

# Reliance Health, Inc.

Fiscal Year

# 2020 Annual Report

July 1, 2019-June 30, 2020



# OUR 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.

## BOARD OF DIRECTORS

Jack Malone-President  
John Mercier-Vice President  
Sam Bliven-Secretary  
Roy Bourque-Treasurer

David Allard  
Wilfred Blanchette  
Angelo Callis  
William Hopkins  
Jack Jacobs

Alissa Mulliken  
Evangeline Sargent  
Marie Stone  
Ben Turner



2019 was the 8th year Reliance Health was recognized by our employees as Top Workplace through the Hartford Courant. It was also the third time we received special recognition for our Program Directors. We are fortunate to have so many caring leaders who support our incredible staff, the people who make us a Top Workplace, year after year!

# GRATITUDE.

Despite the turmoil and uncertainty of 2020, I am left with a feeling of gratitude. Our teams have been remarkable in adapting and reshaping the care and compassion we have consistently delivered since 1976. We could not have done this without your support.

When faced with unprecedented and unforeseen adversity, you responded with kindness and encouragement enabling us to do the same. You surrounded us with care in the form of hand-sewn masks, meals, sewing machines and fabric, hand sanitizer, protective equipment, care packages, and words of appreciation and comfort as we worked to provide essential services through the pandemic.

Your support, paired with our employee's dedication to our mission, allowed us to regroup, refocus, and reflect on our purpose and create innovative ways to move forward. We quickly adopted new technology, secured resources, developed new approaches, and modified services all while being keenly focused on the health, safety, and unity of our Reliance Health family.

Not only did our services stay whole, providing record numbers of meals, outdoor activities, and virtual options, but the organization grew. Our Homeless Outreach team expanded to serve Windham County and our Recovery Coach program broadened to partner with emergency service personnel. The Reliance Health Outpatient Clinic swiftly embraced audio and video Telehealth services, accelerating our existing plan to integrate a more accessible support option. Despite the obstacles, the momentum we have gained in 2020 will help to strengthen our approach as we enter the next phase of the pandemic and plan for whatever tomorrow holds.

Your support of our mission, our staff, and the individuals we serve has proven to be essential.

Thank you for seeing us through this challenging year,

*Carrie J Dyer*

**Carrie Dyer**  
CEO of Reliance Health, Inc.



Reliance  
Health, Inc.

**1,205** individuals from **46** towns in Connecticut were served through **42** Reliance Health Programs.

Individual and group therapy was accessed by **381** people.

**482** individuals utilized the Reliance Health Outpatient Services medication management program.

Over **100** individuals were connected with community-based recovery groups including AA, NA, ACOA, AL-ANON, & SMART.

Early Screening Intervention Services assisted **333** low-risk offenders in connecting with services and supports, diverting them from entering the criminal justice system.

**25** people served through Supported Education completed CNA courses, certifications in Accounting & Customer Service, and CDA credentialing. **6** individuals were assisted with GED goals.

**182** individuals connected with Career Services for assistance with obtaining competitive employment.

**Employer Spotlight: Lake of Isles** has provided many job opportunities for those served by Career Services and our Outreach to Homeless program. They have also been instrumental in collaborating with Reliance Health staff to ensure the success of those they employ.

The Supported Education Program assisted **9** college students in transitioning to fully online learning when in-person classes were moved.

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

**51** men & women were provided temporary housing through the Reliance Health shelters.

**Reliance Health is a progressive agency at the forefront of person-centered services.** We provide over 40 programs to support the mental health needs of the community. These programs include but are not limited to service coordination, peer support, supportive housing, employment services, supported education, social rehabilitation, shelter and homeless outreach, respite, young adult services, social and recovery-focused clubhouses, individualized support programming, individual and group therapy, medication services, recovery coaching, and supported living. We aim to meet the challenges of providing access to a more complete, coordinated, and effective system of community-based behavioral health services and support.



**We provide 24/7 care** in 12 homes and 2 apartment buildings located throughout Eastern Connecticut. During Fiscal Year 2020, 129 individuals received services from these homes through an array of supports including harm reduction, veterans support, life skills, and transitional living.



