

OUR MISSION

is to provide high quality, affordable medical care to all people, especially those uninsured and otherwise underserved, while maintaining a welcoming environment and treating patients with compassion, dignity and respect. We strive to achieve excellence and to maximize the potential of each employee, volunteer, and board member through a respectful and supportive organization.

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For more information or to receive an informational DVD about our clinics, email Bonnie Campbell at bonnie@sbclinics.com or call 968-1511 ext. 119

www.sbclinics.com

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Celebrating 35 Years of Caring!



Back row: Council Member, Roger Horton, SBNC Board Member, Eileen Bunning.
Front Row: SBNC employee and Westside Story author, Stu Rubinstein, SBNC Executive Director, Cynder Sinclair, SBNC Board Member, Dr. Richard Steckel, Philanthropist Extraordinaire, Lady Leslie Ridley-Tree, Mayor, Marty Blum, Council Member, Helene Schneider, and Council Member, Grant House.

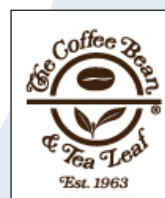
On December 29th, 2008 the Westside Neighborhood Clinic held an intimate ceremony in recognition of the clinics' 35th anniversary. The event was covered by **KEYT TV Channel 3** and **The Daily Sound**. Prior to the event, SBNC employees gave fabulous interviews for **Univision 38**, **107.7 Radio Bronco**, **94.1 Radio Lazer** broadcasts, and **KSPE 94.5**.

At the event, Mayor Marty Blum presented the Westside Neighborhood Clinic with a certificate of appreciation for service in the Santa Barbara community. Council Member Grant House told the audience a moving story about visiting the Westside Neighborhood Clinic when he first arrived in Santa Barbara. Both Council Member House and his wife were patients at the clinic and received their blood test at the clinic when they were wed over 30 years ago!

SBNC would like to thank all of the past and present staff at Westside for their hard work and dedication to our mission. A personal thank you to all the staff

who went above and beyond their job duties to help make the event a success, and to Veronica Alamillo for donating the program paper and the water bottle logos.

Finally, a special thanks to our event sponsors:



Your generosity is amazing and we are extremely grateful for all your support!

Cynder Says...

Welcome to 2009! Please join us in celebrating the 10th Anniversary of Santa Barbara Neighborhood Clinics' service to the underserved and uninsured of Santa Barbara County. We are also celebrating the 35th Anniversary of our Westside Neighborhood Clinic. As we look back over this past year, we see many changes including changes in leadership and staffing at SBNC. While a significant change such as a new Executive Director is never a seamless transition, SBNC has emerged stronger and more determined to succeed than ever before. We at SBNC are excited for the changes this New Year will bring with the extension of hours at our medical and dental clinics and many essential collaborations with other healthcare providers.



Through all the economic fluctuation effecting so many families, businesses, and organizations, it is vital that Santa Barbara Neighborhood Clinics continues to play a critical role in our community. Words like "recession" and "depression" have a way of stirring up fear in our heart. However, now more than ever before, we must keep focused on the positive, on possibilities, and on beauty. We must look for the good in each other and take time to build solid relationships. We can use this "down time" to organize and prepare for the time when the wind will return to fill our sails.

Today's economic challenges hold us all to a higher standard. SBNC will be more focused and committed than ever before to our noble mission. Everyone at SBNC is dedicated to providing our community with the best possible healthcare and we have no plans to limit or eliminate any services we currently offer. I guarantee that, in spite of current adversity, SBNC will continue to focus on providing the highest quality of health and dental care as well as health education to all, regardless of ability to pay.

A handwritten signature in black ink that reads "Cynder".

Cynder Sinclair, DM
Executive Director

Sponsor Spotlight:

This past month SBNC received an award from The Wilshire Health and Community Services, Inc. in the amount of \$7,500.00. Executive Director, Cynder Sinclair accepted the award on behalf of SBNC after Tricia Ritchie, President/CEO, Anthony Harris, Board Members, and Ira Alpert, Board Chair took a tour of the Eastside Dental Family Dental Clinic. SBNC is very grateful to The Wilshire Health and Community Services, Inc. for their generous award supporting our vital mission.

A Special Thanks to Our Foundation Sponsors in the month of October:

- **The Herbert & Gertrude Latkin Charitable Trust**
- **The Outhwaite Foundation**
- **The Crawford Idema Family Foundation**
- **Dr. Hildegard H. Balin Charitable Foundation**
- **Santa Barbara Cottage Hospital Foundation**
- **United Way of Santa Barbara County**

It is because of your generosity SBNC is able to serve our community! On behalf of everyone in the SBNC family, THANK YOU!



