





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,

QueensCare's commitment to care has never been stronger than it is today. While the world, and healthcare especially, continue to change, QueensCare's Board and staff remain committed to our communities - strengthening relationships with people and organizations that share our commitment and passion for caring.

QueensCare and those it serves began the fiscal year anticipating stabilization in healthcare after several years of monumental change. A final group, undocumented low income California children up to age 19, joined the ranks of the insured just before the start of this fiscal year through Health4All or SB 1005. More Californians than ever before had coverage for the first time through Covered California and Medi-Cal expansion.

However, the hopefulness with which we began the fiscal year soon gave way to uncertainty about what was to come. The November election results were, to say the least, unexpected. The incoming administration promised the repeal of the Affordable Care Act, which had brought healthcare to millions nationally, and 5.3 million in California alone.

QueensCare is no stranger to uncertainty and in spite of enormous changes in our environs, administration changes, and volatile public sentiment, we continue to deliver healthcare in our communities. Day by day, since our original founding over a century ago, QueensCare and Queen of Angels Hospital before it, have been committed to caring and serving those in the community who are most vulnerable and have the fewest resources. As always, we continue to live our mission every day and adapt to whatever change comes our way.

Throughout this report, you will read the stories of patients whose health, wellbeing, and lifestyles reflect how our commitment to the community has impacted lives in positive and meaningful ways. In spite of uncertainty, we remain firm in the knowledge that we have truly dedicated people working daily to strengthen and build upon the commitment demonstrated thus far. We thank you for taking the time to read this year's report and for continuing to support QueensCare and the underserved in Los Angeles.

Sincerely,



David Walsh,
Chair, Board of Directors



Barbara Brandlin Hines,
President & Chief Executive Officer



David Walsh

CHAIR, BOARD OF DIRECTORS

Mr. Walsh was appointed as Chair of the QueensCare board in 2014. He earned his JD at the University of Southern California. A partner at Morrison & Foerster LLP, he has been recognized as a leading lawyer by *Legal 500 US* 2014 in the fields of Marketing and Advertising, as well as Product Liability. Mr. Walsh also serves on the QueensCare Health Centers 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.



A Blessing to the Community

QueensCare's successful Mobile Dental Program continues to provide much-needed services to children in the Los Angeles Unified School District. The program operates through a partnership with the Herman Ostrow School of Dentistry of USC using four 48-foot, fully-equipped mobile dental trailers, each containing three dental chairs. The trailers operate in pairs, visiting qualifying LAUSD elementary schools in the QueensCare primary and secondary service areas on a rotating basis. In the summer when school is out, two trailers are located at key community locations such as White Memorial Medical Center and the Foshay Learning Center. Throughout the year, the program provides a full range of dental services, including exams, fillings, teeth cleaning, and sealants.

The Lalin family and their four children first learned about the program over the summer when Alex Lalin responded to an email about free dental services available on the White Memorial

Hospital campus where he works. While the family had medical insurance through Alex's employer, they did not have dental insurance, so he and his wife, Adelaida, made an appointment for their children to be seen.

Prior to entering the QueensCare Mobile Dental Program, Clarissa (age 10), Jacob (age 8), Sophia (age 6), and Nathalia (age 3) had been seen for teeth cleanings, but the high cost of dental procedures like fillings and crowns, which both Clarissa and Jacob needed, were beyond what the family could afford. When they learned that the children would be examined and treated at no charge, they welcomed the opportunity to participate.

They were greeted by QueensCare Dental Assistant Vanessa Villa on their first visit and examined by Dr. Camille Nishikawa, Clinical Assistant Professor QueensCare + USC Mobile Dental Clinics,



*"I smile
all the time now!"*



**THE QUEENSCARE
MOBILE DENTAL TRAILERS**

This year we served eleven local schools. The program operates through a partnership with the Herman Ostrow School of Dentistry of USC.

