

RELIANCE HEALTH, INC.

ANNUAL REPORT



FISCAL YEAR
2022

07/01/2021 • • • 06/30/2022



**CELEBRATING
JOY
TOGETHER**



TABLE OF CONTENTS

Mission, Vision, Values Page 3

A Word From Our CEO Page 4

Data Points Page 5, 6

Success Stories Pages 7, 8, 9, 10

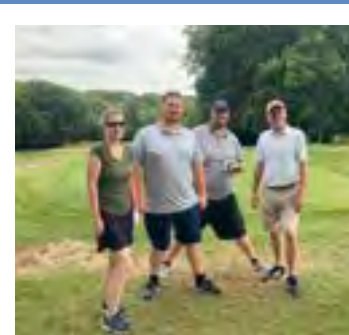
Wellness Center Update Page 11

Awards Page 12

Financials Page 13

Donations in Memory Page 14

Donors Pages 15, 16, 17, 18, 19, 20



MISSION

VISION, VALUES

Mission:

To enhance health through mental wellness

Vision:

Individuals can achieve enhanced quality of life and personal fulfillment by discovering passions, realizing dreams, and experiencing joy

Values:

Reliance Health is dedicated to cultivating an environment that promotes our core values

Respect

Treat everyone with compassion and dignity

Growth

Help each other achieve life goals

Choice

Foster each person's right to make decisions and act on their own behalf

Unity through Diversity

Cultivate a community that recognizes differences and celebrates individuality

Teamwork

Develop respectful, caring, and healthy relationships as a key to achieving goals

Integrity

Live honestly and ethically in accordance with our values

BOARD OF DIRECTORS

President

John Mercier

Vice President

David Allard

Secretary

Sam Bliven

Treasurer

Linda Smith

Alissa Mulliken

Angelo Callis

Ben Turner

Bill Hopkins

Evangeline Sargent

Jack Jacobs

Jack Malone

Marie Stone

Nicole Sweeney

Roy Bourque

Wilfred Blanchette



Thank you Jack Malone for 25 years of service on the Reliance Health Board of Directors. Your dedication, knowledge, and time were greatly appreciated.



A WORD FROM OUR CEO

Three years ago, I started my first CEO letter with, "2019 has been unlike any other year in the history of Reliance Health". It feels as though the last few years have taken that statement as a challenge. Despite the uneasy footing created by the pandemic, we continue to be innovative, responsive, and dedicated to the mental wellness of Eastern Connecticut. Our employees, true to our values, focus on integrity, respect, and teamwork while our membership and programs focus on growth and joy.

Reliance Health's ability to address the mental health needs of our community is directly linked to you, our supporters, who help us remain focused on our mission. There will, no doubt, be challenges in the year ahead. We are poised to rely upon the exceptional strength, creativity, and resilience of our teams to meet these challenges with determination and optimism. Together, we will continue to do great things.

With deep appreciation, we thank you for your support and partnership,

Carrie J. Dyer



*"Great things are done by a series
of small things brought together."
- Vincent van Gogh*

DATA FACTS

333

Individuals served through the court system

215 Accessed individual therapy



292

Utilized Reliance Health Outpatient Services Medication Management Program

150 NARCAN kits distributed



577 food bags = 12,177 meals provided to members in need

174 Individuals received support from our Recovery Coach Program





2,000

Individuals from **46** towns
in Connecticut were
served through **43**
Reliance Health programs

Individuals connected with the
Outreach to Homeless
Program for support in
finding permanent housing



98



100+

Harm-Reduction Kits were distributed including safe
use materials, fentanyl test strips, information on
treatment, 'don't use alone' cards, and Good
Samaritan Law information

*"I have been very fortunate to have Reliance
Health assist me in my steps towards a better
involvement in our evolution individually, as
well as collectively."*



This year was our 20th Annual Recovery Rocks cookout at Camp Harkness to celebrate recovery! Big shout out to our Teamworks Clubhouse program and everyone else who helped to make this day a success!



June 28, 2022 marked a day in history for Norwich. The City raised the Pride flag to show solidarity, support, and allyship with those within the LGBTQ+ community. Reliance Health members and staff, along with support from Global City Norwich, and community members, contributed significant efforts to achieve this milestone!

Our Supportive Housing Team worked with 94 individuals to assist in maintaining housing and preventing homelessness.



