



QUEENSCARE

ANNUAL REPORT
2016

OUR MISSION

As a faith-based organization, QueensCare strives to provide, directly and with others, accessible healthcare for uninsured and low-income individuals and families residing in Los Angeles County.



Dear Friends,

This year has been about achieving equilibrium in the face of ongoing major system change. Continuing QueensCare's mission was accomplished by relying heavily upon our many vital partnerships in the community, both long-standing and newly established.

QueensCare's Direct Healthcare Division partnered with LAUSD to bring its mobile programs to thousands of children throughout the city this past year. The Mobile Vision Program brought LAUSD middle school students vision screenings and new glasses. During the summer, the Mobile Vision Program held its annual Summer Vision Program at Griffith Middle School for the fourth consecutive year.

Our successful Mobile Dental Program's partnership with the Herman Ostrow School of Dentistry of the University of Southern California continued bringing dental care to children in LAUSD's elementary schools. During the summer break, two of the four dental trailers traveled to White Memorial Medical Center, providing much-needed services to the East LA community. The other pair of trailers served the South LA community at Foshay Learning Center. QueensCare's Mobile Dental Program received press coverage from Telemundo, ABC7, NBC4, and the local Korean newspaper *World Journal*, for its East LA presence, a strong indication that our role is as relevant as ever.

Partnering with seven area hospitals, the Direct Healthcare Division's Inpatient Program paid inpatient expenses of uninsured patients who had no other source of support for care they desperately needed. Continuing its collaboration with Children's Hospital of Los Angeles (CHLA), the Mental Health Program provided crisis intervention and support, along with on-going therapy to children in the Los Angeles Unified School District (LAUSD).

The QueensCare Health & Faith Partnership (QHFP) was extremely active throughout the year. Our parish nurses served more than 40 affiliate sites in the community, providing a variety of healthcare services every week. These services included ongoing medication management and reconciliation (ensuring that multiple medications often prescribed separately are safe to be taken together), along with blood pressure and glucose screenings, so necessary to prevent, diagnose or manage often life-threatening diseases. On weekends, QHFP nurses attended outreach events, hosting thousands of visitors who received on-site screenings, flu shots, health education, and exercise classes.

The Pastoral Care Division performed many special duties, chief among them comforting and ministering to patients in the hospital, as well as performing anointings, discussing advanced care directives, and holding daily Catholic mass for hospital patients and staff alike.

Last but certainly not least, the Charitable Division awarded grants to help with everything from primary care to scholarships to repayment of student loans for medical students and professionals working in underserved areas.

So, while the world and healthcare continue to change, QueensCare remains focused on its commitment to our communities, strengthening relationships with people and organizations that share our commitment and passion for service. We continue to seek out and create new partnerships to meet our goals and expand our reach, despite changes in the social and political environment. As always, we persist with diligence and dedication serving those in need who depend upon us.

We thank you for taking the time to read this year's report, for continuing to support QueensCare and the underserved populations in Los Angeles, and most especially, for joining us on our journey.

Very sincerely,



David Walsh,
Chair, Board of Directors



Barbara Brandlin Hines,
Chief Executive Officer



David Walsh

CHAIR, BOARD OF DIRECTORS

Mr. Walsh was appointed as Chair of the QueensCare Board in 2014 and holds a JD from the University of Southern California. He has been recognized as a leading lawyer by *Legal 500 US* 2014 in the fields of Marketing and Advertising, and Product Liability and is currently a partner at Morrison & Foerster. Mr. Walsh also serves on the Board of Directors of QueensCare Health Centers and several QueensCare committees.



Barbara B. Hines

CHIEF EXECUTIVE OFFICER

Ms. Hines joined QueensCare in 1997 as Senior Vice President to form the Charitable Division. Named President & CEO in 2009, she has a background in banking and holds an MBA from USC in Accounting and Finance.

2016 NEWS AND UPDATES

Direct Care Division:

The Mental Health Program:

- » Delivered in mental health services to 52 children and their families under a \$209,000 contract with Children's Hospital Los Angeles.
- » Hired a full-time bilingual mental health clinician to better serve Spanish-speaking patients.