Executive Director Cynder Sinclair accepting the donation from the Wilshire Health and Community Services, Inc. Pictured left to right, Anthony Harris, Board, Ira Alpert, Board Chair, Tricia Ritchie, President/CEO, Cynder Sinclair, and Michele Mickiewicz, SBNC Board.

2008 SBNC Staff Retreat



The SBNC family was treated to a day of relaxation and reflection at the La Casa de Maria retreat center in Montecito on December 1st, 2008. All of SBNC full-time and part-time employees attended the one day workshop organized by Lupe Montero, Human Resource Director.

The event focused on SBNC's "Circle of Care" which enables SBNC to provide exceptional customer service, medical, and dental care for the Santa Barbara

community. The morning was spent reflecting on the SBNC structure. Lunch allowed for leisurely hikes, lounging by the pool, and catching up with old friends. In the afternoon, we learned new ways to improve customer service and financial responsibility through hilarious impromptu skits. We all learned that some of our co-workers had hidden acting abilities and that SBNC is number one in caring for the Santa Barbara County!

Eastside Family Dental Clinic Expands Hours of Operation!

The Santa Barbara Eastside Family Dental Clinic (EFDC) is a vital service to the Santa Barbara Community. Over the past year, 2,877 patients were seen, and 8,460 appointments were made at the Eastside Family Dental Clinic alone. That is a total of \$1,582,789 dollars worth of care that EFDC provided for the Santa Barbara community in one year!

Recently, the EFDC extended its hours 3 nights a week. As a result, the average number of patient visits increased from 700 visits to over 900 patient visits per month, with an astonishing 960 visits in the month of October! Effective January 1st, the EFDC will be open 8:00 am to 7:00 pm Monday through Friday. EFDC also hired a new Dental Assistant in order to help streamline patient visits and increase efficiency. With these new improvements, Dental Director, Dr. Quynh Nguyen, anticipates the clinic will be able to provide over 1,000 patient visits per month, which in turn will decrease the time it takes to get an appointment from 2 months down to 2 weeks! Way to go Dental!



The 2008 Promotoras.

Promotores de Salud Helps SBNC Connect With Our Community

SBNC's Outreach Team, Clara Godoy and Azucena Lopez, have been working very hard to reach the communities we serve via presentations, community events, assisting families to enroll in health insurance programs, and much, much more. In October alone, they accomplished the following:

- ~ Provided 5 presentations,
- ~ Hosted tables at 9 community events,
- ~ Helped 16 children apply for health insurance,
- ~ Scheduled 79 clinic appointments,
- ~ And made over 3,300 contacts with members of our community!

The Outreach Team would not be able to accomplish all that they have without the active participation of our Promotores de Salud. The Promotores de Salud are volunteer community members who are trained to provide accurate health education and information regarding the services available at SBNC and other organizations and agencies. They are bilingual or monolingual Spanish speakers and are typically Latino/Hispanic, which helps them to more effectively reach community members of similar culture and language.

Promotores de Salud – Matilde Balcazar Ana Cifuentes, Enriqueta Garcia, Juan Carlos Heras, Maribel Landeros, Carmen Madrigal, Olegario “Alex” Perez, Josefa Rios, and Eneiden Soriano Lupita Toledano – recently provided critical outreach support at the Cottage Cancer Prevention Fair, Boo at the Zoo, preschool health screening fairs, Bi-National Health Week Fair, and other events.

On behalf of SBNC, I want to thank the Promotores de Salud for their important contributions to SBNC and the communities we serve!

Jeremy Meyer, MPH
Director of Health Promotion

A Westside Clinic Success Story!

Jenny was diagnosed as a pre-diabetic and began attending classes through SBNC. Three years ago, while pregnant with her daughter, Jenny suffered from gestational diabetes. She was lucky to have Chief Scientific Officer, Dr. Lois Jovanovic, a world-renowned figure in diabetes research and care from the Sansum Diabetes Research Institute, as her doctor. Unfortunately, women who have had gestational diabetes have an increased risk for developing Type 2 diabetes.

In September, Jenny was again diagnosed as a pre-diabetic risk and started SBNC's 8-week “Eight Steps to Good Health” classes. By the end of October, she had lost 13 pounds!!! Weight management is essential in the battle against Type 2 diabetes. Studies show that losing 10% of one's body weight significantly decreases the risk of developing Type 2 diabetes. In Jenny's case, she found a concrete support group from other patients in the class and is now determined to prevent diabetes from developing in herself and in her family. **For more information on classes, call Amalia Priego at 963-8566.**