

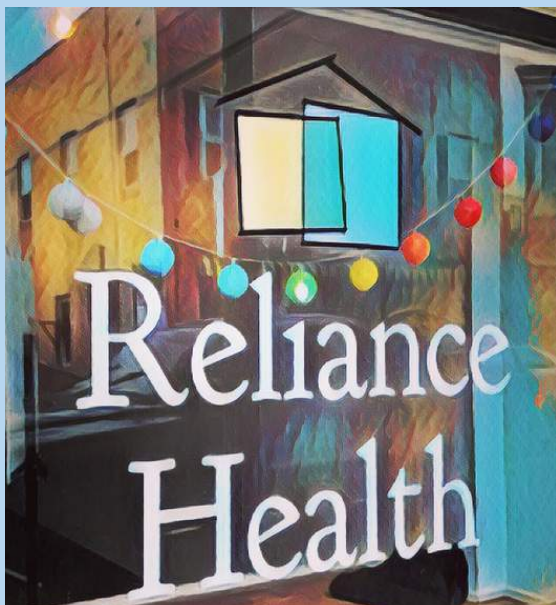
Reliance  
Health

# Annual Report FY 2017

*Enhancing Health Through Mental Wellness*



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# Mission, Vision, and Values



Board Members: Front row L to R: Roy Bourque (Treasurer), Marc Gagne, John Mercier (Vice President), Eric Sandberg; Back Row L to R: Alissa Mulliken, Bill Blanchette, Jack Malone (Board President), David Allard, Sam Bliven (Secretary), Jack Jacobs. Missing from photo: Peter Camp, Ben Turner, Alberta Sherman

## 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*
- *Teamwork*
- *Unity In Diversity*
- *Growth*
- *Choice*
- *Integrity*

# A Note From Dave

Reliance Health has been built on a solid foundation. That foundation is primarily based on the creativity and energy of our staff. It is my belief that the best creativity, the best solutions to issues or problems comes from the people closest to those problems, not the C.E.O. It is therefore the job of a Chief Executive to create an environment that is conducive to staff creativity. How is that best done?

The answer, I believe, is in bringing our values to the surface. The answer is in treating all people with the respect, the dignity that all people deserve. At Reliance Health, respect and dignity are not just words that we display. These are concepts that we talk about, wrestle with and try to bring to life. These words are the foundation of what we do with each other as staff and with the people we serve. The job of the C.E.O. is to encourage, to support, to listen to the creativity that bubbles up and to say, “thank you”.

This is not some pie in the sky ideal, it is how this company has grown. Most recently this creativity was in fact, displayed not by a staff person, but by a person we have served since the early 1980’s. The result is Joe’s Place, a residential program on Smith Avenue in Norwich. Thank you, Joe Mercer.

We at Reliance Health will continue to lead, not manage people and to respect all people and all ideas. Thank you to all who support our mission.



*Dave and Joe*

David Burnett  
Chief Executive Officer

# Celebrating 40 years!



We celebrated our 40th anniversary at the beautiful Mashantucket Pequot Museum during our annual Family and Friends party. We were honored to have our founder, John Morosky's wife present to receive a memorial plaque in his honor. John Morosky opened The Leisure Center, what we now know as Reliance Health, in 1976 in response to the lack of programs available to those individuals being discharged from Norwich Hospital. What started as a volunteer run drop-in center has evolved into a multifaceted community mental health center serving over 1,000 people a year. We were thrilled to have so many friends of the agency present to celebrate with us!





# Member

“I’ve never had anything but ‘go the extra mile services’ from Reliance Health.”



“Reliance Health is giving me the support and strength to start a new life free of alcohol.”

**1,203**

individuals received services from Reliance Health

**175**

individuals experiencing homelessness were assisted with finding housing

**467**

individuals received therapy and medication services from Reliance Health Outpatient Services

**155**

individuals were provided with employment supports

# Focused



“I get to socialize and make new friends. And it brings out a smile on my face.”

“It is a blessing to have such great caring people who help me and others better our lives.”