Success Stories

"Since it's inception, our Recovery Coach Program has worked with 405 individuals and their family members."
- **Mike Doyle, Unit Director**



"We might think we are nurturing our garden, but of course, it's our garden that is really nurturing us."
- **Jenny Uglow**

● ● ● REALIZING DREAMS ● ● ●

In early 2021, our Supportive Housing team met a gentleman named Roy. For the past five years, Roy had built an intricate encampment complete with a generator and chicken coop to sustain himself and his chickens. When presented with the idea of moving, Roy was clear...if he couldn't keep his beloved chickens, he would remain outdoors and officially homeless. Considering this, the team contacted our friends at the Waterford Country School and the chickens were graciously welcomed to stay temporarily at their farm while a home was located for Roy and his roost. With the chickens comfortably relocated, Roy's search for a new home began. A rural apartment was located, and a friendship was struck between Roy and his new landlord. Throughout the summer and fall, a group of volunteers built an elaborate coop at Roy's new home and he and his chickens were reunited.

Roy is enjoying his new home and has welcomed new chicks to the flock. Roy's love for his feathered family compelled our community to unite and create the perfect home for him and his chickens. We are grateful for all who made this dream a reality.



WELLNESS CENTER UPDATE



Since last year, our Wellness Center has evolved into a highly sought-after space for use for groups, meetings, and community activities. With a 9,000-square-foot area to work with, spread across four distinct spaces, we can now be flexible to accommodate multiple events simultaneously, accomplishing our original goal.

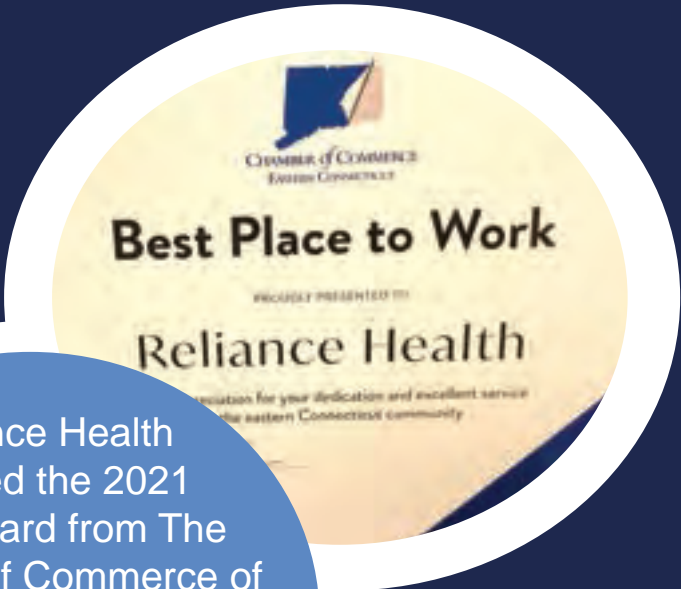
This year marked the first collaboration with United Way of Eastern Connecticut, Tommy Toy Fund, and Norwich Police Department to provide a much-needed large, accessible space for their yearly toy giveaway event. The Wellness Center quickly transformed into a Winter Wonderland as volunteers handed out toys to over 750 children over three days. We also laid the carpet in both meeting rooms which helped to dampen sound and create a warmer environment. A big thank you go to the Lord Family Foundation, our contractors, and custodial staff for helping to make this dream a reality.

Over the next year, we aim to develop a workout area, a book nook, a leisure hang-out area, and much more!





Reliance Health received the 2021 ECTy award from The Chamber of Commerce of Eastern Connecticut for Best Place to Work! We were also given an Official Citation from the General Assembly!



The Chamber of Commerce of Eastern Connecticut recognized John Stafford, a member of our Property Team, as an Essential Work Hero.



Reliance Health Recovery Coaches & Norwich Police Department were awarded the Collaboration of the Year by The Chamber of Commerce of Eastern Connecticut for their valuable social service to the city of Norwich. This calendar year alone, this collaboration has worked with over 150 individuals struggling with addiction, primarily opioids, helping to reduce the overdose death rate by 15-20% and increase the Norwich overdose survival rate to an astounding 82%.

AWARDS

EXPENSES



TOTAL:
\$14,705,162

10,262,829

Member Support, Department of Developmental Services
Member Support, Other Grants

1,471,168

Member Support, Department of Mental Health & Addiction

382,471

Member Support, Other Grants

2,271,820

Administration & General

316,874

Occupancy & Depreciation

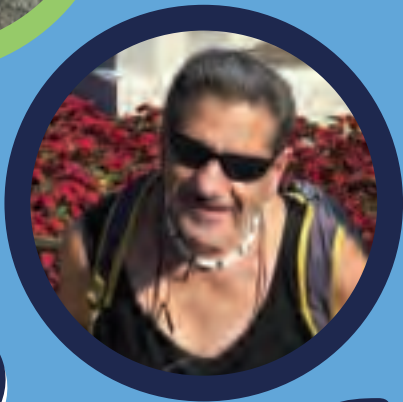
Contracts/Grants	12,973,308
Foundations & Grants	70,164
Individual Donors	28,443
Investment Income	1,485
Rental Income	662,618
Other Income	200,821
Clinic Revenue	431,107
Recognition of Bond Revenue	14,922
Net Assets Released from Restrictions	19,965

