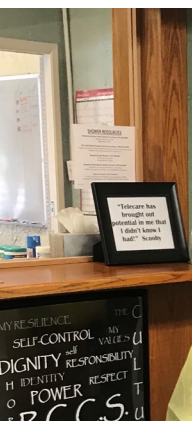




TELECARE'S

Mission of Excellence

Fiscal Year 2019-2020



I am pleased and honored to reach out to you, Telecare's 4,000+ staff members, to recognize the excellent teamwork you showed in FY19-20.

This year, we achieved tremendous success.

We grew as individuals and as an organization.

We added new programs and services.

We improved our systems and processes.

And, **we served more than 31,000 people, helping them recover their health, hopes, and dreams.**



This year, we also faced unprecedented challenges.

COVID-19 changed everything. And yet, despite the fear and stress of this unfamiliar situation, we **stayed true to our values** and discovered that we are capable of extraordinary triumphs. We worked together to support our clients and each other. We made **huge and necessary changes** quickly, adopting **new technology and policies** practically overnight. We shifted the **way we work as teams**. We stayed **financial stable** in difficult times. And we found **creative ways to support the people** we serve — providing help, comfort, and connection at a very hard time.

This year was also a time of **profound social activation**. The death of George Floyd and the outpouring of grief and anger that followed have affected us personally and as an organization. While this has been a painful and emotional moment of reckoning, it has also created a fresh opportunity for positive change. At Telecare, we have made **Cultural Humility, Equity, and Inclusion (CHEI)** a strategic priority and will share more information as we make progress in the year ahead.

This Mission of Excellence report is a celebration of our staff and some of the feats we achieved together in this landmark year. **You can find more detailed information (and more to celebrate) in our Q3/Q4 Map Check.**

Thank you for your passion and commitment to this important work. You make a difference in people's lives.

Anne Bakar
Telecare President & CEO

Telecare Map Check

FY19-20 | Q3-Q4 | January to June

The Telecare Map Check is a routine update on our strategy moving toward our mission — and helps us plan and prep.

Map Check Contents:

Map Check at a Glance

- CEO Update
- Q3/Q4 Highlights
- Q3/Q4 Lowlights
- Talk & Learn

High Priority Projects

- COVID-19 response
- Business plan targets (1A)
- Recruitment and compensation (3A)
- Fee for Service (1F)
- Avatar (4A, 4B)
- Destination 2020 Populations

More Information

The Map Check is only one way that Telecare communicates! Please go to the er

“I have felt extremely proud and relieved for the way Telecare as a corporation has handled the COVID-19 pandemic. I am also proud of the way my facility has rallied and kept everyone safe here. We are a great company that puts clients first and I am honored to get to work for and represent Telecare.” — TELECARE STAFF MEMBER

We Focused on Keeping Our Staff and Clients Safe & Supported During COVID-19

COVID-19 Communications

We immediately launched weekly VP Huddles and added extra Monthly Huddle meetings to help our emergency preparedness team and more than **250 program leaders** connect, share information, answer questions, respond to emerging issues, and bring staff concerns to the larger group to quickly assess and provide answers.

Personal Protective Equipment

We secured and distributed a huge volume of PPE, including more than **317,000 masks** for our staff and clients, more than **12,600 face shields and goggles**, and more than **2,500 containers of hand sanitizer, bleach, and germicidal disinfectants**.

Telepsych and Telehealth

We expanded our capabilities using a quick start, DIY implementation approach. We were able to start telehealth in **120+ programs in less than 90 days**.

Incident Command System

We built a data system and generated reports to help us track and manage COVID-19 infections, PPE inventory, staffing needs, and more.

T-Net and Policy Manager

We used T-Net and our new Policy Manager to make our pandemic policies, resources, and routine communications accessible to all Telecare staff.

Self-Care and Client Support

We focused on self-care practices to help keep us resilient as staff and teams. We increased our crisis and suicide screenings for clients, and developed new ways to deliver services and to stay engaged when our normal in-person contact was not possible.

