



Annual Report 2009

Fiscal Year: April 2009 — March 2010

Transforming and Healing

Who We Are

Our Mission

Terry Reilly 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 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 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 Terry Reilly Special?

Terry Reilly 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 income. Services are available in English and Spanish and other languages by special arrangement. Terry Reilly is committed to serving all people but especially targets populations facing barriers elsewhere, such as migrant and seasonal farm workers, the homeless, and other special populations. Terry Reilly is governed by the communities it serves through a representative board of directors.

Annual Report Acknowledgments

Our special thanks to Fran Milsop, a volunteer with Terry Reilly's Marketing and Funds Development Committee, for taking the majority of photos used in this report, as well as donating her journalistic talents in interviewing, writing, and editing.

Terry Reilly Highlights

Meeting the Challenge of Serving More Uninsured Families and Adults

For Calendar Year 2009:

- **Increased the sliding fee discounts provided to patients by over \$1.1 million** to \$6,646,115 (a 20% increase), to ensure access to care for the growing number of people who lack insurance and/or are living in poverty.
- Provided affordable primary care to 30,800 patients, an increase of 7% from 2008. **Two-thirds of these patients lacked health insurance.**
- **Provided health care to over 2,148 persons who are homeless, a 34% increase**, made possible through an expansion grant.
- Served 3,200 adults or children from migrant/seasonal farm worker families, a 7% increase.
- Increased the number of patients seen in our four dental clinics by 17%, from 7,900 to 9,300, providing over 20,200 dental visits.
- Provided affordable mental health care to 2,800 persons, an increase of 9%, in an effort to respond to decreasing state support of community mental health services.
- Provided 22,294 treatment visits to 1,507 victims of abuse and offenders through the SANE SOLUTIONS Program. Provided 1,800 treatment sessions for offenders in prison.

For Fiscal Year End 2010 (April 1, 2009 – March 31, 2010):

- Increased use of resources accessed through Terry Reilly's Zero Pay Fund by 38%, compared to the last fiscal year. This fund allowed 1,135 of our neediest patients to access primary medical, dental, and mental health care.
- Awarded the **2009 Bob LeBow Community Health Award** to Dr. Clarence Blea for his leadership and work with high risk pregnant women. Dr. Blea has been both a volunteer and a mentor for Terry Reilly medical staff.
- Celebrated the opening of the new building for our Boise dental practice located at 2301 N. 36th in April 2009.
- **Launched the Friends of Terry Reilly Society** with two receptions for individuals able to give \$500 or more within the calendar year.
- Received funding through the American Recovery and Reinvestment Act (ARRA), creating **new jobs and increasing access to our services**. Separate ARRA grant funding supported the purchase and implementation of a new digital phone system that integrated most of our sites. The grant also supported the remodeling of our Nampa clinic lobby.
- The Terry Reilly Board of Directors announced plans to build a new, larger clinic in Boise designed to serve a broader patient population. Terry Reilly received a \$1 million ARRA grant to support the project. The new clinic is scheduled to open in the summer of 2011.



Terry Reilly Dental – Boise

Board of Directors 2010



*Mike Duggan
Chairperson*



*Erik Johnson
Vice Chairperson*



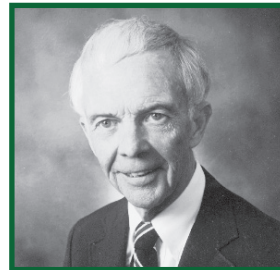
*Rosie Delgadillo Reilly
MEd, LCPC, Past Chairperson*



Carolyn Calomeni



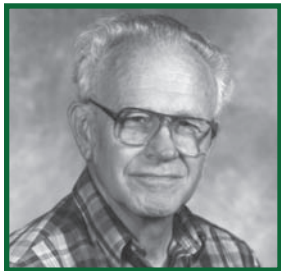
Sister Maura Clark



Fred Helpenstell, MD



Linda Kaiser



Charles Marsh, MD



Jazmin Mendez



Robyn Page



Bob Ring, MD



Valerie Steffen, Ph.D.



Luis Urias

Not Pictured: Diane Markus (Secretary-Treasurer) and Dennis Smith

Comprised entirely of volunteers, the Board of Directors leads efforts to maximize services to the community. Members of the Board represent all the communities and population groups served by Terry Reilly and include people with a wide array of talents. Over half of the Board is comprised of consumers of our services. The Board provides overall policy and strategic direction for Terry Reilly.

From the Top

Dear Friends,

This past year has been filled with excitement and challenges, many of which you can read about in this report. Some of the things that we are most proud of include: opening our new, larger dental clinic in Boise; expanding access to preventive oral healthcare by increasing dental hygiene services in Nampa and Boise; increasing access to mental health care through increased psychiatric nurse practitioner services; establishing our Friends of Terry Reilly Society and engaging more community members through our organizational committees; developing a new corporate logo; and starting the renovation and expansion of our medical clinic in Marsing. These are just a few of the initiatives undertaken in the past year, in addition to the normal day to day work carried out by our very busy Board members and employees.

Throughout the year we continued our growing success of providing affordable, quality healthcare. For the first time in our history, we served more than 30,000 patients a year, 66% of whom were uninsured. Each of these patients was able to access care because of our outstanding compassionate staff who work every day to deliver quality services.

Finally, this year, our Nation took a huge step, one that is both frightening and exciting. Our national leaders enacted legislation reforming parts of our healthcare system. The national debate on healthcare reform has raged for more than 100 years, but had resulted in no action. At Terry Reilly we have spent nearly 40 years trying to address the needs of those in our communities that our larger system has neglected. While the results of the Affordable Care Act on both individuals and our larger society won't be fully understood for several years, there is one thing that is clear within the new legislation. Community Health Centers, like Terry Reilly, are a large part of the planned solution. Terry Reilly is planning on significant growth over the next five years, made possible by this new legislation. It is our hope that you will assist our growth by becoming a supporter.

