



# *Annual Report*

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## 2016

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Love NEVER fails

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This year Casa El Buen Samaritano celebrates its 9th year of consecutive operation. God has used Casa to bring whole person healing to lost and hurting people in our community.

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<sup>4</sup> Love is patient, love is kind. It does not envy, it does not boast, it is not proud. <sup>5</sup> It does not dishonor others, it is not self-seeking, it is not easily angered, it keeps no record of wrongs. <sup>6</sup> Love does not delight in evil but rejoices with the truth. <sup>7</sup> It always protects, always trusts, always hopes, always perseveres. Love NEVER Fails.

1 Corinthians 13: 4-8

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2016 Annual Report

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# Letter from the President

Casa El Buen Samaritano is the ONLY medical clinic in Houston that provides WHOLE PERSON healing. Whole person healing refers to our unique integrated approach to ministry. Our skilled medical professionals provide free medical care to each patient bringing healing to the body. Our patients also receive personalized, one-on-one spiritual counseling during which time our ministry volunteers boldly share the gospel in the heart language of our mostly Hispanic - Latino patients. Thus, we bring whole person healing – body, soul and spirit. This integrated medical and spiritual ministry is transforming the lives of our patients and their families.

Casa's mission is to share the love of Jesus Christ while providing whole-person—body, soul, and spirit—healthcare to the low-income and uninsured population in our community. We exist to bring lost and hurt people into the Kingdom of God.

In November 2014, Casa launched a five year strategic plan based on a revelation that a direct correlation exists between patient visits and Casa's life-changing ministry. The more patients Casa sees, particularly new patients, the more people who make the decision to change their lives for ETERNITY by putting their faith in Jesus Christ. The strategic plan focuses on a goal to dramatically increase the number of annual patient visits, and we have, from 1,220 in 2014 to 1,980 in 2016, a 62% increase in just two years!

However, the strategic plan also addresses the need not only to fund this planned service expansion but also to recruit the ministry partners needed to sustain this expansion. We are well on our way to meeting that goal, too, increasing revenues from \$242,561 in 2014 to \$409,470 in 2016 a 69% increase!

God is at work, but there is more work to be done. In 2016, Casa celebrated 78 adult decisions of faith! The Lord has reaped a mighty harvest for the Kingdom of God through Casa's mission in 2016. In the midst of such spiritual fruit, it is not surprising that the faith and perseverance of the saints would be tested. In the past year, as Casa's President, I have dealt with two challenges – one very personal and one very much at the heart of Casa's mission, both of which God overcame in similar ways.

*The Lord has reaped a mighty harvest for the Kingdom of **GOD** through Casa's mission in 2016.*

So, I take this moment here to share these stories for the encouragement of the saints and the glory of God.

“Love Never Fails” is a word of truth that the Lord laid upon my wife Lorraine's heart on January 30, 2016 when I was stricken ill with a pulmonary embolism which I'm told should have been “fatal”. To this day, I do not know how or why but five days later, after four days in intensive care, I walked out of the hospital on my own



## Love *NEVER* Fails

power. Two things struck me. First of all, God's presence, His power, His

grace and His willingness to stand beside me, fight for me and deliver me through this trial was overwhelming. Secondly, I was stunned by the number of fellow believers who rallied to pray for me and cover my family with their love. The lords love NEVER failed me or my family during this trial - nor did you - my brothers and sisters in Christ.



In a very different context, but much the same way, Casa has been diligently working to diversify and increase its revenue in keeping with the strategic plan. Recently, an influential foundation, made charging patients on a sliding-scale basis for the care they receive a prerequisite to clinic funding. Other foundations active in funding healthcare in the Houston area have adopted the same philosophy and funding requirements. The consequence of this activity is that Casa is now the ONLY free clinic in the City of Houston of which I am aware. Others have modified their practices in order to qualify for funding. We are truly the LAST free clinic standing.

