

GENERATIONS *of* CARE

QueensCare Annual Report 2019



QUEENSCARE



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,

Generations of Los Angeles' uninsured and low income individuals and families have benefitted from QueensCare's strong commitment to providing accessible healthcare over the years. 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.

In this report, you will read about QueensCare team members who work both behind the scenes and on the front lines to make a profound difference in the lives of our patients. They are both long term and new employees who, through their efforts, seek to vastly improve and streamline the delivery of quality care for our community.

You will also read about the significant impact our new Whitening McQueen dental trailer has had on providing free dental exams and treatment to children in low-income families during the past year. One such family, whose child received quality dental care at our Whitening McQueen trailer, learned about the adult care available at QueensCare Health Centers. This story illustrates the way multiple generations, upon receiving services in one QueensCare program, can benefit from services offered in another.



Finally, we want to give recognition to an amazing woman who first learned about QueensCare many years ago and who has been a great supporter of our mission. Through her generous gifts, Joan Agnes Fritz, or “Pidge” as she was known to her family and friends, has already helped thousands of our patients and will continue to help them in the future.

At QueensCare we continue to seek out and create new partnerships to meet our goals and expand our reach, despite changes in the social and political environment. As always, we persist with diligence and dedication serving generations of those in need who depend on us. 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. Thanks most especially for joining us on our journey.

Sincerely,

Barbara B. Hines

President and CEO

Betty Woods

Chair, Board of Directors

ADVENTIST HEALTH WHITE MEMORIAL —2019 WOMAN OF THE YEAR

Barbara Hines received the 2019 Woman of the Year award for her leadership and commitment to the health of Los Angeles — directly through diverse programs at QueensCare and QueensCare Health Centers, and indirectly through charitable giving — addressing healthcare disparities.



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.



BETTIE WOODS

CHAIR, BOARD OF DIRECTORS

Bettie Woods has been involved with QueensCare since 2005. Committed to community service, she has a long history of philanthropic engagement and has served on various education and health & human service boards. She currently holds an advancement leadership role at the California Institute of Technology/Caltech.

"During the time I have been with QueensCare, I have seen much growth and many changes, but one thing remains constant. It is our **unwavering commitment to the mission and values** which is helping and caring for those that need it most."



SISTER RUTH AGEE

A True Blessing to the QueensCare Organization

Long before electronic health records were created and before smart phone health apps were developed, there were dedicated religious Sisters providing healthcare to Los Angeles' underserved and uninsured. That dedication and service continues today as QueensCare works to improve the health of Los Angeles communities and reduce health disparities. One such Sister has made a significant impact at QueensCare over her 15 years of service.

Sister Ruth Agee became a Franciscan Sister of the Sacred Heart in 1967 and had a career teaching elementary school students in Illinois and Indiana for 27 years. When she moved back to California in 2005, she wanted to shift careers but continue in the Sisters' ministry with a faith-based organization that makes a difference for those in need in the Los Angeles area.

In her role, essentially behind the scenes at the QueensCare administrative offices in downtown Los Angeles, Sister Ruth keeps things running smoothly and efficiently for Barbara Hines, President and CEO, in addition to performing a multitude of other tasks for others in the organization. These include everything from maintaining corporate documents and writing minutes and agendas, to coordinating important appointments and meetings.

Says Sister Ruth, "During the time I have been with QueensCare, I have seen much growth and many changes, but one thing remains constant. It is our unwavering commitment to the mission and values passed on to us by Mr. Joe Brandlin and Mr. Art Barron, which is helping and caring for those that need it most. I have great satisfaction knowing that the service I provide each day contributes to the work 'in the field' that has impacted so many lives in positive and meaningful ways."

Over the years, the kinds of changes Sister Ruth has seen include how technology

advances have vastly improved and streamlined our delivery of quality care for our patients. QueensCare Health Centers was one of the first healthcare organizations to adopt the use of electronic records and it continues to enhance the OCHIN EPIC™ platform, one of the most advanced electronic health record systems available.

Sister Ruth has also seen QueensCare become a leading voice in transforming the healthcare industry from a focus on acute sick care to a focus on preventative health and lifelong wellness. Programs that embrace new tools that include better nutrition, exercise and appropriate medicines to better manage health are helping Angelenos cultivate new habits for their health and wellness for many years to come. Overseen by the QueensCare Health & Faith Partnership (QHFP), a group very visible in the communities where they serve, these programs include ongoing medication management and reconciliation (ensuring that multiple medications often prescribed separately are safe to be taken together), along with blood pressure and glucose screens, so necessary to prevent, diagnose or manage life-threatening diseases.