**FY 2017 WAS A YEAR OF
TREMENDOUS GROWTH**

The Mobile Dental Program served

2,064

children (up from 880 last year). This was an increase of

134%

Director Department of Public Health and Pediatric Dentistry, and several of her students of the Herman Ostrow School of Dentistry of USC. According to Vanessa, "The best way to avoid dental problems is to stop them before they start. During a patient's first visit, we show them how to take care of their teeth and how to fight cavities. We also offer regular exams and cleanings at local LAUSD schools throughout the school year to help keep their mouth healthy."

Jacob, a very sensitive 8-year old, was a bit apprehensive at first because he had two especially deep cavities that were causing him a great deal of pain. Dr. Nishikawa put Adelaida and Jacob at ease by fully explaining the procedures.

"Now that Jacob has had the necessary work done to his teeth, including the crowns he needed, he is very happy," says Adelaida. "Dr. Bejasa and Dr. Milani, took wonderful care of Jacob under the supervision of Dr. Nishikawa, and the entire QueensCare team did an excellent job and always made us feel welcome and important as patients. This program is truly a blessing to the community and our entire family is very grateful to both QueensCare and USC. We hope other families will benefit from this excellent program."



VANESSA VILLA

QueensCare Dental Assistant

"The best way to avoid dental problems is to stop them before they start. During a patient's visit, we also show them how to take care of their teeth and fight cavities."



"It started with free coffee and ultimately changed my life."



A Lifeline to Those In Need

QueensCare's Health & Faith Partnership (QHFP) Parish Nurses and Community Health Workers (CHWs) play an important and active role in the community, working with affiliate sites throughout the year to provide healthcare and other services to thousands of men, women, and children. Some of our partners in the community include food pantries, homeless shelters, churches, synagogues, senior nutrition sites, the Braille Institute, and a shelter for the survivors of human trafficking.

The Center at Blessed Sacrament Church, whose mission is to end isolation and chronic homelessness in Hollywood, has been a QueensCare affiliate site for many years. Our Parish Nurses, like Linell Catalan serving at The Center, provide a vital link to those seeking to transition from homelessness to permanent housing, as part of a safe and inclusive community.

Forty-five year old John Freeman is well known at The Center, and like many of its members, has faced many challenges related to substance and alcohol abuse. Originally from Tulsa, Oklahoma, he came to Hollywood to follow his dream of working in the entertainment industry. John became homeless in 2003 and spent a decade on the streets before encountering The Center in 2015, which at that time was housed in temporary trailers located on the current site. As he says, "It started with free coffee and ultimately changed my life."

John met Linell about a year ago when he was examined by her in the QueensCare office at the Center, where parish nurses provide blood pressure and other health screenings on a regular basis. In John's case, it was determined after a stint in the hospital, that he had congestive heart failure as a result of long-term substance abuse. Initially, John was rather nonchalant about his diagnosis and this resulted in another trip to the emergency room and 19 days in the hospital. These experiences were a wake-up call for John. "Linell's caring and guidance helped me see that I needed to be responsible and take care of myself. She referred me to the QueensCare Health Center in Hollywood to establish a medical home. I was seen there by cardiologist Dr. Marx and he prescribed four medications which I now take daily," says John.

"Linell, who is very positive, instilled in me the need to be physically and spiritually responsible and to seek out the many therapeutic opportunities found at The Center," says John. "In becoming involved, I have benefitted greatly and am also able to help others who come here for support and fellowship. I help out with landscaping and with setting up before and after our group sessions. In these ways, I have become like a brother in the house."

"All of my health needs are met by QueensCare and, in fact, Linell and QueensCare are like a family to me. She worked with The Center, who ultimately helped me find an apartment four blocks away from The Center, which enables me to come here every day. Today, I am 145 days sober and I am hoping to get a job soon."

PARTNERS IN MISSION

The Center at Blessed Sacrament Church, whose mission is to end isolation and chronic homelessness in Hollywood, has been a QueensCare affiliate site for many years.



