As you peruse this year’s report, you may notice that it is a little different from past versions. In years past, we have included both information relating to the fiscal year and general or historical information about QueensCare in the annual report. This year, however, we are including two publications. The annual report contains updates, highlights, and financial information for the year while the supplemental report covers our mission, history, structure, and basic organizational information, which is less likely to change. The supplement will be used as a brochure throughout the years to come, to explain who we are, where we come from, and the people we serve. It will be given to those who are unfamiliar with the organization and will also be made available in an electronic format on our website. Future annual reports will refer to this supplement for background information on the organization, rather than repeating it each year in the annual report. We hope that this design change will reduce our environmental footprint as part of our efforts to be more environmentally conscious.

Along with a change in the look of our annual report, QueensCare has also updated its logo to one which conveys the essence of the organization. The “Q” for QueensCare contains a cross which reflects both the organization’s faith-based values and historical ties to the Franciscan Sisters of the Sacred Heart. The purple and gold swirls comprising the “Q” signify the wings of a dove, a symbol of peace and something that QueensCare strives to bring to those it serves. Finally, the blue in the QueensCare logo is the same color as in QueensCare Health Centers’ logo, illustrating the strong partnership between the two organizations that, while separate, share a common beginning, vision, and mission.

Another big change for QueensCare was the relocation of its administrative offices to the Federal Reserve Bank of San Francisco Los Angeles Branch’s building in downtown Los Angeles. This move has allowed the staff to operate together in one space, facilitating better communication and collaboration within the organization. This move is also aligned with our paperless project, another step towards becoming environmentally friendly. This project will transition our organization to an enterprise-wide electronic document management system, reducing paper usage and furthering the reduction in our environmental impact.

While our offices, logo, and look of our annual report have changed, our mission has not. QueensCare continues to support low-income and underserved residents of Los Angeles County. The outreach efforts and preventative care provided by the nurses and community health workers of QueensCare Health & Faith Partnership, combined with the excellent primary care delivered by its partnership with QueensCare Health Centers, and the top-notch inpatient care offered through contracts with local non-profit hospitals, make up the framework that is QueensCare. This framework is supplemented by transportation programs to help people get to and from their caregivers, educational programs to empower patients to participate in their own healthcare decisions, and emergency care for those times that none of us anticipates.

As always, QueensCare will continue to make strides towards better serving our communities. We thank you wholeheartedly for your continued and nurturing support, which has allowed us to better serve those in need. We hope that you enjoy this year’s annual report and its new look as much as we do.

Sincerely,

Msgr. Jeremiah Murphy,
Chair, Board of Directors

Barbara Brandlin Hines,
President & Chief Executive Officer

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.
2014 NEWS AND UPDATES

DIRECT CARE DIVISION:
The Mental Health Program:
• Provided nearly $150,000 in mental health services to children and their families under a contract with Children’s Hospital Los Angeles.

The Mobile Vision Program:
• Visited 27 schools in 2014, screening 10,881 students and providing 2,086 pairs of glasses free of charge.
• Gave 50 students exams and glasses during the MVP Summer Clinic.

The Mobile Dental Program:
• Visited 10 schools in 2014, examining 1,226 students.
• Had 4,391 appointments and conducted 21,641 procedures.
• Provided over $775,000 worth of services to the community free of charge.
• Provided dental services to community children up to the age of 18 during summer session, while LAUSD schools were on break.

The Inpatient Program:
• Provided $5 million in inpatient services to 480 patients admitted to seven hospitals: California Hospital Medical Center; Cedars-Sinai Medical Center; Glendale Memorial Hospital and Health Center; Good Samaritan Hospital; LA County / USC Hospital; St. Vincent Medical Center; and White Memorial Medical Center.

CHARITABLE DIVISION:
• Approved 16 grants in December 2013 for a total of $605,660.
• Approved 21 grants in June 2014 for a total of $1,345,663.
• Awarded $224,300 through the Gene & Marilyn Nuziard Scholarship and Loan Repayment Fund, with 28 scholarships to students attending 15 colleges and two loan repayment awards.
• Awarded $2,012,000 to 16 local hospitals and medical centers through the Emergency Medical Services Fund.

QUEENS CARE HEALTH & FAITH PARTNERSHIP (QHFP):
• Had 53,117 total contacts with clients, 15,901 of which were one-on-one consultations with parish nurses.
• Conducted 336 osteoporosis screenings, 335 cholesterol screenings, and 335 tuberculosis tests.
• Administered vaccinations to 552 children and 1,890 adults, 1,400 of which were uninsured.
• Reached out to those in need in Koreatown through QHFP’s newest Korean church sites, Calvary Faith Church and LA Dong San.
• Conducted blood drives, exceeding donor goals at four different churches.

PASTORAL CARE DIVISION:
• Provided spiritual comfort to 46,637 patients through counseling and conducting religious rites, including anointing 1,048 people and baptizing 16 babies.
• Counseled hundreds of patients regarding Advance Directives, a critical document that specifies a patient’s wishes when he/she is unable to communicate due to illness or injury.
• Gave a presentation to recent nursing graduates entitled “Death, Dying, and Bereavement” regarding the importance of compassion.
• Conducted memorial services for hospital employees, with various ministers, priests, and rabbis from the community.
• Arranged for Catholic Mass to be celebrated every weekday in the chapel for hospital staff and patients.
• Administered vaccinations to 552 children and 1,890 adults, 1,400 of which were uninsured.

Thank You for Your Contributions
We are exceedingly grateful to the many individuals, corporations, and foundations that have supported our mission through their generous donations. As a non-profit organization, these donations are vital to sustaining QueensCare’s operations and providing critical healthcare services to underserved communities in Los Angeles.

