

Enhancing Health Through Mental Wellness



Fiscal Year 2018
Annual Report



Reliance
Health

CEO'S CORNER

Reliance Health has been built on a foundation of interpersonal respect, individual dignity, and the resultant love that ties us all together in productive and creative relationships.

Fundamental to that belief system is the understanding that we are all on a mental health continuum and we all do well some days and less well on others.

When it comes to mental health it is not us and them. It is only us. We are united by our emotional strengths and our emotional frailties. We are in it together. We help each other.

Also fundamental to our belief system at Reliance Health is that all health is built on a foundation of mental well-being. If that foundation is not solid all health will suffer. To be physically well we must first be mentally well. If we are

mentally well, we are more likely to be able to effectively sustain a life that leads to physical health. Again, the foundation of good health is mental wellness.

We at Reliance Health will continue to bring our message of mental wellness to our community, and by so doing we will help Eastern Connecticut be a healthier, happier place to live. We will support our staff, we will support the people we serve, and in turn improve the quality of life for all.

Dave B. Smith



BOARD of DIRECTORS

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



MISSION • VISION • VALUES

MISSION

Enhancing 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

TOP WORKPLACE



Reliance Health was honored, once again, to be nominated by its employees as a Top Workplace! Not only did our employee survey result in a 2nd place ranking among mid-sized Connecticut companies, but we won the additional distinction of receiving top scores for “Direction” among ALL of the companies surveyed across the state.



This was the 6th year Reliance Health had been recognized as a Top Workplace. Each year, employees are surveyed by Workplace Dynamics, who partners with the Hartford Courant to identify the best employers in the state. Our Chief Executive Officer, David Burnett attributes Reliance Health’s Top Workplace standing to its employees, “With over 250 employees, we are proud to know that our values are reflected not only in the service we provide to our members, but also in the way we treat our staff. I am so impressed by the people who work here. Daily experiences lead me to believe that we are extraordinarily fortunate to attract and hold good people.” Chief Operating Officer, Carrie Dyer recognized the significance of this award by saying, “During this time of budget uncertainty and increasing pressures, an event like this reminds us of our worth; of our collective values and goals; and of our love for the people we serve, the work we do, and each other.”



Thank you, Reliance Health employees, for your dedication, hard work, and love that results in the agency being a Top Workplace!

Service MATTERS

94%
of those surveyed
expressed satisfaction with
services received from
Reliance Health

450
recovery-based groups
were offered through
Penobscot Place

177
individuals engaged with
Career Services
to obtain employment

74
individuals were provided
with Reliance Health
shelter and respite beds

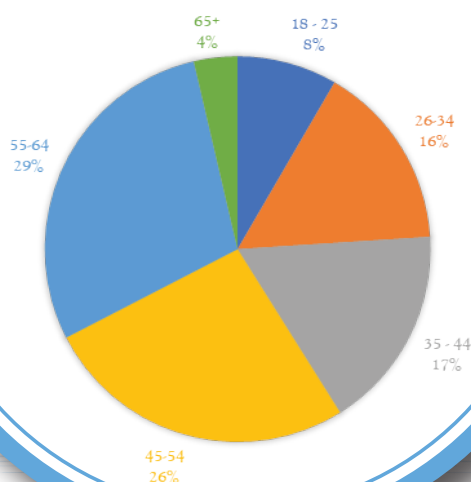
11
residential programs provided
a home and services for
129 individuals

1,186
food bags provided
10,674 meals
to those in need

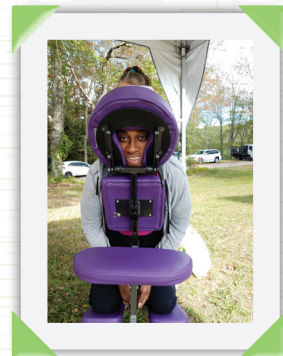
1,211
individuals from
44 towns
across Eastern CT
were connected with services
from Reliance Health

483
individuals received therapy
and/or medication services from
Outpatient Services

AGES OF INDIVIDUALS SERVED



Enhancing Health Thro



"Life is awesome!"