TOGETHER WE MAKE A FAMILY

"Linell's caring and guidance helped me see that I needed to be responsible and take care of myself. All of my health needs are met by QueensCare and, in fact, Linell and QueensCare are like a family to me."

*"The therapy we received was exactly
the help and support **we** needed."*





Help to Families in Times of Stress

QueensCare's Mental Health Program has subcontracted with Children's Hospital of Los Angeles for the past ten years to provide services focused on anxiety, trauma, depression, and disruptive behavior for children up to age 18. The program has helped hundreds of children and families during this time. At the Hollywood location on Fountain Avenue, Cristina Sandoval, Mental Health Program Manager and her clinicians serve families within a ten-mile radius of the office, providing both individual and family therapy in a kid-friendly office where their young patients can feel safe, secure, and welcome.

Earlier this year, Blanca, and her two sons, Nicolas (age 11) and Alexander (age 7) were facing issues that often follow a parental separation. The boys were displaying anger and frustration and were challenging their Mom's authority. "Therapy for the family started with Blanca," says Cristina. "Through our parenting sessions, we helped Blanca regain her authority and create a healthy home environment where she and her boys could grow closer and more supportive of each other."

The family program also included one-on-one counseling sessions for both Nicolas and Alexander, where each learned to regulate their behavior. These sessions included talking one-on-one to a clinician (either individually or with family members); art activities and therapeutic games to encourage expression; role playing, sometimes with dolls or toys for younger children, to build new interpersonal skills; and practicing relaxation techniques to build coping skills.

Supplemental reading material or homework may also be provided to the child and/or parent between sessions and is reviewed in the next session. Homework can include activities like journaling or logging events between sessions, practicing new skills, or engaging in an activity together as a family.

Blanca and her family had been medical patients of QueensCare Health Centers for a number of years. Because they were well known by the doctors and nurses there, Dr. Ramos recommended that they consider accessing therapy offered by the Mental Health Program in that same location.

Says Blanca, "The stresses the boys and I were facing earlier this year, which seemed so difficult to overcome when we started the program, are now for the most part behind us. The therapy we received from Cristina and her staff was exactly the help and support we needed. Little by little, by using the coping and communication tools we have been taught, we have all worked like a team to make things better for our family. The boys and I are all much happier now and I feel like I have given Nicolas and Alexander a gift for life in the process."

"The Mental Health Therapists at QueensCare do an excellent job and are like family to us. Their program works and has changed my life and the lives of my children in very positive ways. Alexander has just completed his treatment and has gained valuable tools to help him regulate himself both with his family and with others. Ultimately, both boys have learned to function better with their family and friends, both at home and in school."

NEWLY REDECORATED OFFICES IN HOLLYWOOD

There are now bright, child-friendly colors, inspirational sayings on the walls and activities to encourage expression for children in the QueensCare Mental Health Program offices.



CRISTINA SANDOVAL

LCSW, Mental Health Program Manager

Cristina and her dedicated staff have a gift for making children feel safe, secure and welcome.



Seeing Is Believing

Vision problems in children occur most often during the middle school years. For this reason, QueensCare has worked with the Los Angeles Unified School District (LAUSD) since 1999 to provide an on-site school vision clinic to select middle schools where 75% or more of the students qualify for the federal free or reduced-lunch program. This year alone, the Mobile Vision Program visited 29 middle schools and two Catholic schools, where screenings by the school nurse and an eye exam by a QueensCare optometrist, resulted in more than 2,100 prescriptions for glasses, all provided free to the students.

The Garcia family and their three children first learned about the program over the summer two years ago when Shamira (age 14) and Jezebell (age 12) heard about the clinic being held at Griffith Middle School, where they are students. Brizeida Garcia was happy to learn that not only could her two older girls take advantage of the QueensCare program that summer, but that her younger son, Julious, could also be seen at no cost to the family. Once their eyes were checked by Dr. Esther Chen of QueensCare, the family discovered that all of the children needed glasses.



The caring Mobile Vision team can relate very well to each child in the program.