**51**

individuals were supported with higher education goals

**951**

food bags were provided to those in need, totaling 8,559 meals

**119**

individuals received support through 11 residential programs

**58**

individuals utilized Reliance Health Respite and Shelter beds



# Community Focused

Reliance Health participates in numerous events throughout the year, providing education and support around mental wellness, while building relationships with those we encounter along the way. We are active members of the Norwich Area Chamber of Commerce, the Eastern Connecticut Chamber of Commerce, the Southeastern Connecticut Cultural Coalition, and Norwich Creates. Reliance Health regularly partners with those in the community to provide opportunities for wellness through Clean up the Streets, the Gay Straight Alliance, First Fridays, and the Norwich WinterFest 5K.



## Clean Up The Streets

The Clean Up the Streets crew wrapped up their third season of neighborhood clean-ups this year, removing 26,943 lbs of trash from the streets of Norwich. The group of volunteers is spearheaded by our Recovery Includes Spiritual Encouragement (RISE) committee, St. Vincent de Paul Place, and sponsored by The Last Green Valley. Many volunteers come out to help with the clean-ups, which occur during the last Saturday of every month from March - September. (Photo courtesy of Julie Way from St. Vincent de Paul Place)





# First FRIDAY DOWNTOWN NORWICH

On the first Friday of every month, galleries throughout Downtown Norwich participate in First Friday, a night dedicated to the arts and the Downtown experience.

Reliance Health is a proud participant of First Fridays, hosting different artists each month in our gallery space. Throughout the month, the gallery is used as a conference space, where staff, members, and guest can experience an open-ended art show while gathering for trainings, groups, meetings, and social events. Our participation in First Fridays has helped us build relationships with those in the community, inspired collaborative ventures, and promoted conversations about mental wellness and recovery. We invite you to stop in on a First Friday from 6 pm – 9 pm to say hello and view some of the amazing work that local artists are creating.



# Reliance Health Presents Norwich WINTER FEST 5K



The 4th Annual Norwich WinterFest 5K was one of the best yet! Nearly 500 people participated in the 5K and Free FitKids Fun Run, bringing the community together for a fun, wellness focused event. Thank you to our sponsors, for supporting both our mission and our community!

Once the 5K wrapped up, we jumped in line to participate in the Annual Norwich WinterFest Parade. We were thrilled to win The David Wigfield Holiday Spirit Award for our wellness themed float, a “Veggie House”!

Interested in participating next year? Whether you run, walk, roll, or stroll, we want you to join us! Visit our Facebook page for event info and registration links: [www.facebook.com/RelianceHealthInc](http://www.facebook.com/RelianceHealthInc).





Reliance  
Health

*Thank you to all of our sponsors!*



Platinum



the  
**Schuster Group**

Gold



Southeastern Council on  
Alcoholism and Drug Dependence, Inc.

Silver



## Supporters

Dime Bank  
PhysicianOne Urgent Care  
Waittes Insurance

## Friends

American Ambulance    Patrick Schafter  
Matthew's Catering      Promo Direct  
Michele's Massage      Robert Miller  
Norwich Free Academy    Select Physical Therapy



# Advocates

## Lobbying

This year's budget crisis delivered reductions which significantly impacted our programs, employees, and community. Reliance Health wanted to ensure our voice was heard. We met with state Senators, Legislators, and their aides to discuss the importance of funding mental health services. Staff and members also testified before the state appropriations committee to stop budget cuts to state-funded programs. We continue to work with Keep the Promise and visit the Legislative Office Building regularly to advocate for mental health services.



## 2nd Congressional District Event

Representatives from the 2nd Congressional District, including Department of Housing Commissioner Evonne Klein, met in the Reliance Health Gallery to recognize the extraordinary efforts of both the Southeastern and Northeastern Coordinated Access Networks (CANS). The CANS were honored for the work they've done to house individuals and families experiencing chronic homelessness with the Zero:2016 initiative. We are so proud of the service our Housing programs provide and sincerely value the collaborative efforts of the entire CAN team!







# The Omega Institute

The Omega Institute in Rhineback, NY provided Reliance Health with the opportunity to bring 18 individuals to their campus to strategize about our agency's overall wellness plan. The weekend was spent strengthening relationships, discovering passions, and creating goals. We invited Alicia Davis of Innerovation, Alissa Mulliken of Massage-Wellness Therapy, Becca Atkins of Artreach, Inc., and Ben Turner of Waterford Country School to be our consultants during this inspiring retreat.

