

Reliance Health, Inc.

Annual Report





Board of Directors

We are grateful to the Reliance Health Board of Directors who provide the agency with oversight, guidance, support, and so much more. Their commitment to our mission, vision, and values makes a tremendous difference in the lives of those we serve and our community as a whole.

First Row: Marie Stone, Jack Jacobs, Sam Bliven (Secretary), Bill Hopkins
Second Row: Evangeline Sargent, Jack Malone (President), Alissa Mulliken, John Mercier (Vice President), Ben Turner
Third Row: David Allard, Eric Sandberg, Roy Bourque (Treasurer)
Absent from photo: Mark Gagne and Bill Blanchette

Our Mission

To enhance health through mental wellness.

Our Vision

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

Our 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:

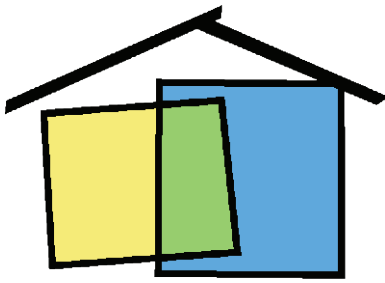
Cultivate a community that recognizes differences and celebrates individuality.

Teamwork:

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

Integrity:

Live honestly and ethically in accordance with our values.



**2019 has been
unlike any other
year in the
history of
Reliance Health.**

**We reflected on our past,
celebrated our present, and set our
sights to a future of innovation,
creativity, and growth.**

In 1976, our founder, John Morosky created a community of hope, kinship, respect, and support. In 1978, that vision grew and the organization's first employee, David Burnett was hired. As the needs of the community evolved, so did our organization. In 2018, we dedicated our new building in honor of John Morosky and his vision. His intention of creating an environment that cultivates community lives on at our new location at 2 Cliff Street in Norwich.

This year, we celebrated the retirement of David Burnett and all that he contributed during his forty-one years of service. His passion for people and love for life are a legacy that is woven into our culture.

As we set our sights on 2020, we look to the past to inform our future. We will explore areas of growth and innovation as we reflect on the needs of our community. We will establish and nurture relationships to create rich and meaningful collaborations. We will optimize our current constructs to strengthen our overall foundation.

It is with much love and appreciation that we close out 2019 and welcome all that our future holds.

Carrie J Dyer



Carrie Dyer
CEO of Reliance Health, Inc.

STATISTICS

Reliance Health served

1,575
INDIVIDUALS

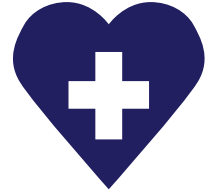
from 45 towns across Eastern CT

95 INDIVIDUALS attended substance abuse recovery-oriented groups at Penobscot Place



with an average of **11 attendees** per day.

48 INDIVIDUALS



were assisted in attending recovery-based groups (NA, AA) outside of Reliance Health.

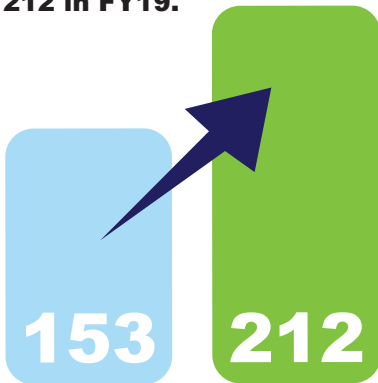


1,538 food bags were distributed from our food pantry for a total of **13,842 meals**.



In addition, **43 turkeys and 70 chickens** were provided to those in need during the Holiday season.

ENROLLMENT at our Teamworks Clubhouse grew from **153** in FY18 to **212** in FY19.



The Community Support Program offered 17 courses per month to members with a focus on building skills related to budgeting, socialization, decreased isolation, symptom management, wellness, health and safety, and independent living.

32

INDIVIDUALS were served through the Mental Health Waiver Program, allowing those experiencing mental and physical health barriers to receive specialized in-home care.

181
INDIVIDUALS

worked with Career Services on finding employment at businesses such as GNC, Blue-Wire, Stop & Shop, McDonalds, Lake of Isles, Hospitality Staffing Solutions, Tanger Outlets, Mohegan Sun, Keith's Appliances and Sodexo Facilities Management.

155

Individuals experiencing homelessness were assisted with finding housing through our Outreach to Homeless Program.

71

Individuals experiencing homelessness utilized Reliance Health shelters.

