



# Santa Barbara County Health Care Centers

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Annual Report  
2024



# Introduction



The Health Centers have experienced significant progress since ending the pandemic response.



Focused on enriching the quality of our care through professional development and training initiatives.



Successfully implemented enhanced care management services.



Hired new providers and clinicians allowing us to serve more Medi-Cal patients than in 2023.

# Health Care for the Homeless

Celebrating 35 Years!



In 1989, The County of Santa Barbara applied for and was granted a Health Care for the Homeless (HCH) grant.



Initially the project consisted of 3 Public Health Nurses (PHN) driving in a County van to various locations providing services.



Today beyond PHN outreach, HCH patients access care at our five health centers, three shelter based clinics and the Street Medicine program.

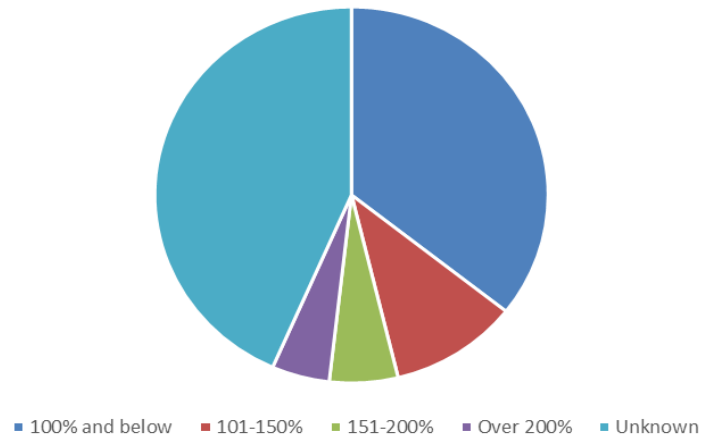


Our centers served 2,000 people experiencing homelessness in 2024.

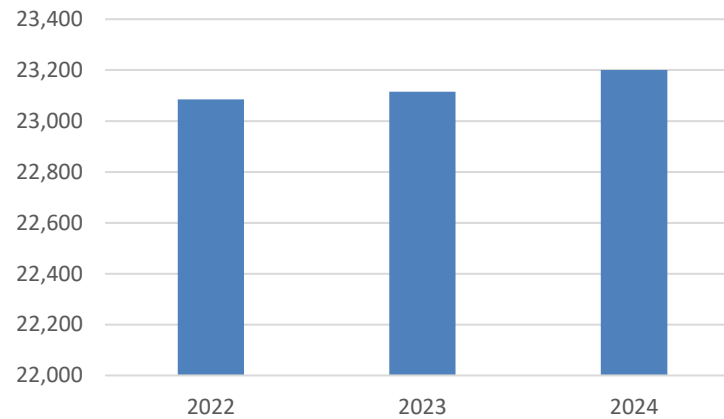
- 451 people aged 60 and above, 89 children, and 918 women
- 1427 insured by Medi-Cal and 305 uninsured

# Who We Serve

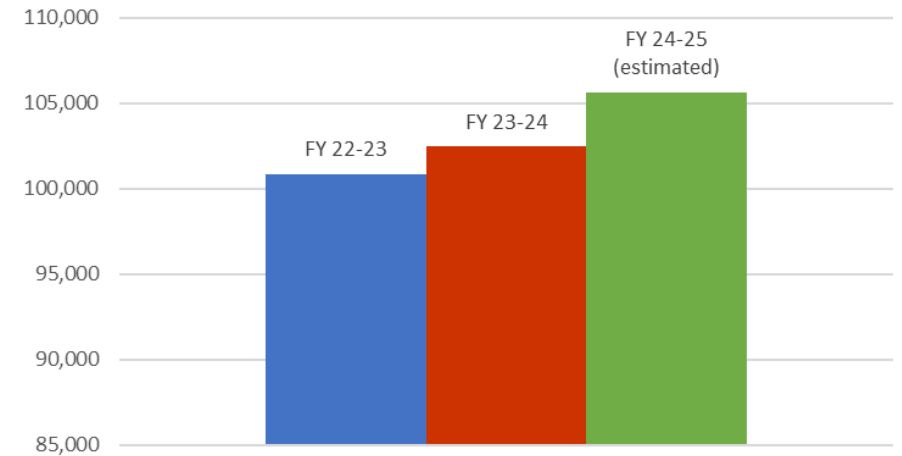
Patient Income Based on the Federal Poverty Level



