

A photograph of a man carrying a young child on his shoulders. Both are wearing light blue surgical face masks. The man is wearing a white t-shirt and a dark blue patterned jacket. The child is wearing a red and white striped t-shirt and denim shorts. They are outdoors in a bright, sunny setting with greenery in the background.

# RISING TO THE CHALLENGE

QueensCare  
Annual Report  
2020



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,

## *Despite its arrival*

in the last third of the year, the novel coronavirus dominated the 2019-2020 fiscal year. Almost all that came before diminishes in importance by comparison, with one significant exception. On March 6, just before the arrival of the COVID-19 pandemic in Los Angeles, QueensCare recorded a monumental accomplishment – the approval of the Attorney General and the courts of its revised Article III. This approved amendment to our Articles of Incorporation concluded over six years of ongoing negotiations, becoming effective on July 1, 2020, and allowing QueensCare to help many more low income residents of Los Angeles.

COVID-19 is an unprecedented health emergency and has necessitated decision making on the fly with the safety of patients and staff prioritized above all else. While many of our program sites were shuttered, including LAUSD campuses, churches and social service agencies across LA County, QueensCare staff were quickly redeployed to our partner, QueensCare Health Centers, to meet the enormous challenges it faced. Our fantastic frontline team members and our administrative staff working remotely behind the scenes are to be commended for their adaptability, responsiveness and dedication to our mission.

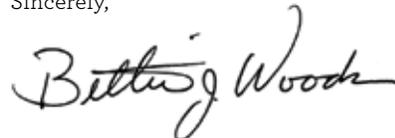
In this report, you will read about how QueensCare team members used creative thinking to develop solutions to protect our patients and staff and put resources where they could best be used to help our community. In the face of uncertainty and changing circumstances, this crisis has required extensive coordination, careful

thought, and concrete action. QueensCare’s and QueensCare Health Centers’ management and staff have risen to each day’s challenges with calm determination. Each problem was tackled as it arose, with the overarching goal of protecting the health and safety of staff, patients, and the community. Workflows and processes were adjusted - and created - to minimize exposure and limit the spread of the virus.

We want to thank all of our wonderful staff who have been so supportive, flexible, patient, and hard working. Those in the health centers and community-facing programs like QueensCare Health & Faith Partnership and the Mobile Vision and Dental Programs are doing “God’s work” for the people we serve exemplifying “mission-driven.”

There is no doubt QueensCare will continue to serve our communities as we have done for nearly a century. Though at times, it is hard to see past the health, political and social crises of the day, we will manage through this challenging time. As always, we are committed to serving those in need who depend on us. We thank you for taking the time to read this year’s report and continuing to support QueensCare and the underserved of Los Angeles.

Sincerely,



**Bettie Woods**

Chair, Board of Directors



**Barbara B. Hines**

President & Chief Executive Officer



**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.



**BARBARA B. HINES**

**PRESIDENT & CHIEF EXECUTIVE OFFICER**

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

# THE COVID PANDEMIC

QueensCare  
Takes Action



**This page:** Arnel Mendoza and the I.S. Team ensured that remote workers had stable and sustainable network access during the pandemic.

**Opposite page:** Maryam Sesay, Director of Operations, and Xochitl Janet Larios, Dental Assistant, Mobile Dental Program.

## World news reports during December

2019 detailed a strange illness spreading from Wuhan, a city of 10 million in central China. On January 7, 2020, China reported that a new coronavirus caused the illness. The first case in the US was reported on January 19, in a man who had recently traveled to Wuhan. US travel restrictions to and from affected areas, beginning with China, were announced on February 2.

Despite statements that the virus was not a problem and under control in the US, QueensCare's and QueensCare Health Centers' managers met for the first time on March 2 to prepare for an outbreak in Los Angeles. Shortly thereafter, on March 11, the first death from COVID-19 was reported in Los Angeles and our administrative staff was given 2 days' notice to exit the corporate offices for what was forecast to be two weeks. It has now been over nine months since our departure and a return is not expected before mid-2021.

The administrative team adapted quickly to remote work. Thanks to the foresight of the Information Systems team in transitioning the organizations to cloud-based systems months earlier, we were able to function nearly seamlessly from the first day. We instituted frequent Zoom calls to facilitate effective communication across all areas of the organization and have had monthly all-staff Townhall meetings on Zoom to calm nerves, answer questions, and announce developments.

