



Public Health Department Health Center Program

Carpinteria Health Care Center

Franklin Health Care Center

Lompoc Health Care Center

Santa Barbara Health Care Center

Santa Maria Health Care Center

Health Care for the Homeless

FY 2020-21
Annual Report

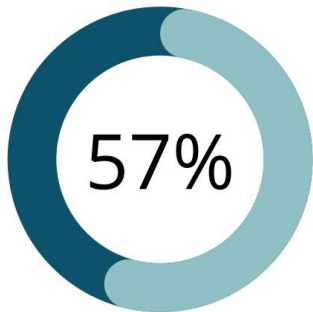
Key Challenges & Emerging Issues

- Impact of COVID-19 response efforts on health center operations.
- Impact of Governor's Executive Order to consolidate pharmaceutical purchases at the State level, thereby reducing the ability to achieve \$4.4M in 340B program "savings share".
- Impact of decreasing revenues on County health center operations.
- Ability to recruit and retain qualified staff for an efficient and effective workforce.

Accomplishments

FY 2020-21

Percent of Homeless Population Vaccinated



1085/1897 FULLY VACCINATED
INDIVIDUALS EXPERIENCING
HOMELESSNESS

- Joined the HRSA Vaccination Distribution Program in early 2021 which allowed for a significant increase in local vaccine supply.
- Increased access to pediatric care at the Santa Maria Health Care Center.
- Continuously enhanced availability of virtual and telephonic services for patients in the health care centers for continuity of care during COVID-19.
- Retained Patient Centered Medical Home recognition at the Franklin and Carpinteria Health Care Centers

Health Center Goals & Objectives

FY 2020-21

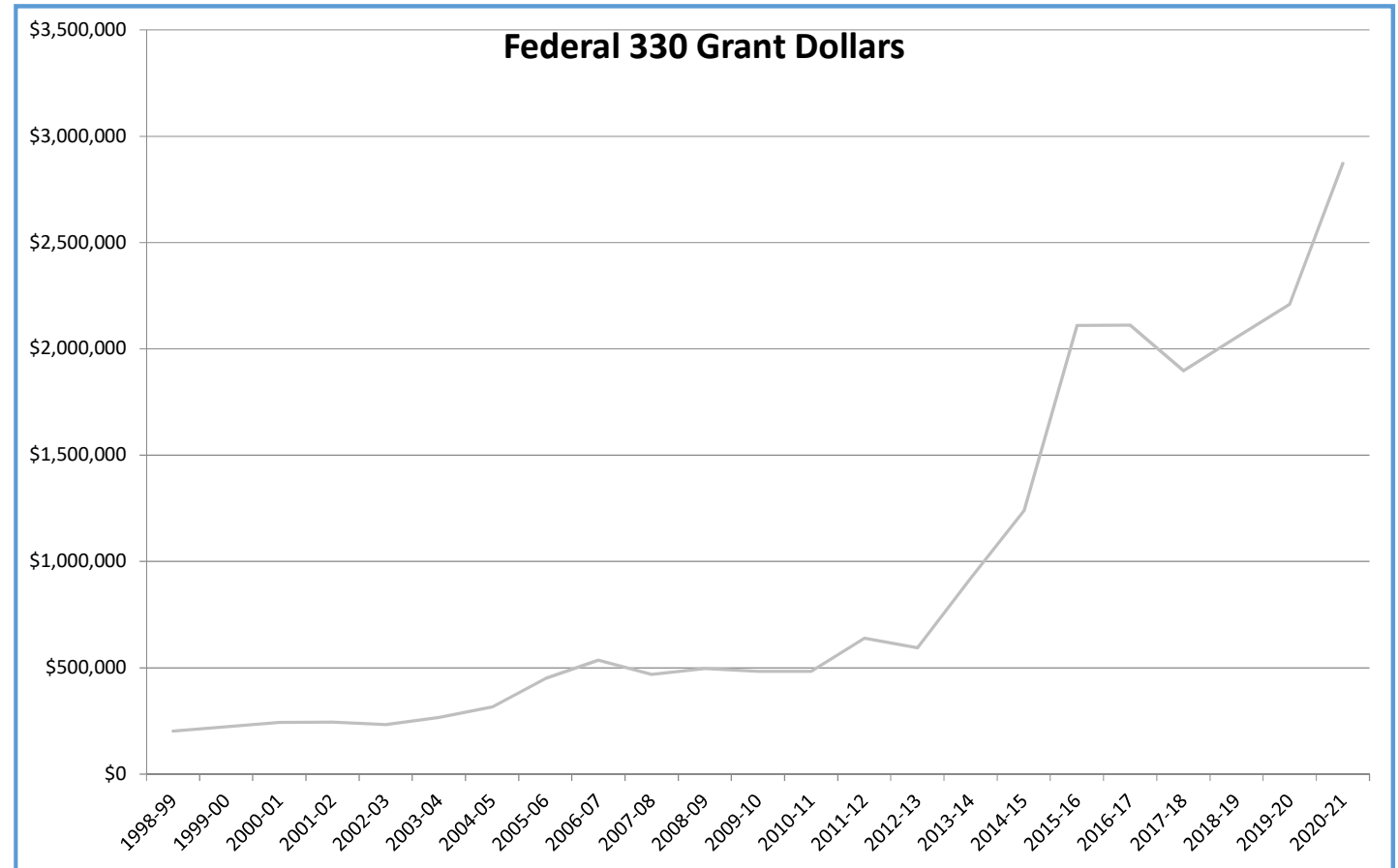
- **Promote wellness and advance health equity.**
 - Implement Whole Person Care initiative to assist with securing housing for those experiencing or at risk of homelessness.
 - Prioritize COVID-19 vaccination as a primary strategy toward preventing transmission and align with other response efforts using local epidemiology.
- **Develop and maintain strategic partnerships to protect the health of our communities.**
 - Launch Behavioral Health Integration Program in the health centers with CenCal Health to improve health outcomes for pregnant women and those with diabetes.
 - Work with partners to implement screening for Adverse Childhood Experiences (ACEs) and train providers to respond with trauma informed care.

