CELEBRATING 45 years
Primary Care • Oral Health • Behavioral Health
Outreach Services • Allumbaugh House • SANE Solutions
“Bringing Health to our Communities”
Nampa • Boise • Homedale • Marsing • Melba • Caldwell • Middleton
1971/2016
2015 Annual Report
Fiscal Year: April 2015 - March 2016
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Dear Friends,

It has been a busy year at Terry Reilly, full of many positive changes as we position ourselves to remain successful in the health care environment. On the following pages, we are excited to highlight three current initiatives supporting our goal of providing affordable, high quality health care.

First, one of the challenges often faced by an organization is the expense of maintaining facilities. At Terry Reilly, we are additionally concerned about minimizing the cost of facilities improvements passed on to our patients through our fees for care. This past year, we were able to secure grant funding to build or renovate two new clinics and we closed on New Market Tax Credit financing which will result in the renovation of many of our current sites. These creative financing solutions are allowing us to address much needed capital improvements without increasing the cost of care for our patients.

Second, 2016 marks the 45-year anniversary for Terry Reilly Health Services. As we consider celebrations for this milestone, we are committed to creating a sustainable funding structure to support our financial viability. As a result, we are launching a Terry Reilly Foundation, creating a funding legacy for future generations.

Finally, we remain committed to advancing quality of care and health for our patients. We have launched a number of quality initiatives this past year. Most notably, several teams have been actively engaged in the Idaho Statewide Healthcare Innovation Plan (SHIP), piloting opportunities for us to enhance patient care.

As you read more about these initiatives, we hope they instill in you the same energy we are feeling about the possibilities in health care as we turn our sights to the coming year. Over 30,000 patients trust us with their health care each year. Each of these patients was able to access care because of our outstanding, compassionate staff. Together, with the support of our community partners and donors, we are improving health and quality of life within our community.

Thank you for taking the time to learn more about Terry Reilly.

Heidi Traylor
Chief Executive Director
About Terry Reilly

Who We Are
Terry Reilly is a private not-for-profit organization providing quality care to all, with discounted fees available, based on family size and income. Services are available in English and Spanish as well as other languages. Terry Reilly is committed to serving all people but specially populations facing barriers elsewhere, such as the uninsured, migrant and seasonal farmworkers and the homeless. Terry Reilly is governed by the communities it serves through a representative board of directors.

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.

2015 Board of Directors

Terry Reilly Health Services

Rogers Aguilar - Chairperson
Cindy Mueller - Vice Chairperson
Virginia Reyna-Walling - Secretary/Treasurer
Robyn Page - Past Chairperson
Rosie Delgadillo Reilly - Honorary Chair
Ben Chaney
Bob Pfifer
Chuck Knox

Terry Reilly Foundation

Chuck Knox - Chairperson
Chris Brazil - Secretary/Treasurer
Cindy Mueller
Freddy Real
Suzi Reed

Committee Membership

Executive
Rogers Aguilar
Cindy Mueller
Virginia Reyna-Walling
Robyn Page

Finance
Jeffrey Shinn
Ben Chaney
Erik Johnson
Rogers Aguilar
Freddy Real
Noelle Diederich

Quality
Dr James Dzur
Becky Reed
Bob Eldredge
Bob Pfifer
Jack Swaim
Michael Benedick, DDS
Mimi Cunningham
Valerie Steffen

Marketing & Community Awareness
Chuck Knox
Cindy Mueller
Susie Reed
Marianne Ware
Robert Tierney

Nominating
Rogers Delgadillo Reilly
Robyn Page
Virginia Reyna-Walling

Personnel
Robyn Page
Rogers Delgadillo Reilly
Virginia Reyna-Walling

If you are interested in participating on one of the above committees, please contact Heidi Traylor, CEO - hhart@trhs.org.
**Terry Reilly Revenues & Support - FYE 2016**

<table>
<thead>
<tr>
<th>Category</th>
<th>Revenue</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Services</td>
<td>$12,205,398</td>
<td>45.6%</td>
</tr>
<tr>
<td>Federal</td>
<td>$7,673,130</td>
<td>28.7%</td>
</tr>
<tr>
<td>In-Kind</td>
<td>$1,291,475</td>
<td>4.8%</td>
</tr>
<tr>
<td>Grants &amp; Contracts</td>
<td>$4,598,624</td>
<td>17.2%</td>
</tr>
<tr>
<td>Other Income</td>
<td>$808,003</td>
<td>3%</td>
</tr>
<tr>
<td>Donations</td>
<td>$186,675</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$26,763,305</td>
<td>100%</td>
</tr>
</tbody>
</table>

*Entire Corporation.