EVENT HIGHLIGHTS

David Burnett's Retirement

After nearly 41 years with Reliance Health, David Burnett, our Chief Executive Officer, retired on July 31, 2019.

FROM THE BEGINNING, Dave embodied Reliance Health's values of respect, teamwork, choice, growth, diversity, and integrity. With Dave's leadership, we have established ourselves as a community leader in mental health education, advocacy, and service delivery. Reliance Health's new CEO, Carrie Dyer, intends to ensure that Dave's legacy carries on; "Dave has created a culture of growth and love and we intend to continue to build on that foundation as we look to the future."



EVENT HIGHLIGHTS

Top Workplace

Reliance Health was recognized as the 3rd Top Workplace amongst mid-sized employers through the Hartford Courant's Top Workplace list in 2018. This was the 7th year Reliance Health received the honor, based on employee surveys conducted by Energage, formerly Workplace Dynamics. In addition to receiving the honor of 3rd Top Workplace, Reliance Health received special recognition among all employers for outstanding staff appreciation.

**TOP
WORK
PLACES
2018**

Hartford Courant

CARF Accredited

Since 1988, Reliance Health has invited CARF, the Commission on Accreditation of Rehabilitation Facilities, to accredit our programs. The CARF accreditation process allows us to welcome surveyors to observe our organization in action; highlighting our areas of strength and assisting in identifying areas of growth. This three-day process, which occurs annually, or every three years depending on the accreditation received, involves a team of industry peers who conduct an on-site survey through interviews with staff and persons served, observation of organizational practices, review of documentation, questions and answers, and a consultative review of surveyor findings. This year Reliance Health Outpatient Services was surveyed for the first time and received a three-year accreditation along with our service coordination, community integration, supported living, residential, and employment services!



Wellness Retreat

This was the second year we hosted a Wellness Retreat for our members, inspired by the retreat our staff attended at the Omega Institute in 2017. Held at the McPherson Outdoor Education Center at the Waterford Country School, the retreat provided those we serve with the opportunity to experience reiki, massage, therapeutic animals, healthy cooking classes, healthy meal options, healing through arts, music, and so much more.



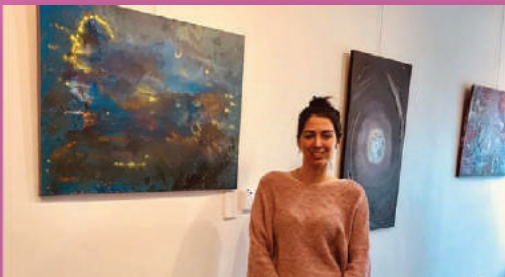
COMMUNITY MATTERS



First
FRIDAY
DOWNTOWN NORWICH



Throughout the year we opened the Reliance Health Gallery to the public as part of the popular “First Friday Norwich” events. Art displayed included Putnam area artist Ian Hussey, sculptures and paintings by The Copper Kid, a staff and member Art Collective, a joint show with artists Jerry Wagner and Carol Klammer, paintings by Lucia Maria, a Spring Art Collective with artists CJ Andersson, Roxanne Pandolfi, and Patrick McGowen, as well as live music and other forms of entertainment. The Reliance Health Gallery is one that promotes inclusion and inspiration which helped us secure 2nd Best Gallery in the Bulletin’s Readers’ Choice Awards this year.



COMMUNITY MATTERS

Ways We Care For Our Mental Health

We asked you how you care for your mental health and were overwhelmed by the responses we received! Here are a few examples of how you care for your mental health...

"I take care of my mental health by spending time with my best friend"
- Annemarie

"One technique that I like to tell people to use is listening to music. Not only do the beats and rhythms stimulate the mind, but the lyrics also have a meaning behind them. The goal is to find the message and relate it to your life. How can you make an impact on your daily life and others? BE POSITIVE, and MOVE FORWARD!!!"
- Lavar

"Walks, beach days, naps, yoga, and reading" - Lisa

"Knitting, Crocheting, Sewing, Spinning, Weaving, Walking, Spending time with Family and Friends, Volunteering, Having a box with something for each sense. Great to have for when things get hard as a way to calm down. Taking my medication and keeping appointments. Reaching out when needing extra help, Advocating"
- Vange



Rose Arts Festival

We were thrilled to participate in the Rose Arts Festival once again this year. Not only was Reliance Health represented by a booth on the green during the day, but we also opened our gallery to host live music by the Barstool Diplomats with original hits by Reliance Health Chief Operating Officer, Mike Van.



