

Terry Reilly Health Services

Building Health Care Access for All

Annual Report 2007-2008

Fiscal Year: April 2007 – March 2008



Our Core Purpose:

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

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 Vision *(aka our big hairy audacious goal)*

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

Our Motto

“Serving You With Respect”

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, farmworkers, and other special populations. TRHS is governed by the communities it serves through a representative board of directors.

Dear Friends,

Our theme for this Annual Report, “Building Health Care Access For All”, is not an easy assignment, although that is what we have been doing for more than 36 years. It has been a roller coaster ride at times, with steady upward progress over the years. We now serve over 27,000 individuals who made almost 114,000 health care visits last year. We are very happy with the results of all the access building activities involving so many different supporters, but the project never seems to reach completion, so the struggle must go on.

What we have in place to provide access to primary medical, dental, and behavioral health care in Idaho’s Treasure Valley is very strong and benefits many. Still, we always find ways to improve, and the need for expansion keeps marching on as well. This Annual Report highlights some of the more exciting steps taken in the past year. The very busy Nampa Clinic has achieved significant operational improvements through some restructuring that offers care at three different levels of intensity, as described in the next pages. The Express Care piece of that has been very pleasing to the many patients who are now able to get virtually immediate access to care for uncomplicated illnesses or injuries, and they get in and out quickly.

Our brand new Canyon Dental building, boasting all new state-of-the-art equipment, is of special pride and joy for many this year. This was an overdue “Building Health Care Access For All” project that took a lot of hard work, courage, and strong community support to complete. The results are stupendous!

A new federal grant enabled expanding our capacity to serve the ever-growing numbers of homeless patients in both Boise and Nampa. We love and respect all of our patients, but those who are homeless always remind us of how fortunate we are personally, and how pleased we are to have the staff and resources to provide basic medical, dental, and behavioral health services to those who are really in need of such help. We also feel very fortunate to have been able to grow the SANE SOLUTIONS program into Idaho’s largest program of its type, now 25 years old! Not only has it reached an age milestone, it continues to earn accolades for the quality of care that is delivered to both abuse victims and offenders.

As we continue to build our capacity to provide needed access to health care, we are concentrating heavily on delivering the best possible quality of care as well. It is very important to us that quality of care never gets compromised in the interest of improving access. One Idaho legislator said to us last year, “You are doing God’s work,” and we appreciate that great compliment, realizing that means our care has to be the highest quality as well. That will require everyone’s continued support, and for that we are eternally grateful.

Sincerely,



Rosie Delgadillo Reilly, MEd, LCPC
Chairperson, Board of Directors

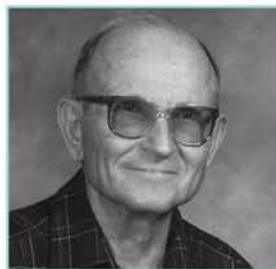


Erwin B. Teuber, PhD
Executive Director

Board of Directors



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MEd, LCPC, Chairperson



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Vice Chairperson



Theresa Lunstrum
Secretary/Treasurer



Sister Maura Clark
RSM, MSN, Past Chairperson



Palma Brown



Jose Corral



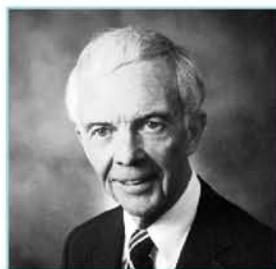
Michael Cunningham
DDS



Jesus deLeon



Mike Duggan



Fred Helpenstell, MD



Erik Johnson



Linda Kaiser



Charles Marsh, MD



Robyn Page



Duane Pancheri



Bob Ring, MD



Valerie Steffen, PhD



Luis Urias

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.

Corporate Leadership Team & Clinic Managers



Erwin Teuber
PhD, Executive Director



Barbara Korn
CPA, Chief Financial Officer



Jonathan Bowman
MD, Medical Director



Dan Watt
DDS, Dental Director



Heidi Hart
LCPC, Behavioral Health
& SANE SOLUTIONS
Program Director



Rhiannon Avery
MHS, Boise Clinic &
Homeless Services Manager



Shannon Blackstock
SPHR, Human Resources
Manager



Dick Ernest
C-FNP, Homedale Clinic
Manager



Janine Franco
PA-C, Caldwell Clinic
Manager



Tim Heinz
Nampa Clinic Operations
Manager



Terry Lewis
PA-C, Melba Clinic Manager



Faith Peterson
MS, MPA, C-FNP, Marsing
Clinic Manager



Ann Sandven
MPH, RD, Development
Officer



Dan Shadix, MCSE
Information Technology
Systems Administrator

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.

