



QUEENSCARE
ANNUAL REPORT
2014

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,

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



Msgr. Jeremiah Murphy,
CHAIR, BOARD OF DIRECTORS
An ordained Catholic priest, Msgr. Murphy has served as Superintendent of the Archdiocese of LA high schools and colleges, Vice Chancellor of the Archdiocese of LA, Pastor of St. Brendan Church, and in his current role as Pastor of St. Victor's parish. Msgr. Murphy also serves on the QueensCare Charitable board and several QueensCare committees.



Barbara B. Hines
PRESIDENT & CEO
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.

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:

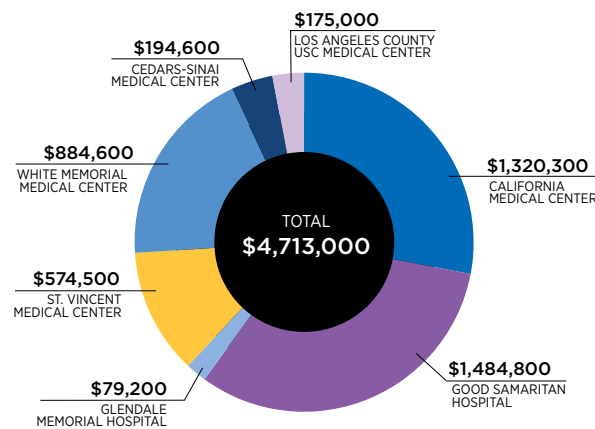
- Visited 27 schools in 2014, screening 10,881 students and providing 2,086 pairs of glasses free of charge.
- Gave 50 students exams and glasses during the MVP Summer Clinic.
- Updated available glasses to reflect current eyewear trends, with thirteen stylish frames for kids to choose from.

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.



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.

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 18 local hospitals and medical centers through the Emergency Medical Services Fund.

QUEENSCARE 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.



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		1,665,000
Total assets	\$	418,050,000

LIABILITIES AND NET ASSETS

Liabilities

Accounts payable, accrued expenses, and other liabilities	\$	3,781,000
Grants payable		2,358,000
Note Payable		3,988,000
Total liabilities		10,127,000

Net Assets

Unrestricted		406,777,000
Temporarily restricted		1,146,000
Total net assets		407,923,000
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		4,160,000
Program Services		13,565,000
Administrative and general expenses		2,040,000
Total operating expenses and grants		19,765,000

Net operating income 12,517,000

OTHER REVENUE

Other income		1,020,000
Total other revenue		1,020,000

Change in net assets 13,537,000

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.



QUEENSCARE BOARD

TOP (L-R): Richard E. Yoo, MD; Denise Partamian Forgette; Allan Michelena; Barbara Bice; Barbara B. Hines; Jay Guarena; Bettie J. Woods; Steven Aronoff; Lois Saffian

BOTTOM (L-R): Joan Sanders Baker; Sr. Judy Murphy, Secretary; Msgr. Jeremiah Murphy, Chair; David Walsh, Vice Chair; Gene A. Nuziard; Marina Alvarez Aronoff



QUEENSCARE CHARITABLE BOARD

TOP (L-R): Barbara Linski, Alan Cushman, Ivan A. Houston, Doug Caruso, Kay Buck **CENTER (L-R):** Joan Sanders Baker; Mollie McGinty Nankivell; Marina Alvarez Aronoff; Barbara F. Bice; John B. Orr, PhD; Mark Handin; Mary Carlota Woodward; Denise Partamian Forgette; J. Kim Miller, PhD; Dorothy Graff **BOTTOM (L-R):** Archbishop Vatche Hovsepian; Sr. Mary Karen Collier; Msgr. Jeremiah Murphy; Bettie J. Woods, Chair; Timothy Lefevre, MD, Vice Chair; Lois Saffian; Anni Balian; Fran Inman

NOT PICTURED: Sr. Judy Murphy, Secretary; Edward J. Avila; Victor Griego; Betsy Leland Link; Michael Mata; Larry Scott