**Terry Reilly Expenses by Category - FYE 2016**

<table>
<thead>
<tr>
<th>Category</th>
<th>Expenses</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Services</td>
<td>$24,780,784</td>
<td>92.8%</td>
</tr>
<tr>
<td>Administration</td>
<td>$1,868,228</td>
<td>7%</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$58,209</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$26,707,221</td>
<td>100%</td>
</tr>
</tbody>
</table>

**Who do we Serve?**†

†Note: The following patient demographic information represents patient encounters through calendar year 2015 & excludes Allumbaugh House.

**Age (Years of Age)**

<table>
<thead>
<tr>
<th>Age</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-4</td>
<td>5</td>
</tr>
<tr>
<td>5-19</td>
<td>15</td>
</tr>
<tr>
<td>20-64</td>
<td>73</td>
</tr>
<tr>
<td>65+</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>73%</td>
</tr>
</tbody>
</table>

**Patient Race/Ethnicity**

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asian/Pacific Islander</td>
<td>3</td>
</tr>
<tr>
<td>Black &amp; American Indian</td>
<td>4</td>
</tr>
<tr>
<td>Caucasian</td>
<td>40</td>
</tr>
<tr>
<td>Hispanic (All races)</td>
<td>52</td>
</tr>
<tr>
<td>More than one race</td>
<td>1</td>
</tr>
<tr>
<td>Unknown</td>
<td>4</td>
</tr>
</tbody>
</table>

**Income as % of Poverty Level**

<table>
<thead>
<tr>
<th>Income Level</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>100% and below</td>
<td>58</td>
</tr>
<tr>
<td>101-150%</td>
<td>8</td>
</tr>
<tr>
<td>151-200%</td>
<td>6</td>
</tr>
<tr>
<td>Over 200%</td>
<td>4</td>
</tr>
<tr>
<td>Unknown</td>
<td>14</td>
</tr>
</tbody>
</table>
| **Total**            | 58%

**Insurance Coverage**

<table>
<thead>
<tr>
<th>Coverage</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Insured</td>
<td>58</td>
</tr>
<tr>
<td>Medicaid (Title XIX)</td>
<td>12.5</td>
</tr>
<tr>
<td>Medicare (Title XVIII)</td>
<td>8</td>
</tr>
<tr>
<td>Private Ins/Other</td>
<td>21.5</td>
</tr>
<tr>
<td>Public option</td>
<td>21.5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>58 %</td>
</tr>
</tbody>
</table>
2015 Highlights

- Provided $7,909,740 in sliding fee discounts.
- Provided $271,262 in services through Terry Reilly Zero Pay Fund.
- Provided comprehensive health care to 30,986 patients
  - 18,404 of which were uninsured.
- Delivered 16,749 dental visits to 7325 patients.
- Provided Prenatal Care to 737 women.
- Made quality behavioral health care affordable to 1,346 individuals.
- Provided care to 2,540 migrant or seasonal farm workers.
- Served 2,900 homeless adults and children through our clinics in Boise and Nampa.
- Provided 901 admissions for crisis mental health and detoxification services at Allumbaugh House.
- Provided 15,866 treatment visits to 1,178 clients through Terry Reilly SANE Solutions,
  including 2,750 treatment visits to offenders in prison.
- Opened the Nampa 1st Clinic a 30,600 sq. ft. medical facility located in downtown Nampa.
  - A state-of-the-art medical facility with a total of 36 exam and 12 treatment rooms.
  - Integrated services including medical, lab, pharmacy, x-ray, and behavioral health.
  - This new facility will allow a projected increase of nearly 10,000 new patients.

Ensuring Sustainability

In the midst of change and growth, it’s important to take pause to ensure the mission and values that started the Terry Reilly community clinic 45 years ago remain intact. At the very core of what Terry Reilly stands for is its un-wavering commitment to ensure that everyone in our communities have access to care.

In the work we do every day; from providing quality care to renovating new clinics – our patients and communities remain at the forefront. The creation of the Terry Reilly Foundation is intended to ensure this mission will be maintained for the next 45 years. Those of us fortunate enough to continue the legacy have entrusted the Terry Reilly Foundation to safeguard programs like the Zero Pay Fund and providing donors like you the peace of mind of knowing your gifts will be going to care for those most in need.