Sincerely,



Michael Duggan
Chairperson, Board of Directors



Timothy J. Brown
Executive Director

New “Look” For Terry Reilly

New Logo Captures Diversity of Terry Reilly’s Services and Patients

At its January meeting, Terry Reilly’s Board of Directors selected a new logo for the organization. Jeremy Billups, a graphic design student at Boise State University, created the new logo. The Terry Reilly Board of Directors chose the logo from several options in order to have broader appeal to the consumers of Terry Reilly services.

Farming Roots: The new logo clearly shows the agricultural roots, not only of our community but of the clinic system. From his modest home on the north side of the tracks in Nampa, Terry Reilly, a young newly-wed from Boise, tutored low-income children of farm workers in the early 1970s.

Besides their needs to speak and read English better, Terry and his wife Rosie found the children lacked medical care. After recruiting a volunteer physician, Terry went on to build community support for a grant application to start a medical clinic. From that modest start began the clinic system that has since grown to serve over 30,000 persons a year.

Founder’s Key Role: With the roots of the tree literally forming the name Terry Reilly, the logo demonstrates the key role played by its founder. From Terry’s vision and hard work, grew a strong and healthy organization.

In response to staff concerns about the length of our name, especially when combined with our different service sites, the Board of Directors decided to shorten the daily (but not legal) name of the organization to Terry Reilly from Terry Reilly Health Services.

Branching Out: In the 1970s and 1980s Terry Reilly went far beyond the usual family doctor’s office in providing nutrition, social work, counseling for abused children, and even limited dental care. The last two decades, however, the clinic system added primary dental clinics, as well as mental health to its array of services.

The three divisions of Terry Reilly – medical, dental, and mental health - are symbolized by the golden hearts on the logo’s tree. The heart is a symbol of the compassion our staff members demonstrate in their healing work, as well as our commitment to social justice. The tree also symbolizes the key role that fruit and vegetables play in our health.



Improving Medication Management

In recent years, Terry Reilly has seen not only a dramatic increase in the number of patients struggling with behavioral health disorders but an increase in those patients needing access to psychiatric medication management programs as well.

Addressing Community Needs: As more and more patients have turned to Terry Reilly for assistance because they trust us to provide affordable, high-quality care, Terry Reilly knew it was necessary to expand the availability of this kind of specialized care within our clinics.

To meet this need, we applied for and received grant funding. Now, we have three nurse practitioners and a family physician specializing in psychiatric medication management who work at our medical clinics in Boise, Nampa and Caldwell, making it possible for us to offer these specialty care services within each of these communities.

Diane's Story:

One of our patients who has benefited tremendously from these programs is a young woman – we'll call her "Diane" - who suffers from bipolar disorder. Unfortunately, bipolar disorder is frequently misdiagnosed, which is what happened to Diane. A national study found that 7 out of 10 patients are misdiagnosed for this condition because the symptoms of major depressive disorder are similar to the symptoms of bipolar depression; over one-third of people with bipolar disorder who were originally misdiagnosed waited 10 years or more before receiving an accurate diagnosis. For years, Diane's treatment echoed this dilemma before she was finally diagnosed correctly. As a result, she just couldn't seem to get her life on track. No matter how she tried or what medication she was given, her extreme mood swings – from manic highs to depressive lows – always seemed to derail her best intentions.

"I had a lot of guilt and shame about my depression for a very long time. I suffered from anxiety and feelings of worthlessness. It's been a long journey getting rid of the feelings of hopelessness and failure I carried which kept me from enjoying life and doing the things I really wanted to do. At one point, I could hardly drive I had so much anxiety about being in a wreck. There was no balance in my life – I was either up or down – and instead of being able to enjoy life, I was always filled with fear. There were even times I thought about suicide."

But, Diane's circumstances began to change when she finally made it to Terry Reilly.

"It was hard to think about having to get help and to deal with the fact that I was in trouble financially. I had quit my job while in one of my manic states and couldn't support myself, and I felt like it was all my fault that I was going to lose my home to foreclosure. I had had to answer questions about my circumstances and my problems once before and it was invasive and embarrassing. I didn't believe I would be treated with dignity and respect when I went to Terry Reilly but that is exactly the way I was treated. They were incredibly supportive and compassionate. And, they helped me through the process of applying for financial assistance. I went from feeling like I was lost and alone to believing I could save my home, find a job and finally have some structure in my life that would allow me to function. The staff at Terry Reilly partnered with me. They helped me get back a lot of what I had lost as a result of my bipolar disorder. The quality of my life has improved because of them. I don't know what I would have done if it had not been for the staff at Terry Reilly."

Transforming Dental Care

New Program Helps Patients Get Rid of Bacteria Responsible for Cavities and Potential Health Risks

Last year, Terry Reilly Dental implemented a Disease Management Program for pregnant women, children 1 year of age and up, and patients considered to be “at risk” for diabetic complications stemming from disease-causing oral bacteria. Support for the program was provided in part by a federal grant and a one-year grant from the Idaho Women’s Charitable Foundation. From October 2008 through mid-May 2010, the program has served 250 patients from our Nampa dental clinic and 103 in Boise. The first 6 one-year-old child participants were seen in 2009 for their initial dental examinations. Their progress will be observed for the next three years.

