



2010 Annual Report to the Community



The mission of Santa Barbara Neighborhood Clinics is to provide high quality, affordable, comprehensive healthcare to all people regardless of their ability to pay, especially those uninsured and otherwise underserved, while maintaining a welcoming environment and treating patients with compassion, dignity, and respect.



♥ A MESSAGE FROM OUR BOARD CHAIR, EILEEN BUNNING, RN, BS, MA ♥



I am delighted to report that this past year has been one of strengthening. We have a solid strategic plan in place, are on our way to implementing an electronic medical record system, have applied for Federally Qualified Health Center status, and for the first time in many years our financial goals are being met. We have a strong senior management team representing sound leadership with Cynder Sinclair at the helm. And, ever striving to improve the care we provide to our community, our board now better represents the constituency we serve, with 51% of the members representing consumer patients. I believe we are a vital part of access to, as well as the continuum of, quality health care for our community.

I am proud to be a part of the team serving at the Santa Barbara Neighborhood Clinics.

♥ BOARD OF DIRECTORS ♥

Officers

Chair: Eileen Bunning, RN

Vice-Chair: Paul Jaconette

Treasurer: Kathleen Rodriguez, MPH

Secretary: Rick Reeves

Members-at-large:

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- Enriqueta Garcia
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- Kathleen McMahon
- Michael O'Kelley, CPA
- Mark Palmer
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- Austin Sexton
- Melinda Staveley
- Richard Steckel, MD
- Candice Tang, MBA
- Alana Tillim
- Henry O. Ventura
- Carmen Young, M.Ed, PA-C



*We are grateful
for each and every
wonderful person
who volunteers
with SBNC!*

♥ KEY STAFF ♥

- Cynder Sinclair, DM
Chief Executive Officer
- Neil Sullivan, MD
Chief Medical Officer
- Quynh Nguyen, DDS
Chief Dental Officer
- Bonnie Campbell
Chief Operations Officer
- Emma Mayer
Chief Financial Officer
- Yessenia Marroquin
Director of Clinical Operations
- Linda Buteyn
Director of Patient Financial Services
- Vickie Gonzalez, LMFT
Director of Mental Health Services
- Gina Gonzales-Carbajal
Director of Health Promotions
- Sunita Jethmalani
Director of Grants & Research
- Lupe Montero
Human Resources Manager



♥ EMBRACING A WORLD OF IMAGINATION AND KNOWLEDGE ♥
CHIEF EXECUTIVE OFFICER CYNDER SINCLAIR, DM

Albert Einstein said, “Imagination is more important than knowledge. Knowledge is limited to all we now know and understand, while imagination embraces the entire world, and all there ever will be to know and understand.” At SBNC, we take pride in embracing both imagination and knowledge. For over 40 years, our clinicians, staff, and board members have availed themselves of the latest knowledge in medicine for the benefit of our more than 17,000 patients. Whether through primary care, pediatrics, women’s health, podiatry, dental care, mental health care, or preventive education, we apply cutting-edge practices to every aspect of our work.



*Supervisor Salud Carbajal, Congresswoman Lois Capps,
Supervisor Janet Wolf, Mayor Helene Schneider, City
Councilmember Grant House, Cynder Sinclair*

For SBNC, the key to creativity has been our many partnerships and strategic alliances. As we use our imagination to identify new partners in our effort to serve the most vulnerable in our community, we continue to be humbled and inspired by the depth of caring displayed by these partners—Cottage Health System, Sansum Clinic, Sansum Diabetes Research Institute, Direct Relief International, CenCal Health, Santa Barbara County Alcohol, Drug and Mental Health Services and the Public Health Department, to name but a few.

The Federal Government continues to emphasize that community clinics, like SBNC, will be the cornerstone in the implementation of healthcare reform. As we move into the next generation of success, we remain committed to a future of possibilities—ensuring that every

person in our community has access to high quality healthcare regardless of his or her ability to pay. We are grateful to each person who helps make this possible and we remain determined to change our world for the better, one patient at a time.