Patients Served

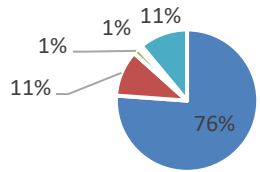


Patient Visits by Fiscal Year



# Financial Performance

Primary Insurance



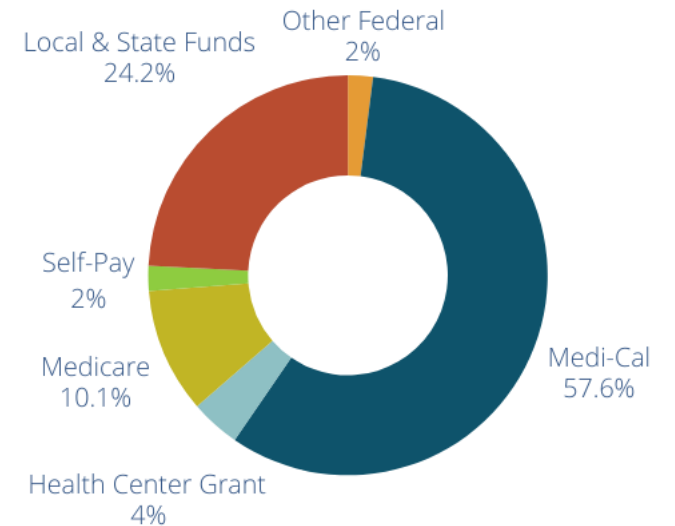
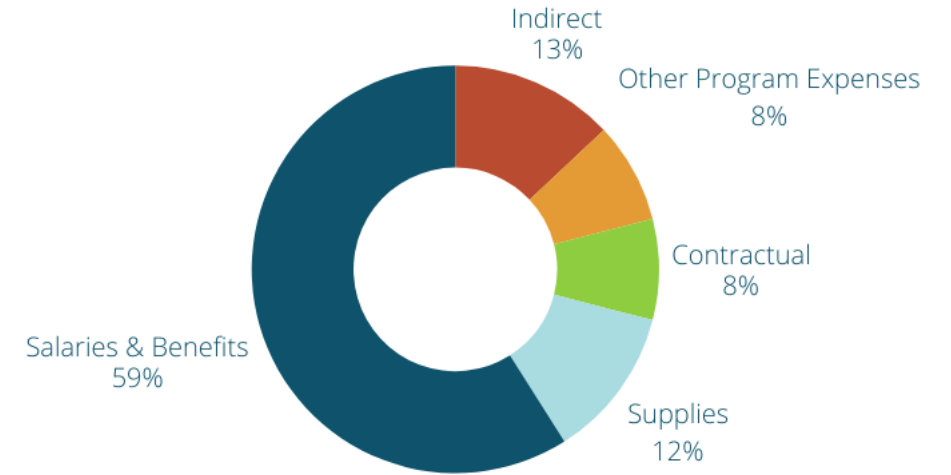
- Medi-Cal
- Dually Eligible (Medicare and Medi-Cal)
- Medicare Only
- Private Insurance
- Uninsured

