

Telecare Yearly Recap 2021

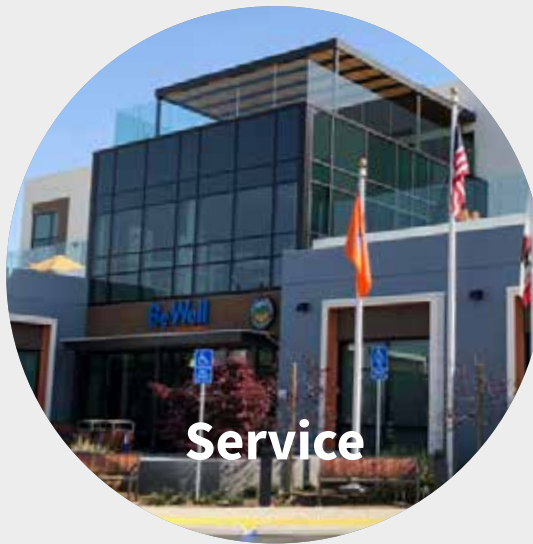
Values in Action

MOVING OUR BEHAVIORAL HEALTH MISSION FORWARD



Partnership

WE PREPARED FOR THE RETIREMENT OF FAITH RICHIE, OUR PARTNER-IN-CHIEF



Service

WE PARTNERED WITH ORANGE COUNTY BE WELL TO PROVIDE ONE-STOP SUBSTANCE USE SERVICES



Respect

WE COLLABORATED WITH SUTTER-YUBA TO LAUNCH SUPPORTIVE HOUSING SERVICES



WE ACHIEVED A 3-YEAR CARF ACCREDITATION IN 88% OF PROGRAMS



Growth

WE HELPED SAN DIEGO LAUNCH A 911-INTEGRATED, NON-LAW ENFORCEMENT MOBILE CRISIS TEAM



Excellence

WE WELCOMED NEW LEADERS WHO EXPAND OUR CAPACITY TO SERVE

Yearly Recap 2021

In calendar year 2021, COVID-19 continued to reshape our world, changing the ways we ensure safety for those who are most vulnerable, and transforming behavioral health service delivery. The silver lining has been the deepening partnerships we have established with our customers, our communities, our staff, and our clients. Despite all the unknowns, you have shown courage, creativity, determination and spirit — and together, we are laying the groundwork for an even better future.



**Anne Bakar, Telecare
President & CEO**

Thank you for everything you have done this year. Telecare is honored to partner with you and excited to build on our accomplishments in the year ahead.

“We want to thank you for supporting the Operation Comfort program. Having Telecare onsite allowed Operation Comfort to admit many vulnerable individuals who would not otherwise have had safe options for isolation or quarantine.

“This resulted in improved containment of COVID outbreaks in the B&C setting, where residents are at very high risk for poor outcomes associated with COVID. In addition, Telecare supported many dual diagnosis residents who would otherwise have had widespread community exposure. Our teams effectively co-managed multiple residents with significant medical issues and serious mental illness.

“We want to express our appreciation for the services Telecare has provided and for your contribution to Alameda County’s COVID response.”

— ALEXIS CHETTIAR AND KATIE HAYES, CO-MEDICAL DIRECTORS,
PROJECT ROOMKEY, ALAMEDA COUNTY BEHAVIORAL HEALTH



Expanding Care in Our Communities

In 2021, Telecare was honored to partner with our customers to open wide-ranging new programs to support diverse populations and complex needs. Learn more: www.telecarecorp.com/locations

22

TOTAL PROGRAMS OPENED DURING 2021.