**Teaching Kitchen**

Thanks to the generosity of the **Dime Bank Foundation**, we were able to install a brand new, high-temperature, sanitizing dishwasher in our Teaching Kitchen at Teamworks! Both the *Teaching Kitchen* and *Penobscot Place* also received funds from the **Catholic Diocesan Rice Bowl Grant**, **Dominion Energy's Critical Community Needs Grant Program**, and the **Eastern Connecticut Association of Realtors** to provide healthy food options to program participants!





# Care Bags

When the pandemic first hit, Reliance Health programs sought out creative ways to provide connection and care to individuals served, despite what felt like heavy restrictions on in-person interactions. **The Chelsea Foundation of Chelsea Groton Bank** provided funds for over 150 individuals to receive care packages made up of coloring & activity books, art supplies, cards, hygiene products, and face masks. These care packages provided tangible materials to engage those served in healthy activities while promoting hope and connection to aid in overcoming feelings of isolation.



# Food Bags

In Fiscal Year 2020 the Reliance Health Food Pantry saw a 58% increase in those accessing the resource. With help from **United Way's Gemma Moran Food Center** and neighbors, such as **The Royal Punjabi**, we were able to meet the demand. Each week program staff came together to pick up food, prepare 60-70 food bags, and deliver them to those in need. This was no small task and demonstrated how well our teams work together to serve those in need.





# Telehealth

Reliance Health was able to upgrade the agency's telehealth and virtual meeting subscriptions as well as purchase much-needed hardware to expand our clinical and group activity access with the help of \$18,601 in funds received from the **Federal Communications Commission COVID-19 Telehealth Program**.

# Legislative Advocacy

Chief Operating Officer, Mike Van Vlaenderen, and Program Director, Mike Doyle met with Congressman Joe Courtney in Washington D.C. during the **National Council for Behavior Health's Hill Day**. Later in the year, Chief Executive Officer Carrie Dyer testified in front of the Appropriations Committee in favor of increasing funding for Community Nonprofits. Staff and program participants at Reliance Health are committed to legislative advocacy to bring awareness to the importance of community-based mental health services while striving to overcome funding deficits.







## Greater Norwich Area Chamber of Commerce Civic Achievement Award

Thanks to the passion of our employees and their dedication to the community, Reliance Health was honored with the **Civic Achievement Award** during the Greater Norwich Area Chamber of Commerce Annual Dinner & Awards event.



Reliance Health's Penobscot Place was honored to receive the **Clubhouse of the Year Award** at the Keep The Promise Coalition's 20th Anniversary Awards Celebration. Penobscot Place staff and program participants were recognized for their consistent advocacy work during the 2019 legislative session and their efforts to educate legislators about mental health.

# The Norwich Recovery Coach Program

(formerly known as the Coordinated Addiction Recovery System, or CARS) is funded by the **Department of Mental Health and Addiction Services "How Can We Help" grant** and partners with **Norwich Human Services** and the **Norwich Heroin Task Force** to connect with individuals seeking support to overcome opioid use. The Norwich Police Department assists the team with checking-in on individuals who have recently experienced an overdose. Recovery Coaches provide leave-behind bags for those they visit, complete with NARCAN, resources for support, and other supportive items, such as heart-shaped stress balls stamped with Reliance Health's phone number, provided by funding from **4Imprint's "One by One" grant**. The Recovery Coach program also provides NARCAN kits and training to community members, families, and area businesses while making themselves available to share resources and support. Additionally, Recovery Coaches provide short and long-term case management to the individuals they serve, further demonstrating their commitment to helping those struggling with opioids.



**89**  
individuals seeking assistance in overcoming opioid use connected with the Recovery Coach Program in FY20.

**37**  
family members looking to help a loved one received support from Recovery Coaches.

The Recovery Coach Program offered **9** in-person and **1** virtual NARCAN training to community members.

**53**  
individuals were referred to treatment through the Recovery Coach Program.

OVER **100**  
individuals were connected with community based recovery groups.