What We Know: The dental and medical community (including obstetricians, internists, family medicine doctors, etc.) now have proof that bacteria formed in the mouth, which enters the blood stream after we chew or brush our teeth, have been linked to many conditions that affect the whole body such as diabetes, cardiovascular diseases, bone loss in the jaw, strokes, premature and low birth weight babies.

Everyone is impacted - adults, children and infants - although infants usually receive their first dose of bacteria from their parents who unwittingly share utensils or food with their newborns. Unfortunately, this act of love and caring often results in the transference of a dose of decay-causing bacteria.



Sheri Workman and son Dustin meet the dental hygienist at first appointment.

What We Knew We Had To Do to Help: Terry Reilly Dental set up its Disease Management Program for pregnant women, children and diabetics at both its Boise and Nampa dental clinic locations. During an initial patient visit, samples of plaque were taken from the patients to determine the level of risk of disease-causing oral bacteria. Staff members were tasked with educating each patient on how to properly use a special home dental kit. Each kit included a toothbrush, floss, toothpaste, and a high-pressure irrigating system called HydroFloss, which has the capacity to “blast” a stream of antiseptic (diluted Clorox) between the teeth and below the gum line where bacteria grow. In addition to the kits, patients received “quadrant” cleanings of their teeth.

Our Goals: The goals of the program have a clear focus:

- To reduce disease risks for pregnant mothers;
- To reduce the rates of tooth decay in the babies of these mothers;
- To reduce the blood sugar levels in diabetics.

Transforming Dental Care (cont.)

Sheri Workman's Story:

Sheri Workman has two girls – aged 10 and 7 – and a little boy named Kenneth “Dustin,” who recently celebrated his first birthday. Ms. Workman was already a patient of the Terry Reilly dental clinic, but when she became pregnant, she began participating in the Disease Management Program. Her newborn son, “Dustin,” was enrolled when he reached his first birthday and will continue to be part of the program until he is 3 years of age.

“When I became pregnant, my teeth got worse and I was guilty of being lazy about my oral hygiene. I was very busy, often tired and I just didn't think I had the time.”

This scenario is not unusual for pregnant mothers – especially those who already have children. They get overwhelmed when the demands of their personal schedules are coupled with the demands of being a mother. Now, not only are they running back-and-forth to doctor appointments, they are also continuing to do chores around the house, cook meals, be the chauffeur and stay on top of a host of other “mom” responsibilities. All of this can quickly place taking care of their teeth at the bottom of their priority list.

“I noticed that I got more infections while I was pregnant but when I joined the program and got my instructions on how to take care of my teeth, as well as my children's, I noticed that there were fewer cavities. Now, I am on top of it and my girls are, too.”

According to Cecilia Hickam, RDH, MEd, dental hygienist for Terry Reilly, “one of the substantive by-products of the program has been the influence it has had on family members who began to participate even though they were not part of the designated group. Now, because mom is ‘on top of it,’ they are too and, hopefully, so will their children. In our view, the program has been a ‘generational’ success, not simply a single-patient-at-a-time success.”

“When I joined the program and got my instructions on how to take care of my teeth, as well as my children's, I noticed that there were fewer cavities. Now, I am on top of it and my girls are, too.”

– Sheri Workman



This is how you brush your teeth!

Planning for Healthier Communities

Multiple Projects Will Benefit Treasure Valley Residents

Often planning and getting projects off the ground takes more than one year. Here are several recent examples of our continuing commitment to meet our communities' needs:

Expanding and Enhancing our Clinic in Marsing

The campaign to expand and remodel **Marsing Clinic**, including adding X-ray services, finished its fundraising phase with a capstone gift of \$75,000 from the M. J. Murdock Charitable Trust. This donation completed the two year planning and fundraising effort and meant that construction could begin. Many foundations signed on to support this project because of the local support demonstrated through a \$10,000 donation from the Marsing Community Disaster Fund.



New façade of Terry Reilly's clinic expansion in Marsing blends in with rest of building.

No longer will local ranchers and farm workers need to drive miles from rural Owyhee County to have an X-ray taken of a potential broken bone. That service is finally available right there in Marsing. In addition, patients of our mental health program will receive care in offices that can accommodate families and provide space for play therapy.

Ready, Set, Hire!

Allumbaugh House: It took over 5 years and multiple attempts, but the persistent efforts of the City of Boise, Ada County, United Way, and many others finally paid off. Last fall, Terry Reilly was chosen to be the manager of the new detoxification and crisis mental health facility, slated to open in 2010. Over the fall and winter, Terry Reilly staff worked closely with Boise City/Ada County Housing Authority, which owns and maintains the new building. Terry Reilly employees developed policies and procedures and job descriptions and began the hiring process for the 25 persons needed to keep this facility open around the clock. Expect to read more about Allumbaugh House in next year's Annual Report.

Funding New Growth

Thanks to funding through the American Recovery and Reinvestment Act (ARRA), Terry Reilly will be moving its existing **medical clinic in Boise** to a new and larger building within the year. Last summer the federal government notified us that our application was approved to build a larger clinic. Since then, we have worked to find a suitable location, at the same time we have sought private foundation support for the project. With more than twice as much space than the clinic's current home, the new facility will allow Terry Reilly to begin treating a broader patient population in Boise.

