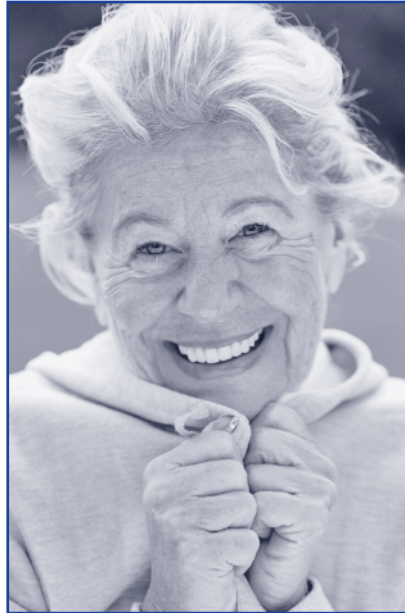


HESSCO

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

Care. Support. Solutions.



2007 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

We are beginning our 30th year of helping South Norfolk County elders and their caregivers. During those 30 years we have seen many changes in community long-term care. When HESSCO was first organized, its sole program was Nutrition. Today, while HESSCO provides a large range of services through a variety of programs, Nutrition continues to be one of the most visible and successful efforts. In 2007, HESSCO's Nutrition Program provided 11 varieties of meals, with nearly 130,000 Home Delivered Meals and 100,000 Congregate Meals served. We are happy to work in conjunction with the Councils on Aging and local ethnic groups to serve monthly Russian, Indian and Chinese congregate meals and a weekly Kosher meal. HESSCO Elder Services is also proud to be the only senior nutrition program in the state to serve hot home delivered meals seven days a week.

All of the services provided through HESSCO have seen a similar evolution. New initiatives are a top priority for us in our pursuit of meeting the needs in the community.

Whether a specialized diet, personal emergency response system with a medication dispenser or additional hands on care, our range of services continue to evolve.

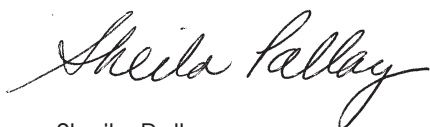
Over the past several years the aging and disability communities have been working, on federal and state levels, to bring our combined knowledge and networks together. Locally HESSCO is working with the MetroWest Independent Living Center to cross train staff, use a universal intake form and tap into our individual and collective experience to serve our constituents.

Another new initiative this year is the Mental Health Task force which was formed because of an acknowledgment that mental health issues frequently complicate community care plans. HESSCO brought together many community professionals to organize and educate ourselves about the issues, resources and possible solutions for these challenging situations.

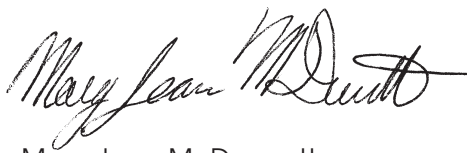
We made a decision this year to incur a financial loss in order to continue to meet the needs of the community. Our fund balance is currently strong, thanks to our donors' contributions. Their future generosity will help keep HESSCO financially secure.

Our community programs would not be possible without the coordination and collaboration of our partners in care throughout South Norfolk County. Chief among these are the Councils on Aging, whose effort, expertise and dedication greatly enhance our efforts.

Thank you to all the HESSCO staff and volunteers — one thing that has not changed over the years is your compassion, concern and commitment. We will continue to strive for excellence to fulfill our mission of finding care, support and solutions for area elders and their caregivers.



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Mary Jean McDermott
Executive Director

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National Association of Area Agencies on Aging
Neponset Valley Chamber of Commerce
You Can! Steps To Healthier Aging Campaign

Care

HESSCO cares about clients, elders, families and the community. We ensure that we provide the best care by hiring educated, talented and dedicated individuals who thrive on continued growth and knowledge. We are pleased to say that all of our Information and Referral staff have been certified by the National Alliance of Information and Referral Systems to provide accurate, efficient and effective assistance to all inquiries. In addition to this outstanding merit, 70% of the Home Care Department is either certified or are working toward certificates in Gerontology from the Institute of Geriatric Social Work at Boston University. We have 12 staff members who have Master's level degrees, 16 who maintain a form of specialized licensure by the state of Massachusetts and 2 who have completed at least one certificate program through the School of Gerontology at UMass Boston. HESSCO promotes continued education by providing licensure supervision, in-service trainings and access to CEU accredited trainings for all staff.

