



HEALTH CENTERS

ANNUAL REPORT 2025

Health Centers
Annual Report 2025

County of Santa Barbara Health
Department

YEAR OF REPORT 2026



MESSAGE FROM CLINIC EXECUTIVE DIRECTOR & COMMUNITY HEALTH CENTER BOARD PRESIDENT



**LINDSAY
WALTER**

Deputy Director Clinical Care
Health Center Executive
Director

As Deputy Director of Clinical Care for the County Health Department and Executive Director of our Health Centers, I am honored to reflect on a year marked by both challenge and meaningful progress. Together with Health Center Board President Cynthia Guerrero, we remain committed to expanding access to high-quality, patient-centered care and advancing our mission to protect and improve community health through prevention, wellness, equity, and reliable services in safe, welcoming environments.

In 2025, our health centers faced significant challenges, including evolving regulations, financial pressures, and workforce constraints. Despite this, our teams demonstrated remarkable resilience, supported by your continued leadership and partnership.

We made important strides in expanding and enhancing services. The full implementation of our Team-Based Care model strengthened collaboration across disciplines, improving continuity and patient outcomes. We also advanced integrated behavioral health through the Behavioral Health Services Expansion grant, embedding mental health services more deeply into primary care.

Additionally, the California Community Reinvestment Grant expanded our capacity to address substance use disorders and social drivers of health through a centralized Care Hub, connecting patients to housing, food, transportation, and other essential resources.

While financial uncertainties persist, our Board, leadership, and staff remain committed to fiscal stewardship, operational excellence, and equitable access to care. Looking ahead, we are both realistic about ongoing challenges and optimistic about opportunities to deepen our impact.

Thank you for your continued support and commitment to the health and well-being of our community. We look forward to the year ahead.



**CYNTHIA
GUERRERO**

Health Center Board Chair



From left to right, Deputy Director Lindsay Walter, Health Center Administrator Moses Menchan Jr., Nurse Supervisor Geoff Nicolle, Chief Physician Dr. Kara Garcia, Council Member and Vice Mayor Mónica J. Solórzano, and Division Chief Paola Hurtado.

WELCOME NEW LEADERSHIP!

Over the past year, County Health has expanded its role in delivering comprehensive health, wellness, and prevention services to residents. The Health Center restructuring strengthened collaboration across programs and unified our work as one department.

This transition also marked significant growth in Clinical Services, which now includes Correctional Health, Behavioral Health Integration, and CalAIM implementation alongside primary care. To support this expanded scope, we established the Deputy Director of Clinical Services role to work in partnership with the Chief Medical Officer. In April 2025, Lindsay Walter joined County Health in this role, bringing experience from the Behavioral Wellness Department and the County Executive's Office. She is responsible for ensuring that services are aligned, effective, and responsive to evolving needs, while supporting improvements in care delivery and meeting regulatory requirements.

As our responsibilities grew, so did the need for dedicated operational leadership within our health centers. This led to the creation of the Division Chief of Primary Care and Family Health (PCFH), who serves as the operational lead for our five Health Care Centers and reports to the Deputy Director. In March of 2025, Paola Hurtado was selected for this role. She oversees FQHC operations and directly supports Health Center Administrators, bringing valuable experience from her previous roles as Assistant Deputy Director of PCFH and Health Center Administrator for the Santa Barbara Health Care Center.

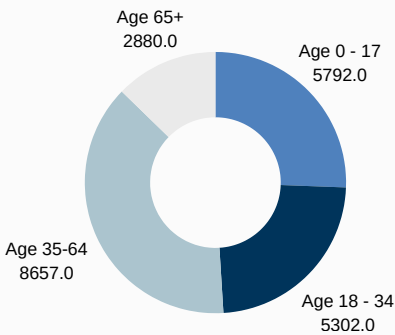
Looking ahead to 2026, County Health will continue refining and strengthening its leadership structure to better support clinic operations. Planned additions—such as regional Clinical Nursing Administrators and updated Health Center Administrator and Chief Physician roles—will enhance communication, improve consistency, and further align services across all health centers.