"I felt that I was important"



"Reliance Health has changed my"

"Reliance Health helped me through a very difficult situation."



ough Mental Wellness



"Reliance Health helps and heals people"



life around for the better"



"I love coming to this place"

"Reliance Health is the best thing to happen to my life"



"Reliance Health has helped me find myself."



COMMUNITY LEAD



EDERS IN WELLNESS

Through health fairs, wellness expos, and a wide variety of community events, Reliance Health is bringing the topic of mental health to the forefront.



First
FRIDAY
DOWNTOWN NORWICH



THE MOROSKY BUILDING



The Morosky Building

This building is named in honor of John J. Morosky, father of new children, father, and great-grandfather. John was a dedicated worker and citizen. He part of the profession that is a Master of Social Work degree. He started a nonprofit to provide a place of safety and family for those, especially in the community from Newark, New Jersey. He lived to support and protect the lives of individuals diagnosed of post-traumatic stress disorder in their homes. He tried to help people with mental health struggles after serving in the armed forces.

For several years, John was a great and devoted family to his son, employee. The impact of his dedication to his son and his family health care is a great legacy. John is a family member who the foundation for which Reliance Health was built. The vision was to do the right thing in every situation, with every person, which is why a company that is an extension of their commitment, respect, and encouragement. Our commitment and appreciation for the courage of John, community, and the great work done together. To this day, we believe in him.



in Honor of John Morosky

When we started as The Leisure Center in 1976 we occupied a small space in the Shannon Building in downtown Norwich. As a single-staffed drop-in center, we didn't need much more than a room or two to operate. We have since grown into a much larger community mental health center, providing services to over 1,000 people annually.

As we've grown, so has our need for space. For years we've been operating out of various locations, with dreams of one day purchasing a space that could accommodate all of our day programs. This past fiscal year our dreams became a reality with the purchase of 2 Cliff Street in Norwich. The building is an ideal location for Reliance Health's current and future expansion plans and aligns with our long-term strategic goals. Before purchasing this building we had been providing services out of 8 offices scattered throughout Norwich, in addition to 11 residential homes throughout Eastern Connecticut. The new building has provided us with much needed program space, while enhancing accessibility and service delivery for those we serve.

We have named our 2 Cliff Street office "The Morosky Building" in honour of our founder, John Morosky. John chose to support and enhance the lives of individuals deprived of their wellness due to chemical imbalances in their bodies. He chose to help people with mental health diagnoses. John understood and demonstrated the real meanings of team, community, and the love that holds us together. We cherish the gifts that John has given us and proudly memorialize the legacy he left behind.



John Morosky
1929 - 2014

"This place is a great place to go. It has helped me so much."

"There is magic here."

- Career Services
- Penobscot Place
- Supportive Housing
- Community Support Programs
- Reliance Health Outpatient Services
- Supported Living Program
- Outreach to Homeless Program
- Supported Education
- Teamworks

"I love coming to this place."

"Reliance Health helps and heals people."

Reliance Health Presents Norwich WINTER FEST 5K

With sunny skies and mild temperatures, we couldn't have asked for a better day to hold the 5th Annual Norwich WinterFest 5K! Nearly 350 runners participated in this year's event, with 80 kids racing in the Free FitKids Fun Run. The WinterFest 5K is not only a fundraiser for Reliance Health, but a community event focused on highlighting the role both physical and mental health have in whole body wellness. Thank you to our sponsors and all who walked, ran, rolled, or strolled to support our mission!



Thank You!
to all our sponsors



PLATINUM PLUS

PLATINUM



SILVER

BRONZE



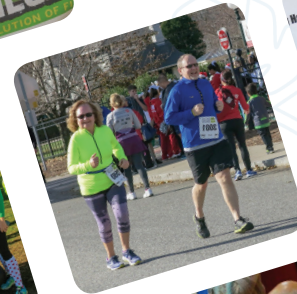
FRIENDS

SUPPORTERS

American Ambulance
Michele's Massage
Matthew's Catering
Promo Direct

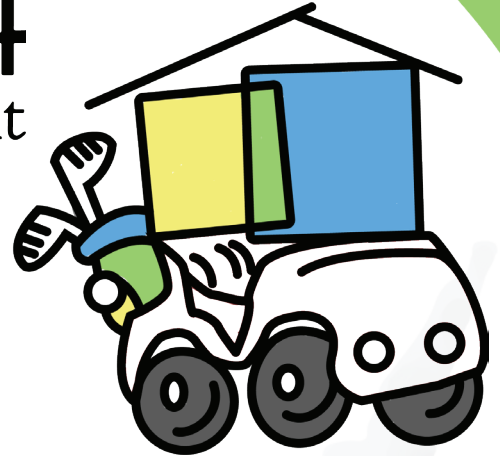
Dime Bank
John Mercier
Peter Powers
Contracting
Waittes Insurance

