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important to us.

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**TERRY
REILLY**

Your Health. Our Mission.



ANNUAL REPORT 2018

April 2018 - March 2019

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LETTER FROM OUR CEO

As the Treasure Valley grows, so does the immense need for accessible, comprehensive health care. This need is inspiring us to run harder and faster to stay focused on the mission of our founders, which is to bring health and resiliency to those who share our community. For the last several years, we have experienced an average of 6.5% year-over-year annual growth in the number of patients who access health care through Terry Reilly. By the end of 2018, nearly 40,000 people in the Treasure Valley chose Terry Reilly as their health home.

While we recognize that access to health care is critical, it is not enough to simply build more or bigger clinics. The variables which impact individual health are complex, diverse and extend beyond the walls of a traditional health care visit. As a result, in our pursuit of creating a healthy community, we are thoughtful about growth and incorporate innovative programs and partnerships to address the whole health of our patients. In this year's annual report, you will read about a few programs that address some of the social determinants of health and are designed to integrate health care with nutrition, housing and education.

These current efforts continue our nearly 50-year history as a community health center through the integration of public health, primary care and social services. We remain committed to addressing these diverse needs and we value the many community partnerships and collaborative efforts that are needed to create healthy, thriving communities. From all of us here at Terry Reilly, thank you for your continued support and thank you for partnering with us to make this possible.

Together, we are truly making a difference and I am excited to see what next year can bring.

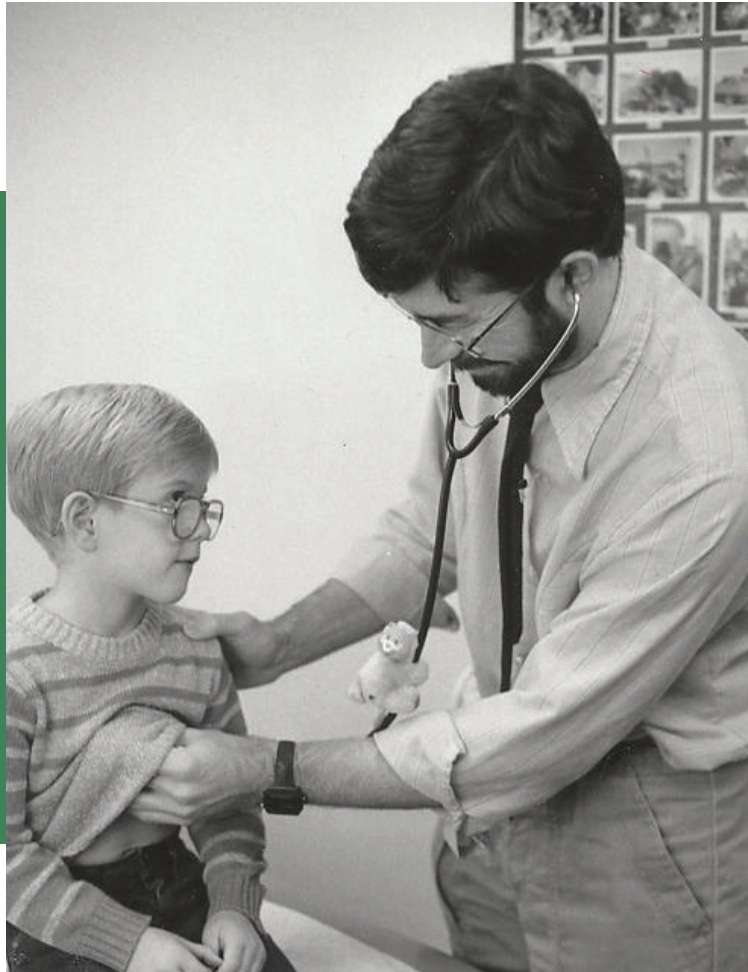


Heidi Hart, CEO

COMPANY OVERVIEW

WHO WE ARE

We are a non-profit, local community health center responding to unmet health care needs across the Treasure Valley. Today, nearly half of a century later, Terry Reilly Health Services has evolved from a single clinic providing medical care to agricultural workers in Nampa into Idaho's largest community health center, offering medical, dental, and behavioral health care to people from every background to improve the health and wellness of our communities.