*"We are doing much
better in school
and love reading."*



DONNA ANDERSON
Mobile Vision Programs Manager

"We are happy to have helped thousands of children in Los Angeles improve their vision through our program and look forward to helping many more."

HELPING CHILDREN IN LA SEE

This year alone,
the Mobile Vision
Program visited

31

schools, where
an eye exam by
a QueensCare
optometrist
resulted in over

2,100

prescriptions being
written and

1,717

students receiving
glasses at no
charge.

"The children were all excited to choose the frames for their new glasses," says Brizeida. "We also started seeing a big improvement in their schoolwork right away, as they were now able to see the boards in their classrooms and better understand the work being asked of them. Shamira and Jezebell have become much more engaged in all subjects, but now especially enjoy reading."

"Our family's experience with the QueensCare doctors, nurses and assistants in the Mobile Vision Program has been excellent. The caring staff relate very well to each child, patiently answering their questions, and easing their concerns over the procedures and the equipment being used to test their eyes. We have recommended the Mobile Vision Program to families we know and they have mentioned having similar experiences to ours."

"Now that the children get their vision checked and receive glasses, we are assured that vision problems will not keep them from enjoying school or hold them back from the excitement of learning," says Brizeida. "Dr. Chen and QueensCare have been a real blessing to our family and have made a huge difference in our children's lives."

FINANCIAL STATEMENTS

For the Year Ending June 30, 2017

CONSOLIDATED STATEMENT OF FINANCIAL POSITION*

2017

ASSETS

Cash and cash equivalents	\$ 3,403,000
Investments	319,652,000
Property and equipment, net	83,194,000
Other Assets	181,000
Total assets	\$ 406,430,000

LIABILITIES AND NET ASSETS

Liabilities

Accounts payable, accrued expenses, and other liabilities	\$ 5,031,000
Grants payable	2,979,000
Total liabilities	8,010,000

Net Assets

Unrestricted	\$ 397,562,000
Temporarily restricted	858,000
Total net assets	398,420,000
Total liabilities and net assets	\$ 406,430,000

CONSOLIDATED STATEMENT OF ACTIVITIES*

2016

OPERATING REVENUES

Net investment income (loss)	\$ 39,432,000
Contributions	519,000
Total operating income	39,951,000

EXPENSES AND GRANTS

Grants	4,252,000
Program Services	12,597,000
Administrative and general expenses	2,023,000
Total operating expenses and grants	18,872,000

Net operating income 21,079,000

OTHER REVENUE

Other income	618,000
Total other revenue	618,000

Change in net assets 21,697,000

Net assets, beginning of year 376,723,000

Net assets, end of year \$ 398,420,000



QUEENSCARE BOARD

TOP (L-R): Denise Forgette, Steven Aronoff, Barbara Hines, Rev. Michael Mata, Allan Michelena, Jay Guerena

BOTTOM (L-R): Msgr. Jeremiah Murphy (deceased) Bettie Woods, David Walsh, Lois Saffian, Barbara Bice



QUEENSCARE CHARITABLE BOARD

TOP (L-R): William T. Harris, Mark Handin (Vice Chair), Edgardo Gazcon, Ivan Abbott Houston. **CENTER (L-R):** Tina Yoo, Annie Balian, John Ho Song, Anna Sivak, Haley T. English (Secretary), Robert Villaseñor, Marina Alvarez Aronoff, Sister Mary Karen Collier, Ana T. Valdez.

BOTTOM (L-R): Edward J. Avila, Kay Buck, Mollie McGinty Nankivell, Lois Saffian, Denise Partamian Forgette (Chair), Cathi Chadwell, Greg Fischer, Jan Fredrickson MN, RN, CPNP, Barry C. Peterson.

Management Committee

Barbara B. Hines

Chief Executive Officer

Gary G. Grubbs

President and Chief Financial Officer

Jennifer Polzin, PharmD, CPhQ, BCACP,

Chief Operating Officer

Eloisa Perard

Vice President of Human Resources

*Information excerpted from the 2017 FY audited financial statements.