Your donation will help ensure that QueensCare continues to deliver quality care to those in need. If you would like your donation to go towards a specific program, please indicate which at the time of your contribution. Donations to QueensCare are tax-deductible, and may be made online at QueensCare.org/donate or by using the enclosed envelope.

We thank you for your compassion, care, and consideration in making a donation.

FINANCIAL STATEMENTS
For the Year Ending June 30, 2014

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION* 2014

ASSETS
Cash and cash equivalents $ 8,582,000
Investments 313,577,000
Property and equipment, net 90,447,000
Notes Receivable from QHC 3,779,000
Other Assets 1,658,000
Total assets $ 498,015,000

LIABILITIES AND NET ASSETS
Liabilities
Accounts payable, accrued expenses, and other liabilities $ 3,781,000
Grants payable 2,754,000
Note Payable 5,986,000
Total liabilities 10,127,000

Net Assets
Unrestricted 406,777,000
Temporarily restricted 1,646,000
Total net assets 408,423,000
Total liabilities and net assets $ 418,050,000

CONSOLIDATED STATEMENT OF ACTIVITIES*

2014

OPERATING REVENUES
Net investment income $ 31,932,000
Contributions 350,000
Total operating income 32,282,000

EXPENSES AND GRANTS
Grants 4,963,000
Program Services 15,565,000
Administrative and general expenses 2,420,000
Total operating expenses and grants 22,948,000
Net operating income 10,324,000

OTHER REVENUE
Other income 1,020,000
Total other revenue 1,020,000
Change in net assets 13,347,000
Net assets, beginning of year 394,386,000
Net assets, end of year 407,923,000

*$Information excerpted from the 2014 FY audited financial statements.
CHARITABLE GRANTS

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

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

- AIDS Project Los Angeles $103,000
- Alliance for Housing and Healing $50,000
- The Salvation Army - Angeles $44,928

AIDS Services Fund Total $198,928

EDUCATION AND OUTREACH FUND
Grants to provide health-related education or outreach to underserved populations.

- Asian Pacific AIDS Intervention Team $25,000
- BREATHE L.A. $40,000
- Breath Foundation $25,000
- Coalition to Abolish Slavery and Trafficking (CAST) $75,000
- My Friend’s Place $50,000
- PATH $50,000
- South Central Los Angeles Ministry Project $28,735
- St. Mary’s Academy $32,960
- Weingart Center Association $50,000
- Worksite Wellness $25,000

Education and Outreach Fund Total $410,895

EMERGENCY MEDICAL SERVICES FUND
Grants to fund emergency room care of uninsured patients residing in LA County.

- Alta Los Angeles Community Hospital $24,574
- Beverly Hospital $50,751
- California Hospital Medical Center $61,435
- Cedars-Sinai Medical Center $67,087
- Children’s Hospital Los Angeles $32,553
- County of Los Angeles DHS (LAC+USC Medical Center) $731,590
- Glendale Adventist Medical Center $2,310
- Glendale Memorial Hospital and Health Center $25,294
- Good Samaritan Hospital $155,031
- Hollywood Presbyterian Medical Center $208,879
- Monterey Park Hospital $2,816
- Olympia Medical Center $105,483
- Providence St. Joseph Medical Center $65,787
- Sherman Oaks Hospital $21,502
- Southern California Hospital at Culver City $34,045
- UCLA Healthcare (Ronald Reagan Medical Center) $64,293
- USC Verdugo Hills Hospital $8,391
- White Memorial Medical Center $2,536

Emergency Medical Services Fund Total $2,015,999

GRANTS FUND
Grants for nonpatient care

- Gen and Marilyn Nuziard Scholarship and Loan Repayment Program for Healthcare Professionals $2,000
- Students attending American Cancer College $2,000
- Students attending Azusa Pacific University $2,000
- Students attending Biola University $34,000
- Students attending College of the Canyons $2,000
- Students attending California State University-Long Beach $8,880
- Students attending California State University-Los Angeles $9,000
- Students attending El Camino College-Corpus $2,000
- Students attending Illinois Wesleyan University $72,000
- Students attending L.A. College of Nursing and Allied Health $2,000
- Students attending Lama Linda University $9,000
- Students attending Pasadena City College $2,000
- Students attending San Diego State University $4,500
- Students attending UCLA David Geffen School of Medicine $39,000
- Students attending UCSF School of Pharmacy $9,000
- Students attending USC Keck School of Medicine $9,000
- Students attending USC School of Social Work $9,000
- Loan Repayment Program $4,000
- Scholarship & Loan Repayment Program Total $224,500
- American Red Cross $50,000
- Reach Out and Read $5,000

Grants Fund Total $279,500

OUTPATIENT SERVICES FUND
Grants to fund outpatient care.

- A Place to Call Home $25,000
- Asian Pacific Health Care Venture $50,000
- Blind Children’s Center $40,000
- Downtown Women’s Center $40,000
- Esser Pediatric & Family Medical Center $100,000
- Exceptional Children’s Foundation $50,000
- Five Acres $35,000
- HLA $35,000
- John Tracy Clinic $40,000
- JWCH Institute $50,000
- Little Sisters of the Poor $75,000
- Los Angeles Christian Health Centers $50,000
- MEND $50,000
- No Limits for Deaf and Hard of Hearing Children $50,000
- Pepperdine University $35,000
- Providence Trinity Care Hospice $25,000
- St. Barnabas Senior Services $25,000
- St. John’s Well Child & Family Center $30,000
- Young & Healthy $40,000

Outpatient Services Fund Total $1,045,000

TRANSPORTATION FUND
Grants to fund transportation to/from hospitals and doctor’s appointments

- KHEIR $75,000
- St. Ame’s $23,500
- White Memorial Medical Center $147,000
- Transportation Fund Total $245,500

GRAND TOTAL $4,387,623