Throughout the retreat we not only achieved our goal, we exceeded all of our expectations!

We developed a plan to host a Wellness Retreat that will recreate our Omega Institute experience for the individuals we serve. Plans for our Wellness Retreat include community practitioners and agency employees providing participants with opportunities to learn about a variety of holistic services. Zumba, tai chi, meditation, guided hikes, reiki, reflexology, plein air painting, will be just some of the over twenty wellness activities that will be available at the event. The Omega retreat was truly transformative. We are confident that the impact of the retreat will continue to influence Reliance Health wellness activities for years to come.





# Leadership Academy



The Reliance Health Leadership Academy empowers individuals to discover and develop knowledge, skills, and values of effective leadership. The Leadership Academy consists of a ropes course kick-off at Waterford Country School, in-class trainings, participation in 2 administrative meetings, a group project, and presentation at graduation. This year's graduates focused their project on raising funds to assist Reliance Health members in reaching their educational goals. They collected over \$500 in donations during a spaghetti dinner fundraiser at Billy Wilson's Aging Still and plan on hosting a Par-4-Charity Golf Tournament, to be held in the Fall.





# Gaining Recognition

We are proud of all that we've accomplished this year. In addition to being recognized as a Top Workplace for the 6th year, we've also been honored by Backus Hospital, The Last Green Valley, The Department of Mental Health and Addiction Services, Harvard Pilgrim, and the Eastern Connecticut Chamber of Commerce. We also received a special award for our float in the Norwich WinterFest parade!



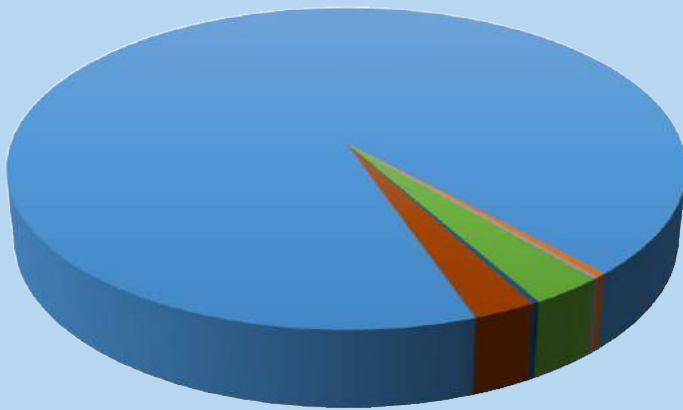
Hartford Courant



Reliance Health was named a Top Workplace...again! Out of 975 companies surveyed by The Courant for Top Workplace standing, only 61 received Top Workplace recognition in 2016. We are proud to have been ranked #2 in the mid-sized division this year. This was the fifth year Reliance Health received Top Workplace honors, and the second year that Reliance Health received a special award for having the highest ranking managers in the state!

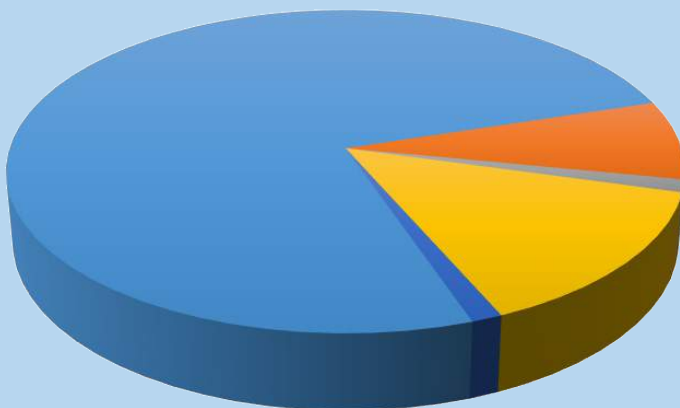
# 2017 Fiscal Year Financials

Revenue:  
\$13,648,983



- Government Grants \$12,751,165
- Foundations and Grants \$51,149
- Individual Donors \$36,272
- Unrealized Gain on Market Securities \$(1,844)
- Investment Income \$2,533
- Rental Income \$409,024
- Other Income \$37,831
- Clinic Revenue \$347,842
- Recognition of Bond Revenue \$14,921

