

**CARES Annual Report  
July 2019 to June 2020**



**Los Angeles County/University of Southern California  
Medical Center Auxiliary aka CARES**

**Center Auxiliary for Recruitment, Education and Service**



**LAC+USC Medical Center**



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2020-2021  
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*President*

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Robert Tranquada, M.D.



## A Message from the CARES President

As I reflect on the past year, it is difficult to remember that last year at this same time, none of us knew that we would be living in a global pandemic. It is also amazing to me that the CARES organization so quickly adapted to the situation and started reorganizing its operations to implement the safety regulations and reorganize all the areas where CARES provides services, and did it, without interruption to those we serve. CARES Childcare Centers are at full capacity and now caring for the children of the Essential Workers. The free food deliveries are continuing for the patients and their families, but much more time is involved in ensuring that everyone is adequately protected. On behalf of the CARES Board of Directors, I want to extend our admiration and appreciation for Maritza Morales, CARES Executive Director, and all the CARES staff for their dedication and tireless work which have made it all possible. All of them are Essential Workers as they put themselves at risk daily to help others.

CARES Board Members continue to meet on zoom and support the overall operations of CARES. CARES does so much good, and it would be impossible without the dedication and donations of the Board members, our community partners, and our patrons. From the bottom of my heart, thank you all for your unwavering commitment to CARES in its support of the Los Angeles County+University of Southern California Medical Center. Now as we look forward to the future, I know each of us is anxiously awaiting a return to a more normal lifestyle where we can embrace those we love and shake hands with new acquaintances. Stay safe. All of you who support the CARES mission are extremely needed and appreciated. Each one of you is a building block to our success.

A handwritten signature in black ink that reads "Mindy Halls".

Mindy Halls



We **applaud** everything our donors, leaders, partners and volunteers have accomplished!



## A Message from the Executive Director of CARES

For 51 years CARES has served as a beacon of hope to the Los Angeles County+USC Medical Center. The Medical Center staff bring their concerns to CARES when projects for assistance to patients and their families are needed and no other resources are available. It is an honor to be able to help numerous patients through the CARES organization. However, nothing we do would be possible without the dedication and commitment of the CARES Board Members, volunteers, donors, and our partners in the Community. The tireless work of the CARES staff and the ongoing support of LAC+USC Medical Center staff are a major reason for our success. We are deeply grateful for all of those who work endlessly day after day and year after year to support CARES in the accomplishment of its mission.

Throughout the years, CARES has provided childcare for the children of patients, visitors, and now for the Essential Workers. CARES has remodeled and designed areas including outside playgrounds for Childcare, Surgical and Intensive Care waiting rooms, and is currently remodeling the Pediatrics Emergency Department. CARES has sponsored television service for patients throughout the Medical Center when there was none and continues to provide the C.A.R.E. Channel, a streaming service that produces serene music and a video flow of lovely nature scenes for all patient areas. Also, the fabulous CARES Music Program arranges for live musicians to perform in the lobbies and patient areas throughout the Medical Center. Yet, these are only a few of the many services and projects that enhance the patients' medical experience.

Now during a medical crisis, a historic global pandemic, CARES continues to expand and provide service to meet the challenges that are facing the LAC+USC Medical Center and our patient population. One of CARES amazing attributes is its ability to rise to the occasion and adapt its services to meet current needs: caring for Essential Workers' children, feeding hungry patients and their families, and all while continuing CARES many ongoing services.

It is truly a privilege to serve the LAC+USC Medical Center as the Executive Director of CARES. On behalf of everyone at CARES, we extend our sincerest appreciation for your ongoing support and trust in our mission.

Maritza Morales

LAC+USC Medical Center  
Management Team

Jorge Orozco  
*CEO*

Brad Spellberg, M.D.  
*Chief Medical Officer*

Isabel Milan, R.N.  
*Chief Nursing Officer*

Inez Beckon-English  
*Assistant Chief,  
Clinical Social Work*

Gabriela Hernandez-Gonzalez  
*Director of Volunteer Services*

Vivian Saldivar, *Coordinator  
County Liaison/Volunteer  
Programs*

Community Partners

Los Angeles Regional Food  
Bank

National Charity League of San  
Marino

South Pasadena Women's Club

Angel Interfaith Network

SoCalGas

## **One Year 2020**

**July 1, 2019-June 30, 2020  
(CARES Fiscal year goes from July 1 through June 30)**

**For all of us across the globe, 2020 has been a year that is impossible to forget! Everyone has been affected by the COVID-19 pandemic. CARES services have been greatly impacted and our method of delivery has changed to accommodate the necessary safety requirements.**

**At the beginning of the CARES fiscal year, July 1, 2019, we decided to take on two new awesome, but large undertakings. One was to raise funds to remodel the Pediatric Emergency Department areas to create a “child friendly” environment. The other was to enlist a new community partner, the Los Angeles Regional Food Bank. CARES was excited at the possibility of providing these two much needed services. The development and planning that was involved was enormous. However, by December, CARES had solidified both projects. With the support of two foundation grants, the planning began on the new construction project in the Pediatric Emergency Department. Our first Free Food Distribution for patients was held in December 2019. CARES also held the annual Holiday Giving Event at which patients received large Santa bags of gifts, bags filled with food from the LA Food bank, and enjoyed free shopping in a room full of donated clothing and bedding. Then within the next three months, COVID-19 started rearing its ugly head. CARES operations during this pandemic had to change. Social distancing, facemask wearing, increased handwashing, and augmented sanitizing became the standard.**

