



Santa Barbara Neighborhood Clinics

Who We Are

- Locations in Santa Barbara, Goleta and Isla Vista
- Our current patient base consists primarily of low-income, medically underserved, uninsured, working individuals, families, the unemployed and those who are homeless
- 8 Clinic Sites for Primary Healthcare, Dental, Behavioral Health, including Substance Use Disorder Prevention/Treatment and Enabling Services.
- EHR: NextGen
- The mission of Santa Barbara Neighborhood Clinics is to provide high quality, comprehensive, affordable healthcare to all people, regardless of ability to pay, in an environment that fosters respect, compassion and dignity.



Our CALQIC Team



Dr. Charles Fenzi, Chief
Executive Officer & Chief
Medical Officer, CEO Contact



Nancy Tillie, Chief Operating
Officer & Chief Financial
Officer, Grant Manager &
Project Lead



Dr. Andria Ruth, Pediatrician,
Medical Director/Physician
Champion/PeRC



Deise Capristo, Licensed Clinic Social
Worker, Behavioral
Health/Therapeutic Intervention
Representative



Vanessa Atyabi, Family Nurse
Practitioner, Eastside Neighborhood
Clinic Representative/Doctorate in
Nursing



Dr. Susan Lawton, Medical Doctor,
Lead Clinician Westside
Neighborhood Clinic/Associate
Medical Director



Our CALQIC Team Continued



Dr. Steven Busselen, Medical
Doctor, MAT Waivered Lead
Clinician Isla Vista
Neighborhood Clinic



Ceylan Ozkan, Registered Nurse,
Care Management/EHR IT Lead



Ama Atiedu, Pediatric Resiliency
Collaborative Representative
(PeRC), Population
Health/Evaluation Stakeholder



Current State: ACEs Screening & Response

- Our current strengths: Experience with the establishment of a Screening/Intervention Program for Infants and their parents since 2017 in the Primary Care Setting. Worked through organization-wide Trauma Informed Care training.
- Our biggest challenges: COVID-19 has disrupted the in-person screening and therapeutic interventions.
- Areas of greatest uncertainty: Capacity for handling Behavioral Health referrals from the screening of all patients and uncovering needs for therapeutic interventions.



Our Team Has Been Wondering . . .

- We would like to learn from the other teams: What has been the impact of COVID-19 on this work and any innovation ideas for supporting the resiliency of families at this time. Also, for programs that have already been screening adolescents and adults what are some of the effective approaches and interventions for both.
- One question for coaches & faculty: In order to have the greatest amount of team member availability for monthly sessions, what is the time flexibility, if any offered by Coaches?
- We need the following support: SBNC has been involved with infants and their parents screening for ACEs and providing therapeutic interventions. Stepping into the adolescent and adult arena it will be important for our program to be adaptable.



Advice & Guidance For Other Teams

- Are there specific content areas your team has developed expertise or wisdom that you are willing to share more about with your peers?

A large part of our program involves Wellness Navigators who are unlicensed, para-professionals. The trust families have in their engagement with these enabling staff members has as much if not more impact on building resiliency in families.

- What are you most proud of in your sites/system that others should know about?

Working with partners Child Abuse Listening Mediation (CALM) and UCSB our current program has published two white papers on our program's research thus far.

