Annual Report 2009

Fiscal Year: April 2009 — March 2010

Transforming and Healing
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.
The Year’s 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.
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.
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
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.

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**Diane’s Story:**

One of our patients who has benefitted 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.”
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.

**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.
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.

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.
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*Note: Donations of $100 total or more.*

Honor roll: 5 or more years of consecutive giving

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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 Wasechuk Steckel
Lori Steele
LeAnne Stenberg
Catherine Strange
Moscelen Sunderland
Paul Swansenbarg & 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.
## 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.*

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

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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 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
Commercial Tire ............................................................... $5,000
Emergency Medicine of Idaho ........................................... $5,000
Idaho Independent Bank .................................................... $4,000
Bank of the Cascades ....................................................... $1,500
Norco/Kissler Family Foundation ........................................ $1,000
McNabb Realty ............................................................... $1,000
Mercy Medical Center ...................................................... $1,000
Northwest Farm Credit Services ....................................... $1,000
REI - Recreational Equipment Inc .................................... $1,000
St. Alphonsus Regional Medical Center ............................ $1,000
Suzi Boyle ......................................................................... $500
Clayton Tree Farms ...........................................................$500

Hyde Park Cycle Sports ..................................................... $500
Idaho Health Care For All/Gail LeBow ............................... $500
Intermountain Medical Imaging, LLC ............................... $500
Jensen Eye Associates, PLLC ............................................. $500
Steve Scanlin .................................................................... $500
SmileWorks .................................................................... $500
W. W. Deal Insurance ...................................................... $500
White Peterson Attorneys at Law ...................................... $500
Zamzows ....................................................................... $500
Zions Bank ..................................................................... $500
Cornilles Financial Services ............................................. $300
Henry Insurance Agency .................................................. $300

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.

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.

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.
Terry Reilly Patient Age

<table>
<thead>
<tr>
<th>Age (Years)</th>
<th>Total</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 - 4</td>
<td>2,374</td>
<td>8%</td>
</tr>
<tr>
<td>5 - 19</td>
<td>5,478</td>
<td>18%</td>
</tr>
<tr>
<td>20 - 64</td>
<td>21,467</td>
<td>70%</td>
</tr>
<tr>
<td>65 &amp; Older</td>
<td>1,437</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>30,756</td>
<td>100%</td>
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</tbody>
</table>

Terry Reilly Patient Race / Ethnicity

<table>
<thead>
<tr>
<th>Race / Ethnicity</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>White, non-Hispanic</td>
<td>50%</td>
</tr>
<tr>
<td>Hispanic (all races)</td>
<td>42%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Unreported</td>
<td>4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
</tr>
</tbody>
</table>

Terry Reilly Patient Income as Percent of Poverty

<table>
<thead>
<tr>
<th>Income</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% of Poverty or Below</td>
<td>65%</td>
</tr>
<tr>
<td>101% - 200% of Poverty</td>
<td>24%</td>
</tr>
<tr>
<td>Over 200% of Poverty</td>
<td>4%</td>
</tr>
<tr>
<td>Unknown</td>
<td>7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>100%</td>
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</tbody>
</table>
Terry Reilly Patient Insurance Coverage

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None / Uninsured</td>
<td>66%</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>Total</td>
<td>100%</td>
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</table>

Terry Reilly Revenues & Support - FYE 2010

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Revenue</td>
<td>$8,778,000</td>
<td>48%</td>
</tr>
<tr>
<td>Federal</td>
<td>$5,869,000</td>
<td>32%</td>
</tr>
<tr>
<td>Inkind</td>
<td>$2,135,000</td>
<td>12%</td>
</tr>
<tr>
<td>Foundations</td>
<td>$529,000</td>
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</tr>
<tr>
<td>Joint Powers - Allumbaugh House</td>
<td>$490,000</td>
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</tr>
<tr>
<td>United Way</td>
<td>$309,000</td>
<td>2%</td>
</tr>
<tr>
<td>Other</td>
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</tr>
<tr>
<td>State</td>
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</tr>
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<td>$18,240,000</td>
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Terry Reilly Expenses by Category - FYE 2010

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<tbody>
<tr>
<td>Medical Services</td>
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<tr>
<td>Dental Services</td>
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<td>SANE SOLUTIONS</td>
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<td>Administration</td>
<td>$1,100,000</td>
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<tr>
<td>Mental Health</td>
<td>$667,000</td>
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<tr>
<td>Fundraising</td>
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<tr>
<td>Other</td>
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<tr>
<td>Allumbaugh House</td>
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<tr>
<td>Total</td>
<td>$17,283,000</td>
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</tbody>
</table>
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