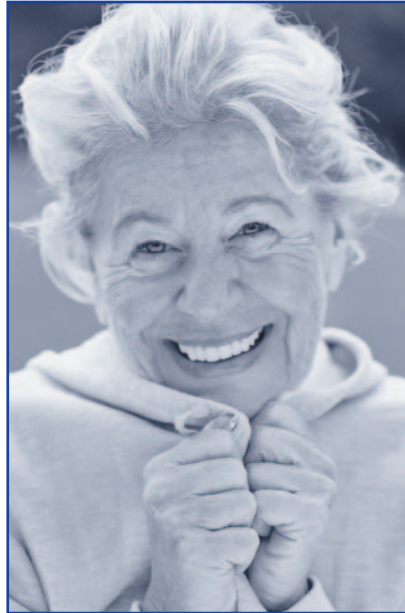


# HESSCO

E L D E R S E R V I C E S

Care. Support. Solutions.



## 2009 ANNUAL REPORT

### **Our Mission**

Health and Social Services Consortium, Inc., as the standard bearer in meeting the concerns of elders in South Norfolk County, plans, develops and coordinates an integrated system of health and social services in order to encourage a better, stronger and more self-reliant community.

## Report Of The President And Of The Executive Director

During the past year HESSCO completed an extensive Needs Assessment. This Needs Assessment gathered information through listening sessions, focus groups and surveys. The effort, spearheaded through our office of Planning and Community Development, sought to learn what is important to older individuals and their caregivers. Commonly, we heard about the need for additional transportation resources, mental health services for isolated neighbors, affordable housing and for increased community awareness of where to turn for help. The information we learned through the Needs Assessment helped to guide how we wrote HESSCO's Area Agency on Aging Area Plan for 2010-2013 and to outline our continued efforts to meet the most vital needs of the communities we serve.

In 2009 we continued to build successful partnerships that expand our reach into the community. These collaborative efforts have resulted in increased visibility, new volunteers and number of innovative partnerships. We have continued to benefit from our membership in the Neponset Valley Chamber of Commerce, work with area service providers, collaboration with local Councils on Aging, partnerships with community home health agencies and the coalitions formed with the disability community through our Aging and Disability Resource Consortium. Together we are facing this difficult economic time and offering support through shared resources and developing creative solutions. HESSCO's release of an e-newsletter will help to further highlight our community efforts, present a consistent agency message and allow for continued distribution of information on area resources.

As we face a troubled economy, a continually restricted budget and the anticipated challenge of an increasingly difficult new year, it is our volunteers and staff who have risen to the challenge of serving older individuals and their caregivers. Creative solutions and an indomitable spirit have been necessary ingredients in responding to these complex times. Their unwavering dedication to our mission to provide care, support and solutions to area elders, caregivers and each other, is the reason for our ongoing accomplishments.



Diane Franchitto  
Board President



Mary Jean McDermott  
Executive Director

### BOARD MEMBERS

Diane Franchitto, President  
Linda Connor Lacke, Vice President  
Sheila Pally, Treasurer  
Vicky Hunt, Clerk  
Janice Axberg  
Elaine Biggieri  
Heidi Browne  
Annette Danaher  
Carol Falcone  
Mildred Farrell  
James Fitzpatrick, Jr.  
Ellen Friedman  
Mary Gens  
Diana Green  
Jamie Brenner Gutner  
Arnold Kublin  
Betty Lethin  
Richard Mackey  
Nicholas McDonough  
Mary Ann Sadowski  
Maureen Sendrowski  
Mangalam Sharma  
Florence Sundquist

### ADVISORY COUNCIL MEMBERS

Rebecca Annis  
Paul Bergeron  
Peg Bonvouloir  
Diane Brady  
Tony Centore  
Virginia Clarq  
Joan Gallivan  
Dorothy Huestis  
Madhav Kacker  
Arnold Kublin  
John Martin  
Ted Mulvehill  
Lyssa Phillips  
Noreen Sherys  
Anita Sullivan  
Senator James Timilty