We Are Terry Reilly

Physicians

Jonathan Bowman, MD, Medical Director
Penny Beach, MD
Stuart Black, MD
Tara Erbele, MD
Olivia Galvez, MD
Sarah Hollopeter, MD
William Laitinen, MD
Dennis Landers, MD, PhD
Mark Mering, MD
Michael Millward, MD
Christopher Partridge, MD
Kathryn Potter, MD
Rebecca Ratcliff, MD
Steven Von Flue, MD



Medical & Mental Health – Boise

848 La Cassia
Boise, ID 83705
(208) 344-3512
Fax (208) 338-1574

Penny Barcklay
Alissa Bettencourt
Donna Braswell, ARNP
Deborah Butte, PMHCNS-BC
Linda Campbell
Jerold Cantor, FNP
Stacey Eickhoff
Leisa Hiatt
Shandy Joblin
Kendra Lutes, LCPC
Anthony Millward, PA-C
Teresa Moscrip
Sarah Witte, C-FNP



Medical & Mental Health – Caldwell

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

Liseth Davis, LMSW
Tara Erbele, MD
Janine Franco, PA-C
Olivia Galvez, MD
Francisco Guzman
Melinda Hughes, PA-C
Teresa Martinez
Caroline Ortiz
Brenda Soto
Juanita Torres



We Are Terry Reilly

Medical & Mental Health – Homedale

116 E. Idaho
Homedale, ID 83628
(208) 337-3189
Fax (208) 337-4623

Michael Benjamin, LCSW
Ida Chavez
Richard Ernest, C-FNP
Emely Gatica Estrada
Sarah Holloper, MD
Erica Huerta, LPN
Laura Neri
Alicia Ramirez
Rebecca Ratcliff, MD



Medical & Mental Health – Marsing

201 Main
Marsing, ID 83639
(208) 896-4159
Fax (208) 896-4917

Guadalupe Benitez
Michael Benjamin, LCSW
Daniel Hernandez
Lidia Moore
Faith Peterson, MS, MPA, C-FNP
Norma Solis



Medical – Melba

150 2nd Ave.
Melba, ID 83641
(208) 495-1011
Fax (208) 495-1012

Seleste Franklin
Megan George, PA-C
Teresa Guzman Ruiz
Martha Madero
Kathryn Potter, MD



We Are Terry Reilly



Medical & Mental Health – Nampa

223 16th Ave. N.
Nampa, ID 83651
(208) 466-7869
Fax (208) 466-5359

Ivonne Aguirre
Veronica Aguirre
Sabrina Allen, Pharm D
Tina Alvarez
Minda Ambriz
Veronica Arrieta
Asiria Avila
Julia Barcelo, PA-C
Penny Beach, MD
Jennifer Bengier
Stuart Black, MD
Elizabeth Brewer
Diane Bromenschenkel MT, ASCP
Lucy Camacho
Priscilla Campbell
Sandra Cardona
Amanda Chavez
Craig Christiansen, FNP
Lisbeth Davis, LMSW
Silvia DeAnda-Napoles
Elizabeth Domero
Carolyn Eardley, LCSW
Lawrence Egger, PA-C
Libby Engebrecht, LCSW
Jacob Fernandez Perez
Elsa Flores
Maria Garcia

Mary Garcia
Maria Garza
Kyle George, PA-C
Megan George, PA-C
Katie Gillis, ARRT
Justie Gomez
Brady Hamilton, PA-C
Jennifer Harvey, LPN
Susan Haylett, LPN
Judy Hudson, LCSW
Marjorie Humphrey, PA-C
Claudia Jimenez
Lorraine Kaczmarek, LT
William Laitinen, MD
Dennis Landers, MD, PhD
Lisa Lawrence, Psych NP
Rosavelia Macias
Michael Malmin
Tammy Martin
Theresa Meinen, LT
Mark Mering, MD
Evelyn Meza
Sandra Mills
Michael Millward, MD
Jennifer Montague, RN
Gabriela Mora
Babette Munting, FNP

Christopher Partridge, MD
Jennifer Pennington, RN
Yadira Perez-Pesina
Grisel Plascencia, LPN
Ricardo Ramirez Hernandez, LMSW
Sylvia Ramos
Leticia Rios
Dora Rodriguez
Mary Rueda, LPN
Lorena Ruiz
Nancy Sanchez
Sarai Sanchez
Rosa Sandoval
Jody Seely, RPH
Trixie Sherry
Juanita Silva, LPN
David Snyderman, PA-C
Michael Standley, RPH
Lucy Thomas
Di Tiffany
Amber Tilson, LPC
Michael Triolo, RPH
Sara Whitneck
Xochitl Yanez

We Are Terry Reilly

Dental

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

11136 Moss Lane
Nampa, ID 83651
(208) 466-0515
Fax (208) 466-5359

Eight 2nd St. W.
Homedale, ID 83628
(208) 337-6101
Fax (208) 337-6102

150 2nd Ave.
Melba, ID 83641
(208) 495-1011
Fax (208) 495-1012

Dan Watt, DDS, Dental Director
Madelena Almaraz
Carmen Alonso
Connie Ball
Anel Barajas
Annette Browning
Aline Butts, RDH
Jennifer Clair
Audra Dressen
Donna Freeman
Jerry Gomez, DDS
Noelani Hamilton
Anneliese Haws, DDS
Cecilia Hickam, RDH, MED
Jorge Jimenez Silva
John Kriz, DDS
Dena Lacer
Maria Leon
Daron Lind, DDS
Christopher Loomis, DMD
Jeanny Martell
Irina Naumov
Jim Neerings, DDS



Jennifer Rhinehart
Dorothy Simmons
Tatiana Sokolov
Lupita Tamez
Heather Trowbridge
Brook Villanueva
Rosario Villicana