Next to Normal

Members of the Reliance Health Clinical Team were invited to participate in a talkback about mental health following the Chestnut Street Playhouse production "Next to Normal".



Norwich Fire Department

Teamworks and Penobscot Place served lunch to the Fire Department on September 11th.

Make Music Day!

We invited a variety of musicians to help us recognize the worldwide celebration of music.



COMMUNITY MATTERS



Wellness Fairs & Expos

As a community mental health center, Reliance Health strives to talk to as many people as we can about the importance of mental health as the foundation for whole-body wellness. Throughout the year you can find us at health fairs, expos, and other events, sharing information on mental health and the services we offer.



"In the Winter months I find cooking brings me back to center and in Spring, Summer and Fall it is dirt therapy; gardens, flowers and veggies!" - Linda

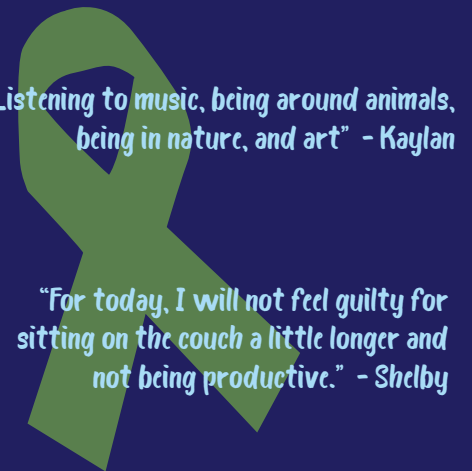
"My main method of maintaining mental health would be transition skateboarding. Transition refers to ramps and other man-made obstacles, which one can flow around on without their feet touching the ground for minutes at a time. When you're caught up in a line your mind and body are solely focused on the next motion, all the while maintaining balance, comfortable foot position, and a general idea of your surroundings." - Daniel

"Music, reading a good book & laughing with the kids & my husband!" - Megan

"I care for my mental health by talking to God and praying he gives me the strength I need to overcome this battle." - Catherine

"Listening to music, being around animals, being in nature, and art" - Kaylan

"For today, I will not feel guilty for sitting on the couch a little longer and not being productive." - Shelby



FOCUSED ON GROWTH



Early Screening Intervention

With the support of the Chief States Attorney and The Singer Foundation, Reliance Health is participating in a pilot program to provide Early

Screening Intervention to low-risk offenders. The program, now funded by DMHAS through September 2020, connects low-risk offenders meeting certain criteria with mental health treatment, substance use treatment, insurance, state benefits, housing, homeless services, doctors, and other providers to divert them from entering the criminal justice system. Our ESI specialist meets with an average of 8-10 people per day with a 95% success rate in case dismissal.

In The News

The Day

**JAN 6,
2019**

“Judiciary bills would bring changes to judge appointments, court transcripts and divorces”

The Day

**FEB 8,
2019**

“Report: Early intervention for low-level offenders shows promising results”

The Day

**FEB 22,
2019**

“Improving court efficiency and redirecting lives”

FOCUSED ON GROWTH

Coordinated Addiction Recovery System



The Coordinated Addiction Recovery System, now called The

Norwich Recovery Coach Program, offers a 24-hour response to an individual calling 2-1-1 looking for support with addiction

treatment. The program began as a Pilot Project with 2-1-1 before being funded by the State Opioid Response “How Can We Help” grant for 2019 and 2020. CARS has contributed to decreasing overdose deaths in Norwich, Connecticut from 34 deaths in 2017 to 18 in 2018. Funding for this program currently supports one full-time and one part-time Recovery Coach at Reliance Health. During Fiscal Year 2019, 84 individuals seeking help with recovery contacted CARS, and an additional 27 family members called for support with their loved ones totaling 111 contacts. CARS referred 52 people to treatment in FY2019.