\$61,875,177

Health Center Expenses

\$61,875,177

Health Center Revenues



# Patient Satisfaction

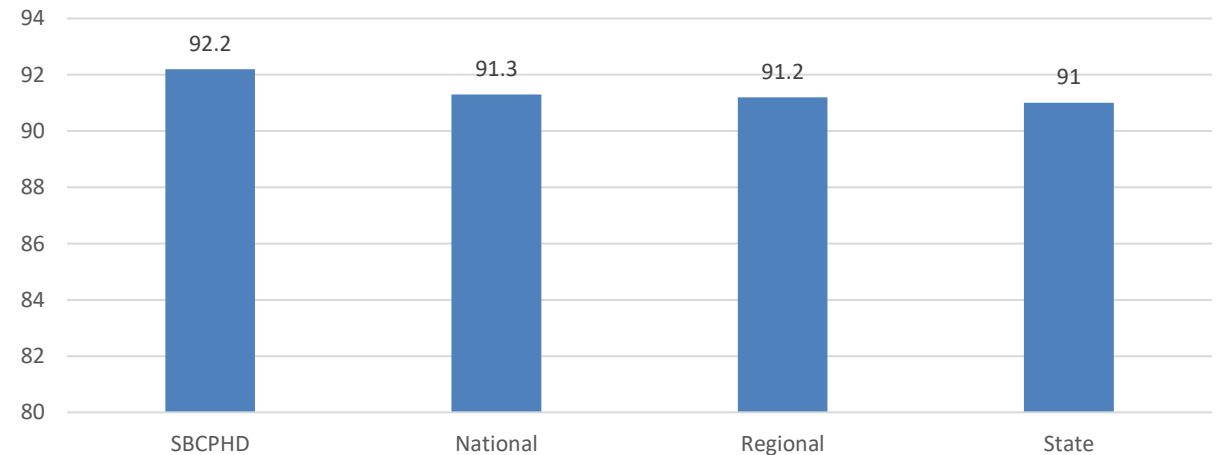
## Overall Satisfaction Scores SBCPHD vs Aggregate Benchmark Score Comparisons



Our overall satisfaction scores average higher than National, Western Regional and State FQHC comparisons.



Patient experience data highlights areas for improvement and areas of strength.



# Improved Care Delivery

## Implemented Team-Based Care.

- Actively engages patients as full participants in their care.
- All staff function to the full extent of their education, certification, licensure, and experience.
- Enhances how health care teams work together.
- Positively influences patient experiences.
- Prioritizes preventative care and health promotion.



# Behavioral Health Services Expansion

HRSA awarded the PHD the Behavioral Health Services Expansion award to help launch and expand mental health and substance use disorder services in our health centers and shelter-based clinics

Includes tele-psychiatry services 16 hours per week. (4-hour sessions rotating through health center and shelter clinic locations in Carpinteria, Santa Barbara, Santa Maria, and Lompoc)