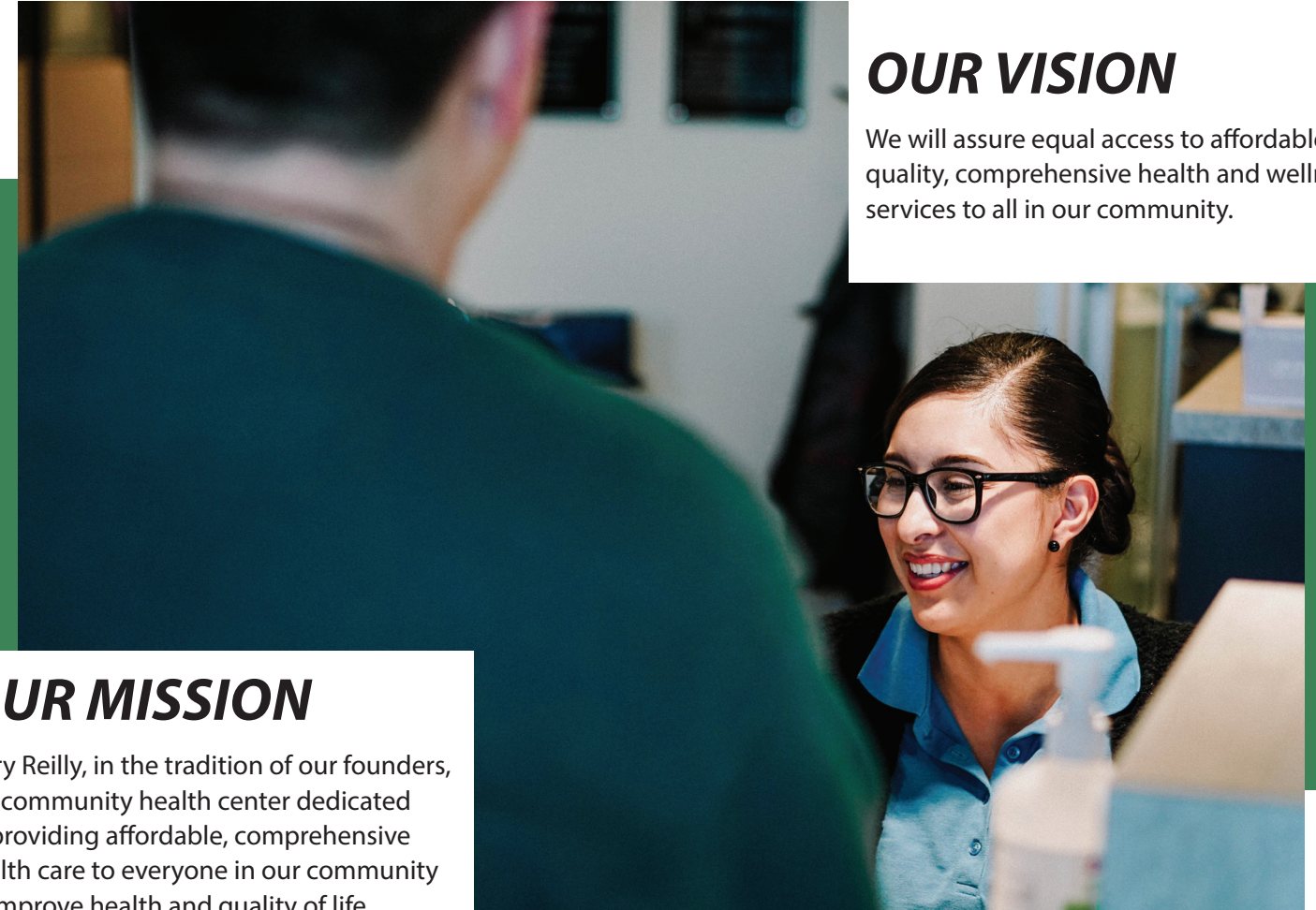
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OUR MISSION

Terry Reilly, in the tradition of our founders, is a community health center dedicated to providing affordable, comprehensive health care to everyone in our community to improve health and quality of life.

OUR VISION

We will assure equal access to affordable, quality, comprehensive health and wellness services to all in our community.



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LEADERSHIP

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Rosie Delgadillo-Reilly, Secretary
Cindy Mueller, Past Chairperson
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Dick Gardner, PhD
Raquel Nunez
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Bob Pfifer

Freddy Real
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Kerrie Smith
Jeff Shinn
Marisol Cervantes

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Jeff Shinn, Vice-Chairperson
Chris Brazil, Secretary/Treasurer

Rosie Delgadillo-Reilly
Robert Tierney

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Don Morrison, RN
Jeff Larsen, M.B.A
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Chief Operating Officer
Chief Financial Officer
Chief Medical Officer
Dental Director
Behavioral Health Director
Allumbaugh House Program Director
Director of Nursing
Director of Business Management
Director of Clinical Operations
Director of Quality Improvement
Director of Information Technology

OUR COMMITMENT TO EXCELLENCE

Community Health Centers

Patient-Centered, Value-Based, and Quality Leaders

Over 50 years ago, President Lyndon B. Johnson founded Community Health Centers as a part of his “War on Poverty” initiative. For over half of a century, America’s health centers have been and continue to be innovators of public health. Today, Community Health Centers led by the National Association of Community Health Centers serve more than 28 million people.