Sister Ruth has also witnessed QueensCare adopt a more active role in providing continuing education for its staff. Because engaging providers, nurses, pharmacists and health advocates can lead to improved quality and better patient care, QueensCare has greatly increased its commitment to enhancing and advancing the skills and leadership of its staff. As QueensCare grows into the next generation of healthcare, Sister Ruth looks forward to continuing to be a part of caring for and serving those in the community who are most vulnerable and have the fewest resources. Says Sister Ruth, "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."



Sister Ruth with her parents in 1968.

"QueensCare's mission, vision, and core values align closely with my own and I seek to bring the same spiritual compassion to my patients as Sister provided to my mother and me when we needed it most."



Sister Mary John Shin reunites with Amy and Mirelia.

AMY PEREZ

A Career Blossoms Through the Kindness of QueensCare

Three years ago, Amy Perez found herself in the emergency room of Hollywood Presbyterian Medical Center with her mother who was having severe stomach pain. The doctors found a serious infection with no option for surgery.

Amy spent seven days beside her Mom while her mother received treatment. Alone with her Mom, Amy felt isolated and overwhelmed. As Sister Mary Shin John was completing her morning rounds of visiting patients, she offered Amy comfort and encouragement. Sister Mary also gave Amy a bible to help her find the strength she needed to deal with her Mom's situation and Amy found great solace in Sister's warmth and compassion. Ultimately, Amy's mother recovered from the infection and was released from the hospital in time to return home for Christmas.

Amy learned that this was not the first time that QueensCare crossed paths with she and her mother. Years earlier when her Mom was pregnant with Amy, Mirelia Perez sought and received pre- and postnatal care from QueensCare when it was known as Queen of Angels-Hollywood Presbyterian Medical Center and it's where Amy was born.

Over the years, the bible that Sister Mary gifted to Amy has been a source of both inspiration and strength to her and it has carried

her through both good and bad times. In 2018, Amy received a Masters Degree in Social Work from USC and her Mom was there to celebrate her great accomplishment.

Coming full circle, earlier this year Amy joined QueensCare's Mental Health Program, where she is helping support the next generation of QueensCare patients. As part of our mental health team, she is assisting children and families to cope with challenges and build resiliency. The team provides both individual and family therapy in a kid-friendly environment where young patients dealing with anxiety, trauma, depression and disruptive behavior can feel safe, secure and welcome.

Now an employee, Amy recently ran into the familiar, warm Sister Mary who greeted her with the same kindness and caring she had several years ago. As they reconnected, they were able to share a beautiful moment of reflection and healing.

Says Amy, "QueensCare has been part of my journey from childhood through adolescence, and now as I embark on my career as a mental health clinician. QueensCare's mission, vision and core values align closely with my own and I seek to bring the same spiritual compassion to my patients as Sister provided to my mother and me when we needed it most."





"I trusted the
QueensCare
staff because they
were nice to me."

AREVALO FAMILY

Whitening McQueen's Huge Impact on Our Community

QueensCare's very successful Mobile Dental Program (MDP) has experienced a real boost with the addition of its state-of-the-art Whitening McQueen dental trailer. This fiscal year, the nearly 1000 square foot dental trailer and a pair of our older trailers served seven schools, saw 1,240 patients, completed 4,703 appointments and conducted 9,839 dental procedures, valued at \$953,076, to the QueensCare community - free of charge. The program operates through a partnership with the Herman Ostrow School of Dentistry of USC and visits qualifying Primary and Secondary Service Area schools on a rotating basis.

In the summer, when school is out, Whitening McQueen visits key community locations such as Adventist Health White Memorial Medical Center in East Los Angeles. This partnership with White Memorial received notable news media coverage for the 'Wellness Rocks' event held at the opening of the summer program to spread the word to more children in East Los Angeles.

The family of Jazlyn Arevalo first learned about the QueensCare Mobile Dental Program when it visited Jazlyn's Betty Plasencia Elementary School campus in 2017. Jennyfer Arevalo had not had a good experience with her daughter's previous dentist, so she decided to make an appointment to have her daughter seen. When Whitening McQueen arrived on campus this year, the children were very excited to see their friendly USC dentists in this brand new facility.