QueensCare's programs were shut down with the closure of LAUSD campuses, just before the Safer at Home Order was issued in California. We were able to avoid staff



reductions, in part by successfully applying for forgivable loans under the Paycheck Protection Program. Where possible, QueensCare staff were redeployed to fill urgent needs of QueensCare Health Centers (QHC) for screeners, nurses and patient support teams.

QHC Chief Medical Officer, Dr. Edward Liao, kept all of us, but most importantly, the provider and patient care staff, up to date on the science and guidelines related to the virus as disseminated by the CDC and County and State Public Health Departments. Early on and continuing to this day, one of the most urgent tasks has been to source and procure personal protective equipment (PPE). We tapped staff from all areas to bring potential sources to the table for investigation. Shortly into the pandemic, we placed our largest order for 50,000 KN95 masks and 125,000 surgical masks. We continue to search for sources of these supplies, plus gloves, gowns, and face/eye shields.

**“WHEN FACING A GLOBAL PANDEMIC, I AM PROUD TO SAY I WORK FOR AN ORGANIZATION THAT NEVER WAIVERS ON WHAT MATTERS – THE HEALTH AND SAFETY OF OUR STAFF AND PATIENTS AND AN UNWILLINGNESS TO COMPROMISE OUR INTEGRITY.”**

—Alexandria Noble  
*Community Health Worker Supervisor*

# ENGAGING WITH OUR PARTNERS TO PROVIDE SOLUTIONS



L-R: Maryam Sesay, Director of Operations  
 Donna Anderson, Mobile Programs Manager  
 Yuri E. Casco, CFRE, Manager, Charitable  
 Foundation Adventist Health White Memorial,  
 Mary Anne Chern, President, Charitable  
 Foundation Adventist Health  
 White Memorial.

## WHITENING MCQUEEN MOBILE DENTAL CARE UNIT TURNS EMERGENCY TRIAGE DURING PANDEMIC

Shortly after the initial COVID-19 pandemic outbreak, hospitals throughout Los Angeles prepared for the expected demand on emergency rooms. Many set up treatment and triage locations in parking lots or nontraditional wings of hospitals to accommodate the influx of patients.

Understanding the potential impact that COVID-19 could have at hospitals, Donna Anderson, Mobile Programs Manager, came up with the idea to loan the organization's largest mobile dental unit to treat non-COVID-19 patients at Adventist Health White Memorial Medical Center in Los Angeles.

"COVID-19 has affected our program as it has other mobile community clinics. The pandemic pulled us out of LAUSD school campuses much earlier than expected, prompting us to redeploy our staff to support our partner organization, QueensCare Health Centers," Anderson said.

The mobile dental unit, named "Whitening McQueen" by LAUSD students, was delivered to Adventist Health White Memorial on March 31. It has 960 square feet of interior exam space, six exam chairs, and the ability to perform X-rays. It has been stationed at the hospital throughout the outbreak, jointly staffed by QueensCare and Adventist Health White Memorial employees.

"Having the trailer on campus gave the emergency department the option of isolating and treating COVID-19 patients in the ER, while sending non-COVID patients to Whitening McQueen for care and treatment," said Maryam Sesay, Director of Operations for QueensCare.

QueensCare and Adventist Health White Memorial continue to take additional steps in light of the pandemic to ensure patients' and staff's health and safety. These include CDC-recommended patient screening procedures and physical separation of those who may have been exposed to the virus from the rest of the population.

"We are so grateful to QueensCare for coming up with this creative way to use the dental trailer to assist our hospital and community during the COVID-19 crisis," said Mary Anne Chern, Charitable Foundation President of Adventist Health White Memorial. "QueensCare is an incredible partner. They already do so much for our hospital and community by providing free dental care for children. And now, they have generously stepped up to respond to yet another critical need."

## QUEENSCARE AND QHC INITIATE COVID TESTING EVENTS

The collective efforts of QueensCare's and QueensCare Health Centers' staff, and friends at New Economics for Women (NEW), enabled us to hold our first-ever COVID-19 testing event at the Westlake North health center.

The event saw over 200 community members from NEW apartments, all eager to get tested for COVID-19. This event was made possible by a Direct Relief and Abbott Laboratories COVID-19 Community Health Grant to develop a comprehensive COVID-19 testing infrastructure. Our staff has held recurring testing events at three of our health centers and looks forward to hosting more testing events on our campuses and within the community to directly serve at-risk populations.

