The mission of Santa Barbara Neighborhood Clinics is to provide high quality, comprehensive, affordable healthcare for all people, regardless of ability to pay, in an environment that fosters respect, compassion, and dignity.

Our Vision
Healthy People
Healthy Communities
The Board of Directors and the staff members of the Santa Barbara Neighborhood Clinics are proud of the important role we play in providing healthcare services for the South Coast of Santa Barbara County. Over the past several years, with the support of our many partners, we have been able to expand our services to better meet the needs of our community. And we still have much more to do.

Providing healthcare for the most vulnerable members of our community does not mean that we need to sacrifice quality. Our dedicated healthcare providers and support staff members are committed to ensuring that all of our patients receive top quality medical care in a caring environment in which everyone is treated with respect and dignity. We will continue to maintain high standards and strive for excellence.

At the national level, there is much uncertainty about healthcare policy and what will happen in the future. At the local level, there is no uncertainty. As we have done for over forty years, Santa Barbara Neighborhood Clinics is ready and able to meet the challenges ahead and provide our community with state-of-the-art healthcare.

Jim Armstrong,
Board Chair
Santa Barbara Neighborhood Clinics (SBNC) has enjoyed a wonderful year. One of our major goals has been accomplished: all of our medical clinics have fully integrated behavioral health with primary care. We have adopted the model of integrated care known as the AIMS (Advancing Integrated Mental Health Solutions) model instituted by the University of Washington, which utilizes a primary care provider in collaboration with a behavioral health specialist, supported by a consultant psychiatrist to provide services to those suffering from mental illness. This widens access to psychiatric services to a much larger segment of the community.

Our highly competent dental clinicians, graduates from prestigious institutions, provide state-of-the-art dental care in collaboration with dental residents from NYU Langone Hospital in New York City. The SBNC residency program is highly sought after, with over 80 applicants each year for 7 slots, because of the hands on training these young graduates receive on the most up-to-date equipment.

We are especially proud of our collaborations with many well established community organizations such as CALM, Cottage Health, Council on Alcoholism and Drug Abuse, Sanctuary Centers, New Beginnings, Sansum Clinic, Sansum Diabetes Research Institute, and UCSB, to mention a few. These partnerships leverage the reach of each organization in providing patient access to care across the community.

Providing high quality, comprehensive, affordable healthcare to the low income segment of our population, without whom our community would be so much less rich, is our highest priority.

Dr. Charles C. Fenzi
Chief Executive Officer/Chief Medical Officer
AWARDS AND RECOGNITIONS

• Received Health Resources and Services Administration (HRSA) Dental Faculty Loan Repayment Award of $1,000,000 to provide assistance to SBNC dentists for teaching dental residents advanced oral health practices in community care; and how to effectively work with underserved communities.

• Recognized by National Network for Oral Health Access, with the John Rossetti Center for Excellence, for dental improvements realized in successfully completing the DentaQuest Safety Net Program.

• Selected for the Population Health Learning Network, which aims to improve the health of over 750,000 Californians.

• Received HRSA Quality Award of $96,000 for Advancing Health Information Technologies and being recognized as a Patient Centered Medical Home by the National Committee on Quality Assurance.

• Received a four-star rating from Charity Navigator (exceeds industry standards and outperforms most charities in its cause) for the fourth consecutive year.

COLLABORATIONS AND INNOVATIONS

• Participated and completed three Innovative Learning Communities: Integrating Behavioral Health in Primary Care; Preparing for Value Based Payments in Primary and Behavioral Health Care; and Implementing Pain Management Guidelines in Primary Care.

• Completed Phase I of the Mil Familias Project with Sansum Diabetes Research Institute.

• Active participant in the Statewide Opioid Safety Network as a member of the Santa Barbara Fighting Back Steering Committee.
EXPANDING SBNC SERVICES

• Opened the **Bridge Clinic** with Santa Barbara Cottage Hospital, improving access to treatment for patients with opioid and other substance use disorders.

• Opened the **Integrated Care Clinic** in downtown Santa Barbara in Summer 2017 in partnership with Sanctuary Centers of Santa Barbara, Inc.

• Added **Integrated Behavioral Health Care** at each SBNC medical clinic utilizing a psychiatrist and Licensed Clinical Social Workers (LCSW) at all clinic locations.

• Began **screening infants and their parents for Adverse Childhood Experiences (ACES)** and offering interventions through the Wellness Navigators and partnership with Child Abuse Listening and Mediation (CALM). UCSB is assisting in the evaluation of this important program. Participated in the National Pediatric Practices Community on Adverse Childhood Experiences.

