

TELECARE'S

Mission of Excellence

Fiscal Year 2018-2019

I am so pleased and honored to reach out to you, Telecare's 3,800+ staff members, to recognize the excellent work you did in FY18-19.

Last year was successful on many fronts thanks to your commitment to our clients, our customers, and our communities. You helped us tackle important goals and implement major changes. Through it all, you elevated Telecare's values with grace, compassion, and excellent service.

Together...

- You helped more than 31,000 individuals with complex needs to regain their hope and move forward to create more meaningful lives.
- You added 12 new programs, including expansions of existing programs for Kaiser, and in Alameda and San Joaquin Counties.
- You implemented the Avatar electronic health record in nearly all of our community programs! You also began retooling our billing systems so we can stay secure as our environment changes.
- You rose to the challenge to ensure that clients with complex needs did not fall through the cracks. You did this by opening a brand new model of care for clients with co-occurring developmental disabilities and mental illness—as well as absorbing three new programs from a provider who was not able to continue services.
- Finally, you gave us vital feedback through our Employee Engagement Survey to help us improve, and you made us a San Francisco Business Times Best Place to Work for the 15th year!

This year's achievements would not have been possible without your extraordinary dedication and teamwork.

Thank you!



Anne Bakar
Telecare President & CEO



Strategic
Priorities

Recovery
(RCCS) Culture

Purpose

Core
Values

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



31,293

UNIQUE INDIVIDUALS SERVED IN FY18-19



3,817

TELECARE EMPLOYEES

We Took Time to Discuss How We Can Live Our Core Values

Service. Respect. Partnership. Growth. Security. Excellence.

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.

Clients Made Strides in Their Lives

87% “I liked the services I received here.”

80% “I am better able to control my life.”

89% “Staff believed I could grow, change, and recover.”

We Grew Personally, Professionally, and as an Organization



160* Scholarship Recipients

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

- Ben McCloud Scholarship Funds*: \$44,970
- Telecare Education Assistance Program: \$17,739
- Nursing Education Repayment Program: \$21,250
- Calhoun-Peterson Scholarship Fund: \$9,919

4% Increase in ESOP

The Telecare Employee Stock Ownership Plan share price increased by 4% to \$67.35 per share.

115 Telecare Heroes

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

Employee Survey

Telecare asked staff to participate in our first online version of the yearly employee survey!

73%

of staff participated in our Employee Engagement Survey! Most companies average 40%!

91%

of staff feel their job is important to the mission and they are doing meaningful work!

237 Promotions from Within

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

31

staff graduated from our Emerging Leaders program in FY18-19! Many have already got promoted!

137,249 Training Hours

Thousands of hours of online and live trainings were completed this year. The number of training hours completed by staff has increased 148% over the last five years.

Many New Programs

Telecare opened 12 new programs: Herald House, Beck Lane, Carmen Lane, MISSION POSSIBLE, Pierce County E&T, Cypress House, Helping Our Members Establish Success (HOMES), Telecare Reentry Intensive Program (TRIP), Justice & Mental Health Recovery (JAMHR), Wellspring Center CRT, Merrill Center CSU, and Windsor Center CSU.

Better Tools

Telecare's intranet (T-Net) was updated in FY18-19, with more news, announcements, fun stuff, and more to help staff stay more informed and feel more connected.

T-Net

was relaunched in FY18-19 on a new, more user-friendly platform!

*During Fiscal Year 2018-2019, we changed the Ben McCloud scholarship to be reported based on a full calendar year. The numbers used for this report include only a six-month time frame.



LAGOS CRISIS RESIDENTIAL TREATMENT CENTER



SANTA CRUZ CSP & PHF



ORANGE COUNTY STAFF



SAN DIEGO STAFF



MORTON BAKAR CENTER



TRIP

A Few of This Year's Telecare Heroes

There are heroes everywhere at Telecare and these are just a few. See more on T-Net: www.tnet.online/heroes

"Tina has been instrumental in helping the staff at Pierce County E&T settle in and get things squared away. She has worked tirelessly on portals for insurance and forms to help the facility run smoothly. She is such a valuable member of the E&T team, and we couldn't do this without her!"

"Andrea went above and beyond to make my first week at Merrill CSU very smooth and easy. Andrea took it upon herself to help me so that I wouldn't get behind with my tasks. Andrea also called me on her day off to make sure I was okay and to ask if I had any questions."

"LAOA doesn't have a regular hero, but a superhero! His name is Michael Oliveira and he is the program's amazing office coordinator. He doesn't wear a cape or spandex, but he has the power to shoot rays of positivity, laughter and calm to those around him. He is resourceful and uses technology to his full advantage which helps him help the team with various technology challenges. No job is too big or too small, he tackles challenges with a 'can do' attitude and goes about his day always being humble and kind. Thanks for all you do for LAOA!"

"Ben is such a great asset to Telecare. We have an acute unit with many challenges and Ben always seems to diffuse agitation by taking patients outside or redirecting them, making it look so easy. Ben is always patient, positive, and professional in difficult situations. I always feel safe when I have Ben on my team!"

"Our team at Jeremy House would like to thank Somaly (Liley) for her hard work, dedication, and commitment to excellence. Liley is more than our program hero, she wears many hats and is not afraid to go above and beyond to support the residents and the team."



HOMES



CYPRESS HOUSE



REDWOOD PLACE



SACRAMENTO STAFF



AGEWISE



PIERCE COUNTY E&T



MARK REED E&T COMMUNITY EVENT