Our Mission

“Terry Reilly Health Services is a community-based non-profit corporation which is dedicated to providing quality, comprehensive health care. The services shall be provided in an accessible and affordable manner to all persons regardless of age, sex, ethnicity, or economic situation. Particular attention shall be given to people who might have difficulty obtaining care elsewhere due to rural isolation, financial barriers, or cultural sensitivity. Terry Reilly Health Services shall function as a business in such a manner as to be fiscally responsible to the corporate interests and the interests and obligations of the patients. Terry Reilly Health Services shall strive to improve and expand the services. The corporation shall remain flexible in the health care marketplace and explore new organizational structures and health-related financial enterprises.”

Our Core Values

- Service to the Underserved
- Integrity/Honesty
- Excellent Care That’s Affordable
- Accessibility
- Social Justice (Including Advocacy and the Right to Wellness and Health)

Our Core Purpose

“To strengthen the communities we serve by improving their health and quality of life.”

Our Vision

“We will assure that no one in our communities will go without needed health care.”

What Makes TRHS Special?

Terry Reilly Health Services (TRHS) is a private not-for-profit organization that provides care to all, with fees based on patients’ ability to pay. Services are available on a discounted fee basis, in accordance with family size and income. Services are available in English and Spanish and other languages by special arrangement. Terry Reilly Health Services is committed to serving all people but especially targets populations facing barriers elsewhere, such as the homeless and farm workers. TRHS is governed by the communities it serves through a representative board of directors.
Dear Friends,

The past year has been one of change. In February, Erwin Teuber, Ph. D., our long-time Executive Director, retired. He dedicated twenty-two years of his life to Terry Reilly Health Services. Through his tireless leadership and dedication to the expansion of our programs, he took the organization to new and exciting places.

We plan to continue all of the hard work and impressive results that Dr. Teuber lead at Terry Reilly Health Services. We will maintain our commitment to access to quality patient care. We will sustain our efforts to recruit and retain the most talented and dedicated employees. Additionally, we will continue to seek out opportunities to enhance our service to the community.

The following pages are about the past year, a year filled with daily accomplishments through the delivery of patient services to a culturally and economically diverse population. This report includes information on our efforts to implement the Medical Home concept through our participation in a state-wide project lead by the Idaho Primary Care Association. We show how we have begun the integration of mental health into clinical work. Our report documents the continued expansion of our dental program, including the move of our Boise Dental practice to a new, state-of-the-art facility. We also explain how the biggest news story of the past year – the decline in the economy – has affected our clinics and patients.

We hope that this report helps you better understand the difficult work our staff undertake with tremendous enthusiasm and commitment.

Finally, we want to express our gratitude for the continued support of our patients, community partners and donors.

Sincerely,

Theresa Lunstrum
Chairperson, Board of Directors

Timothy J. Brown
Executive Director
Comprised entirely of volunteers, the Board of Directors leads efforts at Terry Reilly Health Services to maximize services to the community. Members of the Board represent all the communities and population groups served by TRHS and include people with a wide array of talents. Over half of the Board is comprised of users of our services. The Board provides overall policy and strategic direction for TRHS, as well as oversight of its operations and goal achievement.
The Corporate Leadership Team links the leadership of TRHS’ diverse divisions (medical, dental, behavioral health, and administration) into an effective guiding force, leading to a coordinated response to meeting community needs. Clinic Managers provide day-to-day leadership to the six TRHS family practice clinics.
TRHS Clinical Staff FYE 2009

Medical

Jonathan Bowman, MD
Medical Director

Penny Beach, MD
Assistant Medical Director

Mark Mering, MD
Assistant Medical Director

Stuart Black
MD

Olivia Galvez
MD

Bill Lahtinen
MD

Dennis Landers
MD

Michael Millward
MD

Rebecca Ratcliff
MD

Steven Von Flue
MD

Julia Barcelo
PA-C

Jerry Cantor
FNP

Craig Christiansen
FNP

Lawrence Egger
PA-C

Dick Ernest
C-FNP

Janine Franco
PA-C

Kyle George
PA-C

Megan George
PA-C

Brady Hamilton
PA-C

Melinda Hughes
PA-C

Marjorie Humphrey
PA-C

We are the Safety Net
Pharmacy

Sabeina Allen
PharmD

Jodie Seely
RPh

Michael Trisolo
RPh

Dental

Dan Wart, DDS
Dental Director

Jim Neerings, DDS
Assistant Dental Director

Jerry Gomez
DDS

Annaleise Haws
DDS

Daron Lind
DDS

Christopher Loomis
DMD

Drostan Orme
DDS

Aline Butts
RDH
Behavioral Health

Heidi Hart, LCPC, Behavioral Health & SANE SOLUTIONS Director
Michael Benjamin LCSW
Jeff Betts LCPC, LMFT
Shelley Carson LPC
Shane Clubb LCPC
Claudia Currie-Mills LCSW
Lisette Davis LCSW
Carolyn Eardley LCSW
Libby Engebrecht LCSW
David Ferguson LCPC
Judy Hudson LCSW
Britney Journee LCPC
Lisa Lawrence Psych NP
Kendra Luera LCPC
Mark McCullough LCSW
Sandra McCullough LCPC
Melissa Mezo LMSW
Joseph Morisette LCPC
John Reyna LCPC
Amber Tilson LPC
Joe Toms LCPC
William Vogel LMSW
*Not Pictured: Stephen Schrader, LCPC