• Opened **Goleta Neighborhood Clinic Expansion** in March 2018, increasing primary care from six to nine examination spaces, adding three pediatric examination rooms, three behavioral health rooms, a conference/education center, and three wellness navigation rooms, creating the largest community health center in Goleta.

• Initiated the **Healthy People Healthy Communities Campaign** with a goal of $20,000,000 over five years for the following needs:
  • $6,750,000 for a new Westside Clinic building
  • $3,250,000 for capital improvements of and equipment for current facilities
  • $10,000,000 in annual operating funds for five years

To date, the Campaign has raised over 56% of its goal, at $11,206,825.
INNOVATIONS IN DENTAL CARE

SBNC’s dental clinics help address the critical need for dental care in our community:

- Only 58% of adults see a dentist once a year;
- 45% of Santa Barbara children have dental decay;
- Only 38% of retirees have dental coverage, which is not offered by Medicare.

SBNC currently has three dental clinics with 16 chairs. Plans for the new Westside Clinic include six additional chairs. SBNC employs nine full-time dentists, one part-time dentist, one part-time pediatric dentist, and over seven dental residents. Dental services begin with prevention. With the support of the Assistance League of Santa Barbara, we educate the youngest patients on the importance of healthy nutrition and effective oral home care through the Cavity Free Club events. Dental services go beyond basic care to offer crown and bridge dentistry, dentures (prosthodontics), implant surgery, and orthodontics. Offering these more complex procedures allows us to recruit the best dental graduates in the nation.

Recent accomplishments include:

- Dental visits grew 17% last year to 28,843.
- SBNC dental clinics were recognized by DentaQuest as one of the top three “Centers of Excellence” nationally.
- SBNC was awarded a $70,000 grant by the Women’s Fund of Santa Barbara to purchase two mobile dental chairs for wheelchair dependent or high bariatric patients, thus allowing dental treatment to occur without having to physically lift patients from their wheelchairs.
THE VALUE AND IMPACT OF SANTA BARBARA NEIGHBORHOOD CLINICS

Health centers provide tremendous value and impact to the communities they serve, including JOBS, ECONOMIC STIMULUS, SAVINGS to Medicaid, and ACCESS to care for vulnerable populations. These figures highlight Santa Barbara Neighborhood Clinics’ 2018 contributions and savings.

Capital Link prepared this Value & Impact Report using 2018 health center Uniform Data System information. Economic impact was measured using 2017 IMPLAN Online.

SAVINGS TO THE U.S. HEALTHCARE SYSTEM

- 22% LOWER COSTS FOR SBNC MEDICAID PATIENTS
- $28 Million SAVINGS TO MEDICAID
- $40 Million SAVINGS TO THE OVERALL HEALTH SYSTEM

ECONOMIC STIMULUS

- 154 SBNC JOBS
- 105 OTHER JOBS in the community
- $34.9 Million TOTAL ECONOMIC IMPACT of current operations
- $16.5 Million DIRECT HEALTH CENTER SPENDING
- $18.4 Million COMMUNITY SPENDING
- $ 5.7 Million ANNUAL TAX REVENUES
- $ 1.8 Million STATE & LOCAL TAX REVENUES
- $ 3.9 Million FEDERAL TAX REVENUES
CARE FOR VULNERABLE SBNC POPULATIONS

21,560 PATIENTS SERVED

91.6% of patients are LOW INCOME

5,941 of patients are CHILDREN & ADOLESCENTS

74.3% of patients identify as an ETHNIC OR RACIAL MINORITY

1.1% of patients are AGRICULTURAL WORKERS

4.2% of patients are HOMELESS

99,845 VISITS

Wellness Navigation: 17%
Behavioral Health: 6%
Dental: 29%
Medical: 48%

51% OF SBNC BOARD MEMBERS ARE SBNC PATIENTS

161 EMPLOYEES

SERVES 1 IN 10 PEOPLE IN OUR COMMUNITY
THE BRIDGE CLINIC

The Bridge Clinic opened in the spring of 2019 as a partnership between Cottage Health and SBNC, designed to serve patients from Santa Barbara Cottage Hospital and community clinics who are diagnosed with substance use disorders. The Bridge Clinic provides treatment on demand for opioid abuse and other substance use disorders with walk-in availability in a primary care setting directly across from Santa Barbara Cottage Hospital. It addresses barriers to patient care related to lack of insurance, co-morbid conditions, the need for sobriety, or missed appointments.

The Bridge Clinic responds to the full range of patient needs including:

- Substance Use Disorder Treatment
- Psychiatric and Psychotherapeutic Treatment
- Medical Treatment
- Pain Management
- Psychosocial Resources

Patient services include physician evaluation and treatment, including medically-assisted treatment; social work counseling and case management; flexible follow-up including daily visits if needed; and connection to community resources, including residential and outpatient treatment programs.