♥ MILESTONES AND MISSION ♥
CHIEF OPERATIONS OFFICER BONNIE CAMPBELL

In the midst of the turmoil surrounding healthcare reform, threats of government shutdowns and budget cuts, it would be easy to get distracted from the real job at hand—to provide excellent, affordable healthcare right in our neighborhoods. This is what SBNC excels at—and we are not distracted from it! Our mission has been front and center with every step we take. Knowing our purpose and remaining true to it has provided our forward momentum. No one knows what the future holds or how healthcare reform will eventually impact everyone, but we do know that as the vital health safety net, SBNC must remain healthy itself. Grants and donations are key, making up to 25% of our revenues. This is because our community knows and understands the vital role SBNC plays in the delivery of quality healthcare, and continues to support our work. We are so grateful, because our doors would close without it.

This year has been one of milestones and mission. We are creating a sustainable business model, as well as providing our patients with the highest level of care. We are continually expanding our already innovative and creative collaborations. As we leave paper charts behind and implement Electronic Health Records (EHR), our ability to serve our mission will grow beyond even our wildest expectations. Join us on our journey. Show your support today with a gift, stop by for a visit, and think about volunteering. You will be helping your entire community. Thank you!



*Bonnie Campbell, Ron Werft,
Congresswoman Lois Capps, Bob
Freeman, Cynder Sinclair*

♥ EXPANSION OF SERVICES ♥
CHIEF MEDICAL OFFICER NEIL SULLIVAN, MD

For our medical clinics, this past year has been both challenging and exciting in a multitude of ways. As we strive to provide the highest quality of comprehensive care for all our patients, we are constantly monitoring the uncertainties and apprehension surrounding the financial stability of primary care medicine on both national and local levels. At the same time, we continue to persevere and grow in our efforts to maintain our uncompromising mission of providing the best care to the underserved and uninsured people of our neighborhoods.



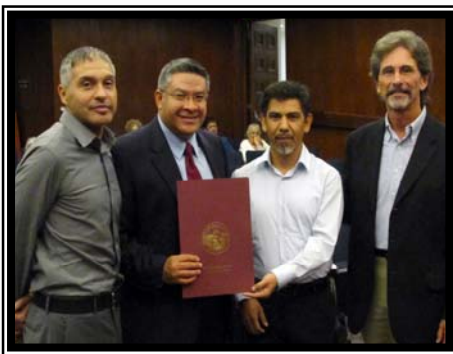
Dr. Neil Sullivan with a patient.

We have been tremendously fortunate in developing collaborations with a number of organizations that graciously donate their services. For many years Sansum Clinic has donated free radiologic and cardiovascular diagnostic testing for our uninsured patients. SEE International does free eye exams and provides glasses at no cost. Sansum Diabetes Research Institute provides free nutritionists, education, retinal exams, and general support for all our diabetic patients. Also, St. Cecilia Society often provides funding for our patients (with serious health concerns) to see specialists for consultation and treatment. All of these collaborators, along with the ability to register patients for a multitude of patient assistance programs from pharmaceutical companies, have allowed our clinicians to more easily provide the highest quality of care to every one of our patients. We are, and will always remain, true to our mission.



♥ ADVOCATING FOR TREATMENT ♥

DIRECTOR OF HIV & HEPATITIS C PROGRAMS DENNIS FEELEY, MFT



Dru Sturdioan, Supervisor Salud Carbajal, Javier Ortega, Dennis Feeley at Latino AIDS Awareness Day

2010 presented many challenges for our HIV and Hepatitis C programs. Due to the recent budget cuts from the state and the anticipation of more cuts to come, the number of providers offering services addressing these two epidemics has dropped dramatically. In the face of these difficult economic times, SBNC continues to provide a strong response, even in spite of dwindling funds. We maintain strong collaborative relationships with three dozen local substance abuse treatment agencies, whose clients are often high-risk individuals due to their drug use and sexual activities. We continue to provide our services to clients in both English and Spanish, and in their home or designated place of comfort. This often includes street outreach to homeless individuals, sex workers, homeless encampments and shelters, and a variety of locations throughout the community. We also provide education, prevention

presentations and testing for community groups, as requested. SBNC has an experienced and dedicated staff with years of training and deep compassion. We are committed to this work, wherever it takes us.

