

ANNUAL REPORT TO STAKEHOLDERS

Fiscal Year April 2016 – March 2017

2016



**TERRY
REILLY**

Your Health. Our Mission.



TABLE OF CONTENTS

- **LETTER FROM OUR CEO**, *page 3*
- **WHO WE SERVE**, *page 4*
- **WHO WE ARE**, *page 6*
- **URGENT CARE**, *page 7*
- **DENTAL EXPANSION & M.A.T. PROGRAM**, *page 8*
- **BOARD MEMBERS**, *page 9*
- **2016 BY THE NUMBERS**, *page 10*
- **OUR SUPPORTERS**, *page 12*
- **OUR SERVICES & LOCATIONS**, *page 15*



LETTER FROM HEIDI HART, Terry Reilly Health Services Chief Executive Officer

Dear Friends,

It's hard to believe another year has passed. As it comes to a close, I want to express my deepest gratitude to all those who are helping Terry Reilly reach our vision of building healthy, thriving communities.

We are pleased to share this report and you will notice we have much to celebrate. During the past year our patient population grew to more than 32,500 individuals. The Nampa 1st clinic is now offering dental services, and our Medication Assisted Treatment (MAT) program is working to help individuals stay in treatment and overcome opioid addictions. Additionally, Health Resources and Services Administration (HRSA), a federal agency of the Department for Health and Human Services, recognized Terry Reilly among the top community health centers across the nation for offering the highest quality care.



A challenge facing every health care organization in the nation is the ever-changing landscape of the health care system, leaving some to wonder if they will be able to offer vital services to those who need it most. Despite this uncertainty, one thing does not change: Terry Reilly remains dedicated to providing affordable, quality care to everyone in our community – our mission since 1971.

Thank you for your continued support. Together we will improve the health and quality of life of our neighbors across the Treasure Valley.

Sincerely,

A handwritten signature in black ink that reads "Heidi Hart". The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Heidi Hart, CEO

WHO WE SERVE

Our integrated health care teams offer compassionate and comprehensive services to a diverse patient population. With locations in both urban and rural communities, we are committed to ensuring that no person or health issue goes unnoticed. Access to quality affordable health care allows us to live in a healthy, thriving community.



I Choose Terry Reilly Because...

They care for me
and know me personally.
~ Jenny



They helped me in my
greatest time of need.
~Scott



My ability to pay for services helps them serve the entire community.
~ Morgan

The staff spent time with me and cared for how I was feeling. The extra time they spent and attention they gave saved my life.
~Beto



The staff took me from ground zero to big hero.
~ Shawna



WHO WE ARE

From the beginning, Terry Reilly Health Services has focused on providing high quality health care at a cost that is affordable to every family in the Treasure Valley. As a community health center, we reside in locations throughout Ada, Canyon and Owyhee counties. We believe in a healthcare system that provides care for the whole person, which is why Terry Reilly operates clinics with integrated medical, dental and behavioral health providers working together to meet the comprehensive health needs of our patients.

As an organization, we know that health care is not always affordable. We have made it our mission to manage the cost of care for individuals and families throughout our communities to ensure access to health care regardless of income or insurance status.

What started as a response to an unmet need found in a small group of children in Nampa, has grown today into a fully integrated health care system providing comprehensive services to more than 32,500 persons annually.

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.

URGENT CARE

Introducing Larry Vanty, Terry Reilly's Urgent Care Provider in Boise

To increase accessibility to health care for urgent health care needs, Terry Reilly opened a second urgent care clinic at its Boise 23rd location. This new access point expands urgent care clinic operations from Canyon to Ada County. Terry Reilly's urgent care offers convenient walk-in medical services with medical providers who are available to treat a variety of non-life-threatening illnesses or injuries that need immediate attention.



Meet Larry Vanty, Urgent Care Physician Assistant at the Boise 23rd clinic since the spring of 2016. Larry provides primary care addressing urgent care complaints such as cold/flu, strains and sprains, and other non-life threatening injuries and illnesses. He also brings a background and training in emergency medicine, working 20 years as a paramedic before spending five years working in the emergency room at several area hospitals.

