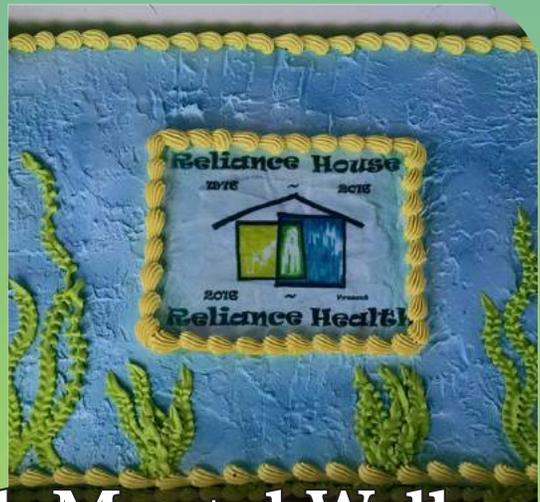


Reliance Health

FY 2016 Annual Report

CELEBRATING 40 YEARS



Enhancing Health Through Mental Wellness



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

RESPECT

UNITY IN DIVERSITY

CHOICE

TEAMWORK

GROWTH

INTEGRITY



Board Members:

(L to R): Jack Jacobs, Eric Sandberg, Jack Malone (President), Carol Geiler, Roy Bourque, Sam Bliven (Secretary), Cheryl Richards, Peter Camp, John Mercier (Vice President), Alberta Sherman
Absent from photo: Mark Gagne and Jackie Falman

Reliance House Has a New Name



As you may have noticed, Reliance House has recently become Reliance Health. For years we had been poorly served by the term “house”.

With the recent addition of outpatient services, we recognized the need to connect the agency’s name with our mission statement, “enhancing health through mental wellness”.

Our new name, Reliance Health, better represents what we are: **a multifaceted community mental health center.**

Reliance Health has been providing community mental health services since 1976. When we first opened, we occupied a small space within the Shannon Building in downtown Norwich. We were operating on a minimal budget and were staffed by volunteers. The Leisure Center, as we were called then, was created to provide community support to those being discharged from Norwich Hospital. Over the past 40 years, we have expanded our service offerings, as well as our reach.

We currently have nearly 300 employees and were recognized as “the best-midsized employer” in the state. Through over 30 programs we provide service coordination to people living independently in the community, as well as within residential settings across Eastern Connecticut. We offer social clubhouses, homeless outreach services, supported education and employment services.

This past year we opened Reliance Health Outpatient Services. The new service provides individual and group therapy as well as medication oversight and a collaborative approach to care. Additionally, Reliance Health provides community education with events, trainings, and consultation with individuals and businesses alike.

We officially changed our name during the latter half of Fiscal Year 2016, hence the many references to Reliance House throughout this report. Although our name is new, Reliance Health continues to be dedicated to our mission, “enhancing health through mental wellness”, with quality care in the community.



From the CEO

When I thought about writing something for this report, I found the quotes below and feel they encapsulate what I want to say better than my words.

“Whether it has to do with the members we serve or the treatment of staff, Reliance House always keeps it honest and real, taking the human approach.” – Ron LaBonte

“Reliance House treats all who pass through their doors with respect and dignity and encourages our growth within a caring community of co-workers. It can’t get any better than that!” – Linda Smith

“I recently watched a movie and at the beginning it had a quote from Mark Twain. I believe it was, ‘the two most important days of your life are the day that you are born and the day you find out why’. Being employed at Reliance House has changed my life for the better in so many ways that I still think I’m dreaming sometimes. Thank you all!” – Timothy Lathrop

“Reliance House is a Top Workplace because we have compassion and respect for one another. I feel so proud to be a part of this group of hard working, caring people. I am always amazed at the energy and enthusiasm I see in all of the staff I meet. It is because we feel supported and know that our peers and supervisors are looking for the best in us and want to see us succeed.”
– Tracy Messervy

“Reliance House cares so much about our employees that we consider each other family. The way we treat each other trickles down to the way we treat members. The relationships we build matter!” – Adele Cyr

“Reliance House employees are truly remarkable and do tremendously important work. The fact that we’re happy at our jobs translates directly to the work we do and the people we serve. I’m proud to be a part of this family and community!” – Carrie Dyer

“Reliance House is family; to each other and to those we serve.” – Leslie Sohl

I am so impressed by the people who work at Reliance House. Daily experiences lead me to believe that we are incredibly fortunate to attract and hold good employees. We learn how to support and love each other not only because of our strengths and abilities, but also because of our struggles and inabilities. We all have hidden abilities...the secret is to live and work in an environment that encourages each of us to discover these talents. It is a privilege to be the Chief Executive Officer of this organization, and to work alongside such an extraordinary group of individuals.



