



# 2019 ANNUAL REPORT

Fiscal Year April 2019 - March 2020



# Table of Contents

A Letter From Our CEO.....2

Our Company Overview .....4

Our Leadership .....5

What Makes a Community Health Center Special?.....7

2019 Terry Reilly Needs Assessment.....7

National Health Center Quality Leader Award.....8

2019 Stories.....9

2019 By the Numbers.....15

Our Supporters.....19



# 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.

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Heidi Hart, CEO





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Terry and Rosie Reilly established Community Health Clinics Inc. (later renamed Terry Reilly Health Services) in 1971.

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# Our Company Overview

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## 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              | Linda Hunsaker |
| Marisol Cervantes, Vice<br>Chairperson | Silvia Morrow  |
| Rosie Delgadillo-Reilly,<br>Secretary  | Robyn Page     |
| Chuck Knox, Past<br>Chairperson        | Joe Papiez     |
| Roger Aguilar                          | Bob Pfifer     |
| Dick Gardner, PhD                      | Freddy Real    |
| David Hall                             | Kerrie Smith   |
|  | Rick Wakefield |

## Foundation Board of Directors

|                           |                         |
|---------------------------|-------------------------|
| Dick Gardner, Chairperson | Chuck Knox              |
| Robert Tierney            | Rosie Delgadillo Reilly |

## Executive Leadership Team

|  |   |
|--|---|
| Heidi Hart, M.Ed, L.C.P.C              | Chief Executive Officer                                 |
| Tami Fife. M.H.S                       | Chief Operating Officer                                 |
| Brian Baldwin, M.B.A                   | Chief Financial Officer/CIO                             |
| Andrew Baron, M.D                      | Chief Medical Officer                                   |
| Ernest Meshack-Hart,<br>D.D.S, F.A.G.D | Dental Director   |
| Melissa Mezo, L.C.S.W                  | Behavioral Health Director                              |
| Holly Henggeler, PharmD                | Director of Pharmacy                                    |
| Cindy Miller, RN                       | Director of Allumbaugh<br>House & SUD Services          |
| Don Morrison, RN                       | Director of Nursing                                     |
| Bethany Gadzinski                      | Director of Quality<br>Improvement & Risk<br>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.



**At Terry Reilly we believe that healthy individuals create healthy communities.**

## 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.



# National Health Center Quality Leader Award

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 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 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!





# Expanding Services in Caldwell

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.



**"Caldwell has a 0% housing vacancy rate and there are nearly 500 families on the affordable housing wait list."**

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 brainer," 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."

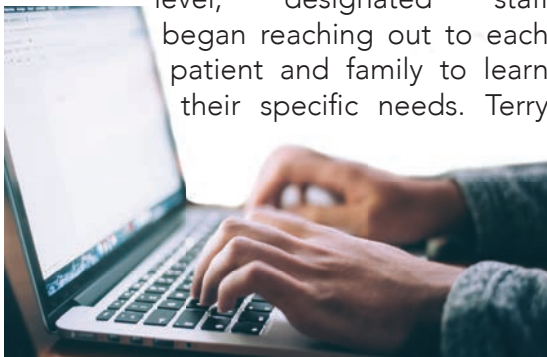
The new location will be Terry Reilly's second clinic in Caldwell and will include medical, dental, behavioral health and pharmacy. A capital campaign was launched in 2018 to fund Terry Reilly's portion of the project. Thanks to individual donors and partners like The M.J. Murdock Charitable Trust, we 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 and safe as they shifted care delivery.

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, & below poverty-level, designated staff began reaching out to each patient and family to learn their specific needs. Terry



**"Staff adapted to this rapidly evolving environment, with a focused commitment on keeping patients healthy."**



**"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."**

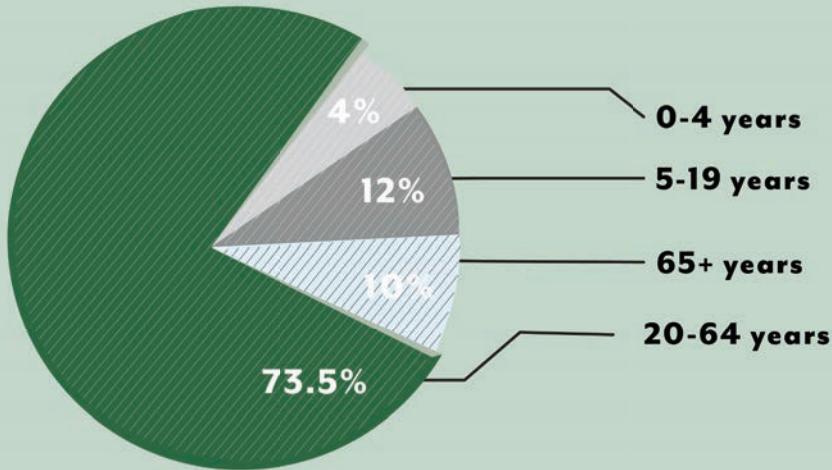
Reilly was able to work with many of our patients to help connect them to needed resources including food, financial support, medications, changes in insurance coverage, healthcare appointments, mental health services, and more. An extension of this program provided additional support for those individuals 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.