The Community Health Center initiative paved the way for a local health care advocate named Terry Reilly to start the first Health Center in Idaho 48 years ago. Currently, Terry Reilly partners with Idaho’s network of Community Health Centers in providing affordable and quality preventative and primary care services to roughly 183,000 people each year and is an integral part of the state’s health care landscape.

What sets Terry Reilly apart?

The Patient-Centered Medical Home philosophy. This philosophy fosters ongoing partnerships between patients and their personal clinicians. Each patient’s care is overseen by clinician-led care teams that coordinate treatment across the integrated systems of medical, dental, behavioral health, and supportive services.

Long-standing community health. As other health systems across the nation are shifting to value-based care, community health centers have been a proven resource operating in this space for over 50 years.

A leader in quality. At Terry Reilly quality of care mains second to none. Terry Reilly Health Services is proud to be the first Idaho Community Health Center recognized with Joint Commission Accreditation. This recognition is the gold seal of approval that demonstrates our commitment to the highest level of client safety and quality care. The Joint Commission’s mission is that all people experience the safest, highest quality, best-value health care across all settings.

Additionally, the Health Resources & Services Administration (HRSA) recognized Terry Reilly as Health Center Quality Leader for two years in a row. Terry Reilly has been acknowledged within the top 30% of all health centers in the nation. These quality measures and recognitions ensure we meet excellence in every patient’s treatment plan.

Today, and for many years to come, we are committed to providing quality, affordable and value based care to the Treasure Valley.



WHAT'S BEEN HAPPENING

FRUIT & VEGGIE RX PROGRAM

Starting in 2018, we had the opportunity to implement our forward-thinking Fruit and Vegetable Prescription Program. This new initiative became a highly effective solution allowing low-income diabetic patients to receive prescriptions for fresh produce at no cost. Participating individuals and families became passionate about their health and were given supportive help through our Registered Dietician. This simple idea generated significant results showing decreased A1C's and BMI's and encouraged lasting lifestyle change. This program was made possible due to a generous grant provided by the Rural Community Health Network and the Idaho Primary Care Association.



- **Enrolled 174 patients and their families**
- **Provided \$24,000 worth of fresh produce to diabetic patients**
- **Participants decreased their Hemoglobin A1 level by 1.6%**
- **Patients decreased their BMI average by .31**
- **Patients food security increased by 91.8% while enrolled**



NEW PATH

In October 2018, we joined forces with community partners in downtown Boise for their housing first initiative. The city's New Path Housing development has merged housing and healthcare for those experiencing chronic homelessness. Housing is essential to overall health making this partnership a natural fit. On-site Terry Reilly staff provide case management and supportive services to our neighbors transitioning into stable housing. The Terry Reilly team engages with residents on an ongoing basis, developing programming which facilitates the transition from homelessness to permanently housed.





2018 TERRY REILLY GALA

Thank you to all who made the 2018 Gala a success! Financial support from our donors allows us to provide care across the Treasure Valley. The generosity of corporate sponsors, local businesses, and individual participants from our annual gala event raised thousands of dollars to support the Patient Assistance Fund. This fund enables Terry Reilly to provide care to individuals and families who are most financially restrained.

CLEVELAND CLINIC

Terry Reilly Health Services and Cleveland Square, LLC. are working together to combine housing and health care benefiting the Caldwell community. Together, they will be constructing a four-story structure in Downtown Caldwell. The first floor will be home to a Terry Reilly clinic and the additional three levels will be affordable apartments for individuals or families age 55 or older.

Terry Reilly's clinic will integrate medical, dental, and behavioral health services for residents of Caldwell. The health care site will include exam rooms, lab, x-ray, dental operatories, counseling offices, group rooms, and more. The additional 3 floors will be affordable apartments for individuals or families age 55 or older.

This shared project maximizes resource efficiency and land utilization by creating affordable services for a shared senior population as well as the broader Caldwell community.