**"DURING THE COVID-19  
 CRISIS, QUEENSCARE  
 STEPPED UP TO RESPOND  
 TO A CRITICAL NEED  
 AT ADVENTIST HEALTH  
 WHITE MEMORIAL  
 MEDICAL CENTER."**

—Maryam Sesay  
 Director of Operations

QueensCare parish nurses on the front lines stand ready to assist patients at a COVID-19 testing event.



# THANK YOU, HEALTH HEROES



## VIRTUAL SPIRITUAL SUPPORT

In March 2020, chaplains of QueensCare's Pastoral Care Division were placed on stand-by due to the pandemic. In June, program staff began providing spiritual support and counseling to Hollywood Presbyterian Medical Center patients virtually and by telephone. They also offered these services to patients and staff of QueensCare and QueensCare Health Centers. The services rendered by the chaplains include baptisms, anointings, code blue support, and advanced directives.

## MENTAL HEALTH DURING COVID-19

Telemedicine has become a vital tool to provide medical services during the COVID-19 world crisis. When the pandemic hit in March 2020, program clinicians noticed a trend of 'no-shows' and rescheduling caused by parents' difficulty arranging childcare, changing work hours, and the fears brought on by the epidemic. Remote visits were not possible from March through May due to insecure, weak, or absent internet connections. Once these issues were resolved and the program was able to access a secure, HIPAA-compliant Zoom account, the volume of telehealth sessions improved dramatically.

QueensCare's mental health clinicians are working diligently to continue providing services via telephone and HIPAA-compliant telehealth options like DOXY, ME and licensed Zoom accounts. These resourceful providers have also lifted frontline QueensCare and QHC employees' spirits, mitigating stress and anxiety by leading and teaching mindfulness, meditation, and other resources.

**Left:** Cristina Sandoval, LCSW, conducts virtual session with her young patients.

**Right from top:** Chaplains Fr. Vasile Sauciur and Br. Larry Moen conduct virtual faith support with Hollywood Presbyterian Medical Center patients.





## QUEENSCARE HEALTH AND FAITH PARTNERSHIP

We would like to recognize all of our community health workers for their passion, flexibility, and patience. They have persevered in screening patients through civil unrest, inclement weather, terrible air quality, and their own concerns about their and their families' safety. They have done this while maintaining professionalism, kindness, and grace. They are a true testament to the QueensCare mission, and our communities are greater for it. We hope they are all proud of the work they have done during this unprecedented time. We know we are.

Opposite page L-R: Erica Macias, Community Health Outreach Manager, QueensCare Health and Faith Program; Kia Skrine Jeffers, Parish Nurse; Alexandria Noble, BSHA, Community Health Worker, Supervisor.

# QUEENSCARE'S ARTICLE III VICTORY

“QUEENSCARE  
RECORDED A  
MONUMENTAL  
ACCOMPLISHMENT  
WITH THE APPROVAL  
BY THE COURTS OF  
A REVISED ARTICLE  
III, ALLOWING US  
TO HELP MANY  
MORE LOW-INCOME  
RESIDENTS OF  
LOS ANGELES.”

—Barbara Hines  
*President and CEO*

## *Implications for the Future*

On March 6, 2020, just before the start of the pandemic in Los Angeles, QueensCare received approval by the Superior Court of its proposed revisions to Article III of its Articles of Incorporation. This concluded over six years of ongoing negotiations, becoming effective July 1, 2020.

### **Among other changes, the revisions include:**

- +Increase in the population of LA County residents who qualify for assistance by adding those whose income is between 200% and 300% of the federal poverty level.
- +Expansion of QueensCare's Primary Service Area to 15 additional ZIP codes.
- +Inclusion in the QueensCare programs of low-income, insured (including those on Medi-Cal and Medicare) persons who do not have the resources to pay out of pocket expenses.
- +Expansion of the HIV/AIDS Fund to include all healthcare needs of those diagnosed with HIV/AIDS.
- +Expansion of the Transportation Fund to those living in the Secondary Service Area.