### NUTRITION PROJECT COUNCIL

Jeannette Christopher  
June Coffey  
Jim Collins  
Emily Conrad  
Virginia Hartin  
Dorothy Huestis  
Richard Mercure  
Dolly Rose  
Jerry Seely  
Janet Trost

### MONEY MANAGEMENT PROGRAM ADVISORY BOARD

David Ciarlone  
Donna Dearborn  
Maryellen Hansen  
Barbara Mason  
Marilyn Monderer  
Paul Pelletier

### A MEMBER OF:

Alliance of Information and Referral Systems  
Alzheimer's Partnership  
Elder Care Network Southeast  
Mass Gerontology  
Mass Home Care  
Mass Meals on Wheels  
Meals on Wheels Association of America  
National Association of Aging and Nutrition Service Providers  
National Association of Area Agencies on Aging  
Neponset Valley Chamber of Commerce

## Care

HESSCO Elder Services operates the area's Adult Protective Service Program as part of a statewide network of services. This department conducts investigations and provides casework for victims of elder abuse, neglect and exploitation.

The Protective Service Program across Massachusetts is founded on an elder's right of choice. This philosophy of consent-based care means that we do many different things for different people. We might locate direct care services, obtain mental health counseling or provide assistance through a court process. The function of this department embodies the caring and compassionate nature of the agency and the expertise that is required to respond quickly and appropriately to those individuals who are most in need.

HESSCO's Protective Service Program responded to 326 reports of suspected abuse. The unit of three caseworkers conducted 200 investigations during 2009. Our caseworkers ensured safety, offered interventions and provided consumers with a caring advocate during difficult times.

## Support

HESSCO's Family Caregiver Program offers support for local caregivers, a group of individuals who can become isolated, overwhelmed and exhausted. To this end we offer an annual conference which is focused on education and stress reduction. This day of "Relaxation and Resources" creatively combines education and therapeutic relaxation sessions for caregivers. The 2009 Caregiver Conference provided massage therapy, reiki, and chair yoga, while providing education and support through a support group session for men, a session on managing stress with laughter and information on public benefits and health insurance updates.

This event offers a caregiver a much-needed rest from the stress and responsibility of providing care in a supportive atmosphere. In addition, it prepares them for continued caregiving by providing helpful tools, information and strategies to prevent fatigue. This event drew a crowd of over 100 individuals in 2009.

## Solutions

Solutions to problems can be as varied as individuals are themselves. HESSCO prides itself on being able to offer solutions tailored to meet the needs of each consumer and community member. HESSCO ensures that resolving problems grows out of a philosophy of making certain that consumers have freedom of choice. At the same time we are able to offer a wide variety of services. The resulting solutions range from a one-time consultation through daily support from our Home Delivered Meals Program.

HESSCO encourages individuals to actively participate in the development of solutions for them. To further this goal during the year we implemented a formal program which allows elders to direct their own care. Our Home Care Program is now offering Consumer Directed Care, which allows each consumer to determine the types of services needed, who will provide these services and how these services are received.

Consumer Directed Care requires the expanded role of a consumer in the ongoing management of his or her own care. At the same time it continues to include the expertise of HESSCO's Care Managers and access to the variety of resources gathered by the agency as part of the solution for an individual. This is a program that is expected to grow exponentially over the coming years, as there is an increasing number of individuals who want to take control of their care and advocate for their own needs.

