



# 2016

TELMATE GIVES BACK | ANNUAL REPORT





## OVERVIEW

Telmate gives back through three main community outreach programs:

- Telmate Cares: Generates community volunteer efforts and financial donations
- Telmate Heroes: Acknowledges exemplary service in the area of corrections and law enforcement technology
- Telmate Fallen Heroes: Honors families of fallen law enforcement

### TELMATE GIVES BACK MISSION STATEMENT

The mission of all our programs is to give back, honor and improve the lives of the people in the communities we serve.

Beginning with our work with high-risk youth in Idaho and Oregon three years ago, today our community outreach programs have grown to include a diverse array of volunteer efforts, recognition events and financial donations. We look for community-based opportunities that give us a way to positively impact the areas of: community corrections, veterans issues, at-risk youth, poverty, sustainable living, and more.



**2016** was one of our most active years with **\$25,500** donated, **10** people honored, **3** families supported and **16** volunteer efforts.



**TelmateCares**



## Supporting Boys & Girls Club of Western Treasure Valley

### Across the U.S.

Throughout the year, Telmate employees from the Oregon Call Center eagerly volunteer their time each month to teach or train a dedicated group of Boys & Girls Club participants. This year's monthly initiatives included coat drives, computer classes, assistance with registrations, and an end of summer party. For the July "Boys and Girls Club School Supply Drive," ten employees purchased and prepared backpacks full of school supplies for kids of Telmate employees in need, as well as donating and presenting backpacks to the Boys & Girls Club program.

The Boys & Girls Club of Western Treasure Valley helps to reduce recidivism at its core by providing disadvantaged youth with positive resources. Kids benefit from the monthly consistency of a familiar face, plus it helps steer them away from negative teenage pressures. According to Executive Director of the B&G Club of Western Treasure Valley, Matt Sorensen, "Each individual can make a far-reaching difference in another person's life."



## Bringing Holiday Cheer to Boys & Girls Club, Excelsior Clubhouse

 San Francisco, California

On December 15, seven volunteers took a reindeer sleigh and provided holiday support at the December BGCSF Holiday Kids Party, serving chili and hot apple cider, setting up and decorating, supporting holiday-themed art and fitness activities, wrapping donated books, and providing holiday cheer. This was the first volunteer effort at a Boys & Girls Club based in San Francisco, which is also Telmate's headquarters.

There are eight Boys & Girls Clubs in San Francisco. Each one positively impacts the lives of their club members by focusing on academic success, healthy lifestyles, good character, community engagement, and job readiness with earning potential. For 125 years, Boys & Girls Clubs of San Francisco have provided high-quality, community-based services to at-risk youth.



## Making Dreams Come True for a Little Girl With Cancer

 Hillsboro, Oregon

3 years ago, a deputy from Washington County Sheriff's Office in Hillsboro, Oregon, was told that his daughter had Diffuse Intrinsic Pontine Glioma (DIPG), a highly aggressive brain tumor found in children. This past spring, her local community and Telmate rallied behind the 6-year-old by surprising her and her family with a trip to Disneyland - "the happiest place on earth." They hoped the timely trip would help boost her morale as she battled the challenges ahead.

As part of Telmate Cares, Telmate delivered an undisclosed amount to help pay for the dream Disneyland trip. Although this donation is no cure, Telmate was honored to give back to a deputy's family who has dedicated his life to protecting and serving his community.



## Baking up Support for Victims of Domestic Violence

 Ontario, Oregon

Our Ontario call center held a bake sale and proceeds were donated to Project DOVE. Project DOVE is a nonprofit organization that provides services to victims of domestic violence and sexual assault, teen dating violence and stalking in Malheur County. The mission of the organization is to break the cycle of domestic and sexual violence in our community through awareness, prevention, and intervention.





