



Bridging Gaps in Healthcare

2024 Annual Report



Our 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.



Our Vision

QueensCare envisions quality, affordable healthcare, accessible to all in Los Angeles County.

Our Values

SERVICE

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

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.

COMPASSION

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

EXCELLENCE

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

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,

QueensCare’s commitment to care has never been stronger than it is today. The fiscal year marked a period of transformative changes for the organization. This report speaks volumes about the commitment of our outstanding employees who have helped to elevate and enhance the depth and breadth of our services. These dedicated individuals are the heart of QueensCare and with the QueensCare Board, remain steadfast in serving our communities and continuing to strengthen our relationships with people and organizations that share our passion for caring.

QueensCare shared common origins with QueensCare Health Centers, and initially the two operated as legally related entities. When QueensCare obtained federally qualified health center status for its community clinics in 2003, as required, the two organizations became separate legal entities. They continued their work together under a formal partnership for the next 20 years. In 2023, the partnership between the two ended. QueensCare’s dedication to its mission to improve the health and well-being of the Los Angeles community, however, remains unchanged – even stronger – today.

“Bridging Gaps in Healthcare” is an appropriate title for this year’s annual report as shown by the programs and events you will read about related to our Holiday Health Fair, Mental Health Internship Program and the J.J. Brandlin Memorial Scholarship Program. Each of these has made a significant impact on the lives of those we serve who are most vulnerable and have the fewest resources.

We thank you for taking the time to read this year’s report and continuing to support QueensCare and the underserved people 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 multiple 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 B.S. in Management from San Diego State University and an MBA in Accounting and Finance from the University of Southern California (USC).



2024 At a Glance

News and updates across programs

CHARITABLE DIVISION:

+ Approved 61 grants to local nonprofit organizations totaling \$3,625,000 for underserved communities across Los Angeles.

+ Awarded 24 scholarships and loan repayment awards totaling \$240,000 to students pursuing healthcare degrees who express an interest in serving in needy communities, through the John Joseph Brandlin Memorial Scholarship and Loan Repayment Program.

+ Awarded \$1,982,000 to twelve local hospitals to serve patients by paying their uncovered costs of emergency care through the Emergency Medical Services Fund.

INPATIENT PROGRAM

+ Awarded contracts totaling \$5,850,000 to 11 nonprofit hospitals in Los Angeles County for inpatient care for low income patients.

+ Paid Adventist Health White Memorial Medical Center, the largest recipient of funding, over \$1 million for inpatient care. (See Page 13 for other contract funding amounts.)

PASTORAL CARE DIVISION

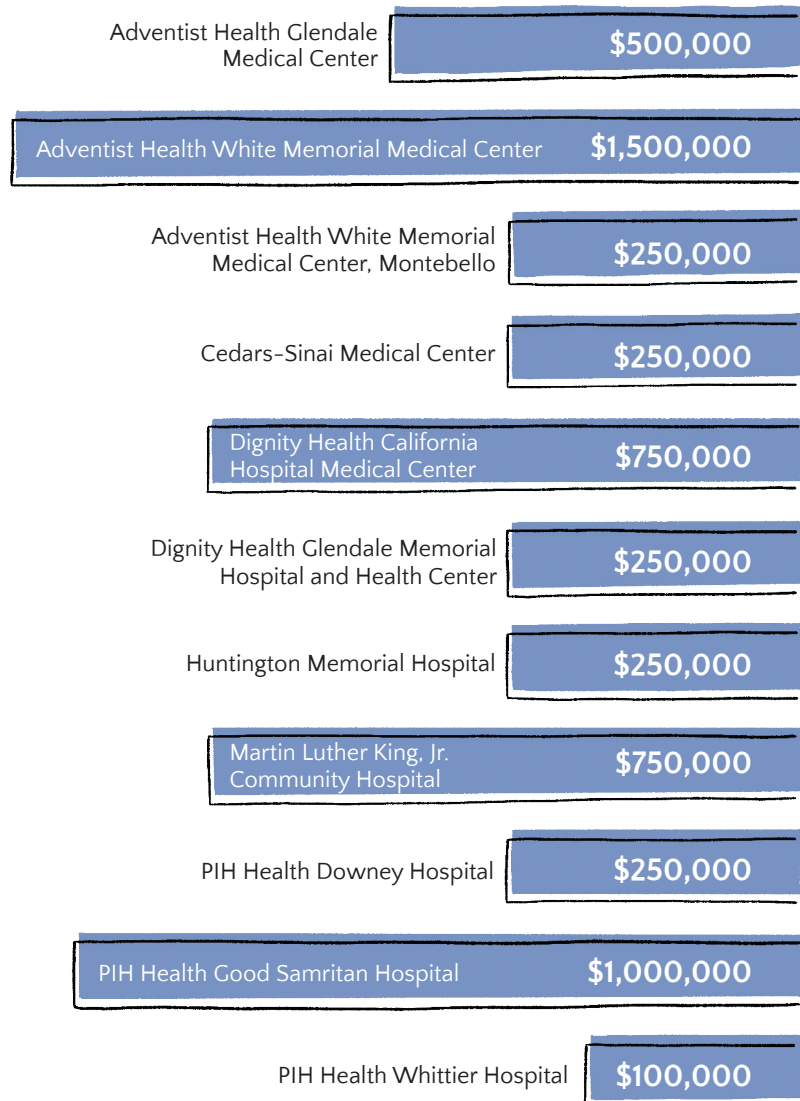
+ Delivered spiritual and supportive services to 18,804 patients, families and staff at Hollywood Presbyterian Medical Center, averaging 51 patients per day.

