

40th Anniversary

1971–2011



Growing Together

Annual Report 2011

Fiscal Year: April 2011 – March 2012

Who We Are

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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 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 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 especially populations facing barriers elsewhere, such as the uninsured, migrant and seasonal farm workers, and the homeless. Terry Reilly is governed by the communities it serves through a representative board of directors.

Annual Report Acknowledgments Our special thanks to volunteer Georgette Hardin for taking many of the photos used in this report.

Terry Reilly Highlights

For Calendar Year 2011:

- Gave \$ 5,965,091 in sliding fee discounts to our patients, an integral part of making primary medical, dental, and mental health care affordable and accessible.
- Provided quality primary health care to 29,900 persons, 65% of whom lacked health insurance.
- Served 1,829 homeless adults and children through our clinics in Nampa and Boise.
- Provided care to 3,107 migrant or seasonal farm worker children or adults.
- Delivered 17,693 comprehensive dental visits to 8,081 adults and children.
- Made quality mental health care affordable to 2,728 persons, with services available for the first time in Middleton starting December 2011.
- Provided 21,420 treatment visits to 1,550 victims of sexual or physical abuse and offenders through Terry Reilly SANE Solutions. Provided 2,300 group treatment visits to offenders in prison.
- Provided 1,225 admissions for crisis mental health and detoxification services at Allumbaugh House.

For Fiscal Year End 2012 (April 1, 2011 – March 31, 2012):

- Celebrated four decades of service with a community dinner in May 2011, an employee picnic in September, and a new poster designed by Terry Reilly employee Lupita Benitez.
- Awarded the 2011 Bob LeBow Community Health Award to Rosie Delgadillo Reilly for supporting the Terry Reilly mission for over 40 years, as well as her career in mental health counseling and education.
- Helped 1,222 of our neediest patients access primary medical, dental, mental, and pharmacy services through financial assistance from the Terry Reilly Zero Pay Fund.
- Moved the Terry Reilly Boise medical practice in July to a new, larger site on 300 S. 23rd St., with enough space to serve the broader population, homeless and non-homeless alike. Provided over 9,000 visits during the fiscal year, compared to 6,300 the previous fiscal year, a 43% increase.
- Opened a new site in Middleton, with medical and mental health services beginning in December and dental opening the end of February.
- Terry Reilly Dental was chosen to be one of four community health clinics in Idaho to participate in the DentaQuest Foundation grant to the Idaho Oral Health Alliance to integrate oral health into the patient centered medical home.



Terry Reilly "alums" at 40th anniversary dinner



Terry Reilly – Middleton ribbon cutting

- Dental Director Dr. Dan Watt was one of the co-authors of the chapter on quality in the recently published Operations Manual for Health Center Oral Health Programs by the National Network for Oral Health Access.
- In February, Terry Reilly Medical began a partnership with the University of Washington Boise Internal Medicine Residency. The result is Internal Medicine residents and faculty provide a weekly internal medicine consult clinic for Terry Reilly patients, while creating a new training experience for internal medicine residents.

Board of Directors 2011

Board of Directors



*Mike Duggan
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*Erik Johnson
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*Diane Markus
Secretary-Treasurer*



*Rosie Delgadillo Reilly
MEd, LCPC, Past Chairperson*



Roger Aguilar



Helen Carter



Lannie Checketts



Robyn Page



Virginia Reyna-Walling



Valerie Steffen, Ph.D.

*Not Pictured:
James Dzur, MD
Ramon Martinez*

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.

Board Committees

Finance: Roger Aguilar, Sr. Maura Clark, Dr. Fred Helpenstell, Erik Johnson, Earl McEwen, CPA

Foundation: Helen Carter, Fritz Dickey, Georgette Hardin, Susie Reed, Marianne Ware

Marketing: Helen Carter, Patrice Davies, Cindy Mueller, Jenny Silverthorne

Nominating: Diane Markus, Rosie Delgadillo Reilly

Personnel: Mike Duggan, Denise Kohtz, Robyn Page, Rosie Delgadillo Reilly

Quality: Valerie Steffen, Jack Swaim

New members welcome: If you are interested in participating on one of the above committees, please contact Executive Director Timothy Brown, tbrown@trhs.org.

From the Top

Dear Friends:

This past year marked our 40th anniversary – a year filled with celebration and achievement. Our outstanding team continues to make major strides in the quality of care we deliver to our 30,000 patients. We have been actively engaged in both local and national initiatives aimed at changing the way health care is delivered. This report explains a few of those changes, including our work with the patient centered medical home, our efforts to improve the integration of medical care and dental care, and our work in establishing quality indicators within behavioral health.

One of our major achievements over the past year is the completion of our new Terry Reilly Medical & Mental Health facility in Boise. This project has been a long-held dream for our organization. The newly remodeled building includes some of latest concepts in medical office layout with the intention of promoting team work to enhance patient care coordination. The facility's construction was largely funded through a grant from the American Recovery and Reinvestment Act. This larger facility has allowed us to expand the patient population served in Ada County. Previously our medical clinic in Boise only provided care to individuals who were homeless, recently homeless, or had insurance coverage. The new site allows us to provide care to anyone seeking services, as well as offering sliding fee discounts to qualifying patients. The facility is also large enough that we have been able to partner with the University of Washington, Boise Internal Medicine Residency program. This partnership is providing our patients with access to needed internal medicine consultations, while providing a valuable training experience to medical residents.