Medical



Penny Beach
MD



Stuart Black
MD



Jonathan Bowman
MD



Elizabeth Foster
MD



Olivia Galvez
MD



Anthony Gonzales
MD



Steven Greenberg
MD



Elise Hughes
MD



Bill Laitinen
MD



Mark Mering
MD



Rebecca Ratcliff
MD



Rosalia Richardson
MD



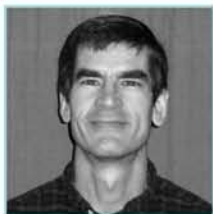
Louis Roser
MD



Steven Von Flue
MD



Jessica Briggs
PA-C



Craig Christiansen
FNP



Lawrence Egger
PA-C



Dick Ernest
C-FNP



Janine Franco
PA-C



Melinda Hughes
PA-C



Marjorie Humphrey
PA-C



Terry Lewis
PA-C, MPAS



Michael Loegering
FNP



Babette Munting
FNP



Faith Peterson
MS, MPA, C-FNP



David Snyderman
PA-C



Margery Soni
C-FNP



Sara Witte
FNP

Dental



Jerry Gomez
DDS



Annaliese Haws
DDS



Zach Haws
DDS



Christopher Loomis
DMD



Jim Neerings
DDS



Drostan Orme
DDS



Justin Robison
DMD



Dan Watt
DDS

*Not Pictured:
Marco Galvez, DDS

Pharmacy



Sabrina Allen
PharmD



Glenda Carr
PharmD

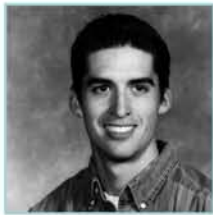


Jodie Seely
RPh



Michael Triolo
RPh

Behavioral Health



Michael Benjamin
LCSW



Jeff Betts
LCPC, LMFT



Shelley Carson
LPC



Shane Clubb
LPC



Claudia Currie-Mills
LCSW



Lisseth Davis
LCSW



Carolyn Eardley
MSW



Libby Engebrecht
LCSW



David Ferguson
LCPC



Judy Hudson
LCSW



Britney Journee
LCPC



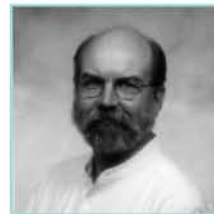
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Psych NP



Kendra Lutes
LCPC



Alissa Lyon
LCSW



Mark McCullough
LCSW



Sandra McCullough
LCPC



Karen McPeak
MD



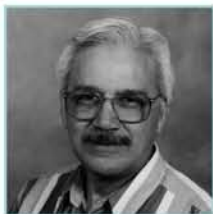
Melissa Mezo
LMSW



Joseph Morisette
LCPC



M. Susan Ozimkiewicz
LPC



John Reyna
LCPC



Amber Tilson
LPC



Joe Toms
LCPC



William Vogel
LMSW

*Not Pictured:
Stephen Schrader, LCPC

For Calendar Year 2007:

- Provided affordable primary care to over 27,000 patients, of which two-thirds are uninsured.
- Increased the number of medical patients served by 8%, to almost 21,000 adults and children who received over 65,000 medical visits.
- Increased the number of patients seen by the four TRHS dental clinics by 15%, from 6,000 to 7,000, providing over 15,600 dental visits, primarily for relief of pain and suffering.
- Provided over 2300 adults and children with affordable mental health services, including counseling through the SANE SOLUTIONS program.
- Increased by 12% to over \$5,285,000 the amount of sliding fee discounts given to patients based on family size and income.
- Served over 3,000 adults or children from migrant/seasonal farmworker families, a 4% increase from 2006.
- Provided health care to 1,000 homeless men, women and children, a 1% increase.



For Fiscal Year End 2008 (April 1, 2007– March 31, 2008):

- Delivered a record 779 babies, the largest number in the 36 years of corporate history!
- Implemented a Balanced Scorecard approach to strategic planning for the organization, identifying four major strategic themes and 14 strategic objectives and quantified targets.
- Increased the percentage of two year olds in 2007 with appropriate immunizations to 83% from 68% in 2006. We now surpass the rate for Idaho of 69% and the national rate of 77%.
- Moved Canyon Dental to a brand new and larger space in Nampa. (See Page 12 article.)
- Recognized Scott Kido, DDS as the fifth annual recipient of the Bob LeBow Community Health Award for his leadership and volunteer activities in promoting access to dental care.
- Made primary medical, dental, and behavioral health care available through the TRHS Zero Pay Fund for 561 adults and children with no other resources.
- Participated in a three year child abuse prevention grant from Catholic Health Initiatives to Mercy Medical Center, allowing TRHS to provide case management services to a pregnant woman until her baby is one year of age.
- Participated in the Idaho Medicaid Pilot Pay for Performance program with a focus on chronic disease.
- Concluded the initial three years of the Healthy Families Active Youth pediatric obesity program. This Rural Health Care Outreach grant partnered Terry Reilly Health Services with the Caldwell Family YMCA, Caldwell School District, Homedale School District, and Southwest District Health. Findings indicate that involvement in the afterschool component of this grant had a positive impact on nutrition as well as body mass index.



Nurse Practitioner Babette Munting and patient

Nampa's Three Tiered Model of Care

The Nampa Clinic is the largest and busiest TRHS site. With over 8,400 individual patients seen a year, it cares for over 100 persons per day. Along with those high volumes comes a very wide range of patient needs. Because of this, the clinic has developed a three-tiered approach to care delivery.

Express Care is available to provide patients with same-day, immediate access to care for uncomplicated, minor acute illness or injury. Examples include ear infections, severe colds, minor lacerations, etc. Patients are able to be seen on a walk-in basis; no appointments are necessary. Access is also enhanced by offering evening hours as well as affordability, with fees as low as \$28.