# Clean Up The Streets



For the past 7 years, Reliance Health and St. Vincent de Paul Place have partnered with Norwich Area Spiritual and Community Groups to bring awareness to the essential role of spirituality in recovery with the Clean Up The Streets project. Not even a pandemic could stop this crew! In 2020, 20,520 lbs. of garbage were collected by the dedicated volunteers, with funding from **The Last Green Valley** and support from the **City of Norwich & Willimantic Waste Paper Company**.



## First FRIDAY DOWNTOWN NORWICH

We have hosted a wide range of talented artists in the Reliance Health Gallery during Norwich's First Friday events, but one artist became a regular fixture at our monthly shows. Sitting behind a folding table surrounded by an eclectic array of art, Patrick McGowan offered a warm greeting to Gallery visitors. Patrick was known for his colorful style and unconventional use of household items in his work. He was also known to donate whatever proceeds he earned from his art to St. Vincent de Paul Place and our Outreach to Homeless program. Patrick passed away in 2020, leaving behind a legacy of compassion, creativity, and humor, and many adoring friends.



# Reliance Health Presents Norwich WINTER FEST 5K

The 7th Annual Norwich WinterFest 5K took place on December 7, 2019. Rather than running through Downtown Norwich as we've done for the past 6 years, the 2019 5K kicked off at Kelly STEAM Magnet Middle School and brought runners through the picturesque Mohegan Park. The weather was gorgeous (ok, a little chilly) and the new location was perfect. Thanks to our sponsors, volunteers, and runners for making it a great FUNdraising event!



Special thanks to our Community Partner



<https://www.hartfordmarathon.com/norwich-winterfest-5k/>




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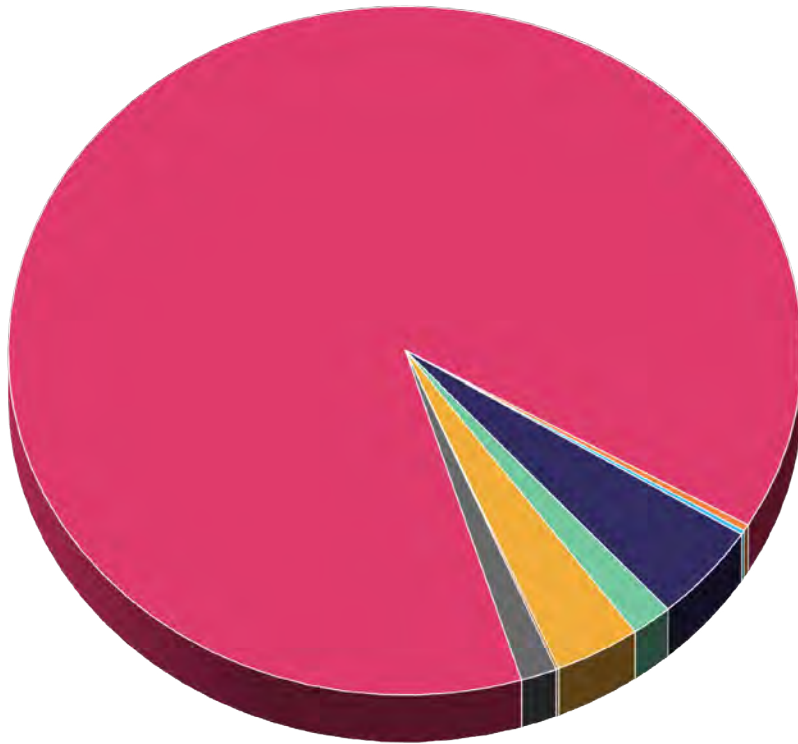
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AA Lock & Key, Dime Bank, The Pest Pros, Waittes Insurance