The Mobile Vision Program:

- » Visited 26 Los Angeles Unified School District (LAUSD) middle schools, providing screenings by school nurses and eye exams by a QueensCare optometrist.
- » Wrote 1,782 prescriptions and gave free glasses to 1,504 children.
- » Referred 39 children to a specialist for previously undiagnosed eye issues.
- » Held its annual Summer Vision Program at Griffith Middle School for the fourth consecutive year, providing free eye exams and glasses to over 100 children.

The Mobile Dental Program:

- » Served nine LAUSD elementary schools.
- » Logged 3,704 visits and conducted 10,926 procedures for 880 children.
- » Donated services valued at \$1,354,824 to the community.
- » Gave presentations on oral hygiene to 6,500 students and furnished all of them with packages of toothbrushes, toothpaste, and dental floss.
- » Held a summer program at White Memorial Medical Center to reach children in East Los Angeles during summer vacation.
- » Received praise in press coverage from Telemundo, ABC7, NBC4, and the local Korean newspaper *World Journal*.

The Inpatient Program:

- » Provided \$4.9 million in inpatient services through contracts with seven hospitals: California Hospital Medical Center, Cedars-Sinai Medical Center, Glendale Memorial Hospital and Health Center, Good Samaritan Hospital, Los Angeles County + USC Medical Center, St. Vincent Medical Center, and White Memorial Medical Center.
- » Distributed 15,020 flyers at 106 religious services with over 36,490 congregants in attendance through its Outreach Program.

QueensCare Health & Faith Partnership (QHFP):

- » Conducted more than 23,000 individual visits and held monthly special events at affiliate sites.
- » Provided direct services to over 12,000 individuals, in addition to screenings and education for 13,000 more during outreach events.
- » Serviced 30 affiliate sites including food pantries, homeless shelters, churches, synagogues, senior nutrition sites, the Braille Institute, and the Armenian Relief Society.
- » Provided 4 to 8 hours of weekly parish nurse and community health worker services at affiliate sites.
- » Held quarterly events at 11 limited affiliate sites, providing health services to upwards of 8,000 individuals.
- » Assisted several Catholic schools with health services, including reviewing vaccination records for compliance, delivering health education classes and screening for vision, hearing, and scoliosis.
- » Planned and participated in 156 outreach events, including five health fairs featuring nutrition and heart health education, Zumba classes, tuberculosis and osteoporosis testing, vision and blood pressure screening, body mass index (BMI) measurements, glucose monitoring, blood drives, foot washings and first aid.
- » Ensured that homeless parents received gifts on Mother's Day and Father's Day.

Pastoral Care Division:

- » Gave 43,690 hospitalized patients spiritual comfort during their inpatient admission.
- » Anointed 1,080 individuals.
- » Counseled 305 patients on advanced healthcare directives, completing 64 directives.
- » Conducted daily mass for hospital patients and staff in collaboration with local parishes.

Charitable Division:

- » Awarded 35 grants totaling \$2,752,672 for various healthcare initiatives.
- » Granted 37 scholarships totaling \$353,850 and one loan repayment award through the Gene & Marilyn Nuziard Scholarship and Loan Repayment Program to students pursuing healthcare related degrees. Recipients represented 16 colleges and universities.
- » Awarded \$2,050,000 to 16 local hospitals for uninsured patients receiving emergency care through the Emergency Medical Services Fund.

Please Contribute to Care

Without the generous donations of individuals like you, we would be unable to further the noble mission laid down by the Franciscan Sisters of the Sacred Heart more than a century ago to serve those in need with care and compassion. Your donation preserves this legacy of service, helping ensure that QueensCare continues to provide accessible healthcare for uninsured and low-income individuals and families.

Donations to QueensCare are tax-deductible and may be made online at:

www.QueensCare.org/donate or by using the enclosed envelope. If you would like your donation to go towards a specific program, please indicate which one on the enclosed envelope.

On behalf of QueensCare and all we serve, thank you for contributing to care.