The second component of Nampa Clinic's care delivery model is the **Open Access** clinic. The purpose of Open Access is the evaluation and treatment of acute conditions, accommodating patients with higher complexity than Express Care. Typical Open Access patients include established patients needing multiple medications refilled, those who need laboratory or other diagnostic tests completed, and those who haven't been seen in the clinic for at least two years.

The third tier of care is our **Continuity Clinic**. It more closely resembles a traditional family practice or internal medicine practice in that care is accessed through appointments with a physician, physician assistant or nurse practitioner. Two teams of providers care for patients who have established a relationship with one of those clinicians (their Primary Care Provider or "PCP"), or new patients who are initiating such a relationship.



Nurse Jennifer Harvey consults with Dr. Rebecca Ratcliff

Katie's Story:

No one would have guessed that "Katie" was using drugs while pregnant; she certainly denied it when asked at her first prenatal visit. She attended a childbirth class series taught by the TRHS Childbirth Educator Jennifer Harvey, LPN, and seemed to be doing so well.

It was only when she started having problems during delivery that anyone suspected that she might have been using meth. When her baby tested positive, Health and Welfare removed the child.

It took several months of attending drug classes, parenting classes, and passing drug screens for "Katie" to get her daughter back. She ended up leaving her husband who wouldn't attend any classes with her and was using drugs himself.

Now she has been clean and sober for a year, she is taking classes at BSU, and she drops by TRHS regularly to chat with Jennifer Harvey about her progress. Without the help of TRHS, the lives of this young mother and her child would have been quite different.

The Continuity Clinic treats patients with all types of chronic medical conditions, including diabetes, high blood pressure, and heart disease. The focus of care is much more on prevention of disease than in Express Care or Open Access, where acute illnesses or injuries are treated. Examples include women's health (pap smears, breast exams), prenatal care, well-child exams, and adult physicals.

By offering different access points to our services as well as types of medical interactions with clinicians, we are better able to meet the ever-changing needs of our patients.

Express Care at Nampa Clinic

A significant number of people do not have a personal physician. Many of these individuals turn to hospital emergency rooms when they have an acute illness or injury or are unable to promptly find suitable care. Nationwide, the rate of non-critical patients being seen in E.R.s is significant. Unfortunately, the emergency room is the most expensive place to receive outpatient care.

Against this backdrop, the Express Care clinic was developed in 2006 with the goals of providing cost-effective, non-emergency care in an ambulatory setting, and meeting the increasing needs and demands of patients for greater convenience and access to care.



Physician Assistant Lawrence Egger checks for ear infection

From the outset, the Express Care model at TRHS was a success. Offering convenient hours and quick visits—usually less than thirty minutes total—utilization of the service quickly grew. There was just one problem: Express Care did not have a home of its own. It was initially housed on one end of the busy Nampa Clinic.

In October 2007 that changed. Shortly after dental services moved to the new Canyon Dental site, Express Care moved into the space they vacated within Nampa Clinic. The space was renovated, and new equipment was obtained.

Benefits of the move have been many:

- Greater efficiency and organization – being in one “self-contained” location facilitates communication among the team and means less walking around trying to find another staff person or a supply item and more time with the patient;
- A cleaner, nicer appearance;
- Less noise and disruption associated with staff and patients walking through the clinic;
- Point-of-service lab testing—basic labs such as strep screens and glucose checks are provided right in the department, speeding the process and minimizing wait times and delays;
- Greater patient convenience—located just off the waiting room, Express Care offers “one stop shopping” for certain acute problems.

The move to a new location always takes a lot of planning, creativity and teamwork, but the results show this move has been very successful.

Canyon Dental Goes “Uptown”

A tiny window on the side of the main reception area at TRHS Nampa Clinic opened into the closet-size business office of the Nampa dental office. The adjacent door opened into its heart where four treatment areas and a combined sterilization, lab, storage, staff office, and mechanical equipment room were crammed into 600 square feet. The equipment was ancient and the cabinetry was mainly mobile mechanics’ tool chests.

In spite of these conditions, the dental staff managed to treat 20 to 25 patients a day. The lines were always long and many times patients in pain had to be turned away. If new patients wanted to make an exam appointment, they had to call and vie for a limited number of slots or be put on a waiting list, which was very long.



Dr. Christopher Loomis and assistant Lupita Tamez

That was last year.

Now Canyon Dental has a new state-of-the-art, six operatory office convenient to both Nampa and Caldwell. It is located on Nampa-Caldwell Boulevard near the Middleton Road intersection. With only a slight increase in personnel, up to 40 patients are seen each day and there is no waiting list. New patient exams are scheduled within a month and no one in pain is turned away. Not only is it efficient, the top of the line equipment and our outstanding staff allow delivery of services that are as fine as can be found anywhere. There is also room to grow to meet the increasing demands of affordable dental care in Canyon County.

Such an achievement seemed impossible. There was no “extra money” in TRHS’ budget to even seed the \$1,000,000 needed to fund this project; a large scale community capital campaign was deemed unfeasible. But Executive Director Erwin Teuber, Development Officer Ann Sandven and Dental Director Dan Watt doggedly pursued this dream, ultimately raising over \$254,000 from cash or in-kind donations, with a loan secured to cover the remaining costs. Canyon Dental staff also pulled together to increase revenue to help pay for the added expense of monthly mortgage payments.

