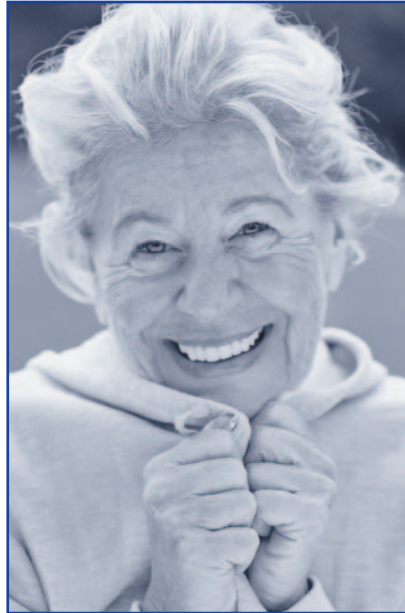


HESSCO

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

Care. Support. Solutions.



2010 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

Over the past year HESSCO had the opportunity to respond to the Executive Office of Elder Affairs' request to continue our designation as an Aging Services Access Point. This process allowed us to showcase our expertise in care management, protective services, nursing, intake and assessment and quality assurance. Because of the hard work and collaboration of the entire agency we received a very positive response from Elder Affairs. We will continue to strive to have a leadership role in the aging services network.

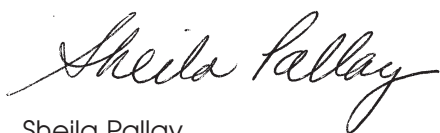
Our Healthy Aging Initiative expanded this year to include "My Life, My Health" a chronic disease self management program which focuses on improving self care, communication with clinicians and increasing the confidence of individuals living with a chronic disease. This new six week program, in addition to our "Healthy Eating for Successful Living" program focuses on helping individuals achieve confidence in managing a healthy lifestyle through mutual support.

A highlight of this past year was our Volunteer Appreciation Dinner. We welcomed 350 volunteers and their guests to Christina's in Foxborough for dinner and dancing. We took this opportunity to recognize the many individuals who have donated their time, energy and expertise to HESSCO Elder Services. Several volunteer groups joined us for the evening including the League School, Dedham Institution for Savings, Citizens Bank and the Walpole High School Career and Education Internship Program.

We once again had a very successful Caregiver Conference: Day of Resources & Relaxation. The relaxation room featured reiki, massage, painting and knitting. Our keynote speaker was Senator Richard Ross who spoke about his personal journey of caregiving and advocacy. We also took the opportunity to thank Senator Ross for donating his pay increase to the support of HESSCO's Caregiver Program. This was our first year offering vendors the chance to sponsor the conference. The effort was very successful and ensured that the conference will be able to continue in the future.

As the economy continued to struggle through 2010, there were restrictions placed on who our State Home Care system could serve. The implementation of this wait list system was mitigated by Care Managers who continued to conduct thorough assessments and worked to connect elders and their families to all alternative and available community services. We are excited to report that our numbers of waiting elders are low, as we enter into 2011. This serves as a sign of the successful work of the agency and community to meet the needs of elders.

Thanks to our many community partners who work with us to achieve our mission of providing care, support and solutions to elders and caregivers in South Norfolk County. The Councils on Aging, public safety departments, Centers for Independent Living, providers and Visiting Nurse Associations all join together to bring a wide array of support and services to older individuals. In addition the staff at HESSCO continue to bring their knowledge, compassion and caring to meet the increasing needs of our constituents.



Sheila Pallay
Board President



Mary Jean McDermott
Executive Director

BOARD MEMBERS

Sheila Pallay, President
Linda Connor Lacke, Vice President
Jamie Brenner Gutner, Treasurer
Vicky Hunt, Clerk
Janice Axberg
Hridaya Bhargava
Heidi Browne
Annette Danaher
Carol Falcone
Mildred Farrell
James Fitzpatrick, Jr.
Tenny Nevins Fleming
Diana Franchitto
Mary Gens
Diana Green
Arnold Kublin
Betty Lethin
Francis McDermott
James Pellegrine
Mary Ann Sadowski
Maureen Sendrowski

