

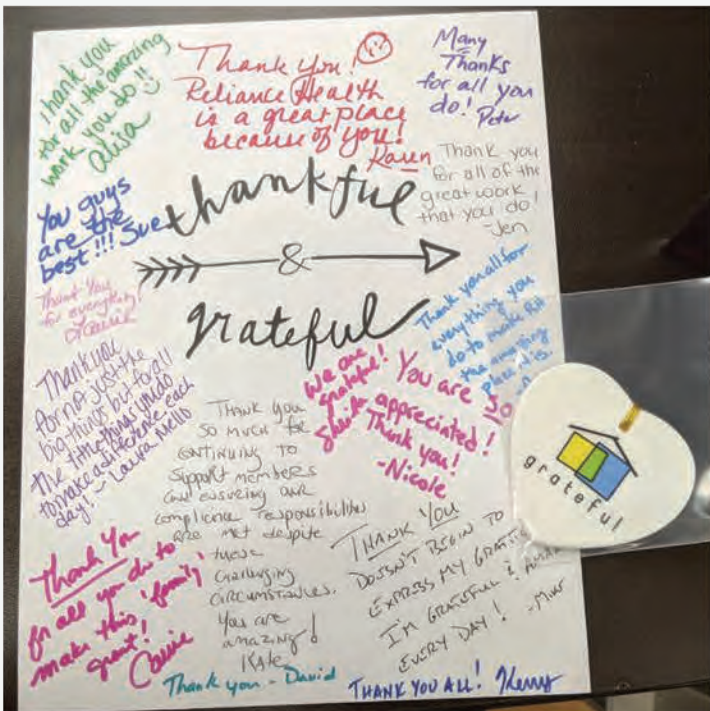
RELIANCE HEALTH, INC.

**ANNUAL
REPORT**

2021

F I S C A L Y E A R

07/01/2020 ----- 06/30/2021



CELEBRATING SENIORITY



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BOARD OF DIRECTORS

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Vice President

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Ben Turner

Bill Hopkins

Evangeline Sargent

Jack Jacobs

Jack Malone

Marie Stone

Nicole Sweeney

Roy Bourque

Wilfred Blanchette



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 of respect, growth, choice, unity in diversity, teamwork, and integrity.

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.



After an unprecedented 2020, we continued to weather the storm of uncertainty in 2021. The year presented new and enduring challenges, yet we responded with innovation, hope, and a renewed dedication to one another. We drew strength from our relationships, our ability to see potential, and our tenacity to do the right thing. We did not allow the pandemic to confine or define us.

With so much of our daily lives in flux, we chose to focus on the factors within our control. We cross-trained teams to ensure uninterrupted care, secured funds to adapt our physical spaces, shared resources with community partners, and we celebrated successes, big and small. We worked hard and emerged stronger than ever.

45 years ago, Reliance Health was founded as a place of purpose, hope, and community. A place where relationships flourished, and adversity transformed into fortitude. That foundation serves as the core of creativity, adaptability, and resilience that sustains us today.

Amid a pandemic that continues to challenge us, we remain a strong and unified team. We lead, always moving forward to deliver exceptional care for the people and communities we serve. Thank you for faring the storm with us this year and in the days ahead,



**CARRIE DYER, CEO
RELIANCE HEALTH, INC.**

Carrie J Dyer

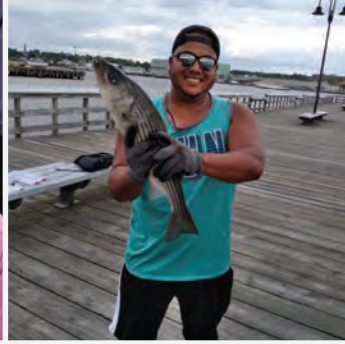
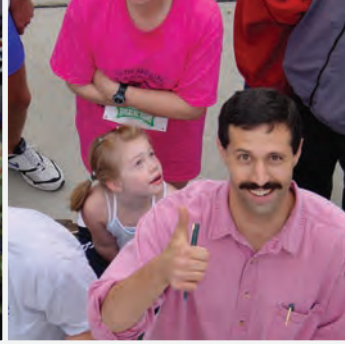
“ And once the storm is over, you won't remember how you made it through, how you managed to survive. You won't even be sure, in fact, whether the storm is really over. But one thing is certain. When you come out of the storm you won't be the same person who walked in. That's what this storm's all about. ”