In the midst of this pressure, the Holy Spirit convicted me that Casa should remain a free clinic. Casa's mission is all about the grace and love of Jesus Christ, which is free and available to anyone who is willing to receive it. Charging a fee, even a modest fee, would change both the heart of the giver—our volunteers and donors who so generously give of their time and money for no other reason than the love of God and their desire to share that love with others. And it would change the heart of the recipient—who might come to regard his or her care as an entitlement, something bought and paid for, and not an expression of love, freely given, freely received. This atmosphere of grace and love is essential to Casa's ministry.

As you know, though, it's one thing to talk about living by faith; it's another to do it. How do we grow and achieve financial sustainability when secular funding strategies don't work for us? Only God knows. When Casa's board met in November 2016 to plan Casa's budget for 2017, Casa's board, like me struggled with what to do given the uncertain path Casa faces. At that time, Casa was not on target to meet its revenue goals for 2016. Nonetheless, this sweet group of believers committed to move forward in faith as a free clinic—trusting that God would go before us and show us the way. Thereafter, not through the gift of any secular foundation, but through outpouring at the end of the year of the generosity of saints such as yourselves, Casa exceeded its revenue goal for 2016 by 3%. Again, God's love NEVER failed and neither did you. I thank God for each and every one of you, for your sacrifice, for your love and for your prayers.

Despite these headwinds, Casa exceeded its revenue goal for 2016 by 3%. This is indeed another testimony to the fact that God's love *NEVER* fails us.



Please pray that God would soften the hearts of the secular healthcare funders and that they would be moved to help Casa for the loving care it provides (even apart from its ministry). Please also pray that the Lord would open the eyes, ears and hearts of other likeminded saints who share our mission for bringing the lost into the Kingdom of God through the free gift of whole person healing. Finally, please pray that our thoughts and eyes will remain fixed on Jesus as we move forward with Him in faith.

### *The Lord Jesus is **ABLE***

This year's annual report is our testimony and our shout of joy that the love of God NEVER fails us – EVER. The Lord Jesus is ABLE to do immeasurably more than all we ask or imagine, according to His power that is at work within us. It is my honor and privilege to share with each of you the amazing gifts of God's grace and His love for the lost through the lens of Casa. As I said, much work has been done, but there is still so much more to do. To Him be glory in the church and in Christ Jesus throughout all generations, for ever and ever, Amen!



Your brother in Christ

*Orin Lewis*



# 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. They receive a high standard of medical care completely free.

**22.4%**  
live in poverty

## Who are the “UNINSURED” adults that Casa is serving?

Houston is the fourth largest US city. The greater metropolitan area is located in Harris county with over 4,300,000 residents of which 22.4% live in poverty and 25% are uninsured. Of the uninsured, approximately 72% are working adults with low wages and no access to employer sponsored healthcare. Adults without dependent children are not eligible at all for Medicaid unless they are disabled. Adults with dependent children are only eligible if their household income doesn't exceed 18 percent of the federal poverty level. This amounts to about \$3,600 a year for a family of three, and is tied with Alabama as the lowest threshold in the country. Casa provides high quality healthcare for hard working men and women with no other access to care. Of our patients, 75% are women and nearly 98% of our patients are Hispanic - Latino. We serve patients from over 100 zip codes. Casa does not focus on serving the pediatric population because most children from low income families are able to obtain compensated healthcare services via their participation in Medicaid or CHIP.



**75%**  
of our patients  
are women

## 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 have to 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 property taxes to support publically funded hospitals and 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 who need it creates a very real barrier to access care. These patients routinely travel past other “sliding scale clinics” on their way to Casa. Modest payments force people to make decisions about their resources, including the choice to delay their care or to sacrifice their own well-being for some other benefit to their family.

**98%**  
of our patients  
are Hispanic -  
Latino

## About Casa

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. This atmosphere of grace and love is essential to Casa's ministry. From a spiritual perspective, it's hard to argue with the life-changing power of this ministry.