TOTAL:
\$14,402,833



REVENUE

DONATIONS IN MEMORY OF



In Memory of Amanda Kapral,
David Kapral, and Jim Izbicki
Heide Kapral

In Memory of Alex
Annette Barbay

In Memory of Carolyn Rankin
Joseph Lewerk

In Memory of John Hedge
Dianne Hedge-Meierotto

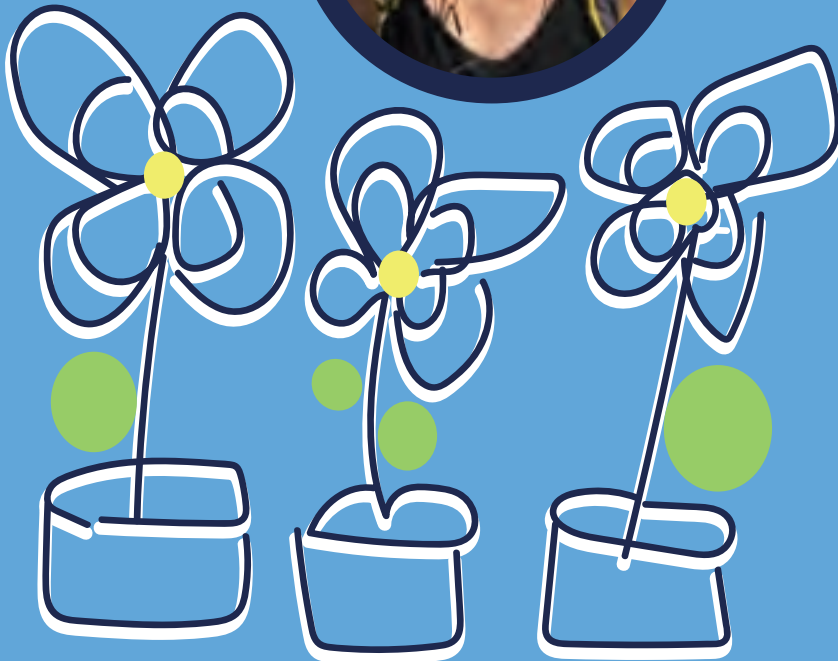
In Memory of Patrick McGowan
Carrie Dyer
Courtney Duff

Gary & Mary Wheaton
Gerri McGowan
Heather-Renaé Paul

Jen Brayman
Kim Keish

Mary-Beth Bailey
Peter Powers
Robert Bell
Wendy Bury

In Memory of William Paliliunas
Rosemarie Arsenault



A SPECIAL THANKS



\$2,000+

ChartiyChallenge.Net – Ceci Illiff
John Mercier
Norwich Roman Catholic Diocese
The Schuster Group

\$1,000 - \$1,999

Brown & Brown
Charter Oak Federal Credit Union
Leader Stores
Lord Partnership
The Lamb Family Fund

\$500 - \$999

Chelsea Groton Bank & Foundation
CohnReznick
Colchester Federated Church
Colchester Grange #78
Eastern Connecticut Savings Bank
Facebook Birthday Fundraisers
J.L & G.L Hankinson
Norma Meiselman
Robert Habberman
Suzanne H. Canning
United Way Agency Portal
Women's Council of Realtors Eastern CT

\$200 - \$499

Alissa Mulliken
Amazon Smiles
Ann & Sultan Ahamed
Anonymous
Bob & Deb Burnside
Christopher Jewell
Daniel Santos, CPA, LLC

Grace Episcopal Church
James Carboni Plumbing & Heating, Inc.
Jim & Michele Cronin
Linda & Bruce Smith
Mitchell Beauregard
Mr. & Mrs. Chuck Seeman
Nancy Burnett
Northeast Towing & Transport
Richard Pezzullo
Robert Kudej & Elizabeth Conway
Roy & Linda Bourque
Scepanski Roofing
St. Luke Lutheran Church
Sterling Superior Services
The Last Green Valley
United Way of Central & Northeastern Connecticut
Wilfred & Frances Blanchette Jr.
Woman's City Club of Norwich