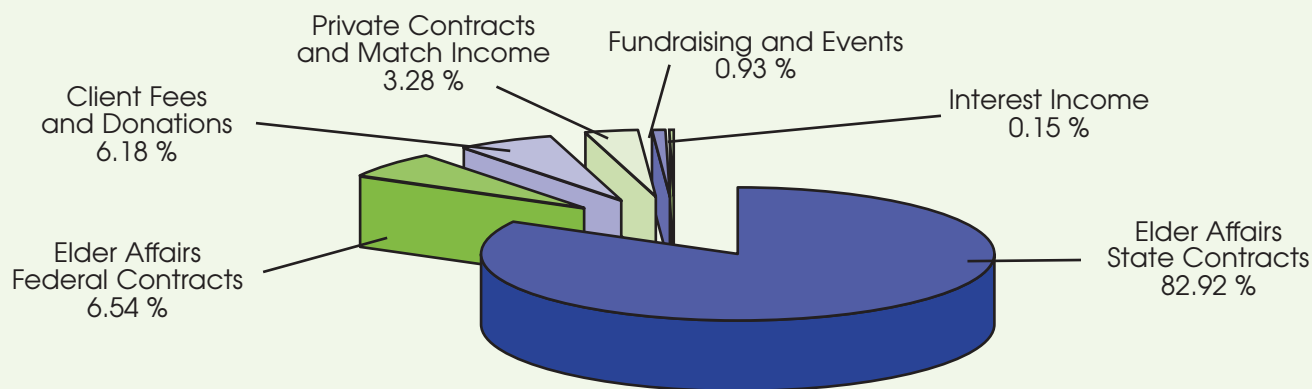
HESSCO Elder Services and its programs are funded in whole or in part by contracts with or grants from the Massachusetts Executive Office of Elder Affairs and individual and corporate donations.



# Fiscal Year 2009 Revenues and Expenses

## REVENUE SOURCES

TOTAL AUDITED REVENUE: \$7,584,095

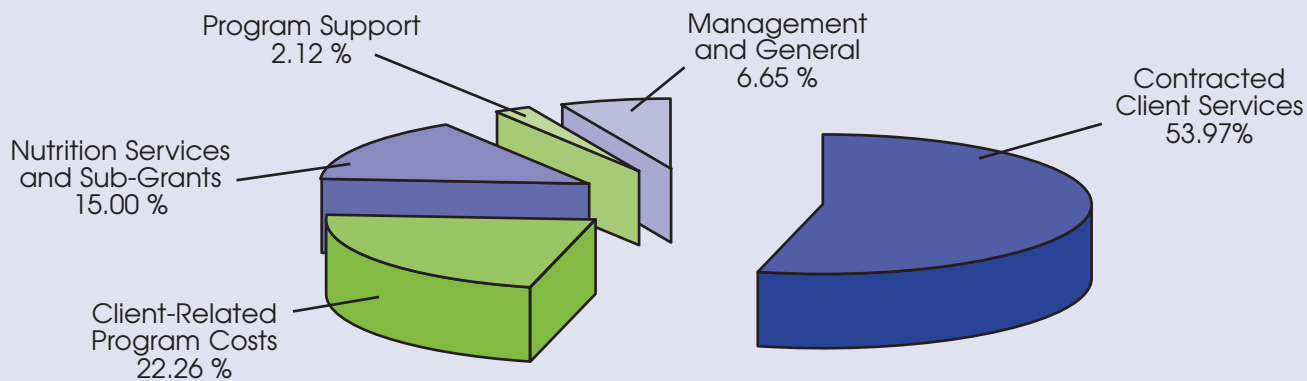


### FISCAL YEAR 2009 REVENUE SOURCES

■ Elder Affairs - State Contracts	6,288,858	82.92%
■ Elder Affairs - Federal Contracts	495,937	6.54%
■ Client Fees and Donations	468,512	6.18%
■ Private Contracts and Match Income	249,092	3.28%
■ Fundraising and Events	70,089	0.93%
■ Interest Income	11,607	0.15%
<b>Total Revenues</b>	<b>\$7,584,095</b>	<b>100.00%</b>

## EXPENSES

TOTAL AUDITED EXPENSES: \$7,586,868



### FISCAL YEAR 2009 EXPENSES

■ Contracted Client Services	4,094,748	53.97%
■ Client-Related Program Costs	1,688,738	22.26%
■ Nutrition Services and Sub-Grants	1,137,779	15.00%
■ Program Support	161,289	2.12%
■ Management and General	504,314	6.65%
<b>Total Expenses</b>	<b>\$7,586,868</b>	<b>100.00%</b>

# Thank You

We thank the many people whose generosity supported our programs and services.