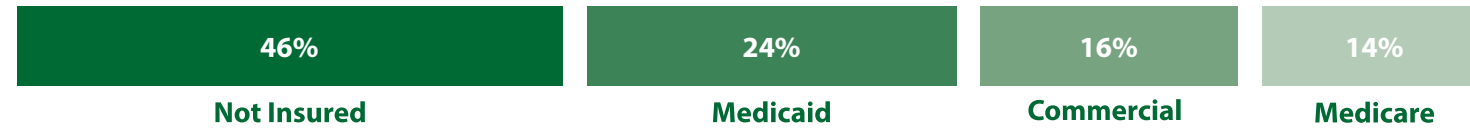
A **CONCEPT NORTH ELEVATION**
1/8" = 1'-0"



Terry Reilly began providing health care in Caldwell in 2006 with the introduction of the clinic at 2005 Arlington Avenue; providing medical and behavioral health services to members of the community. Dr. Bob Ring and Dr. Richard Roberge made the Caldwell Arlington clinic possible when they generously donated the building that year. The clinic has grown to serve approximately 3,636 patients, 49% of whom were uninsured. The new clinic will provide increased access to health care in the Caldwell community and will allow Terry Reilly to bring affordable dental care to Caldwell.

2018 BY THE NUMBERS

PERCENT OF PATIENT POPULATION BY INSURANCE COVERAGE



THE INCOME LEVELS OF THOSE WE SERVE

< 100%

A single individual making \$12,060 or a family of 4 at \$24,600



101 - 150%

A single individual making \$18,090 or a family of 4 at \$36,900



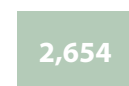
151 - 200%

A single individual making \$24,120 or a family of 4 at \$49,000



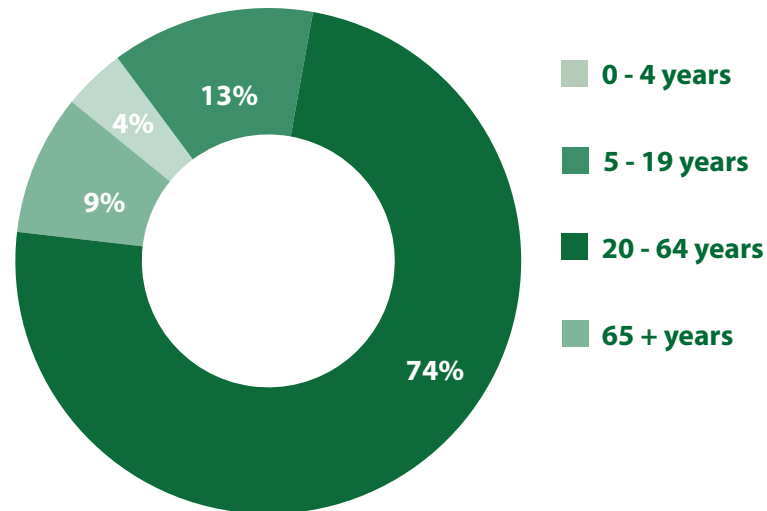
> 201%

A single individual making \$30,150 or a family of 4 at \$61,500

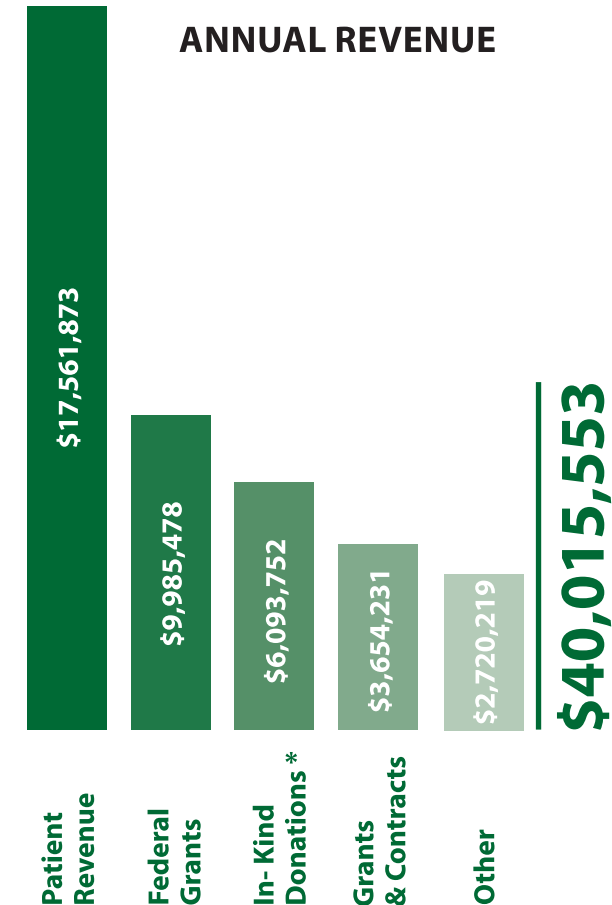


* 4,378 patients have an unknown income level

AGE

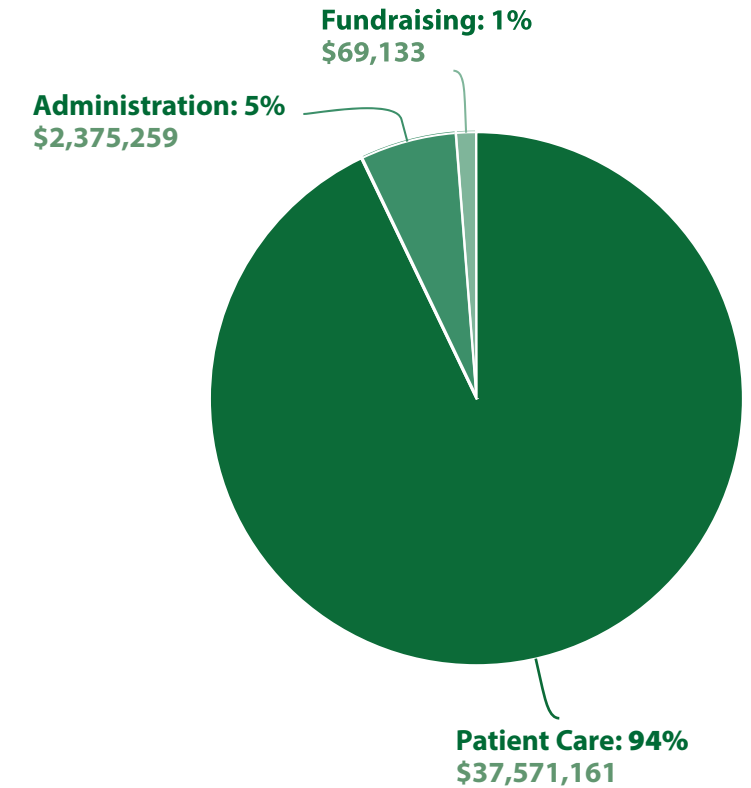


ANNUAL REVENUE



*90% of in-kind donations come from the Medication Assistance Program.

EXPENSES BY CATEGORY



This year 37,270 patients received care

\$10,619,599
IN SLIDING FEE
DISCOUNTS WERE
GRANTED

\$225,980
IN SERVICES WERE PROVIDED
THROUGH OUR PATIENT
ASSISTANCE FUND

20,820
UNINSURED
PATIENTS WERE
SERVED



9,864
PATIENTS RECEIVED