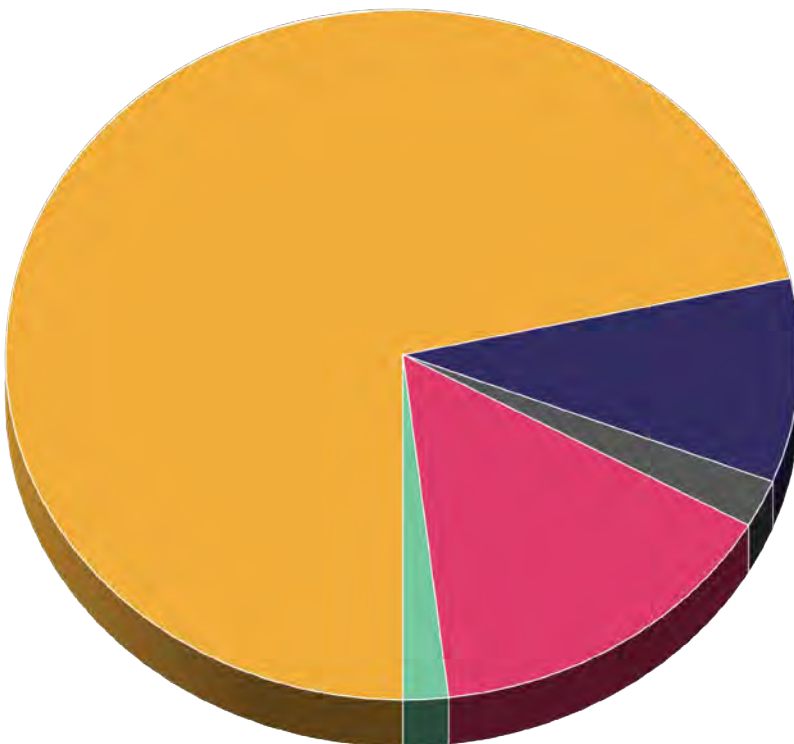
Thank You to Our Sponsors!

# Revenue \$14,175,601



- Government Grants \$12,499,358
- Foundations & Grants \$43,410
- Individual Donors \$26,679
- Investment Income \$1,190
- Rental Income \$645,620
- Other Income \$238,549
- Clinic Revenue \$496,733
- Recognition of bond revenue \$14,921
- Net Assets released from restrictions \$209,141

# Expenses \$14,182,866



- Member Support, Dept. of Mental Health & Addiction \$10,131,506
- Member Support, Dept. of Developmental Services \$1,356,007
- Member Support, Other Grants \$318,243
- Administration & General \$2,116,692
- Occupancy and Depreciation \$260,418

# DONOR HIGHLIGHTS



Another successful year of gardening at our Residential Programs thanks to the **Eastern Connecticut Community Garden Association!**



**Carol Gill** donated gift cards to our Supportive Housing Program members.



**James Anderson** donated books to the Teamworks Clubhouse.



**Linda Smith** provided funds to purchase staff appreciation gifts.



Students at **Moriarity Magnet Elementary** provided care packages for those experiencing homelessness.



**Chelsea Groton Foundation** provided funds for outings and care packages for program participants.



**Big Y Giving Tag Program**



Our Care Cabinet received donations from several drives held by community groups including **East Lyme High School, Hartford Healthcare Center in Norwichtown, and the Greater Norwich Area Chamber of Commerce.**

# CARING COMMUNITY

Reliance Health received an outpouring of support in the wake of the COVID-19 pandemic. Sewing machines, hand-sewn face masks, boxes of disposable face masks, face shields, gloves, hand sanitizer, cards of encouragement for the people we serve, even lunch from our neighbors at La Stella Pizzeria were all donated by the caring community that surrounds us. Thank you for your support of our mission, our staff, and those we serve during such a challenging time.



**A Ripple in the Water -**  
 Deborah Yates Johnson & Kim Slone  
 Sarah Anzalone  
 Frankie Ashun's Grandmother  
 Autumn & Kiernan  
 Bank of America  
 Tara Beatty  
 Scott Boucher  
 Brown & Brown of Connecticut  
 Kate Caristo-Scalora  
 Gina Conover  
 Jill Cote  
 Daughters of the American Revolution - Putnam Chapter - Deborah Avery  
 Daughters of the American Revolution - Evangeline Sargent  
 Dominion Energy COVID-19 Relief  
 Kate Dyer Ordinas  
 Natalie Edwards  
 Amanda Ferrari  
 Kate Gada  
 Cristin Gallagher  
 Sharon Geer  
 Erica Green