SANE SOLUTIONS

5400 W. Franklin, Ste. H
Boise, ID 83705
(208) 345-1170
Fax (208) 345-3502

408 Allumbaugh
Boise, ID 83704
(208) 323-9600
Fax (208) 323-9606

207 16th Ave. N.
Nampa, ID 83651
(208) 467-7654
Fax (208) 467-7684

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

Heidi Traylor, LCPC, SANE SOLUTIONS Director
Jeffrey Betts, LCPC, LMFT
Claudia Currie-Mills, LCSW
David Ferguson, LCPC
Britney Journee, LPC
Mark McCullough, LCSW
Sandra McCullough, LCPC
Melissa Mezo, LMSW
Joseph Morisette, LCPC, MED
John Reyna, LCPC
Stephen Schrader, LCPC
Stephanie Seader
Kathy Stimpson
Joseph Toms, LCPC
William Vogel, LCSW



We Are Terry Reilly

Administration

211 16th Ave. N.
Nampa, ID 83651
(208) 467-4431
Fax (208) 467-7684

Charlotte Anstiss
Dollie Avila
Shawna Ayotte
Shannon Blackstock, SPHR
Timothy Brown
Kathleen Castaneda
Barbara DuBose
Brenda Gallup
Bobbie Gamel
Shirley Garrett, CPA
Toni Gibson
Rachel Gonzalez
Dennis Hansen
Kathleen Harris
Betty Holzhey
Tanya Johaneck, CPC
Shaunna Johnson
Barbara Korn, CPA
Johanna Kratt, CPC
Karen Kuhn
Paulette Laird
Michael McCoy
Lisa McKinney
Rodney McKnight



Treana Mizell
Juana Ortiz-Leos
Sarah Rigenhagen
Sally Rowse
Ann Sandven, MPH, RD
Dan Shadix, MCSE
Susan Smith
MaryAnn Stein-Smith
Roxanne Vidales



Corporate Managers Team

Sabrina Allen, Pharmacy Manager
Shannon Blackstock, Human Resources Manager
Jonathan Bowman, Medical Director
Diane Bromenschenkel, Laboratory Manager
Timothy Brown, Executive Director
Kathleen Castaneda, Data Manager
Bobbie Gamel, Administrative Secretary
Christine Hendriksen, Support Services and Compliance Manager
Barbara Korn, Chief Financial Officer
Karen Kuhn, Credit and Collections Manager
Jeffrey Larsen, Medical Operations Director
Mark McCullough, Clinical Supervisor, SANE SOLUTIONS
Cynthia Miller, Nursing Manager, Allumbaugh House
Donald Morrison, Nursing Manager, Medical Division
Faith Peterson, Nurse Practitioner, Clinic Manager - Marsing
Cena Phillips, Front Office Manager, Medical Division
Lorena Ruiz, Assistant Front Office Manager, Medical Division
Ann Sandven, Chief Development Officer
Dan Shadix, Information Technology Systems Administrator
Dorothy Simmons, Dental Office Manager
Kathy Stimpson, Administrative Secretary, SANE SOLUTIONS



Joseph Toms, Clinical Supervisor, Allumbaugh House
Heidi Traylor, Behavioral Health & SANE SOLUTIONS Director
Suzette Tunnell, Assistant Medical Operations and Homeless
Services Director
Roxanne Vidales, Purchasing/Accounting Specialist
Dan Watt, Dental Director

Donors: April 2009 — March 2010

Gifts from Individuals

Note: Donations of \$100 total or more.

Honor roll: 5 or more years of consecutive giving

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

Rosemary Curtin

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

Norm & Ellen Batt

Carolyn Calomeni

Gregory & Valerie Dawidczik

Gene & Fritz Dickey

Ray Flachbart

Dan Gamel

Dennis & Diane Landers

Barbara Leinberger-Bolin

Paul & Karen Montgomery

Greg & Alisa Rettschlag

Steve Sadicario

Kevin Storms

Friend (\$500 - \$999)

Harmon Avera, Jr.

Russ & Janet Buschert

Lois Coulter

Jane Dunbar

David Edmark Sr.

Bill & Anke Hall

Jack & Penny Harrison

Bob & Anne Hay

Mary & Joseph Henscheid

Debra Young Irish

Deann & Larry Mendenhall

Maria Minicucci & Claire Lowrie

Chad Morse MD

Mark & Janice Patton

Anthony & Daria Pori

Dianne & Chuck Robertson

Mr. & Mrs. Jay Rosenfield

Ann Sandven

Marilyn Shuler

Bonnie Thorpe

Cyd Weiland & Rob Smith

Theresa Weiland & Steve Csik

Admirer (\$250 - \$499)

Denise Baird & William Hallyburton

Joseph & Janet Bejsovec

Gene & Danell Bleymaier

Tim Brown

Kathy Burch

Helen Carter

E. Louisa Crow

Heidi M. Cunningham

Douglas Darneille

James & Georgia Girvan

James Glendinning

Ruth Harris

Alice Hennessey

Andrew Huang & Jennifer Dickey

Karen Kuhn

Michael & Stacy Lamers

Donald Larson

Charles & Sonia Mastache

Bill & Susan Mauk

Russell McKinley DDS

Gary Mercer

Robert Moore

Steven Pennie

Christine Pickford

Rich & Georgiann Raimondi

Susan Rainville

Alan & Deborah Raney

Anthony Rerecich

Shana Savell

Randy & Beth Shuman

Jerry & Laurene Stanford

Lisa & Philip Stevenson

Will & Jeannie Swenson

Clint & Darlene Travis

Kathy Young

Laurie & Stanley Zuckerman

Fan (\$100 - \$249)

Cargie Aitchison

Fred Alleman

Maureen Averill

Kevin & MaryPat Barr

Rae Bauman

Eugene Beavin

Janice Beltzer

Pamela Bernard

Julie & Julio Bilbao

Tom & Annie Black

William & Susan Boehner

Paul & Carol Boyd

Isabel Brassey

Luanne Briggs

Mary Brown

Charles & Audrey Bryan

Donors: April 2009 — March 2010

Janice Callahan

Tricia Canaday

Juan Carrillo

Linda Clark

Sr. Maura Clark

Michael & Maria Clayton

Michael & Beth Collette

Ted & Mary Colwell

John Cooney

Thomas & Brenda Corbin

Scott & Kathleen Curtis

Greg & Anne Daggett

William & Joan Deal

Rosie Delgadillo Reilly

Ron & Terry Dorn

Cathy Downs

Kathy Easterling

Susan Eastlake

Barry & Maria Eschen

Elizabeth Foster & Geoffrey Sears

William Freeman Jr.