+ Participated in health fairs, Bridging the Gaps event and QueensCare's 3rd Annual Holiday Health Fair.



Inpatient Healthcare Fund Contracts

Contracts awarded to not-for-profit hospitals providing inpatient healthcare to medically indigent persons residing within the service area



MENTAL HEALTH PROGRAM

- + Provided \$218,212 in mental health services through 1,458 appointments.
- + Provided case management services, linking families to food resources, financial assistance, mental health for adults and computer technology access.

MOBILE VISION PROGRAM

- + Screened 12,958 students/patients.
- + Examined 2,570 students/patients, of which 2,041 needed glasses.
- + Dispensed 2,038 pairs of glasses free of charge.

MOBILE DENTAL PROGRAM

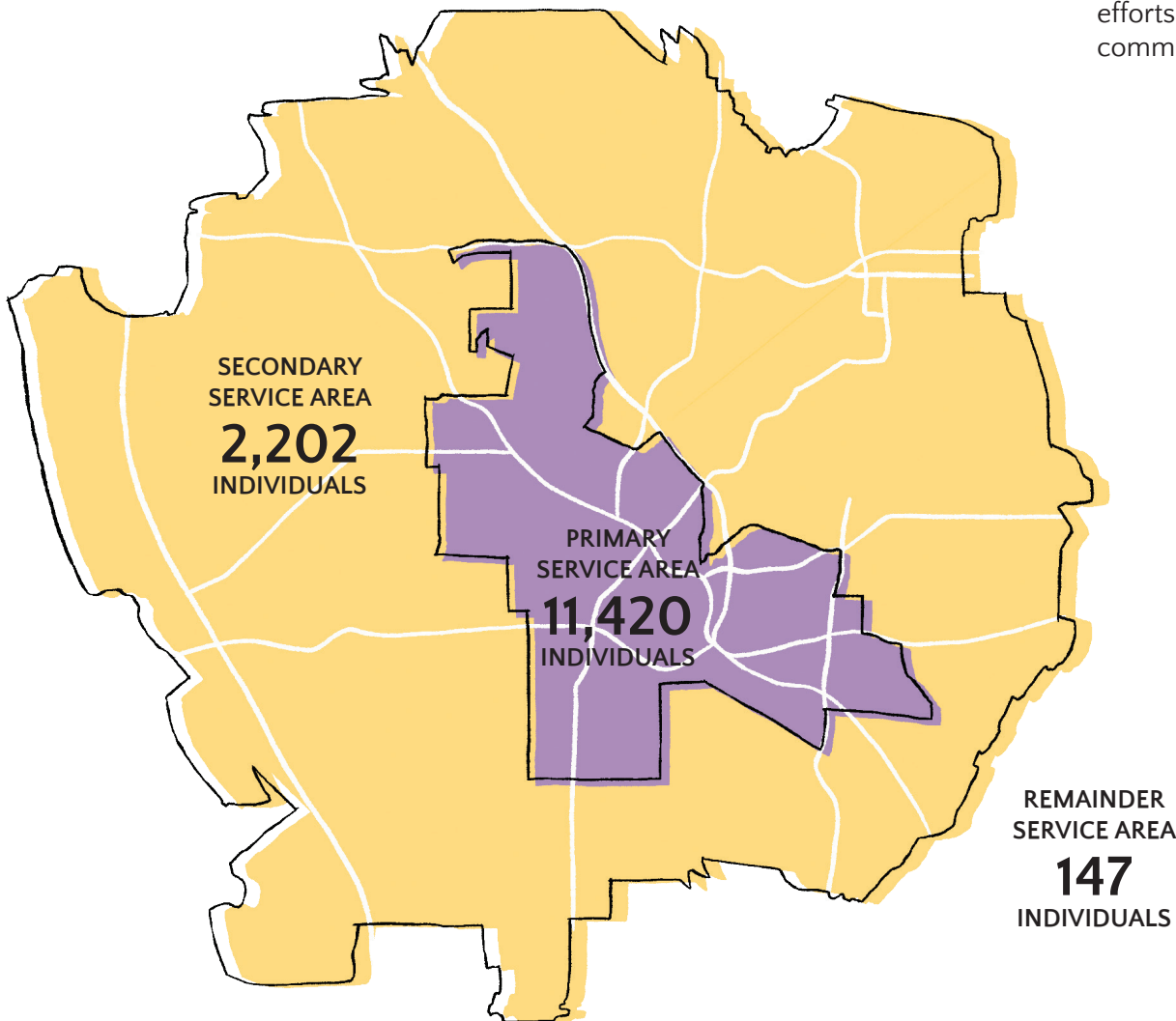
- + Served 1,437 patients and completed 2,611 appointments.
- + Performed a total of 5,590 procedures for a total value of \$189,248.

QUEENSCARE HEALTH & FAITH PARTNERSHIP (QHFP):

- + Reestablished partnerships at pre-pandemic sites and expanded services to new partners.
- + Added 12 community partners including food banks, places of worship, shelters and other faith-based nonprofits social service agencies.
- + Reinstated health screenings, delivered health education presentations, and expanded outreach efforts, serving 10,100 community members.

Individuals Served in our Community

A total of 13,769 individuals were served through our direct patient care programs across Los Angeles County





Holiday Health Fair Exceeds Expectations

Attendance was over 1,000
– an increase of more than 300%



The QueensCare 3rd Annual Holiday Health Fair was a huge success! Held on December 16th at the highly visible Vons supermarket on 3rd Street and Vermont Avenue, this festive event not only brought holiday cheer, but surpassed all expectations in serving our community.

The atmosphere was brimming with holiday spirit as community partners, volunteers, and QueensCare staff came together to make health a holiday tradition. From 11 AM to 3 PM, the Vons supermarket parking lot was transformed into a hub of wellness and joy, offering a range of free health services and resources to all who attended. We extend our sincerest appreciation to Vons for their generous support as our Presenting Partner.

The number of this year's attendees surpassed last year's by over 300%. This remarkable increase in the number of individuals served marks a testament to the growing impact of QueensCare's Holiday Health Fair. It underscores the importance of community-driven events that prioritize health and well-being, especially during the holiday season.

“Thank you to all who made this such an outstanding event,” says Maryam Sesay, Director of Operations at QueensCare. “This miracle would not have been possible without your passion, planning, hard work and commitment.”

A resource fair with 25 community partners provided families information about benefits and assistance available to them. In addition to the numerous health resources, we created a farmer’s market where attendees could help themselves to food items their families would enjoy. There was also a clothing give-away which many appreciated, and the little ones were thrilled by Santa’s arrival and toys they received.

“Other highlights included raffles for gift baskets, and gift card giveaways for the children and teenagers who were present. A live mariachi band and DJ added great music and excitement throughout the day.”



