

Building on Our Legacy for a Healthy Future

ANNUAL REPORT 2023

MISSION

Our mission is to provide quality primary healthcare that is accessible to any patient in need in the communities we serve, regardless of ability to pay.

VISION

We seek to provide universal access to primary healthcare, reducing disparities in care and improving health in the communities we serve.

VALUES

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

Respect

We show our patients, employees, partners, and others we encounter due respect, without consideration of race, religion, origin, economic status, or lifestyle.

Excellence

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

Customer Service

We cultivate and maintain professional relationships with our 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.

Building on Our Legacy for a Healthy Future

Dear Friends,

2022-23 was a pivotal year for QueensCare Health Centers. It is with great pride and a profound gratitude I celebrate our team who made this year a success in every imaginable way possible. We faced challenges, growth, and, ultimately significant changes. However, reflecting and navigating these complex currents allowed our team to showcase their dedication to our mission and the communities we serve.

This year was marked with major accomplishments, including making significant strides in our financial stability and surpassing our financial expectations. We enhanced our telemedicine offerings and intensified our efforts to fight against COVID-19, making significant advances in our vaccination initiatives. You will read some of our most profound accomplishments in the following pages, including the award of a Health Resources Administration Services grant to build a teaching health center residency program, efforts to improve dental care in Los Angeles through combatting social determinants to health, and creating pathways to success for our team and the local communities we serve.

Through celebrating these major milestones, we look to the past as we honor and reflect on the legacy of QueensCare Health Centers. This year we also made the difficult but necessary decision to dissolve our partnership with QueensCare and moving forward with the new brand name, Gracelight Community Health.

Building on Our Legacy for a Healthy Future is our mission as we move forward while honoring and respecting the last 25 years of QueensCare Health Centers that has brought us here today. We look forward to a bright future that continues to serve those who need us most.

Thank you for taking the time to read this year's report and for your continued support of our mission. Together, we will continue to work to eliminate healthcare disparities and improve the lives of the people we serve.

Sincerely,



Alex Lawrence
Chair, Board of Directors



Eloisa Perard
President & CEO



Alexander Lawrence
CHAIR, BOARD OF DIRECTORS

Mr. Lawrence joined the QueensCare Health Centers Board of Directors in 2020. He is serving in his first term elected as Chair of the Board. He is the Assistant Dean of MBA Admissions and Financial Aid at the UCLA Anderson School of Management. He holds a B.S. in Electrical Engineering from Drexel University, Masters of Science in Electrical Engineering from the Georgia Institute of Technology and MBA from UCLA Anderson School of Management. He previously served as the Executive Director of The Riordan Programs at UCLA and as a Management Consultant.



Eloisa Perard
PRESIDENT & CEO

Ms. Perard joined QueensCare Health Centers in 2017 and was named President & CEO in 2021. She holds a B.S. in Business & Leadership and an M.S. in Organizational Psychology with an emphasis in Human Resources Strategy from the University of La Verne. She previously served both non-profit and for-profit companies in the healthcare, hospitality, education, retail, legal services, manufacturing, and distribution industries.

Year in Review

In FY22-23, QueensCare Health Centers continued to make a meaningful impact on the Los Angeles community. Below are some highlights of our work over the last fiscal year:

23,993

total patients served

113,929

total visits

21,345

telehealth visits

20,376

COVID-19 vaccines administered

105,897

prescriptions were filled, approximately 64% filled in house

On average, prescriptions were filled in less than 16 minutes, with patients waiting 10 minutes or less.



Behavioral Health

2,363

total visits

Almost double last year's total.



Dental Services

22,372

total visits

The highest total visits in recent years.



Patient Access Center

162,949

incoming calls managed



Health Advocates

18,805

enrollments completed
Processed 29,784 applications.