The mission that was instilled in the organization 45 years ago remains strong today. The work that was started by Terry Reilly and Dr. Bob LeBow continues in the hearts of our employees, our patients and in the creation of the Terry Reilly Foundation.

“It is time to put the patient first - not last - in the setting of priorities.”

Dr. Bob Lebow

Thank you for continuing to be part of our legacy in providing affordable, accessible care to everyone in our community.
The New Market Tax Credit

The Terry Reilly Foundation is an independent organization that was created to oversee and enhance fundraising activities in support of Terry Reilly Health Services. This year, the Foundation secured a New Market Tax Credit transaction that generated $1.131M for Terry Reilly Health Services to fund a number of capital improvement projects. These New Market Tax Credits are allocated by the United States Department of Treasury, wherein Terry Reilly Health Services sold tax credits to Capital One which created the funds for the capital improvement projects.

“This year, the Foundation secured a New Market Tax Credit transaction that generated $1.131M for Terry Reilly Health Services to fund a number of capital improvement projects”

Terry Reilly Health Services has used the New Market Tax Credit proceeds to invest in building improvements at the Nampa 16th, Caldwell Arlington, and Boise Latah locations. Other planned capital improvement projects will begin in the coming year at the Homedale, Boise 23rd, and Nampa 1st locations. Both Homedale and Nampa 1st projects will be focused on integrating oral health with medical and behavioral health services.

This funding allows us to advance the Patient Centered Medical Home model of care delivery to our patients. We are excited to further develop this model as we continue to care for the communities we serve.
In 2015 Terry Reilly and other health care providers throughout Idaho joined forces with the State as they implemented the State Healthcare Innovation Plan (SHIP). The State Healthcare Innovation Plan (SHIP) is a statewide plan to redesign our health care delivery system, evolving from a volume-driven, fee for service system to an outcome-based system that achieves the triple aim of improved health, improved health care and lower costs for all Idahoans.

Elements of the plan include:

- Strong Primary Care System
- Patient centered Medical Homes (PCMH)-foundational
- Medical Neighborhood
- Statewide Healthcare Alliance
- Regional Cooperatives (RC) support local primary care providers and medical neighborhood
- Health information is linked electronically by EHR and HIT
- Data Analytics
- Payment Systems Aligned
- Patient Engagement and Accountability

So, what does this mean for Terry Reilly and the patients and communities we serve? First, this means we are funded for technical assistance to further our development of the Patient Centered Medical Home (PCMH) model of care. Four of our clinics were selected in the first round of statewide implementation -- Boise 23rd, Nampa 1st, Homedale and Marsing. When we looked high level at practice development opportunities across Terry Reilly, we identified three PCMH areas we felt could benefit from targeted activities through the SHIP initiative as a means of continuing our practice evolution. Within each of the three areas, we believe we can address the individual nuances of the four practice sites, while also furthering the transformation of the non-SHIP practice sites.

We anticipate that the work will continue for the next three years and will provide the means to increase patient, community and staff satisfaction.
We thank each and every one of you for your commitment to make affordable, comprehensive health care available to everyone in the Treasure Valley.

Note: Grants or gifts to Allumbaugh House are not included. Please see page 5 for federal funding and other public revenue.

**Benefactor ($25,000 & Beyond)**
Fred Alleman
United Way

**Patron ($10,00-$24,999)**
Camille Beckman
Pacific Source
Sisters of Mercy West Midwest
Susan G Komen
The Julius C. Jeker Foundation, Inc.

**Leader ($5,000 - $9,999)**
Four J Foundation
Larry & Dee Mendenhall
Richard & Clío Thorpe
St. Luke’s
Susan & Terry Copple

**Partner ($2,500 - $4,999)**
Caleb & Christi Chung
Cydney Weiland & Robert Smith
Karen & John East
Kissler Family Foundation
Mary Jo Nyblad
Rachel Aavang & Vassil Antonov
St Alphonsus
Wells Fargo

**Founder ($1,000 - $2,499)**
Anthony S. Rerecich
Charles & Camille Tillinghast
Chris Brazil
Clark & Sydneey Fidler
Diagnostic Pathology Service
Dr. Elizabeth M. Foster
Ed & Judy Torgerson
Gail LeBow
Idaho Urologic Institute
Idaho Womens Charitable Foundation
Janet Christensen
Jerry Gomez
Marshall Priest
Michael Mallea and Kim Lynch
Norm & Ellen Batt
Philip Batt
Rebecca & Jeffrey Reed
Robert & Kendall Tierney
Sharon Delahunt
Susan & Bruce Bistline
Tamra Fife & Georgina Brown
Tracy J. Herzog
Sage Health Care
Simplot
Zions Bank