MARYAM SESAY
Director of Operations

SPECIAL MENTION:

QueensCare’s Ivan the Eye Van was on hand to provide vision screenings and our community partner, Power of Sight, was able to manufacture new glasses on the spot for those needing them. One very grateful mom, Venancia A. teared up as each of her three children were able to be screened and receive a new pair of glasses free of charge at the Holiday Health Fair.

Says Venancia, “I hope that QueensCare continues to help others like me who can benefit from their many programs.”

As we reflect on the success of this year’s fair, we express our deepest gratitude to everyone who played a role, from the Vons team to our community partners, staff, board members, and of course, the community members who made the event truly special. QueensCare looks forward to continuing this tradition of care, compassion, and community in the years to come.

“
I am thankful for QueensCare and this Mobile Vision Program. Believe me when I tell you that it is hard to come to a new country, where you do not know anyone. When someone offers to help you and your family in this way, I’m more than grateful.”

VENANCIA A.
Mother of grateful patients

Venancia and her children pose for a photo outside of Ivan the Eye Van, where they received services with the Mobile Vision Program.



Preparing Tomorrow's Mental Health Clinicians



QueensCare's Mental Health Internship Program takes shape

QueensCare's Mental Health Program clinicians serve low-income children and families living within the Metro Service Area of Los Angeles, providing both individual and family therapy in a kid-friendly office where young clients can feel safe, secure, and welcome.



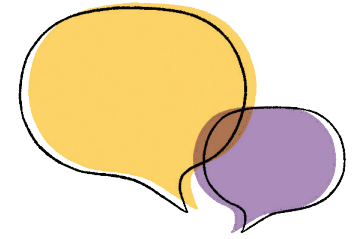
The Mental Health Program has been subcontracting with Children's Hospital of Los Angeles for over a decade to provide services to children and young adults up to the age of 26 focused on anxiety, trauma, depression, and disruptive behaviors. The program has helped thousands of low-income and under-insured children and families across Los Angeles County.

QueensCare's operational programs partner with other local organizations or community sites to focus on concerns commonly faced by residents and offer services catering to those needs. For the Mental Health Program, this can result in a workshop or series of group therapy sessions aimed at themes and topics of concern raised by those who frequent these community sites.



Cristina Sandoval (left) and Dawna Cruz (right) in one of the Mental Health Program's child-friendly spaces where clinicians offer support for their young clients.

In 2023, QueensCare launched its Mental Health Internship Program with the goal of educating future clinicians and familiarizing them with the needs of the lower-income communities we support, which face a significant demand for mental health care. Interns are led by a field instructor who guides and supports them to learn through a compassion-informed approach. This will provide interns with a well-rounded learning experience of providing mental and behavioral health services to clients from different walks of life. They will learn to deliver trauma-informed, culturally appropriate therapeutic services to clients, and collaborate with other professionals in the field.



“We have contracted with five universities to recruit interns into our program and now have four who work closely with our two QueensCare clinicians and myself,” says Cristina Sandoval, LCSW, Mental Health Program Manager. “With the addition of these interns, we are able to provide care to many more children and young adults in our community.”

INTERN PROFILE:

Dawna Cruz started as an intern in the QueensCare Mental Health Program in May, 2024. She knew as a teenager that she wanted to work with children and opted to major in early childhood development as she entered college. At that time, she worked for an after-school program with first through fifth graders and moved into working with children with autism and Down syndrome. She became passionate about this work and eventually obtained a B.A. in Child and Adolescent Development Applied Development Science. Ultimately, she decided to pursue a Master’s Degree in Social Work when she saw that she could make a difference helping families navigate and access community services.

“*As a case worker, I realize that mental health is about more than just diagnosing and treating conditions. It is about the whole person’s care, improving quality of life, and supporting and advocating for individuals to lead fulfilling lives.*”

Ms. Cruz first came upon QueensCare while attending a community outreach event where she learned that QueensCare nurses were providing blood pressure and glucose tests, as well as promoting dental and vision care for children. When looking for a field placement she remembered that QueensCare supports the underserved community, which encouraged her to research and learn about the Mental Health Internship Program.