Allison Griswold  
 Hartford Healthcare - Polly Whitley-Miner, RN  
 La Stella Pizzeria  
 Kathey McCoy  
 Patricia McFall Fluet  
 Chuck Merritt  
 Alissa Mulliken  
 Gary Murphy  
 Roland & Joyce Parent  
 Sue Peck  
 Preston Market  
 Lisa Reynolds  
 Lyndsie & Jen Ryalls  
 Jodi Savage  
 Jennifer Scacciaferro  
 The Schuster Group - Rollin Schuster  
 Melissa Serafino  
 Pamela Sierpinski  
 Rusti Simone  
 Dawn Sullivan  
 Uncas Health District  
 United Healthcare - Madeline Ravich  
 Sarah Vaillancourt  
 Teri Vaillancourt  
 Tracy White







# THE EDWARD AND MARY LORD FOUNDATION



2017



2020 - Work in progress



Glass wall



Mural in the glass wall room



When we purchased The Morosky Building at 2 Cliff Street in Norwich in 2017 we were excited for the opportunity to bring our day programs together, offering accessibility and ease of access to those we serve. We were also excited about the potential the building offered, especially when we saw the basement! With financial support from **The Edward and Mary Lord Foundation**, the basement of The Morosky Building is transforming into the Wellness Center that we once dreamt about.

With funds received from **The Edward and Mary Lord Foundation**, we have been able to install bathrooms, showers, a washer and dryer, rooms to accommodate our Career Closet, meeting spaces, quiet areas reserved for relaxation, and a large open space available for recreation. The renovated space will soon offer the potential for a variety of wellness activities to occur including yoga, Zumba, music and art therapies, strength training, professional development, and so much more. We plan to utilize every inch of the basement for program services and agency activities and cannot wait until we can invite you to see it!

# Thank You to Our Donors Fiscal Year 2020

**Your contributions provide us with the tools we need to continue our mission of enhancing health through mental wellness. Your support demonstrates that mental health matters and that mental health services are essential. For you, we are grateful.**

Donna Addeo  
Ann & Sultan Ahamed  
Phyllis Alexander  
Amazon Smile  
American Landscape & Lawn Science  
Jeanne & James Anderson  
Louise G. Anderson  
Anonymous  
William & Patria Bartholic  
Mitchell Beauregard  
Big Y Community Bag Program  
Bill & Natalie Billing  
BJ's Wholesale Club Membership Drive  
Fundraiser  
Barbara Block for Supportive Housing  
Bonner Electric, Inc.  
Madeleine Boss Mullins  
Roy Bourque  
Scott Boucher  
Kimberly Brainard  
Samantha Branconnier  
Roberta Brown for the Care Cabinet  
Donald Bryant  
Nancy & David Burnett  
Bob & Deb Burnside  
Fred Capacchione  
Gail Carr  
Jenn Cassella  
Charter Oak Federal Credit Union Matching  
Gift\*  
Chelsea Groton Foundation  
Chelsea Groton Foundation "Acts of  
Kindness"- Keith Caplet, Rachel Evrett, &  
Becky Jacoinski  
Cheryl Chmielewski  
Carol A. Cieslukowski  
Clark Lane Middle School Walk-A-Thon  
Fundraiser  
Colchester Federated Church  
J.A. Coleman

Connecticut Association of Realtors  
Foundation - Experiential & Cultural  
Events for Supportive Housing  
Participants  
Connecticut Tigers Ticket Sale Fundraiser  
Gina Conover  
Nicole Corcoran  
Gina Cote  
James & Michele Cronin  
Christopher Crowe  
Custom Carpentry of Norwich LLC  
D'Elia's Bakery & Grinder Shop  
Gerald Daigle  
Val Darling  
Samantha Dauphinale  
Robert & Ellen Davis  
Democratic State Central Committee  
Non-Federal Account for Opioid-Related  
Services  
Anup Dhariwal  
Dime Bank Employees - Blue Jeans Day  
Dime Bank Foundation - Dishwasher for the  
Teaching Kitchen  
Dominion Energy COVID-19 Relief - Keeping  
Health Accessible  
Dominion Energy Charitable Foundation for  
Healthy Eating Options to Promote Mental  
Wellness  
Deborah Dooley  
Marie Doyle  
Michael Doyle  
Michael & Mary Driscoll  
Diane Dubois  
Dr. Pete J. Dukehart  
Eastern Connecticut Association of Realtors  
for Healthy Meals Prepared in the  
Teaching Kitchen

