

Casa El Buen Samaritano



*Rise Up*

# CASA IMPACT REPORT

2020/2021

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Then / Now / Tomorrow

## Nehemiah 2:18

And I told them of the hand of my God that had been upon me for good, and also of the words that the king had spoken to me. And they said, "Let us rise up and build." So they strengthened their hands for the good work.

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## Letter from the President



Orin Lewis

I would like to share with you what God revealed to me to put the Strategic Plan in perspective. During the January 2020 retreat, the board considered how Casa could **Rise Up** and expand its ministry. In 2013, a transformative and generous gift of \$1 million dollars had allowed Casa to more than double the services it offered its patients. That gift empowered Casa to more fully execute our mission to share the love of Jesus Christ. There is a direct relationship between patient visits — particularly new patient visits — and Casa's life changing ministry. Casa's ability to change lives for ETERNITY relies on Casa's capacity to meet and minister to more and more new patients — in addition to faithfully serving its current patients with excellence. For this reason — Casa expanded its capacity to see new patients. The number of people making professions of faith surged in the wake of this change. In order to achieve its mission — Casa must continue to **Rise Up** and expand its capacity.

This fruitfulness caused the hearts of our board members to yearn even more to bring people into the Kingdom of God through Casa's ministry. We wondered aloud how we could further expand the mission given that the financial reserves from "the gift" were largely depleted at that point in time.

In faith, Casa's Board decided to let the Lord lead us. Casa's annual fundraising gala was only a few weeks away and, due to a generous matching gift, Casa's Board hoped that the gala might somewhat replenish Casa's financial reserves and steel our resolve to proceed with the expansion that we believed God wanted. Little did we know that God would bless Casa with its most successful gala ever.

On February 28, 2020, Casa held its annual gala—aptly entitled "Love has a Name"—and Casa raised over \$650,000. Praise God! God's provision was miraculous. In retrospect, we would rejoice that God's timing was perhaps the even greater miracle.

Immediately after the gala, I recalled that it had been exactly seven years since God's last gift and my heart began to ponder what that meant. Having studied Leviticus, I was familiar with the Sabbath year that God had ordained for Israel:

*The Lord said to Moses at Mount Sinai, "Speak to the Israelites and say to them: 'When you enter the land I am going to give you, the land itself must observe a sabbath to the Lord. For six years sow your fields, and for six years prune your vineyards and gather their crops. But in the seventh year the land is to have a year of sabbath rest, a sabbath to the Lord. Do not sow your fields or prune your vineyards. Do not reap what grows of itself or harvest the grapes of your untended vines. The land is to have a year of rest. Whatever the land yields during the sabbath year will be food for you—for yourself, your male and female servants, and the hired worker and temporary resident who live among you, as well as for your livestock and the wild animals in your land. Whatever the land produces may be eaten.'"*

*Leviticus 25:1-7*

A little more than two weeks later, the coronavirus pandemic lockdowns began. My immediate instinct was to take the blessing God had given us and bury it. How could we even think about expanding Casa with a global pandemic unfolding? And then my eyes beheld God's perfect timing. If the lockdowns had occurred just a couple of weeks earlier, there would have been no gala. It also occurred to me that the task force that led to Casa's founding launched in 2006, seven years prior to "the gift". At that time, Casa had no gala, no donors, no volunteers and no trailer to call home. It only had the vision of its founders and faith that the Lord would provide. It was exactly seven years after Casa began as a twinkle in the eye of its founders that the Lord brought the "Sabbath gift" to Casa in 2013. And it was exactly seven years again when the Lord brought yet another "Sabbath gift" to Casa in 2020.

For the Israelites, the Sabbath year served two purposes. It required them to trust in God. For an entire year, the Israelites food would not come from their own labor working the soil but from God's natural bounty. It also allowed the Israelites to contemplate God's provision and thus focus on God. From that insight, Casa's seven-year plan was born.

Casa's journey through 2020 has been much like a Sabbath Year. **In a year without galas and nonprofits struggling to make ends meet, Casa has been allowed to rest in God's provision and focus its eyes on the work that lies ahead.** Casa is God's clinic, and we have continued to serve the needs of our patients old and new. Refreshed, Casa stands ready to embrace the work God has set before us. Casa has hosted health fairs, administered vaccines, and distributed masks in addition to providing over 2,194 patient visits in person or via telehealth. Despite the pandemic, 22 adults have made professions of faith as of December 31 of 2020. Looking ahead, Casa will be opening a new facility in March 2021, and with this new facility, Casa will offer dental services for the very first time! Amen! Amen!

