Every year, I am continually amazed and grateful for all the work that you do here at Telecare. This year was no exception. You moved our mission of excellence and effectiveness forward in powerful ways.

**Together...**

- You helped the organization to grow by serving more individuals with more integrated care. Last year, we added 10 new programs, including our first substance use treatment program, and expanded use of Medication Assisted Treatment (MAT) to more than 12 sites. You also helped us create two new programs for individuals with mental illness and developmental disabilities.
- You supported this growth by welcoming new leadership and staff, absorbing clinical and leadership training, and learning how to use new technology that improved our quality and efficiency.
- You received an outstanding three-year accreditation from CARF and other licensing bodies like JCAHO for your progress and commitment to continuous improvement.
- And this past year, we also paid special attention to you, the staff who make Telecare who we are. We implemented an improved new hire orientation to better prepare incoming staff, launched our first emerging leaders program to empower and connect the next generation of leaders within Telecare, and initiated our weekly Leadership Greenhouse call, a company-wide forum where new and experienced administrators can come together to ask questions and share information.

Regardless of how long you have been a Telecare employee, I want you to know that the work you do with us is invaluable. Thank you for your service and teamwork on behalf of our clients, and for making FY17-18 such a successful year.

Anne Bakar
Telecare President & CEO
We Continued to Serve a Broad Array of Clients, Customers, and Communities

Consumers Made Strides in Their Lives

- I am getting along better with my family: 72%
- I do better in social situations: 72%
- I am better able to deal with crisis: 80%
- I deal more effectively with daily problems: 79%
- I am better able to control my life: 79%
- My symptoms are not bothering me as much: 76%

28,748 UNIQUE INDIVIDUALS SERVED IN FY17-18

3,510 TELECARE EMPLOYEES
Telecare provided three types of scholarships to employees to help further their educations. 12 Participants in Nursing Education Repayment Program Twelve nursing students at Telecare utilized the Nursing Education Repayment Program (NERP).

18% Increase in ESOP The Telecare Employee Stock Ownership Plan share price increased by 18% to $64.70 per share.

166 Telecare Heroes Employees at all levels were honored by their peers or leaders as Telecare Heroes!

We are piloting a new Customer Care system to help our leaders and staff provide excellent service to our customers.

We have completed a new SharePoint Training site that includes a combined calendar of all training sessions for the next year.

Many New Programs Telecare opened 10 new programs: Lagos Crisis Residential Treatment; Telecare Riverside Integrated Services Recovery Center (ISRC); Mental Health Urgent Care - Perris; TREEhouse South; Kaiser Sacramento Intensive Community Treatment; Thurston Mason E&T and Thurston Mason Transitional Diversion Program; Ridgecrest Crisis Stabilization Unit; King County E&T; Pierce Community Alternatives; and TREEhouse North.

We Grew Personally, Professionally, and as an Organization

We Created Better Systems and Teams

We introduced the new Company Mileage System to record clinical and business mileage, which is being used by over 700 staff!

We recently prepared a Workforce Development Plan to help us better understand our needs, gaps, and strengths.

We are piloting a new Customer Care system to help our leaders and staff provide excellent service to our customers.

We have completed a new SharePoint Training site that includes a combined calendar of all training sessions for the next year.

147 Scholarship Recipients Telecare provided three types of scholarships to employees to help further their educations.

233 Promotions From Within Many team members were promoted into new roles at Telecare, including 69 promotions to management positions.

12 Participants in Nursing Education Repayment Program Twelve nursing students at Telecare utilized the Nursing Education Repayment Program (NERP).

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166 Telecare Heroes Employees at all levels were honored by their peers or leaders as Telecare Heroes!

108,000+ Training Hours We expanded our training to include online modules available on Relias. A total of 108,139 hours were dedicated to online and live trainings this year.

108,000+ Training Hours
Robert does an excellent job supporting his peers at the Woodburn Recovery Center. On several occasions, he has helped residents while they were experiencing a crisis and supported them until they felt better.

Eric is a phenomenal asset to TAO in Anaheim, CA. Eric trains us on the latest county requirements, and constantly guides us on how to improve our writing skills. Eric is always willing to sit down with any individual, listen, and guide them to better improve. He has never hesitated to stop what he is doing to answer any questions, and is the most easy-going individual. I think I speak for our clinic when I say we truly appreciate everything he does. Thank you for always helping me when I get overwhelmed or stuck.

Stefanie is one of our peer counselors here at North Sound E&T. She is amazing with our clients and is always ready to help in any way possible. She is kind, compassionate, and caring when helping the clients. She always has an ear ready to listen and help people when they need it. Stefanie is very professional and knowledgeable in her job and always has a smile for you. In intense situations, she stays levelheaded and calm throughout the whole situation. She is a wonderful addition to our team. Thank you, Stefanie, for you being you and all of your hard work.

There are heroes everywhere at Telecare. Through our Telecare Hero nominations, we recognize the things—both large and small—our coworkers do to make our jobs a little better and our lives a little brighter.

A Few of This Year’s Telecare Heroes

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“Kristiann is very poised and professional, always exuding a positive and understanding attitude. Kristiann is caring and very supportive of all staff and clients in the Thurston-Mason E&T facility. My favorite thing about Kristiann is her ability to laugh and joke with my colleagues and I and keep things light. She is also very soothing and always takes time to listen and give you her attention when you need to just talk or vent.”

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