Health Center leaders had the opportunity to tour the Carpinteria Health Center with members of the Carpinteria City Council and share more about the primary care services the clinic offers to the community.

SERVICES AT THE CENTERS

As Federally Qualified Health Centers, our clinics annually report data to Health Resources and Services Administration (HRSA) on our performance. Data we collect helps us better understand our performance compared to other health centers across the country and helps inform the Federal government of the needs of clients served by health centers across the country. Here are a few highlights from this year's report:

Patients by Age



Hearing from Our Patients

County Health also completes regular surveys with our patients to ensure they are receiving the care they need. Here is some of the feedback we received from patients we surveyed.

97%

97% of our patients described the care they received as good or excellent

QUALITY OF CARE

Quality of Care questions were our top 3 most highly rated items across all patient surveys

90%

90% of patients said they would refer a friend or family member to seek services with us

◆ Performance

County Health outperformed the past year's national averages for a variety of health services including:



Infants born with healthy birthweights



Helping patients lower blood sugar to control diabetes



Child and adolescent weight assessment and counselling



Cervical Cancer and Breast Cancer Screening



Providing medications to control cardiovascular disease and hypertension



HIV Screening



22,631 patients

received care



85,325 clinic visits

provided



11,458 virtual visits

provided

WHAT'S NEW

Lompoc Health Center starts Bridgehouse Clinic at Shelter

One of our major milestones this year was the official designation of the Good Samaritan Lompoc BridgeHouse Homeless Shelter as a Shelter Clinic under Lompoc Health Center. As a result of this designation, LHC's Chief Physician, Dr. Andrew Frerking, along with rotating Marian Residents and ATSU physician assistant students, now provide weekly on-site medical services. These include urgent care, mental health support, substance use disorder treatment, and detox clearance physicals. This expanded access to care supports patients in their recovery process while also helping reduce non-emergent emergency department visit.

EyePacs Program at the Franklin Health Center

Franklin Health Center launched EyePACs, a program providing on-site retinal imaging and eye care services. This initiative enhances early detection of vision issues, expands access to eye care for patients, and strengthens our commitment to comprehensive, preventive health services.

Expanding ACES Screenings at Carpinteria Health Center

Carpinteria Health Center is now screening all pregnant patients from 18 weeks gestation for Adverse Childhood Experiences (ACEs), or reviewing prior screenings. These assessments identify high-risk individuals by evaluating childhood abuse, neglect, and household dysfunction. Results guide trauma-informed care, resources, and referrals, helping prevent or manage conditions like asthma, diabetes, and depression, and supporting healthier outcomes for both mothers and babies.




eyePACS
Picture Archive Communication System

A NEW APPROACH TO SERVICES



Team Based Care

The Health Centers implemented a new team-based care model which offers important benefits for healthcare providers and patients. By fostering collaboration, reducing workloads, and enhancing communication, it creates a more efficient and satisfying working environment for providers. For patients, it results in higher-quality, comprehensive care that improves outcomes and satisfaction. Adopting this model in clinics can lead to significant improvements in operational efficiency and patient health.

Benefits of Team Based Care for Patients:

Patient Engagement and Satisfaction

- Patients feel more supported and engaged in their care, as they interact with various team members who provide different perspectives and expertise.
- This leads to higher patient satisfaction and better adherence to treatment plans.

Improved Access to Care

- Patients can access care from various team members, reducing wait times and improving accessibility.
- Extended hours and diverse services offered by the team enhance patient convenience and satisfaction.

Continuity of Care

- Patients experience continuous and consistent care through the team's collaborative approach.
- Continuity improves patient trust, adherence to treatment plans, and overall health outcomes.

Benefits of Team Based Care for Providers and Staff:

Enhanced Collaboration and Communication

- Regular team meetings and shared digital platforms facilitate better communication and coordination.
- Providers can discuss patient cases, share insights, and develop integrated care plans, leading to more efficient and effective care.

Reduced Workload and Burnout

- Tasks and responsibilities are shared among team members, reducing the burden on individual providers.
- This collaborative environment helps prevent burnout and allows providers to focus on their areas of expertise.