According to Jennyfer, "Jazlyn used to be fearful of the dentist before coming to QueensCare. Her previous dentist was very rough with her and lacked patience with children, often making Jazlyn cry. Now that Jazlyn has had the necessary dental treatment from QueensCare, including the crown she needed, she is no longer afraid of the dentist and very happy with the crown she received."

Jazlyn describes her experience with both the dental assistants and dentists at QueensCare as great. "They were very patient with me, held my hand, took care of me and were very helpful," she says. "I trusted the QueensCare staff because they were nice to me. I was a little scared at first, but they were kind and patient and made me feel comfortable. My old dentist used to give me ugly silver fillings, and at QueensCare, I received fillings that are the same color as my teeth."

Jazlyn's positive experience with QueensCare's Mobile Dental Program carried over to other members of her family. Her mother, Jennyfer, met Dental Assistant Xochitl Janet Larios when her daughter was receiving treatment. At this time, because Jennyfer was complaining of a toothache, Xochitl recommended that she call QueensCare Health Centers' Echo Park location to make an appointment. Her infected molar ultimately had to be removed, but she continues to go to the Echo Park location and Jazlyn's grandmother receives dental services there, too.

Says Jennyfer, "The QueensCare dental programs are wonderful for the whole family and are truly a blessing to our community. We have recommended them to our friends and hope other families will benefit from these excellent programs."



"The dental assistants made me feel relaxed and comfortable and they have cute stuffed animals to hug if you need one."

JOAN AGNES FRITZ

Pidge's Gifts to Healthcare in Our Community

Joan Agnes Fritz was born in Dublin, Ireland on February 8, 1932 to John and Bridget Pidgeon. She immigrated to the United States in 1958, at age 26, settled in Los Angeles and married Conrad Fritz in 1966.

Sadly, Joan passed away in August of 2018 at the age of 86. Her friends and family will always remember her vibrant, loving personality. She was passionately interested in civic life and politics, and rarely missed a day's news. She was very generous in her help of family members and political causes. In their words, "To know Joan was to love her."

Joan first crossed paths with the beginnings of QueensCare when she came to work in the law firm of Vaughan, Brandlin, Robinson & Romer in 1958 shortly after arriving in Los Angeles. One of her coworkers at that time, Kathryn Brandlin Shearer, has very fond memories of working with "Pidge", as she was known by family and friends.

"My first impression of Joan was she was the happiest person I'd ever met. She was only 15 years older than me and she and her sister, Mary, had traveled by boat to the U.S. from Ireland. After arriving in New York they drove across the country to Los Angeles to work for my father, J.J. Brandlin and Bob Vaughan in their downtown law firm. What amazing and courageous women!"

Joan was the receptionist in the office. She ran the PBX 555 switchboard, greeted clients, kept track of the attorneys' time, sent bills, and did a myriad of other organizational tasks. She

was cheerful and happy all the time and set the tone for the entire office.

Calling her by her nickname, "Pidge" was a privilege that all the other staff and attorneys had. As the youngster in the office, I had to earn it by paying close attention to everything she taught me about operating the switchboard, addressing everyone politely and writing clear and correct notes for every call that came through that big switchboard. Finally, I earned the privilege! It was almost as good as getting a raise! "Pidge" was unflappable, funny, a great listener and always ready to help and advise.

Pidge's close and long-time friend, Evelyn Knapp also has very warm memories of her.

"Joan and her sister, Mary, were extremely proud to be Americans and voted in every election that came their way. They were extremely patriotic that way. Joan always said, as an immigrant, this country had been very good to her and that is the main reason she always gave back to people in need."

Following her husband's death, Pidge learned

she had colon cancer and that she needed surgery to remove the malignancy. She did this and never looked back. In 2014, I was with her when she learned she had breast cancer and needed a mastectomy. Two days after the surgery, we were at the Science Museum to see the Endeavor exhibit. Joan was very strong and didn't like to linger or feel sorry for herself or her situation.

With her passing in August of 2018, Pidge's legacy lives on in the form of a generous gift to QueensCare that will help provide accessible quality healthcare to underserved Los Angeles communities. She made sure that her legacy would continue to benefit others.