QueensCare Health Centers Continues to Be Recognized as a Leader in Community Healthcare, Receiving These Awards in FY 2022-23

American Heart Association

Check, Change, Control, Cholesterol
Target Type 2 Diabetes



Health Resources Services Administration

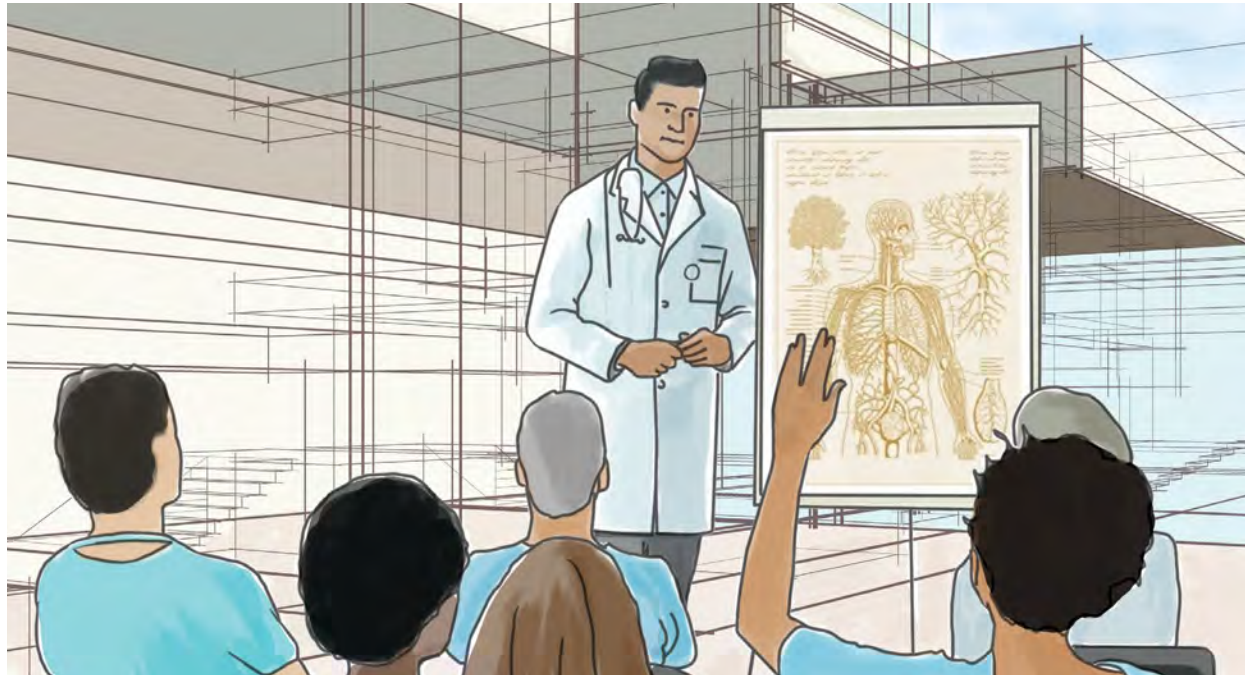
Health Center Quality Leader
Access Enhancer
Health Disparities Reducer



