



*A year of
Help, Hope & Opportunity.
2011 Annual Report*

Dear Friends of Missoula Aging Services,



At Missoula Aging Services, we are here for older adults, adults with disabilities, caregivers, friends, and family. The need to help find solutions for changing health issues and increase support for staying at home continues to grow. Active older adults continue to want opportunities to use their expertise, engage in the community, and meet new friends.

People come through our doors seeking hope, even when they feel there isn't any. I receive calls from older adults in tears, afraid and overwhelmed. Often no family lives nearby, or they are equally overwhelmed. They don't know where to begin. They want to stay at home, but declining health may force them to leave. They worry when they can no longer manage cooking, housecleaning, yard work, or personal needs. They become stressed and isolated caring for a spouse or loved one with Alzheimer's or another debilitating disease. Some feel lonely and without purpose. Others have been victims of

scams. We listen and provide options, education, and supportive services to help them stay at home. When that is no longer possible, we assist in exploring means to ease the transition to a different setting. Thankfully, in most cases, we can help.

I am proud of the staff at Missoula Aging Services. They are caring, knowledgeable, and eager to help create solutions to individual situations. The increase in the number of people who come through our doors needing education and services to stay at home continues to challenge us. We offer services on a sliding scale to serve anyone in need. Generous donors like you support the work we do and help us weather the challenging times.

Thank you for the privilege of serving all who walk through our doors in need of help, hope, and opportunity.

Sincerely,

Susan Kohler, Chief Executive Officer

Our Mission

Missoula Aging Services promotes the independence, dignity and health of older adults and those who care for them through advocacy, education, services and volunteer opportunities.

Our Vision

Missoula Aging Services nurtures and celebrates the aging process while striving to make Missoula and the surrounding area a wonderful place to grow old.

Values

We honor the process of aging by:

- *Serving elders with the greatest need*
- *Providing easy access to services*
- *Developing and promoting opportunities to serve and remain active in community life*
- *Ensuring efficient use of public and private resources*
- *Providing leadership which responds to changing needs*
- *Providing consumer education and advocating for quality education*

Strategic Priorities

- 1** Ensure the agency is able to provide core services for those who need them by developing earned-income options.
- 2** Seek new partnerships to respond to emerging funding and earned-income opportunities that will address key needs identified by the agency.
- 3** Position the agency as the leading community resource on issues related to aging, disability and volunteer services through increased marketing and branding.
- 4** Enhance the agency's expertise in aging and create an organization-wide educational effort that will assist the community in preparing for the needs of its citizens as they age.
- 5** Leverage volunteer human resources to meet the needs of a growing aging population by training and placing volunteers within agencies predominantly serving seniors.
- 6** Enhance the community's access to vital information, assistance, education and advocacy efforts through the use of technology to reach a broader audience more efficiently and effectively.
- 7** Convene a broad state-wide network of partners and stakeholders that operates year-round for the purpose of advocating on state and federal issues impacting agency constituents.

Total People Served: 26,438

Governing Board Members

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Missoula Aging Services is always looking at the big picture while still being concerned about the individual. They are such strong advocates for a healthy community. – Maureen Fleming, Board Chair

Programs & Services Missoula Aging Services is an Aging & Disability Resource Center.

Elder Services

Case Management

- Care Solutions
- Family Caregiver Support & Respite
- Home & Community Based Services
- Homemaker Services

Information & Assistance

- Medicaid & Medicare Counseling
- Ombudsman
- Home Maintenance & Safety
- Support to Senior Transportation

Nutrition Services

- Meals On Wheels
- Liquid Nutritional Supplements
- Senior Diner Club & Rural Congregate Dining
- Senior Farmer's Market Coupons

Montana Senior Medicare Patrol (SMP)

Volunteer Services

- Foster Grandparents
- Senior Companions
- RSVP Volunteer Program & Community Task Force