-Haruki Murakami

45 YEAR ANNIVERSARY

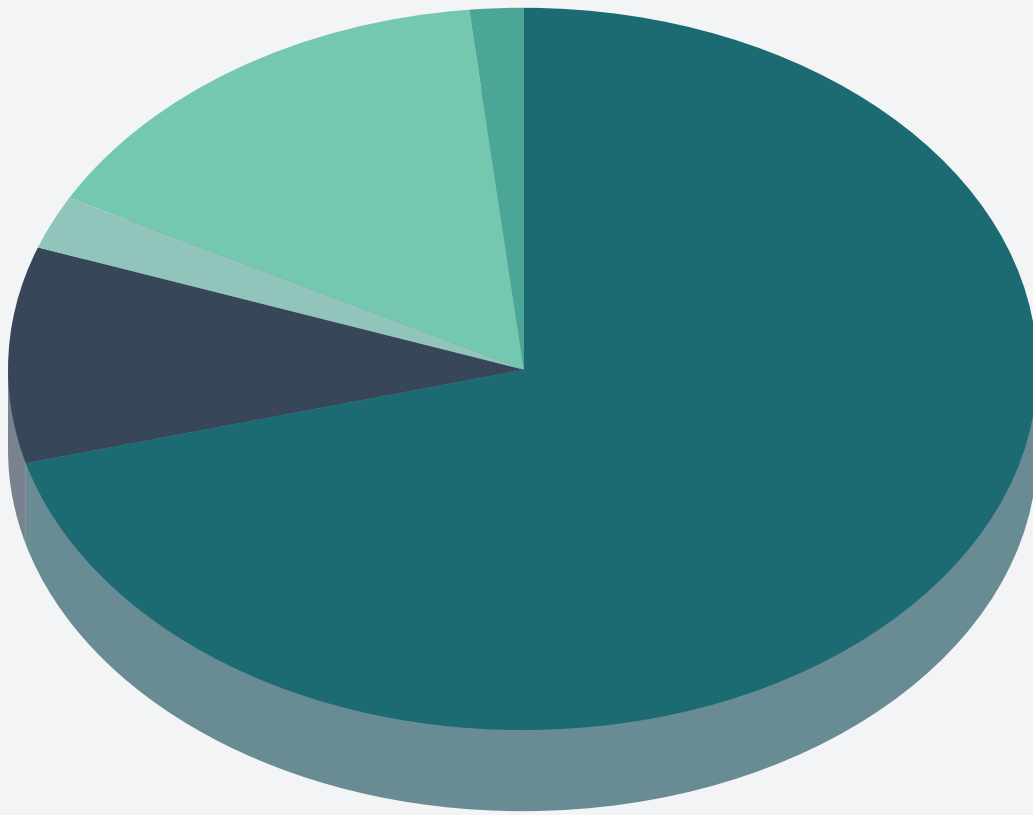


Reliance Health is celebrating 45 years of enhancing health through mental wellness! Founded in 1976 as a drop-in center for residents of Norwich Hospital who would visit downtown Norwich, the agency now offers over 40 programs throughout Eastern Connecticut. More than 1,500 individuals are served per year with the help of almost 300 employees through a variety of residential and community-based mental health services. Thank you for contributing to our growth in response to the needs of our friends, family, and neighbors. We look forward to the next 45 years.