We are the Safety Net
For Calendar Year 2008:

- Provided **affordable primary care to 29,000 patients**, of which two-thirds are uninsured.
- **Increased the number of medical patients** served by 4%, to 21,500 adults and children who received over 66,800 medical visits.
- **Increased patients seen in our four dental clinics** by 13%, from 7,000 to 7,900, providing over 16,500 dental visits, many for relief of pain and suffering.
- Provided 2,250 adults and children with **affordable mental health services**, including SANE SOLUTIONS counseling.
- Provided 22,600 treatment visits to abuse victims and offenders through the SANE SOLUTIONS Program. Provided 1,800 treatment sessions for offenders in prison.
- Increased by 4% to over $5,521,000 the amount of **sliding fee discounts** given to patients based on family size and income.
- Served 3,000 adults or children from migrant/seasonal farmworker families.
- Provided health care to over 1,500 homeless men, women and children, a 56% increase, made possible through a homeless services expansion grant.

For Fiscal Year End 2009 (April 1, 2008 – March 31, 2009):

- **Delivered 681 babies** at Mercy Medical Center.
- Filled 56,000 prescriptions through our Nampa pharmacy, a 4% increase from the year before.
- **Increased persons served through the TRHS Zero Pay Fund by 40%**, providing primary medical, dental, and behavioral health care to 785 adults and children with no other resources.
- Moved our Boise dental clinic to a brand new state-of-the-art facility.
- Hired our first full-time dental hygienist, expanding our focus on preventive care.
- As part of a new project with Qualis, “Using your electronic medical records to improve care”, collected baseline data on patients with high blood pressure and/or diabetes. For example, 70% of TRHS patients with high blood pressure had blood pressures which were under control (less than 140/90).
- Awarded the **Bob LeBow Community Health Award** to Dr. Ted Epperly, Director of the Family Medicine Residency of Idaho, for working tirelessly and effectively to improve the supply of physicians in Idaho and access to primary care for the underserved.
- Received the **Organization of the Year Award** for Dr. Penny Beach’s work with the Idaho Perinatal Project, awarded by the Idaho Chapter of the American Academy of Pediatrics.
- Received the **Outstanding Community Medicine Preceptorship Award** from the Oregon Health Sciences University Physician Assistant Class of 2009, with special recognition for Dr. Olivia Galvez’ role in working with students at our Caldwell Clinic.
Over the last several years, medical practices, physician groups like the American Academy of Family Physicians, insurance companies, and others have been paying a lot of attention to a model of primary care delivery called the **Patient-Centered Medical Home**.

In patient-centered medical home (PCMH) practices, patients receive well-coordinated services and enhanced access to a clinical team. Clinicians practicing in PCMHs use decision support tools, measure their performance, engage patients in their own care and conduct quality improvement activities to address patients’ needs.

The concept was first introduced by the American Academy of Pediatrics in 1967. The biggest barrier to more widespread adoption has been lack of a payment source for the extra activities involved. That is beginning to change as the many benefits of medical homes become clearer, and our broken healthcare system faces increased scrutiny.

The PCMH model has the potential to improve clinical quality and patient safety, improve the patient’s experience, and reduce health system costs. These are goals we at Terry Reilly Health Services fully support and have increasingly emphasized in recent years.

Therefore, we were very excited to learn about a competitive opportunity to partner with the Idaho Primary Care Association and others around the state in a four-year, $500,000 initiative. These partners include other safety net providers such as Health West in Pocatello, the Family Medicine Residency of Idaho, the ISU Family Medicine Residency Program, and two northern Idaho hospitals, as well as community stakeholders such as Blue Cross of Idaho, Regence BlueShield, the State of Idaho Medicaid office, the Idaho Medical Association, etc.

The Commonwealth Fund, Qualis Health and the MacColl Institute for Healthcare Innovation sponsored this very competitive grant. These funders chose only five organizations, with ten to fifteen partner clinics each, to participate out of the 42 that applied from across the nation. We’re very excited that the Idaho contingent was selected! Further, the six TRHS medical clinics represent almost half of the thirteen Idaho sites, thus underscoring our role in this endeavor.

Idaho’s project began in April 2009 and this initiative will continue through April 2013. We are proud of this timely opportunity to work towards a new model of primary care delivery that is recognized and rewarded for its holistic approach to patient care.
What Makes a Patient-Centered Medical Home Different?