**CARES greatest ability has been to adapt and do it quickly to meet the needs of the patients. The CARES staff has the tenacity to take on most any challenge, whether it be to promote wellness or to increase the morale of the patients we serve. Childcare operations continued, but now the focus was on caring for the children of the Essential Workers instead of for the children of patients and visitors. Clinics were canceled whenever possible and visitors were not allowed to enter the Medical Center, but critically ill patients needed the attention of the Essential Workers. The free food continued, but it was no longer a mobile food van providing choices of food; instead it was a distribution of food that needed to be pre-bagged and designed to be picked up quickly with little direct contact. Services were modified to follow all safety regulations put forth by the regulatory agencies. Though it has been a struggle, CARES provision of both childcare and food has continued.**

**Just as LAC+USC Medical Center had to restrict certain services and adjust how medical treatment is provided, CARES had to do the same. The music and pediatric reading programs and events, such as the Annual Trauma Survivor’s Reunion, had to be put on hold until COVID-19 is under control. Yet, CARES continues to provide services crucial to both the patients and the operation of LAC+USC Medical Center. Our goal is to keep strong during this pandemic and to be available today, and in the months and years to come.**

**One of three major focuses for CARES this year: Remodel the Pediatrics Emergency Department with graphic designs to make it a more serene and child-friendly area for all pediatric patients and their families**

Special emphases are being placed on safety, efficiency, and a comfortable environment. Entering the Emergency area of a Medical Center can be frightening. Areas are being redesigned to be age specific where children of different ages, from infants to teens, can be separated according to their needs. Our facility re-design will be adaptable to cater to the wide range of treatment models and will provide better treatment options, especially since patients need both medical and psychiatric treatment daily. (Project slated to be completed by the end of 2020)



## Provision of Childcare for Children of Essential Workers at LAC+USC Medical Center

Childcare has been the focus of CARES since its beginning in 1969. CARES assisted Medical Center patients and visitors by providing childcare services so that the other family members could access healthcare. CARES continues to provide childcare, but now a different population of children need that service. During the pandemic, very few visitors have been allowed to visit their loved ones and the Clinics are closed to patients for in-person appointments. Currently, the LAC+USC Medical Center Essential Workers require that their children receive childcare so that they can come to work to serve our patients. Childcare for Essential Workers is critical if hospitals are going to be functional.

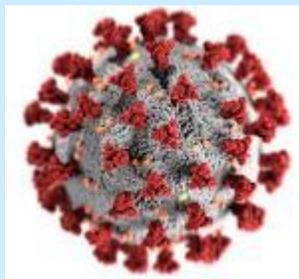


## Provision of Free Food to Patients and their Families is Vital at LAC+USC Medical Center

Providing food to our patients through donations from the LA Regional Food Bank has become another service that ranks at the top of those that are most needed by our patients at this time. This was true prior to the pandemic and is even more necessary due to harsh realities of the effects of COVID-19. CARES first began this service in December 2019 as the Mobile Food Pantry. Having enough food to eat is necessary for the wellbeing of everyone, but especially for the recovery of anyone suffering from illness or injury. With the major focus on patients and their families, the LA Regional Food Bank partners with CARES to provide free food on-site at the Medical Center.



During COVID-19, CARES has continued to provide the two vitally needed services of childcare for Essential Workers and free food for patients and their families, though the method of doing so has changed dramatically.



## A FUN Center

The entertainment center is rolled to the bedside allowing patients to play video games and to watch movies.



## Angel Gowns

Beautifully made gowns are given to families to honor their infants who have died.

## Pediatric Reading Program

Volunteers read to Pediatric patients at their bedside and provide clinic area waiting rooms with books and mobile book carts.



## Newborn Infant Program

Every newborn receives a onesie imprinted with the Medical Center logo and the words: "A Baby Friendly Hospital."

## Handcrafted Gifts

Community volunteers create lovely quilts for patients of all ages as well as other items for children and babies.





## “Cough” Pillows

Hearts and Bears specially made extremely firm are given to cardiac patients to ease the pain of post-operative coughing.



## Annual Trauma Survivor Reunion

Trauma patients return to the hospital to reunite with their medical caregivers, allowing each to share words of appreciation and updates on the survivors' lives during their recovery.

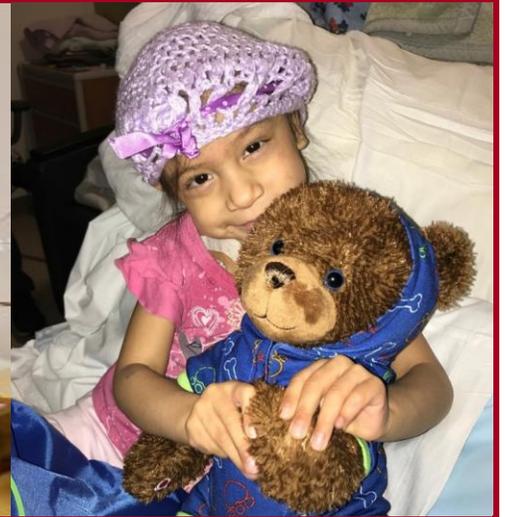
## Holiday Giving Program

Toys, gifts, food and clothing are provided for pediatric patients, their siblings, and children of adult patients, thus boosting their morale and helping in the healing process.