EXPENSES

Fiscal Year 2021 Financials



Member Support, Other Grants

\$350,829

Occupancy and Depreciation

\$239,647

Administration and General

\$2,214,968

Member Support, Department of Developmental Services

\$1,391,482

Member Support, Department of Mental Health and Addiction Services

\$10,159,004

REVENUE

Government Grants

\$12,648,394

Foundations and Grants

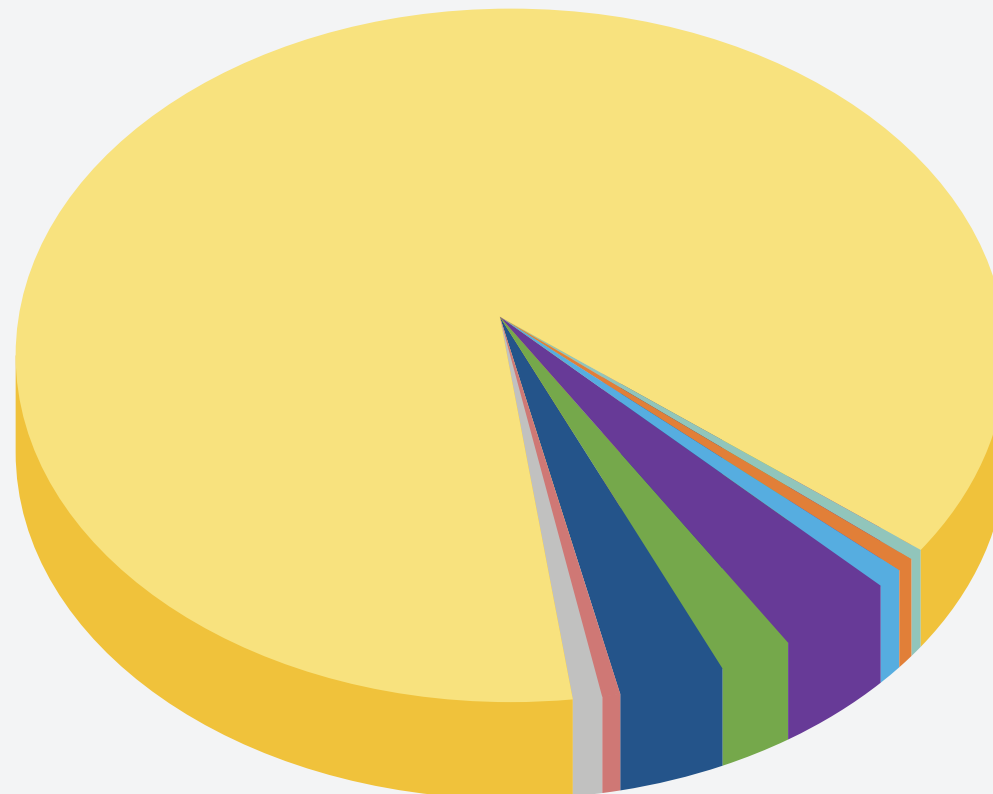
\$67,903

Individual Donors

\$72,378

Investment Income

\$1,452



Other Income

\$319,090

Clinic Revenue

\$518,153

Recognition of Bond Revenue

\$14,922

Rental Income

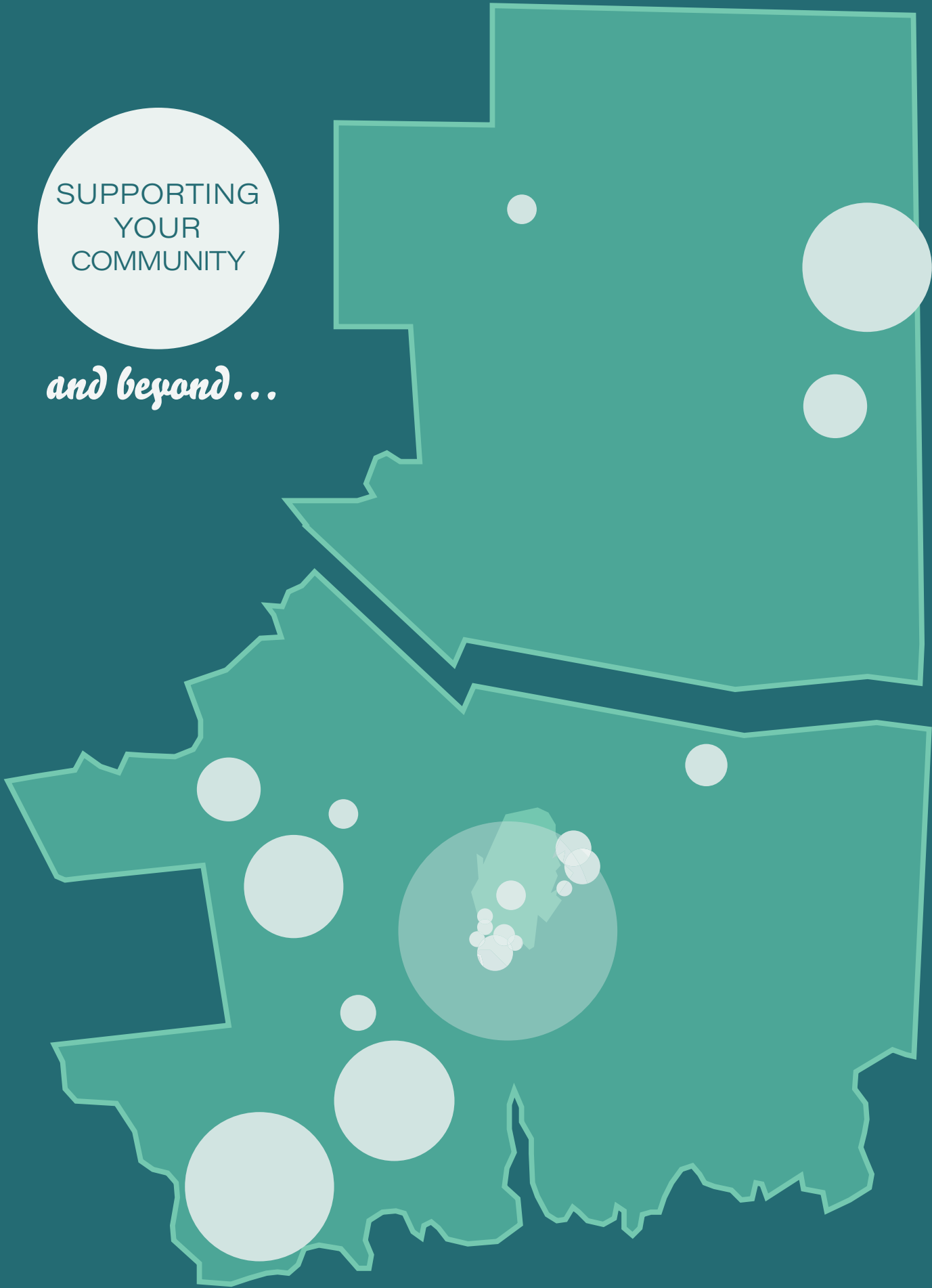
\$656,350

Net Assets released from restrictions

\$94,195

SERVING EASTERN

CONNECTICUT



SUPPORTING
YOUR
COMMUNITY

and beyond...

FROM OUR MEMBERS

“I AM THE HAPPIEST I’VE EVER BEEN IN MY LIFE...”



“IT’S A BLESSING TO HAVE SOMEONE BEHIND YOU AND SOME SUPPORT...”

9

1,339
INDIVIDUALS



...from 46 towns in Connecticut were served through 43 Reliance Health Programs



...accessed individual and group therapy



293
INDIVIDUALS

77
INDIVIDUALS

...connected with the Outreach to Homeless program for support in finding permanent housing



347
INDIVIDUALS

**SERVED THROUGH THE
COURT
SYSTEM**

**“YOU GUYS HAVE SAVED MY LIFE
SEVERAL TIMES”**

...utilized the Reliance Health
Outpatient Services Medication
Management program



415
INDIVIDUALS

THE ESSENTIALS



Throughout the year, our food pantry provided over 60,000 meals to community members, a 4x increase from the year before! We are incredibly grateful to our community partners for ensuring we had food available for those in need, and for our staff who worked tirelessly to pick up, pack up, and deliver food bags each week.