ADVISORY COUNCIL MEMBERS

Rebecca Annis
Paul Bergeron
Diane Brady
Tony Centore
Emily Conrad
Joan Gallivan
Pat Gavin
Kathy Heery
Madhav Kacker
Arnold Kublin
John Martin
Lyssa Phillips
Noreen Sherys
Anita Sullivan
Senator James Timilty

NUTRITION PROJECT COUNCIL

Peg Bonvouloir
Jeanette Christopher
June Coffey
Emily Conrad
Virginia Hartin
Richard Mercure
David Oppenheim
Theresa Pierpont
Jerry Seely

MONEY MANAGEMENT PROGRAM ADVISORY BOARD

Ellen Connors
Donna Dearborn
Maryellen Hansen
Barbara Mason, Esq.
Marilyn Monderer

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

The Aging Disability Resource Consortium's (ADRC) "single point of entry" approach to services allows one phone call to connect consumers and their caregivers to the care they need. Over the past several years, our relationship with both the MetroWest ADRC and the Greater Boston ADRC has enhanced our ability to make referrals for younger individuals with disabilities and individuals with disabilities over sixty.

This simplified method of fielding calls, allows easier access to a broader service system, improved communication between providers of different networks and a streamlined coordination for consumers and their families. The ADRC empowers HESSCO to listen to consumers, identify their goals and implement a plan to achieve these goals. The ADRC model has shown improvement to service accessibility and continuity in an individual's relationship with service providers.

Support

2010 was a successful year for the expansion of HESSCO's Healthy Aging Initiatives. Our support of individuals who are aging, or caring for those who are aging, were strengthened through the expanded operation of HESSCO's "Healthy Eating for Successful Living" and "My Life, My Health".

HESSCO is excited to have certified trainers of two evidence-based Stanford model programs. The nutrition based "Healthy Eating for Successful Living" was extremely popular during 2010 and continues to be in demand for the coming year. HESSCO is proud to operate one of the most successful "Healthy Eating" programs in the state.

"My Life, My Health" is a chronic disease self management program which addresses common issues associated with living with a chronic disease and strives to improve confidence, coping abilities and one's own management of their conditions. During 2010, the success of this program was evidenced in the relationships which participants formed and which continued beyond the completion of the 6 week workshop.

Additionally, HESSCO led the state's implementation of an exciting new program called "The Dementia Experience". This program offers a hands-on experience into the world of individuals living with dementia and Alzheimer's disease. The individual experience is followed by a group discussion. This unique program was offered to both professionals and community members and was very well received. Due to its success HESSCO will continue to offer this dynamic and engaging program on an ongoing basis.

Solutions

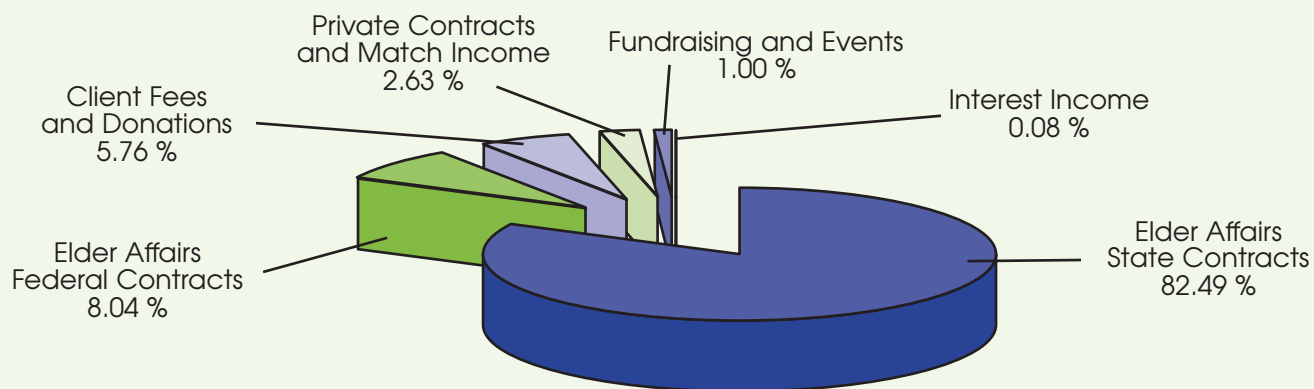
The SHINE (Serving the Health Information Needs of Elders) Program is a volunteer based program which provides free health insurance information, assistance and counseling to Medicare beneficiaries of all ages who have questions about insurance and public benefit programs. Most commonly, individuals are seeking assistance regarding eligibility for benefit programs, learning about alternative insurance plans and completing applications. During 2010 HESSCO's SHINE Program saved individuals a total of \$3,935,840 by assisting them in accessing lower-cost health plans and prescription coverage.