## Build-a-Bears

The Rotary Club of Marina Del Rey create these beautiful plush and donate them to the pediatric patients where they become a comfort tool to produce a sense of safety and well-being.



## The Music Program cheers, delights and soothes the Patients, Visitors and entire Medical Center

A group of musicians: pianists, guitarists, violinists, vocalists, harpists, and more volunteer to share their musical talent throughout the corridors and lobbies of the Medical Center.



## In Kind Contributions

<b>Child visits</b>	Calendar year 2019	9,993
	FY 19-20	8,602
<b>Geriatric food boxes given</b>	Feb-June 2020	223
<b>Families who received food</b>	December-August	11,640
<b>Food Pharmacy</b>	October-March	123
	as of March 16 patients were enrolled	
<b>Hawkins</b>	estimated (HGP & items throughout year)	120
<b>Holiday Giving</b>	December 2019 Geriatric Patients	202
	families	476
	children	1,327
<b>Patient Crisis</b>	July 2019-June 2020	\$ 9,405.00
<b>Pediatric Reading Program</b>	# of books provided to children annually	2,000
<b>Build-a-Bears</b>	FY 19-20	60 bears
<b>Children's Knit Hats</b>	FY 19-20	106
<b>Handmade Quilts &amp; Blankets</b>	FY 19-20	597
<b>Knit Ponchos</b>	FY 19-20	16
<b>Baby Hats/Sweaters</b>	FY 19-20	157/9
<b>Layette &amp; Fabric Bags</b>	FY 19-20	133
<b>Hygiene Kits for Patients</b>	FY 19-20	261
<b>Clothing provided to Patients who have none upon their Discharge from the Medical Center</b>	Monthly	80 sets

### Community In Kind Contributors

Los Angeles Regional Food Bank

National Charity League of San Marino

Marina Del Rey Rotary Club

Linus Quilt Group

Felicia Mahood Senior Center

Wandering Foot Quilt Guild



## Renovation of Hospital Areas Completed in Previous Years

### Playgrounds

Over the last fifty years, CARES has focused on Childcare Centers that were safe, educational and entertaining. CARES has designed and funded fabulous playgrounds in every location of the Childcare Centers. The playgrounds were often restricted to small spaces that made it difficult to create the perfect playground.

For the most recent playgrounds pictured here, CARES managed to create a wonderland for children and built these 2 on a roof of the new hospital. The hospital was completed in 2008, and the playgrounds were finished in 2010 and 2011. To date, CARES has constructed and funded seven playgrounds.





### **Burn Service Pediatric Family Room**

A place of refuge was needed for the pediatric burn patients and their families.



### **Pediatric Orthopedic Clinic, Lobby, and Casting Room**

Examination rooms decorated with youth themes and Lobby walls covered with puzzles surrounding child- sized tables for interactive play reduce anxiety while the children wait for treatment.



### **Comfort Care Suites for End-of-Life Patients**

Serene rooms provide a soothing place to spend their final days with their loved ones.



### **Surgical ICU Consultation Room**

Providing a place where families can meet with medical staff to discuss the healthcare of their loved ones adds comfort to the medical care experience.

## An LAC+USC Medical Center Essential Worker's tribute about the value of CARES Childcare Centers: "Profound Gratitude"



"Thank you for having the CARES daycare open for us during this challenging time. Before COVID-19, my daughter was cared for by either Grandma, a babysitter, or extended care at school. Since school shut down, there has been no extended care, and her babysitter and grandma are in high risk groups. We literally had nowhere for her to go. My only choice was to stay home with her and not work. Thanks to your service, I am able to go to work again to participate in providing health care for our community.

"I have great peace of mind as my daughter loves to go to the daycare every day. She gets to do arts and crafts, play, meet new friends, and

enjoys interacting with your staff. I really feel this has been a blessing as I am able to actually spend more quality time with her as I can drop by to visit and even have lunch with her! I am impressed with each of your staff. They are professional, and provide loving and developmentally-appropriate care for a wide range of ages. We feel like we have become part of a new family at the Daycare. **Who knew that we would find a gem in the middle of this healthcare crisis!**

"Thank you again for providing a wonderful daycare setting with outstanding teachers. You are all much appreciated!"

*Lisa Guerra Vargas, M.D.*, Medical Director, High Risk Premature Infant Clinic

***"As Administrator for the Department of Emergency Medicine at LAC+USC Medical Center, I have the privilege of working closely with our CARES Auxiliary. CARES is currently supporting our Pediatrics ER Remodel Project. This project is designed to enhance the care and services that we provide our pediatric emergency patients. With every step of the way, CARES has been a phenomenal partner who is committed to our vision and community."***

**Victor M. Peña, MBA**, Administrator, Dept. of Emergency Medicine



### "The Trauma Survivor Reunion..."



...could not happen without the support of CARES. With the years of working closely in the planning, CARES has become much more than just financial support. Its members have wholeheartedly embraced the program and are intimately involved in all aspects of the event. Their enthusiasm and energy have helped to assure the best for our patients. I want to send my sincerest appreciation and heartfelt thanks to all of the CARES sponsors, donors, and volunteers who made this event an overwhelming success! I hope this relationship continues to grow." ***Lydia Lam, M.D.***

"I have been honored to be a CARES volunteer at three Trauma Survivor Reunions. Each has been so meaningful to me. This time, I was especially moved by **Hector's** ordeal: A courageous gentleman, a trauma survivor, shared his horrific experience of his legs being trapped in a machine while he was cleaning it. Surrounding him as he spoke were the firemen that had been at the scene and his trauma surgeon. He tearfully expressed his thanks to them for saving his life. I felt such a strong connection between his gratitude and love for his caretakers and their compassion, warmth and pride in taking care of him. I too was moved to tears!"