Every gift is appreciated. If you made a contribution to HESSCO Elder Services between July 1, 2008 and June 30, 2009 but your name is not listed, please accept our apology and let us know.

## DONORS

David Adams  
Ramesh & Rita Advani  
Mark Andrade  
Scott & Becky Annis  
Martin & Sheila Aronson  
Emanuel & Erin Bardanis  
Norma Barr  
Fred Jay Barrows  
Pearl Bell  
Edward & Doris Berger  
Harry & Faye Berzon  
Mary Bisesti  
Thomas Boates  
Gerard & Margaret Bonvouloir  
Anthony Bowser  
Charles Boyle  
Harriet Boynton  
Marie Boynton  
Michael & Judith Brabants  
Sandra Brick  
Carra Brickell  
David & Jeanne-Marie Brookfield  
Richard & Heidi Browne  
John & Eunice Cadorette  
James Callahan  
Robert & Joan Carlson  
Mark & Virginia Clarq  
Frederick & Catherine Clay  
Helen Cleary  
Warren & Mary Ellen Cobb  
Amy Cogan  
Dawn Cohen  
Linda Connor-Lacke  
Richard Connors  
Patrick Costello  
Louis & Karen Cotton  
Robert & Marilyn Coyne  
Alice Crawley  
Douglas Cubbon  
Phillip & Lois Czachorowski  
Blanche Davis  
Dan & Mary Davis  
Virginia DeChristofaro  
Richard DeFanti  
Ellen Delaney  
Kamini Desai  
Connie Dewyer  
Rose Marie Doherty  
Richard & Kathleen Donovan  
Anne Doody  
Elizabeth Dubrey  
Niranjan Dudani  
William & June Duggan  
Susan Eisenhal  
Nancy Eppolito  
James & Susan Epstein  
Frank & Elinor Erker  
Carol Falcone  
John & Christine Farmer  
Nancy Farris  
Morris & Dolores Fine  
Harriet Fisher  
Michael Fitzhugh  
James Fitzpatrick  
Dennis Flaherty  
Gerard Flynn  
Wayne & Lorraine Forman  
Ellen Sue Friedman  
Pennathur & Chandra Ganapathy  
Earl & Sylvia Garber  
Frances Gavin  
Timothy & Cara Gavin

Robert & Constance Geiger  
Jack & Brenda Geleman  
Deborah Gerber  
Anne Gero  
Conchita Geyer  
Asish Ghosh  
James & Louise Giammarco  
Rita Giovino  
Gerald & Madeline Gleason  
Mary Gould  
William & Cathleen Granville  
Gloria Greenfield  
Linda Harcovitz  
Lindsey Harcovitz  
Virginia Hartin  
Jack & Ellen Hazen  
Ethel Heffler  
William & Yvette Hertz  
Mary Hill  
Carla Hohmann  
Thomas & Eleanor Holmes  
Frances Houghton  
Ingrid Howland  
Robert Hunt  
Beverly Hyde  
Malik Jaswant  
Karen Johnson  
Rena Johnson  
Georgia Jones  
John R. Jones  
John & Rita Julio  
Louis Kafka  
Mark Karlsberg & Linda Pearlman  
Ann L. Keane  
Timothy & Catherine Kelleher  
John Keneavy  
George King  
Warren Kline  
Dennis & Karen Kraez  
William & Catherine Kropa  
Arnold Kublin  
Irving Kublin  
Loretta Lacamera  
Shawn & Sheryl Leary  
Mark & Debra Lefkowitz  
Lou Leone  
Bettina Lesieur  
Betty Lethin  
Jack & Flora Levin  
Harriet Lewis  
Joyce Lloyd  
Lyne Loomis  
Barbara Lund  
Erik & Laura Macs  
Peter & Maureen Maguire  
Stuart Maguire  
Elizabeth Maisey  
Rhoda Mandell  
Priscilla Marsh  
Robert & Karen Marshall  
Stanley Marshall  
Cecelia Marsland  
John & Nancy Martin  
Sheryl Martin  
Marion Mcchesney  
Judy McCormack  
Francis McDermott  
Mary Jean McDermott  
Edward & Jayne McMellen  
Marsha Medaile  
John & Pam Melo