*Is there **REALLY** a need for a free clinic?*

Recently, foundations funding public health initiatives have made charging patients on a sliding-scale basis for the care they receive a prerequisite to clinic funding. Other clinics have modified their practices in order to qualify for funding. ***We are truly the LAST free medical clinic standing.***

Nothing is really "free". Indeed, high quality healthcare is expensive to provide in ANY setting. Casa is so very grateful for the many providers who donate their time to serve our patients along with our donors and ministry partners who provide the funding necessary for us to operate our clinic. Casa is only possible because of the generosity of many Christ filled servants. Casa cannot rely on secular funding strategies to continue to sustain our ministry. The methods of the world are NOT the methods of the Kingdom of God. We must passionately share our mission with likeminded, Kingdom building believers and trust that the Lord will provide.

**In 2016, Casa celebrated 78 adult professions of faith.**

## Strategic Plan

"The genesis of Casa's strategic plan began with the epiphany that a direct correlation exists between patient visits, particularly new patient visits, and Casa's life-changing ministry." If Casa does not expand capacity, we cannot effectively achieve our mission of sharing the love of Jesus with lost and hurting people.

Casa has been successfully executing our strategic plan. Evidence of our success includes the continued diversification and growth of our revenue and expanded clinic capacity. Most importantly, the increase in patient visits has resulted in an increase in the number of decisions of faith. This robust spiritual harvest serves as our confirmation that Casa's strategic plan is aligned with the Lord Jesus and His will for Casa.



# Casa Means Home

## Ministry Highlights

Casa has become the medical home to many of our patients and their families. To continue sharing the Good News, Casa must always be looking to expand the number of patient visits available. This revelation guides the strategic planning for Casa.

God continues to provide the gift of salvation and healing to our patients. In the final quarter of 2016, God blessed Casa with an amazing 30 decisions of faith. That's more than for the entire year for 2014! In 2016, a total of 78 adult patients accepted Jesus as their Lord and Savior. That total eclipsed the encouraging 44 decisions of faith that Casa celebrated in 2015.

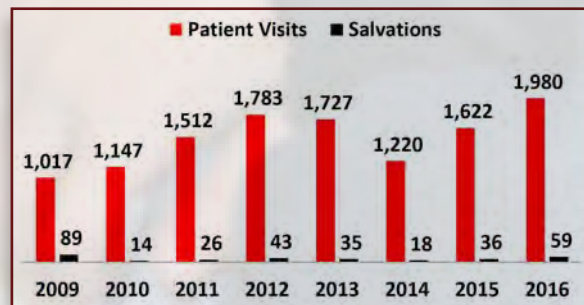
*Without your support and partnership, Casa would be unable to*  
**SUCCESSFULLY** execute our mission.

Indeed, it is second only to the 89 decisions of faith that Casa celebrated in 2009, Casa's first year of operation, when every patient who visited the clinic was a new patient, hearing the gospel for the very first time.

One of the new initiatives that was instituted in 2016 was the implementation of a formalized training program for our ministry volunteers. This program was developed by Rosi Diaz of Horeb Iglesia Bautista Church and is largely responsible for the ministry success we enjoy at Casa. We offer our deep gratitude to Rosi for her tireless efforts to bring more people into the Kingdom of God. We also extend our heartfelt thanks and appreciation to the ministry team and volunteers from Horeb for their investment into Casa.



### Ministry Highlights



# Vital Signs

## Clinical Summary

Casa is very blessed to be served by some of the most accomplished medical professionals in the City of Houston. Dr. Anthony Brissett serves as Casa's Medical Director. Dr. Brissett has instituted a number of process improvements to continue to elevate the quality of the care that every patient receives when they come to Casa. In January of 2016, Casa stepped out in faith and hired Ms. Joy, Vonk, PA-C as our clinic manager and provider. Adding Joy to our staff has empowered Casa to continue to advance our clinical quality initiatives, enhance the continuity of care for our patients and to expand our patient visits. During 2016, Casa conducted a patient satisfaction survey. Our patients gave Casa a score of 98%! Thank you Jesus.