As we have noted in previous years, while these celebrations and achievements are an important part of our work, it is the day to day interactions that our dedicated staff and volunteers undertake that is life changing and life preserving. Every day, hundreds of individuals are impacted by the important work undertaken by our highly-skilled team. If it were not for their individual efforts, you would not be able to read about their collective results within this report.

Sincerely,



Michael E. Duggan
Chairperson, Board of Directors



Timothy J. Brown
Executive Director

Quality – Not Just a Buzz Word at Terry Reilly

Walk through any Terry Reilly medical clinic and you will see at least one wall with multi-color graphs with headings like Childhood Immunizations or Mammograms.

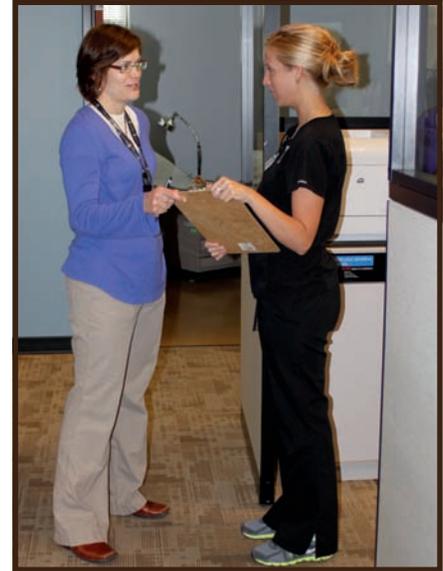
Walk out after having seen your own primary care provider (PCP) and you'll be handed an after visit summary printed from your electronic health record, reminding you of the goals you set together with your PCP to keep you as healthy as possible.

These are just a few of the signs that we are taking quality seriously here.

Quality is one of eight core concepts of the Patient Centered Medical Home (PCMH), a medical practice model that Terry Reilly began implementing over three years ago. Those concepts include:

- Engaged leadership
- Quality improvement strategy
- Care coordination
- Empanelment
- Organized, evidence-based care
- Team-based care
- Enhanced access
- Patient-centered interaction

We are now in the fourth and last year of a national Patient Centered Medical Home (PCMH) grant through the Idaho Primary Care Association funded by Qualis Health, the Commonwealth Fund, and the MacColl Institute for Healthcare Innovation. As part of this initiative, we collect monthly data on five quality indicators, and conduct quarterly patient and staff satisfaction surveys by email. The results from all of these are shared with the grant funder, as well as our clinic “care teams,” who discuss what steps they can take to improve the quality of care provided.



Counselor Kendra Lutes consulting with RN Nicole Mathe at Terry Reilly Medical – Boise

The quality indicators include the following:

- Immunizations up to date for children age 2;
- Pap smears – at least one performed during the measurement year or during the previous two years for women 21-64 years;
- Mammograms in last 2 years for women 50-69 years;
- Hemoglobin A1C < 9 for patients diagnosed with diabetes;
- Blood pressure < 140/90 for patients diagnosed with hypertension (high blood pressure.).

Each indicator has a Terry Reilly goal that is graphed along with progress towards that goal by care team, as well as information about national goals, such as Healthy People 2020.

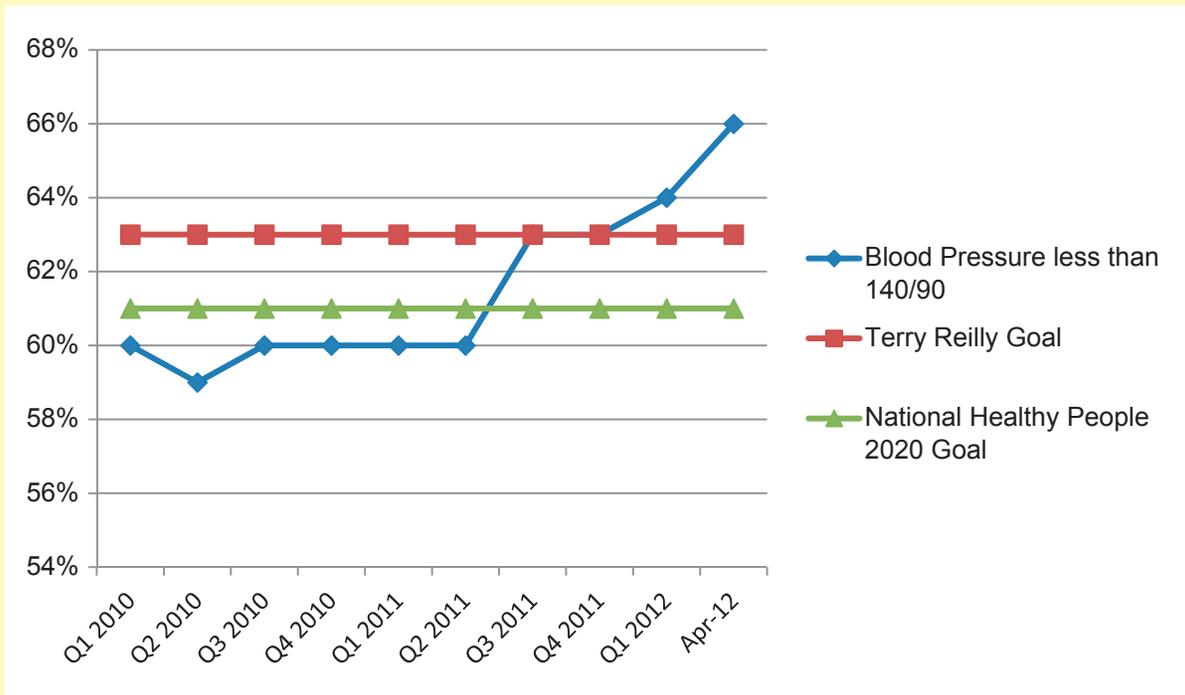
Although our original PCMH grant will end in March 2013, our commitment to patient centered care will not change. We are currently applying for National Commission on Quality Assurance (NCQA) certification, which is a sign of quality care for PCMH practices. We anticipate that all Community Health Centers in the US will need to become nationally accredited in the future and will work towards the PCMH model.