Support

Life is unpredictable and many times our clients and their families find themselves in a crisis situation where specialized support is needed. In Fiscal Year 2007, Grants provided by the Katharine C. Pierce Trust, Middlesex Savings Bank and Mansfield Savings Bank funded HESSCO's "Little Necessities Fund" which provided the following:

4 Air conditioners
2 Ambulatory Devices
11 Lift Chairs
4 Beds
1 Podiatry Visit
2 Dental Work
4 Appliances
1 Adaptive Telephone
1 partial payment of a Hearing Aid

OTHER SPECIAL REQUESTS WHICH WERE FUNDED WERE:

Car repairs
Furniture
Emergency Housing
Bankruptcy Filing
Utilities
Home Heating
Walker
Counseling Services
Appliances

Solutions

A portion of the Federal Funds which HESSCO receives under Title III of the Older Americans Act is distributed to organizations in the community through grants. The goal of these programs is to provide services which would otherwise be unavailable in the area. In 2007 HESSCO's grantees provided the following solutions to elders and their families:

- South Middlesex Legal Services provided 783.7 hours of legal services to 222 elders in the area.
- Alzheimer's Coaching Services worked with 61 caregivers to alleviate the stress and difficulties associated with caring for someone with dementia.
- 174 elders attended Health and Wellness presentations by Family Service Association of Greater Fall River at area Councils on Aging.
- 183 trips to Boston were provided by Foxfield Taxi and 256 to other vital medical facilities by Community Care-A-Vans.
- Foxfield Taxi provided 159 rides to assist caregivers.
- 76 caregivers benefited from a day of Respite Care and Relaxation at the Norfolk Adult Day Health Center.
- 164 sets of grab bars were provided and installed by HouseWorks.
- Medication Management assistance was provided to 252 elders through the VNA Care Network Medication Management Program.

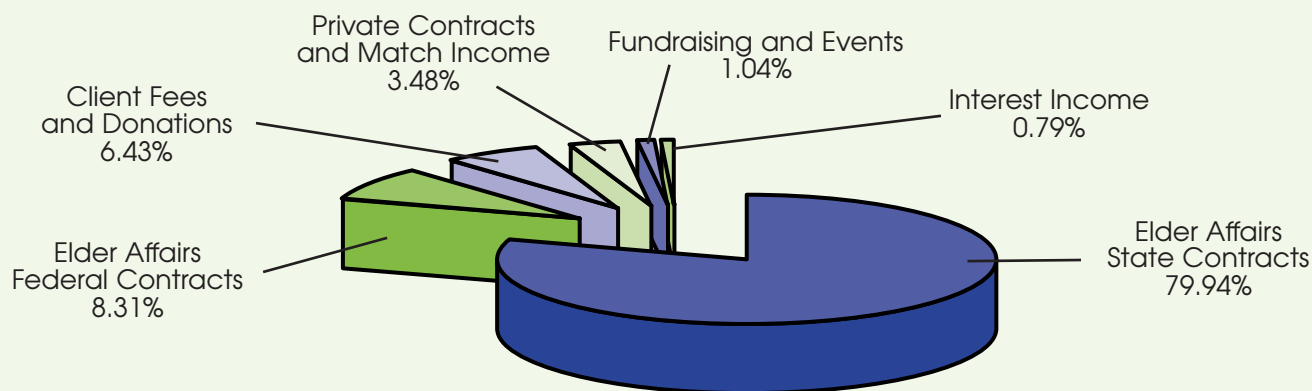
HESSCO Elder Services and its programs are funded in whole or in part by contracts with or grants from the Massachusetts Executive Office of Elder Affairs and individual and corporate donations.