Joan Agnes Fritz made yearly donations to QueensCare beginning in 2007, in addition to her bequest this past year. Gifts like Joan's are a lifeline to those in need – free dental care for children whose parents can't afford it; free eye exams and glasses for students who cannot see the whiteboard; and healthcare and wellness screenings for adults grappling with diabetes and high blood pressure. Joan's support is greatly appreciated by all of us at QueensCare, by the thousands of individuals she has already helped, and by those she will help in the future.





"Pidge" was
unflappable,
funny, a great
listener & always
ready to help
& advise."

FINANCIAL STATEMENTS

For the Year Ended June 30, 2019

Consolidated Statement of Financial Position*

	2019
Assets	
Cash and cash equivalents	\$ 8,691,000
Investments	333,841,000
Property and equipment, net	79,585,000
Other assets	273,000
TOTAL ASSETS	\$ 422,390,000
Liabilities and Net Assets	
Liabilities	
Accounts payable and accrued expenses	\$ 955,000
Accrued compensation and related liabilities	203,000
Accrued Inpatient Hospital Fund	7,673,000
Grants payable	3,345,000
Other accrued liabilities	851,000
TOTAL LIABILITIES	\$ 13,027,000
Net Assets	
Without donor restrictions	\$ 408,505,000
With donor restrictions	858,000
TOTAL NET ASSETS	409,363,000
TOTAL LIABILITIES AND NET ASSETS	\$ 422,390,000

Consolidated Statement of Activities*

	2019
Operating Revenue and Support	
Net unrealized gain	\$ 13,854,000
Net investment gain	7,545,000
Investment income	3,720,000
Other income	317,000
Contributions	255,000
TOTAL REVENUE AND SUPPORT	\$ 25,691,000
Expenses	
Program services	\$ 12,630,000
Grants awarded	5,153,000
Sub-total	17,783,000
Administration and general	2,183,000
TOTAL EXPENSES	\$ 19,966,000
NET OPERATING INCOME	\$ 5,725,000
Other Revenue	
Net income - retained real estate	\$ 679,000
TOTAL OTHER REVENUE	\$ 679,000
CHANGE IN NET ASSETS	6,404,000
NET ASSETS, BEGINNING OF YEAR	402,959,000
NET ASSETS, END OF YEAR	\$ 409,363,000

*Information excerpted from the 2019 audited financial statements.



QUEENSCARE BOARD OF DIRECTORS

TOP: Edward Avila, Jay Guerena, Jeffery Hermann, Fr. Michael Stechmann, OAR, Rev. Michael Mata, Barbara B. Hines
BOTTOM: Denise Partamian Forgette, Steven Aronoff (Vice Chair), Bettie J. Woods (Chair), Lois Saffian, Allan Michelena
NOT PICTURED: Joseph Bui, Alan Cushman (Secretary), Fran Inman, Gene A. Nuziard



QUEENSCARE CHARITABLE BOARD

TOP: Anthony Dazzo, Robert Villaseñor, Mark Handin (Vice Chair), Ivan A. Houston, Johnng Ho Song, Sung Cheol Jin, David Fields, Kevin Michelena, Sal Lopez, Raed Bargout, M.D.
MIDDLE: Noelle Tisius Gervais, Anna Sivak, Jan Fredrickson, MN, RN, CPNP, Ann Lee, Betsy Link, Tina Yoo, Sr. Karen Collier, Kay Buck, Ana Teresa Valdez
FRONT: Annie Balian, Ed Avila, Denise Partamian Forgette (Chair), William Harris, Lois Saffian, Edgardo Gazcon
NOT PICTURED: Haley English (Secretary), Marina Aronoff, Patty Covarrubias-Williams, Susan Downey, M.D., Paul A. Gomez, Molly McGinty Nankivell, Barry Peterson, Alicia Procello, Patricia Kien-Men Tong

MANAGEMENT

Barbara B. Hines
President & Chief Executive Officer

Eloisa Perard
Chief Administrative Officer

Faith Lee
Vice President, Accounting and Finance

Maryam Sesay
Director of Operations

INPATIENT CONTRACT FUNDING

California Hospital Medical Center	\$ 750,000
Cedars-Sinai Medical Center	200,000
Glendale Memorial Hospital and Health Center	250,000
Good Samaritan Hospital	1,500,000
St. Vincent Medical Center	1,000,000
White Memorial Medical Center	750,000