Dr. & Mrs. Malcom & Mary Edgar  
Emergency Food & Shelter National Board  
Program Administered by the United Way  
William Falman, Jr.  
Carol Fatone & Paul Fatone  
Federal Communications Commission  
COVID-19 Telehealth Program  
Justine Fish  
Ms. Judith Foley  
Foxwoods Resort Casino Employee Jeans  
Fundraiser  
Robert Fraleigh Jr.  
Michael & Carolyn Fusaro  
Christopher Gagnon  
Keith Gardner  
Jess Gauthier  
Fatima Glover  
Goldblatt Bokoff LLC  
Grace Episcopal Church for Food & the Care  
Cabinet  
Robert Greatorex  
Greenville Congregational Church Ladies  
Aid Society for the Community Apartment  
Program  
Amanda Harley  
Victor Harley  
Amanda Hebert  
Justin Hebert  
Steven Hebert  
Walter Hewitt & Sherri Burdette  
Lynn Hill  
Gordon & Marilyn Hyde  
John G. Jacobs  
James Carboni Plumbing & Heating, Inc.  
Roy Jeffrey  
Victor Jorge  
Rob Kudej

Michael & Carol Lahan  
Walter J. Lamb  
Ken & Linda Lamothe  
Att. Lloyd Langhammer  
Brandi Larkin  
Larry's Auto, LLC  
Neil & Jane Lassen Bobruff  
Dr. Richard Lavoie  
Jay B. Levin  
Dorothy Lewis  
Lord Partnership  
Lisa Lovell  
Tim Lovell  
Jennifer Lynn  
David & Denise Magario  
Peter W.M. Maneri, Jr., CPA  
Amber Martin  
Tammie McClure  
Bruce & Carol McDermott  
Brenda McDonald  
Patricia McFall Fluet  
Patrick McGowan  
Clem & Lesley McGrath  
Norma Meiselman  
Laura Mello  
John C. Mercier  
Ann M. Milner  
Ben Nash for Teamworks  
Jan Nasiadka  
Laura Natusch  
Timothy Needham  
Northeast Towing & Transport  
Norwich Firefighters Local #892  
Norwich Roman Catholic Diocesan Corp  
Operation Rice Bowl  
Anthony P. & Janice A. Orsini  
Cynthia Palmer  
PayPal Giving Fund  
Allison Perkins  
Debbie Pezzente  
Pfizer Annual Giving Campaign\*  
Sheila Phillips-Ruth  
Karin Pipa  
Mr. & Mrs. Joseph R. Przekop  
Kenneth L. Przybysz  
Rosemary & Kevin Riley for the Make a  
Difference Campaign  
Road Church Missionary Society First  
Congregational Church of Stonington

Yarelis Rodriguez  
John Sacrey  
Ruth & Eric Sandberg  
Daniel R. Santos, CPA LLC  
Scepanski Roofing – Sarah Scepanski  
Amy Schafter  
Patrick Schafter  
Second Congregational Church of Griswold  
for TALVHI  
Mr. Charles A. & Mrs. Susan Seeman  
Shipman's Fire Equipment  
Crystal Sides  
Heather Smith  
Linda & Bruce Smith  
St. Luke Lutheran Church  
Donald & Lois Steinman  
Pamela Steinmetz  
Sterling Superior Services, Inc.  
Marie Stone  
Stop & Shop Giving Tag Program  
Margaret Sumner for the Transportation  
Program  
Superior Recycling, LLC  
Ben Szczerbicki  
Judge & Mrs. Samuel & Joan Teller  
The Community Foundation of Eastern  
Connecticut – Thomas M. Przybysz Fund  
The Edward and Mary Lord Foundation for  
Renovations for the Morosky Building  
Wellness Center  
The Last Green Valley for Clean Up The  
Streets  
The Pest Pros LLC  
TheCharityChallenge.net  
Shari Thurber  
Teri Travers for the Care Cabinet &  
Food Pantry  
Jeffrey S. Turner  
Michael Van Vlaenderen  
Grace Vandal  
Jerry Wagner  
Kevin White, Jr.  
Jim Wilson  
John Wirzbicki  
Women's City Club of Norwich  
Workers' Compensation Trust Safety Grant  
Nancy Worthen  
Shanyelle Young  
Anne Zeppieri