Fiscal Year 2007 Revenues and Expenses

REVENUE SOURCES

TOTAL AUDITED REVENUE: \$6,832,390

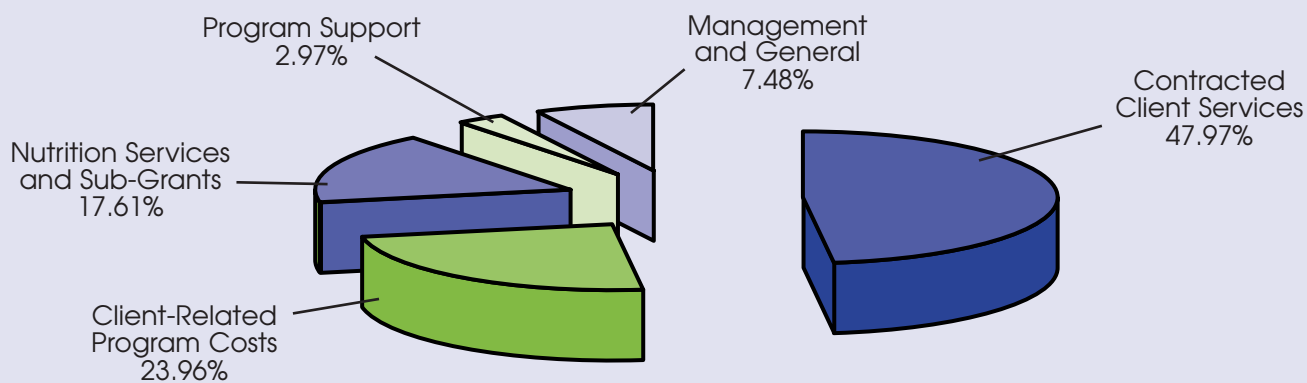


FISCAL YEAR 2007 REVENUE SOURCES

■ Elder Affairs - State Contracts	5,462,140	79.94%
■ Elder Affairs - Federal Contracts	568,065	8.31%
■ Client Fees and Donations	439,045	6.43%
■ Private Contracts and Match Income	237,982	3.48%
■ Fundraising and Events	70,973	1.04%
■ Interest Income	54,185	0.79%
Total Revenues	\$6,832,390	100.00%

EXPENSES

TOTAL AUDITED EXPENSES: \$7,000,820



FISCAL YEAR 2007 EXPENSES

■ Contracted Client Services	3,358,340	47.97%
■ Client-Related Program Costs	1,677,628	23.96%
■ Nutrition Services and Sub-Grants	1,232,858	17.61%
■ Program Support	208,230	2.97%
■ Management and General	523,764	7.48%
Total Expenses	\$7,000,820	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, 2006 and June 30, 2007 but your name is not listed, please accept our apology and let us know.

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Age Well

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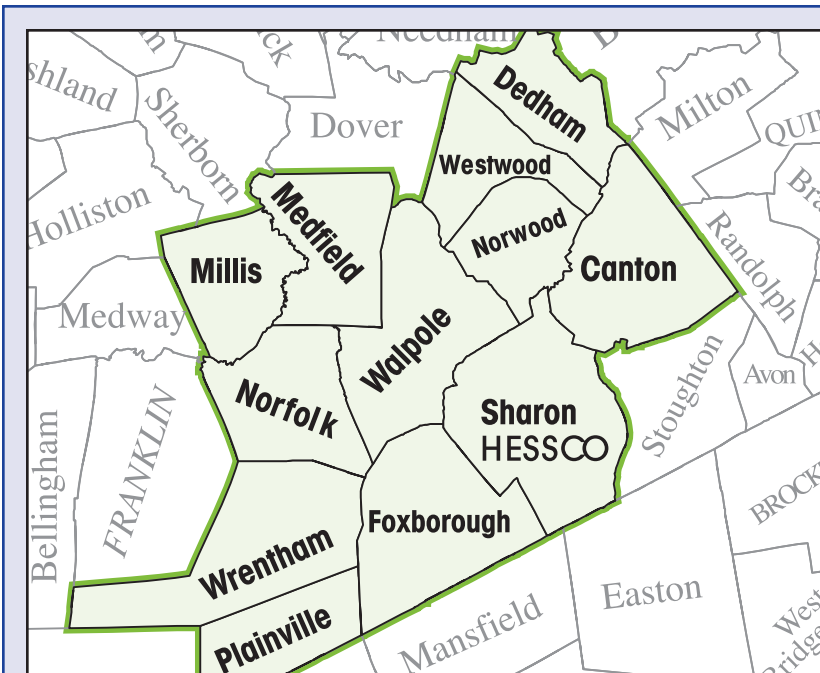
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БУДТЕ ЗДОРОВЫ!

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

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