Join us next year!
Visit www.hartfordmarathon.com/norwich-winterfest-5k/
for more information





1st Annual Par 4 Charity Golf Tournament



Our 1st Annual Par 4 Charity Golf Tournament, held at River Ridge Golf Course, was a day of whacky weather and tons of fun! We raised \$4,000 which we used to develop a Member Education Fund. With these funds members have received assistance with licensure fees, tuition, books, transportation to classes, backpacks, tuition, and other education related expenses. We appreciate all who sponsored, contributed, and played in our 1st Annual Golf Tournament, giving those we serve an opportunity to further their education and realize their dreams.

Sponsors:

E. N. Costa Construction
Linda and Darrell Graddy
Dr. Thomas Lesnick
Smith Hearing Services
Karen Yeager
Bob Price

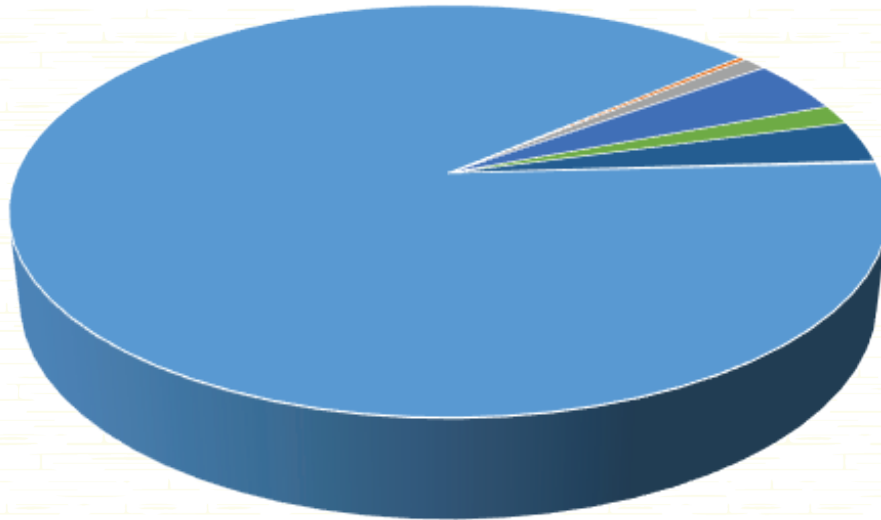
Silent Auction Contributors:

2 Wives Brick Oven Pizza
Blackledge Country Club
Chantclair Golf Course
Colchester Golf Range
Cort Murphy
David Norkeveck
Fiddleheads Food Co-Op
Foxwoods Resort Casino
Lake of Isles
Michael Jordan Restaurants
Mohegan Sun
Shennecossett Golf Course
Sweet Perspectives Photography
Twin Hills Country Club

Complimentary Chair Massage by:

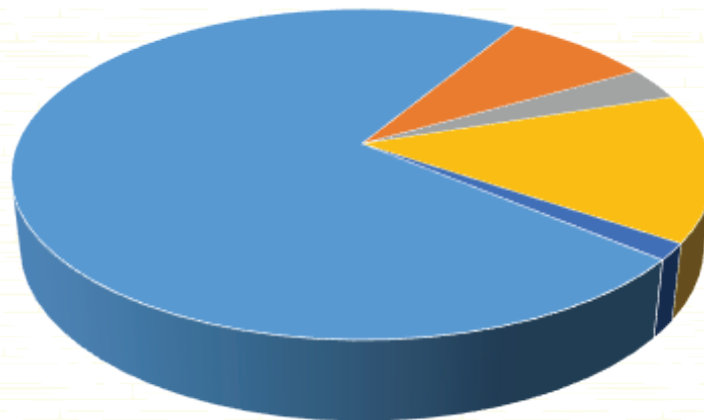
The Positive Spirit Massage
(Tracy Rosiene)