DENTAL CARE

727
WOMEN RECEIVED
PRENATAL CARE

2,912
AGRICULTURAL WORKERS
RECEIVED CARE

This year

3,677

HOMELESS ADULTS AND
CHILDREN WERE SERVED

889

ADMISSIONS FOR MENTAL
HEALTH & DETOXIFICATION
SERVICES WERE PROVIDED
AT ALLUMBAUGH HOUSE



6,737

INDIVIDUALS RECEIVED
AFFORDABLE
BEHAVIORAL HEALTH
CARE

18,896

TREATMENT VISITS
PROVIDED TO 1,327
CLIENTS THROUGH SANE
SOLUTIONS

OUR SUPPORTERS

FY 2018-2019 DONATIONS

To our partners, donors, advocates and volunteers, we extend our heartfelt thank you. It's because of your compassion, generosity and dedication that our communities have access to affordable healthcare. **Thank you!**

BENEFACTOR (\$5,000+)

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Rosemary & Kevin Curtin
Deann & Larry Mendenhall
Dr. Richarge & Rowena Roberge
Foad & Susan Roghani
Barbara Sendt & Heidi Grevstad
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Saint Alphonsus Health System

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HP Employee Charitable Giving Program
The Whittenberger Foundation
Wells Fargo Foundation
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IDACORP Employees' Community Service Fund
Hay Family Fund in the Idaho Comm. Foundation
The Jean (Wareagle) Sullivan Foundation
Micron Technology Foundation
Bernie & Warren McCain Fund
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Rick Youngblood

THANK YOU



If you would like to donate to our continued efforts to create a healthy and thriving Treasure Valley, visit <https://www.trhs.org/support-us/donate-online/> or scan the QR code with your phone's camera.



Terry Reilly Health Services
211 16th Ave N.
Nampa, Idaho 83687