## Telmate Delivers Hope to Deputy Battling Cancer

 Allegan, Michigan

Deputy Brian Augustine didn't think much of the sharp abdominal pain that started last Thanksgiving. But by April, the 22-year veteran of the Allegan County Sheriff's Office could no longer tolerate the suffering. When he and his wife Jennifer went to the hospital, doctors immediately told him he had stage 4 colon cancer that not only metastasized to the liver--it was also not operable.

December 16th was Brian's last chemo before heading to the University of Michigan. There he will have a mapping procedure done. If things look good he will have one of two radiation procedures in January and February, 2017.

As part of Telmate Cares, Telmate delivered a financial donation to The Thin Blue Line of Michigan, which established a fund for the Augustine family. The Augustine family has also started a Facebook page, "Battle for Butter," to update friends and family on his progress.



## Providing a Safe Space for Parent/Child Video Visits

 **Evansville, Indiana**

This year, an entrepreneurial idea was brought to life with the Telmate platform. When someone comes to us with an idea, we can help them, which was the case when the Parenting Time Center and the Vanderburgh County Sheriff's Office teamed up for a first of its kind video visit program; a video chat system for children with parents in jail. Visiting an incarcerated parent can be stressful, leading to health and emotional problems for a child. The mission of the project is to reduce those stressors and promote healthy child parent relationships.

Telmate gave a donation to support this organization that creates a caring, safe space and warm environment at an off-site location staffed with parenting counselors in the city of Evansville, Indiana. If you know of a county that would benefit from this kind of service, please let us know.

**VIDEO CHAT FOR KIDS WITH PARENTS IN JAIL  
VANDERBURGH COUNTY**





## Telmate Helps Locals Impacted by Historic Floods

 Baton Rouge, Louisiana

In mid-September, a team of seven volunteers from Telmate fanned out across south-central Louisiana for one week, to help people devastated by historic floods in storm-ravaged areas along the Gulf Coast. The volunteers' base of operation deployed its first team on the ground in Lafayette Parish, then focused on surrounding areas including the hard-hit communities of Livingston Parish and Denham Springs.

Upon arriving, members assisted in everything from helping homeowners move furniture to gutting homes. Racing against time in an attempt to salvage each structure, they also removed waterlogged walls, sheetrock, insulation, and flooring — as well as offering emotional support to distressed flood survivors who in many cases lost everything.

But with support offered by the Telmate Cares team, homeowners said they had hope they will recover.



## Lending a Hand to Young Teen Fighting Bone Cancer

 Frankfort, Kentucky

In July, Deputy Goins (of Franklin County Regional Jail) and his family was about to embark on a family vacation when their 12-year-old son Joseph began having severe pain in his leg. Shortly after, he was diagnosed with Ewing Sarcoma Bone Cancer in his femur. After several months of fighting the disease, Joseph underwent a 14-hour-surgery to replace his cancerous femur with his fibula bone.

As part of Telmate Cares, Telmate delivered an undisclosed amount in November to the Giving for Goins trust account to support Joseph, whose disease requires extensive medical treatment.



## Giving Free Communication Time to Inmates Affected by Hurricane Hermine

 Douglasville and Springfield, Georgia

As Hurricane Hermine hit Georgia and Florida in September, in conjunction with the Douglas and Effingham county jails, Telmate offered free phone calls and messages to help inmates connect with their friends and family during the crisis.

During the heart of the crisis, Telmate gave away a total of nearly 61,000 free phone minutes and 2,680 free messages at Douglas and Effingham facilities. These numbers prove what we all know—that during an emergency we all need to connect with those we love.



## Providing Relief Efforts to Haitians Impacted by Hurricane Matthew

 Danville, Kentucky

A week after the Category 4 hurricane storm hammered Haiti in early October, Jailer Barry Harmon of Boyle County Detention Center, Kentucky, began collecting donations for the volunteer effort during the Kentucky Jailers Association (KJA) fall conference.

Telmate matched KJA's \$1,500 donation and additional donations were made by local community and church groups. Harmon is a member of Christ Like Agape Ministry (CLAM), a missionary group that's spent the last three years sponsoring the small village of Port-au-Ceil.