Services & Numbers

Started in 1976, the agency celebrates

40

years of service to our community in 2016

Over

250

groups and outings
were offered throughout
our community programs

96

courses were taught
through our
Community Support
Program
with over

60

people in attendance at
these courses each month

152

people received
Employment Services

881

people received services
from

37

Reliance Health programs

151

individuals received therapy and medication
from Reliance Health Outpatient Services

Over

25,000

hours of Face to Face services
were provided to individuals
agency-wide

93 people were housed in
our residential programs

45 people received support with
their higher education goals

14 people received support
through our Respite Housing

Reliance Health Outpatient Services



Reliance Health Outpatient Services, or RHOS, is our newest venture, focused on embracing a person-centered, strengths-based approach to work with each person to meet their needs. A collaborative approach with an individual's natural supports and/or Reliance Health team is provided in conjunction with individual therapy, group therapy, and medication services.



Trauma Sensitive Yoga for Women



Disaster & Behavioral Health Response Network Training

In addition to Cognitive Behavioral Therapy (CBT),
Dialectical Behavioral Therapy (DBT),
Solution Focused Addiction and Recovery Counseling,
as well as Eye Movement Desensitization and Reprocessing (EMDR),
our clinicians specialize in:

- *Mindfulness and Meditation*
- *Trauma and Gender Informed Care*
- *Anger Management*
- *Social Skills*
- *Self-Esteem Groups*
- *Grief & Loss Groups*
- *Spirituality*
- *Trauma Sensitive Yoga*
- *Men's & Women's Support Groups*



Reliance Health was named the #1 Top Workplace for Mid-sized Employers in Connecticut by the Hartford Courant and Fox News for 2015, while also receiving special recognition for “New Ideas”. This marked the agency’s 4th year of being recognized as a Top Workplace!

“The growth opportunities the agency provides is remarkable; new ideas are valued and contribute to the addition of new programs and compassionate services for our members.”

- Gina Furtado, Education Coordinator



With nearly 300 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.



“The commitment we have to each other is amazing; we care about each other’s personal and professional lives and want to see everyone succeed and grow.”

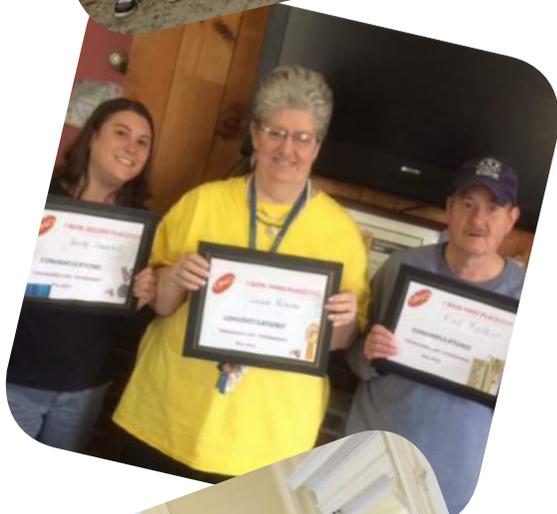
- Stephanie Turbes, Program Director

Top Workplace awards are based on employee surveys conducted by Workplace Dynamics, a Pennsylvania firm that develops the measurements. Criteria include quality of management, employees’ confidence in the strategic direction, communication, and ethics of the employers, training, appreciation, flexibility, and benefits for employees.

“When I Becomes We,



“Staff are easy going and easy to get along with. They are honest and reliable. I love that ‘Reliance’ is in the name.”



“I was finally able to figure out a math problem on my own and I felt like I won the lottery!”
-K.P.