FINANCIAL STATEMENTS

For the Year Ending June 30, 2016

CONSOLIDATED STATEMENT OF FINANCIAL POSITION*

2016

ASSETS

Cash and cash equivalents	\$ 5,931,000
Investments	329,332,000
Property and equipment, net	48,190,000
Notes Receivable from QHC	493,000
Other Assets	775,000
Total assets	\$ 384,721,000

LIABILITIES AND NET ASSETS

Liabilities

Accounts payable, accrued expenses, and other liabilities	\$ 5,011,000
Grants payable	3,382,000
Total liabilities	8,393,000

Net Assets

Unrestricted	375,207,000
Temporarily restricted	1,121,000
Total net assets	376,328,000
Total liabilities and net assets	\$ 384,721,000

CONSOLIDATED STATEMENT OF ACTIVITIES*

2016

OPERATING REVENUES

Net investment income (loss)	\$ -6,908,000
Contributions	712,000
Total operating income	-6,196,000

EXPENSES AND GRANTS

Grants	5,177,000
Program Services	12,624,000
Administrative and general expenses	1,793,000
Total operating expenses and grants	19,594,000
Net operating income	-25,790,000

OTHER REVENUE

Other income	2,848,000
Total other revenue	2,848,000
Change in net assets	-22,942,000

Net assets, beginning of year

399,270,000

Net assets, end of year

\$ 376,328,000

*Information excerpted from the 2016 FY audited financial statements.



QUEENSCARE BOARD

TOP (L-R): Denise Forgette, Rev. Michael Mata, Sr. Judy Murphy, David Walsh, Bettie Woods, Allan Michelena, Jay Guarena, Barbara Hines **BOTTOM (L-R):** L. Steven Aronoff, Fran Inman, Lois Saffian, Msgr. Jeremiah Murphy, Barbara Bice, Richard Yoo, Gene Nuziard



QUEENSCARE CHARITABLE BOARD

TOP (L-R): Conrad Aragon, Ed Avila, Barry Peterson, William Harris, Mark Handin, Alan Cushman, Haley English
CENTER (L-R): Marina Aronoff, Kay Buck, Ann Lee, Tina Yoo, Sr. Karen Collier, Barbara Bice, Susan Downey, Denise Forgette, Marcia Goin, Mary Woodward, Lois Saffian, Dr. John Orr
BOTTOM (L-R): Archbishop Hovsepian, Anni Balian, Mollie Nankivell, Dr. Tim Lefevre, Bettie Woods, Sr. Judy Murphy, Jan Fredrickson, Anna Sivak, Edgardo Gazcon

NOT PICTURED: Joan Baker, Doug Caruso, Cathi Chadwell, Ivan Houston, Betsy Link, Leo Perez, Larry Scott

Management Committee

Barbara B. Hines

Chief Executive Officer

Gary G. Grubbs

President and Chief Financial Officer;

Jennifer Polzin, PharmD, CPhQ, BCACP,

Chief Operating Officer

Tom Gladfelter, M.D.,

Chief Medical Officer

Liz Hoang

Chief Human Resource Officer

CHARITABLE GRANTS

In addition to its own direct healthcare programs and in keeping with its mission, QueensCare awards grants to other nonprofit “safety net” organizations that provide services to the community.

AIDS SERVICES FUND

Grants for home health, skilled nursing, and hospice care for LA County residents living with HIV/AIDS.

Alliance for Housing and Healing	\$50,000
APLA Health & Wellness	\$200,000
The Salvation Army	\$55,000
AIDS Services Fund Total	\$305,000

EDUCATION AND OUTREACH FUND

Grants to provide health related education or outreach to underserved populations.

Ava's Heart	\$10,000
BREATHE L.A.	\$40,000
California Hospital Medical Center	\$65,000
California State University Northridge Foundation	\$42,000
Cancer Support Community-Pasadena	\$35,000
CAST	\$125,000
Esperanza Community Housing Corporation	\$95,172
National Kidney Foundation	\$30,000
St. Barnabas Senior Services	\$50,000
Southern California Public Radio	\$50,000
WeSPARK Cancer Support Center	\$50,000
Education and Outreach Fund Total	\$592,172

EMERGENCY MEDICAL SERVICES FUND

Grants to fund emergency room care of uninsured patients residing in LA County.