# MAT: Medically Assisted Treatment for Substance Use Disorder



Appropriate and Consistent Testing Process



Patient Treatment Access



Resources for Clinicians



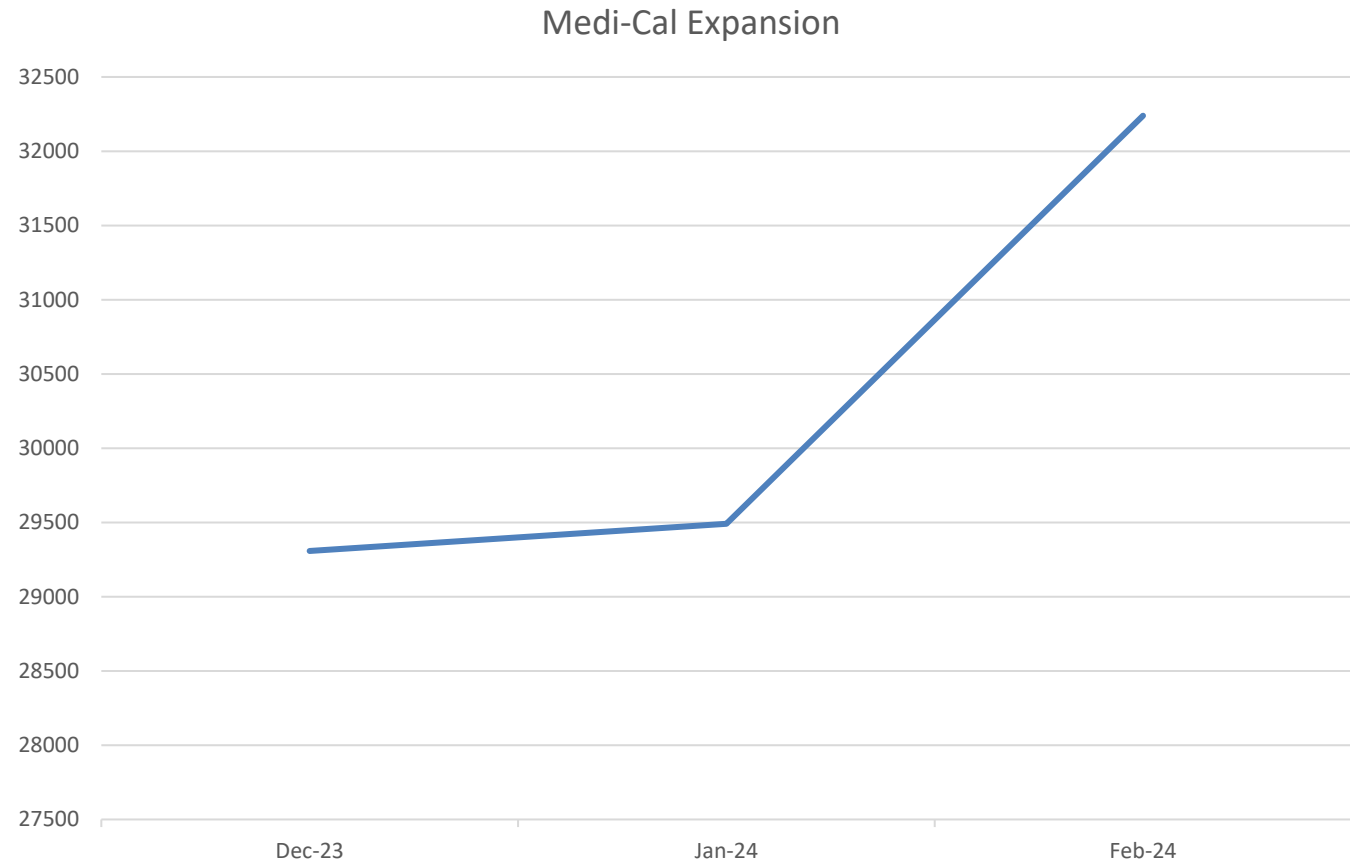
Harm Reduction Resources



Program Development

# Medi-Cal Expansion

On January 1, 2024, the CA Medi-Cal expansion for those aged 26 to 49 raised the number of CenCal members assigned to PHD's Health Centers by nearly 10%.