Almost exactly two years ago, Casa embarked on an ambitious plan to expand patient visits and particularly new patient visits, trusting that, if we did so, God would use those efforts to enlarge His Kingdom. He has done it! Casa has provided 1,980 patient visits in 2016. In so doing, Casa surpassed its previous record high number of 1,783 patient visits in 2012.

**1,980** *patient visits in 2016*

Even so, it bears emphasis that there's more at work here than mere numbers. In 2012, with 1,783 patient visits, God blessed Casa with 43 decision of faith. In 2016, with 1,980 patient visits, God blessed Casa with 78 decisions of faith! Beyond an increase in patient visits, this year's outpouring testifies that the Holy Spirit is alive and working in and through Casa's staff and its many volunteers.

During 2016, Casa established two new community collaborations. South Texas Children's Home opened a counseling center at Emmanuel Baptist Church that provides sessions free of charge to families and individuals (regardless of age). Casa now has a professional counseling resource to help meet the profound mental health needs at Casa. Secondly, through their social workers, Memorial Herman Hospital is now referring patients to Casa prior to their hospital or emergency room discharge. This relationship strengthens Casa's connection with those in the medical community at large of which it is a part, and improves Casa's profile as a resource by offering an alternative



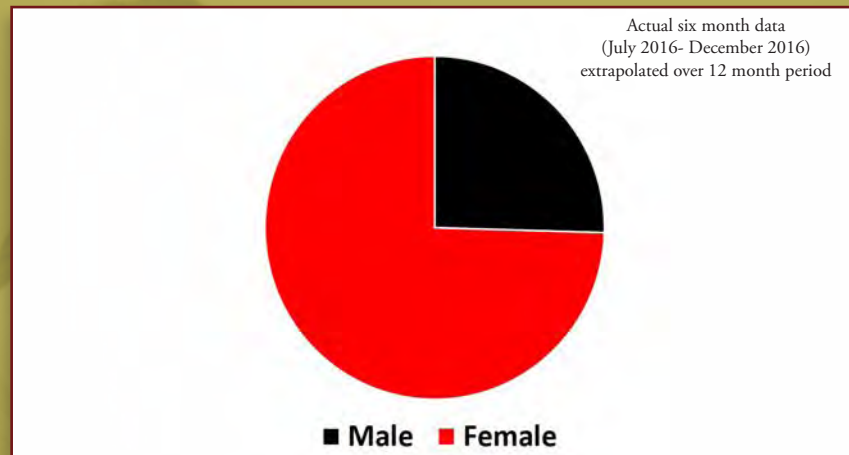
## Clinical Summary

source of care that to the benefit of the medical community at large promotes decreased hospitalization and emergency department readmission.

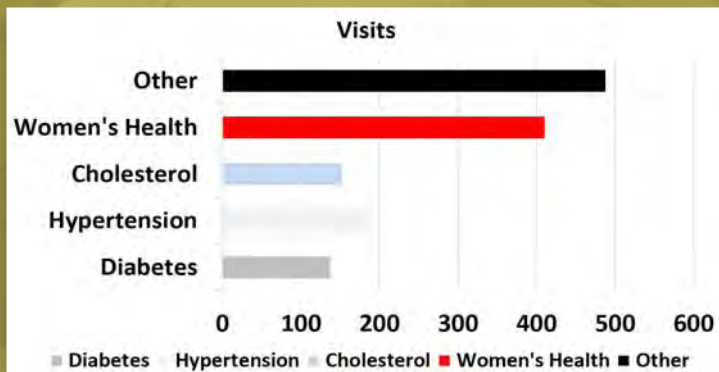
Casa has begun working in partnership with Lakewood Church to expand our clinic and volunteer capacity. Casa was invited to participate in Lakewood's M3 global medical mission's conference. This provided Casa with a wonderful opportunity to meet with and recruit potential providers who desire to volunteer their skills to build the Kingdom of God.