Dr. William Paule, Addiction Specialist, SBNC; Elsa Buenrostro, LCSW, SBNC; and Dr. Paul Erickson, Medical Director, Psychiatry and Addiction Medicine, Santa Barbara Cottage Hospital, at the Bridge Clinic.

The healthcare community gathers at Cottage Hospital to celebrate the opening of the new Bridge Clinic.
SBNC HONORS RON WERFT AS 2018 HEALTHCARE HERO

Over 250 civic leaders and industry professionals attended the 2018 Healthcare Heroes Luncheon held October 17th at the Hilton Santa Barbara Beachfront Resort, honoring Ron Werft, CEO and President of Cottage Health, for his exceptional contributions to the greater community. “Cottage Health, with Ron at the helm, has been instrumental in the success of our organization,” remarked Dr. Fenzi at the awards ceremony. “There is a broad coalition here that reminds us that all of us are smarter than any one of us individually,” said Ron Werft during one of two video presentations highlighting his work.

Honoring Thomas Tighe, President and CEO Direct Relief

SAVE THE DATE
Wednesday, October 16, 2019
11:30 AM - 1:30 PM
Montecito Club
FILLING THE GAP

Providing high quality care for patients, no matter their ability to pay, produces a gap that must be made up by support from the community. Almost 30% of SBNC patients do not have insurance; however their diabetes, asthma, infections, tooth decay, mental health and substance use disorders must be treated. The full average cost to care for each patient is $182; but the average SBNC reimbursement is $140, leaving a 20% gap to be filled. Many SBNC patients are low income with income of less than $50,200 for a family of four. Many require additional support services that are critical to improving their health and the health of the entire community. Funding the payment gap ensures that SBNC has trained nurses for triage and care management; provides whole-person care to address patients’ social determinants of health needs; and allows SBNC to partner with other organizations to strengthen the community’s safety net. Community giving supports SBNC’s mission: providing high quality, affordable healthcare to everyone.

FINANCIAL INFORMATION

2017-2018 FISCAL YEAR

<table>
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<th>Description</th>
<th>Amount</th>
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<tr>
<td>Expenses</td>
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<tr>
<td>Excess of Revenue/Expenses</td>
<td>$288,469</td>
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REVENUE

- Patient Services Revenue: 70%
  - $11,927,331
- Federal Grants: 14%
  - $2,363,450
- Community Support: 16%
  - $2,643,627

EXPENSES

- Program Expenses: 85%
  - $14,232,239
- Fundraising: 1%
  - $163,893
- Management & General: 14%
  - $2,249,807
PATIENT SUCCESS: WHOLE PERSON HEALTHCARE

For over 45 years, SBNC has provided healthcare to those in our community that need it the most: unemployed, uninsured, underinsured and medically underserved individuals and families. Many patients are financially unable to obtain healthcare insurance due to part-time work, unemployment, homelessness and/or other financial burdens.

Parents like Monica and James are living in this “gap.” Monica walked into the Westside Neighborhood Clinic with her three children. She told the Front Desk staff member that she had heard SBNC could be helpful in addressing her family’s needs. Sandra, a Wellness Navigator, then met with Monica and her children. Monica shared that her husband, James, had lost his job a few months previously; was now working two part-time jobs to support his family; and, they were still financially struggling. Monica quit her part-time job to take care of their children, while James worked day and night to put food on the table. Sandra was able to offer the family food assistance and help Monica to enroll the two youngest children in preschool. Sandra, as a Certified Enrollment Counselor, helped Monica and James enroll in Covered California for health insurance for the family. “I was not expecting to get this much help,” remarked Monica. “We were just devastated, and hoping something could be done. SBNC is an unexpected blessing!”

Wellness Navigators provide case management, various health screens, as well as connections to community resources for housing, food, clothing, transportation, and immigration counseling.

“I was not expecting to get this much help. We were just devastated and hoping something could be done. SBNC is an unexpected blessing!”
Nearly 40 years ago a small group of concerned people joined together to start a small medical clinic to meet the needs of local families and children. The idea was to provide basic healthcare services to those with limited resources in order to help their neighbors and build a stronger community.

Today, Westside Neighborhood Clinic has become a lifeline to those in the community, offering medical care to individuals and families of diverse backgrounds and needs. In a small, converted craftsman home, minor and sometimes major miracles happen every day. For many of the residents of the Westside, the Clinic is where they and their family receive medical care and treatment. With only six small exam rooms and a lab smaller than most apartment kitchens, this facility works to meet the needs of over 4,000 unique Santa Barbara residents each year.