Larry, and our other urgent care providers, help our patients get the right care when they need it most, providing an alternative way to access health care for urgent care needs.



DENTAL EXPANSION

Nampa 1st Now Offering Dental Services

In early 2016, we expanded our Nampa 1st clinic location to include dental services with funding from a Health and Human Services Administration (HRSA) grant. The expansion integrated the existing medical and behavioral health services to include the addition of a dentist and dental hygienist. Dental providers at the Nampa clinic offer a wide variety of services including exams, cleanings, fillings, extractions, crowns, bridges and root canals.



LeeAnn Kehr, RDH and Monica Santos, DA

The existing Nampa 1st clinic opened in June of 2015, and has expanded access to medical and behavioral health care to the Nampa community. Terry Reilly patients can now obtain dental services as part of the expansion.

MEDICATION ASSISTED TREATMENT PROGRAM

Substance use disorders are chronic diseases in which individuals become dependent on a drug, such as tobacco, alcohol, methamphetamines or opioids. Individuals with substance use disorders often crave the substance and feel ill when they do not have it. Those who are dependent will often go to great lengths to obtain the substance, regardless of the potential consequences.

There is a long history of using medicine to treat substance use disorders. Medications such as methadone and Buprenorphine/Naloxone (Suboxone, Zubsolv or Bunavail) have been used to treat withdrawal symptoms and cravings making it easier and safer for individuals struggling with opioid addictions to stay in treatment and get better. As part of our Medication-Assisted Treatment (MAT) Program, Terry Reilly can now prescribe Buprenorphine/Naloxone for individuals who struggle with opioid dependence. Medications, together with behavioral interventions, can help someone gain control over their addiction to heroin or opioids.

TERRY REILLY

BOARD OF DIRECTORS 2016

Cindy Mueller, Chairperson

Erik Johnson, Vice Chairperson

Rosie Delgadillo-Reilly,

Secretary/Treasurer

Roger Aguilar, Past Chairperson

Michael Benedict, DDS

Ben Chaney

Jeff Shinn

Richard Thorpe

Virginia Reyna Walling

Charlotte Villarreal-Natale

James R. Dzur, MD

Chuck Knox

Robyn Page

Belia Paz

Bob Pfifer

Freddy Real

TERRY REILLY FOUNDATION

BOARD OF DIRECTORS

Chuck Knox, Chairperson

Suzi Reed

Chris Brazil, Secretary/Treasurer

Jeff Shinn

Cindy Mueller

TERRY 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

Andrew Baron, M.D..... Chief Medical Officer

Ernest Meshack-Hart, D.D.S, F.A.G.D..... Dental Director

Melissa Mezo, L.C.S.W..... Behavioral Health Director

Cindy Miller, RN..... Allumbaugh House Program Director

Don Morrison, RN..... Director of Nursing

Jeff Larsen, M.B.A..... Director of Business Management

Dorothy Simmons..... Director of Clinical Operations

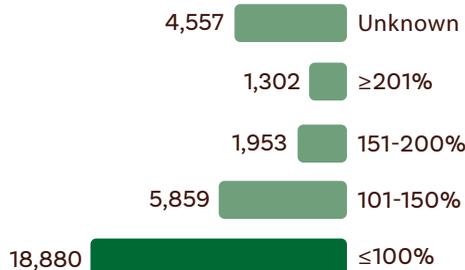
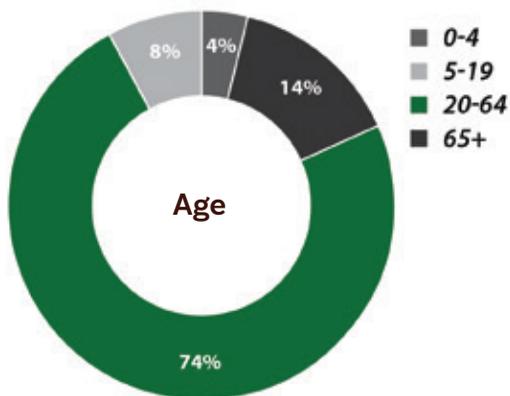
Bethany Gadzinski Director of Quality Improvement

Dan Shadix..... Director of Information Technology

2016 BY THE NUMBERS

Who We Served, FYE 2016

Note: The following patient demographic information represents patient encounters through calendar year 2016 & excludes Allumbaugh House.