"It is so important for people to get connected to music. Especially during this pandemic."





Our property custodian John, was celebrated as an Essential Worker Hero by the Chamber of Commerce of Eastern Connecticut.

"Recognized for his diligent behind-the-scenes work, John focused on keeping everyone at Reliance Health safe across 18 properties, from doing double-duty on sanitizing to shoveling snow in the early hours."

Teamworks counselor, Keith, leads an engaging and entertaining Bob Ross virtual art class.



Lieutenant Governor Susan Bysiewicz, Senator Cathy Osten, and State Representative Kevin Ryan visited Reliance Health. During their visit, we discussed the creative ways our programs have continued to meet the needs of those we served throughout the pandemic.

COMMUNITY EVENTS

CLEAN UP THE STREETS

Another fantastic year was made possible by the ever-growing team of individuals who participated in Clean Up The Streets. This collaboration between St. Vincent de Paul Place, The Last Green Valley, and Reliance Health has a common goal to keep the city of Norwich clean. 209,173 lbs of trash was collected over the past eight years.



TRUNK OR TREAT

Thank you to the Women's Council of Realtors of Eastern Connecticut for hosting their first annual Trunk or Treat event. They raised \$321 and collected hygiene items, hats, gloves, and mittens for Reliance Health and St. Vincent de Paul Place.