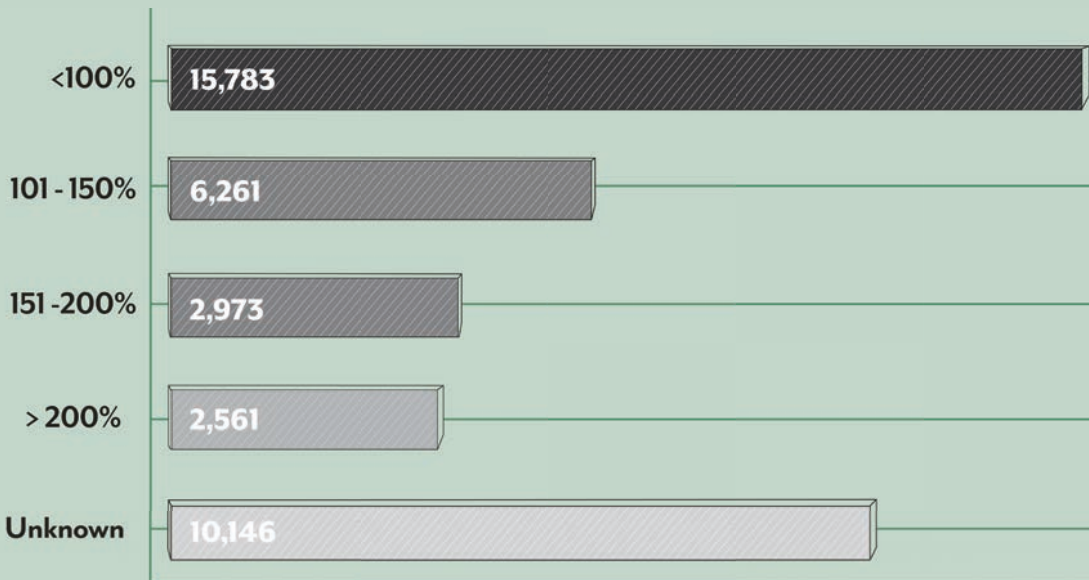
# 2019 By the Numbers

## Patient Demographics

### Age



### Income

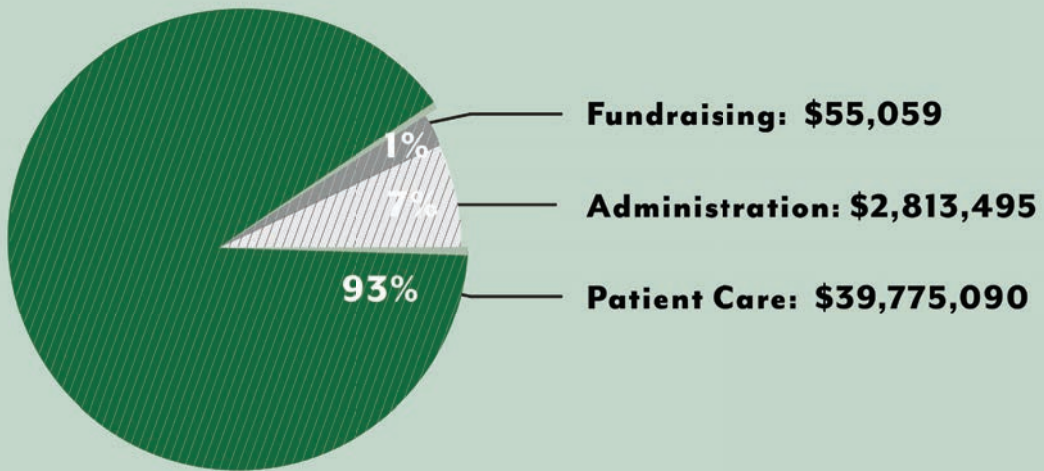


*A family of four living at 100% of the federal poverty level has an annual income under \$25,750*