In The News

The Day

SEP 21,
2018

“Norwich sees fewer fatal overdoses in first half of 2018”

The Bulletin

SEP 22,
2018

“Our View: States showing the way in opioid crisis”

The Bulletin

SEP 25,
2018

“Reliance Health announces recovery coach services program”

The Day

DEC 17,
2018

“Norwich offers Narcan training to downtown business owners”

The Day

JAN 5,
2019

“Norwich, New London get new grants to address addiction”

The Day

JAN 26,
2019

“Norwich recovery coach project could expand across state”

FOCUSED ON GROWTH



CCAR Recovery Coach Academy®

Recognized nationally as the original and leading recovery offering of its kind, CCAR's Recovery Coach Academy® is an innovative new approach to healing people's lives that is unlike any other training. It offers participants the once-in-a-lifetime experience to gain new knowledge, be challenged, and reap valuable rewards, providing the essential learning, tools, and resources needed to become an effective recovery coach. In FY19, Reliance Health offered several Recovery Coach Academy trainings in Norwich, helping 27 individuals graduate from the class.

In The News

FEB 26, 2019

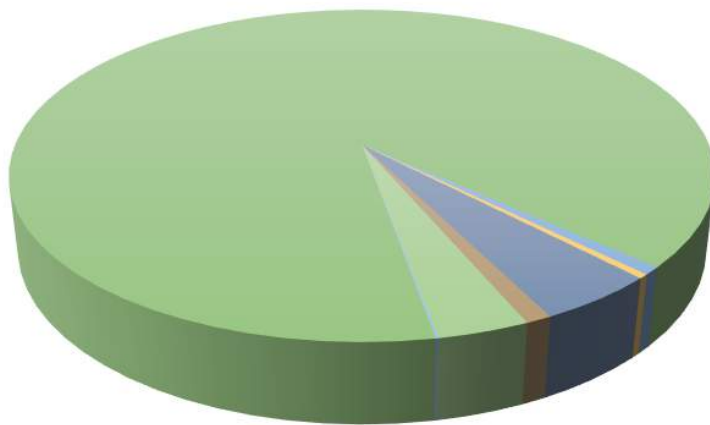
The Bulletin

“Reliance Health seeks participants for recovery coach training”

2019 FISCAL YEAR FINANCIALS

Revenue

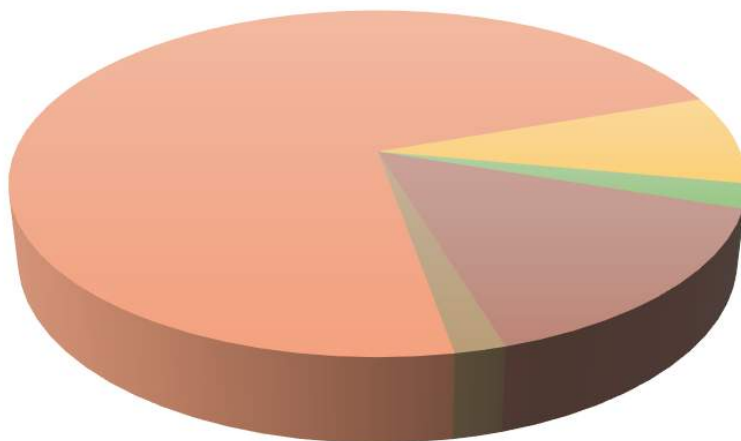
Revenue: \$13,286,453



- Government Grants \$11,882,226
- Foundations and Grants \$96,499
- Individual Donors \$53,406
- Investment Income \$1,592
- Rental Income \$629,942
- Other Income \$134,812
- Clinic Revenue \$473,055
- Recognition of Bond Revenue \$14,921

Expenses

Expenses: \$13,355,738



- Member Support, DMHAS* \$9,669,834
- Member Support, DDS \$1,111,924
- Member Support, Other Grants \$301,520
- Administration and General \$2,017,466
- Occupancy and Depreciation \$254,994

*DMHAS: Department of Mental Health and Addiction Services

**DDS: Department of Developmental Services



Par-4-Charity Golf Tournament

The 2nd Annual Par-4-Charity Golf Tournament raised nearly \$2,000 to support the development of a Teaching Kitchen in The Morosky Building.

The Teaching Kitchen is a space dedicated to teaching life skills. In addition to cooking, individuals with access to the teaching kitchen learn about nutrition, budgeting, mindfulness, physical activity, and connections between food and whole-body wellness. While learning new skills, individuals are also able to teach others, sharing their knowledge while building self-esteem and confidence in their abilities. We want to thank all who participated and donated to help make our dreams of a Teaching Kitchen come to life.