Up to \$199

American Landscape & Lawn Service
Andy Asensio
Anis & Ann Racy
Ann Sharpe
Ann M. Milner
Annette Barbay
Anonymous
Anonymous
Anonymous
Anonymous
Anthony & Janice Orsini
Barbara Dension
Becca Atkins
Bernard & Jean Cooney

TO OUR DONORS



Blouch Living Trust
Bonner Electric, Inc.
Carmen Lord
Carol Cieslukowski
Cathleen Schultz
Charles Duffy
Christa Henselder
Claire Potts
Clare & Natalie Billing
Clement & Lesley McGrath
Concetta Falcone-Codding
Custom Carpentry of Norwich, LLC
Cyber Grants
Cynthia Coope
Danny Pineault
David Allard
DBA Hellgate Farm Gary Piszczek Sol
Property
Deborah & Harley Stiggle
D'Elia's Bakery, Inc.
Denise & David Margario
Diane Gawronski & William Telensky
Dianne Jones
Dime Bank
Donald & Lois Steinman
Donna Addeo
Donna Corrigan
Donna Wheeler
Dr. Larry & Elaine Coletti
Edwin Muenzner, CPA, LLC
Ellen Gunther
Eric Jolicoeur
Floyd Vincent
Gary & Mary Wheaton

Gerald A. Daigle
Gordon & Marilyn Jeffers Hyde
Greenville Congregational Church
Harley & Deborah Stiggle
Irene Bellavance
J.A. & H.G. Coleman
Jacqueline & Frank Ricci
James & Gail Sawyer
Jamie McKay
Jan Mallett
Jane Lassen Bobruff
Jane & Edward Bogdan
Jean LaFreniere
Jeanne & John Lombardi
Jeffrey & Nancy Turner
Jim McFall
John Wirzbicki
Joseph Botta
Joseph Lewerk
Joseph & Nancy Przekop
Joseph Botta & Elizabeth Hagan
Judith Foley
Judith & Robert Strick
Julie Ann Menders
Ken & Linda Lamothe
Law Offices of Lloyd L.
Langhammer, LLC
Laura Mello
Linda Norton
Malcolm & Mary Edgar
Marie Stone
Mary Jean Hull
Michael & Carol Lahan

Michael & Carolyn Fusaro
Michael & Mary Driscoll
Microsoft Rewards
Neal & Jane Lassen Bobruff
Norwich Firefighters Local 892
Olde Tymes Restaurant
Patricia Paul
Peter Maneri Jr., CPA
Phillip Moody
Raymond & Penny Allyn
Robert & Ellen Davis
Robert & Lois Huntington
Robin Catwright
Ronald Skomro
Rosemarie & Edward Arsenault
Rosemary & Kevin Riley
Samuel & Joan Teller
Sara Ingram
Sara F. O'Hearn
Second Congregational
Church of Griswold
Stop & Shop Giving Program
Target Corpotation Employee
Giving Campaign
Terry Sedotti
The UK Online Giving
Foundation
Timothy & Patricia Salmon
Walgreens Cash Rewards
Program
Walter Hewitt & Sherri Burdette
William Dall Jr.
William Butrymowicz
William & Patricia Bartholic

IN-KIND DONATIONS



Thank you to thecharitychallenge.net and their yearly Twisted Trails Run event which generously supports four nonprofits with Reliance Health being one of them! This year we received a significant donation of \$2,813.50!

The Give What You Can Project was an art collective and event in memory of Patrick McGowan. Community members purchased pieces of Patrick's art with a "Give What You Can" price tag. The event raised over \$500.



Our clinical team enjoyed a free day at the Mystic Aquarium during Mental Health Awareness Month. Thank you for your generosity and recognition!

Thank you to Wicked Tulips Flower Farm for donating 38 bouquets of tulips for several of our programs to enjoy.



Thanks to The Alliance for Nonprofit Growth and Opportunity (TANGO), members enjoyed a night out watching the Hartford Yard Goats take on the Portland Sea Dogs while celebrating nonprofit organizations like Reliance Health! Thank you.



Thanks to Connecticut College's Annual Give and Go program, our Outreach to Homeless program staff were able to collect several household items for many members to make their house a home.

The Pryzybyz Family and Community Foundation of Eastern Connecticut donated \$986 for members to experience recreational activities. Reliance Health members were able to attend their first-ever NBA game!



Norwich native and author; Concetta Falcone-Codding hosted a Book Signing event and Art Display in collaboration with Reliance Health. 25% of each book sold was donated to Reliance Health in memory of her sister and mother, Janice Lynn and Rose Falcone who were once members of Reliance Health.