Quality – Not Just a Buzz Word at Terry Reilly

Why should Terry Reilly patients care about patient centered care or quality for that matter?

- The family doctor is back: each patient chooses or is assigned to a primary care provider (physician, nurse practitioner, or physician assistant);
- Being able to see their own primary care provider means the chance to develop a better relationship, increased patient satisfaction, and improved clinical outcomes;
- Their care is more efficient, with less time spent in the waiting room;
- After visit summaries remind patients what they can do to take care of themselves and what goals they helped set for themselves at the visit;
- Open appointment slots – patients can access their primary care provider when sick or injured;
- Electronic prescriptions go directly to pharmacy; no illegible handwriting; safer and faster care;
- Patients are more educated about what to expect and how they can take charge of their own health, thanks to quarterly surveys, take home visit summaries, etc.

High Blood Pressure Outcome Indicator



Percent of patients diagnosed with hypertension whose blood pressure was less than 140/90

This graph shows the actual composite data for Terry Reilly's 8 medical care teams on the hypertension/high blood pressure outcome indicator from January 1, 2010 through April 2012. The Terry Reilly teams have exceeded not only the national Healthy People 2020 Goal of 61% but also exceed our own goal of 63%, with 66% of patients whose blood pressure was controlled.

Open Wide for a Quality Smile

Quality initiatives, both quality assurance (QA) and quality improvement (QI), are integral parts of being a community health clinic system like Terry Reilly. Quality assurance covers the processes that allow continuous monitoring of health care delivery, based on defined standards of care. The quality assurance process helps us identify areas in need of quality improvement. Quality improvement activities can then be initiated to improve areas of the system that are not functioning at the level desired.

As part of Bureau of Primary Health Care grant requirements, Terry Reilly develops a Quality Assurance/Quality Improvement Plan that covers dental, medical, and mental health services. This not only includes methods to periodically assess the appropriateness of utilization of services and the quality of services provided, it must also identify and document any need for changes in services and the results of making those improvements. Quality is thus not a single point-in-time activity, but is ongoing.



*Dr. Maria Martinez, DMD
Terry Reilly Middleton – Dental*

Terry Reilly Dental uses multiple methods as part of its quality assurance program:

- Regular reporting on the percent of comprehensive exams that result in patients completing their treatment plans;
- Monthly peer review of patient care;
- Use of an external auditor every two years who performs a comprehensive review of all five dental sites;
- On-going staff training sessions on important topics including infection control, emergency preparedness, etc.

Terry Reilly is very proud that 48% of patients who have comprehensive dental exams have completed the treatment recommended at that exam, which is higher than most other community health centers. The national goal for this outcome for Community Health Centers is 45%. Since the majority of our patients are low income, lack dental insurance, and they have a high severity of oral disease, it is indeed an achievement and one that would not be possible without all our partners.

A Patient's Letter, 2011

“Thank you very much for making it possible financially to have my teeth ‘deep cleaned’ and for the manner it was done and the sensitivity expressed. In the course of my treatment with Aline (the dental hygienist), I was telling her that I had a team of health providers (that included) you. That it was really important to me that we all work together. Aline said that that was what they were teaching now in dental school. It was certainly what I experienced at Terry Reilly!”

Quality Improvement in Action

A recently begun quality improvement activity is tracking how many patients originally treated for severe oral infection return again with that infection. Terry Reilly Dental has developed a specific billing code for such patients to determine the extent of the problem and then, if warranted, the dental division will implement treatment changes to improve outcomes.

Measuring Feelings & Other Touchy Challenges

“Everyone is trying to help me get better. I feel safe to talk about my problems here, no matter what they are, and I know that I am getting good care. This place has helped me change my life.”

Unlike Terry Reilly’s medical division where there are numerical definitions of high blood pressure or adequate blood sugar control, there are no easy national measures when it comes to capturing how well a client is addressing bipolar disorder or healing from child sexual abuse or the multitude of other mental health diagnoses.

The mental health division at Terry Reilly encompasses a variety of programs and personnel:

- SANE Solutions program counselors addressing victims of child sexual abuse;
- SANE Solutions counselors treating adult and teenage sexual abuse offenders, as well as batterers;
- Behavioral health social workers, therapists, psychiatrist, and psychiatric nurse practitioners who work with a variety of mental health issues, integrating the patient’s care within the medical home model;
- Allumbaugh House, which Terry Reilly manages, that provides crisis mental health care and detoxification services.

There are common strands that unite these services: helping patients be engaged in their own treatment, feel better, be safe, and act appropriately; being accountable to the community, our funders, and our board; and utilizing precious resources efficiently.

“We want to know if our patients are making improvement,” says Heidi Traylor, Behavioral Health Director. “This helps us know when to celebrate and ‘graduate’ patients from therapy and when to discuss needed changes to a treatment plan.”