Tom & Joni Frey

Judith Gaarder

Albert Gabiola

Joseph Gallas

Amy Galloway

Cynthia Gearhard

Cyndi Grafe

Sharon Hanson

Christine & Paul Hatab

J. L. Hebdon

Tim Heinze

Greg & Janet Helma

Fred & Sus Helpenstell

Joan M. Henderson

Stanley & Lorraine Henry

Frank D. Hobson

Earl Houk

Viki Howard

Diane Kaplan

Bill & Judith Karst

Scott King

Susan & Monte Kiracofe

Mark & Yvonne Kirkpatrick

Frederick & Jennifer Klein

Steve & Elaine Koenig

David & Laurie Koga

Al Kristal

Patricia & David Lachiondo

Jim & Sandy Lancaster

Judd & Sandra Lanham

Kathy Lee & Alan Pitt

Lisa Leff & Clive Cooper

Andrew & Halena Lermer

Helen Lojek

Carol A. Martin

Dorothy Martindale

Carrie & Mark Matsko

Thomas O. McMeekin MD

Linda McVeigh

Kendal & Donna Meier

Rodney Miller

Judy Mimken

Dr. Stephen Montamat & Dr. Rosie Terrazas-Montamat

Dan Morrow

Renee Morse

Kay Norris

Chris O'Brien

Elizabeth Olberding & Stanley Hall

Darrel Perry

Kristine Ann Poncia

Mary Price

Edith Rasell

Joseph & Jessie Rasgorshek

Carolyn Rees MD

Gabi Renwick

Gary Richardson & Diane Ronayne

Micah & Kirstie Rosenfield

Thomas Rybus

Gerald & Connie Schroeder

Jerry & Linda Settle

Donald & Gaye Shaff

Catherine Shalz

Kenneth Sherman

Adena Shipton

Ivan Shulman

Amy Waselchuk Steckel

Lori Steele

LeAnne Stenberg

Catherine Strange

Moscelene Sunderland

Paul Swatsenbarg & Karen Lahr

Erwin B. Teuber

Martin Thorne

Clint & Cathy Tinsley

Joan Wainwright

Mort Watts

Bret Wheeler

Ken & Dianne Wiley

Patricia Young

*Special thanks to our medical and dental volunteers, businesses
and individuals for their generous gifts in kind.*

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

Donors: April 2009 — March 2010

Gifts from Foundations, Corporations, & Other Groups

Note: Our Annual Report recognizes donations of \$100 and over. Please see page 23 for Federal and other public revenue.

United Way of Treasure Valley	\$234,500	Idaho Primary Care Association	\$3,500
The Julius C. Jeker Foundation, Inc.	\$70,000	Marjorie Moore Davidson Foundation	\$3,000
National Association of Community Health Centers Inc.	\$50,000	Tate Family Charitable Trust	\$3,000
The John F. Nagel Foundation, Inc.	\$31,000	Southwestern Idaho Combined Fed. Campaign	\$2,184
Idaho Women's Charitable Foundation	\$25,000	Regence BlueShield of Idaho	\$1,200
McAuley Ministry Fund	\$25,000	Boise Treasure Doll Club	\$1,000
Susan G. Komen for the Cure, Boise Affiliate	\$25,000	Idaho Community Foundation, Hay Family Fund	\$1,000
Catholic Health Initiatives.	\$21,886	Matthew G. Norton Co.	\$1,000
The Tidwell Idaho Foundation	\$15,000	Shepherd of the Valley Lutheran Church.	\$500
J. R. Simplot Company Foundation	\$11,220	Vickers Vineyard	\$500
Harry W. Morrison Foundation	\$10,000	Valli Hi Ranches	\$448
Home Federal Foundation.	\$10,000	Albertsons Community Partners	\$426
Marsing Community Disaster Fund	\$10,000	Alpha Delta Kappa Zeta Chapter	\$300
Idaho Power/IDACORP Employee's Community Service Fund	\$8,280	First Congregational Church	\$300
Camille Beckman Foundation.	\$5,000	Bank of the Cascades.	\$265
St. Luke's.	\$5,000	Exchange Club of Nampa	\$183
Wells Fargo Foundation	\$5,000	JGT Architecture	\$125
Caldwell Community Foundation, Inc.	\$4,250	Debord Polygraph	\$122
The Whittenberger Foundation.	\$4,000	Boise Svaroopaa Yoga Community	\$108
Ronald McDonald House Charities	\$3,750	Chasan & Walton, LLC	\$100
Ronald McDonald House Charities of Idaho	\$3,750	Dental Partners PLLC.	\$100
		Goicoechea Law Office, CHTD	\$100
		Meridian Adult Medicine	\$100



Riders starting out at Bob LeBow Bike Tour.



Two of our youngest Bob LeBow Bike Tour riders at the Lower Dam rest stop.

Bob LeBow Bike Tour

Bob LeBow Bike Tour Sponsorships

Note: Bike Tour sponsorships cover sponsorships for 2009 and 2010 rides, based on when the donation was received between April 2009 and March 2010.