Par-4-Charity Golf Tournament Sponsors:

EN Costa Construction
Smith Hearing Services
Gregory Lesnik, MD

Special Thanks to:

Yost Home Improvement
Brian Carberg
Pepsi Beverage Company
Robert Price
Alan Sylvestre

The 2018 Norwich WinterFest 5K proved to be an exciting day with over 400 people participating in the race! 365 runners, walkers, rollers and strollers registered for the 5K with 59 kids participating in the FitKids Fun Run. We are grateful to all who donated their time, talents, and enthusiasm to this event, raising over \$3,000 for Reliance Health's mission of enhancing health through mental wellness.

Reliance Health Presents Norwich WINTER FEST 5K




A special thank you to our sponsors. Without them the Norwich WinterFest 5K would not be possible. We also appreciate our community friends, who give us the support needed to provide all involved with a safe and enjoyable experience. Join us next year! Visit our website or Facebook page to learn more and stay up-to-date with plans for the next Norwich WinterFest 5K.

Special Thanks to Our Community Partners:



Southeastern Council on Alcoholism and Drug Dependence, Inc.



American Ambulance



Supporters: Renegade Fitness
Dime Bank Waittes Insurance

OUR SUPPORTERS

\$250,000

The Edward & Mary Lord Foundation

provided \$250,000 in funding to transform the basement of the Morosky Building into a Wellness Center.

\$15,000

Bob & Deb Burnside

\$5,000 +

Bob's Discount Furniture Charitable Foundation

\$2,000 - \$4,999

Chelsea Groton Foundation
John Mercier
The Anderson-Paffard Foundation, Inc.

\$1,000 - \$1,999

David & Nancy Burnett
Walter J. Lamb
Lord Partnership
Norwich Roman Catholic Diocesan Operation Rice Bowl Grant
Worker's Compensation Trust Safety Grant

\$500 - \$999

Anonymous
James Carboni Plumbing & Heating, Inc.
Roy F. Jeffrey
Road Church Missionary Society
Shoptite Partners in Caring for our Foodbank
Smith Insurance
The Last Green Valley for Clean Up the Streets

\$100 - \$499

Sultan Ahamed
Amazon Smile
Anonymous
Curt F. Beck
Bill & Natalie Billing

David Bingham
Wilfred J. Blanchette, Jr.
Bonner Electric, Inc.
Roy Bourque
Cynthia Brockett
Gail Carr
Chelsea Groton Foundation Acts of Kindness – by employees Keith Caplet, Rachel Evrett, & Becky Jacoinski
Carolyn Cirulli
James & Helen Coleman
Jim & Michele Cronin
CT Tigers Ticket Sale Fundraiser
Dime Bank Employees Blue Jeans Day Fundraiser
Michael Driscoll
Dr. Ted B. Fischer
Judith H. Foley
Fatima Glover
Goldblatt Bokoff, LLC
Esther Gowitzke
Grace Episcopal Church, Yantic
Greater Hartford Community Foundation, Inc. - Travelers Championship Chip in for Charity - Tickets sold by Andrew Massaro from Manifest Millennial
Gordon & Marilyn Hyde
Patricia Knowles
Robert Kudej
P. Michael & Carol M. Lahan
Ken & Linda Lamothe
Lloyd L. Langhammer
Larry's Auto
Thomas Lesnik, MD, P.C.
MegaPhone Fitness, Megan Dunn
Norma Meiselman
Sheila Moran
New London County Orthopedic Surgery, P.C. - Patricia Cambridge
Norwich Firefighters 892
Norwich Free Academy Hope Lives Here Student Group for Outreach to Homeless Program
Norwich Technical High School National Honor Society Homecoming Dance Fundraiser
Allison W. Perkins
Kenneth Przybysz
Anis & Ann Racy
Daniel Santos, CPA LLC
Savings Institute Bank & Trust Employees Caring & Giving Campaign
Scepanski Roofing
Amy L. Schafter



Richard from D&D Dry Cleaners who cleaned coats donated by customers at Norwich Agway



Megaphone Fitness Spin-A-Thon Fundraiser



Workers Comp Trust Safety Grant provided ladders to all of our programs

OUR SUPPORTERS

Patrick Schafter
Valerie Sebastian to Support the
Fundraising Efforts of Melanie Miller
Williams
Susan & Chuck Seeman
St. Luke Lutheran Church
Sterling Superior Services
Marie Stone
Superior Recycling, LLC
Judge & Mrs. Samuel H. Teller
The Last Green Valley, Inc. for Clean Up
the Streets
Bruce Thornton
Jeff & Nancy Turner
Grace Vandal
Jerry Wagner & D. Karen Yeager to
purchase art supplies for the
Supportive Housing Programs
Donna M. Wheeler
Kaitlin Whitmore
Toby Coit & Richard Wolak
Women of the Moose Bozrah Chapter
124
Women's City Club of Norwich