Bernice’s Story:

“In 2005, while on my way to visit my oldest daughter across town, I was hit by a pickup truck on the driver’s side. My collarbone was dislocated, my ribs were cracked and my lung bruised, my pectoral muscle torn from my shoulder and rotator cuff torn with surgery as a result. We had only been here about 30 days.

The next two years brought further unrelated medical problems and expenses to our family as well – concussions, strokes, cardiac shunts...During all this time Dr. Watt has helped with my emergency dental needs as well as those of my children. I have paid what I could when I could. Without him, I would not have been able to work.”

In the end, the dream came true. The dental staff morale has greatly improved, more patients are served in a vastly improved environment, and TRHS has again accomplished the impossible.

A Therapist Explains:

"It's not a miracle. At least that's what they tell me. But, here at SANE SOLUTIONS we are finding that Eye Movement Desensitization and Reprocessing (EMDR) is an exciting, valuable tool to effectively ameliorate emotional trauma. What we know is that when people are traumatized, they may feel unable to escape the physical and emotional memories associated with the event. With EMDR we have been able to help our clients more effectively and less painfully work through these difficulties.

I have gratefully helped children resolve night terrors, as well as feelings of dread and shame in a relatively short period of time. I have seen adults who were stuck in cycles of fear and flashbacks restarting their lives. In fact, tonight one of them will graduate high school and is signed up for college this fall. So it may not be a miracle, it just seems like one to me."
Treatment Specialist Claudia Currie-Mills

Twenty-five years ago, TRHS leaders, clinicians, and community supporters launched the SANE SOLUTIONS Program. Together, these compassionate visionaries recognized the prevalence of child sexual abuse within our community and the unmet need for specialized behavioral health care. Initially housed in a garage with part-time and volunteer staff, the SANE SOLUTIONS Program has grown into a mature, comprehensive, state-of-the-art sexual abuse treatment program. The SANE SOLUTIONS Program provides services to child victims of abuse, adult survivors of childhood abuse, juvenile sexual offenders, adult sexual offenders, as well as their families.

The SANE SOLUTIONS Program remains committed to meeting the diverse needs of our community. In response to an awareness of the severity and prevalence of domestic violence within our community, in 1994 the SANE SOLUTIONS Program initiated the Family Violence Prevention Program (FVPP). The FVPP is an out-patient treatment program providing services to men and women who commit acts of domestic violence. In 2004 the SANE SOLUTIONS Program expanded services by contracting with the Idaho Department of Corrections to provide sexual offender treatment

services within Idaho Correctional facilities. Finally, in 2008 the SANE SOLUTIONS Program began providing sexual offender treatment services in Ontario, Oregon and domestic violence treatment services in Mountain Home.

With offices in Boise, Nampa, and cooperative service sites in Payette, Mountain Home and Ontario, SANE SOLUTIONS provides counseling and treatment services throughout Southwest Idaho. During FYE 2008, SANE SOLUTIONS provided counseling and treatment to 300 child and adult victims of sexual abuse, 225 juvenile sexual offenders, 890 adult sexual offenders, and 403 domestic batterers. Collectively, 23,062 therapeutic contacts were made during FYE 2008. Just fifteen years ago, the SANE SOLUTIONS Program provided less than 6,000 contacts per year.

We are exceedingly thankful for the steadfast support and investment of our community partners, staff, and clients. Together, we have touched the lives of many within our community, fulfilling the dream of those early visionaries. We are excited to see what the next 25 years bring to the SANE SOLUTIONS Program.



SANE SOLUTIONS Treatment Specialist Claudia Currie-Mills demonstrates Eye Movement Desensitization and Reprocessing

Capacity Expands for Homeless Care

In June 2007, Terry Reilly Health Services was awarded a medical expansion grant to increase our homeless patients by 2000 persons. The target date for this is June 2009.

The expansion grant provides Boise Clinic and Nampa Clinic the opportunity to open up our medical services to “doubled-ups”. These are individuals who find themselves forced to stay with family or friends. In the past, this has been a portion of our homeless population that we have not been able to cover under our regular homeless grant. This expansion is an exciting opportunity for our organization to be able to reach out to this population.

We are in the process of sending out bi-monthly newsletters to reconnect and build new relationships with over 75 community agencies to let them know we can provide free primary medical care, dental treatment (limited to relief of pain), and mental health services to this vulnerable population. During the summer, we will make phone contact with patients who have been previously identified as “doubled-up” to try and connect them with medical services.

We look forward to continually finding ways to connect with our community partners and provide medical services for these patients. Success in reaching these additional homeless patients will assure continuation of the grant.

A Patient Thank You Letter:

“I am a 54 year old addict and alcoholic who would like to thank you for being alive today. I wandered into Babette Munting’s view about 4 years ago. She immediately saw I was in need of help and with a loving and caring smile she never hesitated to show me that I was in a safe place.