If you are receiving this report, you are likely a donor or volunteer. If you are, thank you for your extravagant generosity and support. You are the blessing God has called you to be. As you read the pages that follow, rejoice in what God is doing and know this – **it's time for believers to Rise Up and share His love, in order to expand the Kingdom of God.** The best is yet to come!

Your brother in Christ,





# Letter from the Executive Director

Christy Sylvester



This is an exciting time for Casa as we prepare to open our second location in Missouri City and I am thrilled and honored to be Casa's new Executive Director. I spent over 25 years working in corporate America and, for the last five of those years, I was feeling that the Lord was calling me to do something different. He had placed a love in my heart for missions; so I knew that I wanted to be involved in missions, but I was not sure where and in what capacity. As always, God was working and bringing all the pieces together even when I did not see it. I was asked to chair the auction for the Casa gala in 2020 and as they say, the rest is history. Casa is a ministry, and it is such a blessing to see patients that come to the clinic for physical healing and, once here, they experience Christ's love through our volunteers and hear the good news of Jesus Christ!

As we launch the second clinic in March 2021 and begin offering dental services, there is much to be thankful for and much to prepare for. I am so thankful to God for how He has blessed Casa and for all the wonderful volunteers and donors that give so graciously to help fulfill our mission.

I ask you to join me and **Rise Up** in prayer for Casa as we expand and go out into the community to provide whole-person-body, soul, spirit – healthcare to the low income, the uninsured and the uninsurable. Casa is transforming lives one patient at a time.

*Christy Sylvester*

# Seven Year Strategic Plan

**Rise Up** to share His love

Together we can expand the Kingdom of God



As we look forward into 2020 and beyond, we recognize that **there is unlimited need for Casa's services** across the Greater Houston area. Casa provides whole-person healing with the purpose of bringing medical ministry to lost and desperate people as a means to introduce them to the True physician, our Lord Jesus Christ. Our physicians bring hope, health and healing to broken and desperate people. This work is GLORIOUS and when combined with the power of the gospel, the experience is TRANSFORMATIVE.

Casa intends to transform the Greater Houston area by providing whole-person healing to those in need. Casa's Seven Year Strategic Plan is to **Rise Up** and go out into all areas of Greater Houston to provide whole-person healing to the lost. Our Seven year Strategic Plan is an ambitious God-sized strategy that requires God-sized faith. We are executing our strategy through the use of **"New Math."**

## Addition

- Launch our second site in Missouri City
- Expand the scope of our services to include dental services
- Add Ministry Partner Health Fairs as part of our programming
- Continue to add and grow new ministry partners

## Multiplication

- Replicate Casa's ministry model at additional sites throughout the city
- Multiply our impact via our selective Ministry Partner Franchise Program
- Expand capacity via the launch of a Mobile Medical Mission program

Since our beginning, 600 adults have made professions of faith as a result of Casa's ministry. Our goal is to see SEVEN times SEVEN Hundred people change their lives for Eternity by 2027. As we change individual lives for Eternity, we Transform our city. We **Rise Up**. Together.

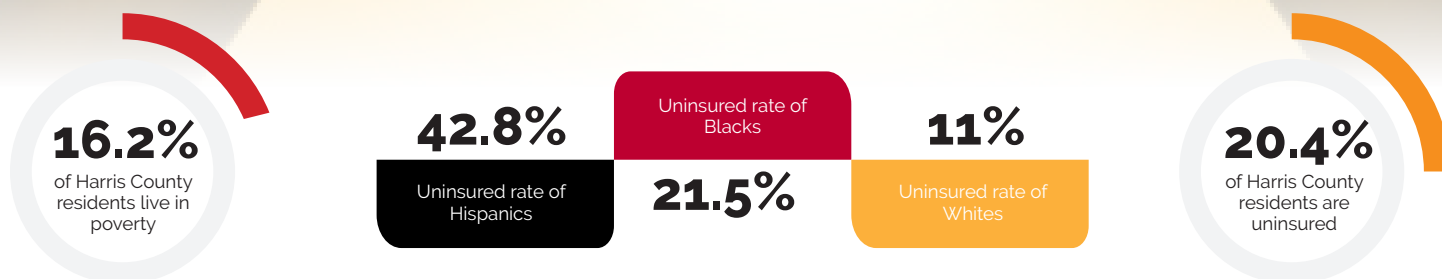
**"When the righteous prosper, the city rejoices...Through the blessing of the upright, a city is exalted."**