**Advocate ($500 - $999)**
Alan & Kathleen Malone
Andrea Pettitt
Anke & Bill Hall
Bonnie Thorpe
Charles Knox & Janet Meeks
Chuck & Diane Robertson
Cindy Miller
Cindy Mueller & Michael Cohen
Dave & Patti Lachiondo
Dr. & Mrs. George Fortier
Dr. Bill Laininen
Dr. Ernest and Samantha Meshack-Hart
Dr. Magni Hamso
Fritz Dickey
Gilbert & Delores Gillette
Helen & Scott Carter
James & Judith Dzur
Jane & Ken Dunbar
Jeff & Theresa Shinn
Jeff Larsen & Tracy Sauerwein
Joanne Springer
Kim Beswick
Kirby & Cheryl Vickers
Marilyn Shuler
Mary York
Mike & Stephany Smith
Phil & Pam Peterson
Renee Ryder, FNP
Suzi Boyle, Mortgage Originator

**Contributor (Up to $499)**
A. Marie Osborn
A. Richard Grant
Abbe Escoff Zimmerman
Al and Deborah Kristal
Alan & Deborah Raney
Alan & Susan Pritchett
Alan Rom
Alan S. Dornfest
Albert Gabiola
Alex Cameron
Alice Hennessey
Alison & Gregg Servhecy
Allen Neel
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Anita Connor
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Anna Levorsen
Anne Moe
Anne Spencer
Annette & Hanson
Ashley Freeman
Barbara Casto
Barbara Keele
Barbara Korn
Barry & Maria Stern
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Bethany Gadzinski
Betty & John Foster
Betty Mae Ridley
Beverly Thompson
Bill Freeman
Bob Parrish
Bobbì Saccaman
Bonaly-Alethe Munson
Bonnie Todeschi
Brad Little
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Bruce & Victoria Thomas
Bruce Brocke
Bryan & Wanda Jennings
C. Scott Smith & Cathy Sandstrom
Carmen Weyland
Carol Bearce
Carol Casler
Caroline Morris
Carolyn Kifer
Carolyn Thornton
Catherine Rutherford
Catherine Shalz
Catherine Thornton
Cathryn Downs
Charles & Margaret Lauterbach
Charles & Molly Schneider
Charles & Sonia Mastache
Our Supporters (cont.)

Community members of all ages showed support for our mission during Idaho Gives.