2020-21 – The Fiscal Year in Focus

1998-99	202,852
1999-00	222,258
2000-01	243,279
2001-02	244,518
2002-03	232,688
2003-04	266,414
2004-05	315,796
2005-06	450,174
2006-07	536,113
2007-08	468,226
2008-09	496,391
2009-10	483,143
2010-11	483,143
2011-12	639,336
2012-13	594,385
2013-14	921,307
2014-15	1,239,515
2015-16	2,109,759
2016-17	2,110,666
2017-18	1,896,699
2018-19	2,054,806
2019-20	2,210,504
2020-21	2,872,499

Grand Total 21,294,469

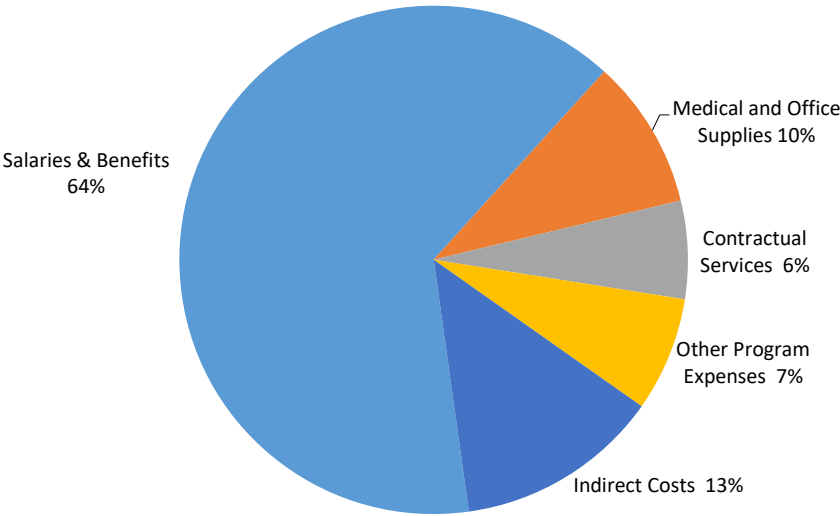
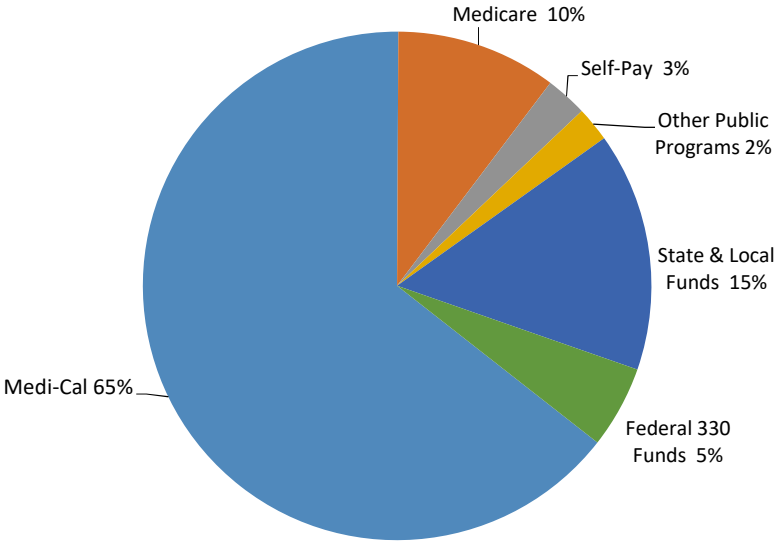
FY 2020-21 Annual Report