6 New Customers

- CA Department of State Hospitals
- Mendocino County
- Sacramento County Public Defender
- Sutter-Yuba Counties
- Valley Mountain Regional Center
- Yolo County

2 COVID Programs

- North Sound Washington Listens (WA)
- Thurston Mason Washington Listens (WA)

1 Crisis Program

- San Diego Mobile Crisis Response Team (CA)

3 Community Programs

- San Diego IHOT North (CA)
- San Joaquin Connect III (CA)
- Sutter-Yuba SHINE FSP (CA)

5 Population Care Services

- Kaiser ICT East Bay Hub (CA)
- Kaiser ICT East Bay Satellite (CA)
- Kaiser ICT Sacramento Satellite (CA)
- Kaiser ICT South Bay Hub (CA)
- Kaiser ICT South Bay Satellite (CA)

1 Justice-Involved Mental Health (JIMH)

- Sacramento EMPOWER (CA)

4 Housing & Homeless Services

- Orange County Home First South (CA)
- San Diego Kearny Vista Permanent Supportive Housing (CA)
- Sutter-Yuba New Haven Supportive Housing Services (CA)
- Yolo INSPIRE FSP Permanent Supportive Housing Units (CA)

5 Substance Use Treatment Services (SUTS)

- Orange County Recovery Station (Be Well) (CA)
- Orange County Co-Occurring Residential (Be Well) (CA)
- Orange County Withdrawal Management (Be Well) (CA)
- Orange County SUTS Residential (Be Well) (CA)
- Sutter-Yuba iCare Mobile Engagement Team (CA)

1 Developmental/SMI Services (DD/MI)

- Regional Center of the East Bay Hillside House (CA)

“Amina is assigned to at least THREE of my high-risk SPMI patients that are NOT taking phone calls. She does SO much to get them INVESTED in their own treatment — people who believe they have nothing, have lost hope, have no cognitive ability to organize an appointment due to severe psychiatric instability. One person was scheduled to see an MD for medication but did not show. Amina went to meet him in the city he had fled to, BROUGHT him medication, inspired him to TAKE it, gave him hope and important psychoeducation. He trusts her enough to accept help for food and an appointment with me. Today, he took a FULL call from me AND made a one-hour intake appointment for our treatment program.” — KAISER PERMANENTE PARTNER

Transformative Support for Complex Needs

In 2021, the need for creative approaches became more apparent than ever. This year, Telecare worked with our customers to design and establish new programs and services that offer promise and hope.

San Diego County Launched Non-Law Enforcement Mobile Crisis

As 988 legislation and programming prepares to launch state-wide, **San Diego County** is taking the lead. The new **San Diego Mobile Crisis Response Team (MCRT)**, operated by Telecare, works in collaboration with the county's access and crisis line to field mental health crisis calls from the community — and is actively expanding its capacity to receive 911 dispatch calls as well. The MCRT program triages calls and sends a multi-disciplinary mental health team to serve people into the community where help is needed, without unnecessary police response. Once 988 rolls out, the MCRT program will be well-placed to respond to 988 calls as well. <https://www.telecarecorp.com/telecare-mcrt>



SAN DIEGO MOBILE CRISIS TEAM

Sutter-Yuba Launched Permanent Supportive Housing for Homeless

In partnership with **Sutter-Yuba Behavioral Health**, Telecare opened **New Haven Supportive Housing Services** in June 2021, our first program of this type. New Haven offers onsite support and case management services for 19 of the 40 total units in a supportive housing complex. The 19 units are partially funded by California No Place Like Home and prioritized for adults experiencing homelessness or chronic homelessness with serious mental health issues.

<https://www.telecarecorp.com/new-haven-supportive-services>



SUTTER-YUBA NEW HAVEN SUPPORTIVE HOUSING

“My daughters and I love the apartment! Melissa stuck with me through the good days and the most unbearable days. She didn't give up or give in. **The biggest obstacle of all was housing.** It took an enormous amount of time and patience to complete EVERYTHING on that housing list! Melissa didn't stop when things were done. She would offer her expertise when needed and would always let me decide what was best. HOPE is what I brought back from the deepest and darkest corner of my wreckage.” — TAO CENTRAL CLIENT

300+

PEOPLE MOVED INTO
PERMANENT AFFORDABLE
HOUSING SUPPORTED BY
TELECare IN FY20-21



BE WELL OC ORANGE CAMPUS

Orange County Opened Array of SUTS Services at the Be Well Campus

For people with mental health and substance use needs, it can sometimes feel hard to know where to go to get the help you need. In **Orange County**, the **Be Well OC Orange Campus** answers that question, by offering a one-stop setting for care — in a beautiful, light-filled location. Telecare was began operating four substance use services on the campus, including a recovery station, a withdrawal management program, a SUTS residential program, and a co-occurring program.