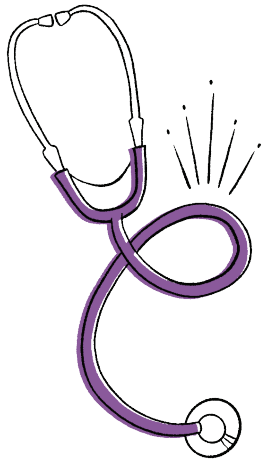
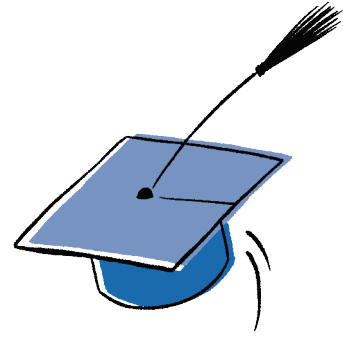
Says Ms. Cruz, “Being able to positively impact clients’ lives by helping them navigate mental health issues is incredibly rewarding. I am able to see clients make progress as they develop coping skills and improve relationships with peers. Also, seeing my clients move closer to their goals and improve their quality of life is fulfilling. I have also learned that establishing trust and rapport with clients is essential. It helps create a safe, supportive space where clients feel heard and valued.”

“QueensCare’s Mental Health Internship Program is a place where you can truly appreciate the knowledge you gain, both from working with clients and fellow coworkers. Working together as colleagues, we gain a great deal from the self-reflection process, where we examine our own emotional responses, which is important for personal and professional growth. The internship program provides us with tools and insights that are valuable in clinical settings as well as community outreach.”

DAWNA CRUZ
Mental Health
Program Intern

An Event 18 Years in the Making

The shared feeling of success
for scholars, both past and present



On Wednesday, May 29th, QueensCare had the honor of hosting its inaugural Scholarship Luncheon. The attendees consisted of scholarship recipients, along with their guests, members of the QueensCare staff, board members, and Charitable Board members. Together, we celebrated the achievements of our scholarship recipients and reflected on the impact of the scholarship program over the past 18 years.

It was truly inspiring to hear from three remarkable individuals whose paths have been touched by QueensCare's support.

Dr. Olena Svetlov, a Critical Care Nurse Specialist and an early recipient of a scholarship, shared stories of her journey from Ukraine and how witnessing a nurse's compassion with a patient motivated her to pursue a career in nursing. Dr. Svetlov works in a local nonprofit hospital and volunteers in our community, as well as back in Ukraine with her daughter, Taya, with whom Dr. Svetlov was pregnant when she received the scholarship in 2007. Taya accompanied Dr. Svetlov to the luncheon and beamed with pride hearing her mother speak.

Below: (from left) Dr. Olena Svetlov, board member Rev. Michael Mata, and Dr. Patterson bonding over their mutual dedication to serve the community.

Says, Dr. Svetlov, "I am so very grateful for the scholarship I received from the QueensCare organization on my path to become a medical professional. I believe we should think about the societies in which we live and how we can we make people's lives better."



Right: Kamran Noorishirazi shares his personal story which inspired him to pursue a career in medicine.



Dr. Stephanie Patterson, who received the scholarship several years ago, spoke passionately about how important it was for her to stay and serve in the city where she grew up. While working as a Registered Nurse and studying in a hospital setting, she was able to witness first-hand how many additional, unmet needs many residents in Los Angeles were facing. She now visits patients in their homes, providing culturally competent care, and helping them to bridge gaps to additional needed resources available to them.

Says Dr. Patterson, “I was accepted into a nurse practitioner program, applied for a QueensCare scholarship and I was selected. During the whole time that I was in my nurse practitioner program, I was working as an RN. Then once I graduated, I was able to receive assistance from the QueensCare Student Loan Repayment Program, while working as a nurse practitioner, and being of service in the Los Angeles area providing primary care mental health services.”

Finally, we heard from **Kamran Noorishirazi**, who has recently completed his first year of medical school at UC Irvine. He told of his younger, only sibling suffering a severe health event and the emotional and financial toll that it took on his family. The care his sister received, as well as the dedication of the medical staff, inspired Kamran to become a physician.