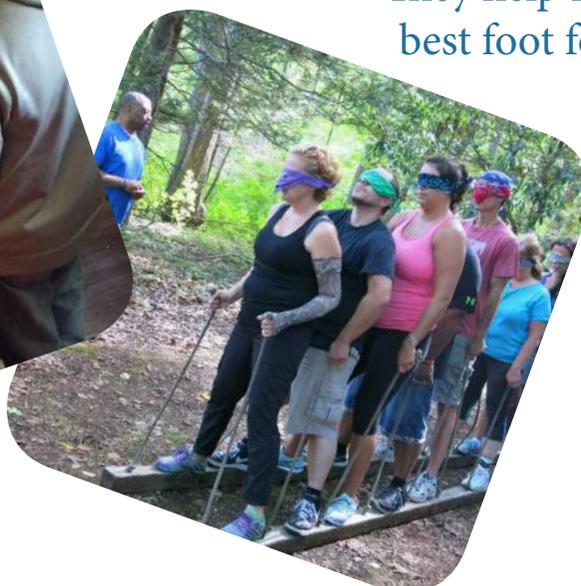
“Thank you for everything you all have done for my family. You have all shown me that there are still good people in the world.”

Illness Becomes Wellness”



“A lot of beautiful people there. Very helpful for each other.”

“They help me put my best foot forward.”



“My housemates and staff really listen to me and my needs. I never feel like another person in a bed. I am an individual with specific needs.”

Reliance Health Presents Norwich WINTERFEST 5K

Our 3rd annual WinterFest 5K took place during a rainy morning in November, but that didn't stop the 330 runners who participated in the event! In addition to the 5K runners, 66 children ran in the free FitKids! Fun Run.



Thank you to everyone who participated in the 3rd Annual Winterfest 5K! Our sponsors, volunteers, race participants, community partners, and spectators truly made this event a day to look forward to!

FOR MORE INFORMATION ABOUT NEXT YEAR'S RACE:
www.hartfordmarathon.com/events



Thank You to Our Sponsors

Platinum



Gold



Silver



Bronze



Community Partners

- | | |
|---|----------------------|
| Hartford Marathon Foundation, Inc. | Norwich Free Academy |
| Norwich Police Department | American Ambulance |
| Matthew's Catering Company, LLC - Soup and Food Service | |

First FRIDAY

DOWNTOWN NORWICH



Reliance Health continues to be part of First Friday Norwich, a monthly event promoting both new and established artists to display their work in downtown galleries. The Reliance Health Art Gallery is open during the first Friday of every month for a free gallery exhibit of the month's featured artist. Each month we celebrate the arts, showcase local talent, support common community goals, develop new partnerships, and open communication channels to talk about Reliance Health services.

Thank you to the many artists, visitors, and community partners who help bring our gallery to life!



Community Relationships



Animal Therapy with Waterford Country School



“Trauma and Resilience: A Cross Cultural Perspective” at Three Rivers Community College



“Community Friends” Public Access show



“Gen Silent” movie screening at Otis Library with AARP Connecticut



We love to attend community events, such as The Eastern CT Chambers Total Life Expo, Moriarty’s Health & Wellness Fair, Career Fairs, and other wellness expos

YOU contribute to WELLNESS

Leadership Academy *Mural Project*



Each year Reliance Health holds an intensive 9-month Leadership Academy to empower individuals to discover and develop knowledge, skills, and values of effective leadership. The training series includes both in-class learning and a group project. The Leadership Academy Class of 2015 focused their project on collaborating with several organizations to bring art and community to the streets of downtown Norwich. The 28 ½ ft. x 5 ft. street level mural on Market Street was completed in August 2015 and includes artwork done by Reliance Health, Our Piece of the Pie, Otis Library, Artreach, Norwich Free Academy, and Spark Makerspace, encouraging collaboration to enhance wellness and community relationships.



Trainings

During Fiscal Year 2016, the Reliance Health clinical team presented trainings to organizations such as Mystic Aquarium, the New London Homeless Hospitality Center, and the Southeastern Regional Action Council to assist their staff in building skills to better serve guests while enhancing self-care. We were also honored to have two of our clinicians present “Mindfulness Based Self-Care at Work: Treat Yourself” at the 31st Annual NASW CT Statewide Conference.