Number of patients by percentage of the federal poverty level

A family of four living at 100% of the federal poverty level has an annual income under \$23,500

Percent of patient population by insurance coverage



This year we:

- ✓ Provided **\$8,777,541** in Sliding Fee Discounts
- ✓ Provided **\$139,347** in services through Terry Reilly's Zero Pay Fund
- ✓ Provided comprehensive health care to **32,552** patients, **18,184** of who were uninsured
- ✓ Delivered **22,863** dental visits to **8,741** patients
- ✓ Provided Prenatal Care to **778** women
- ✓ Made quality behavioral health care affordable to **4,238** individuals
- ✓ Provided care to **2,666** migrant or seasonal farm workers
- ✓ Served **2,199** homeless adults and children through our clinics in Boise and Nampa
- ✓ Provided **965** admissions for crisis mental health & detoxification services at Allumbaugh House
- ✓ Provided **16,250** treatment visits to **1,171** clients through Terry Reilly SANE Solutions

Programmatic Revenue, FYE 2016*



Expenses by Category, FYE 2016*



*Note: These numbers represent Terry Reilly's Programmatic Support



2016 CALENDAR YEAR DONATIONS

To our partners, donors, advocates and volunteers, we extend our heartfelt thanks. Your compassion, generosity and dedication to our mission is what gives us the ability to do our work every day. Thank you.



Tami Fife,
Chief Operating Officer

Benefactor (\$5000+)

United Way of Treasure Valley
Susan G. Komen
Eugene Lewis
Camille Beckman Foundation
The Julius C. Jeker Foundation, Inc.
Tate Family Charitable Trust
Lions Club 39W
Richard and Clio Thorpe
Susan and Terry Copple
Larry and Dee Mendenhall

Patron (\$2500-\$4999)

Caleb and Christi Chung
Wells Fargo Foundation
Hay Family Fund in the
Idaho Community Foundation
IDACORP Employees'
Community Service Fund
Rachel Aavong and Vassil Antonov
Mary Jo Nyblad
Clark and Sydney Fidler
Simplot
Saint Alphonsus Health System
St. Luke's Health Foundation

Leader (\$1000-\$2499)

Tami Fife & Georgina Brown
Roberto and Molly Negron
Sage Health Care, PLLC
Anthony Rerecich
Packaging Corporation of America
Dr. Elizabeth Foster
Cydney Weiland
Dr. Charles Novak
Maria Lee

Robert Tierney
Ron Herzog
Charles Knox
Diane Schwarz
Heidi Hart
Rebecca Reed
Charles Tillinghast
Johanna Jensen
Edward Torgerson
Dr. Magni Hamso
Dr. Andrew Baron
Kim Beswick
Joanne Springer
Greg Satz
PacificSource Health Plans
David Christensen
The Jean (Wareagle) Sullivan
Foundation
Chris Brazil
Clyde Brinegar
Thorne Printing

Partner (\$500-\$999)

Norman East
Errol Jones
Tierney Consulting, Inc.
Dr. James Dzur
Cynthia Gearhard
Marilyn Shuler
Adrian Jaggi
Pamela Bernard
Alan Malone
Pam Eldredge
Jane Dunbar
Dr. Vake Kantayya
Barton Hill



*Guests, who also receive care at
Terry Reilly, at the 2016 Gala*

Sharon Delahunt
Steve Burns
Nora Carpenter
Gary Wyke
Gilbert Gillette
Martin Thorne
Dr. Maria Martinez
Ann Sandven
Philip Batt
James Glendinning
Dr. Ernest Meshack-Hart
Kirby Vickers
Steven Hoag
Vick Garabedian
Gregory Dawidczik
David Goss
Anna Levorsen
Steven Sedlacek
Mary York
Bonnie Thorpe

Founder (\$100-\$499)