Behavioral Health Division Goals & Tools	Results
<p>Improve patient satisfaction: For clients in outpatient care, this is measured with twice annual patient satisfaction surveys. For Allumbaugh House patients, individuals complete a questionnaire at discharge</p>	<p>% of clients satisfied with care received:</p> <ul style="list-style-type: none"> • SANE Solutions/Behavioral Health – 94% • Allumbaugh House – 95%
<p>Improve patient health outcomes: Clinical questionnaires and staff evaluations.</p>	<ul style="list-style-type: none"> • SANE Solutions Victim Services/ Behavioral Health – 58% of clients report an average 30% improvement in their overall well-being as measured by the Outcome Rating Scale; • Allumbaugh House Detox Services – 40% improvement in function as measured by the Global Assessment of Functioning; • Allumbaugh House Mental Health Services – 30% improvement in functioning as measured by the Global Assessment of Functioning; • SANE Solutions Adult Offender Services – 4% reduction in risk in first 6 months of treatment as measured by the Acute 2007.

We Are Terry Reilly

Medical & Mental Health – Boise

300 S. 23rd St.
Boise, ID 83702
(208) 344-3512
Fax (208) 338-1574

Charli Aguilar
Alissa Bettencourt
Randy Brittell
Deborah Butte PMHCNS-BC
Jerold Cantor FNP
Bethany Gadzinski
Yesenia Guerrero
Kendra Lutes LCPC
Maribel Martinson
Nicole Mathe RN
Machaela Meadows
Anthony Millward PA-C
Teresa Moscrip
Heather Nichols MD
Christopher Partridge MD



Kathleen Pyatek
Talia Sierra PA-C
David Snyderman PA-C

Shane Vlcek PA-C
Nannette Wendell

Medical & Mental Health – Caldwell

2005 Arlington
Caldwell, ID 83605
(208) 459-1025
Fax (208) 459-1080

Dalia Alaniz
Asiria Avila
Tiare Finau RN
Olivia Galvez MD
Francisco Guzman
Angel Lorta
Michael Millward MD
Caroline Ortiz
Terry Ruelas LMSW, CADC
Alba Schultz FNP
Juanita Torres



Medical & Mental Health – Homedale

116 E. Idaho
Homedale, ID 83628
(208) 337-3189
Fax (208) 337-4623

Ida Chavez
Richard Ernest CFNP
Frances Garza
Sarah Holloper MD
Teresa Martinez
Heather Nichols MD
Christine Pate RN
Terry Ruelas LMSW, CADC



We Are Terry Reilly

Medical & Mental Health – Marsing

201 Main
Marsing, ID 83639
(208) 896-4159
Fax (208) 896-4917

Guadalupe Benitez
Jonathan Bowman MD
Daniel Hernandez
William Laitinen MD
Troy Landes PA-C
Amber Miller LPC
Lidia Moore



Medical – Melba

150 2nd Ave.
Melba, ID 83641
(208) 495-1011
Fax (208) 495-1012

Berenice Escobedo
Jessica Gonzaga
Janie Ortiz
Kathryn Potter MD
Margarita Rhinehart
Ryan Rowan PA-C



Medical & Mental Health – Middleton

201 S. 1st Ave. E.
Middleton, ID 83644
(208) 585-0048
Fax (208) 585-6242

Jodi Adams LMSW
Esperanza Aguilera
Blanca Delucio
Maria Garcia
William Laitinen MD
Erica Mendoza
Alexis Nieffenegger RN
Jon Perry PA-C



We Are Terry Reilly



Medical & Mental Health – Nampa

223 16th Ave. N.
Nampa, ID 83651
(208) 466-7869
Fax (208) 466-5359

Kenia Acosta Borjas
Veronica Aguirre
Maria Alfaro
Sabrina Allen Pharm D
Tina Alvarez
Veronica Arrieta
Julia Barcelo PA-C
Jennifer Benger
Stuart Black MD
Jonathan Bowman MD
Elizabeth Brewer
Diane Bromenschenkel MT, ASCP
Camille Buchmiller PA-C
Lucy Camacho
Shelli Carbone
Lisbeth Davis LCSW
Elizabeth Domero
Lawrence Egger PA-C
Libby Engebrecht LCSW
Abigail Eureste
Jennifer Farias RN
Doris Fuentes
Mary Garcia
Maria Garza
Kyle George PA-C
Megan George PA-C

Katia Gillis ARRT
Caitlin Gustafson MD
Irma Guzman
Roger Hefflinger Pharm D
Sarah Hollopeter MD
Daniel Horrocks
Claudia Jimenez
Lorraine Kaczmarek MT
Darren Klassen PA-C
William Laitinen MD
Dennis Landers MD, PhD
Jeffrey Larsen MBA
Lisa Lawrence Psych NP
Janette Macias
Michael Malmin
Tammy Martin
Evelyn Meza
Sandra Mills
Donald Morrison RN
Heather Nichols MD
Maria Ortiz
Christopher Partridge MD
Maria Pelayo
Jennifer Pennington RN
Cena Phillips
Kathryn Potter MD

Ricardo Ramirez Hernandez LMSW
Sylvia Ramos
Maria Rios
Dora Rodriguez
Mary Rueda LPN
Lorena Ruiz
Rosa Sandoval
Jody Seely RPH
Juanita Silva LPN
Aaron Snooks
Michael Standley RPH
Jennifer Street MT, ASCP
Lucinda Thomas
Dianne Tiffany
Michael Triolo RPH
Xochitl Yanez