Says Mr. Noorishirazi, “Although I am just beginning my journey to become the best doctor I can be, QueensCare has invested in me and shares this vision that I hold so near and dear to my heart. I am very thankful that I am benefitting from this amazing program.”

“I understand there are those who want to become physicians, assistants, respiratory therapists, nurses, nurse practitioners, physical therapists, occupational therapists, and so on in underserved communities. I really encourage other medical students to apply to QueensCare’s scholarship program because this organization recognizes the importance of training future medical professionals to help in these communities and is willing to support students financially.”

Despite their diverse backgrounds and journeys, a common thread ran through the scholars’ remarks: a deep-rooted motivation to help others. Each of them emphasized how QueensCare’s scholarship program, though just a piece of the puzzle, helped them to achieve their educational goals and make a positive impact in the world of healthcare.

QueensCare will continue this luncheon as a tradition in the years to come. We are committed to encouraging the next generation of healthcare leaders and supporting them in their endeavors. By coming together, we can make a difference and reduce the health disparities that our communities face.



This was the first time we have been able to meet recipients of our scholarship program face-to-face. They also brought family members with them who were delighted to share how our program impacted their family’s lives in such positive ways.”



RAFEAL CLEMENTS
Grant Program Officer

Financial Statements

FROM JULY 1, 2023 - JUNE 30, 2024

CONSOLIDATED STATEMENT OF FINANCIAL POSITION For the year ended June 30, 2024

ASSETS

Cash	\$ 1,920,000
Investments	420,461,000
Property & Equipment	69,964,000
Other Assets	<u>3,819,000</u>

TOTAL ASSETS \$ 496,164,000

LIABILITIES AND NET ASSETS

LIABILITIES

Accounts payable and accrued expenses	\$ 1,081,000
Accrued Inpatient Healthcare Fund	4,928,000
Grants payable	2,894,000
Other liabilities	<u>4,099,000</u>

TOTAL LIABILITIES \$ 13,002,000

NET ASSETS

Without donor restrictions	\$ <u>483,162,000</u>
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TOTAL NET ASSETS \$ 483,162,000

TOTAL LIABILITIES AND NET ASSETS \$ 496,164,000

CONSOLIDATED STATEMENT OF ACTIVITIES

OPERATING REVENUE AND SUPPORT

Net unrealized and realized investment gain (loss)	\$ 39,882,000
Investment income	4,421,000
Other income	<u>538,000</u>

TOTAL OPERATING REVENUE AND SUPPORT \$ 44,841,000

EXPENSES

Program services and grants	\$ 17,619,000
Management and general	<u>3,264,000</u>