Expenses:  
\$13,626,906



- Member Support, Dept. of Mental Health and Addiction \$10,280,301
- Member Support, Dept. of Developmental Services \$1,079,269
- Member Support, Dept. of Other Grants \$169,178
- Administration & General \$1,920,102
- Occupancy & Depreciation \$178,056

Contributions:	\$5,064
Net Assets released from restrictions	\$(2,127)
Decrease in temporarily restricted net assets	\$2,937
2017 Change in Net Assets	\$27,051



# Supported By YOU!

## Up to \$5,000

William W. Backus Hospital -  
2016 Backus President's Award

## Up to \$2,000

The Anderson-Pafford Foundation  
David & Nancy Burnett  
The Lamb Family Fund  
Lord Partnership  
John Mercier  
St. Luke Lutheran Church

## Up to \$999

BC Heating & Cooling, LLC - Penny per  
Gallon Campaign  
Jacqueline & William Falman  
Esther Gowitzke  
J.L. & G.L. Hankinson  
Harvard Pilgrim Health Care Foundation  
- Community Spirit Award  
Norwich Free Academy Student Organization  
for Outreach to Homeless Program  
Road Church Missionary Society  
Jeff Turner - Proceeds from First Friday book  
sales

## Up to \$499

Dr. & Mrs. Sultan Ahamed  
Amazon Smile  
American Landscape & Lawn Science  
Anonymous (5)  
Curt F. Beck  
Bill & Natalie Billing  
BJ's Wholesale Club, LLC Membership Drive Fundraiser  
Robert Kudej & Elizabeth Conway  
Jean & Bernard J. Cooney  
Jim & Michele Cronin  
CT Tigers Ticket Sale Fundraiser  
Michael F. Driscoll  
Dr. Malcom Edgar  
Dr. & Mrs. David & Judith Fales  
Helen Ferencek  
Judith & Frank Foley  
Diane Gawronski  
Goldblatt Bokoff LLC  
Christa Henselder  
Cheryl Hughes - Vinyasa in the Vineyard Fundraiser  
Gordon & Marilyn Hyde  
John Jacobs  
Roy F. Jeffrey  
Michael & Carol Lahan  
Ken & Linda Lamothe

Lloyd Langhammer  
Beatrice Mackenzie  
Carol McDermott  
Norma Meiselman  
Minuteman Press  
Sheila Moran  
Mrs. John Morosky  
Muenzner Payroll Solutions, LLC  
Norwich Firefighters Local 892  
David Oakley  
Kenneth Przybysz  
Eric & Ruth Sandberg  
Savings Institute Bank & Trust Employees -  
Caring & Giving Campaign  
Walter Scepanski - Scepanski Roofing  
Richard & Marjorie Schupner for Bozrah House  
Susan & Chuck Seeman  
Shipman's Fire Equipment Company  
Adam Stone c/o Kevin Barry  
James M. Sullivan  
Joseph Mark Taraya  
Samuel & Joan Teller  
Bruce Thorton  
Westchester Congregational Church  
for TALVHI Members

## Up to \$99

Donna Addeo  
Robert Alling  
Donald & Ada Amaro  
James & Jeanne Anderson  
Anonymous (9)  
Elizabeth Asis  
Marie Bontempo  
Carol Cieslukowski  
J.A. & H.G. Coleman  
Gina Conover  
Adele Cyr  
Gerald A. Daigle  
Mary Beth Dadona  
Ellen Davis for Penobscot Place  
Kristen Day  
D'Elia's Bakery  
Danielle R. Duzan  
Laura Eleazer  
Michael & Carolyn Fusaro  
Sheila Gabrielli  
Tom Giroux - Custom Carpentry of  
Norwich, LLC  
Mike & Charlene Houle  
Maryann Krayner  
Thomas & Elizabeth LaFreniere  
Celeste Lucchini  
David & Denise Magario  
Patrick McGowan for the Outreach to  
Homeless Program  
Clem & Lesley McGrath  
Ann Milner  
Andrew Nollman - Rose City Financial Services  
Mr. & Mrs. Joseph R. Przekop  
Eric Reelitz