♥ INNOVATION IN ACTION ♥
DENTAL DIRECTOR QUYNH NGUYEN, DDS

In 2005 SBNC opened our Eastside Family Dental Clinic (EFDC) to provide free and sliding-scale dental services to low-income, homeless, uninsured and underserved children and adults. We provide preventive dental care, emergency pain and swelling care. Dental services include cleanings, digital x-rays, fillings, fluoride treatments, root canals, extractions, crowns, bridges, dentures, other necessary required dental services, oral hygiene and nutrition education, and much more.

Since 2009, EFDC began our Advanced Education in General Dentistry Residency Program. This program has allowed us to increase the number of patients served, helped us to sustain our clinic during tough economic times and increased the number of healthcare professionals serving vulnerable populations.

The dental education aspect of our program is very innovative & quite unique, and is a key to the long-term oral and overall health of our patients. Our Dental Education Center provides oral hygiene education and dental supplies to every single person who walks through our doors. We collaborate with the Assistance League of Santa Barbara to deliver dental hygiene and nutrition education and oral hygiene kits. In 2010, SBNC handed out over **11,000 free oral hygiene kits** to children, their families, and the homeless. In addition to all the above, for services that fall outside of our scope of practice, such as major oral surgeries, we collaborate with local foundations and oral surgeons to provide this care to our patients at a discounted fee, and in many cases, free of charge.

When we started, the children we treated came in with seven to eight cavities and had no idea how to care for their dental health. Now our children come in for routine check-ups and are cavity-free! Our Dental Education Program and our dentists who educate chair-side every day are responsible for this wonderful outcome. Please support EFDC so we may continue reporting to you our excellent, life-enhancing results.



Dr. Nguyen with a patient.

♥ NEIGHBORHOOD COUNSELING PROGRAM ♥
DIRECTOR OF MENTAL HEALTH SERVICES VICKIE GONZALEZ, LMFT

Thanks to a generous donation by the late William and Mary Jane Brinton, the Neighborhood Counseling Program (NCP) opened in September 2009 and continues to flourish and grow. NCP owes much to the team work of all the clinics, including clinicians, administration, front line staff, HIV/Hepatitis C, Health Promotions Center, and medical assistants. Our patients range from 9-79 years old and include couples, individuals, children, adolescents, homeless and monolingual Spanish speakers. Their education ranges from elementary to graduate levels. The majority of our NCP staff are bilingual; current volunteer trainees/interns are from five different schools in the area and are in education programs ranging from certificated program to doctoral levels.



Mary Jane Brinton and Vickie Gonzalez

"For the first time in over 30 years... well, I can't even remember when... I am actually happy."

Neighborhood Counseling Program Patient

Our patients are supported as they travel their path toward much-improved overall health. They are able to benefit from our Circle of Care approach by working together with all SBNC services and our vast network of referral options, we are able to provide our counseling patients with excellent and comprehensive care. Your contributions to SBNC will allow us to continue to meet the high demand for our services.

Thank you so much for your support!