Beverly Hospital	\$7,012
California Hospital Medical Center	\$20,427
Children's Hospital Los Angeles	\$86,585
County of Los Angeles DHS (LAC+USC Medical Center)	\$412,805
Glendale Memorial Hospital and Health Center	\$64,634
Good Samaritan Hospital	\$432,012
Hollywood Presbyterian Medical Center	\$565,854
Los Angeles Community Hospital	\$24,695
Monterey Park Hospital	\$2,439
Olympia Medical Center	\$96,037
St. Vincent Medical Center	\$257,317
Sherman Oaks Hospital	\$7,012
Southern California Hospital at Culver City	\$28,049
UCLA Healthcare (Ronald Reagan Medical Center)	\$32,317
USC Verdugo Hills Hospital	\$7,317
White Memorial Medical Center	\$5,488
Emergency Medical Services Fund Total	\$2,050,000

GRANTS FUND

Gene and Marilyn Nuziard Scholarship and Loan Repayment Program for Healthcare Professionals

Student attending Antelope Valley College	\$9,000
Students attending Biola University	\$20,000
Student attending California State University - Dominguez Hills	\$10,000
Students attending California State University - Los Angeles	\$20,000
Student attending California State University - Northridge	\$2,000
Students attending California State University-San Marcos	\$18,850
Students attending Charles Drew University of Medicine	\$60,000
Students attending Illinois Wesleyan University	\$50,000
Student attending San Francisco State University	\$10,000
Student attending Santa Ana College	\$2,500
Student attending University of California-Davis School of Medicine	\$10,000
Student attending University of California-Irvine School of Medicine	\$10,000
Students attending University of California-Los Angeles	\$18,000
Student attending UCLA School of Dentistry	\$10,000
Students attending UCLA David Geffen School of Medicine	\$20,000
Student attending University of California-San Francisco	\$10,000
Student attending UC-San Francisco, Orange County	\$10,000
Students attending USC Keck School of Medicine	\$50,000
Student attending Western University of Health Sciences	\$10,000
Loan Repayment Award	\$10,000

Scholarship & Loan Repayment Program Total **\$353,850**

American Red Cross \$50,000

Tierra del Sol Foundation \$25,000

Grants Fund Total **\$428,850**

OUTPATIENT SERVICES FUND

Grants to fund outpatient care.

Chinatown Service Center	\$100,000
Children's Institute	\$75,000
Covenant House California	\$50,000
Five Acres	\$35,000
Los Angeles Christian Health Centers	\$100,000
MEND	\$50,000
No Limits for Deaf Children	\$50,000
Orthopaedic Institute for Children	\$47,000
Pepperdine University	\$50,000
Program for Torture Victims	\$75,000
Saban Community Clinic	\$100,000
St. John's Well Child & Family Center	\$100,000
South Central Family Health Center	\$100,000
Southern California Counseling Center	\$50,000
Step Up on Second	\$65,000
Strength in Support	\$15,000
T.H.E. Health & Wellness Centers	\$100,000
USC Keck School of Medicine	\$300,000
USC Ostrow School of Dentistry	\$50,000
Outpatient Services Fund Total	\$1,512,000

TRANSPORTATION FUND

Grants to fund transportation to/from hospitals and doctor's appointments.

Children's Hospital Los Angeles	\$100,000
St. Anne's	\$23,500
St. Vincent Medical Center	\$125,000
Transportation Fund Total	\$248,500

GRAND TOTAL **\$5,136,522**

GRANTS AND DONATIONS RECEIVED

Thank you for your continued support and generosity.

St. Joseph's Health Support Alliance	\$300,000
In Memory of Cande Bak	\$25,000
Joan Fritz Family Trust	\$2,000
Ferguson & Brewer Investments	\$1,000

GIFTS UP TO \$1,000

Anonymous	
In Memory of Mary Barron	\$200
George Asmar	\$100
Judith Brandlin	\$150
Eutinicer Chuwbi	\$200
Maritza Alvarado	\$200

INPATIENT FUND NUMBERS

Cedars-Sinai Medical Center	\$116,904
White Memorial Medical Center	\$942,004
St. Vincent Medical Center	\$1,058,674
Good Samaritan Hospital	\$1,841,640
California Medical Center	\$287,229
Glendale Memorial	\$258,047
Los Angeles County USC Medical Center	\$358,638

TOTAL **\$4,863,136**





950 South Grand Avenue, 2nd Floor South
Los Angeles, CA 90015
323.669.4301 | QueensCare.org