Job Satisfaction

- A supportive team environment fosters a positive work culture.
- Providers experience greater job satisfaction due to the collaborative nature and the ability to deliver high-quality care.

EXPANSIONS

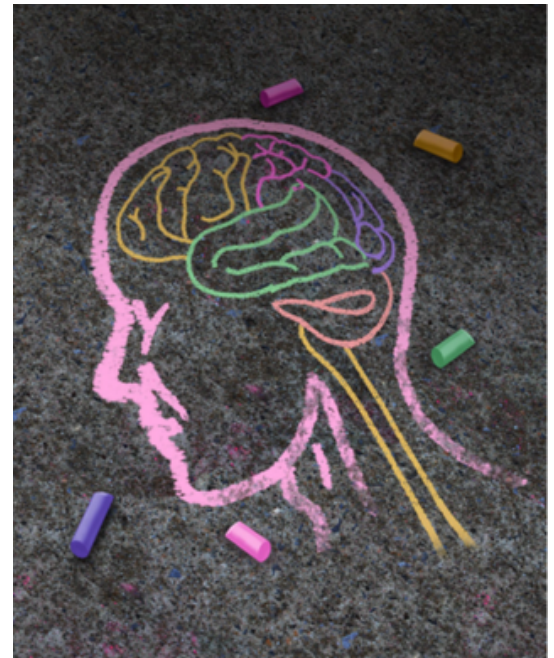
BEHAVIORAL HEALTH SERVICES EXPANSION GRANT

In September 2024, HRSA awarded County Health a two-year Behavioral Health Expansion grant, \$600,000 for year one and up to \$500,000 for year two, to strengthen Primary Care Behavioral Health Integration across our health centers.

This investment expanded staffing and enhanced our ability to deliver coordinated, whole-person care, including:

- **1.0 FTE Administrative Office Professional (AOP I/II)**
- **1.0 FTE Behavioral Health Specialist**
- **0.5 FTE contracted Psychiatric Nurse Practitioner shared across five health centers**

These enhancements have improved access to behavioral health services and strengthened coordination between primary care and mental health care. From April 2024 through January 2026, monthly visits increased from an average of 400 to 600—demonstrating strong program growth and rising demand. This progress has been driven by centralized scheduling, expanded psychiatry services, and increased bilingual staffing, with continued growth anticipated.



EXPANDING CARE THROUGH THE CALIFORNIA COMMUNITY REINVESTMENT GRANT AND CARE HUB

In June 2025, County Health was awarded a \$2.9 million, three-year California Community Reinvestment Grant to expand substance use disorder treatment, strengthen care navigation, and improve access to medical services in North and Central County.

This investment has enhanced our ability to serve the whole person through the development of a centralized “Care Hub,” connecting individuals and families to housing, food, transportation, and other essential community resources.

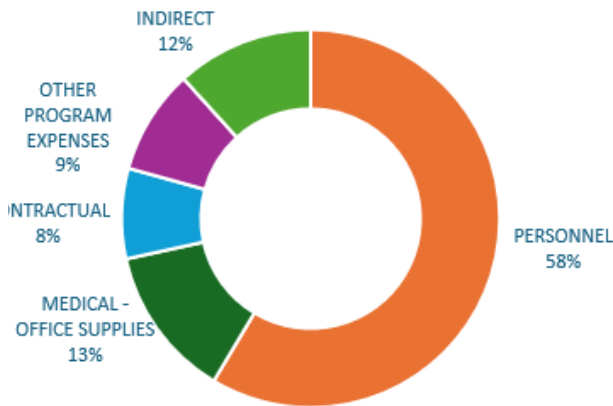
The grant also supports key staffing investments, including:

- **1.0 FTE Behavioral Health Specialist**
- **1.0 FTE Alcohol and Other Drug Specialist**
- **4.0 FTE Health Service Navigators, including one trilingual in Spanish, English, and Mixteco**

Together, these efforts are improving access to care and addressing the social drivers of health across our communities.