Leonard & Bernadette Merchant  
Barbara Meyer  
George & Ann Milleris  
Joel & Elaine Miller  
Brian & Maria Morrissey  
Kiran Motwani  
Thomas & Marie Murphy  
Roy Nachowitz  
Dawn Nee  
David Norton  
Patrick & Dorothy Oshaughnessy  
Sheila Pallay & Herb Glickman  
Mary Parker  
Therese Perciaccante  
Robert Perkins  
Nancy Phillip  
Robert & Dorothy Pike  
John Piilitsis  
Ralph Pinto  
Dr. Mark Popovsky & Ms. Andrea Lavender  
Irvin & Marion Press  
Andrew & Mary Raczka  
Greta Rafsky  
Harry & Carol Rauch  
Norma Reardon  
Martin & Marcia Richards  
Lidia Rocco  
Mary Rockwood  
Thomas & Kathleen Rockwood  
Emily Ropp  
Paul Samuels  
Vernon Saunders  
Richard & Karen Schantz  
John Schmadeke  
Jerome Seely  
Peter & Loraine Seronick  
Allan Shaw  
John Sheehan  
Nishat Siddiqi  
Semeon Simollari  
Bryant & Gail Simpson  
Ronald & Beverly Skloff  
Ven Srinivasan  
Robert & Geraldine Stanton  
Herbert Stevens  
Gary Stockbridge  
James Sullivan  
Judy Sullivan  
Florence Sundquist  
Barbara Sweeny  
Robert & Kathy Tarantino  
Ida Thomas  
James & Ruth Thompson  
William & Andrea Traut  
Roberta Tumbleston  
John & Mary Vanderheyden  
Sarah Ward  
Jim & Susan Warram  
Kenneth Washburn  
David & Susan Webster  
Richard & Sharon Williams  
George Wise  
Frances & Elizabeth Wood  
Mary Louise Wood  
Stephen & Ann Wood  
Marlene Wye  
Richard & Toni Young  
Margaret Zahorsky  
Helen Zinter

## IN MEMORY OF:

Tili Advani  
Ralph & Maria Baker  
Samuel Bell  
Marshall Brickell  
Pauline Brolin  
Mr. & Mrs. Anthony F. Busch  
Bernard Cotton  
Eileen Curran  
Richard Desberg  
Gerard Dolinsky  
Ann Donovan  
Allan Doody Sr.  
Doris Fitzpatrick  
Aurora Flaherty  
Frederick F. Gavin Jr.  
Gould Family  
Frederick Heffler  
Catherine L. Hunt  
Hutchinson Family  
Ann Karlsberg  
Anne Kelter  
Howard Kershaw  
Thomas J. Long  
Kathryn Luongo  
Delia Montisano  
Ellen Noon  
Carl Oshry  
Roger Pierce  
Miriam Pulman  
Rios Family  
Dorothy Rose  
Michael Rosen  
Margaret R. Sheehan  
Richard G. Sullivan

## AT THE BEQUEST OF:

Madeline A. Clark

## IN HONOR OF:

David Arnold  
David & Sandy Arnold  
Brooke Baker  
Herbert & Cheryl Barenberg  
Jennifer Busch  
Mr. & Mrs. Anthony Busch  
Fred & Nancy Cohen  
Mindy Dobrow  
Gerald Dolinsky  
Lillian Gordan  
Anna Haggerty  
Shelley Hines  
Jan Hourihan  
Dwight & Bonny Johnson  
Helen Kjos  
Jeff Kraez  
Marissa Kraez  
Sydney Kraez  
Margaret Marder  
Lori Melamed  
Dr. Richard Mirel  
National Nurses Day  
Lee Nitenson  
Max Perreault  
Candace Raymond  
Michael & Carolyn Rose  
Josh & Lisa Ruboy  
Barry Seidman  
Jeff & Diane Smith and Family  
Helen Wolford  
Roland Young