***Kathy Lohr, RN, CARES Board***



## Free Food Distribution Benefits Patients

“The Geriatric Clinic is humbled by the generosity of CARES and the LA Food Bank toward our patients. It is so rewarding to be able to actually hand them food when they say they are hungry. You have made a HUGE difference in the lives of our patients. We wish you could see the smiles on their faces! Thank you to the Food Bank and to CARES for all the work bringing these food resources to our patients.”

“I additionally wanted to thank you for the holiday gifts for our elderly patients. Many were brought to tears and I was hugged and thanked so many times! It really meant a lot to them. Your work for our patients is much appreciated!”

**Diana Homeier, MD**  
Medical Director Geriatric Clinic



\*\*\*\*\*  
“One of the things I have enjoyed seeing is that a happy patient is a healthy patient. I have had the pleasure of giving needy, hungry older adults a much needed resource - FOOD. It is such a wonderful thing that you have allowed our clinic to do!”

**Jeannette Prado, Community Worker**

“Receiving this food has helped me because I have a sensitive stomach and do not eat what my family eats. I can eat everything that comes in the Food Bank box. I am thankful to everyone for all the services they are providing. There are people, like me, who need this help but do not have the money to be able to purchase everything we need to get better. I thank them a lot for the fruits and vegetables that they provide. I tell my daughter, I am now able to have my own food.”

**Hilda Palafox, Patient**



## “The Music Program...

...communicates in many ways! I was playing the piano one morning in the Lobby of the Medical Center and after I had played for about two hours, a woman came over to me. She obviously wanted to tell me something. She said, ‘I want you to know how much I appreciate your music.’ I thanked her and she continued. ‘You see, my husband died this morning and the songs you were playing were songs we used to sing or dance to when we were young. I feel that he was sending the message to me that everything was OK and that even though he was gone physically, he was with me through the music. Thank you for bringing him to me!’”



**Richard Brock, RN**  
Volunteer Pianist

## The Pediatric Reading Program...



Hospitalized children’s faces lighting up when we bring them books about their favorite characters. Children enjoying books from waiting room bookshelves as soon as we finish filling the shelves. These are the joys of being volunteers with the Pediatric Lending Library and Reading Program which endeavors to provide books to pediatric patients in both In-patient and out-patient settings. And the huge smiles when we tell the children and adolescents they may take the books home! We know we’ve started or added to many home libraries with the books that go home with patients – about 2000 books annually.

**Maryann Kristan**, Founder of the Pediatric Lending Library and Reading Program

**LOS ANGELES COUNTY / USC MEDICAL CENTER AUXILIARY (aka CARES)**  
**(A California Non-Profit Corporation)**  
**STATEMENT OF FINANCIAL POSITION**  
**JUNE 30, 2020**  
**(WITH COMPARATIVE TOTALS FOR 2019)**

	<u>2020</u>	<u>2019</u>
<b>ASSETS</b>		
Cash and cash equivalents	\$ 614,091	\$ 270,150
Contracts receivable	40,734	19,119
Accounts receivable	-	623
Deposits and prepaid expenses	1,272	-
Inventory	86,871	88,639
Investments	622,897	648,757
Property and equipment, net	<u>86,890</u>	<u>95,531</u>
 Total assets	 <u>\$ 1,452,755</u>	 <u>\$ 1,122,819</u>
 <b>LIABILITIES</b>		
Accounts payable and accrued expenses	\$ 36,159	\$ 37,670
Accrued payroll and related liabilities	93,112	88,078
Contracts payable	-	10,655
Deferred revenue	138,820	-
Paycheck Protection Program Loan	235,857	-
Due to California Department of Education for reserve	<u>-</u>	<u>5,600</u>
 Total liabilities	 503,948	 142,003
 <b>COMMITMENTS AND CONTINGENCIES</b>		
 <b>NET ASSETS</b>		
Without donor restrictions	825,519	893,020
With donor restrictions	<u>123,288</u>	<u>87,796</u>
 Total net assets	 <u>948,807</u>	 <u>980,816</u>
 Total liabilities and net assets	 <u>\$ 1,452,755</u>	 <u>\$ 1,122,819</u>

**LOS ANGELES COUNTY / USC MEDICAL CENTER AUXILIARY (aka CARES)**  
**(A California Non-Profit Corporation)**  
**STATEMENT OF ACTIVITIES**  
**FOR THE YEAR ENDED JUNE 30, 2020**  
**(WITH COMPARATIVE TOTALS FOR 2019)**