During Fiscal Year 2010 the SHINE Program provided 40 community presentations to educate individuals about changes in health benefits, coverage and eligibility. HESSCO's SHINE Program provided a total of 5,680 individual contacts through telephone calls, home visits or office visits. This work is largely completed by 41 dedicated volunteers who provide services at Councils on Aging, in elder's homes and at the HESSCO office.

Fiscal Year 2010 Revenues and Expenses

REVENUE SOURCES

TOTAL AUDITED REVENUE: \$7,757,476

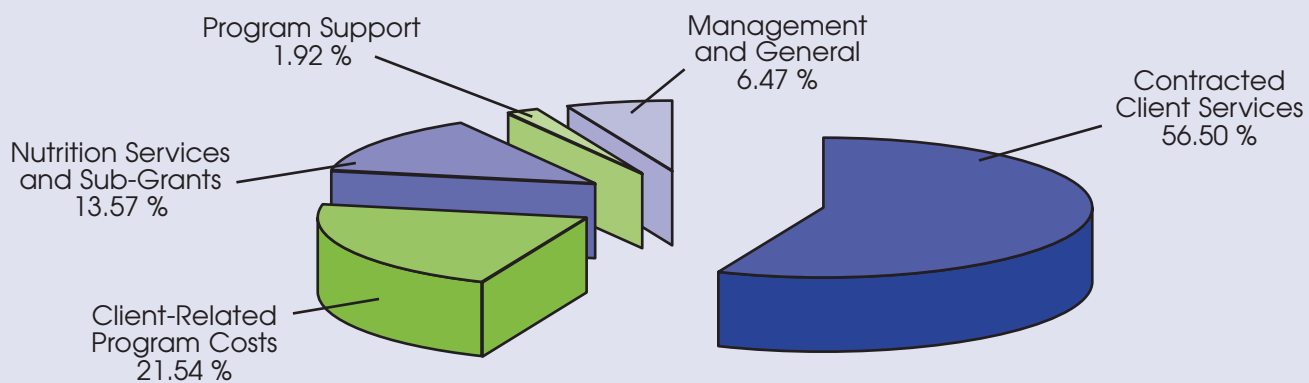


FISCAL YEAR 2010 REVENUE SOURCES

■ Elder Affairs - State Contracts	6,398,778	82.49%
■ Elder Affairs - Federal Contracts	623,719	8.04%
■ Client Fees and Donations	447,027	5.76%
■ Private Contracts and Match Income	203,985	2.63%
■ Fundraising and Events	77,714	1.00%
■ Interest Income	6,253	0.08%
Total Revenues	\$7,757,476	100.00%

EXPENSES

TOTAL AUDITED EXPENSES: \$7,767,959



FISCAL YEAR 2010 EXPENSES

■ Contracted Client Services	4,389,449	56.50%
■ Client-Related Program Costs	1,672,906	21.54%
■ Nutrition Services and Sub-Grants	1,053,759	13.57%
■ Program Support	149,335	1.92%
■ Management and General	502,510	6.47%
Total Expenses	\$7,767,959	100.00%

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, 2009 and June 30, 2010 but your name is not listed, please accept our apology and let us know.