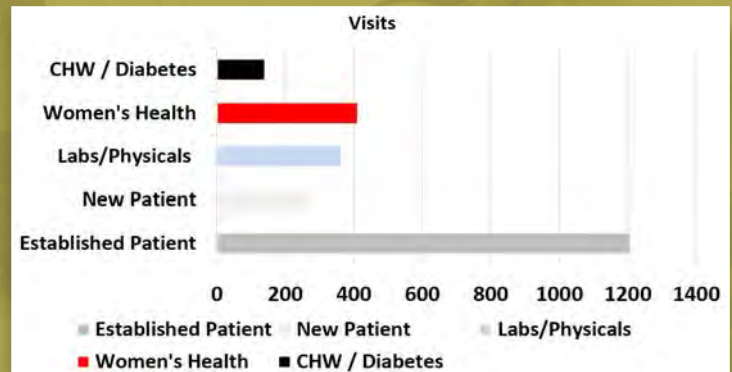
### Patient Demographics



### Patient Clinical Profile



### Patient Visits By Type





## The Kingdom Corner

Casa has been blessed by the generosity of many, many kingdom minded saints who have made Casa their primary philanthropic endeavor. We offer our humble thanks to every single person who has made a financial gift on behalf of Casa. Thank you for your generosity.

Casa is mindful that every gift is a gift from God. We are diligently building additional rigor and excellence in the area of finance so that Casa can continue to be worthy of your investment. During 2016, Casa formed a Finance Committee which has met throughout the year. This committee has brought additional oversight and sophistication to Casa's administration of its accounting practices and internal controls. Excellence in the stewardship of EVERY generous gift, intentional diversification of Casa's revenues and building recurring revenue empowers Casa to invest large gifts and grants into future God-inspired strategic initiatives and protects Casa's future sustainability.

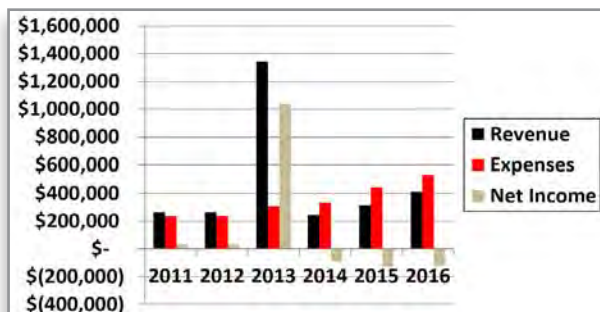
As discussed in Casa's Letter from the President, there are secular foundations that have made adopting a sliding scale to charge for patient care a prerequisite for funding. Casa has made a prayerful, intentional decision to remain a FREE medical clinic. Indeed, we are the last free clinic standing. Our development team will continue to passionately share Casa's urgent mission as we apply for grants, seek additional church partners and new financial supporters. We know and trust that God's economy is an economy of plenty.