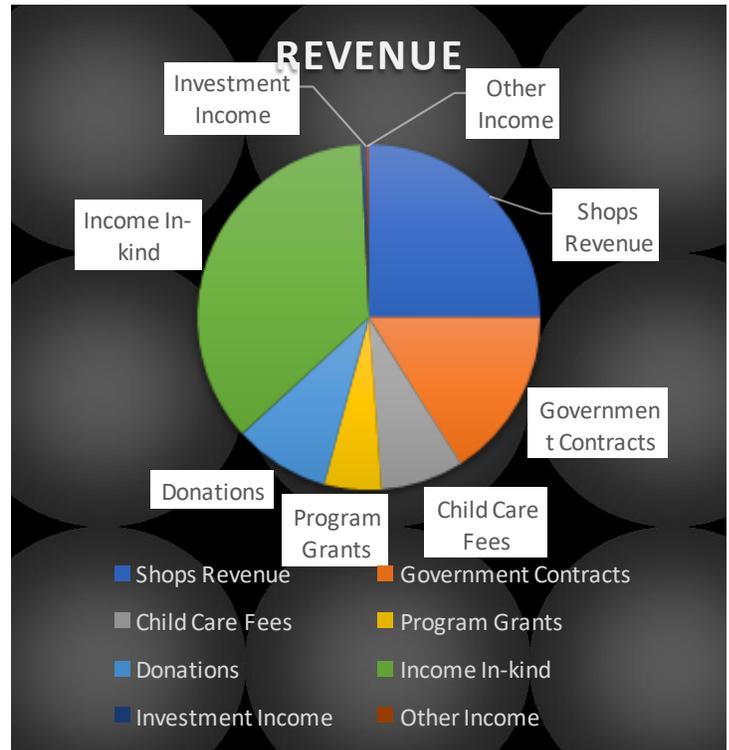
	<u>Without Donor Restrictions</u>	<u>With Donor Restrictions</u>	<u>Total</u>	<u>Total</u>
<b>REVENUE AND SUPPORT</b>				
Governmental service contracts	\$ 404,426	\$ -	\$ 404,426	\$ 363,904
Contributions and grants	316,717	77,642	394,359	172,835
In-kind contributions	903,985	-	903,985	881,623
Parent fees	27,933	-	27,933	36,117
Parent fees - non-subsidized	167,114	-	167,114	204,315
Interest and dividends income, net of expenses	7,675	-	7,675	27,310
Realized gain (loss) on investments	22,869	-	22,869	2,892
Unrealized gain (loss) on investments	(18,385)	-	(18,385)	1,850
Other income	5,911	-	5,911	11,396
Transfers from reserve	-	-	-	6,791
Contract settlements	-	-	-	(29,389)
Gift shop sales:				
Gross revenue	1,171,419	-	1,171,419	1,298,375
Less: Direct costs	<u>(545,170)</u>	<u>-</u>	<u>(545,170)</u>	<u>(579,106)</u>
Gift shop sales, net	626,249	-	626,249	719,269
Restrictions released	<u>42,150</u>	<u>(42,150)</u>	<u>-</u>	<u>-</u>
Total revenue, support and restrictions released	2,506,644	35,492	2,542,136	2,398,913
<b>Expenses</b>				
Program services	2,395,185	-	2,395,185	2,205,268
Support services	<u>178,960</u>	<u>-</u>	<u>178,960</u>	<u>210,986</u>
Total expenses	<u>2,574,145</u>	<u>-</u>	<u>2,574,145</u>	<u>2,416,254</u>
<b>CHANGE IN NET ASSETS</b>	(67,501)	35,492	(32,009)	(17,341)
<b>NET ASSETS - beginning of year</b>	<u>893,020</u>	<u>87,796</u>	<u>980,816</u>	<u>998,157</u>
<b>NET ASSETS - end of year</b>	<u>\$ 825,519</u>	<u>\$ 123,288</u>	<u>\$ 948,807</u>	<u>\$ 980,816</u>

## Sources of Financial Support

CARES operating funds come from four funding sources: revenues from products and services (CARES Shops & Child Care fees), investment income, donations, grants, and the California Department of Education. Total CARES operating revenues and gains for fiscal year 2020 were \$2,506,643.43. CARES total operating expenses were \$2,574,144.17. Net assets were \$1,452,755.

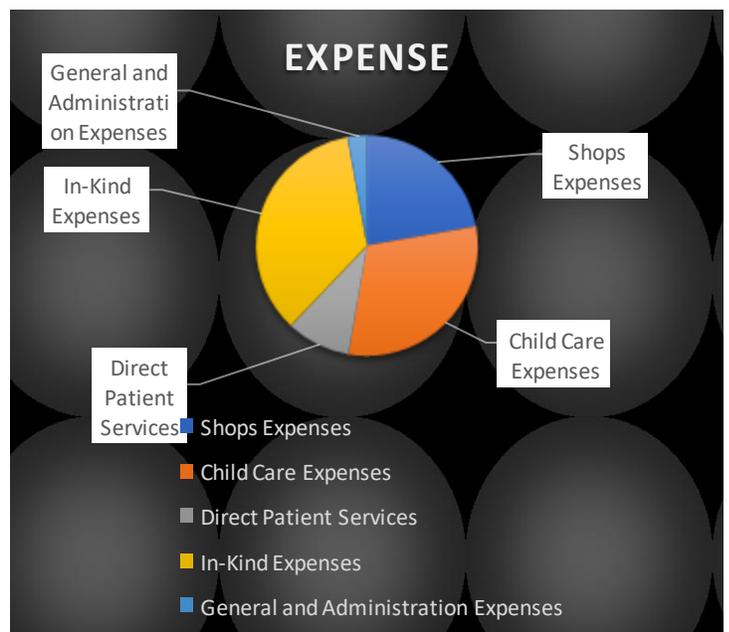
### REVENUE

Shops Revenue	\$	626,249.37
Government Contracts	\$	404,426.00
Child Care Fees	\$	195,046.64
Program Grants	\$	132,683.95
Donations	\$	226,184.23
Income In-kind	\$	903,984.16
Investment Income	\$	12,158.61
Other Income	\$	5,910.47
	\$	2,506,643.43