We Are Terry Reilly



Dental – Boise, Homedale, Melba, Middleton, Nampa

*2301 N. 36th St., Ste. 102
Boise, ID 83703
(208) 336-8801
Fax (208) 336-8682*

Aurora Aguirre
Carmen Alonso
Ana Anaya Garcia
Virginia Badley
Connie Ball

Janet Hefner
Bruq Hernandez
Melinda Jensen DMD
John Kriz DDS
Dena Lacer

Carrie Olewinski
Lorena Pedraza
Dorothy Simmons
Tatiana Sokolov
Lupita Tamez

*Eight 2nd St. W.
Homedale, ID 83628
(208) 337-6101
Fax (208) 337-6102*

Anel Barajas
Roberta Barra
Aline Butts RDH
Jennifer Clair
John Delaney DDS

Maria Leon
Daron Lind DDS
Christopher Loomis DMD
Sylvia Lopez
Maria Martinez DMD

Heather Trowbridge
Shawneen Voorhees
Dan Watt DDS, FAGD
Leticia Weir
Angelica Zavala

*150 2nd Ave.
Melba, ID 83641
(208) 495-1011
Fax (208) 495-1012*

Audra Dressen
Jerry Gomez DDS

Mariela Mendoza
Jim Neerings DDS

*201 S. 1st Ave. E.
Middleton, ID 83644
(208) 585-0048
Fax (208) 585-6242*

*11136 Moss Ln.
Nampa, ID 83651
(208) 466-0515
Fax (208) 466-5359*

We Are Terry Reilly

SANE Solutions

300 S. 23rd St.
Boise, ID 83702
(208) 345-1170
Fax (208) 345-3502

408 N. Allumbaugh
Boise, ID 83704
(208) 323-9600
Fax (208) 323-9606

207 16th Ave. N.
Nampa, ID 83651
(208) 467-7654
Fax (208) 467-7684

1224 1st St. S., Ste. 302
Nampa, ID 83651
(208) 467-7654
Fax (208) 463-4390

Claudia Currie-Mills LCSW
Nathan Ellis MA, LPC
Britney Journee LCPC
Deborah Juarez
Mark McCullough LCSW
Sandra McCullough LCPC
Wendi McCutchen MS,
LPC, CADC
Melissa Mezo LMSW
Joseph Morisette LCPC, MEd
John Reyna LCPC
Stephen Schrader LCPC
Stephanie Seader
Kathy Stimpson
Joseph Toms LCPC
Heidi Traylor LCPC
William Vogel LCSW



SANE Solutions & behavioral health staff

Allumbaugh House

400 N. Allumbaugh St.
Boise, ID 83704
(208) 377-9669
Fax (208) 377-1028

DeOndre Bryant
Tyler Crow
Andrea Cusic CADC
Aris Duncan
Jessica Ferguson BSN
Matthew Fisher RN
Shirley Freer
Catherine Garcia RN
Riley Gray
Donnie Harris CADC
Nesha Jennings
Tina Lee RN
Linda Massaro RN
Anne McDonald
Cynthia Miller RN-BC
Steven Peterson RN
Paul Pina LPN



Kyle Rooks
Aroquiaraj Sandou RN
Alisa Seydel
Sharon Shomaker RN

Teresa Spurrier LPN
Joseph Theriot RN
Robert Warrick RN
TinaMarie Winn

We Are Terry Reilly

Administration

211 16th Ave. N.
Nampa, ID 83651
(208) 467-4431
Fax (208) 467-7684

Minda Ambriz
Charlotte Anstiss
Delia Avila
Shannon Blackstock SPHR
Timothy Brown
Kathleen Castaneda
Barbara DuBose
Xavier Engle
Bobbie Gamel
Shirley Garrett CPA
Jeanie Gerwig CPA
Toni Gibson
Richard Gollobit
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Tami Halbert
Noelani Hamilton
Dennis Hansen
Christine Hendriksen
Betty Holzhey
Shaunna Johnson
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Vickie Peters
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Danny Shadix MCSE
MaryAnn Stein-Smith
Cozette Teuscher
Laura Venche
Roxanne Vidales
Sandy White

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Cynthia Miller, Nursing Manager, Allumbaugh House
Donald Morrison, Nursing Manager, Medical Division
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Lorena Ruiz, Assistant Front Office Manager, Medical Division
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Dorthy Simmons, Dental Office Manager
Kathy Stimpson, Administrative Specialist, SANE Solutions
Heidi Traylor, Behavioral Health Director
Roxanne Vidales, Purchasing/Accounting Specialist
Dan Watt, Dental Director

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Individual Giving – \$100 or More

Honor roll: 5 or more years of consecutive giving

Shamrock donors: 10 or more years of consecutive giving

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Kelly & Kathy Hurley
Suzanne Janzen & Jay Dark
Bill & Judith Karst
Yul Kim
Monte M. & Susan A. Kiracofe
Elaine & Steve Koenig
John Kopplin
Peter Kozisek & Julia Robinson
Al & Deborah Kristal
Karen Kuhn
Ann Lail
Mr. & Mrs. Sebastian Lamb
Michael & Stacy Lamers
Jim & Sandy Lancaster
Jeff Larsen & Tracy Sauerwein
Andrew & Halena Lerner
Erin Logan & Robert L. Smith
Beverly J. Ludders
Kristin Madril
Charles & Phyllis Marsh
Dorothy Martindale
Blaine & Candy Maxwell
Mike & Martha McClay
Knox & Sue McMillan
Linda M. McVeigh
Kendal & Donna Meier
Henry Miller
Dr. Rodney & Lois Miller
Dr. Stephen Montamat & Dr. Rosa Terrazas-Montamat
Cindy Mueller & Michael Cohen
Allen Neel
Chris O'Brien
Chris Ode
Rachel Parke