**Casa exceeded its revenue goals in 2016—a testimony again to how the love of God never fails.**

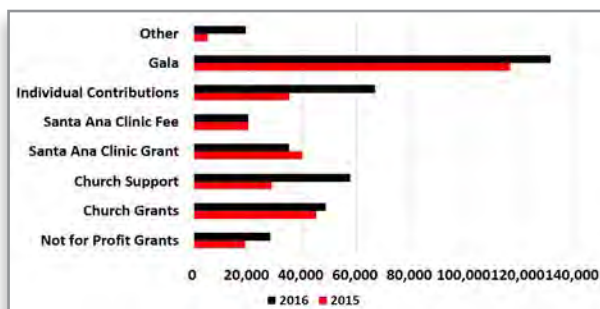


## Financial Summary

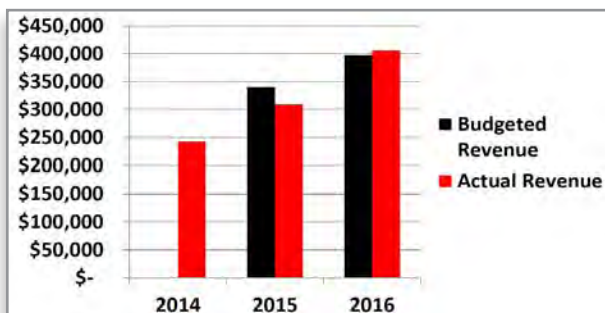
### Financial Highlights



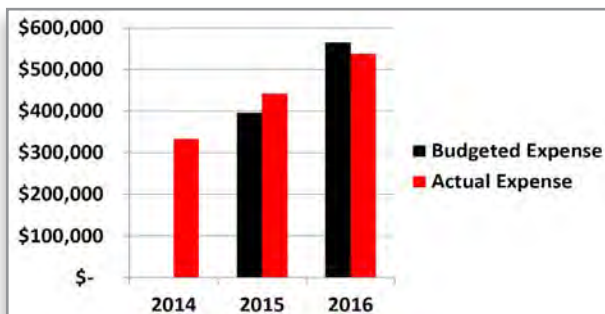
### Revenue By Source



### Budget vs. Actual Revenue



### Budget vs. Actual Expense



# Running a Great Race

A significant amount of time has been spent over the past 12 months reviewing and improving Casa's internal controls and processes. These process improvements protect Casa's future sustainability and empower Casa to properly steward the gifts which God has entrusted to us. Significantly, the following processes and systems have been dramatically enhanced.

Casa made the strategic decision to hire a full time Clinic Manager. We have been blessed to have Ms. Joy Vonk, PA-C serving in this important role since January 2016. Joy's efforts have supported Casa to continue to enhance our clinical operations, serve and recruit clinical volunteers and to enhance the quality of care for our patients. Under Joy's leadership, Casa's patient satisfaction is over 98%. Joy's efforts have also supported the organization to reduce the cost of medical supplies and expenses.



Casa also has an active Quality Assurance Committee, composed principally of volunteer providers, who graciously give of their time to design and implement policy and procedures to further the quality of the treatment Casa's patients receive from the many volunteers who care for them.

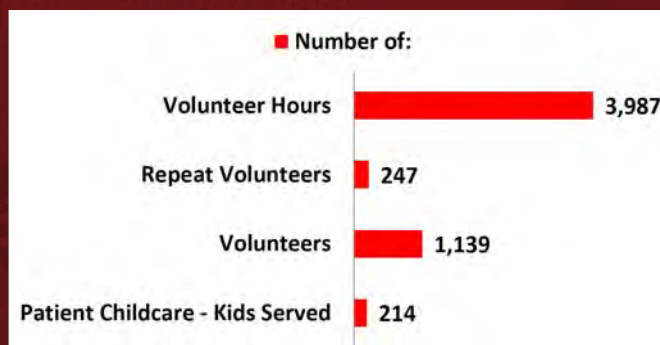
Our ministry efforts continue to be led by Ms. Rosi Diaz and our partners at Iglesia Bautista Horeb. Rosi and her team have provided a spirit filled environment that is a critical part of our ministry success at Casa. This team facilitated over 1,100 spiritual encounters in 2016.

Casa also successfully recruited Mr. Thomas Upton to its board of directors to serve as Casa's Treasurer. Thomas is a retired CPA and is leading Casa's newly constituted finance committee. This newly constituted committee has brought enhanced financial discipline to Casa's internal controls and has supported the organization to continue to advance and develop its accounting.

Casa is also in the process of conducting a thoughtful search for an Executive Director. This position is currently being filled on an interim basis by long time Casa volunteer and current Casa employee, Mrs. Dori Upton. Dori has recently retired from her role as Chief Nursing Officer of CHI St. Luke's Health Patients Medical Center. She brings our organization an immense amount of sophistication and leadership.

## Operations Summary

### Volunteer Statistics





# Operations Summary

Casa continues to benefit from the efforts of numerous volunteers who give generously of their professional skills to bring tremendous value to our organization. In addition to the many physicians, providers and translators who serve Casa, we are also blessed with volunteers who have shared their talents in the areas of risk management, development, finance, grant writing and communications.