**Proverbs 11:10a and 11:11a**



# About Casa

Casa El Buen Samaritano is a 501 (c)(3) organization that operates a free medical clinic in southwest Houston. Our mission is to share the love of Jesus Christ while providing whole-person healthcare to the low-income and uninsured population in our community. This dynamic ministry is having a significant impact on many needy people in our midst. Patients at Casa are below 150% of federal poverty guidelines and are without any form of insurance. This amount equates to less than \$39,300 annually for a family of four based upon the 2020 federal poverty guidelines. Casa patients receive a high-quality standard of medical care completely free.



## Who are the "Uninsured" adults that Casa is serving?

Houston is the fourth largest U.S. city. The greater metropolitan area is located in Harris County with over 4,700,000 residents of which 16.2% live in poverty and 20.4% are uninsured. Most uninsured people are working age adults (age 19-64). The uninsured rate of Hispanics (42.8%) is nearly four times that of whites (11%). Black adults also have a high uninsured rate of (21.5%). Of the uninsured, 71% are working adults with low wages and either no access to employer sponsored healthcare or no financial ability to participate in employer sponsored healthcare. (Urban Institute). In Texas, adults without dependent children do not qualify for Medicaid unless they are disabled. Texas Medicaid is ranked 37 out of 50 states providing some of the lowest Medicaid benefits in the country. (Wallet hub) Of our patients, 78% are women and nearly 98% of our patients are Hispanic.







## Is there a need for a free clinic?



Yes – and now more than ever.

Free clinics provide vital access to care for uninsured patients while reducing healthcare costs for everyone. When uninsured patients have no access to primary care, they go to an emergency room for care. The emergency room is the MOST expensive environment of care. The expenses for uncompensated care provided to uninsured patients are ultimately “shifted” to tax payers in the form of increased taxes to support publicly funded hospitals providing medical services for the indigent and to employers and employees buying commercial insurance in the form of higher premiums.

Charging even modest sums for healthcare to those in poverty creates a very real barrier to healthcare access. Modest payments force people to make decisions about their resources, including the choice to delay care or to sacrifice their own well-being for some other benefit to the family.

**Approximately 58% of Casa patients state that they would have gone to an ER had they not found Casa.**





# Love Freely Given Freely Received

At Casa, we model the love of Christ. Just as the gift of salvation is freely given and freely received, whole-person healing is freely given and freely received. Regardless of your personal, religious or political beliefs, the geographic diversity of our patient population is clear evidence that Casa is meeting a real and urgent community health need that other clinics have been unable to address. Our patients come from more than 110 different zip codes routinely bypassing other "sliding scale clinics" to obtain free whole-person healing at Casa. Casa's board has voted twice since 2016 to remain a free clinic in support of our belief that love must be freely given and freely received.





# In the beginning

Casa was born as a twinkle in the eye of its three visionary founders: Dr. Barry Landrum, former Senior Pastor of West University Baptist Church; Dr. Stephen Spann, former missionary and renowned physician; and Mr. Royce Hassel, contractor and successful business owner. Their vision and model was elegant in its simplicity. Casa would practice “**whole-person**–body, soul spirit–**healing**” to the low income people of our city.

Casa El Buen Samaritano means “Home of the Good Samaritan.” The Good Samaritan is a parable told by Jesus in the Gospel of Luke. It is about a traveler who is stripped of clothing, beaten, and left half dead alongside the road. The bible says that when the Samaritan saw the traveler, he was MOVED with compassion. At Casa, we lean into another’s sufferings and share the extravagant love of Jesus.

**“Heal the sick, raise the dead, and cleanse those who have leprosy,  
drive out demons. Freely you have received; freely give.”**

**Matthew 10:8**

## Our model of whole-person healing is:

- **Volunteer driven.** We yoke the strength of our volunteer medical providers, translators and others to serve.
- **Free.** The love of Christ is freely given and freely received. Our medical services are offered at no cost to our patients.
- **Intentional.** Our ministry volunteers boldly share the gospel to our patients. Since Casa opened its doors in 2009, over 600 adults made the life changing decision to become a follower of Jesus. In 2020, 22 adults made professions of faith.