Cheryl Richards  
Susan Rzewuski  
John Sacrey  
Kate Carišto-Scalora  
Anne Scribner  
Valerie Sebastian  
Second Congregational Church of  
Griswold for TALVHI members  
Anne Sharpe  
Jennipher Sheridan  
Alberta Sherman  
Lori Skelton  
Donald Steinman  
Marie Stone  
Robert Storms  
Melinda Turner-Ainsworth  
Grace Vandal  
Donna M. Wheeler  
Wendy Whitmore  
Richard & Toby Wolak

## In Honor

Melissa Collier-Meek in honor of Liz Gibbings &  
Dylan Riordan

## In Memory

### *In Memory of Ernest Clevenger*

Lucinda Bernard  
Young at Heart Association (YAHA)  
Liz Binger & George Dowker  
Corinne Clevenger  
Mike & Dolores Mullins  
Visiting Angels

### *In Memory of Sally Hill*

Karen Bradshaw  
Sarah H. & Peter D. Canning  
Fred Conti, CPA - Conti & Co. LLC DBA Financial  
Security Group  
Joan & Bill Farrell  
Paul McHugh & Leslie Fraser  
Ashley Fuller  
Bob & Lois Geary  
Thomas Haggerty & Gail Shea Haggerty  
Nancy Hennegan  
Muriel Hinkle  
David & Steven Hughes  
Christine Johnson  
Mr. & Mrs. David T. Johnstone  
Joseph & Katherine Kirby  
Elizabeth Lebel  
Nancy & Wayne Magro  
Drs. John & Marcia McGowan  
Christie Williams & Cate Moffett  
Nancy Salerno  
Mike & Carol Toner Charitable Fund  
Edward & Claire Welshock  
William Blunt White & Margaret Bindloss White

## In Memory (continued)

### *In Memory of Sally Hill and Ed Sproul*

Lyman Sproul

### *In Memory of Gary Hotham*

Marie (Tina) Kamecia, MSA, LCSW  
Kate & Phil Zapadka

### *In Memory of Doreen Mercier*

Cathleen Schultz

### *In Memory of Charles Rossoll*

Beryle Banks  
Ruthellen Ouimet  
Leonard & Lillian Swenson



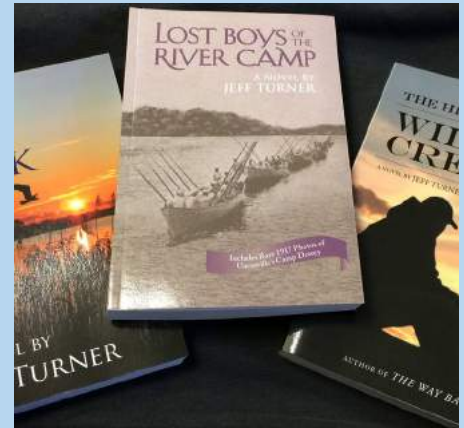
## In Kind

Keith Adams  
American Legion Post 13  
Bananno Family  
Betsy Arpin  
Color Mi Hair  
Courtyard by Marriott  
D&D Drycleaners  
Dubay's Tractor Center  
Eastern CT Ballet  
Mark Holt  
Juniper Hill Village  
Laura Eleazer  
Laurie Kylie  
James McFall  
Wendy McGlaughlin  
Norma Meiselman  
Robin Meyer  
Michele's Massage  
Norwich Agway & their customers  
Norwich Chapter AARP  
Oemcke Family  
Peter Powers  
Sara Psimer  
Dawn Scanlon  
Servpro  
St. Augustine Rectory  
Karen Staple  
The Waxman Family Trust  
United Way  
VFW Ladies Aux, 6990  
WB Mason  
Therese Wilson  
Karen Wise