Leadership Team

TOP (L-R): Alex Armstrong, Chief Operating Officer; Barbara B. Hines, President & Chief Executive Officer; Gary Grubbs, Chief Financial Officer

BOTTOM (L-R): Liz Hoang, Vice President of Human Resources; Dr. Tom Gladfelter, Chief Medical Officer

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	\$100,000
Alliance for Housing and Healing	\$50,000
The Salvation Army – Alegria	\$44,928
AIDS Services Fund Total	\$194,928

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
Bresee 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	\$32,160
Weingart Center Association	\$50,000
Worksite Wellness	\$35,000
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	\$10,751
California Hospital Medical Center	\$61,435
Cedars-Sinai Medical Center	\$67,067
Children’s Hospital Los Angeles	\$33,533
County of Los Angeles DHS (LAC+USC Medical Center)	\$731,590
Glendale Adventist Medical Center	\$2,304
Glendale Memorial Hospital and Health Center	\$23,294
Good Samaritan Hospital	\$515,031
Hollywood Presbyterian Medical Center	\$208,879
Monterey Park Hospital	\$2,816
Olympia Medical Center	\$135,413
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)	\$64,251
USC Verdugo Hills Hospital	\$8,191
White Memorial Medical Center	\$1,536
Emergency Medical Services Fund Total	\$2,011,999

GRANTS FUND

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

Students attending American Career College	\$2,000
Students attending Azusa Pacific University	\$9,000
Students attending Biola University	\$34,000
Students attending College of the Canyons	\$2,000
Students attending California State University-Long Beach	\$8,800
Students attending California State University-Los Angeles	\$9,000
Students attending El Camino College-Compton	\$2,000
Students attending Illinois Wesleyan University	\$72,000
Students attending LAC College of Nursing and Allied Health	\$2,000
Students attending Loma 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	\$9,000
Students attending UCSF School of Pharmacy	\$9,000
Students attending USC Keck School of Medicine	\$18,000
Students attending USC Ostrow School of Dentistry	\$9,000
Students attending USC School of Social Work	\$9,000
Loan Repayment Program	\$14,000
Scholarship & Loan Repayment Program Total	\$224,300
American Red Cross	\$50,000
Reach Out and Read	\$5,000
Grants Fund Total	\$279,300

OUTPATIENT SERVICES FUND

Grants to fund outpatient care.

A Place to Call Home	\$25,000
Asian Pacific Health Care Venture	\$100,000
Blind Children’s Center	\$40,000
Downtown Women’s Center	\$40,000
Eisner Pediatric & Family Medical Center	\$100,000
Exceptional Children’s Foundation	\$50,000
Five Acres	\$35,000
Hillsides	\$35,000
John Tracy Clinic	\$40,000
JWCH Institute	\$100,000
Little Sisters of the Poor	\$75,000
Los Angeles Christian Health Centers	\$100,000
MEND	\$50,000
No Limits for Deaf and Hard of Hearing Children	\$30,000
Pepperdine University	\$35,000
Providence Trinity Care Hospice	\$25,000
St. Barnabas Senior Services	\$25,000
St. John’s Well Child & Family Center	\$100,000
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. Anne’s	\$23,500
White Memorial Medical Center	\$147,000
Transportation Fund Total	\$245,500

GRAND TOTAL

\$4,187,623

GRANTS AND DONATIONS RECEIVED

Thank you for your continued support and generosity.

St. Joseph’s Health Support Alliance	\$350,000
CHA-Hollywood Presbyterian Medical Center	\$80,000
Anonymous	\$16,600
Alzheimer’s Association	\$2,400

DONATIONS UP TO \$2,000

Dorothy Graff	
Joan Fritz Family Trust	
Alpha Fund	
Integrated Office Technology	
T2 Technology Group	
George H. Asmar	
Tracy Zweig Associates, Inc.	
Medical Professionals	

IN-KIND

State of California - Vaccines	\$27,100
County of Los Angeles, Department of Public Health - Gloves	\$1,800



QUEENSCARE

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