# FINANCIAL STATEMENTS

For the year ended June 30, 2020

## Consolidated Statement of Financial Position\*

	<u>2020</u>
<b>Assets</b>	
Cash and cash equivalents	\$ 7,919,000
Cash whose use is restricted	67,000
Investments	334,854,000
Property and equipment, net	77,467,000
Other assets	<u>707,000</u>
<b>TOTAL ASSETS</b>	<b>\$ 421,014,000</b>
<b>Liabilities</b>	
Accounts payable and accrued expenses	\$ 858,000
Accrued compensation and related liabilities	246,000
Accrued Inpatient Hospital Fund	9,598,000
Grants payable	2,843,000
Other accrued liabilities	1,524,000
Covid-19 SBA PPP Loan	<u>731,000</u>
<b>TOTAL LIABILITIES</b>	<b>\$ 15,800,000</b>
<b>Net Assets</b>	
Without donor restrictions	\$ 404,356,000
With donor restrictions	<u>858,000</u>
<b>TOTAL NET ASSETS</b>	<b>405,214,000</b>
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$ 421,014,000</b>
<b>Consolidated Statement of Activities*</b>	
<b>Operating Revenue and Support</b>	
Net unrealized gain	\$ 3,323,000
Net investment gain	6,392,000
Investment income	3,864,000
Other income	435,000
Contributions	<u>286,000</u>
<b>TOTAL REVENUE AND SUPPORT</b>	<b>\$ 14,300,000</b>
<b>Expenses</b>	
Program services	\$ 12,466,000
Grants awarded	4,644,000
Sub-total	<u>17,110,000</u>
Management and general	<u>2,072,000</u>
<b>TOTAL EXPENSES</b>	<b>\$ 19,182,000</b>
<b>NET OPERATING INCOME (LOSS)</b>	<b>\$ (4,882,000)</b>
<b>Other Revenue</b>	
Net income - retained real estate	\$ 733,000
<b>TOTAL OTHER REVENUE</b>	<b>\$ 733,000</b>
<b>CHANGE IN NET ASSETS</b>	<b>(4,149,000)</b>
<b>NET ASSETS, BEGINNING OF YEAR</b>	<b>409,363,000</b>
<b>NET ASSETS, END OF YEAR</b>	<b>\$ 405,214,000</b>

\*Information excerpted from the 2020 audited financial statements.



## QUEENSCARE BOARD OF DIRECTORS

**Top:** Joseph Bui, Rev. Michael Mata, Jeffery Hermann, Barbara B. Hines, Denise Forgette, Fr. Michael Stechmann. **Bottom:** Jay Guarena, Ed Avila, Bettie Woods, Gene Nuziard, Steven Aronoff, Lois Saffian. **Not pictured:** Alan Cushman, Fran Inman, Allan Michelena.



## QUEENSCARE CHARITABLE BOARD

**Top:** Edgardo Gazcon, Kevin Michelena, Noelle Gervais, Robert Villaseñor, Paul Gomez, William Harris, John Ho Song. **Middle:** Patricia Kien-Men Tong, Marina Aronoff, Jan Fredrickson, Sister Karen Collier, Ana Teresa Valdez, Tina Yoo, Ann Lee, Katie Jacobs, Anthony Dazzo. **Bottom:** Anna Sivak, Mark Handin, Denise Partamian Forgette, Haley T. English, Lois Saffian, Kay Buck. **Not pictured:** Edward Avila, Raed Bargout, M.D., Patty Covarrubias-Williams, Susan Downey, M.D., Ivan A. Houston, Sun Cheol Jin, Sal Lopez, Mollie McGinty Nankivell, Barry Peterson, Barbara Wachsman.

## 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*

# PROGRAM SERVICES AND GRANTS

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

## Healthcare Fund Expenditures

Residual	\$	4,717,000
Inpatient Healthcare		4,642,000
Emergency Medical Services		1,929,000
Outpatient Healthcare		1,992,000
QueensCare Health Centers		1,152,000
QueensCare Health & Faith Partnership		736,000
Bilingual Access and Translation		471,000
Education and Outreach		441,000
Grants		467,000
Transportation		242,000
Pastoral Care Services		224,000
AIDS Services		97,000
<b>HEALTHCARE FUND TOTAL</b>	<b>\$</b>	<b><u>17,110,000</u></b>

## Inpatient Contract Funding

Cedars-Sinai Medical Center	\$	100,000
Good Samaritan Hospital		1,459,000
White Memorial Medical Center		656,000
Total Claims Payment		2,215,000
Accrued Payable		2,475,000
<b>INPATIENT HEALTHCARE FUND TOTAL</b>	<b>\$</b>	<b><u>4,690,000</u></b>