Charles & Tiffany Albanese
Charles Trainor
Chris & Mike O’Brien
Chris & Sue Baughn
Chris & Tani Nelson
Chris Scripture & Bill Wallace
Cindy Esposito
Claudette Levesque
Claudia Holder
Clinton Warren
Connie M. Thorngren
Cynthia Gearhard
Dallas Chase
Darrel Perry
David & Bonnie Kerns
David & Nancy Shaw
David & Theresa Wilson
David Meyer & Jill Galanter
David Reese & Ellen Peach
David Smart Nuens
Debora Breelove
Del & Susan Dickerson
Dennis & Sandra Magette
Diana Lachiondo
Diana Oehlke
Diane McConnaughey
Diane Ronayne
Dick & Susan Gardner
Dolores & Elton Reeves
Don & Mary Hobson
Donald Burwell & Vicki Matthews-Burwell
Donald Wisdom & Donna Brown Wisdom
Dora Nash
Doreen Warren & Shad Priest
Dorothy Marcoux
Dorothy Martindale
Dorthy Simmons
Dr. Alicia Suski
Dr. Carolyn Rees
Dr. Harold L. Piel
Dr. Kevin Shea & Dr. Ilana Shumsky
Dr. Pat Kissell
Dr. Patricia Buersmeyer
Dr. Rodney H. Miller
Drs. Stephen Montamat & Rosa Terrazas-Montamat
Ed Castledine
Eda and Dean Nelson
Edith Rosell
Elaine & James Long
Elaine & Steve Konig
Elaine Swatsenbarg
Elidon & Colette Crockett
Elizabeth & Jeffery Collier
Ellen Peach & David Reese
Elmer & Mildred Hancock
Elvin & Lavena Farris
Emil & Jane Mozolak
Errol Jones & Susan Rainey
Esthelle Aldridge
Eva & James Yost
Faye Torrey
Frank & Bonnie Gallant
Frank Sesek & Anne Flickinger
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Fritz & Janet Ward
G. W. (Bill) Tonkin
Gabrielle Renwick
Gary & Corrine Gear
Gary & Dorothy Shue
Gaye & Donald Shaff
Gayle Moore
Gayle Thewless
Giles Maloof
Gregory & Valerie Dawsoniz
Helena & Andy Lermer
Harmon & Janice Avera
Harold & Dorothy Nelson
Harvey & Patricia Babendure
Heather Scott
Heidi & John Traylor
Heidi M. Cunningham
Helen Lojek
Helen McLaughlin
Helen Torres
Henry & Susan Reents
Ian Thomson & LaDonne Harris
Jack & Penny Harrison
Jack Swaim & Beth Landis
James Glendinning
James P & Cheryl L Newmark
Jared Haskett and Eduardo Mendez
Jean & Joe Spinazola
Jean Cardeno
Jeanette Wilson
Jeanet Roses
Jeanette Bowman & John Barnet
Jeff Fereday & Kay Hummel
Jeff Lareau
Jeffrey & Kathie Noble
Jerome Waters
Jerry & Laurene Stanford
Jill AnnieMargaret
Jim & Cyndi Scott
Jim & Phyllis Alter
Jiri & Margaret Pacold
Joe & Harriet Benner
Joe & Jessie Rasgorshek
John & Beverly Jensen
John & Jane Francis
John Kopplin
Joie Burns
Joseph & Janet Beisovec
Joyce & E.V. Whyte
Judith & Wallace Cahoon
Judy & Bill Karst
Judy Collins
Judy Wong
Kalin Dishion
Kara & Steven Nadeau
Karen Bernard Martz
Karlin & Thomas Coolidge
Kathleen & Stephen Leonardo
Kathleen Bedis
Kathleen Hodges
Kathleen Magee
Kathleen Yochum & Stephen Cox
Kathy & Kelly Hurley
Kay Norris
Kaydence Rooks
Kelly Olson
Kendal & Donna Meier
Kenneth & Janet Sherman II
Kenneth & Linda Winer
Kenneth E. Johnson
Kevin Craig
Kevin P. & Pamela P. Storms
Korene Mayo
L H & B R Williams
Larry & LaDawn Kidd
Laura Tirrell
Laurie and Craig McAllister
Lee Flinn
Lee Kornfield
Lee McGlinsky
Leslie & Neil Thorne
Lila Beeson
Lila Reik
Linda Chelette
Linda Fuller
Linda Hamilton
Linda Henrikson
Linden Boice
Lois Colter
Lou & Susan Aldecoa
Louis & Valerie Vogel
Louise Ludake
Lyle & Vivian Stockinger
Lynda Clark
Mahlon & Annette Park
Marcia Bondy
Marian Niece
Marilyn Carmen
Marjorie Ewing
Mark & Jody Meier
Mark & Marijke Geston
Mark Gabus
Mary & Joseph Henscheid
Mary Ballantyne
Mary Brown
Mary Jane Roberts
Mary Lee Wood
Mary Owen & Norm Weinstein
Melissa Mezo
Michael & Beth Collette
Michael & Sharon Bixby
Michael McClay
Mike & Karen Wetherell
Mike & Kathy Carney
Mike & Vicky Loering
Miriam Adams
Monte & Susan Kiracofe
Moscelene Sunderland
Mr. & Mrs. Bob Reid
Mr. and Mrs. Charles F. Hummel
Mr. and Mrs. Frank Bowles
Terry Reilly Health Services cared for over 30,000 patients in the Treasure Valley providing Medical, Dental, and Behavioral Health services. Each of these patients has a story, and many would not have been able to get the help needed without the quality care that is offered by the staff at Terry Reilly. When Dot first walked through the clinic doors, she was unsure of what a community health center could offer. Her skepticism is common when first putting one’s trust and health into the hands of a stranger. Years later, Dot shares her story of the care she has received, the comfort she has experienced, and the strangers who have become trusted friends.

“Terry Reilly is health care for everyone. It doesn’t matter if you are young, old, rich, or poor. The care you get is hands down the best.” - Dot

Dot describes the care that Terry Reilly has provided her as phenomenal. It has made a change in not only her health, but in her day to day quality of life. She has expressed that she feels safe, comforted, and confident that she is in good hands every time she visits.

Dot is just one of many patients that trust Terry Reilly with their health care needs.
Terry Reilly Health Services does not discriminate in its services, treatment, program, activities or employment regardless of race, color, religion, national origin, age, physical or mental disability, veteran status, or sex, including gender identity and sexual orientation.