- A personal physician: While not a novel idea, this is one that has gotten lost as increasing numbers of folks get their medical care from hospital emergency rooms or acute care clinics that are stand-alone centers or located in stores. Our patients have told us that they wished they could see the same clinician every time – or at least most of the time.
- Patient-centered: The patient, and, when appropriate, the family, become active partners with the doctor, in defining and reaching health goals.
- Team HealthCare: The doctor leads a team that works on behalf of the patient to support the best possible outcomes for that patient. That team may include other health care providers like nurse practitioners, physician assistants, and nurses, case managers or social workers.
- Coordinated, holistic care: The Medical Home takes responsibility for the care of the whole person, even if that care means involving specialists, hospitalization, or home health services.
- Enhanced access: Whether clinics have schedules that accommodate getting patients in quickly when they are sick or recognizing that patients and doctors can solve many small issues by email or phone, a Medical Home results in patients having better access to help when needed.
- Technology supports smarter decisions: Tools like electronic medical records allow patient information to be quickly shared between team members, as well as with specialists. They can also provide reminders, for example, that recommended lab tests are due or cancer screening exams should be scheduled.
- Medical care based on what works: Using electronic records makes it easier to incorporate treatment guidelines based on the best research evidence.
- Doctor offices that grade themselves: Tracking every patient using computerized records means that Medical Homes can and do evaluate how they score on treating a variety of health conditions. For example, how many two-year olds are up to date on all their recommended shots?
- Improving patient care: If a Medical Home finds that the percentage of children appropriately immunized is too low, then doctors and their teams take steps to do things differently – and track the results of those efforts.
THE ECONOMY: Those two words symbolize much of what affected the country and our state this past year. Major corporations cut their labor forces, with even more layoffs projected. Major hospitals experienced decreased demand for elective surgery, at the same time seeing fewer privately insured patients; more layoffs. The housing market did a rapid about-face, sending shock waves through the once booming construction industry; even more layoffs.

Pink slips mean no more health insurance, assuming your job was lucky enough to provide that in the first place. Thankfully, the recent Stimulus Package made COBRA more affordable. For those whose jobs never offered insurance, COBRA is not even an option.

For all of those hurt by the recent economic downturn, Terry Reilly Health Services is there to help.

For calendar year 2008, TRHS served an additional 1,700 persons, a 6% increase from the number served in 2007; visits were up 3%. With the worst of the economic downturn hitting the last quarter of 2008 and the first quarter of 2009, we anticipate serving even more this year. Indeed, the January - March 2009 quarter showed a 7% increase in visits, compared to a year ago.

![Picture of two people working at a desk]

Tommy Martin works full-time assisting patients with medication assistance program applications. We distribute prescriptions worth over $1.5 million to low-income persons each year.

Luckily, the Stimulus Package, known officially as the American Recovery and Reinvestment Act, made funding of operations and capital needs of America's 1,100 community health centers like Terry Reilly Health Services a priority. In late March we received a grant for $630,687 spread over two years, allowing us to add 6 positions, including a full-time dental hygienist, psychiatric nurse practitioner, family nurse practitioner, and medical assistants.

We are grateful to be able to expand our services to better meet the growing number of uninsured and under-insured in the Treasure Valley.

From the Front Lines:

We are seeing patients who used to go to private doctors’ offices, but then they lost their jobs and their insurance. They cannot afford to pay the full fees, so they come to us.
- Sylvia, Front Desk

People get behind on their bills, get depressed and anxious. Some have been patients with us before, but now they need an even bigger discount. Some cannot afford even the minimum $29 copay. We refer some to the social worker to see if they qualify for the homeless program or support through the Zero Pay Fund. Others work out a payment plan with us.
- Dora, Front Desk

Jerry Reilly Health Services by the Numbers:

- 29,000 patients (two-thirds of whom were uninsured) received affordable primary care.
- 21,500 persons received 66,800 medical visits, a 4% increase in medical patients.
Integrating Physical and Mental Health

This past year, increasing numbers of patients have turned to us seeking counseling services and help with obtaining appropriate medication for their mental health issues.

People come to Terry Reilly Health Services because they trust us to meet their needs and to provide quality health care. As a result, our medical staff is increasingly seeing new patients who either have undiagnosed or untreated mental health conditions.

Mental illnesses currently represent four of the top ten conditions treated in our clinics. The most common diagnoses are depression, bipolar disorder, and anxiety related illnesses.

In response to the increased community need for mental health services, we began a pilot program last year at our Nampa Clinic. Our goal is to fully integrate medical and mental health care. By harnessing the strengths of these two disciplines, we believe we will optimize our ability to deliver high quality care and meet the needs of our patients.

Clinical Social Worker Libby Engerbrecth, LCSW is now seeing patients right in our Nampa medical clinic, working side by side with Physician Assistant Brady Hamilton. Together, these providers serve as the entry point for new patients seeking behavioral health services. When patients show up asking for care, they are thoroughly evaluated to determine their needs and our ability to care for them. When appropriate, patients begin immediately on stabilizing medications; they are then connected to providers who can maintain their stability and provide on-going care.

While still under refinement, preliminary evaluations of this pilot project are positive. We are delighted to provide immediate access to much needed care through this integrated model.

Jerry Reilly Health Services by the Numbers:

2,250 adults and children received affordable mental health services, including SANE SOLUTIONS counseling.