**The following individuals hosted Facebook fundraisers, either for their birthdays or other special occasions to raise funds for Reliance Health's mission:**

Jeanne Anderson  
Madeleine Boss Mullins  
Michael Doyle  
Victor Harley  
Steven Hebert  
Branda McDonald  
Jan Nasiadka  
Jamie Noack Das  
Diana Wasilewski

## **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.

\*Check with your employer to see if they offer a matching gifts program and double your contributions!

# In Kind

James Anderson  
Anonymous  
Chris Barrett  
Bob's Discount Furniture  
Bombas  
Jamie Caporaso  
Ed Gaynor & Dianne Caristo-Gaynor  
Claudette Colonis  
Krista Dodge  
Danielle Duzan  
Estate of Ann Farley  
East Lyme High School  
Eastern CT Community Garden  
Association  
Heidi Fontaine  
Greater Norwich Area Chamber of  
Commerce

Cindy & Jim Harrington  
Hart's Greenhouse &  
Florist  
Hartford Healthcare Center in  
Norwichtown  
Tim Hershberger  
Heidi & Keith Hultmark  
Kathryn Johnson  
Juniper Hill Village  
Residents  
Joan Keefe  
Lebanon 4H Dairy & Beef  
Club  
Maria LeFleur  
Lisbon Fire Department  
Ann Ludec  
Main Brace Package Store -Carol Gill  
Brenda McDonald  
Anne Messier & Dawn Pettigrew

Moriarty Magnet School  
Students  
Norwich Police  
Department  
Panera Lisbon  
Jill Pilgrim  
Poppy and Rye  
Rose Pussinen  
Alyssa Robertson  
Royal Punjabi  
Harry Savard  
Seifert Family  
Shipman & Goodwin  
St. Augustine Rectory  
France Stephanos  
Stop & Shop - Edgar Morales  
The Royal Punjabi  
The Wakely Foundation  
Willimantic Wastepaper Company

## In Memory of Gary Hotham

Marie (Tina) Kamercia

## In Memory of Deborah Jacobs

Adeline & Gennaro Ameno  
Stephen D'Eon  
The Hildreth Family  
Kenneth & Alicia Laney  
Nancy B. Moriarty  
Frank & Ann Tortorici  
Donna Weissman

## In Memory of Brendon La Rose

Sara O'Hearn

## In Memory of Ron LaBonte

William Butrymowicz  
Tom & Sally Thornton

## In Memory of The Lewis Family

Dorothy & Matthew Lewis

## In Memory of Doreen Mercier

Bernard & Jean M. Cooney  
Cathleen Schultz

## In Memory of John Morosky

Beatrice Mackenzie  
Mrs. John Morosky

## In Memory of Theresa Reardon

Mr. & Mrs. Roger Zotti

## In Memory of Joshua Sawyer

Jim & Gail Sawyer

## In Memory of Stacey Sedotti

Carrie Dyer  
Terry Sedotti

## In Memory of Richard Sharpe

Anne Sharpe

## In Memory of Peter Stabach

Bill Bartnicki  
Mark & Marie Chartier

## In Memory of Fran & Iru Strick

Robert & Judith Strick

## In Honor of Laurie Bartholic

Anne K. Kozlow

## In Honor of David Burnett's Retirement

Paula Oberg  
Toby & Richard Wolak

## In Honor of Fawn Frome Walker

Bart Gullong

## In Honor of Nancy Henderson

Brian Carberg

## In Honor of Anne Jones

Dianne Jones

# Thank You!

# 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

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

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