Casa is thankful that the Lord has provided a strong army of employees and volunteers so that the organization is indeed able to run a GREAT race.

# Volunteer and Donor Communications

Casa is also looking at ways to improve communications and relationships with our volunteers and donors. Over the last year, you may have received e-mails from Casa letting you know about significant events. We're also looking forward this next year to improving our systems and database of volunteer and donor information so that we can keep better connected and take advantage of the wide-variety of skills our supporters have to offer.



Has it been awhile since you served? Have we not found the service opportunity just right for you? Are you looking for a meaningful way to serve the Kingdom of God? Please take a moment to send us your most recent contact information and let us know what special talents God has blessed you with so we can help you bless Casa and the patients it serves.

At Casa, we are changing the world for ETERNITY – one patient at a time. Please email us at [info@casaelbuen.org](mailto:info@casaelbuen.org) and let us know how you can help.



# The Year in Review

## Special Programs Update

### Healing Love Gala | “Be The Love”.

Casa’s annual Healing Love Gala took place on February 12th at the Omni Houston Hotel. The event featured a silent auction, seated dinner, and keynote speaker Rebekah Gregory, a devoted mother whose life was forever changed by the events of the Boston Marathon bombings in 2013 where Rebekah was left as an amputee. Rebekah shared how God moved in her life teaching her that “with every day comes new hope” to “change the world”.

### M3 Conference

In February 2016, Lakewood Church recently sponsored its first ever Mobilizing Medical Missions (M3) Conference, which served to promote international and domestic missions to healthcare professionals and interested students in the Houston area. The event provided Casa with a high-level of publicity, an outstanding opportunity for volunteer recruitment, and, most importantly, a good dose of spiritual encouragement and inspiration for Casa’s volunteers and potential volunteers. An estimated 1,700 individuals attended the event over the two days and, in between speaking sessions, visited the booths of the approximately 70 exhibitors, including Casa. Dr. Anthony Brissett, Casa’s Medical Director also participated in a panel discussion regarding the challenges faced by domestic missions, which was well-received and provided an additional platform to promote Casa.

### Diabetes Program

On February 6, 2016, Casa completed its first ever community health worker supported diabetes program, led by Dr. Elizabeth Vaughan. Rosi and Noemi Diaz served as Casa’s initial community health workers. The program was also supported by a number of volunteer nurses, phlebotomists, students, physical therapists, and more. All attendees received, in addition to instruction, weight scales and glucometers. Many reported significant weight loss and some were able to significantly reduce or eliminate diabetic medications as a result of the lifestyle changes (nutrition, exercise, etc.) taught. Patient retention significantly exceeded expectations with the overwhelming majority of patients participating through the final session and many participants attending every session.

# The Year in Review

## Special Programs Update

### Ministry Training Retreat

In April 2016, Casa was blessed to host a Ministry Training Retreat called “Conexión” for a group of 30 ministry volunteers at the Trinity Pines Conference Center. Conexión inspires and trains volunteers to effectively share the gospel within our community. The retreat enables ministry volunteers both to learn and experience God’s presence in a natural environment. Much thanks to Rosi Diaz for organizing this event. Casa continues to see growth in both the numbers and commitment of spiritual volunteers as a result of her efforts.

### Annual Provider Social

On September 15th Casa’s Medical Director, Dr. Anthony Brissett, and his wife Annette opened their home to host a social event in honor of the many clinical providers who volunteer their time with Casa. Our providers dedicate one night a week during the month at the clinic. This event gave our clinical team a rare opportunity to be together at one time and in one place. Thank you Anthony and Annette for opening your home.

### Happy Feet

This year’s annual Happy Feet event was held on Saturday, July 23, 2016. Once again, God graciously provided the resources, donations, volunteers, and weather for a wonderful opportunity to show His love to our patients and their community. In addition to our annual distribution of shoes, backpacks, and back-to-school supplies, we added two new outreach areas to this event: back-to-school/sports physicals and an outdoor health fair.