Inpatient Healthcare Fund Total **\$ 4,450,000**

CHARITABLE GRANTS

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

Supplemental Schedule of Program Services and Grants

Program Services & Charitable Grants

Residual	\$ 5,129,000
Inpatient Healthcare	4,798,000
Emergency Medical Services	2,021,000
Outpatient Healthcare	1,858,000
QueensCare Health Centers	1,225,000
QueensCare Health & Faith Partnership	782,000
Bilingual Access and Translation	500,000
Education and Outreach	468,000
Grants	410,000
Transportation	251,000
Pastoral Care Services	238,000
AIDS Services	103,000

TOTAL **\$ 17,783,000**

AIDS SERVICES FUND

Alliance for Housing and Healing	\$ 35,000
Project Angel Food	125,000
The Salvation Army	55,000

AIDS Services Fund Total **\$ 215,000**

EDUCATION AND OUTREACH FUND

Cancer Support Community Pasadena	\$ 35,000
CASA of Los Angeles	125,000
CAST	100,000
Children's Bureau	50,000
Esperanza Community Housing	100,000
Expediente Rojo Project	10,000
FEAST, Inc.	25,000
National Kidney Foundation	30,000
Southern California Public Radio	75,000
The People's Concern	50,000
Weingart Center Association	50,000
weSPARK Cancer Support Center	50,000

Education and Outreach Fund Total **\$ 700,000**

EMERGENCY MEDICAL SERVICES FUND

Alta Los Angeles Community Hospital	\$ 2,076
Beverly Hospital	14,530
Children's Hospital Los Angeles	407,354
Glendale Memorial Hospital & Health Center	81,471
Good Samaritan Hospital	446,273
Hollywood Presbyterian Medical Center	296,823
Huntington Memorial Hospital	7,784
LAC+USC Medical Center	48,260
Monterey Park Hospital	6,746
Olympic Medical Center	93,925
Sherman Oaks Hospital	11,935
Southern California Hospital of Culver City	22,314
St. Vincent Medical Center	439,008
UCLA Ronald Reagan Medical Center	61,233
White Memorial Medical Center	62,271

Emergency Medical Services Fund Total **\$ 2,002,003**

GRANTS FUND

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

Student attending Touro University-California	\$ 10,000
Four students attending UC-Irvine School of Medicine	40,000
Three students attending UC Berkely/UC San Francisco	30,000
Student attending UCSF School of Medicine	10,000
Three students attending USC Keck School of Medicine	30,000
Student attending San Francisco State University	6,000
Student attending USC School of Dentistry	9,000
Two students attending UCLA School of Dentistry	20,000
Student attending UC-San Diego School of Medicine	10,000
Student attending UCSF School of Pharmacy	10,000
Student attending Illinois Wesleyan University	10,000
Student attending Mount Saint Mary's University	10,000
Three students attending UCLA David Geffen School of Medicine	30,000
Student attending Special Services for Groups	10,000
Student attending UCLA School of Medicine/UC Berkeley	10,000
Student attending UC San Francisco School of Nursing	10,000
Two Staff working at QueensCare Health Centers	20,000

Scholarship & Loan Repayment Program Total **\$ 275,000**

MLK Community Health Foundation	\$ 100,000
Pacific Clinics	77,000
St. John of God Retirement & Care Center	48,000

Grants Fund Total **\$ 500,000**

CHARITABLE GRANTS

Continued

OUTPATIENT HEALTHCARE FUND

1736 Family Crisis Center	\$ 100,000
A Place Called Home	125,000
Amanecer Community Counseling	75,000
Blind Childrens Center	65,000
Good Shepherd Shelter	25,000
LA Family Housing	50,000
No Limits Educational Center	50,000
Orthopaedic Institute for Children	50,000
Pasadena Educational Foundation	50,000
Saban Community Clinic	100,000
South Central Family Health Center	100,000
South Central LAMP	30,000
St. John's Well Child & Family Center	100,000
Step Up On Second	75,000
The Achievable Foundation	100,000
The Trevor Project	100,000
The Whole Child	50,000
USC Ostrow School of Dentistry	50,000
USC School Social Work	87,000
ViaCare Community Health Center	100,000
Westside Family Health Center	100,000
Women's Shelter of Long Beach	30,000
YES (Youth Emerging Stronger)	50,000

Outpatient Healthcare Fund Total	\$ 1,662,000
---	---------------------

TRANSPORTATION FUND

A Community of Friends	\$ 45,000
USC Keck School of Medicine	100,000

Transportation Fund Total	\$ 145,000
----------------------------------	-------------------

GRANTS AND DONATIONS RECEIVED

Thank you for your continued support and generosity.