I was homeless with an addict wife and innocent 8 year old daughter. In less than an hour, Babette and Alissa Lyon convinced me I was safe and in no harm. Over the years, Alissa, Teresa, Babette, and Dr. Starr along with many other very understanding doctors and nurses have given my family back their husband and Father. I am 15 months clean and sober due to God and the services Terry Reilly has given me...

We are so very grateful for all of your services and give you our deepest thanks. I hope you can continue with all your services so many others can trust in you...”

Gratefully yours,
KD



Social worker Teresa Sherman helps client access community resources

TRHS Donors: April 2007 - March 2008

Gifts from Individuals

BENEFACTOR (\$10,000 ON UP)

Ellen Bush

ENTHUSIAST (\$2,500 - \$4,999)

Faith Young Peterson & Jack Peterson
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Erwin B. Teuber & Kate Hohenbrink

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 William & Bonnie Pittman

Rick Poplack
 Marcia Pursley
 Alan Rom
 Howard & Connie Sattler
 Jim & Cyndi Scott
 Robert & Judy Secrist
 Dan & Terri Shadix
 Randy & Beth Shuman
 Arthur & LaVera Sims
 Rick & Carol Skinner
 Wally Smith & Mary Clagett Smith
 Virginia Sorensen
 Donald & Jo Stensaas
 Moscelene Sunderland
 Clint & Darlene Travis
 Robert Vestal
 Kirby & Cheryl Vickers
 Ann Vycital
 Max & Sharon Walker
 Jim & Stephanie White
 Ken & Dianne Wiley
 Paul Woods
 Keith Woodworth
 Virginia Woolley
 Kathleen Yochum & Stephen Cox
 Tim & Brenda Yoder
 Lynn & Mitchell Young
 Patricia Young

Although we make every attempt to list names correctly, please notify us if there is an error.

Terry Reilly Health Services Endowment (TOTAL GIVEN OR PLEDGED)

SUPPORTER (\$1,000 - \$2,499)

Anonymous
 Karen Kuhn
 Ann Sandven

FAN (\$100 - \$499)

Tom & Dale McMeekin
 Catherine & Carlton Parker

Gifts from Foundations, Corporations & Other Private Businesses

United Way of Treasure
 Valley\$224,548
 Julius C. Jeker Foundation, Inc. ...\$50,000
 Laura Moore Cunningham
 Foundation, Inc.\$40,000
 Gladys E. Langroise Advised
 Fund in the Idaho Community
 Foundation\$33,000
 John F. Nagel
 Foundation, Inc.\$30,000
 Susan G. Komen Breast
 Cancer Foundation.....\$25,000
 McAuley Ministry Fund\$20,000
 Camille Beckman Foundation... \$10,000
 Halliday Foundation.....\$10,000
 Wells Fargo\$9,000

J.R. Simplot Company.....\$8,400
 Whittenberger Foundation\$5,438
 AARP.....\$5,000
 Caldwell Community
 Foundation, Inc.\$5,000
 Home Federal\$5,000
 St. Luke's Regional Medical
 Center\$5,000
 Larry H. Miller Charities\$4,900
 IDACORP Employee Community
 Service Fund.....\$4,350
 Idaho Community Foundation
 Southwestern Region Greatest
 Need Fund.....\$4,167
 Kissler Family Foundation
 Philanthropic Gift Fund.....\$4,000

Ronald McDonald House
 Charities.....\$3,763
 Ronald McDonald House Charities of
 Idaho, Inc.\$3,763
 Idaho Episcopal
 Foundation\$2,292
 Weyerhaeuser Company
 Foundation\$2,000
 Tate Family Charitable Trust\$1,500
 Idaho Power.....\$1,450
 Idaho Gastroenterology
 Associates, L.L.P.\$1,080
 Idaho Community Foundation
 McCain Family
 Foundation\$1,000

TRHS Donors: April 2007 - March 2008

Sara P. & William R. Robertson Charitable Trust.....\$1,000	Idaho Returned Peace Corps Volunteers..... \$400	Curtis Guiles, P.A.....\$75
Shepherd of the Valley Lutheran Church..... \$800	First Congregational Church..... \$300	Center of Peace.....\$75
Boise Unitarian Universalist Fellowship..... \$794	Meridian Academy.....\$300	Rocky Mountain Section of the PGA.....\$58
Albertsons Community Partners... \$784	Emerald Dental Associates, P.C.... \$250	Asset Consulting Group, Inc.....\$50
John Hopkins School of Medicine Class of 1962..... \$601	J.B.J. Limited Partnership.....\$250	
Equistar Chemicals..... \$600	Thorne Printing.....\$205	
Hewlett Packard.....\$535	Eye Physicians of Idaho.....\$200	
Collection Bureau, Inc.....\$500	High Desert Dental.....\$200	
Saint Alphonsus Regional Medical Center.....\$500	Staley Dental Downtown.....\$200	
Simplot AgriBusiness.....\$500	Eagle Rivershore Dental.....\$175	
Simplot Food Group.....\$500	Boise Metro Chamber of Commerce.....\$120	
Trinity Presbyterian Church.....\$500	Idacorp Employees.....\$100	
	Red Pheasant Realty Ltd.....\$100	
	Ronald D. Grove, Sr & Family.....\$100	
	Clayton Tree Farms.....\$80	

Note: Please see page 21 for Federal and other public revenue.