# CaAIM ECM

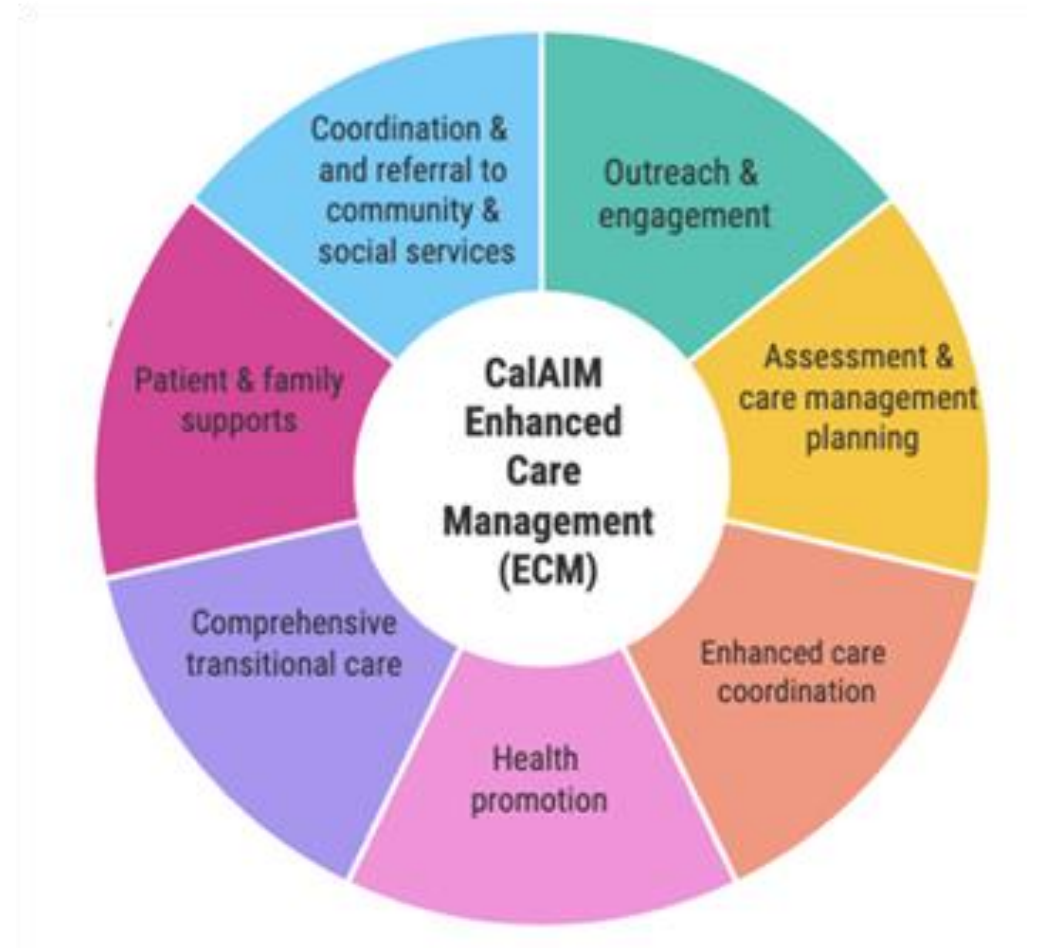
## \*New Program Alert

The State of California revamped Medi-Cal through CaAIM (California Advancing and Innovating Medi-Cal).

Enhanced Care Management (ECM) is a CaAIM component available to eligible Medi-Cal members with complex needs.

Lead care managers meet members where they are—on the street, in a shelter, in their doctor’s office, or at home.

Provide person-centered services through face-to-face interactions with members where they live, seek care and prefer to access services.



# Collaborations and Partnerships

## Cottage Health and American Indian Health & Services (AIH&S)

- The three organizations partnered as part of the CalAIM and Enhanced Care Management (ECM) effort
- Joint application for PATH CITED Round 3 grant for \$2,487,291.61
- Public Health Department was approved for a total \$1,294,245.96

## ATSU

The PHD entered into an Agreement with A.T. Still University (ATSU) for volunteer and clinical support services with the goal of educating community-oriented physician assistants who provide whole person primary care to our Santa Barbara County's underserved communities.



# What is next?



Increasing our participation in value-based care models, such as the partnership with CenCal Health in the D-SNP program for dually enrolled Medicare and Medi-Cal members, aiming to improve care coordination and patient outcomes



Expand ECM to include youth and people involved in the justice system



Leveraging technology to improve patient outcomes.



Focusing on workforce development and strategic planning

# Recommended Actions

That the Board of Supervisors:

- Receive and file the Santa Barbara County Health Center Board 2024 Annual Report; and
- Determine that the recommended action is not a “Project” within the meaning of the California Environmental Quality Act (CEQA) and is exempt per CEQA Guideline Section 15378(b)(5) since it is an organizational and administrative activity of the government that will not result in direct or indirect physical changes in the environment.