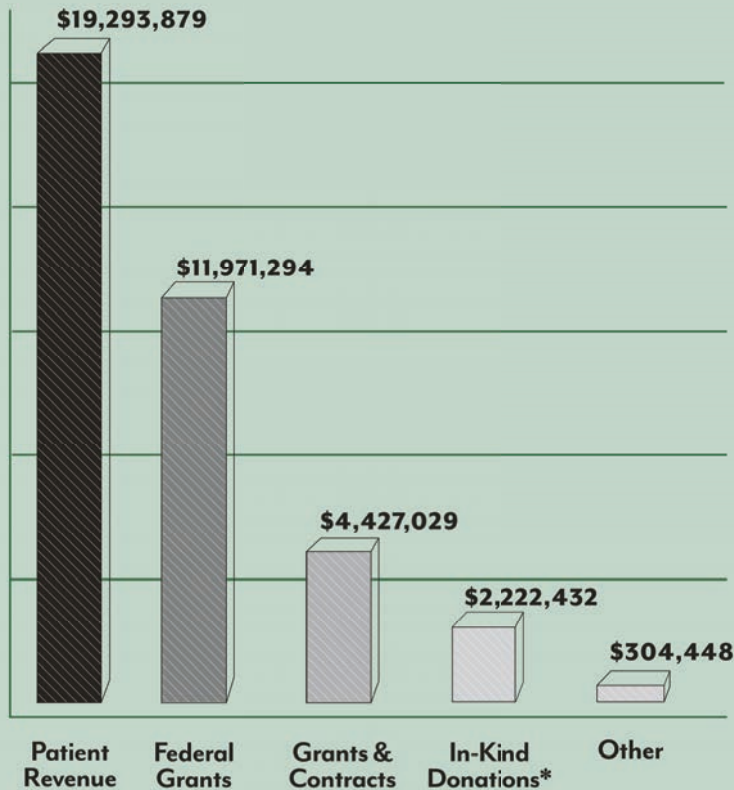


# Terry Reilly's Revenue and Expenses

## Expenses By Category



## Annual Revenue



\*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



**\$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

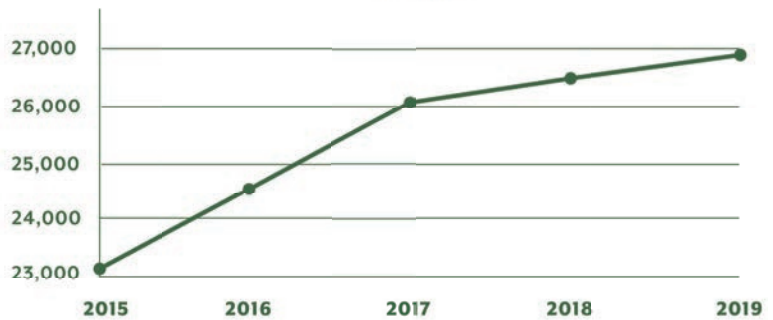
**20,726**

Treatment Visits  
Provided to **1,443**  
Clients through SANE  
Solutions

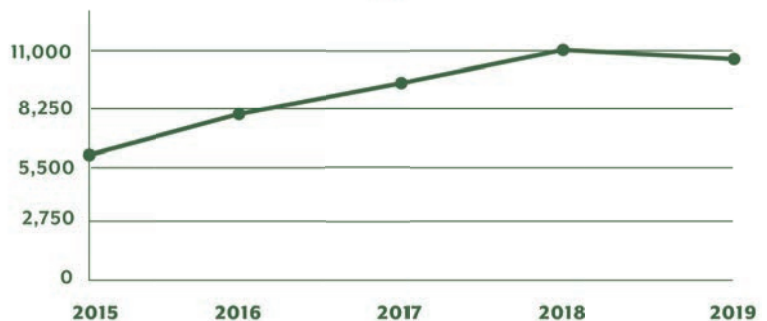
# Expanding Our Reach

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.

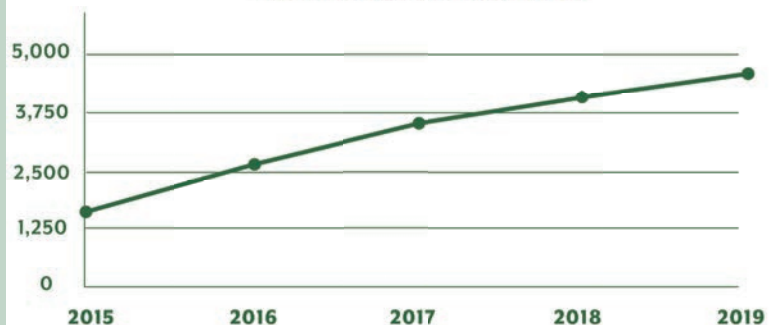
### Medical Patients Served



### Dental Patients Served



### Behavioral Health Patients Served



# 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  
Hawkins Companies  
Tim Heinze  
Anonymous  
Inflection Development  
LLC

