

25 YEARS *of* IMPACT

QueensCare
2023 Annual Report





Mission

As a faith-based organization, QueensCare provides, directly and in collaboration with others, accessible quality healthcare for low-income individuals and families residing in Los Angeles County.

Values

Building on the vision and selflessness of our founders, we strive to uphold the following values:

RESPECT

We value and seek diversity, fostering a culture of inclusion, communication and connectedness, by treating all patients, employees, and partners with respect, without consideration of race, religion, origin, economic status, or lifestyle.

EXCELLENCE

We continually evaluate and improve the way we deliver our services.

SERVICE

We cultivate and maintain professional relationships with our clients, patients, employees, and partners, treating all with dignity and respect.

COMPASSION

We serve the needs of others, led by care and kindness.

STEWARDSHIP

We prudently and responsibly manage the resources entrusted to us.

QueensCare is a 501(c)(3) nonprofit organization originally founded by the Franciscan Sisters of Sacred Heart, whose mission of compassion and accessible healthcare continues today. QueensCare provides screening, treatment, education, and preventive and direct care to Los Angeles area residents in need. Beyond that, we also give charitable grants to other nonprofits making a difference in the City of Angels and fund scholarships for those entering medical fields with an interest in working in underserved communities.

Dear Friends,

“Twenty-five Years of Impact” is an appropriate title for this year’s annual report. We reached an important milestone this year when, on April 14, 2023, QueensCare celebrated the 25th anniversary of the organization as we know it today. The celebration included the premiere of “QueensCare: Chosen to Serve,” a documentary detailing QueensCare’s origin story, which began over 125 years ago with the Franciscan Sisters of the Sacred Heart doing their works of neighborly love. Scan the QR code below to watch the documentary or visit QueensCare.org.

It certainly has been a long journey, with no shortage of struggles along the way. The changes and growth we have seen in our programs and services in the last 25 years is a testament to the heartfelt commitment of the entire QueensCare team to serve others, improving the lives of marginalized communities across Los Angeles. QueensCare is truly a team of mission-driven, hard-working, dedicated individuals who care about their work, their colleagues, the community and its residents.

In spite of the challenging environment we continue to face in healthcare today, there are noteworthy accomplishments to report, and multiple examples of creative leadership of our teams over the past year. QueensCare consistently steps up to meet the enormous health challenges of the day. We continue to seek out and create new partnerships to expand our reach. We live our mission every day, adapting to whatever changes come our way. Thanks to the selfless dedication of the Franciscan Sisters, staff, and board members who have given their all to this great and noble purpose, QueensCare has changed the course of many lives over the decades.

In this report, you will read about how a number of our long-term employees have helped to elevate and enhance the depth and breadth of our services. We thank you for taking the time to read this year’s report and for continuing to support QueensCare and the underserved of Los Angeles.

Sincerely,



Alan Cushman

Chair, Board of Directors



Barbara B. Hines

President & Chief Executive Officer



ALAN CUSHMAN

Chair,

Board of Directors

Alan Cushman has been involved with QueensCare in various capacities since 2009 including service on the Charitable Board and several Board committees. He has worked in the Wholesale Gift Industry for almost 30 years as President of Ata-Boy, Inc. He greatly values how QueensCare is able to connect those in need with those who can help.



BARBARA B. HINES

President and
Chief Executive Officer

Ms. Hines joined QueensCare in 1997 and was named President and CEO in 2009. She holds a BS in Management from San Diego State University and an MBA in Accounting and Finance from the University of Southern California.



Scan here to watch “QueensCare: Chosen to Serve.”

2023 at a Glance

Direct HealthCare Division:

THE MENTAL HEALTH PROGRAM

- + Provided **\$93,530** in mental health services through **1000** appointments.
- + Provided case management services, linking families to food resources, financial assistance, mental health services for adults, and computer technology access.

THE MOBILE VISION PROGRAM

- + Screened **10,846** students /patients.
- + QueensCare optometrist examined **2,179** students/patients.
- + Dispensed **1,751** pairs of glasses free of charge.

THE MOBILE DENTAL PROGRAM

- + Served **1,224** patients and completed **2,477** appointments.
- + Performed a total of **5,182** procedures for a total value of **\$157,730**.

THE INPATIENT PROGRAM

- + Paid **\$7,550,000** in inpatient services through contracts with **13** hospitals.
- + Largest recipient was Adventist Health White Memorial Medical Center in Boyle Heights with payments of **\$2,000,000**.