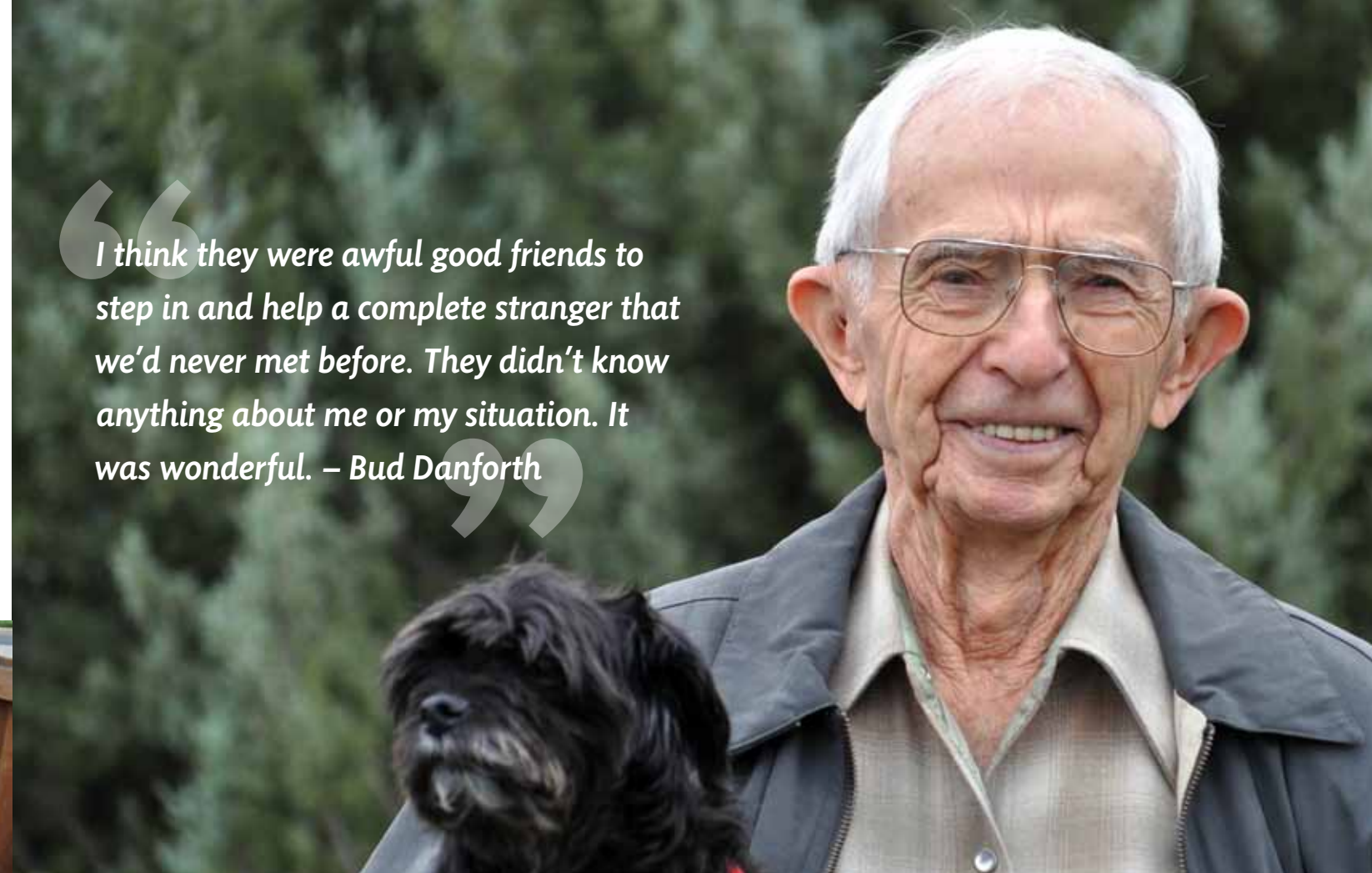
Western Montana Volunteer Center



Staff

- | | | | |
|-----------------|-------------------|-----------------------|-------------------|
| Ann Adler* | Kimberly Fraser | Renee Labrie-Shanks | Eileen Sansom |
| Ann Andre | Tracee Gianchetta | Debbie Lester | Janet Seewald |
| Dorleen Bakke* | Hannah Halden | Tanya Lodahl* | Caroline Squires* |
| Colleen Baldwin | Curtis Hammond | Keri McWilliams | Geraldine Stinger |
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| Vicky Bostick | Rhonda Howell | Casey Nimocks | Marlene Waylett* |
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| Alicia Crandall | Patricia Kendall | Sara Orbe | Marilyn Wolff |
| Andrea Curtis | Colleen Kernan | Susan Pileggi | |
| Mary Dalton | Brandy Kincheloe | Helen Pohlman | |
| Jane English* | Susan Kohler | Theresa Ragsdale | |

* Nonpaid (volunteer) staff



I think they were awful good friends to step in and help a complete stranger that we'd never met before. They didn't know anything about me or my situation. It was wonderful. – Bud Danforth

Bud & Sam

Just outside Bud and Bernice Danforth's garage is a formidable woodpile neatly cut and stacked high against the wall. Bud, who turns 90 in March, sawed it all himself. A former Marine who fought in the Guadalcanal campaign, Bud worked a farm and the nightshift at the sugar factory before getting hired at Montana Mills. He is no stranger to hard work. But when his wife of 63 years, Bernice, was diagnosed with Alzheimer's disease, Bud knew he needed some help.

He got in touch with Missoula Aging Services (MAS), who provided some much-needed respite care as well as matching the couple with a Senior Companion. As Bernice's situation worsened, MAS helped Bud

through the maze of paperwork to qualify for community-based services. With assistance from MAS, Bud and Bernice were also able to make the difficult but important decision to transition Bernice to an assisted living facility for her safety and for Bud's well-being.

Today Bud and the couple's beloved dog, Sam, visit Bernice every other day. When not with Bernice, Bud is busy minding his garden, keeping up his woodpile, or cooking up a delicious meal. Like many older people in our community, Bud just needed a little extra help to make it all work out okay.

Emily & John

John Pilsworth and Emily Porzia aren't big on talking; they're much more about doing. As members of Missoula Aging Services' (MAS) Community Task Force program, they have been instrumental in planning and organizing some of Missoula's biggest community events, including Project Homeless Connect, Missoula Veterans Stand Down, and the disaster drills put on by Missoula County. "You do as you train," says John, who has been in emergency services all his life.

This can-do attitude is what sets John and his fellow volunteers apart. "It's the next step," says John. "It's people who want to really take charge of some of the events where MAS is asked to organize volunteers." The Community Task Force is an innovative volunteer

leadership program that provides training and opportunities for highly skilled volunteers who want to provide a greater service to the community. "What I think is really cool," says Emily, "is that these organizations are now using a shared resource and doing really big things for the community."

