

Telecare Yearly Recap

Values in Action

MOVING OUR MISSION FORWARD IN 2019



Yearly Recap 2019

At the end of 2019, I am thrilled to share our yearly Telecare update. It was a hard year, but a good year — and we are honored to be working in partnership with our customers and communities to tackle some of the biggest challenges facing our nation today.

In 2019, we rallied to deliver outstanding results, despite a dramatically changing reimbursement environment. We delivered new models of care. We integrated more services to address multiple complex needs. And we aligned our company around our core values — so that our 3,800+ staff are working from a shared foundation to help move our mission forward and make a difference in people’s lives.

We thank you for your continued trust and partnership in 2019 and we look forward to a powerful, productive and inspiring year ahead.



**Anne Bakar, Telecare
President & CEO**

2019 at a Glance



31,293

UNIQUE
INDIVIDUALS
SERVED IN FY18-19



3,817

TELECARE
EMPLOYEES

“I just wanted to say thank you. Thirty days ago, I came here broken, hopeless, and lost. I really thought I would never find my way back. You have all helped me in so many ways. I leave here loving myself with a genuinely happy and hopeful heart. I am still a work in progress but thank you for being such a huge part and the beginning of my recovery journey that will lead me where I want to go.”

— Telecare Client, San Bernardino



Telecare’s Mission

Our mission propels us forward, changing in ways that allow us to broaden our services with excellence and effectiveness, in line with the market.

Telecare will deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Strategic Priorities

We set yearly strategic priorities to help move us toward our mission, while also developing operational practices that reinforce and secure our core values, our infrastructure, and our capacity for growth, efficiency, and quality services.

Core Values

Our core values guide us in our choices, relationships, decisions, and actions. Our values do not change.

Service: Having a passion, hope, and commitment for helping others.

Respect: Being open, trusting, and embracing diversity.

Partnership: Valuing and strengthening our relationships.

Growth: Supporting the recovery of clients and the development of staff and the organization.

Security: Being accountable, doing no harm, and ensuring continuity.

Excellence: Striving to reach our full potential.

Recovery (RCCS) Culture

Purpose

Core Values





2019 Leadership Conference

We were honored to welcome Patrick Kennedy and Tom Insel, MD, to our 2019 leadership conference.

They joined more than 180 Telecare leaders and many Telecare customers and stakeholders to discuss the future of behavioral health — and how we can improve our partnerships and collaborative efforts to create better, more effective, and more respectful care.

CEO Corner

Telecare 2019 All Leader Conference

November 25, 2019



In early November 2019, Telecare was honored to welcome **Patrick Kennedy** and **Tom Insel, MD**, as speakers at our All Leader Conference in Oakland, CA.

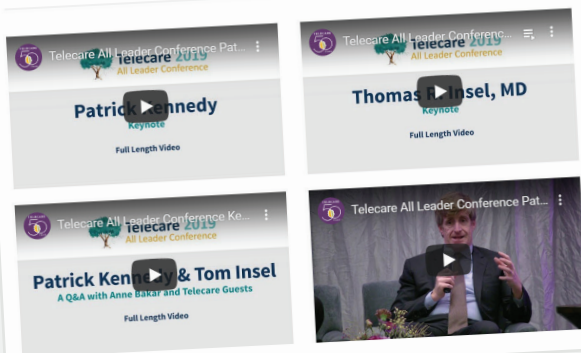


Our leadership staff were joined by a wonderful group of long-term Telecare customers, stakeholders, and family and consumer advocates, to think about the future of behavioral health — and how we can individually and collectively make our systems and services more powerful and empowering for the people we serve.

Our interactions with Patrick and Tom left us newly energized to rise to the challenge. We hope you feel the same way, too.

“Good mental health is good for everybody. Whether you’re a Green Beret or you’re someone just struggling, if you gain the tools to better manage and self-actualize your emotions and feelings and thoughts, you are getting some force multiplication. You’re going to be able to achieve things you wouldn’t otherwise be able to achieve. You’re going to be able to do things you wouldn’t otherwise be able to do.” — Patrick Kennedy

“We talk a lot about the epidemic of mental illness — the crisis of mental illness. That crisis is not like your typical medical epidemic in which there is an increase in prevalence. There is no increase in schizophrenia or bipolar illness in the last several decades. The crisis isn’t driven by huge increases in prevalence — it’s a crisis in care. We have to get away from just thinking about symptom reduction to thinking about a whole set of goals that line up with what people really want — like, a life in the community.” — Tom Insel



Please Enjoy the Presentations

We invite you to share in the conversation and benefit from the insight and inspiration from these remarkable leaders. Full length videos are available on our website: <http://bit.ly/kennedy-insel>

More Integrated Care in 2019

We implemented more effective and holistic ways to serve our clients while addressing their diverse needs. We added new practices, new programs, and deepened our expertise.