DONORS

All the Boys in Irish Heaven
Martin & Sheila Aronson
Janice Axberg
Beverly J. Barbell
Emanuel Bardanis
Norma Barr
Pearl Bell
Harry & Faye Berzon
Mary Bisesti
Morton & Sydney Bloch
Aaron Bluhm
Anthony Bowser
Michael & Judith Brabants
John Bremer
Jamie Brenner Gutner
Sandra Brick
Jane E. Broderick
David & Jeanne-Marie Brookfield
Clare Bugeau
John & Eunice Cadorette
James Callahan
Robert & Joan Carlson
Frederick & Catherine Clay
Jody Cleary
Warren & Mary Ellen Cobb
Joyce Comeau
Linda Connor-Lacke
Patrick Costello
Douglas Cubbon
Alice Cunningham
Phillip & Lois Czachowski
Dan & Mary Davis
Mary Dawley
Richard & Maria DeFanti
Myron & Laura Dickerman
Mary Doherty
Rose Marie Doherty
Evelyn Dolinsky
Richard & Kathleen Donovan
Mollie Doren
Dean & Mary Dorman
Sandra Esmond
Carol Falcone
Noreen F. Ferrante
Morris & Dolores Fine
Saul & Rita Fingold
Harriet M. Fisher
James A. Fitzpatrick
Dennis Flaherty
Gerard Flynn
Mary Folino
Johnathan & Deborah Forman

Wayne & Lorraine Forman
Ellen Sue Friedman
Friends at HESSCO
Pennathur & Chandra Ganapathy
Russell & Amy Garland
Frances M. Gavin
Edward & Julie Geleman
Jack & Brenda Geleman
Peter & Mary Gens
Conchita Geyer
Asish Ghosh
James & Louise Giammarco
Rita Giovino
Gerald & Madeline Gleason
William & Cathleen Granville
Gloria Greenfield
Nicholas & Patricia Grugnale
Anthony & Jane Gulla
Vincent & Hsien-Lan Harris
William & Yvette Hertz
Helen Hickey
Mary Hill
J. Chuck Hrenchuk & Lindsay Schuyler
Robert Hunt
Marjorie Huse
George Hyland
Karen Johnson
Leo Johnson
John & Rita Julio
Representative Louis Kafka
Mila Katkova
Jane King
Warren & Dorothy Kline
Jack E. Koffman
Dennis & Karen Kraez
Arnold Kublin
Irving Kublin
Shawn & Sheryl Leary
William & Hong C. Lebruno
Edward & Joan Lehan
Bettina M. Lesieur
Betty Lethin
Harold & Barbara Lew
Joyce Lloyd
Lyne S. Loomis
Barbara Lund
Marie MacDonald
Richard Mackey
Oscar & Mary Magnuson
Francis & Marilyn Maguire
Peter & Maureen Maguire
Elia Marganella

Priscilla Marsh
Robert & Karen Marshall
John & Nancy Martin
Thomas & June Martin
Daniel Masse
Mary McCutcheon
Francis McDermott
Mary Jean McDermott
John & Virginia McDevitt
Bernadette Merchant
George & Ann Milleris
Joel & Elaine Miller
James Morgan
Brian & Marie Morrissey
Cheryl Murphy
Roy Nachowitz
Dawn Nee
Richard & Elise Needle
Howard & Susan Novick
Loretta O'Brien
Patrick & Dorothy O'Shaughnessy
Sheila Pallay & Herb Glickman
Barbara Palson
Mary Parker
Therese Perciaccante
John & Ruth Phelan
Dorothy Pike
Margaret E. Rabasco
Peter & Nancy Ramponi
Harry & Carol Rauch
Bernie & Sandy Razawich
Martin & Marcia Richards
Kathleen Riess
Madeline Robinson
Mary Rockwood
Martin Roper
Emily Ropp
Senator Richard Ross
Paul Samuels
Vernon Saunders
Richard & Karen Schantz
Andrew & Barbara Schultz
Ann L. Seaburg
Jerome Seely
Peter & Loraine Seronick
John Sheehan
William Singer
Robert & Geraldine Stanton
Steven & Barbara Steckel
Herbert & Marilyn Stevens
Judy Sullivan
Rosemary Sullivan
Blanche Surette
Barbara Sweeny
David & Judy Teplow
Ida Thomas
Frank Tibbetts
Russell & Jean Tupper
Jim & Susan Warram
Ann Wood
Elizabeth Wood
Mary Louise Wood
Marlene Wye
Dawn R. Young
Richard & Toni Young
Liane Zeitz
Alexander Zmoira

IN MEMORY OF:

