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A Letter From Our CEO

Fiscal year 2019 – 2020, was a year of transformation, reflection and resiliency not only for Terry Reilly, but for health care in Idaho. The majority of the year saw Terry Reilly celebrating the ground breaking and launch of construction for our newest clinic in Caldwell, actively engaged in implementing public policy changes related to Medicaid eligibility, and prioritized interventions addressing health disparities within our patients and in our communities. As the COVID-19 pandemic reached Idaho near the end of the fiscal year, we quickly adapted to the rapidly changing landscape of health care through education, telehealth services, clinic screenings and safety precautions, and outreach to support our patients.

While many businesses were forced to close their doors due to COVID, as a health care entity and essential business, Terry Reilly remained open, focused on ensuring access to health care for our community. Words cannot begin to describe the magnitude of work, hours of dedication and commitment to the community demonstrated by the team at Terry Reilly to ensure safe access to health care during a crisis. I am grateful for so many people who stepped forward and stayed focused on our mission, in the midst of change, fear and uncertainty. Internally, quiet reflections on our mission and the role of Community Health Centers helped us stay grounded and focused on our priorities: our patients, our employees, and our communities.

As we look to the coming year, we know the pandemic will continue to be with us and be a central influencer over health care delivery and operations. Despite the pandemic, access to health care to improve the vitality of our neighbors continues. Innovation and creativity will pave our way forward as we continue to advance health within our community.

Thank you for being on this transformational journey with us as we treat and care for our neighbors. On behalf of all of us at Terry Reilly, thank you for your continued support and partnership. We truly couldn’t do it without you.

Heidi Hart, CEO
Terry and Rosie Reilly established Community Health Clinics Inc. (later renamed Terry Reilly Health Services) in 1971.
Our Company Overview

Who We Are

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

Our Mission

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

Our Vision

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

Board of Directors

Erik Johnson, Chairperson
Marisol Cervantes, Vice Chairperson
Rosie Delgadillo-Reilly, Secretary
Chuck Knox, Past Chairperson
Roger Aguilar
Dick Gardner, PhD
David Hall

Linda Hunsaker
Silvia Morrow
Robyn Page
Joe Papiez
Bob Pfifer
Freddy Real
Kerrie Smith
Rick Wakefield

Foundation Board of Directors

Dick Gardner, Chairperson
Robert Tierney

Chuck Knox
Rosie Delgadillo Reilly

Executive Leadership Team

Heidi Hart, M.Ed, L.C.P.C
Tami Fife, M.H.S
Brian Baldwin, M.B.A
Andrew Baron, M.D
Ernest Meshack-Hart, D.D.S, F.A.G.D
Melissa Mezo, L.C.S.W
Holly Henggeler, PharmD
Cindy Miller, RN

Chief Executive Officer
Chief Operating Officer
Chief Financial Officer/CIO
Chief Medical Officer
Dental Director

Don Morrison, RN
Bethany Gadzinski

Behavioral Health Director
Director of Pharmacy
Director of Allambaugh House & SUD Services
Director of Nursing
Director of Quality Improvement & Risk Management
What Makes a Community Health Center Special?

At Terry Reilly, we believe healthy individuals create healthy communities. As a Community Health Center, we are part of a larger network of over 1400 health centers across the nation that serve more than 29 million people each year in creating access to health care. Community Health Centers are unique in the health care world by combining public health, primary care and social services, while assuring that everyone in the community has access to care. Without health centers like Terry Reilly, individuals would go without needed care due to barriers such as cost, language, lack of insurance, housing, poverty and transportation. Instead, everyday, health centers connect individuals and families with solutions so they, and our community, can thrive.

2019 Terry Reilly Needs Assessment

Terry Reilly conducts a yearly community needs assessment for Ada, Canyon and Owyhee Counties to survey the social and economic factors that serve as determinants of health both in our communities and patient populations. Understanding our community needs helps us create targeted community-based interventions to address barriers and improve health. Areas that are increasingly impacting the health of our patients include housing insecurity and behavioral health needs. As a result, three areas of priority in 2019 – 2020 included:

- Access to health care through affordable housing partnerships.
- Expansion of pharmacy services to meet the need for affordable prescriptions.
- Behavioral health support for communities and schools.
HRSA’s Quality Improvement Awards are given to community health centers recognizing the work they do to address health needs in the community. Health centers are evaluated on metrics related to cost-efficiency, quality, reduction in health disparities, increased access to care, complexity of programs and services offered, advances in the use of health information technology, and infrastructures which support patient-centered care. In 2019, Terry Reilly was recognized as a Health Center Quality Leader, ranking us in the top 20% of all health centers in the nation. This achievement is only possible because of the commitment to quality across the organization.
2019 Stories