<https://www.telecarecorp.com/be-well-campus>

49 MEMBERS HAVE SUCCESSFULLY GRADUATED FROM RESIDENTIAL TREATMENT SINCE BE WELL'S OPENING

“Your fundamental idea that we must have an integrated approach and that no one sector—private or public—can solve this problem alone is both simple and unique.”

— DARRELL STEINBERG, SACRAMENTO MAYOR AND FORMER CALIFORNIA SENATE PRESIDENT PRO TEM



EMPOWER TEAM

Sacramento County Opened Its First Forensic-Based FACT Team

Developed by the **Sacramento County Public Defender's Office (SCPD)** in collaboration with the **Sacramento County Behavioral Health Department**, the **EMPOWER program** is the county's first forensic-based service and treatment program. Opened in 2021, Empower creates an alternative to state hospital admission for those who are pre-trial who are likely to be at risk of becoming incompetent to stand trial and/or are found to be incompetent to stand trial.

<https://www.telecarecorp.com/telecare-empower>

42 MEMBERS ENROLLED WITHIN THE FIRST SIX MONTHS

“I am so thankful for the consistency. I know you guys will show up when you say you're going to. I have a mistrust of the world. I feel like I know you want me to succeed. You are there for me.”

— EMPOWER MEMBER

92% OF MEMBERS HAVE BEEN HOUSED WITH ZERO INVOLUNTARY HOMELESSNESS

“This is the most support I can remember ever having from anyone in my life.” — EMPOWER MEMBER



HERALD HOUSE GARDEN PROGRAM

Telecare’s DD/MI Infrastructure Has Been Expanded and Enriched

We have introduced multiple changes to support and grow the expertise of our Developmental Disabilities (DD) staff and grow our future DD leaders from within. An example is the creation of the **Direct Care Lead Supervisor role**, which not only creates a career path for future leaders, but also provides leadership when the administrator cannot be onsite. We will continue to support the advancement of our up-and-coming leaders in the next fiscal year and onward.

<https://www.telecarecorp.com/i-dd>

80 DEDICATED DD/MI STAFF WERE HIRED AND TRAINED IN 2021

“Herald House helped me learn how to cope with my emotions and behaviors, and they helped me realize that this program is the right one for me.” — HERALD HOUSE CLIENT



KAISER ICT SOUTH BAY

Kaiser Permanente Expands ICT Model to Serve Northern California Members

In 2021, Telecare worked with **Kaiser Permanente** to complete the implementation of our **Kaiser Intensive Community Treatment services**, which includes four program hubs and three satellite locations across the Bay Area. Our Kaiser ICT locations serve more than 500 Kaiser Permanente members with intensive mental health needs who have had difficulty connecting with Kaiser services. The programs are making an impact for members and families alike.

<https://www.telecarecorp.com/kaiser-northern-california-regional-ict>

58% REDUCTION IN HOSPITAL DAYS FOR MEMBERS (COMPARING PRE-PROGRAM START DATE VS. SIX MONTHS POST-DISCHARGE)

“I just could not accept that I had a mental health problem, so I ignored the calls. But, when the worker came to my house, that turned things around. I’m glad I said ‘yes’ to getting help. Now I feel comfortable going to my appointments, talking to the doctor, and doing the Kaiser group. Had the worker given up on me, I wouldn’t be in control of my own well-being.”

— KAISER ICT MEMBER

“In this journey of dealing with my son’s illness (schizophrenia), I have had so much negativity of the stigma of mental illness to deal with. Jessica was never like that. She was understanding and supportive. She truly gave me a reason to believe that there are good people out there and that they like the job they have and care about the clients they help.” — KAISER ICT FAMILY MEMBER

Enhancing Our Capacity to Serve

In 2021, our nation's healthcare system faced incredible staffing shortages. At Telecare, we put all hands on deck to help us bolster our workforce, retooling our recruitment processes, innovating new strategies to attract and retain talent, promoting people from within, honoring our long-term employees, and doing our utmost to nurture a respectful, inclusive workplace where people are proud to work.