Westside Neighborhood Clinic has served the community well for nearly 40 years. However, with limited healthcare options for so many residents, this space has become too small to meet the demand. The new Westside Neighborhood Clinic building will be located directly across the street from the existing clinic, making it an easy transition for patients and providers. The new Clinic will offer three times the space, with more exam rooms, a large laboratory and dispensary space, more counseling rooms, and community and education spaces. It will integrate more services under one roof, including, for the first time, dental services.
HEALTHY PEOPLE HEALTHY COMMUNITIES CAMPAIGN GOAL:

$20,000,000 for the following needs:

• $6,750,000 for a new Westside Neighborhood Clinic building
• $3,250,000 for capital improvements of and equipment for current facilities
• $10,000,000 in annual operating funds for five years

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Ron Werft

Campaign Goal

To meet the tremendous need and make our vision a reality, SBNC is embarking on a comprehensive campaign to invest in a state-of-the-art clinic on the Westside of Santa Barbara and fund ongoing operational and facility needs that will allow us to serve thousands more people who currently lack care throughout our community. This presents a unique opportunity for you to share in our vision by investing in the health of our entire community.
COMMUNITY PARTNERS

SBNC cannot serve the community alone. It requires the support of the entire non-profit community to create a safety net for vulnerable patients. SBNC has both formal and informal agreements with over 75 organizations that provide a wide range of referral sources forming a vital web of available care components for treating and facilitating holistic healthcare. SBNC’s formal partners are listed here:

American Indian Health and Services
Assistance League
Breast Cancer Resource Center
Child Abuse Listening and Mediation (CALM)
Cancer Center of Santa Barbara
Cancer Foundation of Santa Barbara
Casa de la Raza
Casa Serena
Cecilia Fund
CenCal Health
Cottage Health
Council on Alcoholism and Drug Abuse (CADA)
County of Santa Barbara Department of Social Services
Direct Relief
Domestic Violence Solutions
Easy Lift
Food Bank of Santa Barbara County
Goleta Valley Cottage Hospital
Harding School
Hospice of Santa Barbara
Housing Authority of City of Santa Barbara
La Cumbre Jr. High School
New Beginnings Counseling Center
NYU Langone Health
Pacific Pride Foundation
PATH (People Assisting The Homeless)
People’s Self Help Housing
Pueblo Radiology
Rescue Mission and Bethel House
Salvation Army
Sanctuary Centers
Sansum Clinic
Sansum Diabetes Research Institute
Santa Barbara City College
Santa Barbara Cottage Hospital
Santa Barbara County Education Office
Santa Barbara County Department of Behavioral Wellness
Santa Barbara County Disaster Healthcare Coalition Partners
Santa Barbara County Public Health Department
Santa Barbara Fighting Back
Santa Barbara Rape Crisis
Santa Barbara Unified School District
Santa Barbara/Ventura Counties Dental Society
Santa Barbara Yellow Cab
SEE International
Storyteller
UC Berkeley Optometric Eye Center
UCLA & UCSF
UCSB
Westside Health Collaborative
YouthWell

NATIONAL AFFILIATIONS

Health Resources Services Administration
National Pediatric Practices Community on Adverse Childhood Experiences
Substance Abuse and Mental Health Services Administration (SAMHSA) Learning Communities
National Committee for Quality Assurance - Patient Centered Medical Home

STATE AFFILIATIONS

California Primary Care Association
California Opioid Safety Network
Covered California Agency
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With Gratitude from the Santa Barbara Neighborhood Clinics Leadership Team

Top Row: Domenic Caluori, DMD, FICOI, Chief Dental Officer; Charles Fenzi, MD CEO/CMO; Leslie Kearney, Director of Quality; and Rosalind Gilbert, Director of Human Resources. Bottom Row: Susan Lawton, MD, Associate Medical Director; Maria W. Long, Director of Development and Community Awareness; Yessenia Marroquin, Director of Clinic Operations; and Nancy A. Tillie, COO/CFO.
SANTA BARBARA NEIGHBORHOOD CLINICS LOCATIONS
FOR APPOINTMENTS CALL: 844-594-0343

1. Eastside Clinic
   915 N. Milpas St.

2. Eastside Dental Clinic
   923 N. Milpas St.

3. Integrated Care Clinic
   115 W. Anapamu St., Ste. B151

4. Westside Clinic
   628 W. Micheltorena St.

5. Bridge Clinic
   2320 Bath St., Ste. 302

6. Goleta Dental Clinic
   164 Kinman Ave.

7. Goleta Clinic
   5580 Calle Real

8. Isla Vista Clinic
   970 Embarcadero Del Mar