We are the Safety Net
In fall 2008, Terry Reilly Health Services received a $250,000 federal grant to expand dental services to include a special preventive program for pregnant women and diabetics. In addition to normal comprehensive dental care, these patients now receive special tests to determine their risk of tooth decay and gum diseases by checking for the amount of specific bacteria on their teeth and gums. Those whose bacteria levels are high are given additional treatment, as well as irrigators with antiseptics to use at home to reduce or eliminate their risk.

Dental diseases are risk factors for premature births, diabetic complications, as well as heart disease and strokes. Evidence shows that children receive disease-associated bacteria from their moms. The anticipated outcome from this new project is that moms are not giving their children “bad germs” and diabetics can better manage their disease, reducing complications. Additional testing of the children will be done to see if their decay rate decreases. Blood sugar indicators of diabetic patients will also be monitored. We hope that collecting and evaluating this data will eventually result in a major research paper.

A $130,000 grant from the state Office of Rural Health and Primary Care last fall helped bring about our new Boise dental office at 2301 N. 36th Street. The grant funded two new operatories/dental work spaces as well as other equipment and cabinets needed for the dental office to move to its new site. This state-of-the-art facility allows us to greatly increase access to service for the Boise community, including care by a dental hygienist. Come and see for yourself: Terry Reilly Health Services dental programs offer the highest quality of service available anywhere.

José’s Story:

Last year, seven year old “Jose” came to TRHS Boise Dental with his parents. The right side of his face was very swollen – and his mouth hurt. After examining him, TRHS staff dentist Dr. Jerry Gomez placed José on antibiotics to control the infection and to bring down the swelling.

Two days later, José returned and the dentist took out two molars on the right side. José and his parents also learned what had caused the teeth to decay and how to take care of his teeth in the future.

When José returned to have several other teeth fixed, he and his parents were able to report that he was taking much better care of his teeth. “I want a healthy mouth,” José told the dentist. This story shows how empathetic care and a dose of education can transform the lives of families like José’s; similar stories happen every day at our dental clinics – for all the Joeys, Joséś, and Joannaś out there.

Jerry Reilly Health Services by the Numbers:

7,900 dental patients were served, a 13% increase, receiving 16,500 visits.
Gifts from Individuals

**BENEFACTOR ($10,000 ON UP)**
The estate of Murray Ward
Ellen Bush

**ENTHUSIAST ($2,500 - $4,999)**
Michael Petty & Wendi Norris
Erwin B. Teuber, PhD

**SUPPORTER ($1,000 - $2,499)**
Anonymous
Norm & Ellen Barr
Carolyn Calomeni
Rosemary Curtin
Ray & Marybeth Flachbart
David & Laurie Koga
Dennis & Diane Landers
Barbara Leinberger-Bolin
Marshall & Martha Priest
Robert & Suzanne Rainville
D. Peter Reedy, MD
Kevin & Pamela Storms
Ken & Dianne Wiley

**FRIEND ($500 - $999)**
Robert & Beverly Ackerman
Michael Benton & Beth Ragsdorhek
Angela Burns
Gregory & Valerie Dawidczik
Gene & Fritz Dickey
Jane Dunbar
Jack & Penny Harrison
Joseph & Mary Herscheid
D. Mendenhall
Paul & Karen Montgomery
Deborah Owens
Richard & Susan Parrish
Mark & Janice Patton
Phil & Pam Peterson
Tony & Daria Pori
Kathleen Romito & Peter Sacks
Mr. & Mrs. Jay Rosenfield
Marilyn Shuler
Bonnie Thorpe
Kiki Tidwell
Theresa Weiland & Steven Caik

**FAN ($100 - $499)**
Anonymous
Fred Alman
Joseph Allen
James & Kay Anderson
Lynn & Kathi Anderson
Steve & Julene Andrews
Alecia & Richard Baker
Kevin & Mary Pat Barr
Wylla D. Barsness
Rae R. Bauman
Eugene & Suane Beavin
Joseph & Janet Bejsovec
Linden Boice
Luann & David Briggs
Rich & Lynette Brodsky
Mary Brown
Charles & Audrey Bryan
Kathy A. Burch
Russ & Janet Buschert
Nancy Butler
Tricia Canaday
Michael & Kathleen Carney
St. Maura Clark
Ted & Mary Colwell
John Cooney
Thomas & Brenda Corbin
Lois Coulter
Bill & Berit Crookham
E. Louise Crow
Heidi M. Cunningham
Scott Curtis & Kathleen McBride Curtis
Greg Daggett
Seana Daly
Douglas Darnelle
Barbara Decker
Rosie Delgadillo Reilly
Cathy Downs
James T. Dunn Jr.
Kathy Easterling
Bill & Susan Eastlake
David Edmark Jr.
Helen Fisher & Mark Seyfried
Fred Fralin
Jeffrey Frechette
Thomas & Joan Frey
Naomi Frye
Judith Gaarder
Albert Gubiola
Joseph Gallas
James & Georgia Girvan
James Glendinning
Cindy Grafe
John Hand
Rob & Annette Hanson
Ruth Harris
Christine & Paul Hatala
Dr. & Mrs. Fred H. Helpenstell
Joan Henderson
E. Randall & Betty Johnson
Errol D. Jones & Susan D. Rainey
Diane Kaplan
Bill & Judith Karat
Scott King
Susan & Monte Kiracofe
Mark & Yvonne Kirkpatrick
Steve & Elaine Koening
Al Kristal
Herbert & Deborah LaFond
Jim & Sandy Lancaster
Donald E. Larson
Ted & Jennifer LeBow
Kathy Lee & Alan Pirt
Andy & Halena Lerner
Jasper & Deborah LiCalzi
Helen Lojek
Don & Janine Lytle
Dorothy Martindale
Charles & Sonia Mastache
Bill Mauk
Russell F. McKinley, DDS
Tom & Dale McVeigh
Linda McVeigh
Mike & Patricia Meinzi
Stephen Montamat
Robert Moore
Dr. Michael Myhre
Kay Norris
Elizabeth Olberding & Stan Hall
Kyle Palmer
John & Lois Pearce
Steven D. Pennie
Christine Pickford
Kristine Ann Poncia
Marcia Purline
Rich & Giaron Raimondi
Alan & Deborah Raney
Joseph & Jessie Ragsdorhek
Carolyn Rees, MD
Anthony S. Rereich
Gary Richardson & Diane Ronayne
Robert & Dorothy Ring
Thomas Rybus
Ann & Lars Sandven
Shana Savell
Jim & Cyndi Scott
Jerry & Linda Settle
Kenneth Sherman
Ivan Shulman
Lisa Shultz & Leslie Stubbs
Susan Stacy & Ralph McAdams
Jerry & Laurene Stanford
Will & Jeannie Swenson
Trent & Cheryl Tate
Clint & Darlene Travis
Stefan Uhlenbroock
Cyd Weiland & Rob Smith
Joe Wheat & Robert Vasquez
Kathleen Yochum & Stephen Cox
Kathy Young