TOTAL EXPENSE \$ 20,883,000

NET OPERATING INCOME 23,958,000

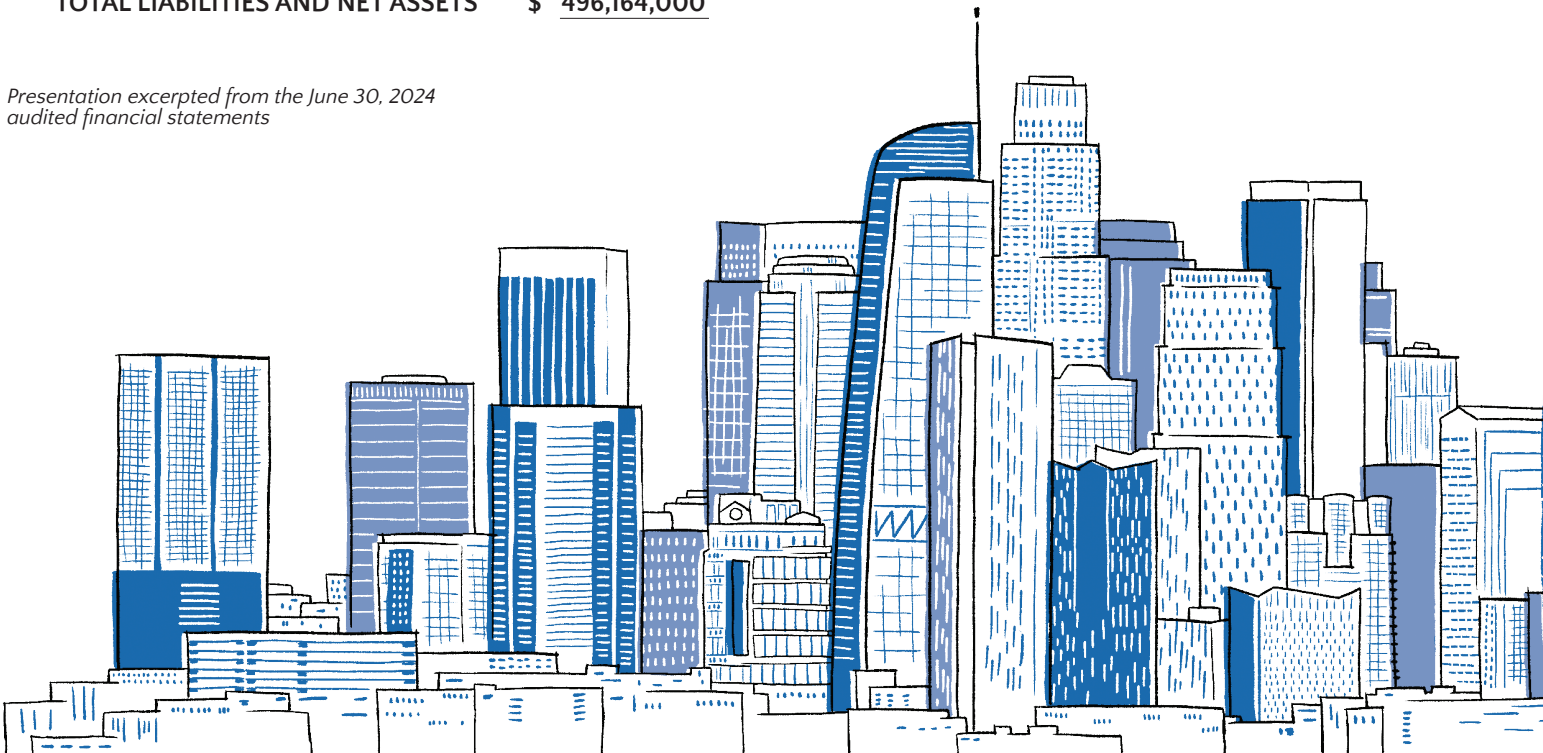
TOTAL OTHER REVENUE 13,269,000

CHANGE IN NET ASSETS 37,227,000

NET ASSETS, BEGINNING OF YEAR 445,935,000

NET ASSETS, END OF YEAR \$ 483,162,000

Presentation excerpted from the June 30, 2024 audited financial statements



PROGRAM SERVICES AND GRANTS

Residual	\$ 5,123,000
Inpatient Healthcare	4,706,000
Emergency Medical Services	1,981,000
Outpatient Healthcare	1,924,000
QueensCare Health Centers	1,203,000
QueensCare Health & Faith Partnership	769,000
Bilingual Access and Translation	491,000
Education and Outreach	460,000
Grants	397,000
Transportation	246,000
Pastoral Care Services	227,000
AIDS Services	92,000

PROGRAM SERVICES AND GRANTS TOTAL

\$ 17,619,000

INPATIENT CONTRACT FUNDING

Adventist Health White Memorial Medical Center	\$ 1,137,000
PIH Good Samaritan Hospital	918,000
California Hospital Medical Center	730,000
Martin Luther King Jr. Community Hospital	598,000
Adventist Health Glendale	511,000
Glendale Memorial Hospital and Health Center	409,000
PIH Health Whittier	184,000
Beverly Hospital	170,000
Huntington Memorial	32,000
Cedars Sinai	17,000