♥ KEEPING OUR COMMUNITY HEALTHY ♥
 DIRECTOR OF HEALTH PROMOTIONS GINA M. GONZALES-CARBAJAL



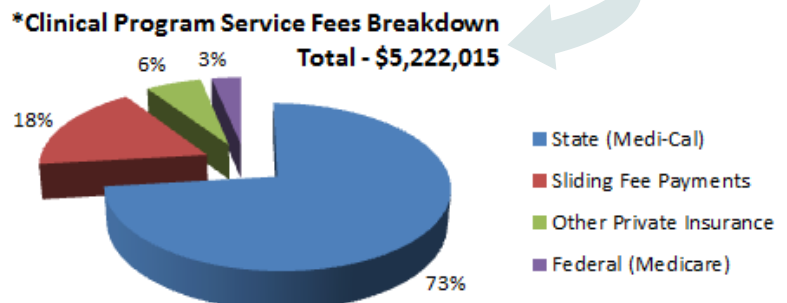
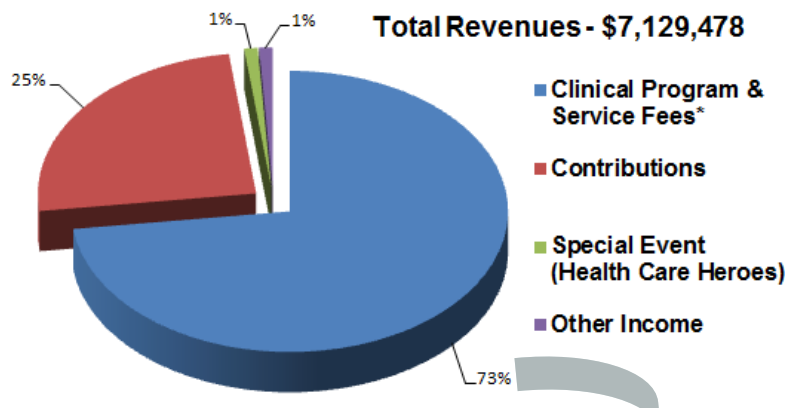
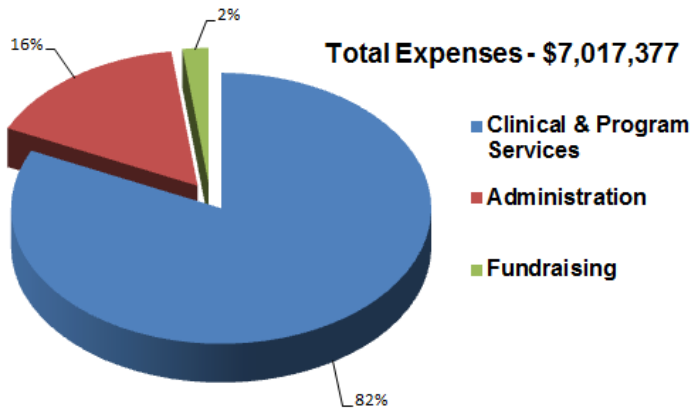
SBNC's Circle of Care approach demands we treat entire families, not just sore throats and flu shots. The Health Promotions Department offers the way toward improved health outcomes for the entire family through a strong referral process to other services in our community. The Health Promotions Center (HPC) is a place where the community can come for assistance in applying for health coverage, free educational classes and nutritional therapy. In addition, we participate in numerous outreach events in the community so everyone has an opportunity to take advantage of our truly remarkable services... all at *no cost*. Sounds impossible, but staying true to our mission, this happens everyday.

In 2010, SBNC served 17,000 unduplicated low-income, uninsured and homeless patients with 70,000 medical, dental, and mental health encounters, and health education visits. Of the patients served in 2010, 92% were below the federal poverty level.

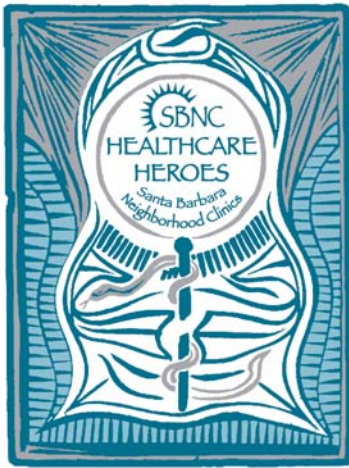
SBNC is truly *the* critical health safety net for Santa Barbara County.

- In 2010, SBNC served an average of 400 new patients each month.
- Our annualized average cost to deliver a patient's visit is \$150, but the average payment/reimbursement is only \$112 (only 75% of costs).
- We rely on grants and donations to fill this remaining funding gap of 25% which is substantial.

♥ SNAPSHOT OF SBNC FINANCIALS ♥
 Fiscal Year 2010: July 1, 2009 – June 30, 2010



Data taken from 2009-2010 audited financials, available for viewing on our website.

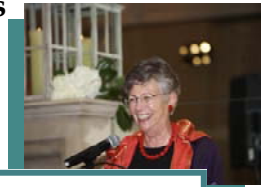


Save the Date

HEALTH CARE HEROES: SAVE THE DATE!

**Health Care Heroes,
our only fundraising event,
supports our general operating costs
for the coming year!**

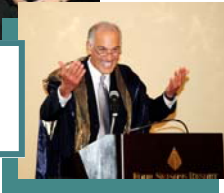
**Join us in celebrating our
41st year of service!**



Sybil Rosen,
2010 Health Care Hero



Dr. Jeffrey L. Kupperman,
2010 Health Care Hero



13th Annual Health Care Heroes
Sunday, October 2, 2011
6:00 – 9:00 pm
Coral Casino's La Pacifica Ballroom,
Four Seasons Biltmore

♥ **SANTA BARBARA NEIGHBORHOOD CLINICS EXTENDED FAMILY** ♥

This is by no means an exhaustive list, but we would like to give special recognition to those who generously supported SBNC in 2010.