Cindy Miller
Joseph Bejsovec
Mark Kirkpatrick
Carl Rowe
Exchange Club of Nampa
Josh Bishop
James Scott
Richard Raimondi
Kendal Meier
Roger Aguilar
Stephen Shallberg
Patricia Letelier
Dr. Jon Kriz
Korene Mayo
Corrie Clark
Wyatt Shroeder
Bill Clayton
Lee Flinn
Mary Reiman
Edith Welty
Heidi Cunningham
Britney Journee
Helen Carter
Cynthia Mueller
Dolores Reeves
Rick Youngblood
United Way of Northern Utah
Virginia Rivers
Elaine Swatsenbarg
Rosie Delgadillo Reilly
Jeannette Bowman
Robert Cooper
Teresa Schwisow
Susan Kiracofe
John Kopplin
Joseph Rasgorshek
Willard Swenson
Linden Boice
Alan Raney
Sarah Toevs
Joseph Henscheid
Chris Veloz
John Francis
Kathleen Hodges
Doreen Warren
Judy Wong
Trent and Amy Galloway
Celeste Keller
Annette Tierney
Rich Lareau
Idaho Spine and Sports
Physical Therapy
R. Adams
Heather Scott
Marcia Bondy

Gail LeBow
Thomas Corbin
David Barber
Robert Spencer
Patricia Nakaoki
Claudette Levesque
William Dryden
Darlene Stattner
Power Engineers, Inc.
Emmy Weathers
Locust Grove Womens
Health
Moscelene Sunderland
Travis Armstrong
Patricia Young
Allen Neel
Kenneth Sherman
Kenneth Viste
Charles Lauterbach
Judith Collins
David Shaw
Thomas Frey
Kay Norris
Naomi Frye
Andrew Lermer
Karen Martz
Michael McClay
Wallace Smith
Donald Lytle
Judith Gaarder
Rodney Miller
Christine Hatab
William Wallace
Lois Coulter
Catherine Shalz
Mary Kimmel
Frederick Klein
Giles Maloof
Pat Kane
Charles Schneider
Lynda Clark
Christopher Smith
Karlín Coolidge
Jasper LiCalzi
Harvey Babendure
Carolyn Rees
Ilana Shumsky
Carol Bearce
William Karst
Mary Ballantyne
Robert Olson
JGT Architecture
Perkins Insurance
Agency, Inc.
William Freeman
Frank Bowles



*Kenton Lee & Gail LeBow
at the 2016 Gala*

Alex Cameron
Kenton Lee
Mossman Law Office, LLP
Robert Unrau
William Schroeder
Elvin Farris
Brian Liming
Elaine Long
Alan Pritchett
Anne Spencer
Dwayne Wolf
Virginia Sims
Louise Laduke
Gary Smith
David Wilson
Mark Gabus
Nancy Ives
Peggy Campbell
Donald Wisdom
G.W. Tonkin
Joseph Spinazola
Ole Bergset
Leslie Thorne
Ray Corbin
Linda Fuller
Brandon Rountree
Justin Woodland
Jeremy Fender
Jeff Cilek
Chrissy Zimmerman
Alex Sloan
Dot Belveal
Susan Chaloupka
Carol Brassey
Lois Hatten

Contributor (Up to \$99)

Barbara Casto
Dorothy Marcoux
Thomas Eschen
Richard Brodsky
Susan Baughn

Lynn Lupo
Orville Boone
Lawrence Kidd
Beverly Thompson
Debora Breedlove
Linda Henrikson
Kenneth Winer
Kathleen Yochum
Helen Torres
Gardner Skinner
Susan Pohl
Vena Kober
Kelly Olson
Eldon Crockett
Helen Fisher
Mike Wetherell
Dallas Chase
Richard Gardner
Gayle Moore
Stanley Gibson
Virginia Gillerman
Howard Sattler
Annabeth Elliott
Beverly Fritchman
Diane McConaughy

Connie Thorngren
Joseph Muha
Kathleen Magee
John Foster
Richard Winder
Robert Hibbs
Walt Miller
Kara Nadeau
Linda Chelette
Linda Skoro
Joy Buersmeyer
Joyce Gillmore
Helen McLaughlin
Charles Albanese
Sue Uranga
Donald Burwell
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Hewlett Packard Company
Foundation
Renee Palmer
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Francis Gallant
Lewis Williams
Barbara Olic-Hamilton
Holly Waite