Revenue \$13,259,751



- Government Grants \$11,870,640
- Foundations & Grants \$39,363
- Individual Donors \$136,700
- Investment Income \$1,771
- Rental Income \$554,172
- Other Income \$205,475
- Clinic Revenue \$431,645
- Recognition of Bond Revenue \$14,921
- Net Assets Released from Restrictions \$5,064

Expenses \$13,250,908



- Member Support, Dept. of Mental Health & Addiction \$9,612,680
- Member Support, Dept. of Developmental Services \$1,076,178
- Member Support, Dept. of Other Grants \$427,111
- Administration & General \$1,917,404
- Occupancy and Depreciation \$214,512
- Changes in Temporarily Restricted Net Assets \$3,023

2018 Net Profit (Loss) Change in Net Assets \$8,843

SPOTLIGHT on

CARING



We are fortunate to be surrounded by a truly caring community. Thank you to the individuals, businesses, and groups who support our mission and those we serve. Your contributions provide people with meals, independence, warmth, dignity, and life experiences while prioritizing mental health as it relates to whole body wellness. Because of you, the community is stronger, happier, and healthier.

You make a difference!



Thank You! for your SUPPORT

\$100,000

Anonymous

\$5000 +

Bob's Discount Furniture
Charitable Foundation

\$1000 - \$2000

Lord Partnership
John Mercier
The Anderson-Pafford Foundation, Inc.
The Lamb Family Fund

\$500 - \$999

David & Nancy Burnett
Colchester Federated Church
Esther Gowitzke
Grace Episcopal Church
Anonymous
Robert H. Laudette
Road Church Missionary Society
St. Luke Lutheran Church
Westerly Volleyball Association Fundraiser

\$100 - \$499

S. Ahamed
Monique Allard
American Landscape & Lawn Science
Curt F. Beck
BJ's Wholesale Club Membership
Drive Fundraiser
Bonner Electric, Inc.
Roy Bourque
Robert Burnside
Keith Caplet on Behalf of Chelsea Groton
Bank's Acts of Kindness Campaign
Connecticut Tigers
Ticket Sale Fundraiser
Jim & Michele Cronin
Eli Diacumski
Patrick Dolnick
Michael Doyle Facebook Fundraiser
Michael E. Driscoll
Malcom S. Edgar, M.D.
William Falman
Anonymous
Helen K. Ferencek
Mr. Francis Foley III
Sheila Gabrielli
Diane Gawronski
Greenville Congregational Church
Ladies Aid Society
Christa Henselder
Gordon & Marilyn Hyde

John Jacobs
Roy F. Jeffrey
Rob Kudej
P. Michael & Carol M. Lahan
Ken & Linda Lamothe
Lloyd Langhammer
Anonymous
Leader Stores
Jay Levin for Legal Fees
Beatrice Mackenzie
David McConnell
Norma Meiselman
Sheila Moran
Mrs. John Morosky
Edwin R. Muenzner, CPA, LLC
New London County Orthopedic Surgery, PC
Norwich Fire Fighters Local 892
Daniel & Laura Santos
Savings Institute Bank and Trust
Caring & Giving Campaign
J. David Sawyer
Anonymous
Amy Schafter
Patrick Schafter
Valerie Sebastian
Susan & Chuck Seeman
Syndey Smith Facebook Fundraiser
Sterling Superior Services, Inc.
Superior Recycling, LLC
Samuel & Joan Teller
The Nutmeg Companies, Inc.
Bruce Thornton
Grace Vandal
Damien Villanueva
Richard Wolak & Taby Coit Wolak
Women of the Moose Bozrah Chapter 124
Womens City Club of Norwich -
The Ways & Means Committee