Although we make every attempt to list names correctly, please notify us if there is an error.
Terry Reilly Health Services Endowment
(LEVEL INDICATES TOTAL GIVEN OR PLEDGED)

SUPPORTER ($1,000 - $2,499)
Anonymous
Karen Kuhn

Gifts from Foundations, Corporations & Other Private Businesses

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Note: Our Annual Report recognizes donations of $100 and over. Please see page 21 for Federal and other public revenue.

Special thanks to the our medical and dental volunteers, businesses and individuals for their generous gifts in kind.
Bob LeBow Bike Tour Sponsorships

Note: Bike Tour sponsorships cover sponsorships for 2008 and 2009 rides, based on when the donation was received between April 2008 and March 2009.

<table>
<thead>
<tr>
<th>Sponsor Name</th>
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<tr>
<td>Blue Cross of Idaho Foundation for Health, Inc.</td>
<td>$5,000</td>
</tr>
<tr>
<td>Commercial Tire</td>
<td>$5,000</td>
</tr>
<tr>
<td>Idaho Independent Bank</td>
<td>$5,000</td>
</tr>
<tr>
<td>J.R. Simplot Company</td>
<td>$5,000</td>
</tr>
<tr>
<td>Regence BlueShield of Idaho</td>
<td>$2,500</td>
</tr>
<tr>
<td>State Farm</td>
<td>$2,500</td>
</tr>
<tr>
<td>Bank of the Cascades</td>
<td>$2,000</td>
</tr>
<tr>
<td>Anderson Lap-Band</td>
<td>$1,000</td>
</tr>
<tr>
<td>ConAgra Foods Specialty Potato Products</td>
<td>$1,000</td>
</tr>
<tr>
<td>Farm Credit Services</td>
<td>$1,000</td>
</tr>
<tr>
<td>Idaho Health Care For All</td>
<td>$1,000</td>
</tr>
<tr>
<td>Intermountain Eye &amp; Laser</td>
<td></td>
</tr>
<tr>
<td>Centers, PLLC</td>
<td>$1,000</td>
</tr>
<tr>
<td>United Heritage Fund in the Idaho</td>
<td></td>
</tr>
<tr>
<td>Community Foundation</td>
<td>$1,000</td>
</tr>
<tr>
<td>Boise Consumer Coop</td>
<td>$500</td>
</tr>
<tr>
<td>Clayton Tree Farms</td>
<td>$500</td>
</tr>
<tr>
<td>Home Federal</td>
<td>$500</td>
</tr>
<tr>
<td>Intermountain Medical</td>
<td></td>
</tr>
<tr>
<td>Imaging, LLC</td>
<td>$500</td>
</tr>
<tr>
<td>Leseur &amp;</td>
<td>$500</td>
</tr>
<tr>
<td>Northwest Nazarene University</td>
<td>$500</td>
</tr>
<tr>
<td>Thorne Printing</td>
<td>$500</td>
</tr>
<tr>
<td>White Peterson Attorneys at Law</td>
<td>$500</td>
</tr>
<tr>
<td>Zannows</td>
<td>$500</td>
</tr>
<tr>
<td>Oppenheimer Companies</td>
<td>$300</td>
</tr>
</tbody>
</table>

The Zero Pay Fund in Action:

“Betty” and her husband were retired and living on fixed incomes, which were below the poverty line. They had not planned for the enormous medical bills associated with her organ failure, nor the unexpected expenses related to raising their grandson.