CHARITABLE GRANTS

In addition to its own direct healthcare programs and in keeping with its mission, QueensCare awards 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	\$25,000
Project Angel Food	\$50,000
The Salvation Army	\$20,000
AIDS Services Fund Total	\$95,000

BILINGUAL ACCESS AND TRANSLATION FUND

Grants to provide directly or indirectly, linguistic access at non-profit and governmental hospitals within the Primary Service Area through bilingual staff. The fund may also provide linguistic access at QueensCare Health Centers and other Qualified Recipients.

Know the Glow	\$32,500
Bilingual Access & Translation Fund Total	\$32,500

EDUCATION AND OUTREACH FUND

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

Asian Pacific AIDS Intervention Team	\$25,000
CLARE Foundation	\$85,000
East L.A. Women’s Center	\$20,000
Good Shepherd Shelter	\$20,000
My Friend’s Place	\$50,000
PATH	\$50,000
South Central LAMP	\$30,000
The Children’s Bureau	\$15,000
WeSPARK Cancer Support Center	\$18,000
Women Shelter of Long Beach	\$30,000
Worksite Wellness LA	\$50,000
YMCA of Metropolitan Los Angeles	\$15,000
Education and Outreach Fund Total	\$408,000

EMERGENCY MEDICAL SERVICES FUND

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

Beverly Hospital	\$12,932
California Hospital Medical Center	\$3,832
Cedars-Sinai Medical Center	\$26,342
Children’s Hospital Los Angeles	\$203,554
County of Los Angeles Department of Health Services (LAC+USC Medical Center)	\$4,790
Glendale Memorial Hospital and Health Center	\$33,527
Good Samaritan Hospital	\$538,820
Hollywood Presbyterian Medical Center	\$372,145
Monterey Park Hospital	\$1,916
Olympia Medical Center	\$80,943
St. Vincent Medical Center	\$534,989
Sherman Oaks Hospital	\$20,116
UCLA Healthcare (Ronald Reagan Medical Center)	\$55,558
White Memorial Medical Center	\$10,537
Emergency Medical Services Fund Total	\$1,900,000

GRANTS FUND

The Grants Fund shall be used for funding or providing, directly or indirectly, grants for such purposes as grants have historically been made by the Corporation.

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

Student attending Antelope Valley College	\$2,500
Students attending Azusa Pacific University	\$18,000
Student attending California State University – Dominguez Hills	\$10,000
Student attending California State University - Los Angeles	\$10,000
Student attending California State University – Northridge	\$1,000
Student attending Charles Drew University of Medicine	\$10,000
Students attending Illinois Wesleyan University	\$30,000
Student attending San Francisco State University	\$10,000
Students attending University of California-Irvine School of Medicine	\$20,000
Student attending University of California-Los Angeles	\$10,000
Student attending UCLA School of Dentistry	\$10,000
Students attending UCLA David Geffen School of Medicine	\$30,000
Student attending University of California-San Francisco School of Dentistry	\$10,000
Student attending UC-San Francisco, Orange County	\$10,000
Students attending USC Keck School of Medicine	\$50,000
Loan Repayment Awards	\$20,000

SCHOLARSHIP & LOAN REPAYMENT PROGRAM TOTAL

SCHOLARSHIP & LOAN REPAYMENT PROGRAM TOTAL	\$251,500
Martin Luther King, Jr. Community Hospital	\$100,000
St. John of God Retirement and Care Center	\$50,000
GRANTS FUND TOTAL	\$401,500

INPATIENT HEALTHCARE FUND

Contracts or grants made for the purpose of providing, directly or indirectly, inpatient healthcare for medically indigent persons residing within the Service Area. The following amounts were available to the listed hospitals under the Inpatient Healthcare Fund for FY2017.