Leading Us Toward a Stronger Future

In 2021, we were thrilled to welcome key leaders, who have brought specialized expertise and new insights to Telecare that will help us not only meet the challenges of today, but design and build for a better future.



DAWAN UTECHT
SVP and Chief Development Officer
Will assume leadership of Telecare's customer relations, and business development efforts.



BRUCE NARDELLA
Telecare Board of Directors
Will expand our ability to support people with mental illness and developmental disabilities.



PAT GOLDEN WEBB
Telecare Board of Directors
Will help us strengthen our human resource and administrative infrastructure.



TRACI POWELL
MD, MBA, CPE, FAPA; VP, Chief Professional Practice Officer
Will oversee and ensure quality improvement in our medical group.



CARRIE PASSAVANT
Senior Director of Talent
Will lead Telecare's talent acquisition and people development at Telecare.



SAM SHAPIRO
MA, Director of Operational Excellence
Will lead strategic initiatives, process improvement and change management.



Maintaining High Quality with CARF

114

Telecare programs were surveyed by CARF in 2020-2021.

88%

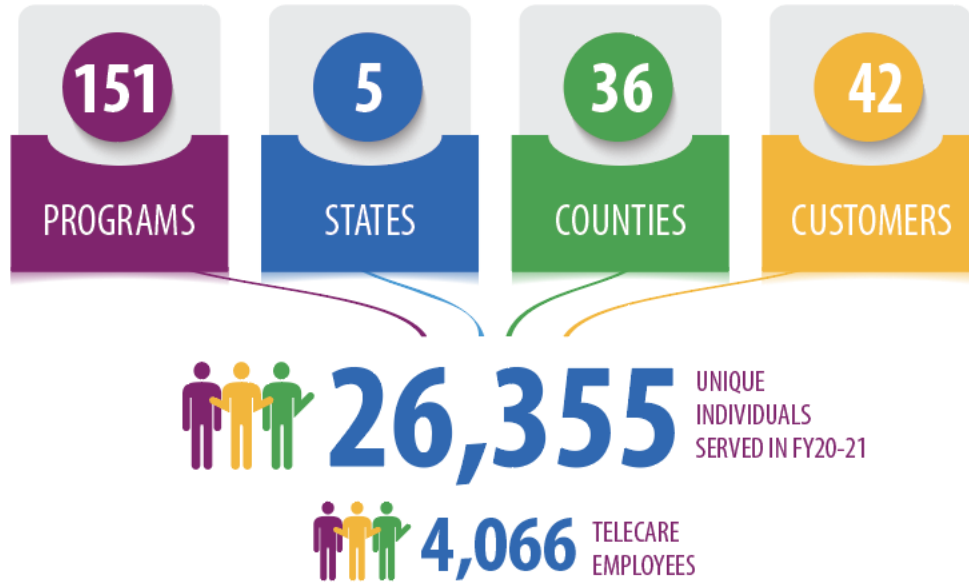
Telecare received a 3-year CARF accreditation, covering 88% of all Telecare programs.

68

Collectively, Telecare programs were recognized for 68 strengths.

Gratitude for Another Year

As we close the book on 2021, we are grateful to have been of service — and to be part of a community of people and organizations that are making a positive impact. We look forward to the year ahead.



Gratitude for Our Dear Friend

After eleven years with Telecare, Faith Richie has transitioned to retirement and greater time with family and friends. She has been succeeded by Dawan Utecht, who assumed her new role on January 3, 2022. During her tenure as SVP and Chief Development Officer, Faith was one of Telecare’s most collaborative partners — working with customers to support their visions for the future, with our internal teams to bring ideas to life, and with our clients — designing and implementing new resources that offer help, hope, and respect. We will miss her deeply.



“I cannot easily put into words how much I appreciate the time we have shared. It has been a privilege to have been of service to others during my career in behavioral health.” — FAITH RICHIE