QueensCare Health & Faith Partnership (QHFP):

- + Began the year serving three sites and by the end of the fiscal year boosted partnerships to twenty-three community partners, consisting of food banks, places of worship, shelters and other faith-based nonprofit social service agencies.
- + Reinstated health screenings, delivering health education presentations, and expanding outreach efforts. QHFP served a total of **5,152** community members.

Pastoral Care Division:

- + Chaplains responded to hundreds of calls offering prayers and support to patients at Hollywood Presbyterian Medical Center.

Charitable Division:

- + Approved **37** grants totaling **\$2,362,000** to local nonprofit organizations working in underserved communities across Los Angeles.
- + Awarded **24** scholarships totaling **\$240,000** to students pursuing healthcare fields who expressed an interest in serving communities in need through the John Joseph Brandlin Scholarship and Loan Repayment Program.
- + Awarded **\$1,916,000** to twelve local hospitals to serve patients by paying their uncovered costs of care through the Emergency Medical Services Fund.

(From left to right) Faith Lee and Maryam Sesay



Denise Partamian Forgette and Edgardo Gazcón



Beth Lazar, Rafeal Clements, and Julia Forth



Judith Brandlin and Carol Roadenbaugh



Barbara B. Hines, President and CEO, welcomes attendees to the premiere "QueensCare: Chosen to Serve."

Celebrating 25 Years

On April 14th, QueensCare held its 25th Anniversary Celebration honoring those who played a crucial part in building the organization. The event was held at Vibiana (formerly the Cathedral of St. Vibiana) in downtown Los Angeles and was a chance for QueensCare's Board of Directors; past, present, and emerging staff; supporters; and friends to gather, connect, and celebrate the organization's long and rich history.

The celebration included the premiere of "QueensCare: Chosen to Serve," a legacy documentary project begun over a year ago, which visualizes the story of the Franciscan Sisters of the Sacred Heart, QueensCare's founders, and the many key individuals who carried the mantle alongside and after them. The film documents the extraordinary story of the selfless work, grit, and compassion of the many people who transformed QueensCare into the organization it is today.

A special thank you goes to all who made the film possible, especially those who provided their testimony to the outstanding Kavich Reynolds Productions team. Special thanks go to Sister Joyce Shanabarger, General Community Leader of the Franciscan Sisters, who flew to Los Angeles to film her interview and then returned for the premiere. Sister Ruth Agee, played a key part, thanks to her long service to QueensCare.

The film is dedicated to the Franciscan Sisters of the Sacred Heart, Arthur W. Barron, and John Joseph Brandlin.

Sister Joyce Shanabarger shares interesting anecdotes about the history of the Franciscan Sisters at the documentary premiere.





Brother Larry Moen has served patients for more than 21 years.

Chaplains Brother Larry Moen and
Father Ihor Koshyk support
Hollywood Presbyterian Medical
Center patients and staff.



Holistic Care Through Spiritual Support

The Pastoral Care Division embodies QueensCare's belief in the importance of spirituality and the need to address this essential element of holistic care. The Pastoral Care Division brings love, respect, and comfort to those who are experiencing difficult health issues. These interdenominational chaplains, who come from all over the world and represent the diversity of the communities that QueensCare serves, pray with and for patients and their families in a multilingual, multicultural setting.

Like the Franciscan Sisters of the Sacred Heart before them, chaplains tend to the spiritual needs of patients experiencing illness and hospitalization. They also help patients' family members cope with fear, pain, and suffering related to severe illness and injury. Chaplains bring solace and counseling to the suffering, and to hospital staff when needed, visiting the hospital daily and conducting religious services that are attended by families, caregivers, and medical staff alike.

Brother Larry Moen, a Chaplain at QueensCare for over 21 years, epitomizes the important work done by the Pastoral Care Division. He has served at Hollywood Presbyterian Medical Center for much of his career and has been a strong advocate for patients who are facing serious health issues.

Brother Larry stated, "Because a hospital can be a scary place when you are facing a difficult medical condition, we provide spiritual support to our patients. It has been a very rewarding experience for me because QueensCare provides chaplains the support and education we need, not only to do our jobs, but to grow and change and be the best person we can be."

“It has been a very rewarding experience for me because QueensCare provides Chaplains the support and education we need, not only to do our jobs, but to grow and change and be the best person we can be.”