MATT'S MISSION

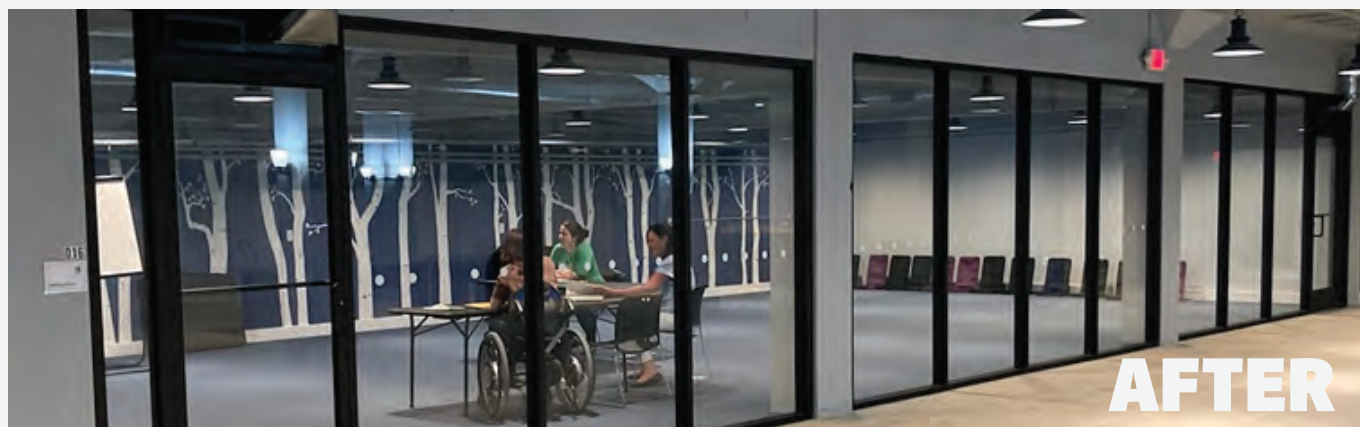
Reliance Health partnered with Matt's Mission, a grassroots non-profit 501(c)(3) to provide resources and education at their yearly event. Matt's Mission exists to end the stigma and shame of drug addiction.