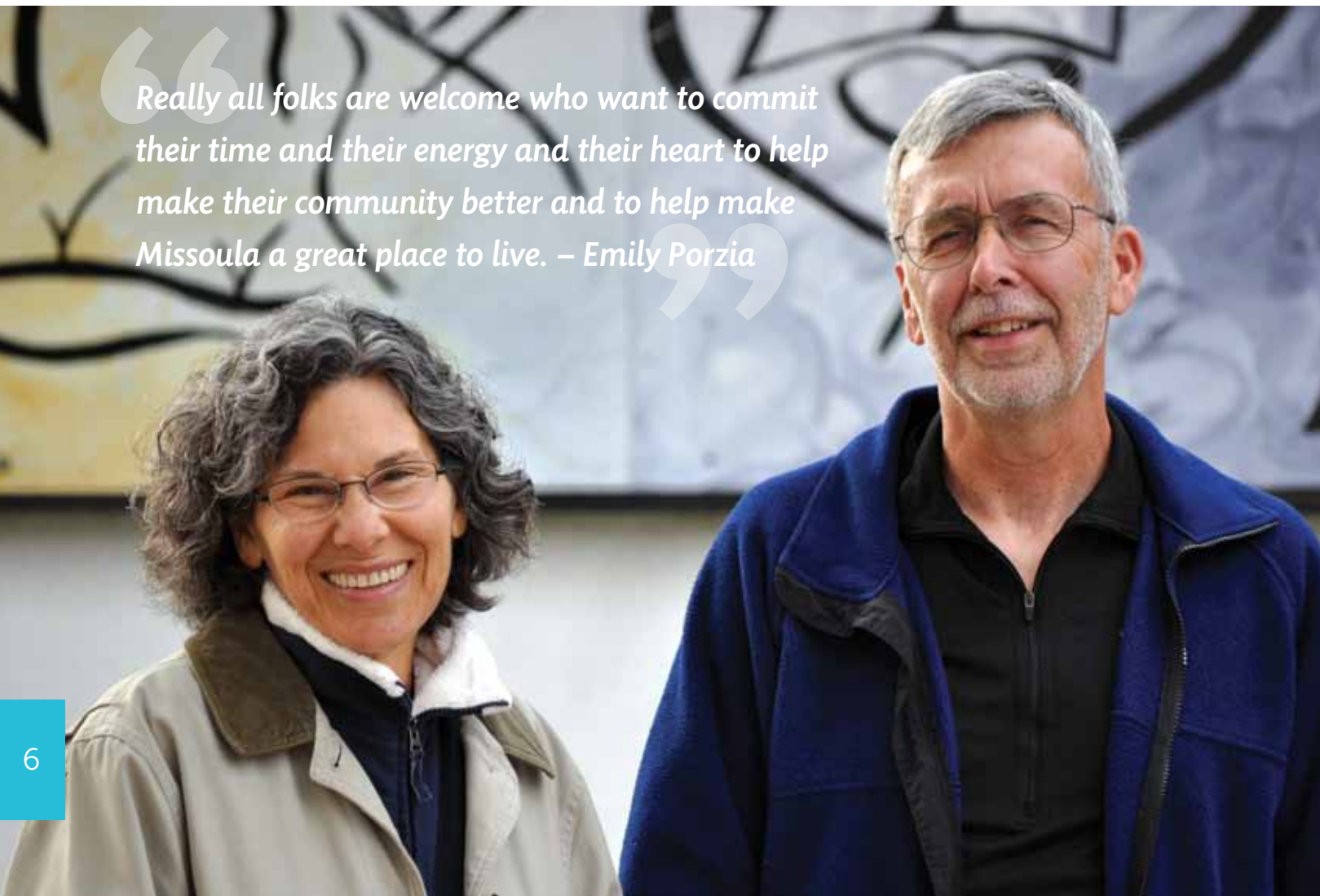
But the "really big" work is not the only opportunity for volunteers at MAS. "Some of us have come out of our work lives pretty beat up and tired," says Emily, "and don't really want too much more responsibility. There's room for that here, too."

"They are good about really finding out what you are good at and what you like," adds John. "There are just so many opportunities to make an impact."