John Wonderly
Miriam Adams
Harriet Hayes
Mark Meier
Joanne Campbell
Gail Chaloupka
Rachel Parke
Dora Arnold
Robert Anderson
Michael Bixby
Jiri Pacold
John Jensen
Gayle Thowless
Jose Aldecoa
Robert Withrow
Carol Casler
Steven Messinger
Segundo Araujo
Joyce Reid
Artylee Turnbull
Dave Hagen
Elmer Hancock
Sherman Kennedy
Gary Gear
Fred Meyer

TERRY REILLY GALA



*Dr. Charlie and Stacey Novak, with
Cindy Miller enjoying the 2016 Gala*

The 2016 Gala was an incredible success thanks to our sponsors, donors and all of the community members who continue to support the mission of Terry Reilly. We had a record turnout with over 180 in attendance to hear from dedicated staff who shared insights into how your support changes the lives of our patients. Thanks to your generous giving, this past year brought in the highest dollar amount in the Gala's history.

Thank you to our sponsors who helped to make this event a huge success:

Auction Frogs, Drive Payments, J.R. Simplot Company, Koenig Vineyards, Pacific Source Health Plans, Sage Health Care, Saint Alphonsus Health Systems, Snake River Winery, Sockeye Brewing, St. Luke's Health System and Thorne Printing.

OUR SERVICES



Medical

Our medical team offers personalized, convenient, and affordable patient-centered health care to everyone.



Dental

Our dental care professionals offer a wide range of oral health services at clinic locations across the Treasure Valley.



Behavioral Health

Our behavioral health services foster strong, healthy individuals and families through evidence-based programs.



Urgent Care

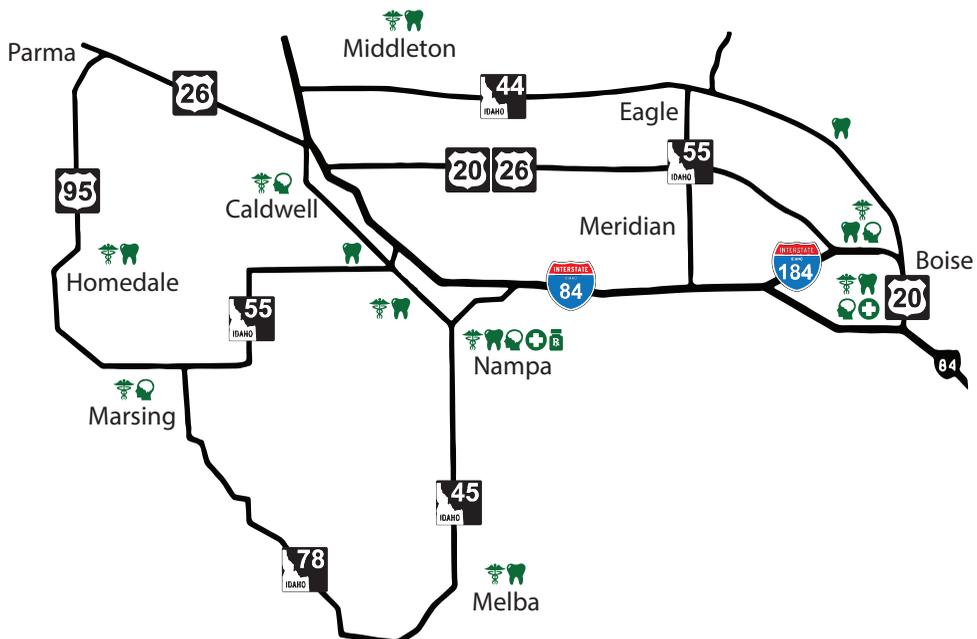
Our convenient walk-in medical services are available to provide the right care when you need it most.



Pharmacy

Our pharmacy is dedicated to providing all patients with prompt and attentive service while offering access to low-cost medications.

OUR LOCATIONS





**TERRY
REILLY**

Your Health. Our Mission.