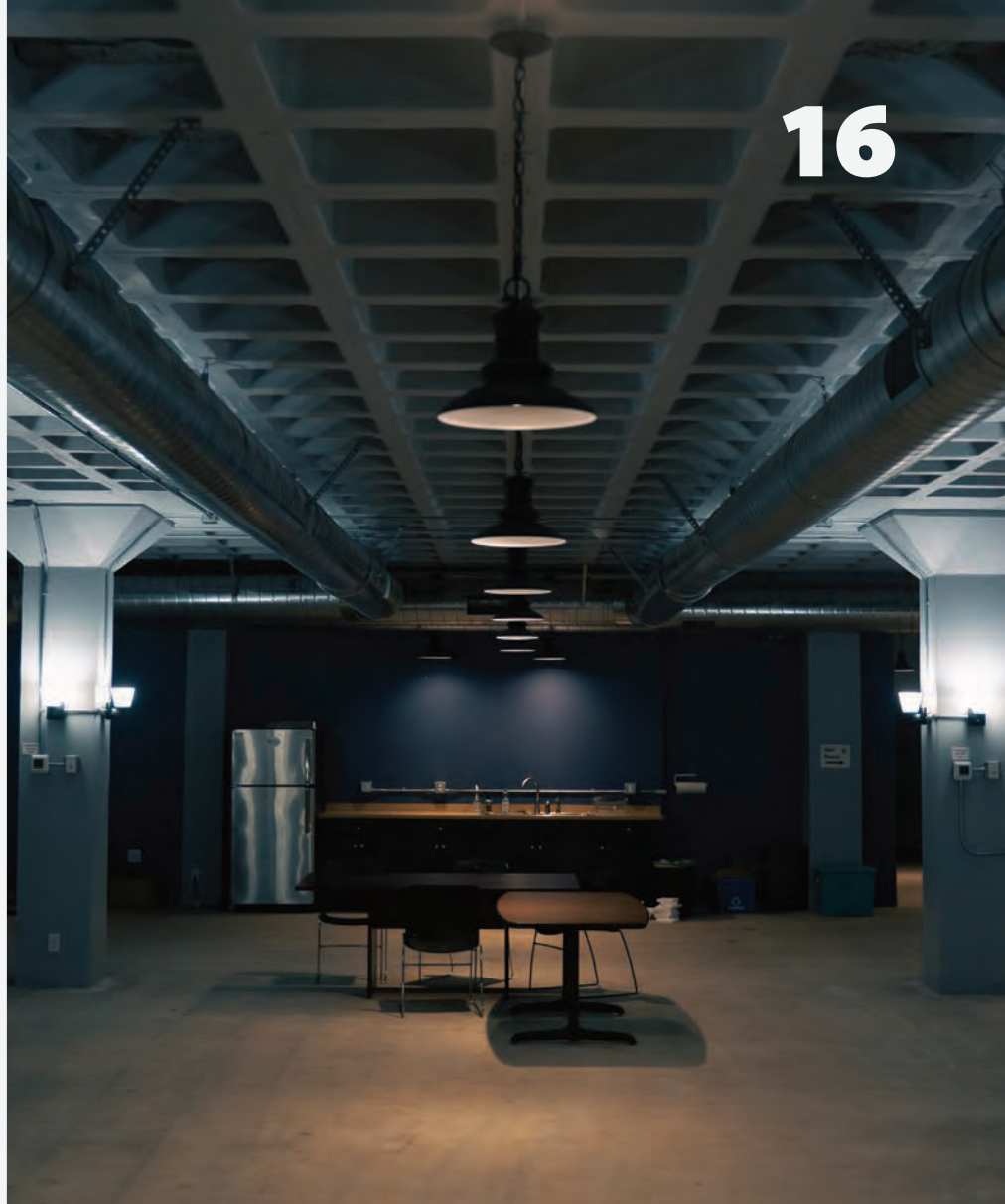


A Special Thanks to
**THE EDWARD
AND MARY LORD
FOUNDATION**



As we worked through the challenges of the pandemic, we also continued to stay creative in the ways we provided services. We are grateful to have access to several large, safe spaces in our Wellness Center. This space has the flexibility we need for groups, one on one meetings, recreational activities, and much more, while we further renovate it for future use. Utilizing the Wellness Center allows us to maximize our in-person connections and return to the core of our work - seeing individuals face to face. Aside from internal agency programming, we are eager to use the space for community collaborations and events.





A CARING COMMUNITY

NEIGHBORS HELPING NEIGHBORS

Our Property Manager, Sue Caplet, accepted a grant from Eastern CT Savings Bank Foundation to help furnish our new Wellness Center with chairs and foam floor mats!



Thank you to The Home Depot for donating supplies for the Art Group at Teamworks, as well as a variety of flowers, pots, & soil!



Thank you, Steve and Sophie, for the care packages your family made for individuals served by our Outreach to Homeless Program.



Joanne LeFrancois from LeFrancois' Floral & Gifts donated 8 pairs of sneakers to our Young Adult programs as part of "Sneakers from Eli", a tribute to the memory of Eli Diacumski. Thank you, Joanne!

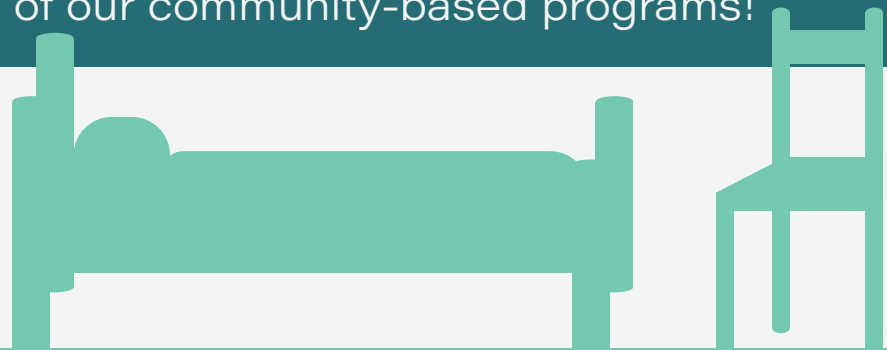


In honor of their 35th Anniversary, AA Lock & Key Inc. started its "Community Give Back" program. They kicked off their celebration with their first donation to Reliance Health, Inc.!

Bombas is a company that truly cares. They match each item purchased with a donation. Bombas sent us a second shipment of 1,000 pairs of socks to provide to those in need. These socks are engineered for individuals who don't have the luxury of putting on new socks every day. Thank you Bombas, for all that you do to support others.



Huge shout out to Bill's Bedding & Furniture Showroom, Inc. in Danielson for donating furniture to those served in one of our community-based programs!



Mohegan Sun generously donated hundreds of towels to the United Way of Southeastern Connecticut to distribute to the Eastern CT Coordinated Access Network. Our supportive housing and Outreach to Homeless programs received and shared these those with those we serve.



A sincere thank you to Bishop Michael Cote and the Diocese of Norwich, CT who contributed funds toward food and meals for those served as part of the Operation Rice Bowl Grant.

