

Mission *of* Excellence

Fiscal Year 2013-2014

A REPORT FOR TELECARE'S STAFF & CONSUMERS

At the end of each year, we take time to look back and celebrate the hard work, dedication and incredible results we have achieved together, as part of the Telecare family.

This past year was a busy one for all of us. We had to grow and adapt to keep up with changes in the national healthcare environment. We embraced new technology, partnered with new customers, and we served more clients than ever before! It was a tall order, but one we tackled together with an incredible spirit and can-do attitude.

You have made a difference to so many people this past year. **You** offered care and compassion day in and day out. **You** made Telecare a place of healing and growth. **Thank you for everything you do!**

In 2015, Telecare will celebrate 50 years of service to people with serious mental illness.

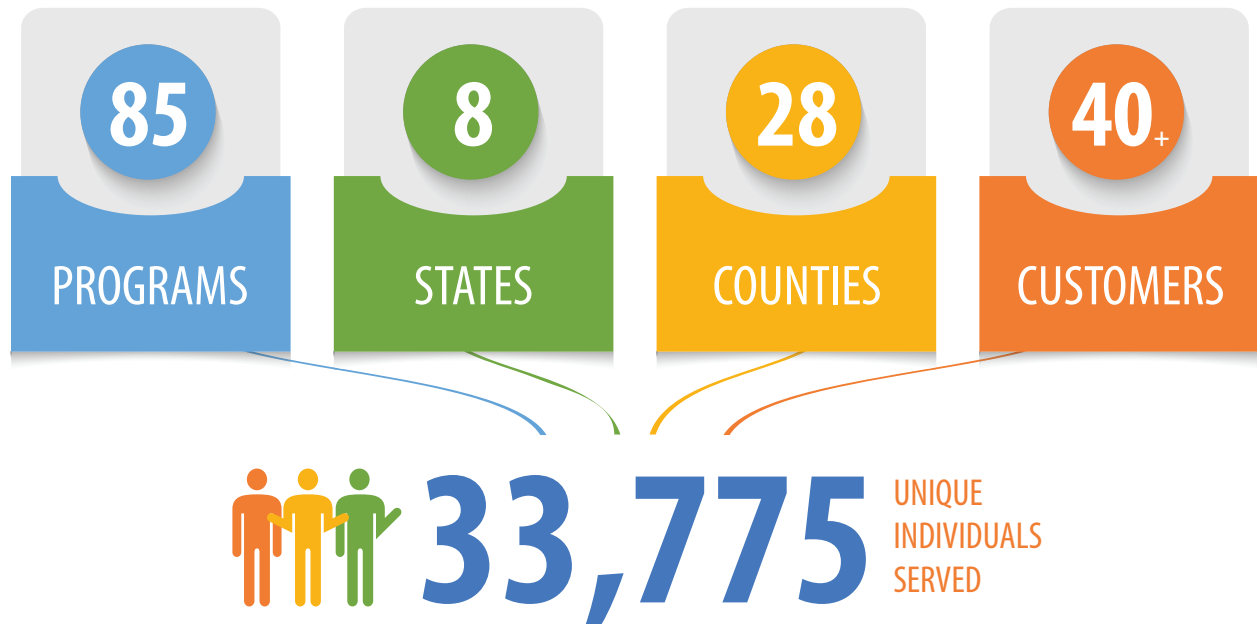
Telecare was built on a belief in hope and recovery. Today, nearly 50 years later, we are holding strong — and eager to get better year after year.