SUTS SERVICES

New Substance Use Treatment Capabilities and Services

This year, we took steps to offer more robust **Substance Use Treatment Services (SUTS)**

to better support people with co-occurring substance use and mental health needs:

- Provided **Medication-Assisted Treatment (MAT)** training to leadership.
- Established **Narcan** rescue policies, delivered opioid responder training, and made Narcan nasal spray available at programs.
- Increased capacity for treating opioid disorder with **buprenorphine**; 23% of Telecare's prescribing staff now have DEA waiver for prescribing.
- Implemented evidence-based **Integrated Dual Disorders Treatment (IDDT)** curriculum and 12-step facilitation manual.
- Expanded use of **Motivational Interviewing (MI)** paired with **Screening/Brief Intervention and Referral Treatment (SBIRT)**.
- Completed **telemedicine study**, which was accepted for publication in *Addictive Disorders and Their Treatment*.
- Opened **Muriel Wright Recovery Center**, Telecare's first residential substance use treatment program in December 2019.

New Community Crisis Homes



DD/MI SERVICES

In 2019, Telecare expanded its service options for people with developmental disabilities and mental illness with a new model of care: the 4-bed community crisis home.

In 2019, Telecare opened four community crisis homes across California.

These are small programs, often located in beautiful homes in neighborhood settings. They help people with intense behavioral and mental health needs to live in the community and avoid institutional care.

New Justice Involved Models



JIMH SERVICES

In an effort to better support clients who are ready to transition back to the community from jail, Telecare opened two new JIMH models in 2019.

- Telecare opened **Muriel Wright Crisis Residential Treatment (CRT)** in December 2019. This program serves only individuals who are coming out of county jail, so they can stabilize from substances and mental health crises before transitioning to other treatment settings.
- We also opened the **Telecare Reentry Intensive Program (TRIP)** which offers outpatient housing and case management services to adults who have a justice-involved background. Enrollment in TRIP is for as long as people need it. Once enrolled in TRIP, program staff work with members to navigate the housing system and make sure they have a place to live at all times.

2019 Highlights

We made progress in many other areas this year, evolving our services, sharing our knowledge, participating in our communities, and more. Here are just a few special highlights from a busy year.



New Mobile Homeless Outreach & Treatment

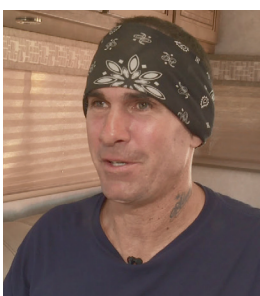
In 2019, Telecare partnered with Orange County Behavioral Healthcare Agency to launch a collaborative mobile outreach team to better reach and serve individuals who are homeless in the greater Orange County area.

The mobile team includes two vehicles: a smaller van for outreach and engagement, and a full-size RV where people can come in for immediate services and supports. The program, called **Mission Possible**, is jointly staffed by a multidisciplinary team from the county and Telecare, and helps people transition out of homelessness with everyday necessities, as well as mental health services, physical healthcare, and housing supports. The vans are on a regular schedule in the community, building relationships, offering services, and creating linkages to more wide-reaching supports.



“They got me off the streets. They made it easier for me to live, breathe, eat, and stay clean. Without them, I’d be waiting somewhere, waiting for someone to give me a chance to live. But hope is strong. Hope is real. As long as you want it, you can get it. It’s really hard to come by, but once you make a smart decision, you’re able to get into a hopeful situation, and when you’re hopeful, you make hopeful decisions. And usually, when you have a lot of hope in your heart, good things happen.”

— Mission Possible client, Orange County



“Having an RV come to where you are, to say hello?! They make sure that whatever need you have is taken care of, and you have no doubt, stepping into this RV, that is what is going to happen. It’s an unreal change as far as surviving is concerned. It’s like, ‘Yeah, I can do this now.’ Before, I had no chance or opportunity. I can understand getting by, but this is a lot better than getting by, it’s making a name for myself, into employment eventually. Things are looking way up.”