Bonneville Billing & Collections	\$5,000	Hyde Park Cycle Sports	\$500
Commercial Tire	\$5,000	Idaho Health Care For All/Gail LeBow	\$500
Emergency Medicine of Idaho	\$5,000	Intermountain Medical Imaging, LLC	\$500
Idaho Independent Bank	\$4,000	Jensen Eye Associates, PLLC	\$500
Bank of the Cascades	\$1,500	Steve Scanlin	\$500
Norco/Kissler Family Foundation	\$1,000	SmileWorks	\$500
McNabb Realty	\$1,000	W. W. Deal Insurance	\$500
Mercy Medical Center	\$1,000	White Peterson Attorneys at Law	\$500
Northwest Farm Credit Services	\$1,000	Zamzows	\$500
REI - Recreational Equipment Inc	\$1,000	Zions Bank	\$500
St. Alphonsus Regional Medical Center	\$1,000	Cornilles Financial Services	\$300
Suzi Boyle	\$500	Henry Insurance Agency	\$300
Clayton Tree Farms	\$500		



Dr. Bob and Gail LeBow – 2003

Who Was Bob LeBow?

Bob LeBow MD, MPH (1940-2003) was recruited by Terry Reilly in 1972 to be the Clinic's first Medical Director. Over more than 30 years as a family practice doctor, he did everything from obstetrics to geriatrics. Bob was a caring and compassionate physician and a passionate patient advocate. A life-long cyclist, Bob regularly rode to the clinic, the hospital and even to make house calls for his patients. During his time off, Bob worked as a consultant in more than 20 developing countries and rode his bike over 200,000 miles on six continents.

For many years Bob dreamed of a Zero Pay Fund for the Clinic's most vulnerable patients. In July 2002, Bob suffered a catastrophic bike accident. While in intensive care, Bob said that he wanted to be a catalyst to help alleviate suffering. With generous donations from friends and family, along with proceeds from his book, *Health Care Meltdown*, the Zero Pay Fund became a reality in February 2003. The proceeds from the annual Bob LeBow Bike Tour benefit the Zero Pay Fund and help fulfill Bob's dream of affordable, accessible and comprehensive health care for all.

Who Does the Zero Pay Fund Help?

Terry Reilly's Zero Pay Fund has two sources of revenue—direct donations and the Bob LeBow Bike Tour. As of March 31, 2010 the Zero Pay Fund has received \$318,000—and \$225,000 of that total has come from the bike tours. This money has allowed the staff at Terry Reilly to help 3,300 of our neediest patients access needed primary care, by reducing their bill to zero.

Legacies and Major Gifts

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.** We 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.

Terry Reilly Endowment

The Terry Reilly Health Services Endowment is held by the Idaho Community Foundation. The Endowment benefits all the programs at Terry Reilly; currently no withdrawals are being made.

Endowment Donors: Karen Kuhn
 Greg & Alisa Rettschlag
 Ann Sandven
 Martin Thorne

Friends of Terry Reilly Society

The Friends of Terry Reilly Society recognizes those individuals who donate \$500 or more to support our healing mission during the calendar year. In addition to those whose names are listed on page 16, additional CY 2009 members include Marshall & Martha Priest and Robert & Beverly Ackerman.

Robert's Story

In his late 40s, "Robert" first came to Terry Reilly because of a bothersome rash. When one of our Physician Assistants (P.A.) examined him during a Boise Clinic evening clinic, he recognized that "Robert" had a far more serious problem. Our P.A. referred "Robert" to a Terry Reilly family medicine physician for evaluation. Not only did "Robert" have what he considered to be a "rash," he also had a very large, unusually dark mole that looked suspiciously like melanoma.

Our physician removed the worrisome mole in the clinic, after numbing up the area. The lab's final tissue diagnosis was "infiltrating malignant melanoma," which appeared to be totally contained in the area taken out. Because the P.A. recognized the cancerous mole and referred "Robert" to have it removed, his overall disease-free survival rate from melanoma is projected to be 95%. Had it not been treated so quickly, the cancer would certainly have progressed. "Robert" would have had a much worse prognosis, one that likely would have resulted in death.

A Brief History

Thirty-nine 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 farm workers' 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.



*Terry Reilly's original logo,
designed by John Delgadillo*

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 the 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, our clinic in Parma was sold and we opened a clinic in Boise, targeting the homeless population. During the early 1990s dental services were added, as were mental health services. Our clinic in Melba opened mid-summer 2002. Our Boise dental office opened in 2000 and dental services in Melba and Homedale began in 2003. Our newest clinic - Caldwell - began providing primary medical care in September 2006. Terry Reilly has 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 remain a pivotal force in strengthening Terry Reilly's effectiveness and keeping it on track with its mission. Funding sources have diversified greatly, with increased reliance on United Way, Community Development Block Grants, local, regional, and national foundations, corporate and individual donations.



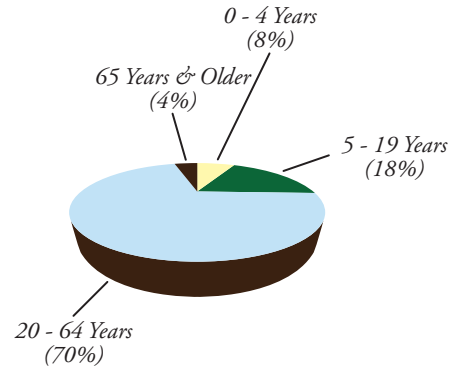
*Founders Terry Reilly
& Rosie Delgadillo Reilly*

Terry Reilly 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 Terry Reilly. Thanks to all who have made this healing touch possible.