Chelsea Groton Bank awarded our Supportive Housing program with \$5,000 to apply towards various member activities throughout the year. The highlight was their annual fishing trip on the Black Hawk.



Did you know for every pair of Bombas socks purchased, one pair is donated? Reliance Health received 1,000 pairs of Bombas because of their mission. Thank you!



"The kitchen is the heartbeat of the home."
Dime Bank presented a grant for \$8,000 to allow us to make renovations to kitchen space at one of our shared apartment-style residential homes.



Through the Big Y Community Bag Program, Reliance Health was able to raise \$125, which means 125 reusable shopping bags were purchased within 30 days!

Artreach helped to enhance our Wellness Center with donated yoga pads and cushions for future groups and activities.



Thanks to a few generous donors, we now have a large collection of cookbooks to help with our agency wellness initiative.

Thank you to the Women's Council of Realtors Eastern Connecticut who raised over \$500 and collected hygiene items for Reliance Health's Care Cabinet during their Trunk or Treat event!



Over 40 "Blankets of Hope" were presented to Reliance Health with personalized letters from students at NFA, NFA Schem Campus, and NFA Project Outreach. These blankets went to the members we serve to stay warm.



RecycleHealth donated 20 new FitBits to our members to help work on their wellness goals!

A cheerful appreciation to the Norwich Department of Social Services for their generous donation of household items for our members.



Each year we receive a large donation of books from James Anderson, to share with those we serve. Thank you to the Anderson family for keeping this special tradition alive in memory of James.

Thanks to Kate Ordinas-Lewis for her colorful donation of assorted paints for our members to have more opportunities to express their creativity!





DISCRIMINATION IS AGAINST THE LAW

Reliance Health complies with applicable Connecticut and Federal laws and does not discriminate based on race, color, ethnic background, ancestry, national origin, religion, creed, veteran status, sex, gender, gender identity or expression, marital status, sexual orientation, age, genetic information, legal source of income, visual impairment, or physical, mental health, or intellectual disability. Reliance Health does not exclude people or treat them differently because of race, color, ethnic background, ancestry, national origin, religion, creed, veteran status, sex, gender, gender identity or expression, marital status, sexual orientation, age, genetic information, legal source of income, visual impairment, or physical, mental health, or intellectual disability.

Reliance Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, and other formats).
- Provides free language services to people whose primary language is not English, such as:
- Qualified interpreters
- Information written in other languages

If you need a qualified interpreters, sign language interpreter or written information in other formats and/or languages, please contact:

Nicole Reynolds

Reliance Health Corporate Compliance Officer

40 Broadway, Norwich, CT 06360 (860) 887-6536 ext. 275

If you believe that Reliance Health has failed to provide these services or discriminated in another way based on race, color, ethnic background, ancestry, national origin, religion, creed, veteran status, sex, gender, gender identity or expression, marital status, sexual orientation, age, genetic information, legal source of income, visual impairment, or physical, mental health, or intellectual disability, you can file a grievance with:

Nicole Reynolds

Reliance Health Consumer Rights Officer

40 Broadway, Norwich, CT 06360

Phone: (860) 887-6536 ext. 275

You can file a grievance in person or by mail, fax, or email.

If you need help filing a grievance, please contact:

Mike Van Vlaenderen

Reliance Health Chief Operating Officer

40 Broadway, Norwich, CT 06360

Phone: (860) 887-6536 ext. 256

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

SPANISH: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (860) 887-6536 ext. 275

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (860) 887-6536 ext. 275

POLISH: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (860) 887-6536 ext. 275

CHINESE: 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電, (860) 887-6536 ext. 275

ITALIAN: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (860) 887-6536 ext. 275

FRENCH: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (860) 887-6536 ext. 275

HAITIAN CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele (860) 887-6536 ext. 275

RUSSIAN: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (860) 887-6536 ext. 275

VIETNAMESE: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (860) 887-6536 ext. 275

GUJARTI: સચુ ના: જો તમે ગુજરાતી બોલતા હો, તો નન:શલુક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (860) 887-6536 ext. 275

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (860) 887-6536 ext. 275

ALBANIAN: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në (860) 887-6536 ext. 275

HINDI: ध्यान दें: यदि आप अंगरेजी नहीं बोलते, भाषा अनुवाद के लक्षण: शुल्क सेवा (860) 887-6536 ext. 275

TAGALOG: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Tumawag sa (860) 887-6536 ext. 275

GREEK: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.

Καλέστε (860) 887-6536 ext. 275



RELIANCE HEALTH, INC.

(860) 887-6536

40 Broadway, Norwich, CT 06360

Contactus@RelianceHealthInc.org

www.RelianceHealthInc.org