Creating Access to Healthcare Coverage

2019 Gala

Expanding Services in Caldwell

Care During COVID-19
Creating Access to Healthcare Coverage

The Affordable Care Act (ACA) was signed into law on March 23, 2010, offering additional insurance coverage options to states. While most of the significant provisions of the ACA went into effect in 2014, Medicaid coverage was expanded effective January 1st, 2020. Terry Reilly’s Patient Navigators were busy contacting patients, providing enrollment assistance and education regarding coverage and benefits. Over 70,000 Idahoans now have comprehensive coverage which includes medical, dental, and behavioral health services. Terry Reilly’s Patient Navigators also assist with Medicare counseling & enrollment assistance, providing support to individuals navigating the administrative processes.

“70,000 Idahoans now have comprehensive Medical coverage which includes medical, dental, and behavioral health services.”

Terry Reilly’s Patient Navigators assist our patients and the community to obtain and understand health insurance coverage. Whether it is external coverage such as Medicaid, Medicare, Your Health Idaho, and medication assistance programs or internal organizational resources such as the Patient Assistance Fund, Healthcare for the Homeless grant, or the Terry Reilly Sliding Fee Scale, our Patient Navigators assist patients in navigating these complexities of care. Support accessing health insurance coverage is one vehicle for improving health in the Treasure Valley.
2019 Gala

Partners, donors, family, and friends gathered at the Chateau des Fleurs on September 12th to raise money to help provide care for those most in need and create awareness for the important role Terry Reilly plays in the community.

The evening began with a cocktail hour and live music. Guests were able to network and bid on silent auction baskets provided by Terry Reilly clinics and businesses in the community, followed by dinner and live auction.

Several Terry Reilly programs were showcased through “highlight tables” where attendees were able to visit with staff and learn more about our Fruit and Veggie RX program, School-Based Therapist program, Allumbaugh House, New Path, as well as the Cleveland Square project.

The Gala was also a time to honor Commissioner Diana Lachiondo for her advocacy and civic engagement as we presented her with the Dr. Bob Lebow Community Health Award. Commissioner Lachiondo was also the key note speaker and shared memories she has of the Reilly family and stories of her father and Terry’s friendship. Diana is a dedicated advocate for community health and we are pleased to recognize her contributions through this award.

Through donor support, the 2019 Annual Gala generated $110,000 to support the Patient Assistance Fund.

A special thank you to the Gala Committee who worked behind the scenes to make this event a huge success. While the 2020 Annual Gala has been canceled due to COVID-19, we look forward to seeing you in 2021 as we celebrate the 50th year anniversary of Terry Reilly - now that’s a reason to celebrate!
The continued growth across the Treasure Valley has resulted in an increased pressure on both existing health care resources and housing accessibility. One community where these pressures are being felt is Caldwell. Caldwell has a 0% housing vacancy rate and there are nearly 500 families on the affordable housing wait list. Just as the community is experiencing a shortage of housing, the current Terry Reilly clinic in Caldwell lacks enough clinical care space to care for the needs of a growing patient population.

From the recognition of these shared community needs, a partnership was created. Terry Reilly Health Services and Cleveland Square, LLC collaborated on a joint project that will combine housing and health care in the Caldwell community. The new facility will be home to a new Terry Reilly Clinic integrating medical, dental, pharmacy and behavioral health services on the ground floor of the building. The additional 3 stories of the building will be affordable apartments providing homes for individuals and families age 55 or older.

The new building is located on the corner of Cleveland and Kimball, on property which was home to the Pennywise drug store for the previous six decades. “Pennywise was an icon in Caldwell for many years. We are very excited to be part of a development which brings much needed housing and health care to downtown Caldwell, continuing the legacy this property holds as a corner focused on health in Caldwell.” said Heidi Hart, TRHS CEO.

In April of 2019, before demolitions began, Terry Reilly and Cleveland Square LLC kicked off the project by inviting the community to gather inside the Pennywise building to share their memories of the store. Construction is well under-way and has not been impacted by COVID-19. We look ahead to our planned opening at the beginning of 2021.

When we started talking about what the possibilities could be for a partnership here, for me, it was a no brainier,” said Caldwell Mayor Garret Nancolas. “The Terry Reilly services are so essential to so many families in our community. We have a wonderful health system in Caldwell, we do, but it takes all different kinds of health services to make sure we’re all taken care of.”