By the Numbers

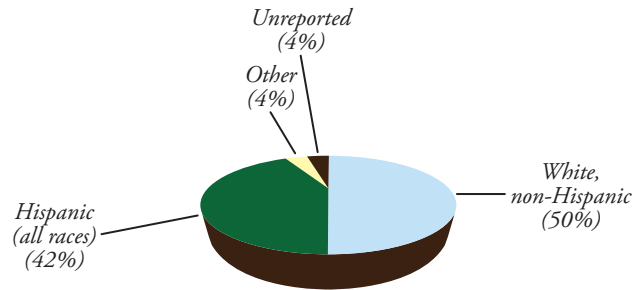
Terry Reilly Patient Age

Age (Years)	Total	Percent
0 - 4	2,374	8%
5 - 19	5,478	18%
20 - 64	21,467	70%
65 & Older	1,437	4%
Total	30,756	100%



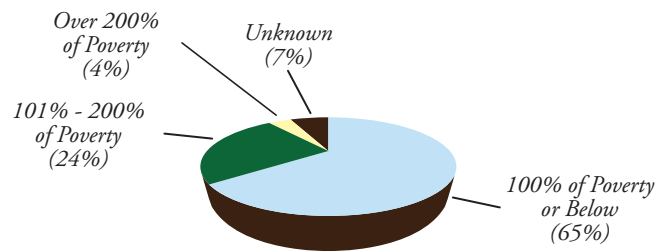
Terry Reilly Patient Race / Ethnicity

Race / Ethnicity	Percent
White, non-Hispanic	50%
Hispanic (all races)	42%
Other	4%
Unreported	4%
Total	100%



Terry Reilly Patient Income as Percent of Poverty

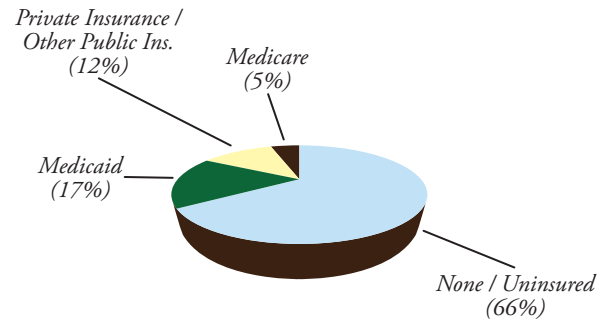
Income	Percent
100% of Poverty or Below	65%
101% - 200% of Poverty	24%
Over 200% of Poverty	4%
Unknown	7%
Total	100%



By the Numbers

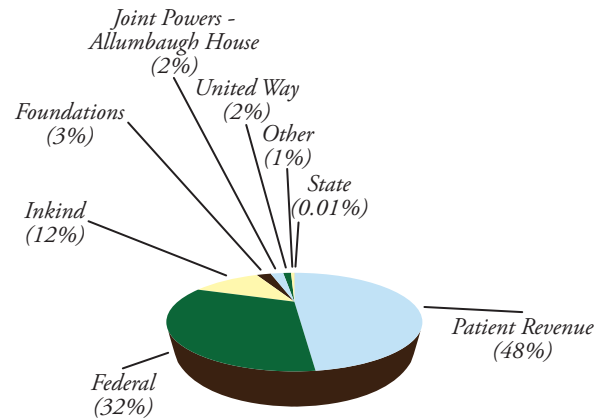
Terry Reilly Patient Insurance Coverage

Coverage	Percent
None / Uninsured	66%
Medicaid	17%
Private Insurance / Other Public Ins.	12%
Medicare	5%
Total	100%



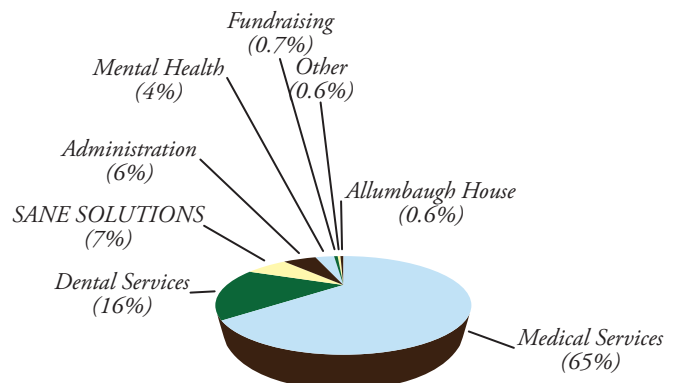
Terry Reilly Revenues & Support - FYE 2010

Category	Amount	Percent
Patient Revenue	\$8,778,000	48%
Federal	\$5,869,000	32%
Inkind	\$2,135,000	12%
Foundations	\$529,000	3%
Joint Powers - Allumbaugh House	\$490,000	3%
United Way	\$309,000	2%
Other	\$128,000	1%
State	\$2,000	0.01%
Total	\$18,240,000	100%



Terry Reilly Expenses by Category - FYE 2010

Category	Amount	Percent
Medical Services	\$11,154,000	65%
Dental Services	\$2,791,000	16%
SANE SOLUTIONS	\$1,224,000	7%
Administration	\$1,100,000	6%
Mental Health	\$667,000	4%
Fundraising	\$128,000	0.7%
Other	\$110,000	0.6%
Allumbaugh House	\$109,000	0.6%
Total	\$17,283,000	100%





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



Terry Reilly 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
211 16th Ave. N. | PO Box 9 | Nampa, ID 83653-0009
Phone: (208) 467-4431 | E-mail: tbrown@trhs.org | www.trhs.org