# Connect

Casa El Buen Samaritano

## Ministry and Clinic Numbers

**2020**

### Ministry Highlights

**3,185** Ministry Visits

**22** Salvations

**2020**

### Clinic Dashboard

**2,543** Clinic Visits

**2020**

### Volunteer Highlights

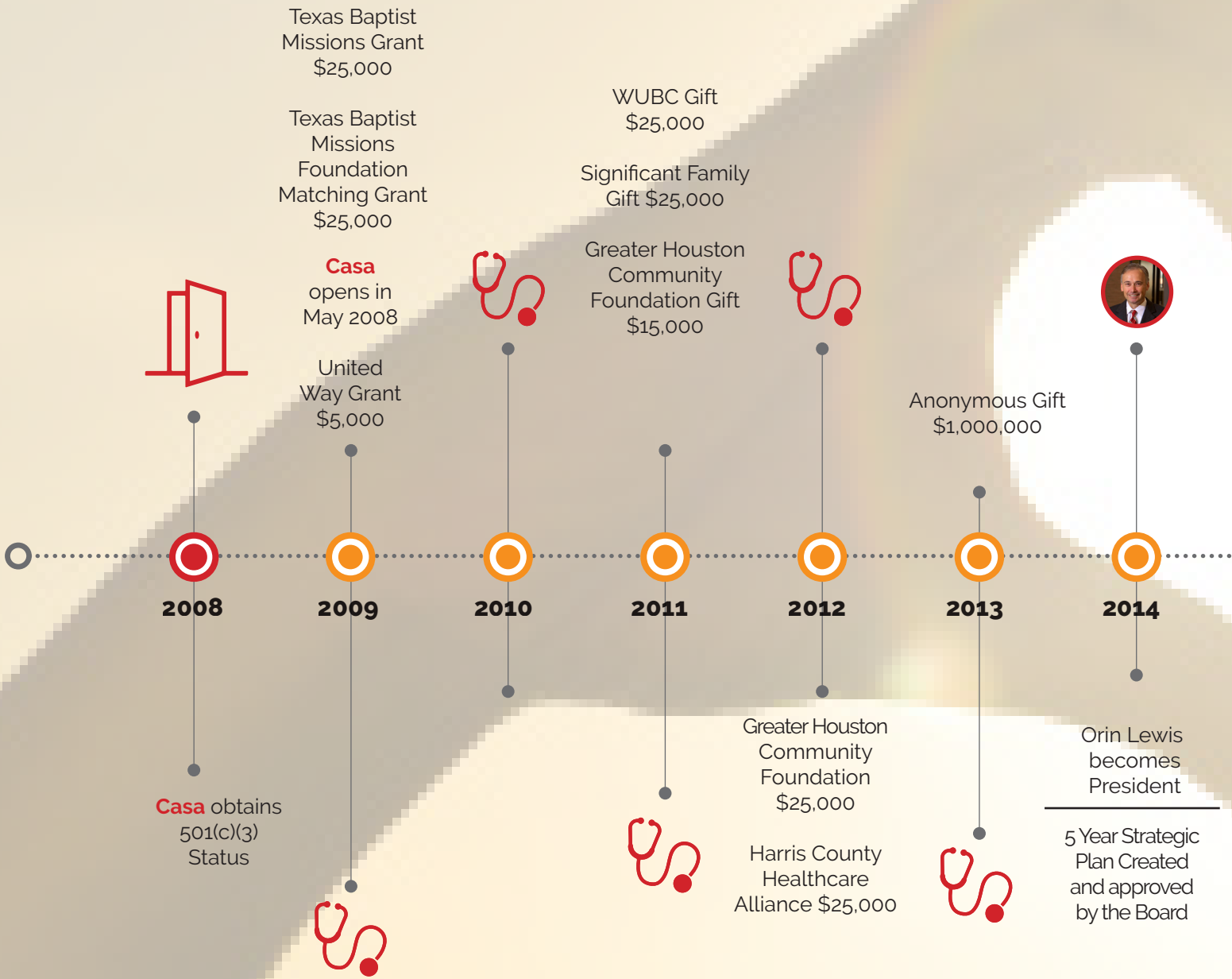
**5,728** Number of Volunteer Hours

**209** Number of Repeat Volunteers

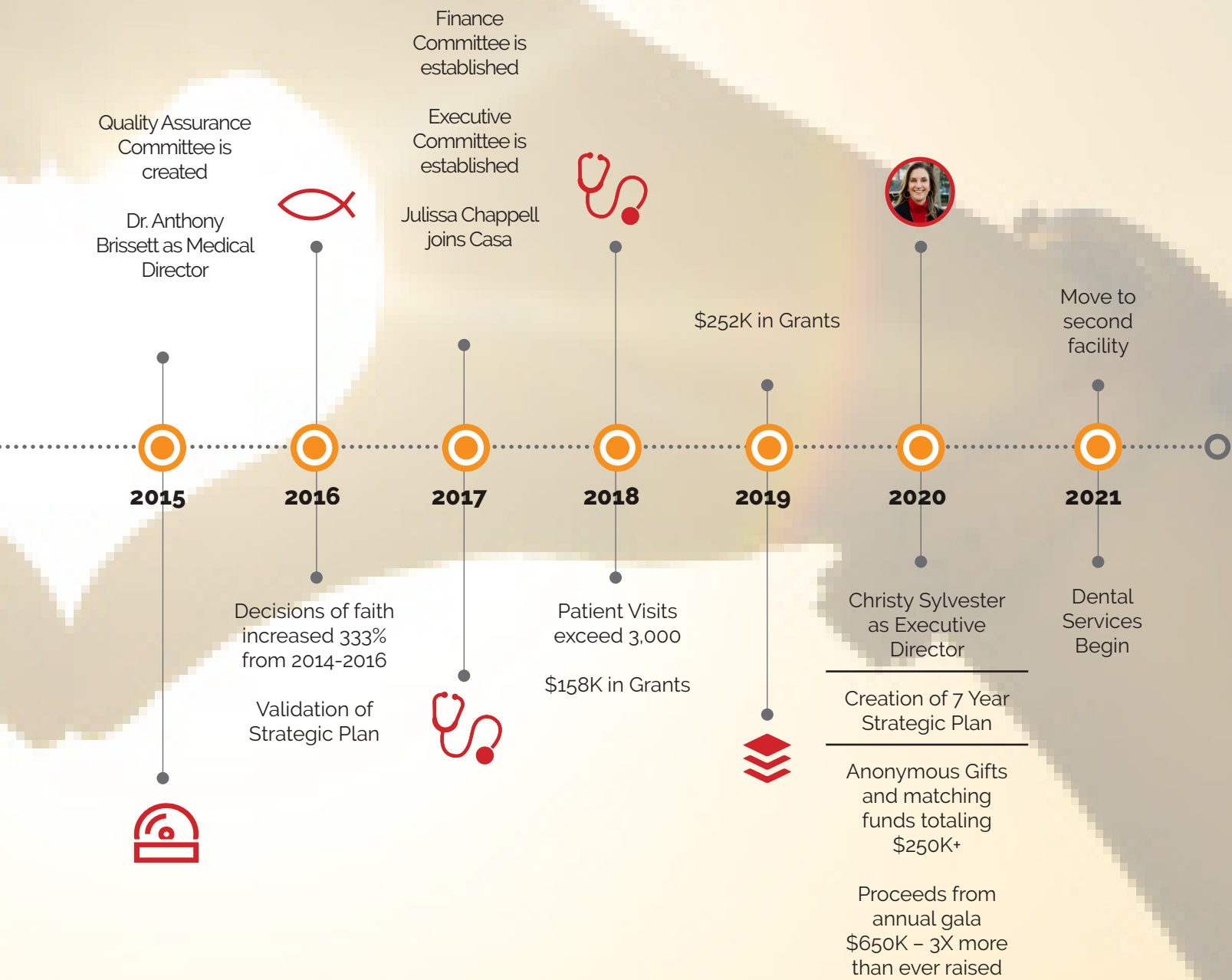


*Rise Up*

# Timeline







## New This Year



### Mask Distribution

During the COVID-19 pandemic, Casa was looking for new ways to partner with area churches to meet the needs of the community and build the Kingdom of God. We had several churches **Rise Up** and partner with Casa to distribute free face masks as well as ministry materials, information about Casa and mental health resources. Casa was able to distribute over 5,000 face masks.



### Flu Distribution Clinic

In partnership with CVS and Walgreens, Casa was able to **Rise Up** and go out into the community to provide flu vaccines to a demographic beyond our patient population. Casa staff worked to enlist our church partners to serve as hosts for "flu vaccine" clinics. Each clinic partnership included ministry volunteers to be on hand to pray and share the gospel with the patients. More than 400 vaccines were administered



### Back 2 School Bash

On August 1, Casa partnered with The Church on MastersRoad in Manvel, TX, to provide sports physicals at their annual Back 2 School Bash. Due to COVID-19, modifications were made to the event, but the church was able to hand out backpacks and school supplies. There were 6 volunteers and 14 children received sports physicals.