Patient Centered Medical Home

Eagle Rock, Hollywood,
East 3rd Street, Echo Park



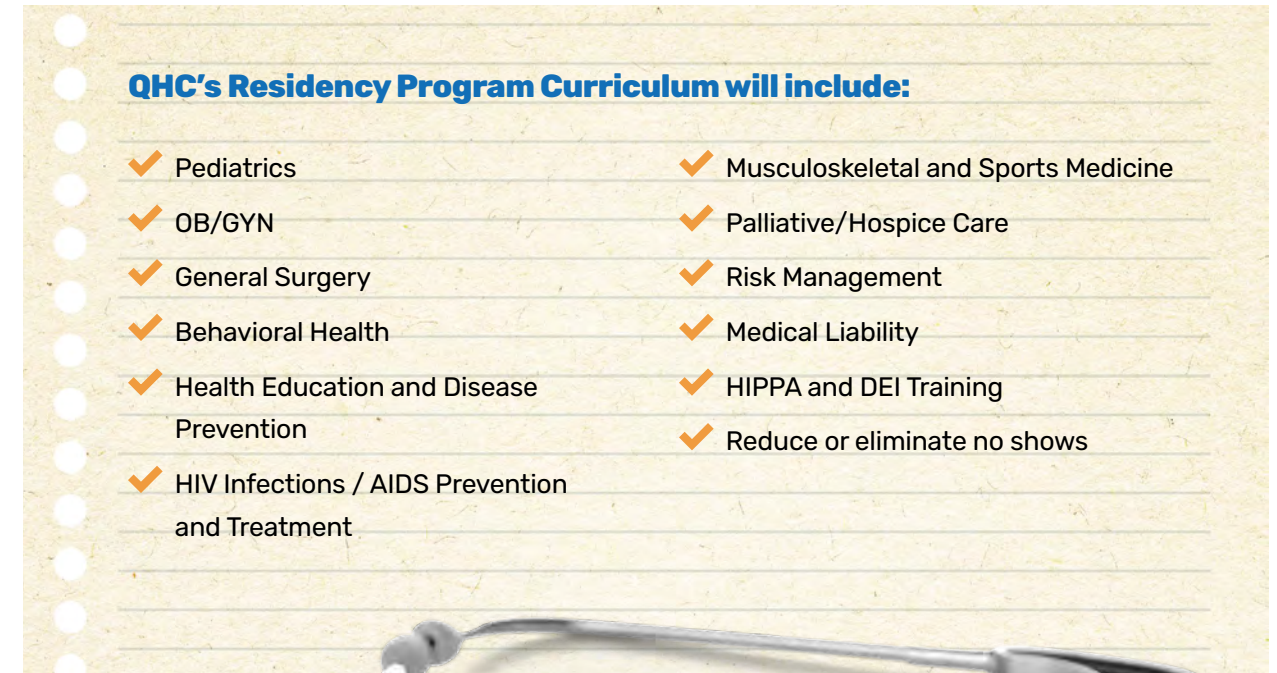


Answering the Nationwide Call for Physician Education in Los Angeles

Throughout the U.S., there is a shortage of opportunities for medical residency positions, in particular, residencies that provide medical care to inner city, low-income, and underserved communities like Los Angeles. QueensCare Health Centers was fortunate in 2023 to be awarded a \$500,000 Teaching Health Center Planning and Development Grant (THCPD) from the Health Resources and Services Administration. With this grant, QHC is beginning to plan and build a program to provide the vitally needed medical training to new physicians and expand on medical care services available to the populations QHC serves in Los Angeles.

A Vision for Teaching Future Doctors

QueensCare Health Center's Family Medicine Residency Program will be built to accommodate a staff of up to 12 resident physicians and three teaching faculty members. These 12 residents will be placed across all five of QHC's health centers. Residencies will be three years and will include periodic in-service examinations to measure academic knowledge and help ensure residents are prepared for board certification examinations.



QHC's Residency Program Curriculum will include:

- ✓ Pediatrics
- ✓ OB/GYN
- ✓ General Surgery
- ✓ Behavioral Health
- ✓ Health Education and Disease Prevention
- ✓ HIV Infections / AIDS Prevention and Treatment
- ✓ Musculoskeletal and Sports Medicine
- ✓ Palliative/Hospice Care
- ✓ Risk Management
- ✓ Medical Liability
- ✓ HIPPA and DEI Training
- ✓ Reduce or eliminate no shows

“We’re building this to be a leading residency program that will attract top talent to learn and work within the Los Angeles communities we serve.”

**Deanah Jibril, DO, MS, MBA,
Chief Medical Officer**

The Importance of Medical Residency in Inner-City Communities

Medical residencies are where physicians put their training to practical use and learn how to work with and treat patient populations, providing for their specific needs. Many physicians not only start their careers in the communities where they attended their residencies but also establish their careers and lives here, becoming part of the community. QueensCare Health Centers hopes by establishing its THCPD program it will help to bring talented physicians to learn and then continue serving the central Los Angeles neighborhoods through working at QueensCare Health Centers, other healthcare organizations or by establishing their own practices within the community.





