



TELECARE'S

Mission of Excellence

Celebrating Our Achievements in 2021



I am honored to reach out to you, Telecare's 4,000+ staff members, to recognize the excellent teamwork you showed in 2021.

Individually and collectively, you made a profound difference this year, providing mental health services that were needed by thousands of individuals now more than ever.

The COVID pandemic has contributed to dramatic increases in anxiety, depression, substance use, isolation and loneliness — and our customers across the country turned to us for help.

At Telecare, our programs stepped up in new ways to help, despite the pressures of COVID. We served more than **26,000 people**, added **six new customers**, and opened **22 new programs**, many of which are created specifically to support people with very complex needs. Our new programs from 2021 include:

- 1** Justice-Involved Mental Health (JIMH) program
- 4** Housing & Homeless Services programs
- 5** Substance Use Treatment Services (SUTS) programs
- 1** Developmental/SMI Services (DD/MI) program
- 5** Population Care programs
- 2** COVID programs
- 1** Crisis program (a new mobile crisis model!)
- 3** Community programs



You are helping to transform people's lives. You are helping people with complex needs to get the care they deserve. And you're helping to fulfill our mission by bringing people who feel like they are on the outskirts to the middle and support their recovery journey.

Our passion for excellence allowed us to advance our mission in bold new ways in 2021 that should have an enduring positive impact.

Thank you for these incredible contributions! Be proud of the work you've done. We are extraordinarily proud of you.

Anne Bakar
Telecare President & CEO



We Stayed Focused on Safety, Quality, and Supporting Staff

Personal Protective Equipment

We continued to provide an extraordinary amount of PPE to our programs, including more than **417,000 surgical, KN95 and N95 masks** for our staff and clients, more than **8,000 face shields and goggles**, and nearly **4,000 containers of hand sanitizer, bleach, and germicidal disinfectants**.

Telepsych and Telehealth

Telepsych and telehealth (including our new telehealth app) continued to shift how we provided services in FY20-21. More than **50 programs are using the telehealth app on a daily basis**, and over **27,000 documentations** have been completed by providers using the app. Over **5,000 hours of video assessments** have been facilitated by via the app.

CARF Accreditation

Telecare was awarded a **3-year accreditation from CARF**. This was our biggest CARF survey ever, covering **114 programs**, and resulting in **68 strengths, the most we've ever received!** As of FY20-21, **88% of Telecare programs are CARF accredited** — a tremendous achievement for our first all-virtual CARF survey during COVID!

Incident Command System

Our leadership team continued to meet weekly to closely monitor, manage, and prioritize our COVID-19 and staffing response — and communicate the latest information to leaders and staff enterprise-wide.

Virtual New Hire Orientation

Our Virtual New Hire Orientation enabled us to onboard more than **1,400 employees through 50+ sessions**, giving us a chance to spend **14,420 hours** with new staff. In addition, we hosted **two New Manager Orientations**, with **58 attendees**.

Hours Of Trainings

Thousands of hours of trainings were completed online and in person this year. Over **1,385 people attended online clinical trainings**. **12 sessions of Critical Communications** trainings were scheduled with over **170 attendees**, and **36 sessions of the Leadership Success Series** were held for **540 attendees**.

Telecare Heroes

We received and shared more than **106 Telecare Hero nominations** this year! Go Team Telecare!





We Grew Personally, Professionally, and as an Organization

Promotions From Within

In FY20-21, **360 Telecare staff were promoted** into new roles at Telecare, including **102 promotions to management positions.**

Scholarships & Education

Telecare awarded scholarship funds to 179 staff to support their education and career growth goals!

- Ben McCloud Scholarship Fund: \$92,200
- Telecare Education Assistance Program: \$19,629
- Nursing Education Repayment Program: \$11,542
- Calhoun-Peterson Scholarship Fund: \$5,000

Employee Stock (ESOP)

The Telecare Employee Stock Ownership Plan (ESOP) share price **increased by 23.64% to \$87.35 per share** in 2021. As a family- and employee-owned company, this means that when Telecare does well, employee-owners see growth in their retirement fund as well!

New Customers

We added **six new customers:** Valley Mountain Regional Center, Department of State Hospitals, Yolo County, Sutter-Yuba Counties, Mendocino County, and Sacramento County Public Defender.

90% “Staff believed I could grow, change, and recover.”

88% “I liked the services I received here.”

81% “I am better able to control my life.”

New Programs

We opened **22 new programs in 2021:**

1. Kaiser ICT East Bay Hub
2. Kaiser ICT East Bay Satellite
3. Kaiser ICT Sacramento Satellite
4. Kaiser ICT South Bay Hub
5. Kaiser ICT South Bay Satellite
6. North Sound Washington Listens
7. Orange Be Well Co-Occurring
8. Orange Be Well Recovery Station
9. Orange Be Well SUTS Residential
10. Orange Be Well Withdrawal Management
11. Orange Home First South
12. Regional Center of East Bay Hillside House
13. Sacramento EMPOWER
14. San Diego Mobile Crisis Response Team
15. San Diego Kearny Vista Permanent Supportive Housing
16. San Diego In-Home Outreach Team (IHOT) North
17. San Joaquin Connect III
18. Sutter-Yuba Shine FSP
19. Sutter-Yuba New Haven Supportive Services
20. Sutter-Yuba iCare Mobile Engagement Team
21. Thurston & Mason Washington Listens
22. Yolo INSPIRE FSP

“My life was seriously spiraling and your work was a Godsend. It is so hard to achieve stability when you are the only one in your social circle experiencing serious mental illness.”

— TELECARE CLIENT

Go Team Telecare!

Why do we stay at Telecare? Our people! Our spirit! Our heart! Our humor!

We stay because we have passion for doing the work — and a passion for having fun!

We work together, support each other, and help our clients and each other carry on.

Watch this year's video and take a moment to celebrate your achievements!

We are Team Telecare — and we can do big things together!

<https://www.telecarecorp.com/annual-reports>



Thank you to our Telecare Yearly Video Program Stars!

Telecare Community Alternative Teams, Pierce County, WA
Morton Bakar Center, Alameda County, CA

La Paz, Los Angeles County, CA

ATLAS/TABS/JETT/TRIP, Los Angeles County, CA

LA 4 (FSP & OCS), Los Angeles County, CA

Corporate Talent Acquisition Team

Riverside PHF/CSU, Riverside County, CA

Lagos CRT, Riverside County, CA

Orange County STEPS, Orange County, CA

Cordilleras Suites and MHRC, San Mateo County, CA

Delano Recovery Station, Kern County, CA

Watch the video and download the Mission of Excellence:
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