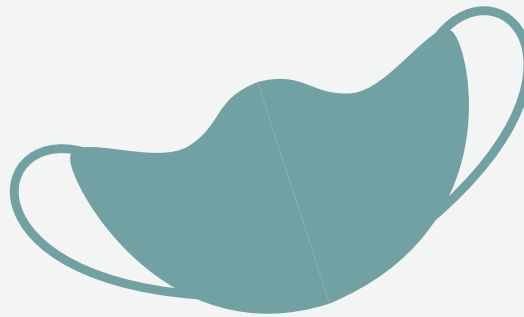


Care Cabinet donations of personal hygiene items were provided by Sarah Edmond on behalf of the Quarantine Tiny Paintings Project.

Talk about spreading happiness! Thank you to Wicked Tulips Flower Farm in Preston for donating bouquets of tulips to each one of our residential programs, our offices downtown, and several extra bouquets for staff who deserved a little extra recognition.



Church of The Lord Jesus Christ of the Apostolic Faith in Stamford donated over 100 handmade face masks for our members and staff.



Thanks to the Livable Communities Grant Program from the AARP-CT, Reliance Health had the ability to purchase tablets and tablet covers to assist the older adults we serve in staying safely connected to peers, recovery groups, educational opportunities, relatives, and friends.



Thank you to The Chamber of Commerce of Eastern Connecticut for donating a combination of over 200 paper and cloth face masks! We are grateful to have such incredible community partners who genuinely care about our safety.



A SPECIAL THANK YOU TO OUR DONORS...

Monetary Donors:

AA Lock & Key, Inc.*
Alarming Ideas*
Amanda Ferrari*
Amazon Smiles
American Ambulance Service, Inc.*
American Landscape & Lawn Science*
Amy & Patrick Schafter
Andi Fischer Herrmann
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Bill Burns*
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Chelsea Groton Foundation
Christopher Crowe
Clem & Lesley McGrath
Colchester Federated Church*
Colleen Wells
Custom Carpentry of Norwich, LLC
Cynthia Galipeau
Cynthia McCracken Goepfert
Daniel R. Santos*

Danielle Dubro
David & Denise Magario
David & Kristin Allard
David & Nancy Burnett
Debra Fisher in Honor of Mike Van Vlaenderen
Dianne Jones
Donald & Lois Steinman
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Dyer Family
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Edwin Muenzner
Epicure Incorporated
Eric Naugler
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Greeneville Congregational Church - Ladies
Aid Society
Hartford Hospital Medical Group Primary Care
in Norwichtown
Helen Sakellarides
Helmut Henry
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Jessica Rivera
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Jim & Michele Cronin*
Jimmies Ice Cream Shoppe



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Joseph & Nancy Przekop
John Mercier*
John Wirzbicki
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Keith Gardner
Ken & Linda Lamothe
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Laura Mello
Leader Stores*
Lisa Bressani
Liz Duet
Lloyd Langhammer
Lord Family Partnership*
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Michael Minzy
Michael & Carolyn Fusaro
Michael & Mary Driscoll
Michelle Firmin
Mitchel Beauregard*
Nancy Shea
Nancy Burnett
Nantsi Vose
Neal & Jane Lassen Bobruff
Nicole Reynolds
Nikki Spillane
Norma Meiselman*
Northeast Towing & Transport, LLC*
Norwich FireFighters Local 892
Norwich Free Academy Students

Olde Tymes Restaurant
Pamela Brockett Herget
Pat Albert
Patricia McFall Fluet
Patrick Goodnow
Paul & Carol Fatone
Peter McCormack
Peter Maneri Jr.
Pierre Pensis
Pocket Vinyl*
Rachel Brewster
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Sara Stuart
Second Congregational Church of Griswold
Sharon Silver
Shemekia Garcia
Sherri Raboin
Shipman's Fire Equipment Co., Inc.
Sofia Lewitt*
St. Luke Lutheran Church
Stephen Suplita
Sterling Superior Services, Inc
Superior Recycling, LLC.
Susan Epstein
The Schuster Group*
TheCharityChallenge.net*
Three Rivers Community College*
Tom Engeldrum
Tracey Zak
Victor Harley
Walter Hewitt & Sherri Burdette
Wanda Kitchen
Wilfred Blanchette Jr.
William & Joanne Robinson
Women's City Club of Norwich
Women's Council of Realtors of Eastern CT

* DONATED \$250 OR MORE

In-Kind Donors:

4H Food for Families - Guida's Dairy
Alissa Mulliken
Ann Marie Osowski
Bank of America
Bill's Bedding
Bob Desroisers
Bombas Socks
Church of The Lord Jesus Christ of the Apostolic Faith
Craftsman Cliff Roasters
Danny Bernier
Deb Walker
Dominion
Eastern CT Community Garden Assoc.
Ed & Rose Punzalan
Ekonk Community Grange
Ellie Little
Evangeline Sargent
Franni Morales
Holly Bridgham
Holy Trinity Greek Orthodox Church
Home Depot
Irene Hallisey
Jennifer Rose
Jeri & Joe Catillo
Joan Coughlin
Joanne LeFrancois
John Schishmanian
John & Liz Baldwin
Karen Palenski
Linda Smith
Linda Snarski
Linda & Tod Perkins
Linnea Willard
Main Brace Package Store
Matulaitis Rehabilitation & Skilled Care
Norma Meiselman
Pat Sweet
Patsy Longo Brycki
Rotary Community Corps of Norwich
Sandra Coval
Sandy Dearborn
Sarah Edmond
Second Congregational Church of Griswold
SERAC
Shanetta Knight
Steinberg & Cathcart, LLC
Stephanie Garcia-Nava
Surplus Office Furniture
Sydney Gidman
The Chamber of Commerce of Eastern CT
Tolland Inn
United Way on behalf of Mohegan Sun Casino
United Way on behalf of Target & Walmart
Vicky Sohn
Wicked Tulips Flower Farm
Women's City Club of Norwich
Women's Council of Realtors of Eastern CT

In Memory of Bill Gawronski
Anonymous

In Memory of Carolyn Rankin
Dorothy Nichols
James H. Rankin*

In Memory of Dan Murphy
Mike & Rosemarie Payne

In Memory of Dennis Silva
Harley & Deborah Stiggle

In Memory of Doreen Mercier
Cathleen Schultz
Christa Henselder
John & Matthew Mercier

In Memory of Edward Smith
Alissa Mulliken

In Memory of Gary Hotham
Marie (Tina) Kamercia

In Memory of James Anderson
Beverly A. LaPointe
Carrie Dyer
Gail Purington
Gail & Ron Ramos
Janice Anselmi
Jeanne Anderson
Jeanne & John Lombardi
Julie Menders
Paul & Diane LaCombe
Stringer Family
Susan Jean Vaughn

In Memory of John Morosky
Beatrice & Jane Mackenzie
Jane & Rachel Morosky
John T. Morosky
Ronald Skomro

In Memory of Joshua Jakubowski
Dawn Caras*

In Memory of Joshua James Sawyer
Jim & Gail Sawyer

In Memory of Patrick McGowan
Kyle Cullinane
Nikki Johns

In Memory of Peg Gorman
Eric Reelitz

In Memory of Ron LaBonte
Rose Lamothe
William P. Butrymowicz

In Memory of Stacey Sedotti
Carrie Dyer
Terry Sedotti

In Memory of Tom Przybysz
Kenneth Przybysz
In Memory of Tony Perry
Bruce Thornton

In Memory of Wilfred & Helen LaFreniere
Tom & Betty LaFreniere



TOP WORKPLACE

“Strong Values”

“Innovation”

“Meaningful Work”

“WORK-LIFE BALANCE”

For 9 years, Reliance Health has been recognized by our employees as a Top Workplace! We are very grateful and proud to serve our community.







YOU MATTER
ZERO DAYS CLOSED
DUE TO COVID



YOU MATTER



YOU MATTER



YOU MATTER



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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

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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

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

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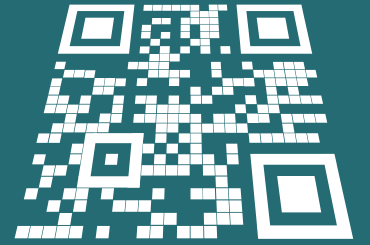
ALBANIAN: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në (860) 887-6536 ext. 275

HINDI: ध्यान दे यदद आप अंग्रेजी नहं बोलते, भाषा अनुवाद केललए नन: शुलुक 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

DESIGNED BY THOMAS ROWNTREE
MAASISM.COM



ENHANCING HEALTH THROUGH MENTAL WELLNESS

(860) 887-6536

40 Broadway, Norwich, CT 06360
contactus@RelianceHealthInc.org
www.RelianceHealthInc.org