2020-21 – The Fiscal Year in Focus

Patient Services Revenue \$55,039,340

Patient Services Expenses \$55,039,340



Accomplishments

FY 2020-21



HEALTH CENTER VACCINATION PODS

As COVID-19 vaccination efforts rolled out in early 2021 in Santa Barbara County, the health centers opened 2-week community distribution sites for those in high-risk groups. “Vaccination is one of the most important tools we have to help end the COVID-19 pandemic,” said Dr. Henning Ansorg, Health Officer for Santa Barbara County.

Total vaccines given at HRSA PODS = 46,673

Lompoc:

Total number first week: 8,317

Total number second week: 7,313

Lompoc Grand Total = 15,630

Santa Barbara:

Total number first week: 7,746

Total number second week: 6,568

Santa Barbara Grand Total = 14,314

Santa Maria:

Total number first week: 9,060

Total number second week: 7,669

Santa Maria Grand Total = 16,729

Accomplishments

FY 2020-21



HEALTH CENTER VACCINATION PODS

Carpinteria Health Care Center held vaccination efforts for the local community at the clinic on Walnut Avenue . More than 1,000 vaccines were given to adults residing or working in Carpinteria in April 2021.

Franklin Health Care Center partnered with Franklin Elementary School to provide COVID vaccine clinics for the Eastside community of Santa Barbara. These clinics were held at the Franklin Elementary Cafeteria and were the first opportunity for children 12 years and older as they became eligible for the vaccine.

Accomplishments

FY 2020-21



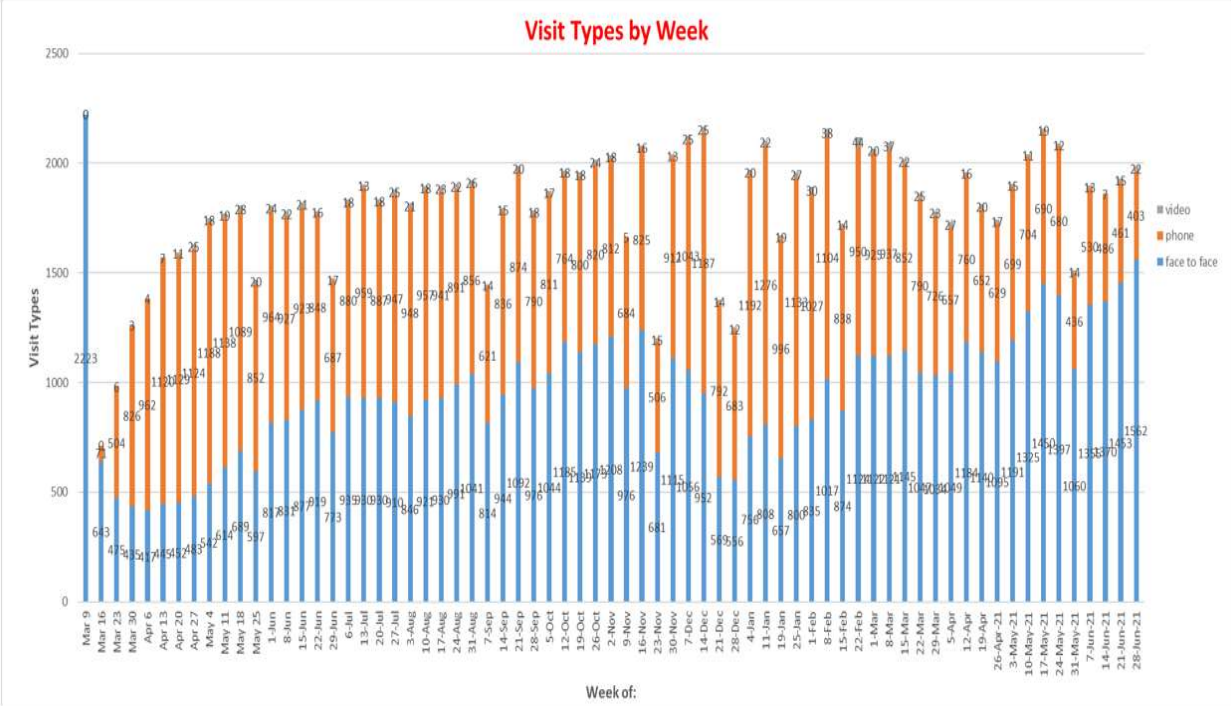
HEALTH CENTER TESTING SITES

During the course of the pandemic, multiple COVID-19 testing sites have been established to meet the needs of the local community. As the need for testing has fluctuated, so too have the available testing locations.