Bringing Healthy Smiles to the Community

Carlos Quinonez, Registered Dental Hygienist

Quality dental care is a basic human need that QueensCare Health Centers has been proud to provide the high-risk, low income and underrepresented populations of Los Angeles for years. In July of 2022, QHC was awarded a generous grant of \$175,000 from the Delta Dental Community Care Foundation. This grant allowed for the expansion of QHC’s dental program service offerings and procedures and the hiring of new dental care staff.

Nearly 30 percent of QHC’s dental patients are uninsured and before coming to QHC, have never had a professional teeth cleaning and lack the resources and in some cases the education to properly care for their teeth. Through efforts like this grant and patient outreach programs, QueensCare Health Centers is

working to combat the social determinants of health that play a significant factor in the ability of many patients to access preventative dental and primary healthcare services by making dental care more accessible and equitable for all patients in Los Angeles.

QHC dental care providers like Registered Dental Hygienist Carlos Quinonez, who was hired through this Delta Dental Grant, see first-hand how access to dental care can change the lives of patients in the local community. Carlos has a unique perspective as he is not only a provider but has lived a similar story as he immigrated to the U.S. from Mexico and has lived in the community that QueensCare Health Centers serves.

“

I have a connection with the patients I serve. I speak with them, and they open up to me about their issues, and needs. Being able to serve them is a gift, they’re trying to live the American Dream; I’m glad we can help them live healthier and happier lives through access to proper dental and healthcare.

Carlos Quinonez
Registered Dental Hygienist

The Delta Dental grant allowed QHC to expand the availability of dental appointments and procedures. In FY 2022-23, QHC provided 6,622 preventative dental procedures such as x-rays, cleanings, and fluoride

treatments to 3,972 patients, making a noticeable difference in the lives of the those who count on QueensCare Health Centers for affordable dental care services.



Creating Pathways for Success in The Community

People are the heart of any organization and that's especially true with QueensCare Health Centers. The staff of 300 have brought QHC's mission to life for the past 25 years and are the reason why the organization is a cornerstone of underrepresented communities in Los Angeles. While QHC has always focused on equipping patients to live healthier and fuller lives, QHC has also focused on building up its staff and helping them find ways to advance in their careers and increase their earning potential. The following are some of the stories of how QHC has inspired patients and helped advance the careers of employees.



Mayra Manzo

From patient to Medical Assistant

Mayra's story at QHC started when she was just 2-months old. Mayra was a patient at the Echo Park location until 2019. As a patient, she liked the environment QueensCare Health Centers offered its staff and patients and recalled talking to the physicians and medical assistants telling them she wanted to be like them and work in the medical field some day. Mayra did just that and went on to become a Medical Assistant. She started her career two years ago at Hollywood Presbyterian Medical Center and started working at QHC in 2023. "The environment at QueensCare Health Centers always inspired me, how providers communicated and worked together to give patients the best care possible. As a patient, I always felt like I was in good hands and you could tell that other patients also felt that way. Working at QHC, I have a similar feeling but now from a different perspective."

Maria Garcia

Temporary Employee to Call Center Supervisor

Maria started at QHC in 2014 as a temporary employee in the Patient Call Center, where a year ago she was hired as a supervisor. According to her peers, Maria has always had an eye for seeing problems and working on them until solutions are put into place to solve the issue.



Gloria Cabrales

Assistant Health Center Manager to Director of Patient Access

Gloria joined QHC in 2007 as an Assistant Health Center Manager and then went on to start QHC's first patient call center before moving into the Director of Operations role where she created workflows, centralized the training of different departments, including medical records, referrals, and instituted ways to maintain and keep referrals up to date. In her current role, Gloria manages and guides many employees and even as they get promoted she continues to train and coach them to be successful, always making sure she's available for any questions or needs they may have.

Stephanie Ocampo

Care Transition and Health Information Supervisor to Hollywood Health Center Manager

Stephanie's journey at QHC started in 2018, and after two years, she left QHC for another opportunity but came back because she loved the organization, the mission and the people. Stephanie says QHC's leadership looks internally for people to fulfill roles based on their experience and the potential that leadership sees in the staff, and because of this mindset and approach, she was selected and able to grow her career in different ways than she ever thought possible.