INPATIENT HEALTHCARE FUND TOTAL \$ 4,706,000

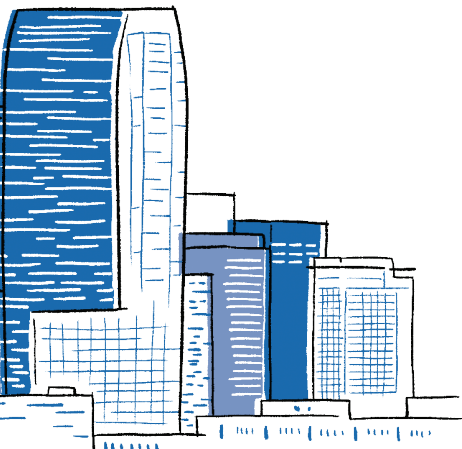
GRANTS AND DONATIONS RECEIVED

St. Joseph's Health Support Alliance	\$ 255,000
Edward J. Avila	1,000
Ben Hayes	500
Mary Anne Auer	500
Imperial Health Plan	500
Denise Forgette/Raymond Forgette	250
Maria Dolly Mendoza Encarnacion	115
Ms. Justina Rosencrantz	100
Ho Myung Baek	30

GRANTS AND DONATIONS TOTAL \$ 257,995

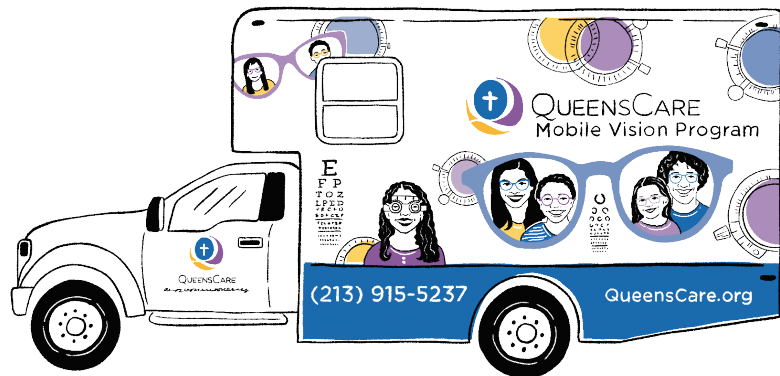
IN-KIND DONATIONS FOR QUEENSCARE'S 3RD ANNUAL HOLIDAY HEALTH FAIR

- Hillsides
- Jakks Pacific Inc.
- Pico Union Project
- QueensCare Health Centers
- Seeds of Hope
- Wilshire Presbyterian Church





Dr. Duong performs vision exams aboard Ivan the Ivan so thousands of individuals, like Valentina, can receive free prescription glasses each year.



Your Support Makes 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, by using the enclosed envelope, or by scanning the QR Code. If you would like your donation to go towards a specific program, please indicate which one on the enclosed envelope.



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FYE 2024**

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Edward Avila
Joseph Bui
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Jeffery Hermann
Barbara B. Hines
Rev. Michael Mata
Allan Michelena
Bettie J. Woods

Gene A. Nuziard
Board Member Emeritus

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**QUEENSCARE
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FYE 2024**

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Tina Yoo



Gene Allen Nuziard

NOVEMBER 09, 1928 - JULY 13, 2024

It is with profound sadness that we note the passing of Gene Allen Nuziard this past year. Gene was a man with a charitable heart, who was a beloved husband to Marilyn, a trusted friend, and a person accomplished in both his personal and professional endeavors.

Gene played a pivotal role in the history and development of QueensCare for over 30 years. He served as chair of the board of Queen of Angels-Hollywood Presbyterian Medical Center and later chair of the board of QueensCare. His selflessness extended to serving on the board of St. Joseph's Health Support Alliance. Gene was a member of numerous committees of all of these organizations and he and Marilyn dedicated substantial time and resources to these commitments. The success and good works of these organizations is due in large part to Gene's participation and wise counsel.

To recognize Gene and Marilyn for their remarkable dedication, in 2005, QueensCare created the Gene & Marilyn Nuziard Scholarship and Loan Repayment Program, a precursor to our current scholarship program. The Nuziards' active service on the Scholarship Committee paved the way for brighter futures in healthcare for individuals working to help the underserved. When Gene became too frail to continue serving, the QueensCare board created the Board Member Emeritus honorific and named Gene its first recipient. Gene will be missed by all who knew him.



QUEENSCARE



Learn more at
QueensCare.org