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  
Kirkpartick  
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  
Shepherd 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  
Anonymous  
John and Betty Foster  
John and Jane Francis  
Anonymous  
William Freeman

Trent and Amy Galloway  
Gilbert and Delores  
Gillette  
Amanda Gleim  
Jack and Penny Harrison  
Katie Hart  
Ann Hegstrom  
Robert and Lois Hibbs  
Robert Howerzyl  
Rebecca Humphreys  
Idaho Primary Care  
Association  
Erik Johnson and Josie  
Fretwell  
Tami Joplin  
Bonnie and David Kerns  
Kayla and Adis Keserovic  
Susan and Monte Kiracofe  
Frederick Klein  
Charles Knox and Janet  
Meeks  
William Krick  
Rachel Krick  
Alfred and Deborah Kristal  
Scott and Stephanie  
Larrondo  
Jeff Larsen  
Gail LeBow  
Theodore and Jennifer  
LeBow  
Maria Lee  
Claudette Levesque  
Jasper and Deborah  
LiCalzi  
Matthew Lockwood  
Mullaney  
Erin Logan and Robert  
Smith  
Jack Lunsford  
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  
Alan and Susan Pritchett  
Richard and Georgiann  
Raimondi  
Alan and Deborah Raney  
Rebecca and Jeffrey Reed  
Dolores and Elton Reeves  
Aaron Reilly  
Tricia Reynolds  
Virginia Rivers  
Anonymous  
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

Snake River Winery  
Joseph and Jean  
Spinazola  
Anonymous  
Darlene Stattner  
Lisa and Philip Stevenson  
Denise Sukkar  
Steven Swihart  
The Pacific Co.

Ian Thomson and LaDonne  
Harris  
Annette Tierney  
Julie Triepke  
Anonymous  
Robert Unrau  
Darcy Wagner  
Gregg Wharry  
Dr. Ralene Wiberg

Julie Wilhelm  
Elizabeth Williams  
Jackie Yarborough  
Yoga for 12-Step Recovery

## Contributer up to \$99

Roger and Katie Aguilar  
Robert Anderson  
Rhonda and Eric Anderson  
Gabrielle Appiequist  
Travis Armstrong  
Michelle Arnett  
Kenrick and Melissa Barkell  
Susan and Christopher  
Baughn  
Michael and Sharon Bixby  
Jesus Blanco  
Jack Bonawitz  
Anonymous  
Anonymous  
Veronica Buxton  
Carol Casler  
Dallas Chase  
Judith Collins  
Anonymous  
Ellen Cooke  
Holly Dovel  
Heather Dunn  
Anonymous  
Anonymous  
Dr. Thomas and Dr. Maria  
Eschen  
Donald and Peggy Ferron  
Kelli Finn  
Anonymous  
Mark and Marijke Geston

Robi Gustafson  
William and Anke Hall  
Robert Hall  
Elmer and Mildred  
Hancock  
Harriet Hayes  
Angela Hernandez Harris  
Andrew Huang and  
Jennifer Dickey  
Kay Hummel and Jeffrey  
Fereday  
Anonymous  
Sara Johnston Allen  
Sherman and Jewell  
Kennedy  
Yvonne Ketchum Ward  
Tom McCabe and Susan  
Chaloupka  
Anonymous  
Helen Mclaughlin  
Cathe Miller  
Caroline Morris  
Cynthia Mueller  
Harold and Dorothy  
Nelson  
Anonymous  
Anonymous  
Barbara and James  
Olic-Hamilton  
Anonymous

Anonymous  
Ned and Nysa Parrish  
Anonymous  
Holly Porterfield  
Angela Powers  
Brooke Reche  
Henry and Susan Reents  
Anonymous  
Alan Rom  
Shannon Romero  
Kyle and Keila Rooks  
Lari Rump  
Howard and Connie Sattler  
Gardner and Jeannette  
Skinner  
Sara Stover  
Willard and Jeannie  
Swenson  
Don Telford  
Helen Torres  
Anonymous  
Robert Vestal and Jyl Hoyt  
Clinton and Tracy Warren  
Tami Watson  
Matt Wilkening  
Anonymous  
Anonymous



Terry Reilly Health Services  
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Nampa, Idaho 83687