### Happy Feet



37 Children Blessed

### Turkey Distribution



150 Turkeys Distributed

### Adopt a Family



19 Families Impacted

## Hybrid and Remote Clinic

In response to COVID-19 Casa's Volunteer Medical Director, Dr. Anthony Brissett, Houston Methodist's E.N.T. Division Chief, led the Quality Assurance Committee through a plan to ensure continuity of care. In February, before the pandemic's mass closures, the Q.A.C. created and implemented social distancing protocols for Casa Clinic. As Casa's leadership continued to monitor Covid-19 closely, the decision was made to begin telehealth services for our most at-risk patients via Casa's part-time Nurse Practitioner. Throughout the next two months, Casa volunteer providers began training on Casa's telehealth system and collectively started serving patients in May. And while we are vigilant in protecting our volunteers and providing telehealth options, some providers have stepped up despite the risk for urgent in-person appointments. Our N.P. and Medical Director continue to collaborate to prioritize high-risk patients requiring in-person examinations versus those that can be served via telehealth.

**"Trust in the LORD and do good; Dwell in the land and cultivate faithfulness."  
Psalm 37:3**

## Ministering During the Pandemic

Despite social distancing, Casa's ministry volunteers have remained active and involved. Just as the medical team has had to shift to telehealth, so has our ministry team.

Immediately following the in-person clinic's closure in March, Casa's ministry team began hosting a prayer line. From March 31 – April 28, Casa volunteers and supporters spent time praying for Casa. Some folks dialed in multiple times and others just once, but it was a great time to update people on what was happening with the clinic and our patients by spending time in prayer.

In conjunction with the medical team, Casa's ministry team collaborated to incorporate ministry appointments into telehealth appointments. The group held regular virtual volunteer training and meetings to formalize the ministry appointment process and discuss recurring patient mental health concerns as a result of the pandemic. Our volunteers are still committed to sharing the Gospel of Jesus Christ to our patients, even amid change.

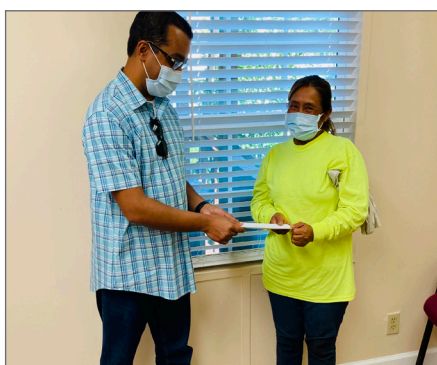






### Extravagant Generosity

During these uncertain times, Casa's priority is to ensure all patients are provided with priority care. Access to resources that help manage their comorbidities, such as diabetes, hypertension, or hyperlipidemia, is of utmost importance. With more and more of our patients reporting the loss of employment, immediate needs such as housing, food insecurity, and medication access are urgently needed. Casa began working diligently and intentionally with church partners and other nonprofits to provide needed assistance for each patient. **I.P.C. Hebron Church** is one of Casa's new church partners that graciously rose to help 15 families severely affected by COVID and in need of financial assistance, specifically for housing. The families received support for rent and were so blessed by I.P.C. **Rising Up** to help.



**"A generous person will prosper; whoever refreshes others will be refreshed."  
Proverbs 11:25**





# Called

At Casa, our work is possible through the sacrificial gifts of our many volunteers. We are so grateful for every Casa volunteer who donates their time, talent and treasure to support our ministry. Because of their generosity, Casa is changing lives for Eternity - one patient at a time.

## Blessing Multiplied



Ministry volunteer **Martha Castañón** says that she always prays before each ministry appointment. Her prayer is that God will provide her with the right words to encourage each patient to seek a personal relationship with our Lord.

Martha tells of a recent telehealth ministry appointment with one patient in particular that truly blessed her. While the patient seemed engaged and listened to the gospel presentation, Martha kept feeling a tug at her heart that something was pressing in the patient's life. Martha continued to pray with the patient but abruptly stopped and told the patient that she felt that there was an urgent need that the patient had not yet addressed.

At that point, the patient broke down in tears and shared with Martha that they were in dire need of food. Martha continued to pray with her and shared how she was a single mother and understood the fear of food insecurity quite well. Martha ended the appointment by making arrangements with the patient to meet at a grocery store, and thankfully through God, she was able to share her blessings with the patient.