## CORPORATE DONORS

Abitibi-Consolidated Corp.  
Affinity Home Care  
Amara Salon  
Anodyne Homemaking Services  
Apothecare South Shore, Inc.  
Arcadia Health Care  
At your Service  
Bank of Canton  
Bateman Foods  
Becka's Gourmet Bakery  
Best of Care, Inc.  
Canton Council on Aging  
Caregiver Homes/SeniorLink, Inc.  
Care Resolutions, Inc.  
Circle of Care Services  
Community Visiting Nurse Association  
Cooperative Elder Services  
Dale Medical Products  
Dedham Institution for Savings Bank  
Dedham Junior Woman's Club  
Dedham Women's Exchange  
Doc's Computers, Inc.  
Dunkin Donuts  
Emmanuel House Residence  
Foxboro Rotary Club  
Frank Lamparelli Oil Company  
Friends of the Norfolk Council on Aging  
Friends of the Sharon Council on Aging  
Friends of Wrentham Senior Citizens, Inc.  
God & Maintenance Cleaning Service  
Golden Living Center, Norwood  
Goodsearch Team  
Greater Boston Home Health Care Services, Inc.  
Health Care Options, Inc.  
Hebrew Rehabilitation Center  
Helping Hands of America  
Holly Club of Wrentham  
Home Care Partners, LLC  
Home Instead Senior Care  
Home Plate Advantage  
Law Office of Mary Roque  
Lifeline  
Macy's  
Medfield Orthopedic & Sports Therapy, LLC  
Medical Resources Home Health Corp.  
Metro Total Care, Inc.  
Multicultural Home Care  
Neponset Valley Chamber of Commerce  
Norfolk Adult Day Health Center  
Norwood Bank  
Norwood Hospital Medical Staff  
O'Sullivan & Connolly, P.C.  
QC Home Services  
Rea-Craft Press/Foxboro Copy Center  
Rehabilitation Associates  
Response Link  
Right at Home  
Samhurst Sales, Inc.  
Sheehan & Company  
Stilmea  
The Community at Pond Meadow  
The Community Club of Canton  
The Healing Moon Wellness Center, LLC  
The Home Depot, Norwood  
The Julia Ruth House  
The Pond Home  
The United Church of Christ in Medfield  
The United Church of Christ in Wrentham  
Trinity Church in Wrentham  
United Church in Walpole  
Visiting Angels  
WDIS  
Wrentham Cable Access  
Wrentham Lions Club

## FOUNDATION SUPPORT

Baxter International Foundation  
Berf and Betty Greene Memorial Fund  
Dedham Institution for Savings Foundation  
Eastern Bank Charitable Foundation  
Katharine C. Pierce Trust  
Mansfield Bank Charitable Foundation  
Meals on Wheels Association of America  
Skyhen Fund/ East Bay Community Foundation

# HESSCO

E L D E R S E R V I C E S

*Age Well*

老年健康


*b'sey-vah tova*

सुखद वृधावस्ता

БУДТЕ ЗДОРОВЫ!

## Age well with HESSCO Elder Services

- Information & Assistance
- Homemaking
- Home Delivered Meals
- Day Care
- Health Insurance and Prescription Counseling
- Legal Services
- Nutrition Counseling
- Volunteer Opportunities
- Care Management
- Personal Care
- Caregiver Support
- Transportation
- Advocacy for Nursing Home Residents
- Money Management
- Community Meal Sites
- Elder Abuse Assistance



**HESSCO**  
E L D E R S E R V I C E S

One Merchant Street  
Sharon, MA 02067-1662  
Telephone 781.784.4944 V/TTY  
Fax 781.784.4922  
[www.hessco.org](http://www.hessco.org)

Canton Dedham Foxborough  
Medfield Millis Norfolk Norwood  
Plainville Sharon Walpole  
Westwood Wrentham

Ageing Services Access Point  
Area Agency on Aging