Special thanks to the TRHS 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 2007 and 2008 rides, based on when the donation was received.

Idaho Independent Bank.....\$10,000	Wells Fargo.....\$1,000	Intermountain Medical Imaging, L.L.C..... \$500
AARP.....\$5,000	Henry Insurance Agency..... \$600	Jim & Cheryl McNabb..... \$500
Commercial Tire.....\$5,000	SmileWorks.....\$600	Northwest Nazarene University... \$500
J.R. Simplot Company Foundation.....\$5,000	Clayton Tree Farms.....\$500	Thorne Printing.....\$500
Mercy Medical Center.....\$5,000	Idaho Foot and Ankle Associates.....\$500	Washington Trust Bank.....\$500
Collection Bureau, Inc.....\$3,000	Intermountain Eye & Laser Centers, P.L.L.C.....\$500	Zamzows.....\$500
Blue Cross of Idaho Foundation for Health, Inc.....\$2,500	Intermountain Gas Industries Foundation, Inc.....\$500	Zions Bank.....\$500
Bonneville Collections.....\$2,500		Ripley Doorn & Company, P.L.L.C.....\$350
Emergency Medicine of Idaho....\$2,500		Cornilles Financial Services.....\$300
White Peterson.....\$2,000		
Primary Health Network, Inc....\$1,500		
Anderson Lap-Band.....\$1,000		
Bank of the Cascades.....\$1,000		
Farm Credit Services.....\$1,000		
Greenhurst Nursery & Garden Center, Inc.....\$1,000		
Hopkins Financial Services, Inc...\$1,000		
REI.....\$1,000		
United Heritage Fund in the Idaho Community Foundation.....\$1,000		
W. W. Deal Insurance.....\$1,000		



Become a Founding Terry Reilly Legacy Society Member!

Existing legacy society members include: **Mark Clark and Sharon Katz, Carol Cronin-Kriz, Gail LeBow, Ann Sandven, and Erwin B. Teuber.** 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 the TRHS Development Officer at 318-1258.

Terry Reilly Health Services Staff FYE 2008

Boise Clinic

Rhiannon Avery, MHS
Linda Campbell, CMA
Pam Chamberlain, RN
Steven Greenberg, MD
Michael Loegering, FNP
Rachel Long
Alissa Lyon, LCSW
Babette Munting, FNP
Jim Owens, MA
Karla Perry
Teresa Sherman
Janet Walters, CMA



Laboratory Manager Diane Bromenschenkel oversees lab quality

Caldwell Clinic

John Aquino, MA
Janine Franco, PA-C
Olivia Galvez, MD
Elise Hughes, MD
Melinda Hughes, PA-C
Angel Lorta, MA
Kendra Lutes, LCPC
Teresa Martinez, MA
Claudia Ornelas
Carol Ortiz
Sylvia Rivera, CMA
Norma Solis, MA
Brenda Soto

Homedale Clinic

Michael Benjamin, LCSW
Ida Chavez, MA
Dick Ernest, C-FNP
Rosa Gonzalez
Betty Holzhey
Erica Huerta, LPN
Laura Neri, MA
Louis Roser, MD

Marsing Clinic

Guadalupe Benitez, MA
Michael Benjamin, LCSW

Daniel Hernandez, MA
Betty Holzhey
Kendra Lutes, LCPC
Lidia Moore
Faith Peterson, MS, MPA, C-FNP
Rebecca Ratcliff, MD
Dora Zamarron, CMA

Melba Clinic

Penny Beach, MD
Seleste Franklin
Teresa Guzman, MA
Terry Lewis, PA-C, MPAS
Kendra Lutes, LCPC
Martha Madero, CMA

Nampa Clinic

Veronica Aguirre, MA
Sabrina Allen, PharmD
Minda Ambriz
Veronica Arrieta, RMA
Asiria Avila, MA
Penny Beach, MD
Stuart Black, MD
Jonathan Bowman, MD
Jessica Briggs, PA-C
Diane Bromenschenkel, MT, ASCP
Marilyn Brooks
Lucy Camacho, MA
Sandra Cardona, MA
Glenda Carr, PharmD
Yecenia Castaneda, LPN
Susan Champlin, MA
Amanda Chavez
Craig Christiansen, FNP
Peni Dean, LPN
Silvia DeAnda-Napoles
Brooke DeLeo
Elizabeth Domero, MA
Carolyn Eardley, MSW
Lawrence Egger, PA-C
Leticia Esparza
Ernestina Fierros, MA
M. Elsa Flores
Elizabeth Foster, MD
Amanda Gailbreath, MT
Maria Garcia
Maria C. Garcia
Mary Garcia, MA
Veronica Garcia
Katia Gillis, ARRT
Anthony Gonzales, MD
Steven Greenberg, MD
Sylvia Gutierrez
Jennifer Harvey, LPN
Susan Haylett, LPN
Tim Heinze
Raul Huerta, LPN
Elise Hughes, MD
Marjorie Humphrey, PA-C
Sophia Hurtado, MA
Claudia Jimenez
Bill Laitinen, MD