Martha shared how beautiful an experience it was to have the Lord guide her words. It further blessed her to minister to the patient and her family by sharing her treasure. She went on to say that as a ministry volunteer, she often shares the Word of God, but in this instance, He multiplied her provisions to allow her to help another just as he did when He fed the 5,000!

**Martha says that she always prays before each ministry appointment. Her prayer is that God will provide her with the right words to encourage each patient to seek a personal relationship with our Lord.**



**Miriam Guadalupe Melgar** | Ministry Volunteer

"When I am doing something that God is asking of me, there is always a positive impact in my life."



**Lorena Foard Taracena** | Volunteer Clinic Interpreter

"I am blessed during every visit as each patient reveals his or her own situation, skills, and personality."



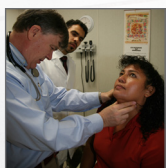
**Noe Taracena** | Volunteer Clinic Community Healthcare Worker

"Since Covid-19 began I have been doing my volunteer work via cell phone, which is something different. Sometimes I do translation and other times I do ministry."



**Aart G/ Schenau** | Board Member

"The Lord healed the sick, ministered to those His community excluded and neglected, and, all the while, preached the Good News of God's saving grace."



**Stephen J. Spann, M.D., M.B.A.** | Physician Volunteer

"Although I have worked in medical missions around the globe, I experience great joy in serving the Great Physician right here at Casa El Buen Samaritano!"

PASSION LED US HERE



## An Ongoing Transformation



**Guadalupe Escareño** became a clinic patient after hearing about Casa through a radio station called Radio Amistad. A doctor on the program had been teaching about diabetes for more than seven years period. On this particular day, the doctor mentioned Casa El Buen Samaritano. Guadalupe needed medical help and had no money for exams or treatment. She remembered the name of the clinic she had heard and visited Casa. During her visit, she was surprised when she was taken to the ministry portion of the clinic and was very joyful because her husband forbade her and her children to attend church, read or own a Bible, and pray at home. Guadalupe anxiously awaited every new appointment because this was the only place to talk about and pray for her needs. Ministry volunteers listened to her and supported her in prayer.

Guadalupe has three children; her eldest daughter is in college. She shared that on April 10, she began reading the Bible with two of her children without her husband's knowledge. Guadalupe started to see changes in her 18-year-old son, who has had anger issues. She continued to motivate her children to read the Bible daily; they ended up reading the New Testament using Bibles they had received at a Christmas party at Casa El Buen Samaritano. Her son's words confirmed that God was working at home, "Mommy, it's amazing how I couldn't read the Bible, and now I can't stop!" She also sees that God is working in her husband's life; he now lets them read the Bible and go to church.

She is grateful to God for finding the clinic at a time when she needed it the most.



**Julissa Chappell**



I was blessed to grow up in a Christian home with family members who were in ministry and I placed my faith in Christ at an early age. However, when I came to Casa, I found that my faith was strengthened and my relationship with Jesus became more personal. Through my work at Casa, I have witnessed Him do miracles in Casa's finances bringing the organization from a deficit of \$170,000 to a position of surplus. I have heard stories from volunteers who have shared how Casa helped them get closer to Christ. I have had the opportunity to observe patients come to Casa for medical help, learn about Christ and later be called to share Christ's love through serving Casa!

Three years ago, I came to Casa to serve as Executive Director. I assumed He brought me to Casa with the sole purpose of improving the organization for the better. Three and a half months ago, He put it in my heart to take the second chair position here at Casa. This vision was an especially trying revelation, you see, after the loss of my parents, I allowed my philanthropic work to define me. Still, God gave me peace about this revelation. I first met Christy Sylvester last September working on the Casa gala. While I was instantly impressed with her ability, what struck me most, was the amount of love she had for Casa. God revealed to me that she was the right person to lead Casa. After much prayer and discussion, and at my recommendation, the Casa Board approved Christy as the new Executive Director.

In Genesis, God put Abraham to the test, asking him to sacrifice his most precious gift—his son. Abraham trusted in God, and God is a God of love who is faithful to His Word. We can, and should, entrust everything to him, including our work. He will never disappoint us in his generosity.

I came to Casa thinking He brought me here to make a change; little did I know He led me to Casa to make a change in me! Three years ago, a revelation of this magnitude would have had me pacing the floor with full-on anxiety. Casa has ministered to me. I trust in Him, and I am eternally grateful at the transformation He made in me here at Casa. I'm also happy to say that I will continue my work at Casa as the Director of Operations and Programs.