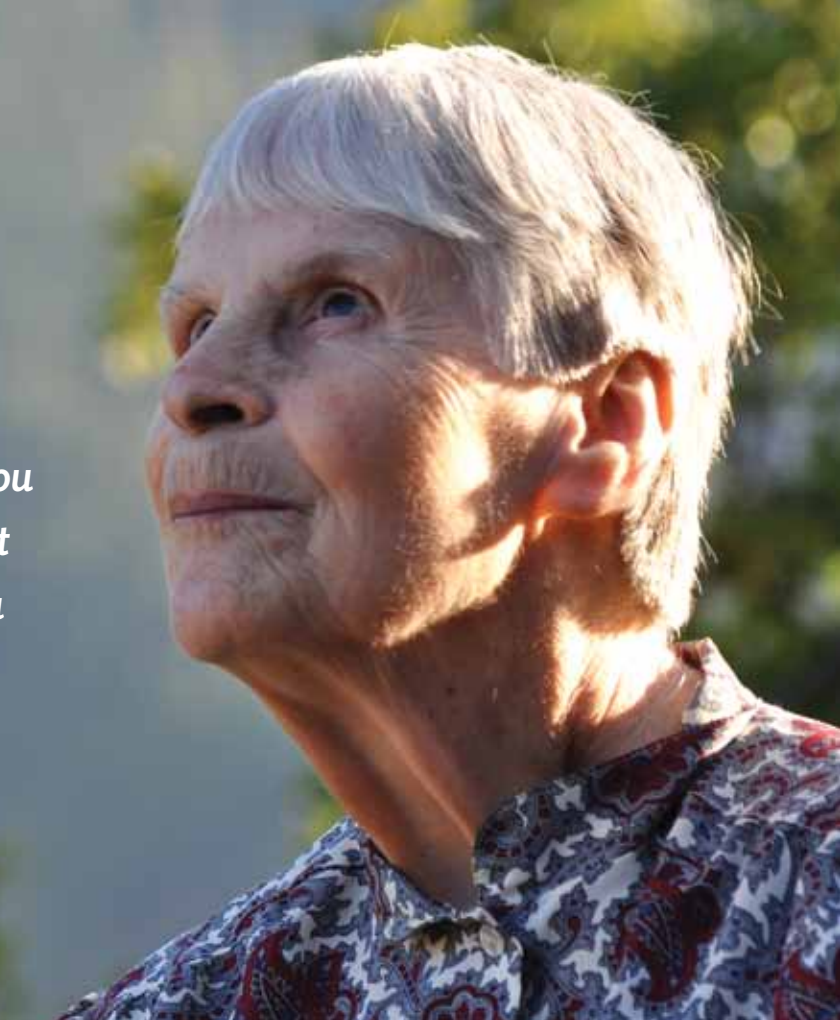
RSVP: 624 volunteers, 73,510 hours

Community Task Force: 311 volunteers assisted 40 nonprofits benefiting 1,192 individuals

Really all folks are welcome who want to commit their time and their energy and their heart to help make their community better and to help make Missoula a great place to live. – Emily Porzia



“They definitely treat you like family. You can just see that they care. As soon as you walk in that door, the people at the front desk have big smiles and they make you feel really good. – Evelyn Pocan”



Evelyn

You can't stop Evelyn Pocan. An avid walker and hiker all her life, she was ecstatic when her husband Johnny surprised her with a move to Montana in 1981. But when Johnny passed away, Evelyn turned her energy towards helping others by volunteering for Missoula Aging Services' (MAS) Foster Grandparent Program. When Evelyn could no longer drive due to a vision impairment, Head Start arranged transportation for her on the school bus. MAS then helped assign John Weig, a Senior Companion, to assist Evelyn. Through it all, she just kept going. "I loved it," she says.

Last year Evelyn discovered she had Parkinson's disease. As the condition progressed, Evelyn moved to an assisted living facility and retired from service as a Foster Grandparent. But Evelyn had been independent and adventurous her entire life, and living at a long-term care facility did not suit her. "I was alone most of the time in that room," she says. Suddenly Evelyn, who had given so much, needed some help herself.



So her family went back to MAS to get help moving her home with her daughter, Sheri, where she receives the services she needs and her family caregivers are reimbursed. There she gets to watch her beloved Packers football games with her son, Greg, and her grandson, AJ; take care of her new cat, Jasper; and still take her red walker out for a spin. "Now we just take it slow," adds Sheri. "We have to get out and get some fresh air and enjoy our time together."