Bob & Vivian Parrish
John & Lois Pearce
James Pegram
Steven Pennie
Darrel Perry
Jack Peterson
Christine Pickford
Richard Epes Rainey
Alan & Deborah Raney
Joe & Jessie Rasgorshek
Mark & Romy Rasmus
David Reese & Ellen Peach
Jeane Retter
Jacqueline Rivas-Barker
Charles & Molly Schneider
Gerald & Connie Schroeder
Jim & Cyndi Scott
Donald V. Shaff
Steve & Bev Shallberg
David & Nancy Shaw
Bonnie Shuster
Rick & Carol Skinner
Trechel & Deanna Smith
John & Linda Stedman
Lori Steele & Janie Burns
Lyle & Vivian Stockinger
Catherine Strange
Will & Jeannie Swenson
Ed & Judy Torgerson
Heidi & John Traylor
Rogelio & Sharon Vega
Ellis Wade
Joan Wainwright
Sue Walker
William Wallace & Diane Dechenne
Fritz & Janet Ward
Richard B. Weibye
Edie & Tom Welty
Bret Wheeler
Lori Wright
Cheryl Ziemer
Jane Zirnheld
Laurie Zuckerman



Medical Director Jonathan Bowman & wife Joyce enjoying the Eat, Drink, & Be Healthy Gala with Karl Keeler, CEO, St. Alphonsus Medical Center – Nampa

Shamrock or Honor Roll Donors (\$1 – \$99)

Harvey & Patricia Babendure
Carol Bearce
Joe & Harriet Berenter
Tom & Annie Black
Gordon S. Bowen & Mary B. Thode
Jeannette Bowman & John Barnet
Isabel Brassey
Carol Casler
Bethine Church
Eldon & Colette Crockett
Rosie Delgadillo Reilly
Patricia Dodd
Trent & Amy Galloway
Stanley & Susan Gibson
Linda Gossett
Helen Hill & Patricia Mizuta
Jasper LiCalzi
Dorothy Marcoux
Carol Martin
Emil & Jane Mozolak
Kristine Ann Poncia
Wally & Mary Claggett Smith
Kenneth & Linda Winer
Mrs. W. L. Woolley
Mitch & Lynn Young

*Although we make every attempt to list names correctly, please notify us if there is an error.
Special thanks to our medical and dental volunteers, businesses and individuals for their generous gifts in-kind.*

Donors: April 2011 – March 2012

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. Excludes donations for Allumbaugh House.

Honor roll: 5 or more years of consecutive giving

Shamrock donors: 10 or more years of consecutive giving

United Way of Treasure Valley	\$205,000
Susan G. Komen for the Cure, Boise Affiliate	\$34,408
The John F. Nagel Foundation, Inc.	\$31,000
M.J. Murdock Charitable Trust Fund	\$28,700
Sisters of Mercy West Midwest Community	\$20,000
The Julius C. Jeker Foundation, Inc.	\$15,000
Camille Beckman Foundation	\$10,000
Caldwell Community Foundation, Inc.	\$8,000
The Tidwell Idaho Foundation	\$7,500
Ada/Elmore Employee Community Fund,	
Idaho Power & IDACORP, Inc.	\$ 6,984
Larry Williams Foundation	\$5,000
The Whittenberger Foundation	\$4,500
Tate Family Charitable Trust	\$4,000
Hay Family Fund in the Idaho Community Foundation	\$3,448
Bank of America Foundation	\$3,000
Hewlett Packard Company/Hewlett Packard	
Company Foundation	\$2,875
Hansberger Family Fund in the	
Idaho Community Foundation	\$2,500
Idaho Dental Foundation, Inc.	\$2,500
Walter & Leona Dufresne Fund	\$2,500

Ronald McDonald House Charities	\$2,000
Ronald McDonald House Charities of Idaho	\$ 2,000
St. Luke's/St. Luke's Health Foundation	\$1,600
Wells Fargo Foundation	\$1,500
Southwestern Idaho Combined Federal Campaign	\$1,131
Bernie & Warren McCain Fund	\$1,000
PacificSource Health Plans	\$750
Shepherd of the Valley Lutheran Church	\$500
Wells Fargo	\$500
Edward Low Memorial Trust	\$250
Regence Employee Giving Campaign	\$245
Goicoechea Law Office, CHTD	\$225
Hopkins Financial Services, Inc.	\$200
Irish Bernhardt, LLP	\$200
Northwest Eye & Laser Center	\$200
Newt & Harolds	\$150
Simplot Food Group	\$135
JGT Architecture	\$125
Chasan & Walton, LLC	\$100
Dorian	\$100
First Congregational Church	\$100

Eat, Drink, & Be Healthy

A Celebration of Local Food and Wine Benefiting Terry Reilly

Last September Terry Reilly supporters gathered for the second annual fundraising banquet featuring local food and drink. “Eat, Drink, and Be Healthy” was held at the Barber Park Education and Event Center and included live, silent, and “reverse” auction, led by MC David Lachiondo. The dinner raised funds to support Terry Reilly. Our thanks to our Honorary Chairperson Alice Hennessey, guest speakers Janie Burns and Guy Hand, our sponsors, local wineries, businesses, in-kind donors, and attendees. Also, special thanks to our Foundation Committee for organizing this successful event, which raised \$17,000.