Up to \$99

Donald & Ada Amaro
James & Jeanne Anderson
Anonymous (4)
Anonymous for the Care Cabinet
Anonymous for the Outreach to
Homeless Program
Anonymous for Yoga Classes
Laurie Bartholic
Mitchell Beauregard
BJ's Wholesale Club Membership Drive
Fundraiser
Neal & Jane Lassen Bobruff
Ms. Marie Bontempo
April Britt for The Day's Make a
Difference Campaign
Roberta Brown for the Care Cabinet
Christina Carter
Carol A. Cieslukowski
Carol Croteau
Krys Czarnecki
D'Elia's Bakery, Inc.
Gerald Daigle
Robert N. Davis
Marie Doyle
Michael Doyle
Liz Duet
Michael & Carolyn Fusaro
Tom Giroux - Custom Carpentry of
Norwich
Troy & Alissa Gladu
Guillot Funeral Home
Ellen Gunther
Pamela Brockett Herget
Madeline Jaaskela
Robbie Johnson
Janet Koch
Anne Kozlow
Thomas LaFreniere
Cathy Landingham
Robin Laudette
Dorothy Lewis
Joann & William Lynch II
David Magario
Meg McCulloch
Carol McDermott
Patricia McFall Fluet
Clement & Lesley McGrath
Shane Michalski
Ann M. Milner
Kristine Mingo
Kelly O'Connor
Sara O'Hearn
Jeffrey Olsen
Steven Olsen
Dominique Pizzo
Mr. & Mrs. Joseph R. Przekop
Kathy Rathen & Arlene Lugo
Scott & Kris Rider
Jessica Rivera
William & Joanne Robinson for The
Day's Make a Difference
Campaign
Rose City Financial Services, LLC
Betsy & Robert Ross
John Sacrey
Helen Farias Sass
Second Congregational Church of
Griswold for TALVHI
Terry Sedotti
Annemaire Seifert
Alberta Sherman
Ronald Skomro
Denise Smith
Donald & Lois Steinman
Carrie Teslof
The Pest Pros LLC
Elizabeth Thorp
Nantsi Vose
Johanna Ward for The Day's Make
a Difference Campaign
Lisa Wetherbee Warren
Jim Wilson
John Wirzbicki



**The Regional Initiative Grant Program REGI
funded The Art of Healing project**

Employers & Companies that Matched Donor Gifts

AT&T for Valerie Sebastian
Charter Oak Federal Credit Union
for Marie Stone
Pfizer Annual Giving Campaign for
Bill & Natalie Billing, Esther
Gowitzke, Grace Vandal, and
Bob & Deb Burnside

***You can quickly and easily double
your contribution if your employer
matches gifts made to nonprofits,
such as Reliance Health. Check
with your employer to see if they
offer a matching gifts program to
double your next contribution!***

Bob & Deb Burnside

**donated \$10,000 to honor David Burnett's 41 years
with Reliance Health and secured a \$5,000
matching gift in honor of his retirement.**



**The Edward & Mary Lord Foundation
provided funds for the renovation of the
basement in the Morosky Building.**

OUR SUPPORTERS

During FY 2019, significant in-kinds goods and services were provided to Reliance Health by individuals, groups and businesses throughout the community. These generous donations help ensure that the people we serve have access to a wide variety of food, household products, clothing, and other items.

In-Kind

James Anderson
Anonymous for the Residents at TALVHI
Backus Hospital (Lisa Hageman)
Bombas Socks for those experiencing homelessness
Geri and Joseph Catillo
Colchester Grange #78 for the residents at TALVHI
Richard Conti
Joanne Cote
D&D Dry Cleaners Coat Drive (cleaning services)
Alice Delorge for the Residents at TALVHI
Danielle Duzan for the Women's Group at Teamworks

Eastern CT Community Garden Association
Laura Eleazer
Holmberg Orchards, Inc. for the Annual Family and Friends Party
Holy Trinity Greek Orthodox Church for the residents at TALVHI
Donna Hurley for The Day's Make a Difference Campaign
Juniper Hill Village for the residents at TALVHI
Lisa Knepshield
Mrs. Klewin's 2nd grade Class from Griswold Elementary School
Maria Krug
Lyle Lettie
Bobby & Karen Liverman
Niantic Lions
Norwich Agway Coat Drive
Zoe Oemcke for The Day's Make a Difference Campaign
Pam Parker
Heather-Renaé Paul
Jill Pilgrim
Monica & Mike Pitruzzello

