

HESSCO

Care. Support. Solutions.

Aging Services Access Point
Area Agency on Aging



2014 ANNUAL REPORT

One Merchant Street, Sharon, MA 02067-1662
Telephone 781.784.4944 V/TTY • Fax 781.784.4922
www.hessco.org

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Health and Social Services Consortium, Inc., 2014

We have had a very busy and productive Fiscal Year 2014. We saw the expansion of our programs that serve to keep the frailest of our consumers in the community. The Enhanced Community Options Program (ECOP) and the Choices Program both grew in the number of consumers we reached. The Choices Program grew in the amount and type of service we brought to consumers. Through great collaborative work with our provider agencies we were able to meet the complex long term support service needs of many individuals. In an effort to better communicate the most complete picture of our consumers we began an initiative with Dedham Medical Associates (DMA) to share information about our mutual consumers. Through the Community Links Portal, a joint project with the Executive Office of Elder Affairs and Mass Home Care, the RN Case Managers at DMA are able to review the services we are providing at HESSCO with an elder at the time of their visit. This provides a picture of the services and supports that HESSCO is delivering in the community and allows DMA to coordinate care more easily. The success of this initial program is being duplicated across the state.

Another highlight of the year was the start of a Breakfast Program available at meal sites across our area. Many sites began the program in November 2013 and have expanded to now deliver a breakfast along with the meal delivered at lunch.

CARE

The first full year of Money Follows the Person (MFP), a care transition program, proved to be both challenging and rewarding. This program is part of a comprehensive and coordinated federal strategy to help states improve their approach to serving individuals needing long-term care. The expanding of home and community-based services options for elders and individuals with disabilities allows them to receive care in the community rather than in long-term care facilities. A successful discharge from a long stay in a nursing facility takes a lot of planning, and cooperation across many disciplines. This collaboration has been critical to the success of helping these residents with their transition to the community. It includes collaboration among The Transition Specialist, Nursing Facility staff, HESSCO Ombudsman, and HESSCO Nursing staff. This transition back to the community is the beginning of a new journey led by the Care Manager, Home Care Nurse and provider agency with the commitment of the consumer, their caregivers and a wide network of community supports.

SUPPORT

The Annual Caregiver Conference was a great success. Over 100 caregivers along with over 50 vendors came together for a day of Resources & Relaxation. This annual event gives us an opportunity to show support for caregivers and to recognize their extraordinary commitment. It is a chance for caregivers to be rejuvenated in the relaxation room with Reiki, acupuncture, satin hand treatments, and massage. The vendor fair offers information and resources to help ease the weight of caregiving as well as the opportunity to network. The day of R&R, in conjunction with monthly Caregiver 101 trainings, the six-week Powerful Tools for Caregivers program, educational programs, individual care planning and the Caregiver Wellness Day round out a comprehensive program to show the caregivers that they are not alone in their journey.

SOLUTIONS

The SHINE (Serving the Health Insurance Needs of Everyone) Program continues to provide information for thousands of Medicare recipients seeking solutions to the complicated world of health insurance. During the annual open enrollment period for Medicare, the SHINE Program and its 42 volunteer counselors met with 2200 individuals. The SHINE Program Director conducted 35 educational sessions throughout the year. The SHINE Program is often the gateway for providing consumers with information on a wide array of benefits and programs. During the past year, 328 connections were made with individuals eligible for the One Care Program, a new initiative for those dually eligible for Medicare and Medicaid.

HESSCO's success is dependent upon the commitment, care and professionalism of many groups and individuals throughout our area. Thank you to the Councils on Aging, visiting nurses, provider agencies, community supports, dedicated volunteers and staff for the ongoing compassion, concern and commitment to care that they bring to consumers every day. HESSCO continues to strive for excellence in providing care, support and solutions for area elders, individuals with disabilities and caregivers.

AGE WELL WITH HEALTH AND SOCIAL SERVICES CONSORTIUM

Information and Assistance

Legal Services

Transportation

Homemaking

Nutrition Counseling

Advocacy for

Home Delivered Meals

Volunteer Opportunities

Nursing Home Residents

Day Care

Care Management

Money Management

Health Insurance and

Personal Care

Community Meals

Prescription Counseling

Caregiver Support

Elder Abuse Assistance

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, 2013 and June 30, 2014 but your name is not listed, please accept our apology and let us know.

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Pelo, The Day Spa
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Phillips Lifeline
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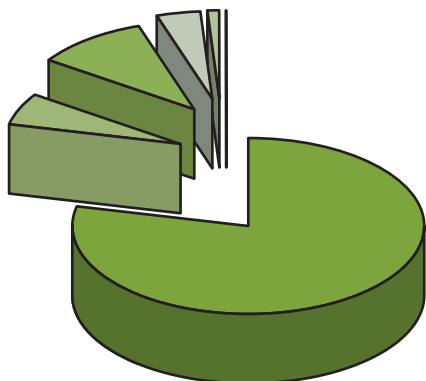
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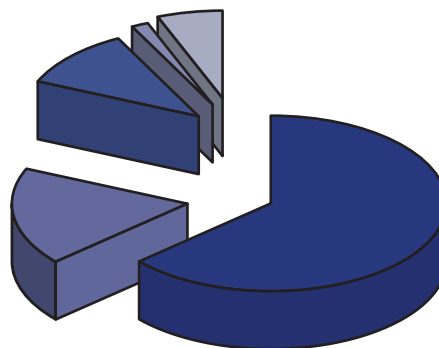
Fiscal Year 2014 Revenue and Expenditures

REVENUE



■ State Contracts	\$8,207,194.00
■ Federal Contracts	613,825.00
■ Private Contracts	1,086,314.00
■ Client Fees and Donations	420,948.00
■ Fundraising	112,033.00
■ Investments	1,648.00
Total Revenue	\$10,441,962.00

EXPENDITURES



■ Contracted Client Services	\$6,575,718.00
■ Client-Related Program Costs	1,866,197.00
■ Nutrition & Subgrants	1,127,532.00
■ Program Support	161,805.00
■ Administration	623,719.00
Total Expenditures	\$10,354,971.00

Net Income **\$86,991.00**

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