Ana Rivas

Corporate Office Support Staff to Westlake North Health Center Manager

Ana joined QHC more than six years ago and started in QHC's corporate office, then moved to labs. As she gained more knowledge and experience, she worked her way up within the organization. A year ago, Ana was promoted to be the Manager of the Westlake North Health Center. Ana says her journey was made possible through the support of all her managers helping and guiding her to learn all the skills she needed to advance and move into new roles. "Everyone has been here and is still here for me today." Ana sees this caring for the staff translate into directly caring for the patients served at the health centers and that patients appreciate this personalized approach.

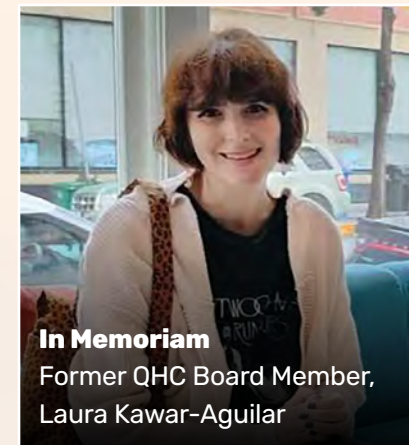
Statement of Financial Position

	2023	2022
Assets		
Cash and cash equivalents	\$10,426,844	\$8,684,678
Investments	7,768,872	11,675,753
Accounts receivable, net	1,861,363	972,273
Medi-Cal reconciliation receivable	2,483,772	-
Grants receivable	323,971	323,971
Inventories	105,839	87,756
Prepaid expenses	636,572	152,425
Due from affiliated organizations	89,073	90,240
Property and equipment	27,354,091	12,846,698
Right-of-use assets – operating leases	3,050,914	-
Other assets	248,195	407,478
Total Assets	\$54,346,506	\$35,241,272
Liabilities		
Accounts payable	\$480,138	\$332,079
Accrued liabilities	3,885,618	2,208,204
Right-of-use liabilities – operating leases	3,144,002	-
Total Liabilities	7,509,758	2,540,238
Net Assets		
Without donor restrictions	43,786,748	\$32,700,989
With donor restrictions	3,050,000	-
Total Net Assets	46,836,748	35,700,989
Total Liabilities and Net Assets	54,346,506	35,241,272



**QueensCare Health Centers
Board of Directors**

- Alexander Lawrence, Chair
- Elvia Delgado, Vice Chair
- Aracely Navarro, Secretary
- Martha Arias
- Michael Bacharach
- Zoriy Elterman, MA, CPRP-DEI
- Paul D. Grossman, M.D.
- Frank Martinez
- Ama Neel



In Memoriam
Former QHC Board Member,
Laura Kawar-Aguilar

LEADERSHIP

- Eloisa Perard, President & Chief Executive Officer
- Marina Snitman, PharmD, Chief Operating Officer
- Deanah Jibril, DO, MS, MBA, Chief Medical Officer
- Penelope Leon, Chief Advancement Officer
- Tara Srinivasan, Chief Technology Officer