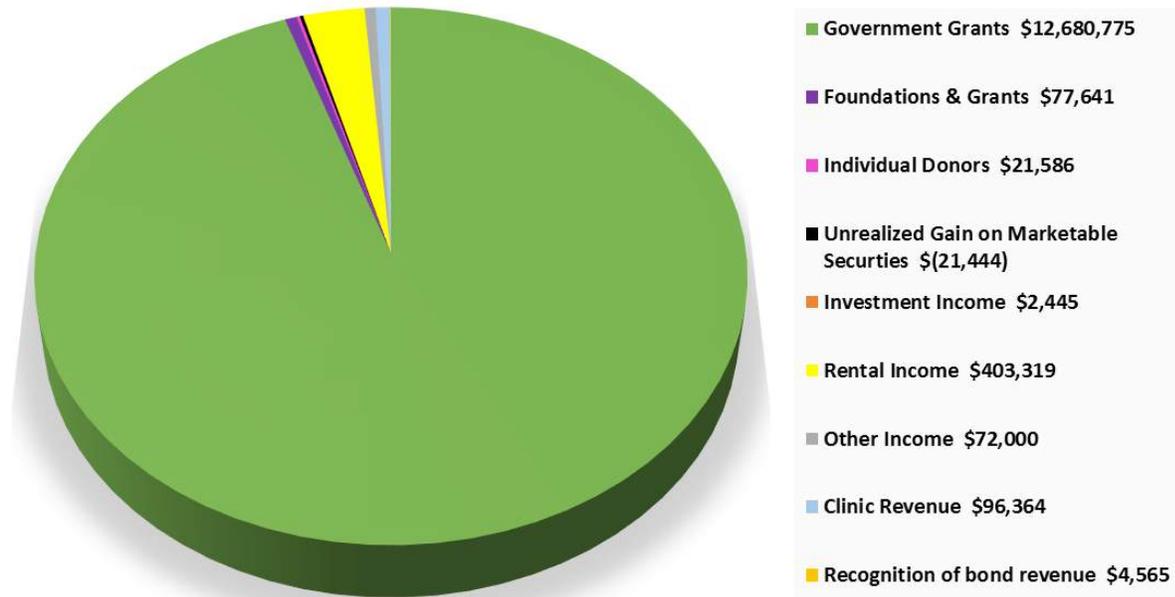


Reliance Health has an extensive training program and is an authorized provider of CEU trainings by both NASW and CCB, American Red Cross CPR, AED and First Aid courses. In addition to those listed above, Reliance Health offers Sexual Harassment & Prevention in the Workforce, Workplace Safety, Emotional Intelligence, Self-care for Human Service Workers, Cultural Diversity, Time Management, and trainings related to mental health & wellness that can be tailored to any business or agency.

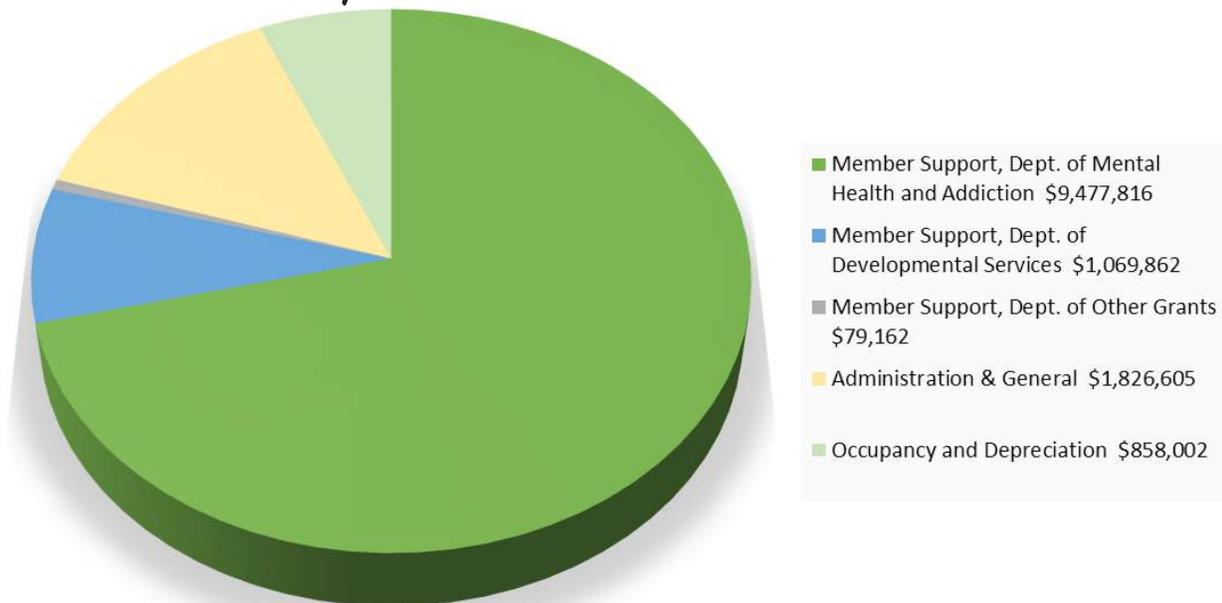
For more information on our entire list of trainings, please contact the Professional Development Director at **(860) 887-6536** or **communityeducation@reliancehealthinc.org**