### EXPENSE

Shops Expenses	\$	571,004.75
Child Care Expenses	\$	785,500.59
Direct Patient Services	\$	241,386.39
In-Kind Expenses	\$	903,984.16
General and Administration Expenses	\$	72,268.28
	\$	2,574,144.17



## Thanking Our Generous Supporters

\$128,000	The Ahmanson Foundation	\$	400	Baydur, MD, Ahmet
\$100,000	Ralph M. Parsons Foundation	\$	400	Hoffman, MD, Kaaren
\$ 50,500	Cynthia Hibbard	\$	400	Schwartz, Beverly & Bill
\$ 50,000	David & Jane Hibbard	\$	380	Ritsch, RN, Irene E.
\$ 50,000	Marius Hibbard	\$	376	Milan, RN, Isabel
\$ 48,376	Nursing	\$	350	Beigelman, MD, Paul
\$ 20,000	Anonymous	\$	350	Torres, Marisela
\$ 5,431	National Charity League	\$	325	Hayman, Ann C.
\$ 5,050	Levine, Drs. Victor & Alexandra	\$	300	Jones, MD, Larry & Mireya
\$ 5,000	C & R Newman Family Foundation	\$	300	Lundy, Barry & Gweneth
\$ 4,966	Vista Uniforms	\$	300	Stanton, MD, Robert E. & Elizabeth
\$ 4,330	CARES Staff	\$	300	Simmons, F.H.
\$ 2,500	The Ray & Wyn Ritchie Evans Foundation	\$	300	Tunnell, Sherry
\$ 2,250	Borchardt, Bonnie	\$	300	Vachon, MD, Linda
\$ 2,100	DeHart, RN, Doris Wong	\$	300	Yep-Brown, Mary N.
\$ 2,000	Crafts, Patricia C	\$	280	Matthews, Mason R.
\$ 1,600	Mathies, MD, Allen & Weta	\$	270	Sosnowski, Steve
\$ 1,500	Higaki, Kuniko	\$	250	Armendariz, Jose
\$ 1,500	Scott, Mark Thomas	\$	250	Evans, Lance & Brownell, Janet
\$ 1,400	Lohr, RN, Kathleen S	\$	250	Israel, MD, Robert
\$ 1,350	Horn, Toby & Tomin, Harold	\$	250	Johnson, MD, Meade B.
\$ 1,300	Mestman, MD, Jorge H	\$	250	Nakao, RN, Susie
\$ 1,100	Brown, MD, Jay J. & Mary	\$	250	Steele, Craig
\$ 1,050	Halls, MD, James & Mindy	\$	250	Techentin, Elayne
\$ 1,000	Femino, MD, James J. & Sue	\$	250	Vas, Chalit
\$ 1,000	Moore, Tom	\$	225	Patzakis, MD, Michael & Susan
\$ 1,000	Self-Realization Fellowship	\$	200	Anderson, Laurel Lee
\$ 1,000	Tranquada, MD, Robert & Janet	\$	200	Baca, Elizabeth
\$ 1,000	Turner, Ruth	\$	200	Burkland, Ray & Karen
\$ 850	Tsuji, Anita	\$	200	Carlson, RN, Vicki
\$ 700	Appleman, PhD, Maria D.	\$	200	Chan, Kenneth & Linda
\$ 700	Lynn, Sheila Ann	\$	200	Ibarra, Stephanie
\$ 700	O'Connell, Margo	\$	200	Kevin Kaplowitz
\$ 693	Anonymous	\$	200	Kitridou, MD, Rodanthi C
\$ 650	Milgrom, MD, Mildred	\$	200	Kristan, Maryann
\$ 600	Feinstein, MD, Don & Jackie	\$	200	LAC+USC Medical Center Foundation
\$ 600	Patient Financial Services Trailer 126	\$	200	Lubensky, Olivia
\$ 517	Ellis, Jena Christine (Rehab/Audiology Dept)	\$	200	Martinez, Consuelo
\$ 500	Beckon-English, Inez	\$	200	Martinez, Edward L.
\$ 500	Berne, Cynthia	\$	200	Miller, MD, Nancy
\$ 500	Donovan, MD, John & Colleen	\$	200	Pak, Kellyn
\$ 500	Faerhnrich-Palmer, RN, Robyn	\$	200	Patterson, MD, Charles
\$ 500	Farmer, RN, Emma	\$	200	Pine, MD, Janet
\$ 500	Haywood, MD, L. Julian & Betty	\$	200	Portnoy, Roslyn
\$ 500	Meichelbock, Tom & LaDonna	\$	200	Sasaki, MD, Gordon & Joanne
\$ 500	Town & Gown	\$	200	Silberman, MD, Howard
\$ 487	Vasquez, RN, Ronald F.	\$	200	Smart & Final Charitable Foundation
\$ 450	Chaney, Agnes	\$	200	Volin, Judith
\$ 425	Ramer, RN, NP, Lois	\$	200	Wong, Grace