Through several chapters of Evelyn's life, services provided by MAS have helped her—and continue to help her—to stay independent.

Senior Companions: 38 volunteers, 30,158 hours, 202 clients served



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Benefactor \$10,000 and Over

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Olga Berger*
In memory of
Isabella & Ralph Seewald*
Meals On Wheels
Association of America
Quality Supply
St. Patrick Hospital and Health
Sciences Center
United Way of Missoula County

Sustainer \$5,000 to \$9,999

Good Food Store
Missoula Chamber of Commerce
Missoula County Public Schools
Southgate Mall

Patron \$2,500 to \$4,999

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& Tammy Dauterive
KECI-TV
KPAX-TV
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Maureen Fleming & Ray Murray
NorthWestern Energy
Rotary Club of Missoula
Sentinel Kiwanis Club
Summit Independent Living Center
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Tom & Sharon Walsh

Platinum \$1,000 to \$2,499

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Susan Caton
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Robert Chessin
Janet Chilcote

*Deceased

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Aaron Brock
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Daria Brown
Claudia Brown
John Brown
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Karen Brown Carter
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Greg & Sue Brownlow-Schmautz
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Cold Stone Creamery
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Susan Dennison
Becky Devos
James Dew
Ernest & Carolyn Dewey
Virginia DeWitt
Winnie & Bill Dicus
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Dillard's Dept Store
Michael & Tonya Dillon
Walter Dinges
Ed & Margaret Dinges
Nancy Dodd
Joan Dodge
Jim & Sharon Dolan
Susan Doll
Denise Donahue
Pearl Donovan
Lee & Georgette Dosch
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Patience & Charles Duvall
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Everett & Rose Edens
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Jolene Ellerton
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Frankie Feinstein
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Brad Miller
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Robert Olson
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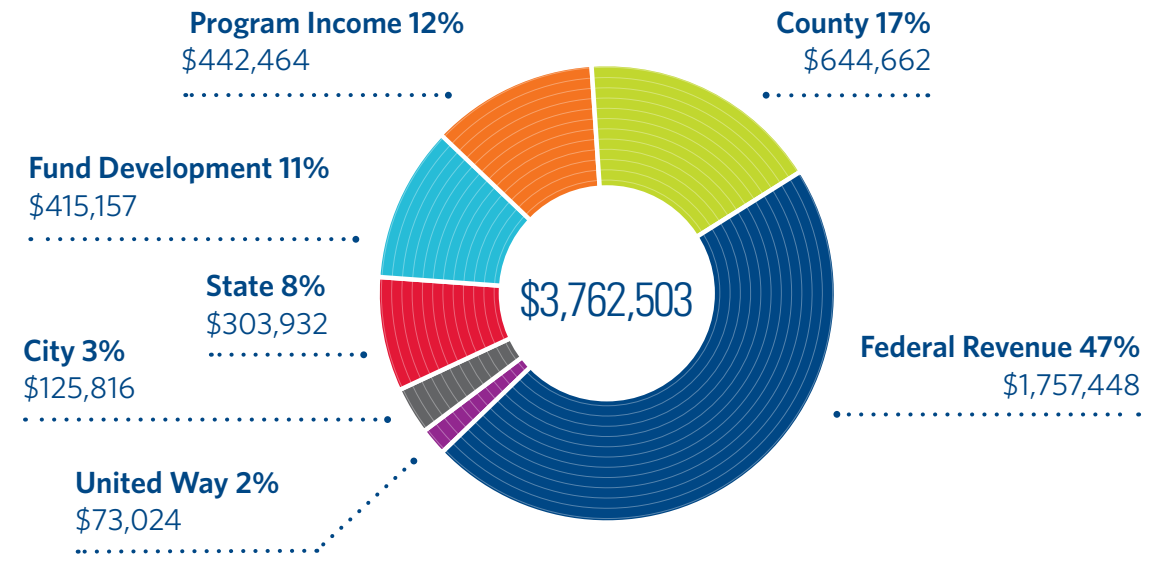
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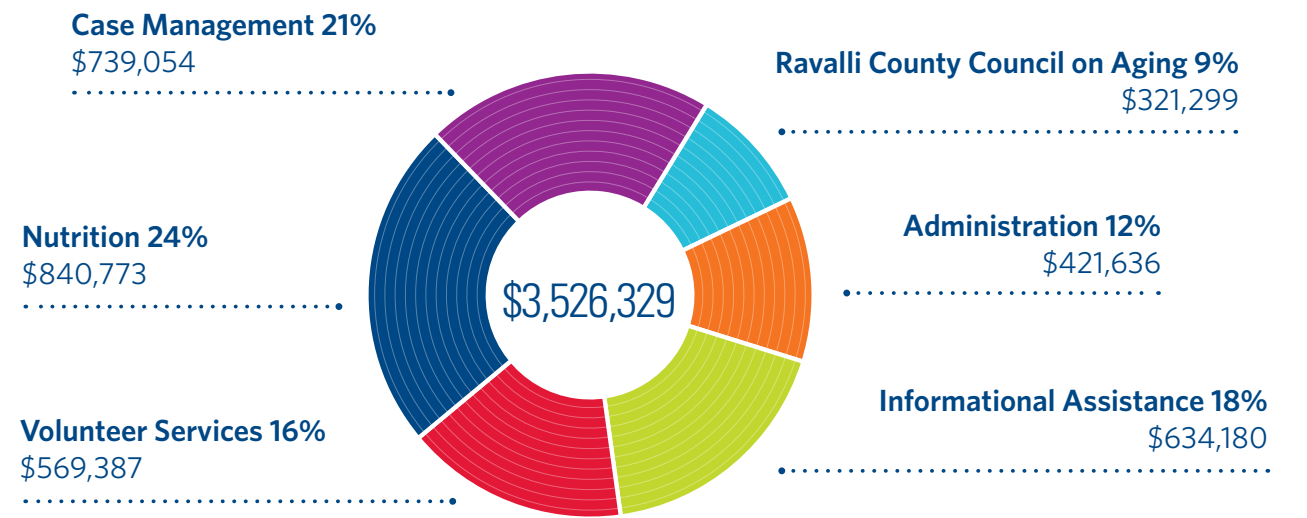
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Fiscal Year 2011 Revenue