The Health Care Center testing site operating costs were supported through HRSA and other federal funding and had the capacity to absorb the testing demand.

COVID & Virtual Visits

The Health Care Centers continued to adjust and readjust throughout the year as COVID-19 surged, receded, and surged again. Helping slow the spread of the virus was a top priority for the Health Care Centers, as was continuing to attend to patients' regular and preventative health needs. Telehealth services once again were vital in achieving these priorities.



*Notes: Week 11=Memorial Day; Week 16=July 4th; Week 26=Labor Day; Week 35=Veteran's Day; Week 37=2-day Thanksgiving; Week 41=Christmas; Week 42=New Years; Week 45=MLK; Week 49=President's Day; Week 55=Lom HRSA POD 1; Week 56=SM HRSA POD 1; Week 57=SB HRSA POD 1; Week 58=Lom HRSA POD 2; Week 59=SM HRSA POD 2; Week 60=HRSA POD 2; Week 64=Memorial Day

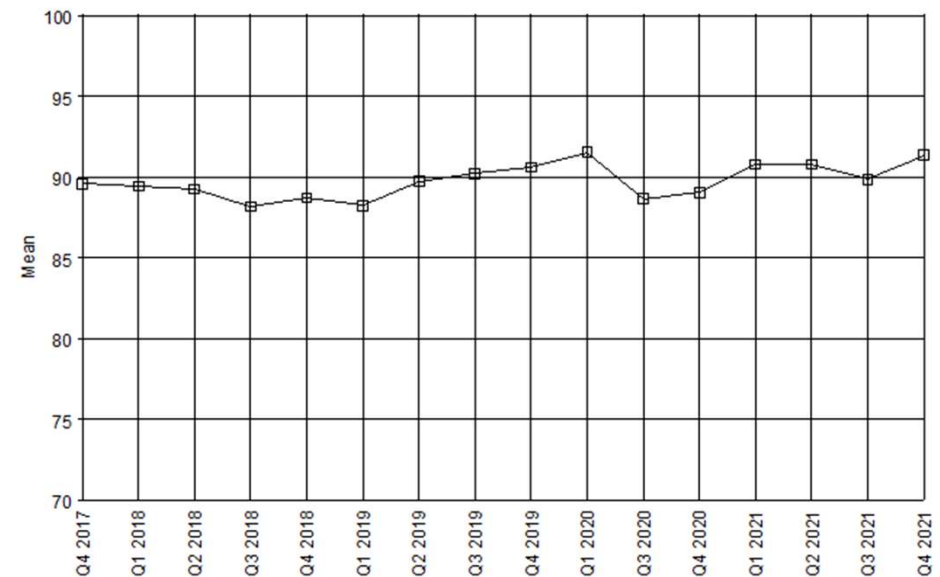
Note: The regular patient survey was paused in Q2 2020 and a different questionnaire was used.

Overall Satisfaction Scores

Mean Scores

Quarter-to-Quarter Comparison

Q: Overall, how would you rate your most recent experience at Santa Barbara County Public Health Department?



Overall Satisfaction

	Quarter:															
	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021
Overall Satisfaction Replies	276	274	295	268	294	282	277	270	271	271	284	298	287	268	295	271
Mean	89.6	89.4	89.2	88.2	88.7	88.2	89.7	90.2	90.6	91.5	88.6	89.0	90.8	90.8	89.8	91.3

Health Center Satisfaction Quarter-to-Quarter Comparison

- The aggregate *Overall Satisfaction* mean score **increased to 91.3 in Q4 2021** from 89.8 in Q3 2021.
- The percentage of respondents rating their *Overall Satisfaction* as “Poor” or “Fair” **decreased from 2.4% in Q3 2021 to 1.8% in Q4 2021** (not shown here).

The Health Center Board

"I am a board member because I want to give back to the community that has helped me so much."

*Lee Herrington
Board Member since 2010*

- Sylvia Barnard
- Arianna Castellanos
- Emily Casarez
- Filipino Chapelle
- Stephen Ferrara
- Darryl Gardner
- Cynthia Guerrero
- Lauren Geeb
- Lee Herrington
- Celia Lee
- Richard Osbourne
- Jason Prystowsky, M.D.
- Skip Szymanski