# Donor



- This year's Leadership Academy partnered with **Billy Wilson's** and raised \$577 toward their group project, establishing a Member Education Fund. Thank you to all who purchased a dinner or donated during the event!
- **Bob's Discount Furniture** demonstrates their commitment to ensuring members have furnished apartments by fulfilling each request made for assistance. Over 50 gift cards were donated to Reliance Health members this past year!
- **The Dime Foundation** provided grant funding to our Teamworks Clubhouse to purchase 5 kayaks, allowing members the opportunity to get out on the water and challenge themselves. These adventures were monumental in assisting individuals to gain confidence, overcome anxiety, develop leadership skills, and build connections with others.
- **The Dime Foundation** also helped our Leadership Academy with their goal of developing a Member Education Fund by providing resources needed for the Leadership Academy to host a Golf Tournament.
- Our Community Support Programs (CSP) served 338 individuals this year! We are grateful to the **Chelsea Groton Foundation** for providing funding to assist CSP with materials for over 150 courses and outings held throughout the year.

# Highlights



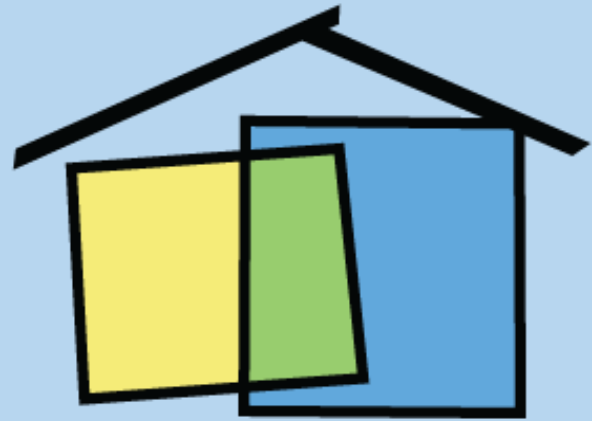
- **Cheryl Hughes** hosted a Vinyasa in the Vineyard Fundraiser to support Reliance Health.
- The **Eastern Connecticut Ballet** provided tickets for our members to attend their performance of The Nutcracker.
- The **Eastern Connecticut Community Gardens Association** continues to support our mission by providing our programs with the education and materials needed to establish bountiful gardens. One of our programs produced over 15 butternut squash as a result of the efforts established by our Community Garden Association friends.
- **Norwich Agway** collected coats for our members during their annual Pet Photos with Santa event. **D&D Dry Cleaners** then donated their services to clean all 156 coats.
- **The Norwich Chapter AARP** dropped off personal care items for our members at Christmas.
- Our July First Friday artist, **Jeff Turner**, donated all of the proceeds made from the sale of his books during the First Friday event to Reliance Health.

**We are grateful for all of the support we receive from our community!**



# Growth Oriented

As we look toward the future, we celebrate the growth of our agency over the past 40 years. With this growth comes new opportunities, including the purchase of 2-6 Cliff Street in downtown Norwich. With several day programs already in place at the building, including our Outpatient Clinic, this purchase will bring programs together, providing increased accessibility, and enhancing service offerings. The 2-6 Cliff Street site is an ideal location for our current and future expansion plans, meeting both spatial and accessibility needs. We look forward to moving into our new space and the many opportunities this building will bring!



## Reliance Health



# Discrimination is Against the Law

Reliance Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, religion, color, national origin, age, disability, or sex. Reliance Health does not exclude people or treat them differently because of race, religion, color, national origin, age, disability, or sex. 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 Eastern Regional Mental Health Board, 401 Thames River Pl # 105, Norwich, CT 06360, Phone: (860)886-0300.**

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 (م ext. 214

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

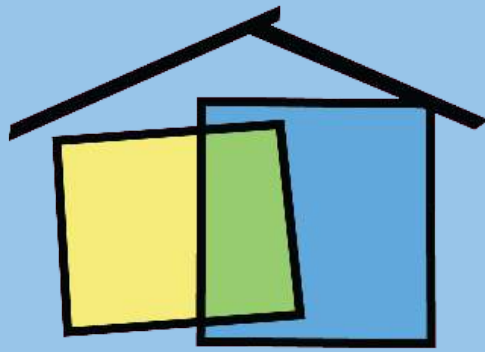
**KUJDES:** Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1(860)887-6536, ext. 214

**ध्यान दः** य आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह 1 (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





# Reliance Health



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Katherine Collins  
Graphic Design Student  
Three Rivers Community College