Betty was 64 years old, less than one year away from Medicare eligibility, but unsure if she would even live to 65 without needed medical care, which she could not afford. Betty’s medical chart listed 15 diagnoses, including uncontrolled diabetes, high cholesterol, high blood pressure, and depression. Betty explained that she had recently been hospitalized and was told to see a specialist for organ failure. She appeared immensely overwhelmed.

Thanks to the Zero Pay Fund, Terry Reilly Health Services was able to cover costs associated with Betty’s primary health care needs and prescriptions. A few months ago she contacted us again. With relief she announced that her 65th birthday had come and gone and she now had Medicare. The gratitude she expressed towards the Zero Pay Program for help in that important interval was immense.

Become a Founding Terry Reilly Legacy Society Member!

Legacy society members include: Mark Clark and Sharon Katz, Carol Cronin-Kriz, Gail LeBow, Ann Sandven, Erwin B. Teuber, and Murray Ward. The TRHS Funds Development Board created the Society in 2003 to encourage donors to remember Terry Reilly Health Services in their will or other planned gift. Bequests may be made to support current operations or the Terry Reilly Health Services Endowment at the Idaho Community Foundation.

Joining the Society is as easy as notifying us of your intent to make such a donation. Donors may elect to remain anonymous or to allow their name to be published to encourage others to make similar gifts. For more information, please contact our Chief Development Officer at 318-1258.
Boise Clinic
Rhiannon Avery, MHS
Alissa Betencourt
Linda Campbell, CMA
Jerry Cantor, FNP
Pam Chamberlain, RN
Stacey Eckhoff, RMA
Bill Lairenne, MD
Kendra Lutes, LCPC
Mark Mering, MD
Bobette Munting, FNP
Audrie Owens
Karla Lyus
Teresa Sherman
Sarah Witte, C-FNP

Marsing Clinic
Guadalupe Benitez, MA
Michael Benjamin, LCSW
Daniel Hernandez, MA
Lidia Moore
Faith Peterson, MS, MPA, C-FNP
Norma Solis, MA
Amber Tilson, LPC

Melba Clinic
Penny Beach, MD
Seleste Franklin
Teresa Guzman, MA
Terry Lewis, PA-C, MPAS
Martha Madero, CMA

Nampa Clinic
Veronica Aguirre, MA
Sabrina Allen, PharmD
Tina Alvarez MA
Minda Ambroz
Veronica Arrieta, RMA
Alecia Avila, MA
Julia Barcelo, PA-C
Penny Beach, MD
Jennifer Binger
Stuart Black, MD
Elizabeth Brewer MA
Jonathan Bowman, MD
Diane Bronsmanschenkel, MT, ASCP
Marlyn Brooks
Lucy Camacho, MA
Sandra Cardona, MA
Amanda Chavez
Craig Christiansen, FNP
Silvia DeAnda-Napoles
Brooke DeLeo, MSW
Elizabeth Domero, MA
Carolyn Eardley, LCSW
Lawrence Egger, PA-C
Leticia Espinosa
M. Elsa Flores
Kyle George, PA-C
Megan George, PA-C

Caldwell Clinic
John Aquino, MA
Jean Christensen, BSN
Janine Franco, PA-C
Olivia Galvez, MD
Melinda Hughes, PA-C
Angel Lorta, MA
Kendra Lutes, LCPC
Teresa Martinez, MA
Carol Ortiz
Brenda Soto
Juanita Torres, MA

Homedale Clinic
Ida Chavez, MA
Dick Ernest, C-FNP
Rosa Gonzalez
Erica Huerta, LPN
Laura Neri, MA
Alicia Ramirez, MA
Rebecca Raccliff, MD

Maria Garcia
Maria C. Garcia
Mary Garcia, MA
Maria Garza
Katia Gillis, RT(R)
Brady Hamilton, PA-C
Susan Haylett, LPN
Tim Heinze
Marieje Humphrey, PA-C
Claudia Jimenez
Lorraine Kaczmarek, MT, ASCP
Bill Lairenne, MD
Dennis Landers, MD
Michael Malmin
Rosavella Macias
Tammy Martin
Theresa Meinen, MT, ASCP
Mark Mering, MD
Evelyn Meza
Jane Miller, RN
Michael Millward, MD
Gabriela Mora
Bobette Munting, FNP
Roxanne Ohlund, RN
Yadira Perez-Pesina, MA
Grisel Pascencia, LPN
Sylvia Ramos
Rebecca Raccliff, MD
Leticia Rios
Dora Rodriguez
Ruth Rueda, LPN
Lorena Ruiz
Nancy Sanchez, MA
Sara Sanchez
Jody Seely, RPh
Trixi Sherry
Juanita Silva, LPN
David Snyderman, PA-C
Lucinda Thomas
Dianne Tiffany
Lidia Tovar, MA
Michael Truolo, RPH
Steven Von Flue, MD
Sara Whitneck
Xochil Yanez, MA
Behavioral Health Center
Liseth Davis, LCSW
Libby Engbrecht, LCSW
Jillian Jeffries
Britney Journee, LCPC
Lisa Lawrence, Psych NP
Theresa Nava
Amber Tilson, LPC