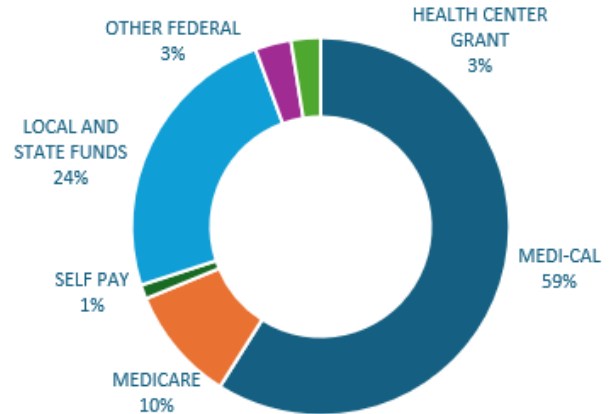
FISCAL SNAPSHOT

An overview of Health Center expenses and revenues.



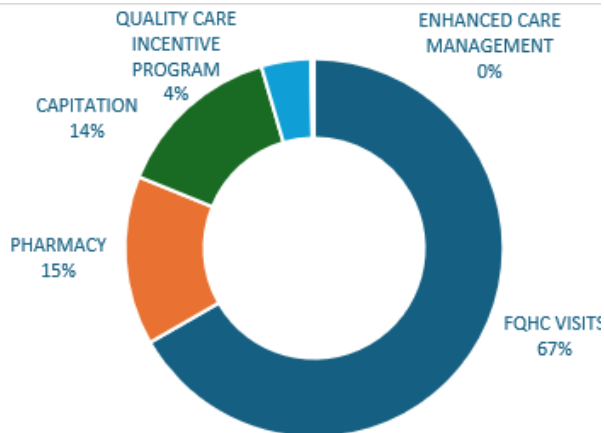
Patient Services Expenses
\$64,919,492

Expenses ended the year over budget mostly because of increases in pharmaceuticals, professional services, and physician fees



Patient Service Revenues
\$64,919,492

Revenues ended the year over budget, mostly due to Medi-Cal revenues coming in higher than anticipated



Medi-Cal Revenue
\$29,478,082

At our health care centers, more patients are covered by Medi-Cal than any other insurance. In 2024, more Californians were eligible for Medi-Cal than ever before, offering access to doctor visits, immunization, pregnancy-related services, and behavioral health care.

COMMUNITY

Third Annual Back To School Health Fair

The third annual event was hosted in conjunction with National Health Center Week. These were held consecutively at the Santa Maria, Lompoc, and Franklin locations.



2565

Community member attendance



72

Administered Vaccinations



38

Sport Physical Exams



1500

Youth received backpacks and other school supplies



Event offered:

- School required vaccinations
- Sports physicals
- Free backpacks & school supplies
- Connection with County and non-profit services

We are thankful to our community partners and the donations which contributed to our community's preparation for students getting back to school in 2025!

The Back-to-School Health Fairs were successful by every measure!

Bringing Art to Our Health Centers

The Foundation for Hospital Art, established in 1984, engages patients and volunteers worldwide to create colorful, soothing artwork that helps soften the hospital experience. To date, over 1,000,000 volunteers and patients have contributed more than 57,000 paintings to 9,000+ hospitals and health care centers across 195 countries. This year, we were fortunate to receive beautiful pieces of artwork to brighten our centers and bring comfort to our patients and staff.



COUNTY HEALTH HIGHLIGHTS



Celebrating 100 Years

For 100 years, the County of Santa Barbara Health Department has promoted wellness, prevented illness, and ensured access to care. Guided by Healthy People, Healthy Community, Healthy Environment, CHD continues making our community healthier, safer, and more resilient for all residents.

65 Years of Federally Qualified Health Centers

For 65 years, FQHCs have provided comprehensive primary and specialized care across the United States. County-operated FQHCs are part of this national network. In 2024, HRSA-funded health centers served a record 32.4 million patients nationwide, the highest in the program's history.



Operational Excellence: 100% Compliance Badge

Following our recent HRSA Operational Site Visit, our health centers achieved full compliance with all Health Center Program requirements. This accomplishment reflects our commitment to excellence, operational integrity, and dedicated service to our patients and community.



In recognition, we were awarded the 2025 Operational Site Visit Badge, honoring our dedication to quality and the mission of the Health Center Program.