## Charitable Grants

### AIDS Services Fund

Hollywood Community Housing Corp.	\$	30,000
The Salvation Army		66,000
<b>AIDS SERVICES FUND TOTAL</b>	<b>\$</b>	<b><u>96,000</u></b>

### Education and Outreach Fund

Bienestar Human Services	\$	30,000
Cancer Support Community L.A.		25,000
Hunger Action Los Angeles		10,000
LA's Best		35,000
Asian Pacific AIDS Intervention Team		35,000
Peer Health Exchange		10,000
Worksite Wellness LA		50,000
My Friend's Place		50,000
Partners in Care Foundation		125,000
Teen Line		16,000
WomenShelter of Long Beach		40,000
<b>EDUCATION AND OUTREACH FUND TOTAL</b>	<b>\$</b>	<b><u>426,000</u></b>

## Charitable Grants

### Emergency Medical Services Fund

Beverly Hospital	\$	6,413
Children's Hospital Los Angeles		256,935
Glendale Memorial Hospital & Health Center		56,004
Good Samaritan Hospital		499,761
Hollywood Presbyterian Medical Center		301,396
Huntington Memorial Hospital		10,260
LAC+USC Medical Center		41,469
Monterey Park Hospital		855
Olympic Medical Center		86,785
Providence St. Joseph Medical Center		34,628
St. Vincent Medical Center		519,854
Sherman Oaks Hospital		20,948
White Memorial Medical Center		66,692
<b>EMERGENCY MEDICAL SERVICES FUND TOTAL</b>	<b>\$</b>	<b><u>1,902,000</u></b>

## Grants Fund

### Gene and Marilyn Nuziard Scholarship and Loan Repayment Program

Scholarships were awarded to students attending the following schools:

Touro University	\$	20,000
USC Keck School of Medicine		30,000
UC Berkeley/ UC San Francisco		40,000
UCSF School of Medicine		20,000
UC Irvine School of Medicine		10,000
UCLA David Geffen School of Medicine		30,000
UCLA School of Dentistry		10,000
UC San Diego School of Medicine		20,000
Charles Drew / UCLA School of Medicine		10,000
UC Riverside School of Medicine		10,000
Illinois Wesleyan University		10,000
Mount Saint Mary's University		10,000
CSU Dominguez Hills		10,000
San Francisco State University		11,000
Palomar Community College		2,500

Loan Repayment Awards		<u>30,000</u>
-----------------------	--	---------------

<b>PROGRAM TOTAL</b>	<b>\$</b>	<b><u>273,500</u></b>
----------------------	-----------	-----------------------

Jewish Free Loan Association	\$	60,000
American Red Cross, Los Angeles		80,000
CSU Los Angeles		50,000
Tierra del Sol Foundation		50,000
St. John of God Retirement & Care Center		19,500

<b>GRANTS FUND TOTAL</b>	<b>\$</b>	<b><u>533,000</u></b>
--------------------------	-----------	-----------------------

# CHARITABLE GRANTS

Continued

## Outpatient Healthcare Fund

Care Harbor	\$ 25,000
Los Angeles Christian Health Centers	150,000
Southern California Counseling Center	70,000
Wayfinder Family Services	75,000
Young & Healthy	70,000
Youth Mentoring Connection	10,000
ChapCare	150,000
Los Angeles LGBT Center	150,000
Venice Family Clinic	150,000
City of Hope	150,000
Vista del Mar Child and Family Svcs.	150,000
Blind Children's Center	65,000
Covenant House California	50,000
Five Acres	35,000
El Centro de Amistad	25,000
Pepperdine University	50,000
Program for Torture Victims	75,000
Saban Community Clinic	100,000
ViaCare Community Health Ctr.	125,000

**OUTPATIENT HEALTHCARE FUND TOTAL** \$ 1,675,000

## Transportation Fund

Good Samaritan Hospital	\$ 38,500
St. Anne's	80,000
Children's Hospital Los Angeles	120,000

**TRANSPORTATION FUND TOTAL** \$ 238,500

## GRANTS AND DONATIONS RECEIVED

Thank you for your continued support and generosity.