Gala Sponsorships

Note: Gala sponsorships cover sponsorships for 2011 and 2012 Galas, based on when the donation was received between April 2011 and March 2012.

St. Alphonsus	\$3,250
Wells Fargo	\$2,500
Blue Cross of Idaho Foundation for Health, Inc.	\$1,000
Diagnostic Pathology Services, Inc.	\$1,000
Idaho Urologic Institute, PA	\$1,000
Imaging Center of Idaho, LLC	\$1,000
Intermountain Community Bank	\$1,000
Interpath Laboratory, Inc.	\$1,000
J. R. Simplot Company Foundation	\$1,000
Petso Financial Consultants, LLC	\$1,000
Tierney Consulting, Inc.	\$1,000

Bob LeBow Bike Tour

Bike Tour Sponsorships

Includes sponsorships for 2011 and 2012 rides received between April 2011 and March 2012. Bolded sponsors in black have contributed to 5 or more consecutive bike tours, with bolded sponsors in green having contributed to all 10 tours.

Commercial Tire \$5,000
 St. Luke's \$4,000



Emergency Medicine of Idaho \$2,500
St. Alphonsus Health System/St. Alphonsus Medical Center – Nampa \$2,500
 Gail LeBow \$1,000
 Idaho Independent Bank \$1,000
 REI – Recreational Equipment Inc. \$1,000
 White Peterson Attorneys at Law & Phil and Pam Peterson . \$1,000
 Boise Consumer Coop \$500
Clayton Tree Farms \$500
Idaho Independent Bank \$500
 Idaho Wine Commission/Idaho Grape Growers & Wine Producers Commission \$500
Northwest Farm Credit Services \$500
SmileWorks \$500
 Thorne Printing \$500
 Tierney Consulting, Inc. \$500
 W. W. Deal Insurance \$500
Zamzows \$500
 Zion's Bank \$500
 Washington Trust Bank \$300

Who Was Bob LeBow?

Bob LeBow MD, MPH (1940-2003) was recruited by Terry Reilly in 1972 to be the organization'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 our 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 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.



Bob & Gail LeBow June 2002

Legacy & Major Gifts

Become a Terry Reilly Legacy 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 – Total Given or Pledged

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. Donations may either be made to Terry Reilly or directly to the Idaho Community Foundation.

Our thanks to FYE 2012 donors: *Karen Kuhn and Greg & Alisa Rettschlag.*

Friends of Terry Reilly

The Friends of Terry Reilly recognizes those individuals who donate \$500 or more to support our healing mission during the year. Members of Friends of Terry Reilly receive invitations to special events throughout the year.

Terry Reilly Sustainers

Donors who make a monthly giving pledge of \$10 or more using their debit or credit cards are automatically enrolled in Terry Reilly's monthly giving club, Terry Reilly Sustainers. Donations may be made to the Terry Reilly Endowment, to current operations, or to designated capital campaigns. This past year's members include *Connie Grover, Karen Kuhn, and Laurie Zuckerman.* Our thanks go also to our Honorary Sustainers – those who donate to Terry Reilly through payroll deduction to United Way or other workplace campaigns.

A Brief History

Forty-one years ago, Terry Reilly, a conscientious objector in the Vietnam 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.



Terry Reilly's original logo, designed by John Delgadillo

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, the Parma Clinic was sold and the Boise Clinic (now called Terry Reilly Medical and Mental Health – Boise) opened, targeting the homeless population. During the early 1990s dental services were added, as were mental health services. Our medical clinic in Melba opened mid-summer 2002. Terry Reilly's dental clinic in Boise opened in 2000 and dental clinics in both Melba and Homedale opened in 2003. Terry Reilly's clinic in Caldwell began providing primary care in September 2006. In July 2011, our medical clinic in Boise moved to a new, larger site and began offering sliding fee services to the non-homeless as well



Founders Terry Reilly & Rosie Delgadillo Reilly

as continuing to serve the homeless. Our most recent clinic, Terry Reilly – Middleton opened its doors to medical and mental health services in December 2011 and to dental care in February 2012. 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 committees remain a pivotal force in strengthening Terry Reilly's effectiveness. Funding sources have diversified greatly, with increased reliance on United Way, Community Development Block Grants, local, regional, and national foundations, corporate and individual donations.

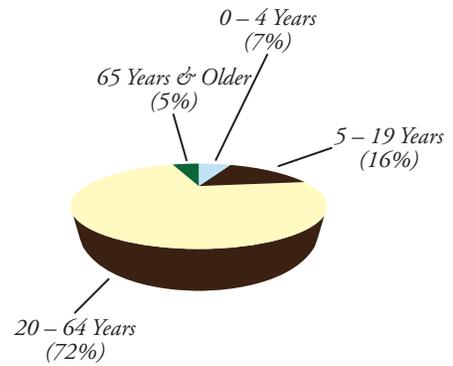
Terry Reilly can proudly claim to be one of the country's strongest, most comprehensive, most mission-driven community health centers. The vast majority of its patients would encounter great difficulties getting the care they need, were it not for the access they enjoy at Terry Reilly. Thanks to all who have made this healing touch possible.