71 children attended the Happy Feet event with nearly half (32) making decisions of faith. At our sport physicals clinic, 8 youth received medical care and also peer-to-peer ministry from Iglesia Bautista Horeb’s youth. Finally, we estimate that 50+ people came through the health fair participating in booths on health literacy, physical fitness, dental hygiene, and meeting representatives from the local Houston Fire and Police Departments. We were also blessed by a very large volunteer turn out from Iglesia Bautista Horeb and Bethel Church.

### Volunteer Appreciation Event

Casa hosted a volunteer appreciation event on Saturday, October 1st to extend our thanks and gratitude to our many volunteers. The event was hosted at the clinic. Despite a very rainy night, the event was attended by over 40 volunteers and staff.

# The Year in Review

## Special Programs Update

### Ladies Prayer Breakfast

Casa hosted a ladies prayer breakfast on Saturday, October 12th at the clinic to pray for our ministry, our patients, our staff and our volunteers. We were blessed with a tremendous amount of support. Our ladies prayed up a storm while enjoying breakfast tacos and authentic Mexican pastries. Thank you for praying for Casa.

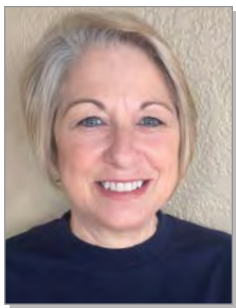
### Bless Friday | Cookies for Casa

Bless Friday is a Christian initiative inspired as an alternative to the shopping madness of “Black Friday” traditionally celebrated the day following Thanksgiving. Bless Friday provides a family and Christ centered opportunity for service with the purpose of blessing others. On Friday, November 25th, West University Baptist Church and Crosspoint Church sponsored a Bless Friday event for the benefit of Casa. We were joined by a strong team of volunteers from West University Baptist Church and Crosspoint Church. Together, we packaged over 900 cookies to make 125 gift bags for Casa volunteers. Special thanks to Coy Connelly for organizing this event for us. Also, special thanks to Kay Amendola for her extraordinarily beautiful cookies.

### Adopt a Family

Our ministry partners have traditionally supported an “adopt a family program” that benefits Casa and our patient families. This year, Casa identified 30 patient families that, in partnership with Horeb Church, we intentionally ministered to. In an effort to create a more impactful ministry experience, our sponsoring families participated in a Christmas Worship Celebration with our Casa Families on Saturday, December 17th. We enjoyed a time of praise and worship with our patient families as well as a meal together as a community of believers. Our event was generously hosted at Iglesia Renovacion and we were treated to a special bi-lingual message delivered by Pastor Rick Vasquez of Iglesia Crosspoint. Each family also took home a frozen turkey and a bag of gifts with a gift for each family member. The greatest gift of the evening, however, were the 18 decisions of faith (15 adults and 3 teens) that were made in the sanctuary after receiving the word of the Lord from Pastor Rick. Praise God!

# Casa Leadership Team



**Dori Upton, RN, MBA, FACHE**  
Interim Executive Director



**Joy Vonk, PA-C**  
Clinician & Clinic Coordinator



**Rosi Diaz**  
Ministry Coordinator

## Board of Directors



Anthony Brissett

John Patlan

Ruth Bustos

Sue Peterson Shivers

Bert Graham

Margaret Robinson

Janet Karr

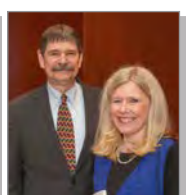
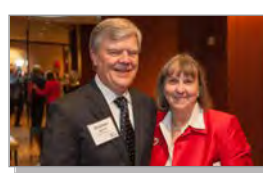
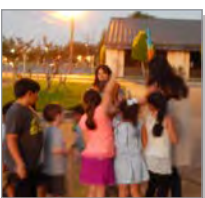
Stephen Spann

Orin Lewis

Thomas Upton

Damimtra Ramos Patel







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