# Financials

Casa El Buen Samaritano

## FISCAL YEAR ENDING DECEMBER 31, 2020

### Unaudited Report

#### ASSETS

Cash and Cash Equivalents	
Checking Account	\$92,962
ICS Program Accounts	500,000
Certificates of Deposit	102,770
Grants Receivable	350,000
Accounts Receivable	0.00
Prepaid Expenses	17,567
Medical Supply Inventory	8,384
Capital Assets, net of accumulated depreciation	144,197
<b>TOTAL ASSETS</b>	<b>\$1,215,883</b>

#### LIABILITIES & NET ASSETS

Liabilities	
Accounts Payable	\$9,328
Payroll Liabilities	8,405
PPP Loan	47,487
Total Liabilities	<b>\$65,220</b>
Net Assets	
Temporarily Restricted	223,187
Unrestricted	927,475
<b>TOTAL NET ASSETS</b>	<b>\$1,150,663</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$1,215,883</b>

#### REVENUE

Nonprofit Organization Grants	\$27,000
Gifts in Kind – Goods	13,435
Individual Business Contributions	80,059
Patient Care Donations	384
Church Support	158,369
Gala Income	662,735
Special Programs Income	3,280
<b>TOTAL REVENUE</b>	<b>\$945,264</b>

#### EXPENSES

Clinic	344,894
Ministry	102,918
Donations and Contributions	70,000
General and Administrative	75,792
Fundraising	82,744
<b>TOTAL EXPENSES</b>	<b>\$676,351</b>

**Every donation makes an impact. Every donation supports our mission. We are committed to being good stewards of the resources you provide.**

# Casa Staff and Board of Directors



## Board Members

Orin Lewis, Chairman & President

Dr. Anthony Brissett, Medical Director

Justo Robinson, Ministry Director

Bert Graham, Secretary

David Jenkins, Treasurer\*\*

Thomas Upton, Treasurer\*

Ruth Bustos

Dr. Paul Lee

Edna Londono \*

Jeff McNear

Dr. John Patlan\*

Margaret Robinson

Aart Schenau

Dr. Steve Spann\*

*\*Outgoing | \*\* Incoming*





# Staff

## Rise Up



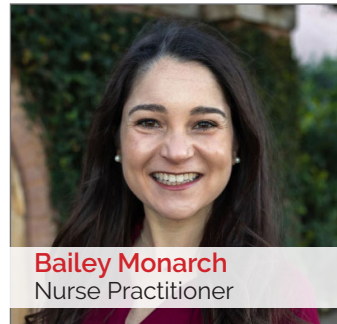
**Christy Sylvester**  
Executive Director



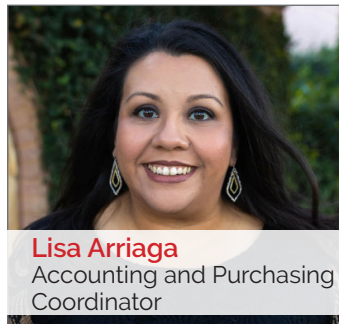
**Julissa Chappell**  
Director of Operations



**Rosi Diaz**  
Director of Ministry



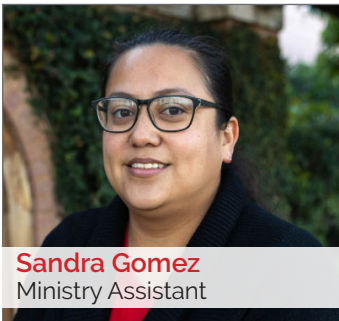
**Bailey Monarch**  
Nurse Practitioner



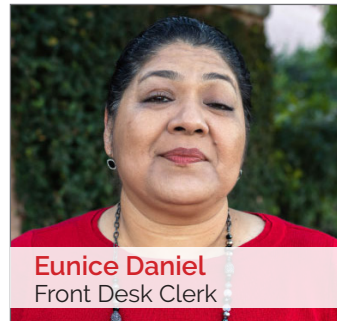
**Lisa Arriaga**  
Accounting and Purchasing  
Coordinator



**Norma Martinez**  
Medical Assistant



**Sandra Gomez**  
Ministry Assistant



**Eunice Daniel**  
Front Desk Clerk







Casa El Buen Samaritano

*Rise Up*

[www.casaelbuen.org](http://www.casaelbuen.org)