HR Supports & On-Call Pool

We adapted our HR policies to help staff (especially new hires) have access to health insurance and time off during COVID-19. We also developed an On-Call Pool to enable eligible employees to work at alternative programs to ensure we had required staffing.

Virtual New Hire Orientation

We adapted our New Hire Orientation to be completely online. The first virtual session was held in March 2020.





We Grew Personally, Professionally, and as an Organization

292 Promotions From Within

Many Telecare staff were promoted into new roles at Telecare, including 95 promotions to management positions.

113,852 Training Hours

Thousands of hours of online and live trainings were completed this year. Additionally, we offered ten evidence-based promising practices trainings. A total of 360 sessions were offered and 3,588 staff attended.

73 Telecare Heroes

Individual employees and teams at all levels were honored by their peers or leaders as Telecare Heroes!

330 New Hires in Startups

We added 330 new hires in our 17 start-ups and expansion programs to help provide valued services to our communities.

165 Scholarship Recipients

Telecare awarded money through four different scholarships to support employee education:

- Ben McCloud Scholarship Fund: \$92,200
- Telecare Education Assistance Program: \$10,256
- Nursing Education Repayment Program: \$23,167
- Calhoun-Peterson Scholarship Fund: \$2,300

17 New Programs

We opened 17 new programs this year: Connect I, Vida ACT, Mark Reed E&T, Connect II, Tesoro, La Luz, Agnes Avenue, Santa Clara IFSP, Santa Clara ACT, Muriel Wright SUTS, Shelton E&T, English Hills CCH, Sacramento ARISE, Muriel Wright CRT, Riverside MHRC, Bakersfield Recovery Station, and Delano Recovery Station

4.9% Increase in ESOP

The Telecare Employee Stock Ownership Plan share price increased by 4.9% to \$70.65 per share.

“My theme is resilience. I am reminded on a daily basis that our employees go above and beyond to help the clients we serve.” — TELECARE STAFF MEMBER

90%

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

88%

“I liked the services I received here.”

80%

“I am better able to control my life.”

84%

“I would recommend this program to a friend or family member.”

We Continued to Serve a Broad Array of Clients, Customers, and Communities



 **31,717** UNIQUE INDIVIDUALS SERVED IN FY19-20

 **4,097** TELECARE EMPLOYEES

Our Proudest Moments!

We asked Telecare leaders to share some of the moments or accomplishments from FY19-20 that made them most proud. Their responses were an inspiring reminder that, together, we can not only weather tough times, we can also achieve great results.

“It has been really, really heartening to see our company, our leaders, and our executive team make COVID-19 a priority. They have done a wonderful job in a really daunting, continually changing time to help keep people informed, provide direction and guidance, be available constantly to answer questions and help navigate difficult scenarios, get access to PPE — and remain calm and reassuring throughout. Kudos especially to Kent, Anita, and Bert for their tireless efforts and steady support. They have been amazing.”

— Telecare Staff Member

Telecare was recognized as a Best Place to Work for the 18th year!



Telecare Corporation

Telecare Leaders: Our Proudest Accomplishments FY19-20

We asked leaders from all over Telecare what stood out for them about the past year and we received some incredibly heartwarming comments. We hope you feel inspired and affirmed by these collective successes and incredible teamwork. Thank you all!

When you think back over the last year at Telecare, what is the thing that stands out the most to you — something that made you proud, gave you reassurance, or felt meaningful in some important way?

We recently had the grand opening of Santa Ana Arts Collective Apartments in Santa Ana, CA. To see our long-time members who started on the riverbed and endured the Baymont Motel, get their own apartment is absolutely a highlight for the TAO Central program. #TAOCentralstrong

I feel really inspired by the commitment of the staff to work with our members.

I was impressed by and proud of Telecare's response to the early stages of the COVID-19 pandemic. As an administrator, it was obvious Telecare's health and safety committee, especially Bert, Dr. Eller, Frankie, and Cameron, were working tirelessly to provide us with up-to-date and thorough information. Policies were rolled out quickly and we were given the tools we needed to literally stay ahead of the curve. I felt incredibly supported during the entire process.

The way COVID-19 information was passed throughout the company. Tools, news, all to provide reassurance.

The pivot to virtual learning