Brother Larry Moen
Chaplain

The Pastoral Care Division
has Served More Than
900,000
Families & Patients
in the Past 25 Years



A True Visionary Program

Since 1999, the QueensCare Mobile Vision Program (MVP) has provided an on-campus vision clinic to select middle schools where 75% or more of the students qualify for the federal free or reduced lunch programs. Back in the day, the optometrists and Karen Chielens, Optometry Assistant, hoisted five very heavy suitcases, one weighing 80 pounds, filled with equipment up numerous flights of stairs at LAUSD schools to examine students for much needed eye glasses.

The MVP is decidedly different today. With 23 years in the program, Karen is now not only a highly skilled vision assistant, scheduler, and primary contact for school administrators, but also a skilled driver of QueensCare's new Ivan the Eye Van.

QueensCare's MVP is currently the only mobile vision program providing vision screening, exams, and glasses to students on LAUSD campuses. As such, it has become more common to receive requests for services for not only elementary and middle schools, but high schools, as well.

“We are happy to have helped thousands of children in Los Angeles improve their vision through our program. We get to really know the kids and look forward to helping many more.”

Karen Chielens
Employee of the Year



QueensCare Mobile Dental Program circa 2004.

This year, the MVP provided services at a QueensCare community location until LAUSD's 2022-2023 academic year began. The MVP then screened students at 37 LAUSD campuses. QueensCare's optometrist, Dr. Duong, with help from assistant Karen, screened a total of 10,846 students/patients. Of these students, 1,751 needed, were prescribed, and given glasses, all free of charge to the students. The caring MVP team relates very well to each child in the program and sees many of them multiple times as their vision needs change.

The MVP also attended four health fairs this year, including the QueensCare 2nd Annual Holiday Health Fair. The MVP ended its fiscal year providing services at a new community site, South Central Los Angeles Ministry Project (South Central LAMP).

**TO DATE
THE MOBILE DENTAL
PROGRAM HAS**

SERVED OVER
20,000
INDIVIDUALS WITH
DENTAL WORK

QueensCare Has
Screened Over
247,000
Individuals for
Visual Acuity

**TO DATE
THE MOBILE VISION
PROGRAM HAS**

DISPENSED OVER
40,000
PAIRS OF GLASSES
FREE OF CHARGE



“QueensCare is not a static organization, but is always looking for new tools and new ways to operate more effectively so we can help more people.”

Ana Murillo
Parish Nurse

Building Community Partnerships

QHFP began the fiscal year supporting QueensCare Health Centers with COVID-19 and influenza vaccination efforts for adults and children in the community. QHFP hosted a total of 31 mobile vaccine clinics administering 599 vaccines: 252 COVID-19 vaccines and 347 influenza vaccines.

Throughout the fiscal year, QHFP focused on reestablishing its partnerships at pre-pandemic sites and expanding its services to new partners. It began the fiscal year with three sites and ended it with 23 community partners, consisting of food banks, places of worship, shelters, and other faith-based nonprofit social service agencies. Most sites were identified through needs assessments completed by QHFP CHWs.

QHFP also reinstated health screenings in the community, delivering health education presentations, and expanding outreach efforts. Blood pressure screenings, cholesterol screenings, osteoporosis screenings, health enrollment, health education, and referrals were among the services provided.

The Heart of the Community

QueensCare's Health & Faith Partnership (QHFP) parish nurses (PN) and community health workers (CHWs) work with affiliate sites to provide healthcare and other services with the goal of advancing healthier and stronger patients and communities.

Parish Nurse, Ana Murillo, RN, who has been with QueensCare for 22 years, is a vital link to healthcare for countless men, women, and children in Los Angeles. She has seen QueensCare become a strong advocate of the transformation of healthcare from a focus on acute care when sick, to preventative health and lifelong wellness. Programs that embrace better nutrition, exercise and appropriate medicines to better manage health are helping Angelinos cultivate new habits for lifelong health and wellness.

Ana Murillo stated, "As always, we are committed to those in need who depend on us. QueensCare is not a static organization, but is always looking for new tools and new ways to operate more effectively so we can help more people."



QHFP's Fay Russell with a grateful patient.