SANE SOLUTIONS
Jeff Betts, LCPC, LMFT
Shelley Carson, LPC
Shane Clubb, LCPC
Claudia Currie-Mills, LCSW
Liseth Davis, LCSW
David Ferguson, LCPC
Heidi Hart (Taylor), LCPC
Judy Hudson, LCSW
Britney Journee, LCPC
Kendra Lutes, LCPC
Mark McCullough, LCSW
Sandra McCullough, LCPC
Melissa Mezo, LMHSW
Joseph Merisette, LCPC
John Reyna, LCPC
Stephen Schrader, LCPC
Stephanie Seader
Kathy Stimpson
Joe Toms, LCPC
William Vogel, LMSW
Tina Marie Winn, CPC

Boise Dental
Carmen Alonso
Laurie Bolding
Annette Browning
Erika Dos Santos
Jerry Gomez, DDS
Barbara Kauffman
Jenny Martell
Drostan Orme, DDS
Tatiana Sokolov

Canyon Dental
Anel Barajas
Aline Burra, RDH
Andra Dressen
Brenda Echevarria
Suzie Johnson
Deni Lacer
Maria Leon
Daron Lind, DDS
Christopher Loomis, DMD
Lorena Pedraza
Dorthy Simmons
Lupita Tamez
Dan Watt, DDS

Homedeal Dental
May Almaraz
Jennifer Clair
Jim Neerings, DDS
Jennifer Rhinehart
Heather Trowbridge

Melba Dental
Connie Ball
Anneliese Haws, DDS
Marjorie Nava
Rosario Villicana

Dana Hamilton creates forms for electronic health record.

Administration
Charlotte Anstiss
Dollie Avila
Shawna Ayotte
Shannon Blackstock, SPHR
Timothy J. Brown
Kathy Castaneda
Barbara DaBose
Bobbie Gabel
Shirley Garrett, CPA
Toni Gibson
Rachel Gonzalez
Dana Hamilton
Dennis Hanson
Kathy Harris
Debbie Haydon, CPC
Bertie Holzhey
Tanya Johnak, CPC
Barbara Korn, CPA
Karen Kuhn
Paulette Laird
Patricia May
Michael McCoy
Rod McKnight
Juanita Ortiz-Leos
Sarah Riggenhen, CPA
Sally Rowse
Ann Sandven, MPH, RD
Dan Shadix, MCSE
Susan Smith
Mary Ann Stein Smith
Roxanne Vidales

Counselor Kendra Lutes (r) presents treatment plan to supervisor Heidi Hart (l).
## TRHS Patients By Age

<table>
<thead>
<tr>
<th>Age (Years)</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 4</td>
<td>2,588</td>
<td>9%</td>
</tr>
<tr>
<td>5 - 19</td>
<td>5,313</td>
<td>18%</td>
</tr>
<tr>
<td>20 - 64</td>
<td>19,647</td>
<td>68%</td>
</tr>
<tr>
<td>65 &amp; Older</td>
<td>1,319</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>28,867</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

## TRHS Patients By Race / Ethnicity

<table>
<thead>
<tr>
<th>Race / Ethnicity</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, non-Hispanic</td>
<td>48%</td>
</tr>
<tr>
<td>Hispanic (all races)</td>
<td>44%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
<tr>
<td>Unreported</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

## TRHS Patients Income as Percent of Poverty Income

<table>
<thead>
<tr>
<th>Income</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% of Poverty Income or Below</td>
<td>58%</td>
</tr>
<tr>
<td>101% - 200% of Poverty Income</td>
<td>28%</td>
</tr>
<tr>
<td>Over 200% of Poverty Income</td>
<td>5%</td>
</tr>
<tr>
<td>Unknown</td>
<td>9%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
TRHS Patient Insurance Coverage

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None / Uninsured</td>
<td>65%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>17%</td>
</tr>
<tr>
<td>Private Insurance / Other Public Ins.</td>
<td>12%</td>
</tr>
<tr>
<td>Medicare</td>
<td>5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

FYE 2009 Revenues & Support (unaudited)

<table>
<thead>
<tr>
<th>From</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Revenue</td>
<td>$8,250,000</td>
<td>50%</td>
</tr>
<tr>
<td>Federal</td>
<td>$5,348,000</td>
<td>32%</td>
</tr>
<tr>
<td>Donated Goods &amp; Services</td>
<td>$1,853,000</td>
<td>11%</td>
</tr>
<tr>
<td>Foundations &amp; Donations</td>
<td>$421,000</td>
<td>3%</td>
</tr>
<tr>
<td>United Way</td>
<td>$274,000</td>
<td>2%</td>
</tr>
<tr>
<td>State</td>
<td>$233,000</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>$188,000</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$16,567,000</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

FYE 2009 Expenses by Category (unaudited)