— Mission Possible client, Orange County



Crisis Res SERVICES

Largest Crisis Residential Provider in U.S.

Telecare is an active member of the National Crisis Residential Association and was honored to host **two presentations at the 2nd Annual Crisis Residential Conference** in Grand Rapids, Michigan in 2019:

- Whole Person Care in Short-Term Crisis Residential Services
- Innovations & Lessons Learned in a Peer-Driven Crisis Residential Program

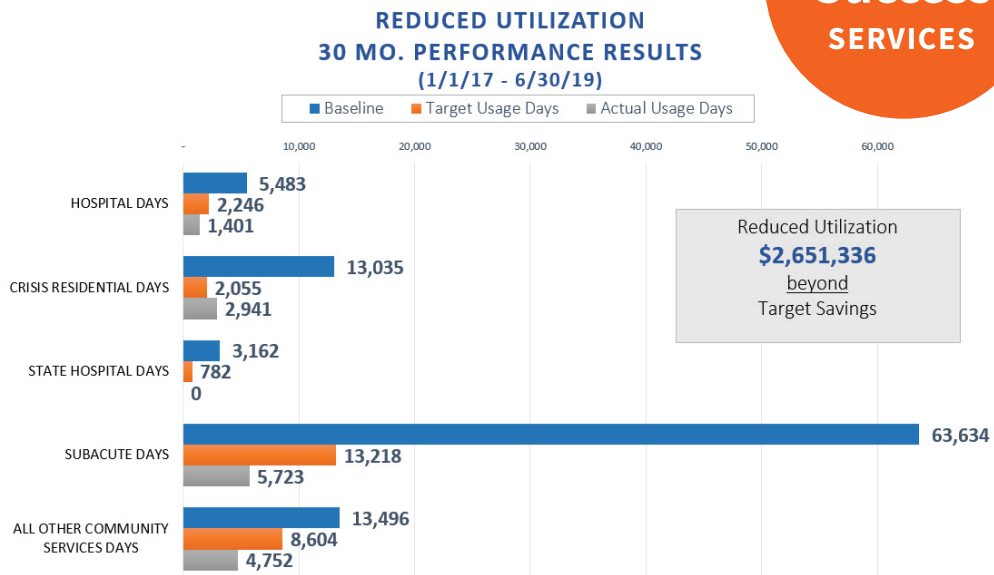
Telecare is currently the largest provider of crisis residential services in the United States with our mix of 16 crisis residential programs (CRT), and community crisis homes (CCH). We served a total of 2,482 persons who were admitted to our crisis residential programs in calendar year 2018.

New Data on Pay for Success Model

In 2017, Telecare partnered with Santa Clara County to open the nation's first mental health Pay For Success program, called Partners in Wellness.

In 2019, we received 30-month performance results on that program. The results exceeded expected target savings.

Pay for Success SERVICES



Our Workforce in 2019

To deliver excellent care, we need an exceptional workforce. In 2019, we strengthened our staff, built our teams, and developed knowledge and skills for the future.



New CHRO & SVP

We were thrilled to welcome Sharon Heckel, our new Chief Human Resources Officer and SVP. Prior to joining Telecare, Sharon was VP of HR at The Clorox Company, and has also held positions at SolarCity, Kaiser Permanente, and IBM.



190+ Peer Professional Colleagues

Including peer health navigators, peer recovery educators, and peer recovery team leads.

1,500+ New Staff Hired

All of whom participate in Telecare's robust, culture-building New Hire Orientation.

31 Emerging Leaders

Thirty-one staff graduated from Telecare's Emerging Leaders development program.

160 Scholarship Recipients

Telecare awarded money to 160 employees to support their growth and educational goals.

237 Promotions from Within

Hundreds of staff were promoted into new roles at Telecare, including 75 promotions to management positions.

137,249 Training Hours

The number of training hours completed by staff has increased 148% over the last five years.

Best Places to Work

Telecare was named a Best Places to Work in the Greater Bay Area for the 17th year.

About Telecare

Founded in 1965, Telecare is a family- and employee-owned provider organization delivering inpatient and outpatient services for people with complex needs. Learn more about us at www.telecarecorp.com.