We could not keep our mission alive nor our doors open without our extended family members: our collaborative partnerships in the community that provide services to our patients who would otherwise go without. SBNC works closely with these valued partners to not only provide quality programs and services but to help improve the quality of life for our entire community.

Cottage Health System (CHS) has generously provided general operating support for our medical and dental programs, and has also given a leadership gift towards our transition to Electronic Health Records (EHR). In addition to the critically needed financial support, Cottage Health System has made their IT Department available to us during this enormous undertaking. Santa Barbara Foundation has partnered with SBNC over the years on projects too numerous to list here, and joined with CHS in supporting our transition to EHR.

Sansum Clinic is truly a member of our family, giving our uninsured patients free, life-saving diagnostic testing such as colonoscopies (thanks to Dr. Virgil Elings), mammograms, and numerous radiological services. And without Direct Relief International's in-kind medical supplies donations, we would not be able to provide medications and basic humanitarian supplies vital to our patients' overall health.

Please see the back cover for a comprehensive list of our fiscal year 2010 supporters.

Whether you'd like to make a personal donation, a company donation, or earmark your gift for a specific program or service, your contribution to SBNC improves our community's health. Your one-time or repeated donation can be made a number of ways. You can make a secure donation online by visiting www.sbclinics.com/donate. You can also call 805.617.7855 or mail a check to 1900 State Street, Suite G, Santa Barbara, CA 93101.

SBNC Staff Retreat 2010



♥ EVERY DONATION MAKES A DIFFERENCE! ♥

SBNC is proud to recognize the growing number of friends, as well as corporations, foundations, and organizations who made generous contributions in the year ending June 30, 2010. Their philanthropic gifts will enhance modernized care, strengthen existing areas of excellence, and make it possible to develop new, innovative practices. *To all of our supporters, and to our community, SBNC expresses our sincere gratitude and profound appreciation.*

Alice Tweed Tuohy Foundation	Joel & Vasanti Fithian	Kevin Meaney	Mayor Helene Schneider
Jim & Barbara Allen	FLIR Systems, Inc.	Medical Group Pathology Laboratory	Mahil Senathirajah
The Allergan Foundation	Hon. & Mrs. Paul G. Flynn	Medtronic Foundation	Wayne & Sharol Siemens
Allied Waste Services	Foundation Laboratory	Michael Meissner	Kate Silsbury
American Riviera Bank	Betty Fouse	Mericos Foundation	Herb & Bui Simon
Brent Anderson, CLU	Diane Galvan	Michele Mickiewicz & Anthony Harris	Dr. Cynder Sinclair
Ann Jackson Family Foundation	Pearl Garcia-Baker	Warren & Marlene Miller	Carol Lee Skinner
Laurie Ashton & Lynn Sarko	Judy Garrison	Sara Miller McCune	David & Carolyn Spainhour
B & B Foundation	Rosalind Geis-Amorteguy	Dr. Lauren Monda	Aaron Spechler, CPA & Linda Robyn
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California Primary Care Association	Dr. Dorothy & Alan Holmes	Rabobank, N.A.	United Way of Santa Barbara County
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City of Santa Barbara	Peter & Gerd Jordano	Mrs. Lee Robertson	W. Wright Watling
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Cottage Health System	David Landecker	Dr. Tom Rook	Westaire Heating & Air Conditioning
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Thomas & Cindy Dabney	Carl Lindros	Rotary Club of Santa Barbara North	Wilshire Health & Community Services
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Robert & Ann Diener	Gary & Vicky Linker	Dr. Clifford & Phyllis Ruddle	Cricket Wingfield
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Joyce Dudley	Tomas & Muriel Machin	Santa Barbara Foundation	Dr. & Mrs. Robert Wright
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Dr. Bob & Christine Emmons	Joyce McCullough	Kimberley Schizas	Gary & Joanie Zacher
Drs. Derrick & Cami Ferris-Wong	Mike McGee	Christiane Schlumberger	Eugene F. Zannon

Partial Listing Only!