By the Numbers

Terry Reilly Patient Age

Excludes Allumbaugh House

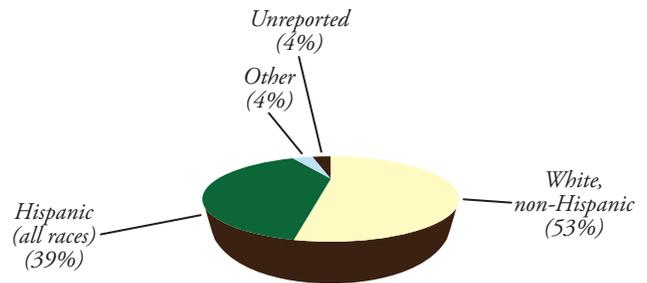
Age (Years)	Total	Percent
0 – 4	1,936	7%
5 – 19	4,858	16%
20 – 64	21,585	72%
65 & Older	1,553	5%
Total	29,932	100%



Terry Reilly Patient Race / Ethnicity

Excludes Allumbaugh House

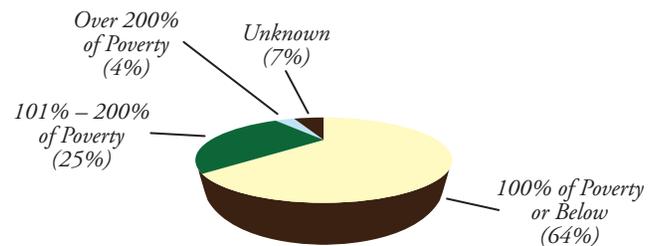
Race / Ethnicity	Percent
White, non-Hispanic	53%
Hispanic (all races)	39%
Other	4%
Unreported	4%
Total	100%



Terry Reilly Patient Income as Percent of Poverty

Excludes Allumbaugh House

Income	Percent
100% of Poverty or Below	64%
101% – 200% of Poverty	25%
Over 200% of Poverty	4%
Unknown	7%
Total	100%

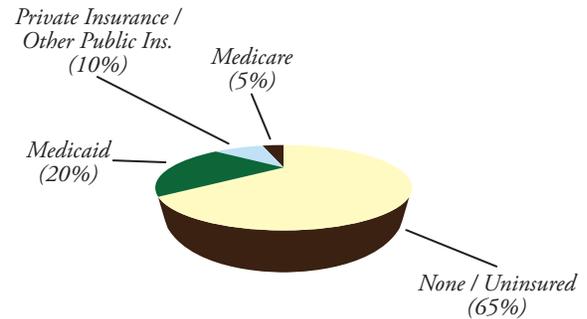


By the Numbers

Terry Reilly Patient Insurance Coverage

Excludes Allumbaugh House

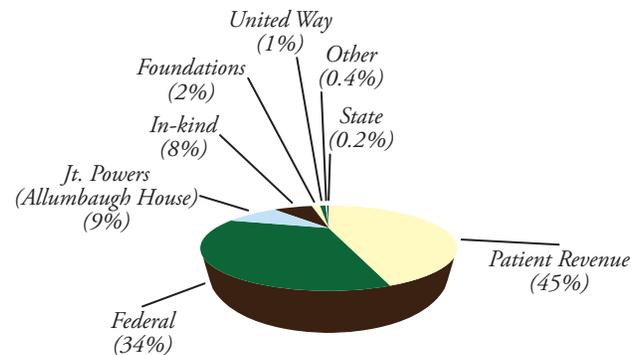
Coverage	Percent
None / Uninsured	65%
Medicaid	20%
Private Insurance / Other Public Ins.	10%
Medicare	5%
Total	100%



Terry Reilly Revenues & Support – FYE 2012

Entire Corporation

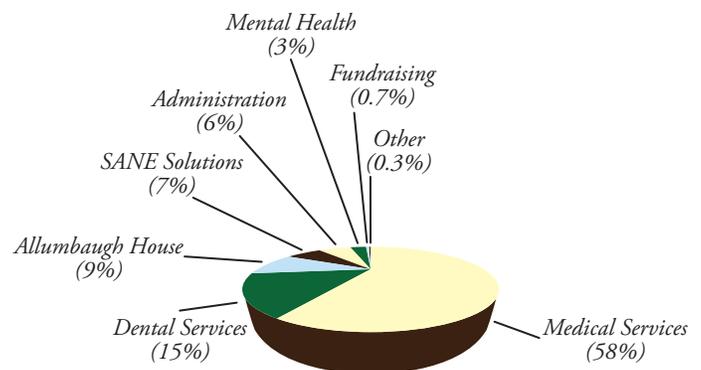
Category	Amount	Percent
Patient Revenue	\$8,656,000	45%
Federal	\$6,652,000	34%
Jt. Powers (Allumbaugh House)	\$1,804,000	9%
In-kind	\$1,504,000	8%
Foundations	\$398,000	2%
United Way	\$229,000	1%
Other	\$84,000	0.4%
State	\$36,000	0.2%
Total	\$19,363,000	100%



Terry Reilly Expenses by Category – FYE 2012

Entire Corporation

Category	Amount	Percent
Medical Services	\$10,888,000	58%
Dental Services	\$2,793,000	15%
Allumbaugh House	\$1,675,000	9%
SANE Solutions	\$1,234,000	7%
Administration	\$1,208,000	6%
Mental Health	\$633,000	3%
Fundraising	\$132,000	0.7%
Other	\$61,000	0.3%
Total	\$18,624,000	100%





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

Terry Reilly is a partner agency of United Way of the Treasure Valley.