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\$ 200	Zagorsky, Norma	\$ 100	Santos, Karen Long
\$ 190	Navarrete, Sixta	\$ 100	Sargent, MD, Dennis & Katherine
\$ 180	Wu, MD, Paul & Chiuying	\$ 100	Silverman Construction Company
\$ 164	Zamora, Cora Marie M	\$ 100	Smith, Sheridan
\$ 150	Brow, Mary	\$ 100	Sorkin, Adelina R. & Stephen
\$ 150	Cantwell, MD, Howard & Linda	\$ 100	The Women's Club of South Pasadena
\$ 150	Jung, Drs. Ralph & Geraldine	\$ 100	Uchida, Robert & Mae
\$ 150	Lee, MD, Jeffrey	\$ 100	Wirtschafter, MD, Samuel
\$ 150	Miyako, Karen	\$ 100	Young, Ruth
\$ 150	Nichols, Joanne M. (Jody)	\$ 100	Ysabal, Mona
\$ 150	Sample, MD, Stephen & Kathryn	\$ 80	Rubino, MD, Barbara
\$ 150	Segall, MD, Hervey & Doris	\$ 75	Chavez, Theresa
\$ 150	Valdez, Sara	\$ 75	Massey, Linda
\$ 150	Wong, Dr. Patty B.	\$ 60	Matthews, Patricia
\$ 150	Zappaterreno, PhD, Gloria	\$ 53	Konoske, Michael
\$ 136	Network for Good (facebook)	\$ 50	Beardmore, PhD, Carol M.
\$ 125	Rufolo, Christine	\$ 50	Belzberg, MD, Howard & Rever, MD, Linda
\$ 125	Stotts, MD, Cynthia	\$ 50	Biller, Yvonne
\$ 118	Weiner, MD, Leslie & Judith	\$ 50	Blair, Mary E
\$ 100	Arias, MD, Raquel	\$ 50	Camusi, Marjorie
\$ 100	Babcock, Gwen & Guilford	\$ 50	Chacon, RN, Grace
\$ 100	Bagley, Douglas & Sandra	\$ 50	Chandor, MD, Stebbins & Mary
\$ 100	Berman, Helen	\$ 50	Edwards, MD, Nancy B.
\$ 100	Best Western Hotels	\$ 50	Gordonson, MD, Jay & Krista
\$ 100	Biber, Beverly	\$ 50	Graves, MD, Doris
\$ 100	Bravo, Fernando	\$ 50	Holody, Janis
\$ 100	Donati, Dolores	\$ 50	Mancuso, Elizabeth L.
\$ 100	Ericson, Leslie	\$ 50	Martin, Richard F.
\$ 100	Hicklin, MD, Thomas A.	\$ 50	Martin, MD, Sue Ellen
\$ 100	Hinkston, Edythe	\$ 50	Matsuda, Stella
\$ 100	Howard, Gloria	\$ 50	McKinney, Sarah
\$ 100	Iida, Asato	\$ 50	Owen, Brenda B.
\$ 100	Indenbaum, MD, Joseph K. & Mary	\$ 50	Schaff, MD, Pamela
\$ 100	Jewish Communal Fund	\$ 50	Stevens, Monika
\$ 100	Kahn, Otto	\$ 50	Stoneman, MD, George B.
\$ 100	Kern, Harvey D.	\$ 50	Tomé, Maria Elena
\$ 100	Keys, Joe	\$ 45	Guzman, MD, John H. & Teresa P.
\$ 100	Lau, MD, Francis Y.	\$ 40	Dizon, Sebastian
\$ 100	Leibovitch, MD, Eric & Harriet	\$ 25	A2Z Arias Tax Service
\$ 100	Linden, MD, Charles	\$ 25	Fishman, Ronnie
\$ 100	Marciniak, Richard & Barbara	\$ 25	Hancock, Col. David & Phyllis
\$ 100	Nudelman, Robert and Anna	\$ 25	Kelly, Marie E.
\$ 100	Ohata, Hon. Ronald N.	\$ 25	Ma, Wendy
\$ 100	Oliver, Barbara	\$ 25	Matthews, Dr. W. Stephen
\$ 100	Ortiz-Marroquin, Camille	\$ 25	Stafford, MD, Benjamin & Robin
\$ 100	Pendleton, Ted K & Marlene	\$ 25	Woodard, Elizabeth
\$ 100	Ramirez, Kathryn	\$ 20	Delgado, Lupe
\$ 100	Richardson, RN, Mary J.	\$ 20	Herrera, Cynthia
\$ 100	Sacks, MD, David A.	\$ 20	Lopez, Mike

## About CARES

The primary mission of CARES is to benefit the patients by adding comfort to their hospital stay and providing services which help the patients and their families access quality healthcare.

The purpose of this organization shall be exclusively charitable, educational, and the provision of financial support through in-kind and volunteer services to the Los Angeles County+University of Southern California Medical Center, hereinafter referred to as the "Medical Center," with a special emphasis on supporting patients who are indigent and/or below the poverty level.

## Significant Events

**1969:** The Los Angeles County/USC Medical Center Auxiliary, aka CARES, Center Auxiliary for Recruitment, Education and Service, was incorporated as non-profit by the State of California. Founding members included Betty Ann Hibbard, Maria Cole (wife of Nat King Cole), Weta Mathies, Cynthia Berne.

**1970:** 2 Gift Shops established in the Medical Center with all profits to benefit programs for patients.

**1970-present:** Various fundraisers were held to support the newly established free childcare program for patients' children such as rummage sales, movie premieres, fashion and horse shows.