Helen Brick
Alfred Bugeau
Hilda Collins
Barbara Costello
James Curran
Aldo D'Angelo
George R. Garnhum
Shirley Goldstein
Catherine L. Hunt
Barbara Hyland
Anne Kelter
Rose King
Robert Lesieur
Leonard Merchant
Paul R. Mikalaukas
Robert K. Miller
Priscilla Hunt Moore
James F. Moylan
Mary F. Muller
Margaret O'Connor
Dorothy Powers
Dorothy Shea-Dempsey
Eleanor M. Sheehan
Viola Stevens
Richard G. Sullivan
Bartholomew Teri

IN HONOR OF:

Rebecca Arnold
Sandy Arnold
Blake Baker
Kate Baker
Tracy Baker
Cheryl Barenberg
Tony & Judy Busch
Christine Cadegan
Fred Cohen
Nancy Cohen
Evelyn Dolinsky
Marvin Dobrow
Bob Kraez
Jeff & Kathleen Kraez
Kathleen Kraez
Karen Kraez
Larry Kogos
Margaret Marder
John & Nancy Martin
Marlene Melamed
Sheila Pallay
Mary Petrosek
Candace Ranko
Stephen Raymond
Eva Reisman
Judy Riegelhaupt
Brian Rose
Carolyn Rose
Mike Rose
Scott Rose
Edward Rossman
Madeline Rossman
Kyle Ruboy
Sande Rullo
Cheryl Segal
Stephen Segal
Sondra Simon
Eileen Smith
Anita Sullivan
Joseph Wassersug
Roland Young

CORPORATE DONORS

Abitibi-Consolidated Corp.
Affinity Home Care
AHOLD Financial
Amara Salon
Anodyne Homemaking Services
Apothecare South Shore, Inc.
At Your Service
Bank of America
Bank of Canton
Bateman Foods
Best of Care, Inc.
Briarwood Healthcare & Rehabilitation Center
Brigham and Women's/Mass General Health Care Center at Foxborough
BrightStar Healthcare
Care Resolutions, Inc.
Caregiver Homes of Massachusetts
Circle of Care Services
Clay Subaru
Coldwell Banker Residential Brokerage Cares
Community Visiting Nurse Association
Dale Medical Products
Dedham Institution for Savings Bank
Dedham Women's Exchange
Doc's Computers
Dunkin Donuts of Walpole
Evercare Hospice & Palliative Care
Foxboro Lions Club
Foxfield Transportation Inc.
Frank Lamparelli Oil Company, Inc.
Franklin Realty Advisors, Inc.
Friends of Wrentham Senior Citizens, Inc.
God & Maintenance Cleaning Services
Goodsearch Team
Greater Boston Home Health Care Services, Inc.
Grove Manor Estates
HarborOne Credit Union
Health Care Options, Inc.
Helping Hands of America
Home Care Partners, LLC
Home Instead Senior Care
HouseWorks, LLC
Kindred Healthcare
Kropa Dental Associates, P.C.
Lakeside Improvement Association
Law Office of Patricia Bloom-McDonald
Law Office of Peter T. Clark, P.C.
Lions Club of Mills
Macy's
Mansfield Adult Day Health Center
Medfield Lions Club
Medfield Orthopedic & Sports Therapy, LLC
Metro Total Care, Inc.
Middlesex Savings Bank
Neponset Valley Chamber of Commerce
Neponset Valley Senior News
No Hunger, No More
Norfolk Adult Day Health Center
Norwood Hospital Medical Staff
Norwood Police Association
Orchard Cove
O'Sullivan & Connolly, P.C.
Partners Home Care
Phillips Lifeline
Pond Home
QC Home Services
Rea-Craft Press/Foxboro Copy Center
Rehabilitation Associates
Right at Home
Shaw's
Speech-Language and Hearing Associates of Greater Boston, PC
Stop & Shop
Suburban Homemaking
The Arbors at Stoughton
The Community at Pond Meadows
The United Church of Christ in Medfield
Trinity Church in Wrentham
Truist
Unifed Church in Walpole
WDIS
Whole Foods, Legacy Place
Wrentham Lions Club

GRANTS/FOUNDATIONS

Bert and Betty Greene Memorial Fund
BJ's 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
Stop & Shop, AHOLD Financial Services
Subaru "Share the Love" / MOWAA
Walmart Impact Grant / MOWAA



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

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

Ageing Services Access Point
Area Agency on Aging