The new location will be Terry Reilly’s second clinic in Caldwell and will include medical, dental, behavioral health and pharmacy. A capital campaign was launched in 2018 to fund Terry Reilly’s portion of the project. Thanks to individual donors and partners like The M.J. Murdock Charitable Trust, we are closer to our goal. There is still time to donate to this exciting project – so contact us today.
Care During COVID-19

During the outbreak of COVID-19, many of Terry Reilly’s most vulnerable patients expressed feeling isolated and alone, with limited access to needed resources like food, medications, and healthcare. Many were also understandably hesitant to visit clinics for needed care. In response, Terry Reilly began a fast-track response including patient education, initiation of telehealth services, increased safety precautions in clinics, and emotional support for our patients. Staff adapted to this rapidly evolving environment, with a focused commitment on keeping patients healthy.

Of our over 37,000 patients, 53% were living below the poverty level before COVID-19, and many more experienced financial hardships during the outbreak. Beginning with those 65 and older, immunocompromised, and below poverty-level, designated staff began reaching out to each patient and family to learn their specific needs. Terry Reilly was able to work with many of our patients to help connect them to needed resources including food, financial support, medications, changes in insurance coverage, healthcare appointments, mental health services, and more. An extension of this program provided additional support for those individuals who are most at risk for depression and suicidal ideation.

By proactively reaching out to our patients, the team at Terry Reilly supported patients to ensure they did not go without care or assistance. Without the added support, these individuals were at risk for experiencing disproportionately negative financial and health-related complications for months or maybe even years to come. The Terry Reilly team worked to ensure individuals stayed connected with resources which minimize the long-term hardships they may experience during the pandemic.
A family of four living at 100% of the federal poverty level has an annual income under $25,750
The majority of in-kind donations were pharmacy related drugs and immunizations.

Terry Reilly’s Revenue and Expenses

Expenses By Category

- Fundraising: $55,059
- Administration: $2,813,495
- Patient Care: $39,775,090

Annual Revenue

- Patient Revenue: $19,293,879
- Federal Grants: $11,971,294
- Grants & Contracts: $4,427,029
- In-Kind Donations: $2,222,432
- Other: $304,448

*The majority of in-kind donations were pharmacy related drugs and immunizations.*
This Year 37,724 Patients Received Care From Terry Reilly

Percent of Patient Population By Insurance Coverage

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Insured</td>
<td>41%</td>
</tr>
<tr>
<td>Medicaid</td>
<td>33%</td>
</tr>
<tr>
<td>Commercial</td>
<td>15%</td>
</tr>
<tr>
<td>Medicare</td>
<td>11%</td>
</tr>
</tbody>
</table>

$9,757,388
In Sliding Fee Discounts Granted

20,693
Uninsured Patients Served

10,698
Patients Received Dental Care

13,208
Patients Served for Chronic Disease Management

682
Women Received Prenatal Care

2,941
Agricultural Workers Received Care

4,281
Homeless Adults and Children Served

62,952
Prescriptions Filled at Terry Reilly’s Pharmacy

861
Admissions for Mental Health & Detoxification Services Provided at Allumbaugh House

5,648
Individuals Received Affordable Behavioral Healthcare

20,726
Treatment Visits Provided to 1,443 Clients through SANE Solutions
Expanding Our Reach

Terry Reilly’s dedicated staff and leadership see each year as an opportunity to serve and provide care for those who have not yet been reached.
Our Supporters

Benefactor $5,000

Fred Alleman
Camille Beckman Foundation
Caleb and Christi Chung
Terry and Susan Copple
Four J Foundation
Harry W. Morrison Foundation Inc.
Idaho Community Foundation
Deann and Larry Mendenhall
Norco
Anonymous
Saint Alphonsus Health System
St. Luke’s Health System
Tate Family Charitable Trust
United Way of Treasure Valley
Wells Fargo Foundation

Patron $2,500 - $4,999

Rachel Aavang and Vassil Antonov
Rosemary and Kevin Curtin
Delta Dental
Tamra Fife and Georgina Brown
Heidi Hart
Home Partnership Foundation
IDACORP Employees’ Community Service Fund
Idaho Dental Foundation, Inc.
Dr. Charles Novak
Joe and Pat Papiez
Sage Health Care, PLLC
Jane Staller
Robert and Kendall Tierney
Sarah Toevs and Kevin Hoagland
Leader $1,000 - $2,499