Fiscal Year 2011 Expenses



As recommended by the Missoula Aging Services (MAS) Governing Board of Directors, excess revenues are directed to a reserve fund to compensate for unanticipated expenditures, increased demand for services, and budget shortfalls.

The Missoula Aging Services Endowment Fund was established in April of 2007. As of June 30, 2011, the fund has raised and earned a total accumulation of \$400,336 and will help ensure a sustainable future for the agency's programs and services. The funds are actively managed with decisions guided by

investment and spending policies under the authority of the MAS Governing Board of Directors.

MAS programs are funded in part by the Montana Department of Public Health and Human Services, the Corporation for National and Community Service, and the Administration on Aging. Locally, MAS is funded by Missoula County and the City of Missoula and is a United Way recipient agency, and a member of Legacy Montana. MAS relies on the generosity of individual and corporate donors.

Donors listed made gifts between July 1, 2010 and September 30, 2011. Our apologies if we have omitted anyone. Please contact our office for corrections.

Respite to Caregivers: 6,178 hours • Assistance to Special Transportation Services: 21,359 rides



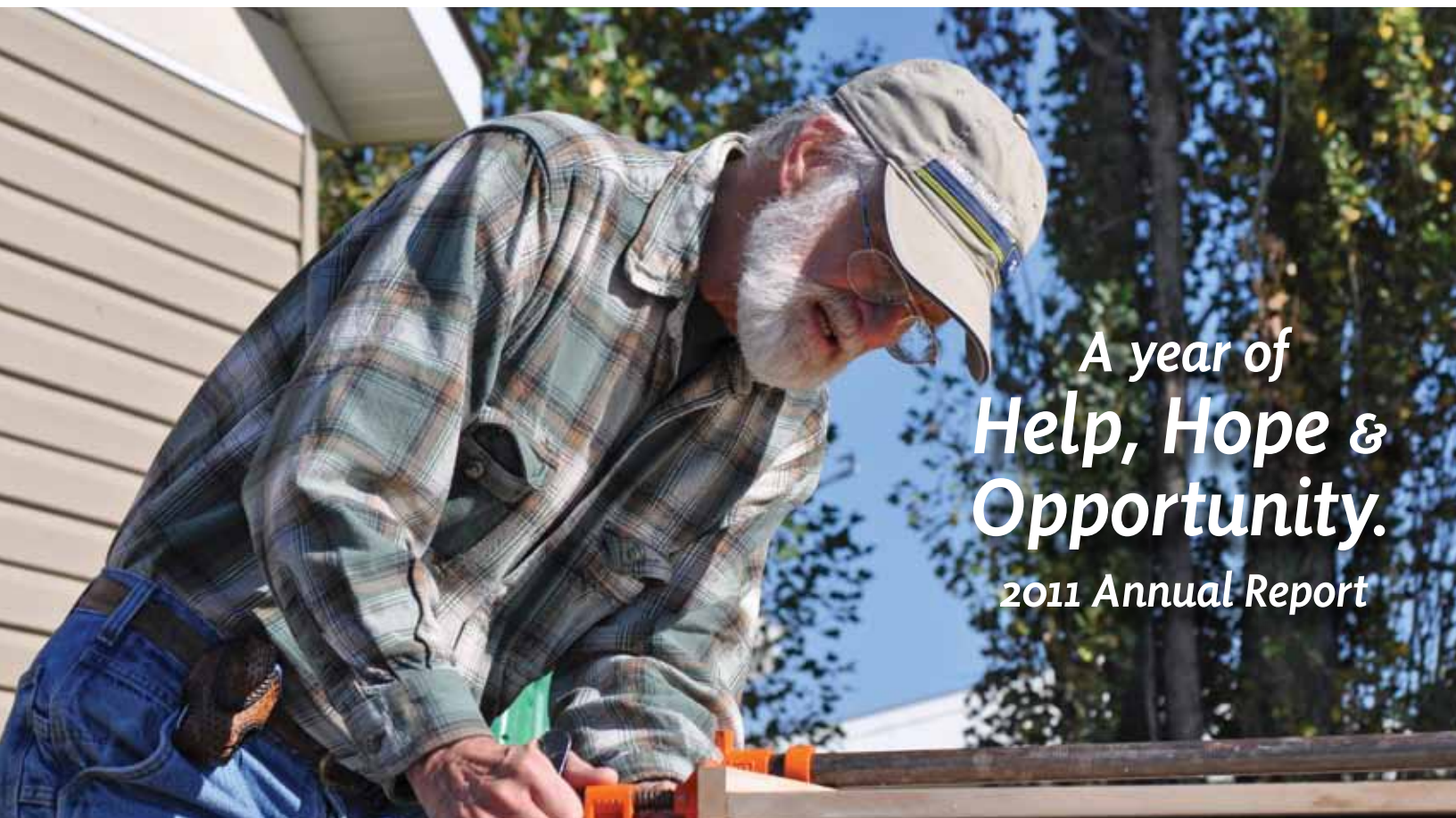
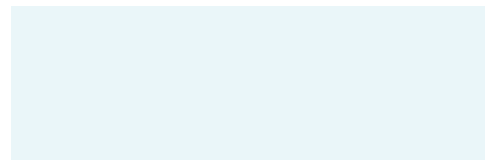


Missoula
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www.MissoulaAgingServices.org

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Missoula Aging Services

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