\$0 - \$99

Donna Addeo
Donald & Ada Amaro
Amazon Smile
James & Jeanne Anderson
Anonymous
Bill & Natalie Billing
Marie L. Bontempo
Robert Brown
Dr. & Mrs. Dennis Cambria
Carol A. Cieslukowski
James Coleman
Carol & Rudolph Croteau
Gerald Daigle
Robert & Ellen Davis
D'Elia's Bakery & Grinder Shop
Tom Engeldrum
Michael & Carolyn Fusaro
Thomas Giroux - Custom Carpentry
of Norwich, LLC

Jacob Halloway
Jackie Hartwell
Humble Store
Dr. Manuel E. Kadish
Corkalik Kapfro
Jennifer Lacy
Thomas LaFreniere
Karen Ledesma for TALVHI
& Supportive Housing
Dorothy Lewis
David & Denise Magario
Lance Magnuson
Carol Mastronunzio
Carol McDermott
Suan McElaney First Friday Book Sales
Ariel McFadyen
Clem & Lesley McGrath
Barstool Diplomats
Ann M. Milner
Darryl Oakes for TALVHI
& Supportive Housing
Sara O'Hearn
Tony Orsini
Gabriel Panko
Nona Pflug
Michele Procko
Josephy & Nancy Przekop
Sherri Raboin
Ann & Anis Racy
Mr. E. V. Reelitz
Cheryl Richards
John Sacrey
Second Congregational Church of
Griswold for TALVHI
Anne Sharpe
Alberta Sherman
Elizabeth Shoemaker
Anonymous
MaryEllen Spellman
Don Steinman
Duncan & Lolly Stoddard
Celeste D. Warner

Employers & Companies that Matched Donor Gifts

AT&T for Valerie Sebastian
BD for Rita Saltiel-Berzin
Charter Oak Federal Credit Union for
John Jacobs
Pfizer Annual Giving Campaign for Bill
& Natalie Billing, Esther Gowitzke, &
Grace Vandal

• 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 donation!

* We apologize for any omissions or errors

*“I don’t think I would have come as far
as I have without them”*

In Kind

During FY 2018, significant in-kind 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.

The Estate of Paul Brockett Jr.
Marna Chaplin
Colchester Grange #78
D&D Drycleaners
Dubay Tractor Center
Dunkin Donuts
Ekonk Community Grange
Robin Embark
Five Star Markets (ShopRite)
Janelle Flores
Groton-New London International
Church of Christ
Holy Trinity Greek Orthodox Church
Don James
Juniper Hill Village
Kim Keish
Beverly Lavoie
L.E.G. Up Consulting
Viola Lockwood
Pamela Muccilli
National Council
Pam Parker
Project Outreach at
Norwich Free Academy
Ed Prysbyz
Martin Rutchik
Saint Augustine Rectory
Greta Skiles
Paul Spedalieri
Tonja Strobe
Damien Villanueva
Meagan Yeung

Make a Difference Campaign

Anonymous (2)
Robin Bonanno
Al Chrisbacher
Sherri Hinchey
Paula Macdougall
James & Catherine Oemcke
Terry Reilly
Sandra Sharr
Robin Smith
Nina Vallombroso

Program Support

Billy Wilson’s Aging Still
Bob’s Discount Furniture
Chelsea Groton Foundation
Dime Bank Foundation
Eastern Connecticut
Association of Realtors
Eastern Connecticut
Community Garden Association
Five Star Markets -
ShopRite Partners in Caring
Norwich Agway
Norwich Roman Catholic Diocesan Corp.
Regional Initiative Grant Program
Smart Signs
United Way of Southeastern CT

In Memorium

In Memory of *Elizabeth "Betty" Barrett*

Sandra Ann Bosko
Aileen Capozzi
Gladys Chen
Elaine Coletti
Anne Mahalawich
Margaret Morelli
Rolando & Claudia Rabines
Rita Saltiel-Berzin
Lisa Wentworth

In Memory of *Jacqueline "Jackie" Falman*

Anonymous
Marianne Nardone
Alberta Sherman
Bruce & Linda Smith

In Memory of *Sally Hill*

Neal & Jane Lassen Bobruff

In Memory of *James Izbicki*

Heide Kapral

In Memory of *Ronald LaBonte*

Eva Albert
William Butrymowicz
Gail Carr
Eva Albert
William Butrymowicz
Gail Carr Connecticut Coalition to End
Homelessness
Dale Hasselbacher
Walter Hewitt & Sherri Burdette
Mae & Alan Houlihan
Joyce Keil
Rose Lamothe & Gene Lariviere
Patrick McGowan
Deb Medeiros