Norm and Ellen Batt  
Kim Beswick  
Heather Brown  
Michelle and Chris Cullinan  
Diamond Girls  
Jane and Ken Dunbar  
Family Medicine Residency of Idaho, Inc.  
First Interstate Bank  
First Interstate Bank Foundation  
Kenton Gray  
Roberta Hansberger  
HouseCheck Foundation  
Diana Lachiondo and Roger Turcotte  
Scott and Trudy McGavin  
Gary and Linda Mercer  
Dr. Ernest and Samantha Meshack-Hart  
Dr. Roberto Negron  
Mary Jo Nyblad and Colleen Lambertz  
Pacific Source  
Patterson Dental Supply  
Philip and Pam Peterson  
Marshall and Martha Priest  
John Redding  
Anthony Rerecich and Lois Boulware  
Ann and Lars Sandven  
Anonymous  
Diane and Jonathan Schwarz  
Joanne Springer  
Jean Sullivan  
Elaine Swatsenbarg  
Edward and Judy Torgerson  
Anonymous  
Adam Wheeler  
Anonymous

Partner $500 -$999

Harmon and Janice Avera  
Micheal Bethuy  
Denise Carter  
Heidi and Paul Cunningham  
Gregory and Valerie Dawidczik  
Alicia Flinn  
George and Helena Fortier  
Thomas and Joan Frey  
Richard and Susan Gardner  
Cynthia Gearhard  
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Tim Heinze  
Anonymous  
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Interpath Laboratory, Inc.  
Adrian Jaggi and Jeannie McCarthy Jaggi  
Andrew and Greta Jensen  
Dr. Melinda Jensen  
JGT Architecture  
Pat and Sally Kane  
Dr. Vivek and Vanu Kantayya  
Mark and Yvonne Kirkpatrick  
David and Patricia Lachiondo  
Anonymous  
Silvia Morrow  
Dr. Mark Nassir  
National Association of Community Health Centers Inc.  
Mr. Nielson  
Schwab Charitable Fund  
James and Cynthia Scott  
Stephen & Beverly Shallberg  
Shepherded of the Valley Lutheran Church  
Smith + Malek, PLLC  
Carrie Thomas  
Victor Thorne  
Neil and Leslie Thorne  
Bonnie Thorpe and John Renbarger  
Kirby and Cheryl Vickers  
John and Paula Warren  
Cydney Weiland and Robert Smith  
Mary York  
Anonymous
Founder $100- $499

Albertsons Boise Open
Donna and Tim Anderson
Lorrie Apel
Chris Archer
Tad Arnt
Robert Ashworth
Mike Baker
Mary Ballantyne
David and Marlene Barber
Philip Batt and Francee Reilly
Ole Bergset
Pamela Bernard
Michelle Blyth
Anonymous
Frank Bowles
Jeannette Bowman and John Barnet
Marty Brown
Mary Brown
Patricia Buersmeyer and Daniel Black
Anonymous
Lucy Camacho
Peggy and Lawrence Campbell
Mary Carver
Rosie Delgadillo Reilly
Cathryn Downs
William and Susan Dryden
Betsy Dunklin and Charles Cole
Pam and Bob Eldredge
Annabeth Elliott and William Mullane
Jocelyn Elvira
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John and Jane Francis
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Gilbert and Delores Gillette
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Idaho Primary Care Association
Erik Johnson and Josie Fretwell
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Bonnie and David Kerns
Kayla and Adis Keserovic
Susan and Monte Kiracofe
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Theodore and Jennifer LeBow
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Claudette Levesque
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Kendra Lutes and Brandon Whallon
Luke Malek
Giles Maloof and Mary Goodman
Luana McCauley
Penny McClain
Melba School District No 136J
Melissa Mezo
Kimberly Middleton
Stephen Montamat and Rosa Terrazas-Montamat
Robin and Rich Navert
Northwest Integrity Housing
Christina and Mike Obrien
Jennifer Palagi
Joe and Kathryn Pearson
Christine Pickford
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Richard and Georgiann Raimondi
Alan and Deborah Raney
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Dolores and Elton Reeves
Aaron Reilly
Tricia Reynolds
Virginia Rivers
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Michele Sabados
Teresa Schindele
Gerald and Connie Schroeder
Anonymous
Heather Scott
Anonymous
Donald and Gaye Shaff
Anonymous
Cami Sindon
Wallace Smith and Mary Clagett Smith
Gary and Roberta Smith
Contributer up to $99

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Robert Anderson
Rhonda and Eric Anderson
Gabrielle Applequist
Travis Armstrong
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Michael and Sharon Bixby
Jesus Blanco
Jack Bonawitz
Anonymous
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Dallas Chase
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Holly Dovel
Heather Dunn
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Anonymous
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Donald and Peggy Ferron
Kelli Finn
Anonymous
Mark and Marijke Geston

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William and Anke Hall
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