Triage Nurse Ruth Rueda checks electronic medical record

Antonio Loera
Michael Malmin
Rosavelia Macias
Tammy Martin
Theresa Meinen
Mark Mering, MD
Evelyn Meza
Jane Miller, RN
Babette Munting, FNP
Carmen Nunez
Roxanne Ohlund, RN
Yadira Perez-Pesina, MA
Grisel Plasencia, MA
Linda Quintanar-Rupe, MA
Sylvia Ramos
Rosalia Richardson, MD
Leticia Rios
Dora Rodriguez
Ruth Rueda, LPN
Lorena Ruiz
Nancy Sanchez, MA
Sarai Sanchez
Jody Seely, RPh
Trixie Sherry
Juanita Silva, LPN
David Snyderman, PA-C
Margery Soni, C-FNP



Nurse Practitioner Craig Christiansen listens to patient's heart

Terry Reilly Health Services Staff FYE 2008

George Thomas, MPA, PA-C
Lucinda Thomas
Dianne Tiffany
Lidia Tovar, MA
Michael Triolo, RPH
Steven Von Flue, MD
Sara Whitneck
Sarah Witte, FNP
Xochitl Yanez, MA

Boise Dental

Zach Haws, DDS
Jerry Gomez, DDS
Dena Lacer
Becky Madrigal
Jenny Martell
Drostan Orme, DDS
Justin Robison, DMD
Carolina Salinas
Tatiana Sokolov
Barbara Stockwell

Canyon Dental

Ruth Burtcher
Christina Craddock
Audra Dressen
Brenda Echevarria
Maria Leon
Christopher Loomis, DMD
Lorena Pedraza
Dorothy Simmons
Lupita Tamez
Dan Watt, DDS

Homedale Dental

May Almarez
Jennifer Clair
Jim Neerings, DDS
Heather Trowbridge



Lead Dental Assistant Audra Dressen checks X-rays



Dental Director Dan Watts checks for oral bacteria

Melba Dental

Connie Ball
Marco Galvez, DDS
Anneliese Haws, DDS
Marjorie Nava
Rosario Villicana

Behavioral Health Center

Michael Benjamin, LCSW
Lisseth Davis, LCSW
Libby Engebrecht, LCSW
Jillian Jefferies
Britney Journee, LCPC
Lisa Lawrence, Psych NP
Kendra Lutes, LCPC
Idalia Ramirez
Amber Tilson, LPC

SANE SOLUTIONS

Jeff Betts, LCPC, LMFT
Shelley Carson, LPC
Shane Clubb, LPC
Claudia Currie-Mills, LCSW
Lisseth Davis, LCSW
David Ferguson, LCPC
Heidi Hart, LCPC
Judy Hudson, LCSW
Britney Journee, LCPC
Kendra Lutes, LCPC
Mark McCullough, LCSW
Sandra McCullough, LCPC
Melissa Mezo, LMSW
Joseph Morisette, LCPC
M. Susan Ozimkiewicz, LPC
John Reyna, LCPC
Stephen Schrader, LCPC
Stephanie Seader
Kathy Stimpson
Joe Toms, LCPC
William Vogel, LMSW
TinaMarie Winn

Special Populations Outreach & Advocacy

Rhiannon Avery, MHS
Michael Benjamin, LCSW
Jennifer Harvey, LPN
Sophia Hurtado, MA
Kendra Lutes, LCPC
Claudia Ornelas, BS
Ann Sandven, MPH, RD

Administration

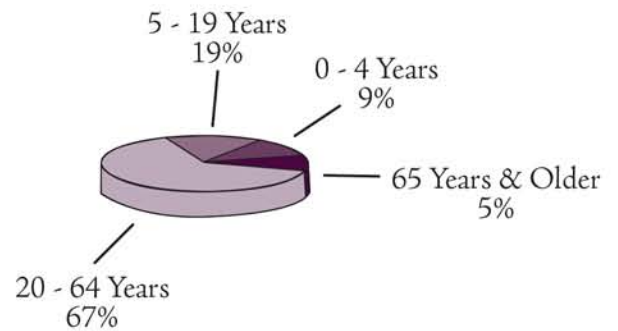
Charlotte Anstiss
Dollie Avila
Shawna Ayotte
Sherrie Bernardi
Shannon Blackstock, SPHR
Cordt Byrne
Kathy Castaneda
Barbara DuBose
Bobbie Gamel
Shirley Garrett, BBA, CPA
Toni Gibson
Richard Gollobit
Rachel Gonzalez
Javier Guizar
Kathy Harris
Debbie Haydon, CPC
Tanya Johaneck
Patricia Kennings
Barbara Korn, CPA
Karen Kuhn, BBA
Paulette Laird
Patricia May
Rod McKnight
Juana Ortiz-Leos
Jim Owens, MA
Sarah Rigenhagen
Ann Sandven, MPH, RD
Dan Shadix, MCSE
MaryAnn Stein Smith
Erwin Teuber, PhD
Roxanne Vidales