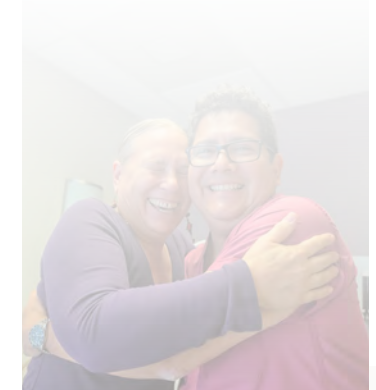
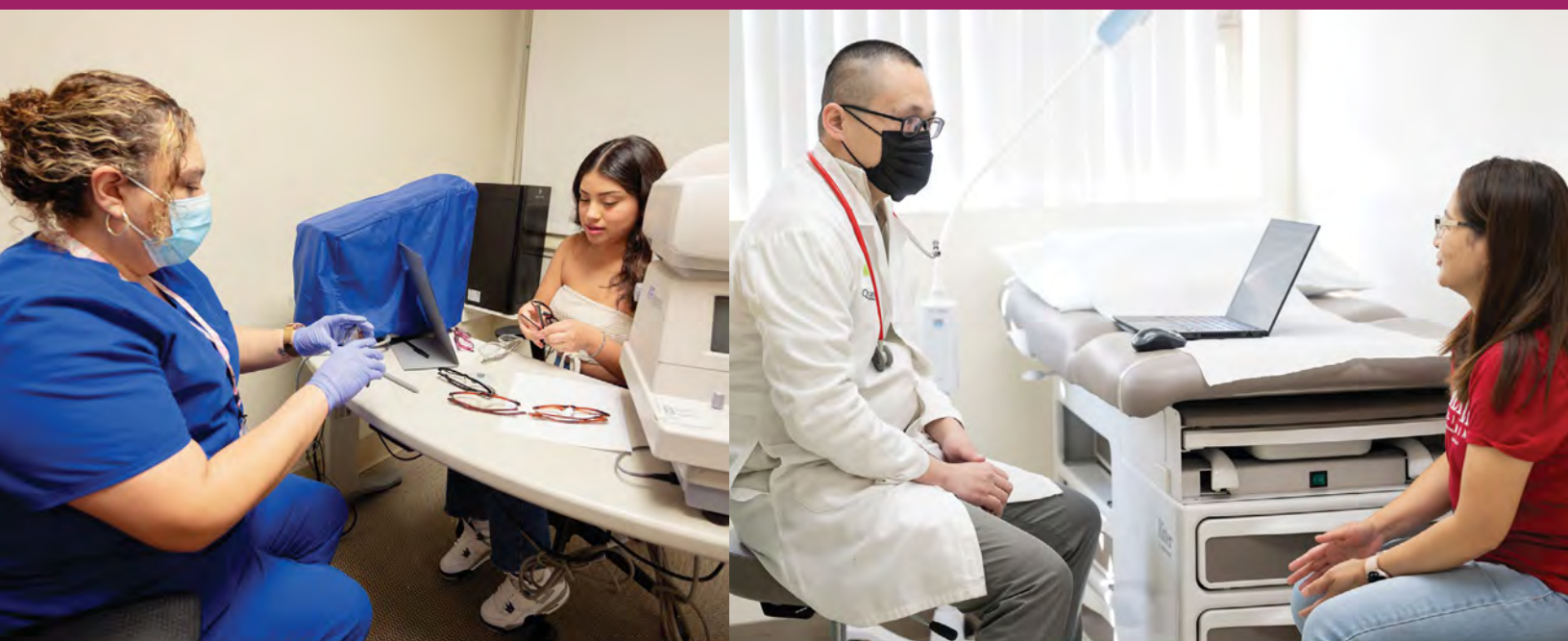
Our Mission Continues with Your Support

The Legacy of QueensCare Health Centers will live on in our mission and our team's efforts to provide care for the low-income communities of Los Angeles. While we are in a strong financial position to move forward as Gracelight Community Health, much of our ability to deliver on our promise depends on donations from supporters like you. Now more than ever, we need your support to make a lasting impact on the patients we serve. We would be grateful for your gift of any size to advance our mission-driven work.

Thank you for continuing to support of QueensCare Health Centers and our mission as we become **Gracelight Community Health**.



DONATE TODAY



QueensCareHealthCenters.org
(323) 635-1140



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Gracelight Community Health is a federally qualified health center, partially funded by grants from the U.S. Department of Health & Human Services, Health Resources & Services Administration (HRSA) and has Federal Public Health Service (PHS) deemed status under the Federal Tort Claims Act with respect to certain health or health-related claims, including medical malpractice claims, for itself and its covered individuals. The health services provided by Gracelight Community Health are also partially funded by the County of Los Angeles. Gracelight Community Health treats all patients, regardless of ability to pay.