OVER THE PAST 25 YEARS

QUEENSCARE
AWARDED
\$3,000,000
IN SCHOLARSHIPS
FOR MEDICAL
STUDENTS

QueensCare
Awarded Over
\$100,000,000
in Grants

QHFP
SERVED OVER
550,000
COMMUNITY
MEMBERS

FINANCIAL STATEMENTS

For the year ended June 30, 2023

Consolidated Statement of Financial Position*

Assets

Cash and cash equivalents	\$ 4,852,000
Cash whose use is restricted	68,000
Investments	379,449,000
Property and equipment, net	72,004,000
Other assets	1,049,000
Right-of-Use Assets - Operating Leases	581,000

TOTAL ASSETS

2023
\$ 458,003,000

Liabilities

Accounts payable and accrued expenses	\$ 1,422,000
Accrued compensation and related liabilities	265,000
Accrued Inpatient Hospital Fund	5,966,000
Grants payable	2,617,000
Other accrued liabilities	1,200,000
Operating lease liability	598,000

TOTAL LIABILITIES

12,068,000

Net Assets

Without donor restrictions	445,935,000
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TOTAL NET ASSETS

445,935,000

TOTAL LIABILITIES AND NET ASSETS

\$ 458,003,000

Consolidated Statement of Activities

Operating Revenue and Support

Net unrealized gain	\$ 22,222,000
Net realized investment gain	4,539,000
Investment income	4,196,000
Other income	129,000
Contributions	255,000

TOTAL REVENUE AND SUPPORT

31,341,000

Expenses

Program services	12,418,000
Grants awarded	4,495,000
Sub-total	16,913,000

Management and general	2,650,000
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TOTAL EXPENSES

19,563,000

NET OPERATING INCOME

11,778,000

Other Revenue

Employee Retention Credit	1,147,000
Non-Investment Fund Assets (Marketable Securities)	
Net unrealized gain (loss)	3,975,000
Net realized investment gain	812,000
Non-Investment Fund Real Estate	
Net income - retained real estate	1,061,000

TOTAL OTHER REVENUE

6,995,000

CHANGE IN NET ASSETS

18,773,000

NET ASSETS, BEGINNING OF YEAR

427,162,000

NET ASSETS, END OF YEAR

\$ 445,935,000

QUEENSCARE BOARD OF DIRECTORS

Alan Cushman
CHAIR

Fran Inman
VICE CHAIR

Barry Peterson
SECRETARY

Steve Aronoff

Edward Avila

Joe Bui

Haley English

Denise Partamian

Forgette

Jay Gueren

Barbara B. Hines

Jeffery Hermann

Rev. Michael Mata

Allan Michelena

Gene A. Nuziard

Bettie Woods

QUEENSCARE CHARITABLE BOARD

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CHAIR

Mark Handin
VICE CHAIR

Anna Sivak
SECRETARY

Marina Aronoff

Edward Avila

Raed Bargout, M.D.

Lisa Boren

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Chuman

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Anthony Dazzo

Tom Donham

Susan Downey, M.D.

David Fields

Denise Partamian

Forgette

Jan Fredrickson,

MN, RN, CPNP

Edgardo Gazcón

Noelle Tisius Gervais

Paul A. Gomez

William T. Harris

Ivan A. Houston

Katie Jacobs

Sung Cheol Jin

Ann Lee

Sal Lopez

Kevin Michelena

Terri Mosqueda

Jonathan Nese

Johng Ho Song

Patricia Kien-Men

Tong

Ana Teresa Valdez

Robert Villaseñor

Barbara Wachsmann

Tina Yoo

MANAGEMENT

Barbara B. Hines

President & Chief Executive Officer

Faith Lee

Chief Financial Officer

Maryam Sesay

Director of Operations

PROGRAM SERVICES AND GRANTS

In addition to our own direct healthcare programs and in keeping with our mission, QueensCare awards grants to other nonprofit organizations that provide services to the low-income community.

Program Services and Grants:

Residual	\$ 4,832,000
Inpatient Healthcare	4,551,000
Emergency Medical Services	1,916,000
Outpatient Healthcare	1,844,000
QueensCare Health Centers	1,163,000
QueensCare Health & Faith Partnership	743,000
Bilingual Access and Translation	475,000
Education and Outreach	445,000
Grants	398,000
Transportation	238,000
Pastoral Care Services	219,000
AIDS Services	89,000

PROGRAM SERVICES AND GRANTS TOTAL **\$ 16,913,000**

Inpatient Contract Funding

White Memorial Medical Center	\$ 1,482,000
California Hospital Medical Center	775,000
Martin Luther King Jr. Community Hospital	687,000
PIH Good Samaritan Hospital	538,000
Adventist Health Glendale	433,000
Glendale Memorial Hospital and Health Center	192,000
PIH Health Downey	134,000
Beverly Hospital	122,000
Huntington Memorial	94,000
PIH Health Whittier	69,000
Cedars Sinai	25,000

