needs of the community by serving in house at Missoula Aging Services. MAS programs have specific areas where these important volunteers make a difference, such as Meals on Wheels drivers, Respite caregivers, Ombudsman friendly visitors, Development fundraising volunteers, Customer Service administrative volunteers and more!

Senior Companions promote independent living by offering older adults and adults with disabilities special friendships and assistance with daily living. They help with simple chores, provide transportation and add richness to their clients' lives. The program is available to adults 55 and older who are income eligible to receive a tax-free stipend.

Foster Grandparents improve academic achievement for local schoolchildren by providing special one-to-one attention and scholastic guidance to at-risk children of all ages in schools, preschools and daycares in Missoula County. The program is available to adults 55 and older who are income eligible to receive a tax-free stipend.



The **RSVP** volunteer program engages the wisdom and talents of people of all abilities in the enrichment of the community we share, providing volunteer opportunities to serve and remain healthy and active. RSVP volunteers make a positive difference by focusing on tough community issues such as economic, housing and food insecurity and working with at-risk youth, veterans and older adults. A wide variety of meaningful volunteer opportunities include support of the arts, culture and environment.

5. Montana Senior Medicare Patrol (SMP)

The **Statewide Medicare Fraud Prevention Program** helps prevent Medicare fraud, waste and abuse through staff and volunteers who provide education and outreach through presentations and one-on-one counseling. Montana SMP can help research billing questions or assist with understanding and organizing bills. If a billing error is detected, Montana SMP can assist in correcting it, or in the case of potential fraud and abuse, connects clients directly to the appropriate agency for investigation.



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