**1971:** A "drop in" **Childcare Center** was established for children whose parents or siblings were in our hospital or clinics.

First re-modeling projects: re-design of the radiation therapy waiting room, transforming a patio area for burn patients into a serene and relaxing environment.

**1979-81:** CETA Title 11-D training grant of \$510,000 awarded to CARES by the City of Los Angeles for operation of two childcare centers for patients. CARES establishes: Child Life Program in Pediatric Pavilion, Parent Education Program in Women's Hospital, and play therapy for children in the Psychiatric Hospital.

**1980:** The Los Angeles Times awarded major grants for a mobile building (classroom) for childcare.

**1983:** First CARES Horse Show was held and continued for seven years, raising over \$425,000 for the CARES Child & Family Program.

**1985:** The Ralph M. Parsons Foundation gave funding for the operation of CARES Child & Family Program enabling much needed expansion which earned CARES "The National Association of Counties Achievement Award for Significant Innovative Activities," and the National California Association of Public Hospitals Top Honor: the first annual "County Hospital Innovators Award" for creative responses to challenging situations in County facilities.

**1986:** CARES Thrift Shop opens to serve not only as a revenue source, but more importantly as a clothing resource for patients and their families. Patients without clothing upon discharge (100 patients/month) and patients' families who have few resources received clothing.

**1987:** Starts Child Life Consulting Program on the Burn Service for pediatric patients and their families.

**1988-present:** Patient Visitor Program was established.

Patient Crises Funds were made available for patients who need assistance with rent, utilities and food.

**1989:** CARES Child & Family Program wins National Public Service Excellence Award "because of their innovative and comprehensive approach to meeting the needs of the whole family when adults face healthcare needs."

**1995:** Establishes and operates a Coffee Bar at the request of Medical Center Management. Profits, as well as those from the 2 gifts shops, provide a significant source of revenue for programs that benefit patients and their families.

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**1996:** The L.A. County Pharmacists, along with the help of CARES Board members, raise funds through Golf Tournaments for the next eight years.

**1998:** CARES Child & Family Program receives California Department of Education (CDE) funding which has continued to the present.

**2000:** CARES Child & Family Program, with 5 community outreach programs, wins the coveted Foster McGaw Prize, a prestigious national award given to hospitals for expanding access to healthcare. Weta Mathies accepted the award on behalf of the Medical Center. At the same meeting in Washington, DC, CARES received the American Hospital Association Award for Volunteer Excellence as an “outstanding in-service hospital volunteer program.”

**2003:** CARES remodeled the 5<sup>th</sup> floor waiting room for Women’s and Children’s Hospital.

**2005:** The Pediatric Reading Program and Lending Library was started and is still going strong.

**2007:** The Arts Council was established and sponsored by CARES to adorn the walls of the Medical Center with art.

**2011:** CARES funds and opens Clinic Tower Childcare Center playground.

**2012:** Inpatient Tower Childcare Center playground is completed due to additional support of the Parsons and Ahmanson Foundations added to funding from CARES.

CARES supports Annual Trauma Survivors Reunion. (Trauma survivors and the medical staff who treated them reunite so patients can give thanks and staff can see how their former patients have gone on to lead productive and healthy lives.)

**2013 (June):** Supports and pays the annual license fee for the C.A.R.E. channel (Continuous Ambient Relaxation Environment) to provide a peaceful audio/video experience for patients and staff.

To honor nurses, begins sponsoring the celebrated Daisy Foundation Nurse Recognition Program.

**2013 (December):** Supplies baby layette items to the Obstetrics Department (including 1000 LAC+USC logo onesies, and hundreds of sleep sacks said to reduce SIDS), to ensure that all new moms take their newborns home in style.

**2014:** Begins continuing support of Schwartz Rounds, the successful, nationally recognized program dedicated to strengthening the relationship between patients and caregivers and preserving the human connection in healthcare.

Creates the **Pediatric Burn Family Room** as a quiet stress free/treatment free zone for pediatric burn patients and their families to spend time together while the children recover from their burns. Transforms the **Pediatric ICU Waiting Room** into a child-friendly environment where pediatric patients and their families are brought together, thus improving their Medical Center experience.

**2016:** Transforms **Surgical ICU Waiting/Consultation Room** into a serene place for medical staff to meet privately with a patient’s family. **Pediatric Orthopedic Clinic and Lobby** are made child-friendly. 2 hospital rooms are re-modeled into **Comfort Care Suites** for “End-of-Life” patients, providing a soothing place to spend final moments with loved ones.

Begins sponsoring the **Holiday Giving Program** to provide gift bags of toys, food and clothes with the assistance of the National Charity League of San Marino and the involvement of the community.

**2017 (January): Music Program** established. Pianos placed in the Inpatient and Clinic Tower lobbies.

**2018 (December):** Enhances services for Psychiatric adolescent patients by providing clothing, supplies for activities, gifts for holidays and special events, and snacks for rewards.

**2019: Pediatric Casting Room** remodel completed making it more child-friendly and staff efficient. CARES, with the support of the Ahmanson and Parsons Foundations, is in the process of remodeling the Pediatric Emergency Department. Project is to be completed by the end of 2020.

**2019 (December):** L.A. Regional Food Bank partners with CARES to bring food to patients initially during the Holiday Giving Program, and continuing with Food Pharmacy deliveries for diabetic patients and specialized food boxes for geriatric patients. Major food distributions continue regularly, two and sometimes three times per month, for patients and their families.