The donations supported a dozen volunteers who were providing relief to Haitians devastated by the effects of Hurricane Matthew.



## Making an Impact in the Fight Against Hunger

📍 Ontario, Oregon; San Francisco and Los Angeles, California

Successful food drives took place at Telmate's call center in Ontario, Oregon and corporate offices in San Francisco and Los Angeles throughout the year. A total of 8,535 food items were collected and donated to benefit the Oregon Food Bank of Southeast Oregon and the San Francisco-Marín Food Bank.

The items were donated to residents who are food insecure. To be classified as "food insecure" a household experiences seven months a year where they do not have enough food and go hungry, according to the United States Department of Agriculture.



## Providing Help to Those in Poverty During the Holidays

 San Francisco, California

Dignity is always in season at St. Anthony's, where a dozen Telmate volunteers put in two shifts at the organization's annual Thanksgiving curbside donation drive that helps collect clothing and donations of frozen turkeys, hams, and pantry items for those in need during the holiday season.

Volunteers managed curbside drop off activities from cars by unloading, processing and sorting the food donations into their proper receptacles, and handing out receipts. Donations also included household items, clothing, and new socks. Each year, St. Anthony's relies on the generosity of people all over the Bay Area to donate clean, cared-for warm clothing, canned or dried bulk foods, and monetary donations. There was local news coverage of the event, which informed the populace and drove a great deal of the donation traffic.





## Serving the Homeless on Thanksgiving

 Ontario, Oregon

One of the best gifts you can give on Thanksgiving is your time, which is what four employees from our Ontario, Oregon Call Center did by serving Thanksgiving dinner to people experiencing homeless at Ontario's local First Christian Church. Not only did volunteers assist in preparing meals, they reached out to the community by serving both food and their community, and truly making a difference.



## Donating Communication Time to Inmates During Holidays

### Across the U.S.

For the past four years, Telmate has offered “Deck the Halls with Calls,” a yearly event in December where we donate over one million minutes of communications time, including phone calls, messages and photo sharing to incarcerated men and women so they can connect with loved ones during the holiday season.

On December 22, 2016, inmates in Telmate-powered facilities received two 15-minute free phone calls they could use anytime until the end of the year. Inmates also received discounted rates on tablet minutes, and free messaging and photo sharing, as permitted by their facility. In the past four years, Telmate has donated over 4 million minutes to incarcerated men and women in over 300 corrections facilities across the United States and Canada.



**TELMATE**  
HEROES



## Telmate Honors Heroes in Corrections and Law Enforcement

 Across the U.S.

The Telmate Heroes Award recognizes exemplary performance in the field of corrections and law enforcement combined with the use of innovative technologies. Throughout the year, Telmate solicits and receives nominations in recognition of Telmate super users who use our technology, day in and day out. Telmate then formally awards the Telmate Hero for their dedication and leadership. This year we were proud to honor five Telmate Heroes.





## Telmate Honors Correctional Officers and Employees

 Across the U.S.

At Telmate, we know who the real heroes are. They are our facilities customers and their staff, who courageously protect and serve our communities every single day.

During National Correctional Officers and Employees Week, it was our greatest honor to say thank you to them for their courage and commitment to duty.





TELMATE  
**FALLEN  
HEROES**

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## Honoring Those who Made the Ultimate Sacrifice in Law Enforcement

 Across the U.S.

The Telmate Fallen Heroes Program proudly honors the memory of law enforcement officers who fell in the line of duty. Telmate also provides financial assistance to fallen officer organizations and/or dependents (spouses, children, parents) of fallen officers by awarding a monetary gift to assist with immediate needs.

In 2016, Telmate partnered with the National Law Enforcement Officers Memorial Fund (NLEOMF), to launch its first-ever Telmate Fallen Heroes Week, where one fallen officer was honored each day during National Police Week. Additionally, five more fallen officers were honored throughout the year.





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