St. Joseph's Health Support Alliance	\$ 255,000
Joan Fritz Family Trust Estate	69,000
Goldman Sachs	4,000
Fidelity Charitable	500

As QueensCare grows into the next generation of healthcare, we look forward to continuing to be a part of caring for and **serving those in the community who are most vulnerable and have the fewest resources.**



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.

2019 NEWS AND UPDATES

DIRECT HEALTHCARE DIVISION

The Mental Health Program

- Provided \$195,240 in mental health services to 53 children and their families under a contract with Children's Hospital Los Angeles.
- Acquired a full-time bilingual mental health clinician to better serve Spanish-speaking patients.
- Attended the Trauma Informed Care and Cultural Competence conferences to expand clinician knowledge of best practices and enhance skills

The Mobile Vision Program

- Visited 33 Los Angeles Unified School District (LAUSD) middle schools (a 6% increase from fiscal year 2018), providing screenings by contracted school nurses and eye exams by a QueensCare optometrist.
- Screened over 12,000 students, with the optometrist and optometry assistant examining 2,221 students and provided glasses to 1,106 children free of charge.

The Mobile Dental Program

- Served 7 schools; saw 1,240 patients; completed 4,703 appointments; and conducted 9,839 procedures.
- Provided services valued at \$958,076 to the community free of charge.
- Partnered with Adventist Health White Memorial to serve children in East Los Angeles, receiving notable news media coverage for the Wellness Rocks event held at the opening of the summer program.
- Received feature coverage for Whitening McQueen from KTLA 5's award winning reporter, Gayle Anderson.

The Inpatient Program

- Provided over \$2 million in inpatient services to uninsured patients through contracts with six hospitals: California Hospital Medical Center; Cedars-Sinai Medical Center; Glendale Memorial Hospital and Health Center; Good Samaritan Hospital; St. Vincent Medical Center; and Adventist Health White Memorial Medical Center.

Q/QHC Healthcare Partners

- Through this strategic partnership with QueensCare Health Centers, an independent 501©3 non-profit public charity and federally qualified health center, nearly 25,000 patients received primary adult and pediatric care, as well as dental, vision and podiatry care in over 100,000 visits during the year.

QUEENSCARE HEALTH & FAITH PARTNERSHIP (QHFP):

- Serviced 17 full affiliate sites including the Braille Institute and the Armenian Relief Society, food pantries, homeless shelters, churches, synagogues, and senior nutrition sites, conducting 7,004 patient visits.
- Planned and participated in 268 site events and attended 32 health events/health fairs, completed screenings for 6,078 patients. Health events feature nutrition classes, heart health, tuberculosis and osteoporosis testing, vision and blood pressure screening, body mass index (BMI) measurements, glucose monitoring, and first aid services.
- Acted as school nurse at several low income schools of The Roman Catholic Archdiocese of Los Angeles providing various health services. These include reviewing vaccination records for compliance, delivering health education classes, and screening for vision, hearing, and scoliosis.

PASTORAL CARE DIVISION:

- Furnished over 35,000 patients with spiritual comfort at CHA Hollywood Presbyterian Medical Center (HPMC).
- Anointed 849 individuals.
- Counseled 340 patients on advance healthcare directives, completing 27 such directives.
- Conducted daily mass for patients and staff at HPMC in collaboration with local parishes.

CHARITABLE DIVISION:

- Approved 43 grants totaling \$2,959,357.
- Awarded 28 scholarships totaling \$275,000 and two loan repayment award through the Gene & Marilyn Nuziard Scholarship and Loan Repayment Program, with recipient students representing 10 colleges and universities.
- Awarded \$2,002,000 to 15 local hospitals through the Emergency Medical Services Fund, which pays uninsured patients' fees for emergency room visits.





950 South Grand Avenue, 2nd Floor South
Los Angeles, CA 90015
323.669.4301 | QueensCare.org