St. Joseph's Health Support Alliance	\$ 240,000
--------------------------------------	------------

### Donations

Joan Fritz Family Trust Estate	\$ 172,000
Barbara & Patrick Hines	2,000
Goldman Sachs	1,000
Edward J. Avila	1,000
David M. Walsh	500
Noemi G. Tagorda	100
Franciscan Sisters of the Sacred Heart	50
Nallely Gomez	40
Jonathan Page	25
Jennifer Tlffer	20



Karen H. Chielens,  
Mobile Vision Program Assistant

## HELP US RISE TO THE CHALLENGE

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](http://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.*

# 2020 STATS AND UPDATES

## DIRECT HEALTHCARE DIVISION

### The Mental Health Program

+Provided \$182,195 in mental health services to 35 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.

### The Mobile Vision Program

+Visited 28 Los Angeles Unified School District (LAUSD) middle schools, providing screenings by school nurses and eye exams by a QueensCare optometrist.

+Wrote 1,873 prescriptions and provided glasses to 1,509 children free of charge.

### The Mobile Dental Program

+Served 8 LAUSD elementary schools.

+Saw 3,184 visits and conducted 9,701 procedures for 989 children.

+Provided \$429,589 in services to the community free of charge.

+Relocated Whitening McQueen dental trailer to Adventist Health White Memorial Medical Center to facilitate added hospital capacity during the COVID pandemic.

### The Inpatient Program

+Paid \$2,215,000 in inpatient services through contracts with three hospitals: Cedars-Sinai Medical Center; Good Samaritan Hospital; and White Memorial Medical Center and accrued \$2,475,000 for future inpatient services for a total expenditure of \$4,690,000.

### Q/QHC Healthcare Partners

+Through this strategic partnership with QueensCare Health Centers, an independent 501(c)3 non-profit public charity and federally qualified health center, 22,958 patients received primary adult and pediatric care, as well as dental, vision and podiatry care in 92,962 visits.

## QUEENSCARE HEALTH & FAITH PARTNERSHIP (QHFP):

+Provided direct services to 5,156 people, in addition to screenings and education for 3,809 during outreach events.

+Served 19 full affiliate sites and two limited partnerships including food pantries, homeless shelters, churches, synagogues, senior nutrition sites, the Braille Institute, and the Armenian Relief Society.

## PASTORAL CARE DIVISION:

+Furnished 24,916 patients with spiritual comfort at Hollywood Presbyterian Medical Center (HPMC).

+Anointed 615 individuals.

+Counseled 305 patients on advance healthcare directives, completing 29 such directives.

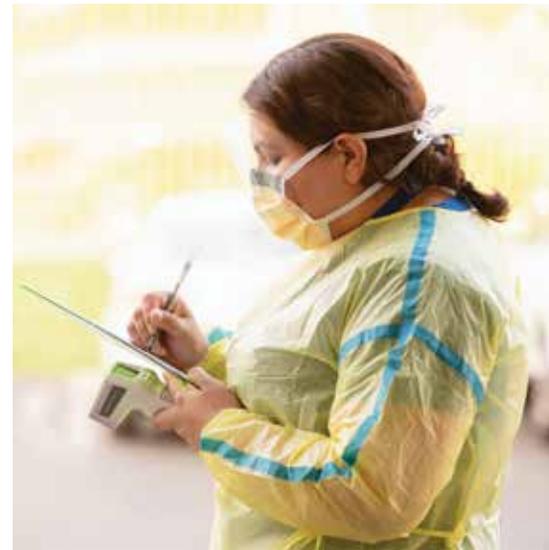
+Conducted daily mass for patients and staff at HPMC.

## CHARITABLE DIVISION:

+Approved 40 grants totaling \$2,695,000.

+Awarded 26 scholarships and three loan repayment awards totaling \$273,500 through the Gene & Marilyn Nuziard Scholarship and Loan Repayment Program, with recipient students representing 15 colleges and universities.

+Awarded \$1,902,000 to 13 local hospitals through the Emergency Medical Services Fund, which funds emergency room visits for uninsured patients.



From top: Xochitl Janet Larios, Dental Assistant, Mobile Dental Program; Vanessa Villa, Registered Dental Assistant, Mobile Dental Program; Vanessa Santamaria, Community Health Worker & Kia Skrine Jeffers, Parish Nurse.



950 South Grand Avenue, 2nd Floor South  
Los Angeles, CA 90015  
323.669.4301 | [QueensCare.org](http://QueensCare.org)