2016 Fiscal Year Financials

Revenue - \$13,337,251



Expenses - \$13,311,447



Contributions	\$2,127.00
Net Assets released from restrictions	\$(5,461.00)
Decrease in temporarily restricted net assets	\$(3,334.00)
2016 Change in Net Assets	\$27,931.00

THANK YOU

\$0 - \$49

Anonymous
Anonymous
Samuel Bliven
Meghan Campbell
Carol Cieslukowski
Robert Crootof, MD
Carol & Rudolph Croteau
Ellen Davis
Michael & Carolyn Fusaro
Cecile Gagnon
Thomas Giroux
Celeste Lucchini
Lance Magnuson
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Alberta Sherman
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Walter Scepanski Roofing
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Richard Wolak

\$100 - \$249

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Edwin Muenzer, CPA
Norwich Firefighters Local 892
Dr. & Mrs. David Oakley
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Rotary Community Corp of Norwich
Savings Institute Bank & Trust - Outreach to Homeless Program
James Sawyer, MD
Susan & Chuck Seeman
Shipman's Fire Equipment Co., INC
Duncan & Elizabeth Stoddard
The Nutmeg Companies, INC
Bruce Thornton
United Way of Greater Waterbury

\$250 - \$499

AHEPA Norwich Foundation Inc - Outreach to Homeless Women's Shelter
Anonymous
Bernard & Jean Cooney
Chelsea Groton Bank - Acts of Kindness
James & Michelle Cronin
Esther Gowitzke
Norwich Community Cinema Foundation
Daniel Santos
United Way of Greater Waterbury - Walk Against Hunger

\$500 - \$999

Anonymous
David Fales, MD
Jackie Falman
Norwich Free Academy - Outreach to Homeless
Road Church Missionary Society

\$1,000 - \$1,999

David & Nancy Burnett
James Carboni Plumbing & Heating, INC
Wally Lamb Foundation
Lorraine Macomber
John & Matthew Mercier
Lord Partnership
St. Luke Lutheran Church

\$2,000 +

The Anderson-Paffard Foundation Inc.

In Memory Of

Charles F. Rossoll: In Memory of Doreen Rossoll
In Memory Of Gilbert MacDonald

FOR YOUR SUPPORT...

A special thank you to the following groups:



Savings Institute Donation
Caring & Giving Program



Eastern Connecticut Community Gardens Association
for providing our residential programs with their own gardens



Massage therapist and yoga instructors from
the Healing Arts Community donated their time and
talents to provide Reliance Health employees with a
Destress Day



Dime Bank Foundation funds for
Teamworks Clubhouse Horseback Riding

... WE LOOK FORWARD



Chelsea Groton Bank
Acts of Kindness Donation



Holmberg Orchards and Winery
for your donation to our annual Friends and Family event



Norwich Agway Coat Drive



Norwich Roman Catholic Diocese Operation Rice Bowl
for providing funds for special meals
at our Teamworks Clubhouse

- The Social Work Club at Eastern Connecticut State University for raising funds and purchasing Christmas presents for the young adults at our Life Skills, Education, and Advancement Program
- The Chamber of Commerce of Eastern CT for providing a scholarship to one of our staff to attend the Chamber's Leadership Program

TO THE NEXT 40 YEARS



RS Gernon Trust Grant funds for
Teamworks Clubhouse Art Supplies and Sailing



Eastern Connecticut Community Gardens Association
and Get Growing CT for vegetables from your
“Food is Free” program



Chelsea Groton Foundation

- Bob’s Discount Furniture Charitable Foundation for providing numerous vouchers to assist our members in obtaining furniture for their homes
- Eastern Federal Savings Bank Foundation
- Community Foundation of Eastern Connecticut



Reliance Health

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www.reliancehealthinc.org

In crisis? Contact Mobile Outreach 860-886-9302



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