INPATIENT HEALTHCARE FUND TOTAL **\$ 4,551,000**

Charitable Grants

AIDS Services Fund

APLA Health and Wellness	\$ 75,000
Being Alive/People with AIDS Action Coalition	60,000
Special Services for Groups/APAIT	50,000

AIDS SERVICES FUND TOTAL **\$ 185,000**

Education and Outreach Fund

Children's Bureau	\$ 50,000
End Overdose	10,000
Families Forward Learning Center	35,000
Southern California Public Radio	75,000
weSPARK Cancer Support Center	50,000
FEAST	50,000
Koreatown Youth and Community Center	20,000
Alzheimer's Association California Southland Chapter	20,000
Pathways LA	50,000
United Friends of the Children	50,000
WomenShelter of Long Beach	40,000

EDUCATION AND OUTREACH FUND TOTAL **\$ 450,000**

Charitable Grants (Continued)

Emergency Medical Services Fund

Beverly Hospital	\$ 96,496
California Hospital Medical Center	574,868
Cedars-Sinai Medical Center	9,125
Children's Hospital Los Angeles	226,754
Glendale Adventist Medical Center	27,375
Glendale Memorial Hospital and Health Center	41,062
Good Samaritan Hospital	461,492
Huntington Memorial Hospital	28,972
Providence St. Joseph Medical Center	25,550
Sherman Oaks Hospital	10,722
UCLA Ronald Reagan Medical Center	42,887
White Memorial Medical Center	370,699

EMERGENCY MEDICAL SERVICES FUND TOTAL **\$ 1,916,002**

Grants Fund

John Joseph Brandlin Scholarship

Scholarships were awarded to students attending the following schools:

USC Keck School of Medicine	\$ 70,000
UC San Francisco School of Medicine	30,000
UC Irvine School of Medicine	20,000
UCLA David Geffen School of Medicine	20,000
Western University of Health Sciences	20,000
CSU San Marcos	10,000
Northwestern University School of Medicine	10,000
Touro University California	10,000
UC Davis School of Medicine	10,000
UCLA School of Medicine/Charles Drew University	10,000
UCLA School of Nursing	10,000
UC San Diego School of Medicine	10,000
USC Mann School of Pharmacy	10,000

SCHOLARSHIP PROGRAM TOTAL **\$ 240,000**

Tierra del Sol Foundation **\$50,000**

GRANTS FUND TOTAL **\$ 290,000**

CHARITABLE GRANTS

(Continued)

Outpatient Services Fund

Grossman Burn Foundation	\$ 10,000
No Limits for Deaf Children and Families	50,000
USC Ostrow School of Dentistry	25,000
Westmont Counseling Center	24,000
A place Called Home	125,000
Luskin Orthopaedic Institute for Children	100,000
Marshall B. Ketchum University	50,000
St. Vincent Senior Citizen Nutrition Program	75,000
San Gabriel Valley Foundation for Dental Health	20,000
South Central Family Health Center	150,000
United in Harmony	15,000
Universal Community Health Foundation	150,000
Wayfinder Family Services	75,000
Amanecer Community Counseling Center	50,000
Saban Community Clinic	130,000
Southern California Counseling Center	70,000
Special Needs Network	60,000
St. John's Community Health	100,000
The Trevor Project	25,000
VIP Community Mental Health Center	90,000
Youth Emerging Stronger	50,000

OUTPATIENT HEALTHCARE FUND TOTAL	\$ 1,444,000
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Transportation Fund

Children's Hospital Los Angeles	\$ 150,000
Gateways Hospital and Mental Health Center	83,000

TRANSPORTATION FUND TOTAL	\$ 233,000
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Total Charitable Division Awards	\$ 4,518,002
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GRANTS AND DONATIONS RECEIVED

Thank you for your continued support and generosity.

St. Joseph's Health Support Alliance	\$ 255,000
JAKKS Pacific, Inc. for toy donations to QueensCare's 2 nd Annual Holiday Health Fair	

Donations

Faith Lee	\$ 1,500
Goldman Sachs & Co. LLC	1,000
Guy Rounsaville	500
Phillip & Margaret Handin	153
Maria Dolly Mendoza Encarnacion	15



25 Years of Collaboration

We extend our sincerest gratitude to the incredible team at QueensCare, esteemed board members, invaluable community partners, and generous donors for their support. Thank you for being the driving force behind QueensCare's mission over the last 25 years. We are excited about the journey ahead and making an even greater impact together.



Your Support Can Make an Impact

You, too, can be a part of this noble mission laid down by of 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 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.



QUEENSCARE

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Los Angeles, CA 90015
QueensCare.org