Counselor Amber Tilson sets up play therapy tray

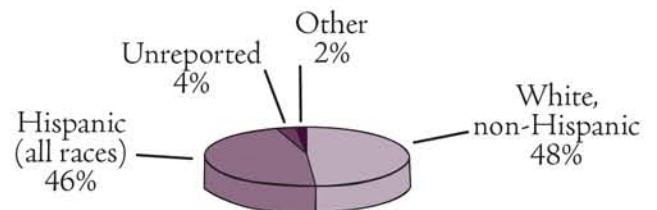
TRHS Patients By Age

Age (Years)	Total	Percent
0 - 4	2,587	9%
5 - 19	5,164	19%
20 - 64	18,111	67%
65 and Older	1,290	5%
Total	27,152	100%



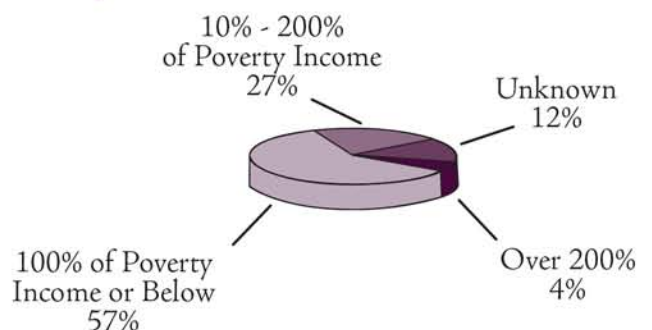
TRHS Patients By Race / Ethnicity

Race / Ethnicity	Percent
White, non-Hispanic	48%
Hispanic (all races)	46%
Unreported	4%
Other	2%
Total	100%



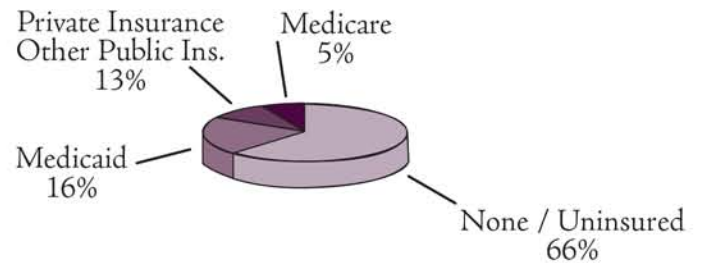
TRHS Patients Income as Percent of Poverty Income

Income	Percent
100% of Poverty Income or Below	57%
10% - 200% of Poverty Income	27%
Unknown	12%
Over 200%	4%
Total	100%



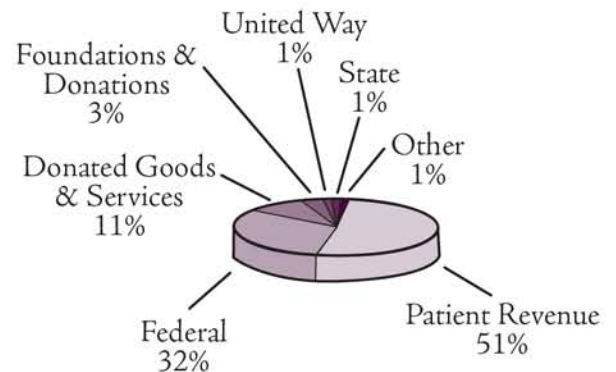
TRHS Patient Insurance Coverage

Coverage	Percent
None / Uninsured	66%
Medicaid	16%
Private Insurance / Other Public Ins.	13%
Medicare	5%
Total	100%



FYE 2008 Revenues & Support (unaudited)

From	Amount	Percent
Patient Revenue	\$7,808,000	51%
Federal	\$4,936,000	32%
Donated Goods & Services	\$1,611,000	11%
Foundations & Donations	\$451,000	3%
United Way	\$219,000	1%
State	\$218,000	1%
Other	\$88,000	1%
Total	\$15,331,000	100%



FYE 2008 Expenses by Category (unaudited)

Category	Amount	Percent
Clinical Services	\$9,365,000	63%
Dental Services	\$2,095,000	14%
SANE SOLUTIONS	\$1,244,000	8%
Administration	\$1,035,000	7%
Behavioral Health	\$610,000	4%
Community Health Programs & Outreach	\$282,000	2%
Other	\$118,000	1%
Fundraising	\$95,000	1%
Total	\$14,844,000	100%



Thirty-seven 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. The Melba Clinic opened mid-summer 2002. Boise Dental opened in 2000 and both Melba Dental and Homedale Dental opened in 2003. Caldwell Clinic began providing primary medical care in September 2006. TRHS has



Founders Terry Reilly & Rosie Delgadillo Reilly

always emphasized health promotion and disease prevention activities within its clinics and through outreach services. The community-based board and input from additional community representatives in the form of advisory committees and the Marketing and Funds Development Committee remain as a pivotal force in strengthening TRHS' effectiveness and keeping it on track with its mission. Funding sources have diversified greatly, with increased reliance on local United Way organizations, 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 TRHS. 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
103 W. Idaho, Ste. A
Boise, ID 83702
(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

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

Homedale Dental
Eight 2nd St. W.
Homedale, 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
5400 W. Franklin, Ste. H
Boise, Idaho 83705
(208) 345-1170
FAX (208) 345-3502

SANE SOLUTIONS
408 Allumbaugh
Boise, Idaho 83704
(208) 323-9600
FAX (208) 323-9606

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

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.





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

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