Lisa Reynolds
Salem Stone Design for our Teamworks Clubhouse
Evangeline Sargent
Harry Savard
Annemarie Seifert
Shipman & Goodwin, LLP
Sue and Lester Smith
Craig Staggs
Barbara Tasca
United States Coast Guard Academy
VFW Post 10004 for the Residents at TALVHI
Linda Whitfield
Therese Wilson
Wendy Zande

Other Ways to Give:

Are you expected to make a withdrawal from your IRA this year? You may want to consider having the custodian of your IRA send a portion to Reliance Health. Charitable distributions from IRAs are tax free and may satisfy the required distribution necessary to avoid the income tax you may otherwise owe. Talk to your IRA custodian to learn more.

In Memory of John P. Anderson

Louise G. Anderson

In Memory of Lawrence William Barrett

Athena Health Care Systems
Sandra Ann Bosko
Kathryn Burroughs
Fred Capacchione
Florence D. Huntington
Robert & Lois Huntington
The Lescoe Family
Dorothy A. Lewis
Ken Przybysz
James and Gail Sawyer
Michael Starkowski

In Memory of Jacqueline Falman

William Falman

In Memory of Bill Gawronski & Lillian Moore

Anonymous

In Memory of Gary Hotham

Marie (Tina) Kamerica, MSW, LCSW
Charles Meuse

In Memory of Deborah Jacobs

Adeline & Gennaro Ameno
Dennis Beatrice
Rose Behm
Stephen D'Eon
Carol Granato
The Hildreth Family
Kenneth & Alicia Laney
Nancy B. Moriarty
Len & Nancy Peta
Denise & Larry Pomponi
The Road Church
Sally Salancy
Laura Skelton
Bruce & Linda Smith
Frank & Ann Tortorici
Mary Tortorici
Donna Weissman

In Memory of Zigmund Kaczmarczk

Anthony & Janice Orsini

In Memory of Ron LaBonte

Patty Abreu
"Friends of Ron LaBonte"

In Memory of Matthew Lane

Beverly Goulet
Tom, Joan, Alicia, Brian, & Gary Lane
Charlotte & Kurt Larson
NFA Alumni Association
Margaret Tumicki

In Memory of Doreen Mercier

Donna Addeo
Bernard & Jean Cooney
Christa Henselder
Cathleen Schultz

In Memory of John Morosky

Beatrice Mackenzie
Mrs. John Morosky

In Memory of David Powers

Bruce & Linda Smith

In Memory of Bob Ramsdell

Backus Hospital Administration & Staff

In Memory of Richard Sharpe

Anne Sharpe

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:

Kate Caristo-Scalora

Reliance Health Corporate Compliance Officer

40 Broadway, Norwich, CT 06360 (860) 887-6536, ext.214

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:

Kate Caristo-Scalora

Reliance Health Consumer Rights Officer

40 Broadway, Norwich, CT 06360

Phone: (860) 887-6536, ext. 214

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

If you need help filing a grievance, please contact:

Mike VanVlaenderen

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 1(860)887-6536, ext. 214

PORTUGUESE: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1(860)887-6536, ext. 214

POLISH: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1(860)887-6536, ext. 214

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, 1(860)8876536, ext. 214

ITALIAN: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1(860)887-6536, ext. 214

FRENCH: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1(860)887-6536, ext. 214

HAITIAN CREOLE: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1(860)887-6536, ext. 214

RUSSIAN: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1(860)887-6536, ext. 214

VIETNAMESE: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1(860)887-6536, ext. 214

GUJARTI: સુચના: જો તમે ગજુરાતી બોલતા હો, તો નન:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1(860)887-6536, ext. 214

KOREAN: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1(860)887-6536, ext. 214

ALBANIAN: KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1(860)887-6536, ext. 214

HINDI: ध्यान दें: यदद आप अंग्रेजी नह ं बोलते, भाषा अनुवाद के ललए नन: शुल्क सेवा 1(860)887-6536, ext. 214

TAGALOG: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1(860)887-6536, ext. 214

GREEK: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1(860)887-6536, ext. 214



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