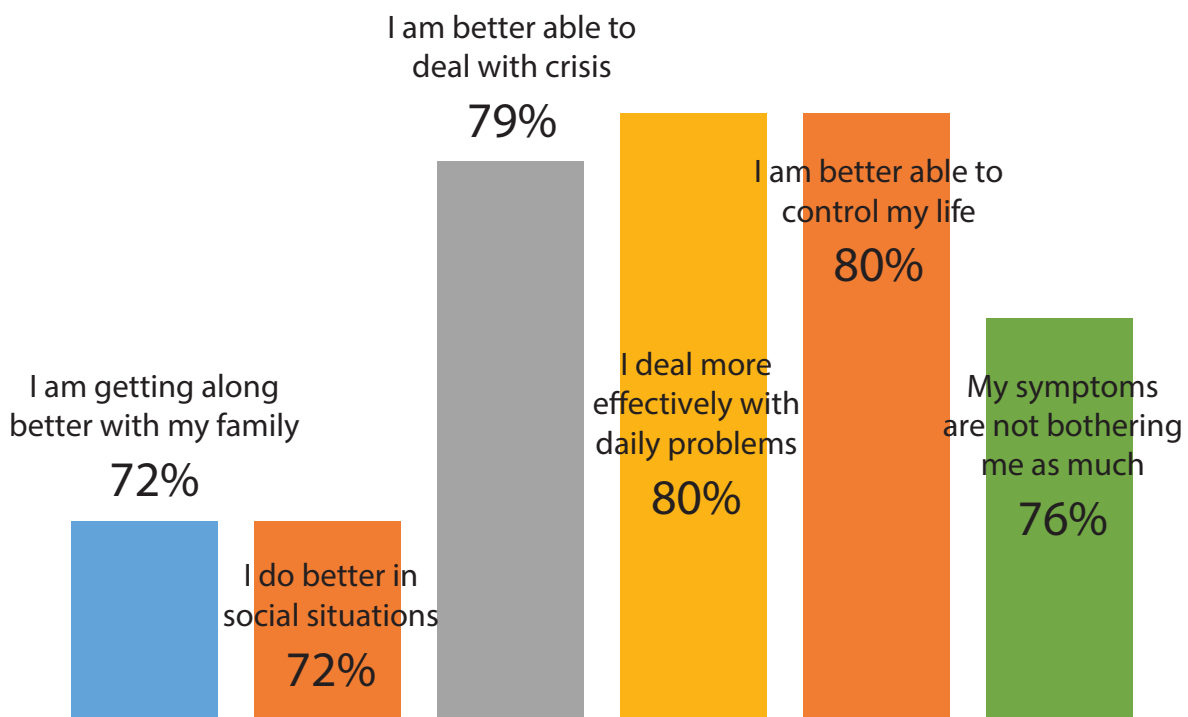

A lot has changed since my dad was at Telecare, but our commitment to respect, recovery and results has always been the same.



We Expanded & Served More People



Consumers Made Strides in Their Lives



We Grew & Improved in Many Ways

81 Promotions from Within

Including 32 promotions to manager positions.

123 Scholarship Recipients

Staff are furthering their educations using scholarship funds from Telecare.

5 Participants in Nursing Education Repayment Program

Nursing students at Telecare are capitalizing on the Nursing Education Repayment Program (NERP).

150+ Telecare Heroes

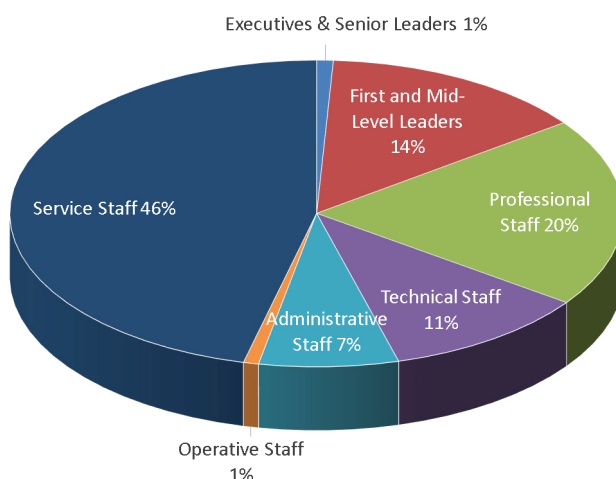
Over 150 employees at all levels were honored by their peers or leaders as Telecare Heroes!

81% Survey Response

Our 2014 employee survey had an 81% response rate! Thank you all for participating! This data will be shared at all locations and will help us all work together to continually improve.

#11 Best Place to Work

Telecare was recognized as a Top 100 Best Place to Work in the San Francisco Business Times. Telecare ranked #11 out of 15 in the large company category and has been awarded this honor for 10 of the last 11 years!



9 New Programs

Morongo Basin Crisis Walk-In Center in San Bernardino County. Santa Cruz PHF & Santa Cruz Crisis Stabilization Program in Santa Cruz County. Stanislaus PHF in Stanislaus County. Hope House Crisis Residential in Contra Costa County. Riverside RISE in Riverside County. Telecare Discoveries 7 (Serving Area 7: Southeast L.A.) & Telecare Discoveries 6 (Serving Area 6: South L.A.), both in LA County. Jewish Home Geropsychiatric Program in San Francisco County. Mercy Hospital Ardmore Geropsychiatric Program, in Carter County, OK.

23% Increase in ESOP

The Telecare Employee Stock Ownership Plan share price increased by 23% to \$36.50 per share. Since 1998, the ESOP share price has increased in value from \$5.90 to \$36.50 per share. This is a 525% increase which equates to a compound annual return of 11.4%!

93% Received Safety Bonus

93% of all programs received safety bonus awards.

100% Working on Wellness

100% of programs have 1-2 wellness initiatives in progress to build staff and client health, including breathing and stretching exercises, sharing healthy recipes, vegetable gardens and walking programs.

2,788 employees

26% multilingual



SO.CAL HR/AA/BOMS



LOS ANGELES OLDER ADULT AND PEI

Snapshots from the Telecare Family



REDWOOD PLACE



ALAMEDA STEPS



CORDILLERAS MHRC



SF BAY AREA NAMI WALK



STRIDES AND ASSEMBLYMAN ROB BONTA



GLADMAN MHRC



ATLAS/TABS