Kathy & Alan Ouellette
Claire “Kim” Perrone
Krista Pounders
Patricia Rynkiewicz & Rick Cressey
Helen Sakellarides
Cynthia Sebastian
Nancy Shea
Judy Simon
Bruce & Linda Smith
Charles & Judy Strutt
Thomas & Sally Thornton
Anne Whimsey
Catherine Zeiner
Roger and Maryann Zotti

In Memory of *Doreen Mercier*

Cathleen Schultz

In Memory of *Thomas Przybysz*

Sheila Amdur
Susan Beckwith
Michael & Naomi Cohen
Connecticut Prevention Network
Patrick Harrington
Lynne Horr
John & Meg Kasprak
Mary Ellen Killeen
J. Kevin Kinsella
Jay Levin
Lowney Family Foundation
John A. McCarthy
Lynne McMunigle
Carol Murphy
Linda Poltorak
Kenneth Przybysz
The Quinns
Gary Richter
Amy & Lewis Robinson
Helen Romano
Steve Smith
Southeastern Regional Action Council
Michael Starkowski
Thames Valley Council for
Community Action (TVCCA)
Arlene Wujtewicz
Kathy Zezulka

In Honor of *Melanie Miller-Williams*

Valerie Sebastian

* We apologize for any omissions or errors

LOOKING FORWARD



As we look back on all we've accomplished this past fiscal year we can't help but be excited for the future. The addition of the Morosky Building has provided us with a space that can accommodate current offerings while meeting future goals. We are working on renovating the basement to incorporate a Wellness Center and someday hope to create an accessible rooftop space. With these additions we look forward to expanding our service offerings while providing enhanced holistic care.

We have two pilot programs in the works which have already had a substantial impact on community well-being. One program, focused on combating the opioid crisis, is a first of its kind approach to moving people toward recovery. The other, designed to connect low level offenders with mental health and substance use treatment instead of prison, is quickly demonstrating its worth. Additionally, community offerings such as

the Gay Straight Alliance and Clean Up the Streets continue to gain momentum as more people join their efforts.

Reliance Health looks forward to increasing our collaboration with community partners to provide education on the importance of mental health. We are looking to do more advocating on behalf of mental health services while filling gaps in the system with needed supports. We are driven to promote acceptance and understanding around mental health and mental health treatment. We strive to educate, support, and collaborate on behalf of those living with mental health barriers.

Looking forward, we hope that you'll join us as we work to enhance health through mental wellness. Follow us on social media and check our website often for updates and ways that you can get involved.

www.RelianceHealthInc.org

NON-DISCRIMINATION STATEMENT

Discrimination is Against the Law

Reliance Health complies with applicable Federal civil rights laws and does not discriminate based on race, ancestry, religion, creed, color, national origin, veteran status, sex, age, marital status, gender, gender identity, sexual orientation, or physical, mental health, or intellectual disability. Reliance Health does not exclude people or treat them differently because of race, ancestry, religion, creed, color, national origin, veteran status, sex, age, marital status, gender, gender identity, sexual orientation, 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 on the basis of race, religion, color, national origin, age, disability, or sex, you can file a grievance with:

Deborah Walker,
Reliance Health Consumer Rights Officer
Regional Behavioral Health Action Organization,
228 West Towne Street, Norwich, CT 06360
Phone: (860)848-2800

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Kate Caristo-Scalora or Deborah Walker is available to help you.

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>.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1(860)887-6536, ext. 214

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

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

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)887-6536, ext. 214

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

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

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

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

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

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ,6536-887(860)1 (ext. 214

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

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

ध्यान दः यःद आप ःहदी बोलते ह ःतो आपके ःलए मुफ्त मः भाषा सहायता सेवाएं उपलब्ध ह । (860)887-6536, ext. 214

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

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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contactus@RelianceHealthInc.org



Designed by
Cheryl Gibson
Graphic Design Student
Three Rivers Community College