California Hospital Medical Center	\$300,000
Cedars-Sinai Medical Center	\$200,000
Glendale Memorial Hospital and Health Center	\$200,000
Good Samaritan Hospital	\$1,400,000
St. Vincent Medical Center	\$1,000,000
White Memorial Medical Center	\$1,000,000
Inpatient Healthcare Fund Total	\$4,100,000

Continued on next page»

CHARITABLE GRANTS

Continued.

OUTPATIENT HEALTHCARE FUND

Grants to fund outpatient health care.

1736 Family Crisis Center	\$40,000
A Place Called Home	\$100,000
Amanecer Community Counseling Center	\$75,000
Blind Children's Center	\$65,000
Care Harbor Los Angeles	\$25,000
Complete Community Care Health Center	\$90,000
Eisner Pediatric & Family Medical Center	\$100,000
Exceptional Children's Foundation	\$100,000
Hope of the Valley	\$50,000
Little Sisters of the Poor	\$100,000
Los Angeles LGBT Center	\$90,000
Los Angeles Youth Network	\$25,000
MEND	\$50,000
Step Up on Second	\$65,000
Universal Community Health Center	\$90,000
Vista Del Mar Child & Family Services	\$30,000
Westside Family Health Center	\$100,000
Young & Healthy	\$70,000
Outpatient Services Fund Total	\$1,265,000

TRANSPORTATION FUND

Grants to fund transportation to/from hospitals and doctors' appointments.

California Hospital Medical Center	\$51,172
Good Samaritan Hospital	\$68,000
KHEIR	\$50,000
Transportation Fund Total	\$169,172

GRAND TOTAL **\$8,371,172**

GRANTS AND DONATIONS RECEIVED

Thank you for your continued support and generosity.

St. Joseph's Health Support Alliance \$300,000

DONATIONS:

Joan Fritz Family Trust	\$2,000
David Walsh	\$1,500
Ferguson & Brewer Investments	\$1,000
Derek Johnson	\$525
Patrick and Gayle O'Manning	\$100

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.



2017 News & Updates

Direct Care Division:

The Mental Health Program:

- Delivered mental health services to 215 children and their families under a \$209,000 contract Children's Hospital of Los Angeles.
- More than 63,500 minutes of treatment were billed.

The Mobile Vision Program:

- Visited 29 middle schools in the Los Angeles Unified School District (LAUSD) and two Catholic schools, providing screenings by school nurses and an eye exam by a QueensCare optometrist.
- Wrote 2,120 prescriptions and gave free glasses to 1,717 children.
- Referred 66 children to a specialist for a previously undiagnosed eye issue.

The Mobile Dental Program:

- Served 11 LAUSD elementary schools.
- Logged 4,129 visits and conducted 14,763 procedures for 2,064 children.
- Donated services valued at \$1,830,612 to the community.

Charitable Division:

- Awarded 17 grants totaling more than \$940,000.
- Granted 25 scholarships more than \$261.5 Million.
- Awarded more than \$1.9 Million to local hospitals for uninsured patients.

QueensCare Health & Faith Partnership:

- Conducted more than 10,559 individual visits and held monthly special events at affiliate sites.
- Provided direct services to more than 14,775 individuals in addition to screenings and education for 58,000 more during outreach events.
- Serviced 24 affiliate sites including food pantries, homeless shelters, churches, synagogues, senior nutrition sites, the Braille Institute, and a shelter for survivors of human trafficking.
- Planned and participated in 583 outreach events, including five health fairs in Los Angeles, Zumba and arthritis exercise classes, flu shots, TB testing, osteoporosis screenings, body mass index (BMI) screenings, vision screenings, blood pressure screenings, glucose monitoring and first aid.
- Ensured that homeless parents received gifts on both Mother's Day and Father's Day.

Pastoral Care Division:

- Gave 77, 016 hospitalized patients spiritual comfort during their inpatient admission.
- Anointed 1,028 individuals.
- Counseled 267 patients on advanced healthcare directives, completing 21 directives.
- Conducted daily mass for hospital patients and staff in collaboration with local parishes.



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