

## Empowerment Begins with Information: A LIFTT Story



At LIFTT (Living Independently for Today and Tomorrow), success is not measured only by the services someone receives. It is also measured by knowledge gained, options clarified, and confidence restored. Sometimes, empowerment begins with a conversation.

In January 2026, Myra, a 76-year-old woman living in Billings, reached out to LIFTT as she prepared for an upcoming arm surgery. Like many individuals facing a temporary or sudden change in physical ability, she was thinking ahead and exploring how she might receive support during her recovery. In particular, she wanted to understand whether LIFTT's Self-Directed Personal Assistance Services (SDPAS) program could allow family members to be compensated for helping care for her after surgery.

From her very first contact with LIFTT, Myra was met with clear information, respect, and transparency. LIFTT staff explained how the SDPAS program works, including eligibility requirements, and helped her understand that participation requires enrollment in Standard Montana Medicaid. When it became clear that Myra was not currently enrolled in Standard Medicaid, staff did not simply end the conversation. Instead, they explored next steps with her, shared additional caregiving resources in the community, and offered assistance with the Medicaid application process should she choose to move forward.

Just days before her surgery, Myra connected with an Independent Living Specialist to begin discussing longer-term options. After surgery, as she recovered and assessed her needs, she ultimately decided that pursuing Medicaid enrollment and formal caregiving services might not be necessary for her situation. Importantly, this decision was informed, thoughtful, and made on her own terms.

That is what independence looks like.

Even though Myra did not ultimately enroll in services, her experience reflects what LIFTT strives to provide every individual who contacts us: access to information, honest guidance, and respect for personal choice. She walked away with a clearer understanding of her options, greater confidence in navigating complex systems, and the reassurance that support is available if and when she needs it.

Stories like Myra's also help LIFTT identify broader challenges that affect many people across Montana, including delays in Medicaid processing, gaps in post-surgical support options, and the need for systems that respond more quickly when individuals require short-term assistance. These insights strengthen our advocacy efforts and inform our vision for the future.

LIFTT exists to ensure that people can make informed decisions about their lives, their care, and their independence. We serve individuals of all ages, backgrounds, and identities. LIFTT does not discriminate based on race, color, national origin, age, disability, sex, gender identity, sexual orientation, religion, or economic status. Everyone deserves access to information, opportunity, and the tools needed to live independently.

Whether someone receives services for years, for a season, or simply for a conversation, LIFTT is here. Empowerment begins with being heard, and every journey toward independence starts somewhere.

If you or someone you know has questions about independent living, caregiving options, or community resources, LIFTT is ready to help.

### **For More Information**

If you would like to learn more about LIFTT's programs and services, please contact one of our offices:

## **Living Independently for Today & Tomorrow (LIFTT)**

### **Billings Office**

1241 Crawford Drive  
Billings, MT 59102  
Phone: (406) 259 5181

### **Glendive Office**

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