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Services</td>
<td>$10,120,000</td>
<td>63%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>$2,421,000</td>
<td>15%</td>
</tr>
<tr>
<td>SANE SOLUTIONS</td>
<td>$1,293,000</td>
<td>8%</td>
</tr>
<tr>
<td>Administration</td>
<td>$1,156,000</td>
<td>7%</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>$596,000</td>
<td>4%</td>
</tr>
<tr>
<td>Community Health Programs &amp; Outreach</td>
<td>$337,000</td>
<td>2%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$127,000</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>$107,000</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$16,157,000</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Thirty-eight years ago, Terry Reilly, a conscientious objector in the Viet Nam War era, and his wife Rosie Delgadillo Reilly arranged with Dr. Clarence McIntyre for voluntary medical services for the migrant farmworkers’ children who were being tutored at their home on Nampa’s north side. The experience helped to open the eyes of many local, regional, and national leaders to the plight of the large medically underserved population in the Treasure Valley area. Federal Public Health Services grant resources and strong local advocacy enabled launching the first actual clinic under the name Community Health Clinics, Inc., a new not-for-profit corporation.

With a focus on serving low-income and uninsured farm workers as well as other “medically indigent” of all ages, the organization grew quickly. In addition to Nampa, clinics were started in Homedale, Parma, and Marsing during the 1970s. The corporation was (and still is) governed by a representative group of clinic patients and other community leaders who have assured that the mission of serving the underserved remains as the central purpose of the organization. Under Terry’s leadership, advocacy and program development were strong themes. Among the more notable accomplishments from those efforts was the SANE SOLUTIONS Program, which has grown to become a major component of services offered. Several federal grants began an involvement in teen pregnancy, both its prevention and care of pregnant teens, which has continued. Following the tragic death of its founder in an April 1986 small plane crash while he was campaigning to become Idaho’s Lieutenant Governor, the clinic system adopted the business name (dba) of Terry Reilly Health Services.

In 1988, the Parma Clinic was sold and the Boise Clinic opened, targeting the homeless population. During the early 1990s dental services were added, as were behavioral health services. Our Boise dental site opened in 2000. The Melba Clinic opened mid-summer 2002. Both Melba Dental and Homedale Dental opened in 2003. Caldwell Clinic began providing primary medical care in September 2006. We have always emphasized health promotion and disease prevention activities within our clinics and through outreach services. The community-based board and input from additional community representatives in the form of advisory committees remain a pivotal force in strengthening our effectiveness and keeping on track with our mission. Funding sources have diversified greatly, with increased reliance on United Way of the Treasure Valley, Community Development Block Grant sources, local, regional, and national foundations, corporate and individual donations.

Terry Reilly Health Services can proudly claim to be one of the country’s strongest, most comprehensive, most mission-driven community health centers. The vast majority of its patients would encounter great difficulties getting the care they need, were it not for the access they enjoy at our clinics. Thanks to all who have made this healing touch possible.
Terry Reilly Health Services Locations

Administration Office
211 16th Ave. N., PO Box 9
Nampa, Idaho 83653
(208) 467-4431
FAX (208) 467-7684

Behavioral Health Center
207 16th Ave. N., PO Box 9
Nampa, Idaho 83653
(208) 467-7654
FAX (208) 467-7684

Boise Clinic
848 La Cassia
Boise, Idaho 83705
(208) 344-3512
FAX (208) 338-1574

Boise Dental
2301 N. 36th St., Ste. 102
Boise, ID 83703
(208) 336-8801
FAX (208) 336-8682

Caldwell Clinic
2005 Arlington
Caldwell, ID 83605
(208) 459-1025
FAX (208) 459-1080

Canyon Dental
11136 Moss Lane
Nampa, Idaho 83651
(208) 466-0515
FAX (208) 466-5359

Homadele Clinic
116 E. Idaho, Box 1058
Homadele, Idaho 83628
(208) 337-3189
FAX (208) 337-4623

Homadele Dental
Eight 2nd St. W.
Homadele, Idaho 83628
(208) 337-6101
FAX (208) 337-6102

Marsing Clinic
201 Main, Box 516
Marsing, Idaho 83639
(208) 896-4159
FAX (208) 896-4917

Melba Clinic & Melba Dental
150 2nd Ave.
Melba, Idaho 83641
(208) 495-1011
FAX (208) 495-1012

Nampa Clinic
223 16th Ave. N., PO Box 9
Nampa, Idaho 83653
(208) 466-7869
FAX (208) 466-5359

SANE SOLUTIONS
1224 1st St. S., Ste. 302
Nampa, Idaho 83651
(208) 467-7654
Fax (208) 463-4390

Indian Creek Center
1504 3rd St. N., PO Box 9
Nampa, Idaho 83653
(208) 466-7869
FAX (208) 466-5359

TRHS Outreach Clinics:
- Centennial Job Corps, Nampa
- City Lights, Boise
- River of Life, Boise

Terry Reilly Health Services is a partner agency of United Way of Treasure Valley.

United Way of Treasure Valley

We are the Safety Net
Terry Reilly Health Services does not discriminate in its services, treatment, programs, activities, or employment. If you believe you have been discriminated against, contact:

Timothy J. Brown, Executive Director
Terry Reilly Health Services
211 16th Ave. N.
PO Box 9
Nampa, ID 83653-0009
Phone: (208) 467-4431
E-mail: tbrown@trhs.org
www.trhs.org