

15

Years



Love

*Celebrates*



2023 Impact Report



# Contents

Letter from the Executive Director .....	3
Need for a Free Clinic .....	4
About Casa .....	5
New Nurse Practitioner .....	6
Casa by the Numbers .....	7
Safe from Domestic Violence .....	8
15th Anniversary Highlights .....	10
Ministry Highlight .....	12
Dental Patient Highlight .....	14
Afghan Clinic - Volunteer Highlight .....	16
Financials .....	17
Board Members & Staff .....	18
Celebrate Love - Give to Casa .....	19



## Letter from the Director

I am thrilled to present to you Casa's annual impact report, encapsulating the profound journey of Casa el Buen Samaritano over the past year. As the Executive Director, it brings me great joy to share with you the remarkable strides made in fulfilling Casa's mission of providing compassionate healthcare to those in need. **Casa el Buen Samaritano is built on a promise as Christians to collaborate with God to love one another.** This challenge is modeled for us by the pure love of Jesus Christ and is available to us whether the "other" is among our closest loved ones, a neighbor, or a stranger.

This year's report is aptly themed "Love Celebrates," a poignant expression of Casa's commitment to healing and community. In the spirit of Christ's love, we have witnessed countless stories of resilience, transformation, and the powerful impact that a caring touch can have on the lives of individuals facing health challenges.

In 2023, Casa celebrated 15 years of exemplifying Christ's love. Powered by Him, YOU, our donors, our tireless staff, and volunteers have built this legacy of love.

This past year, you adopted families; you trained volunteers; you spoke to patients in their language; you healed the sick; you provided dental care; you ministered to hearts. In 2023, Casa's donors were faithful and contributed **\$640,143** towards operations and programs. **As we looked around at the world, YOU stood apart from others as an example of God's love and together we celebrate that love.**

As believers in Christ, the faith of staff and volunteers at Casa was strengthened through the care and ministry of **198 new patients** and almost **2000 recurring patient appointments**. We were blessed to have **74 patients accept Christ as their personal Lord and Savior**. This report not only highlights the quantitative impact of our medical and dental services but also delves into the qualitative aspects of Casa's mission. Personal anecdotes, testimonials, and stories of hope emphasize the immeasurable impact of love and compassion in the healing process. **It is through these narratives that the true essence of "Love Celebrates" comes to life.**

I invite you to explore the pages of this report and join in celebrating the collective efforts that have made this year truly special. As a clinic based on sharing the love of Jesus Christ, Casa celebrates all who have made the work of healing bodies, souls, and spirits a reality for 15 years. I am humbled for the opportunity to share with you the impacts created in 2023 on the pages within.

With heartfelt thanks,

*CHRISTY SYLVESTER*

Executive Director





## *Need for a Free Clinic*

No matter how big or small are our needs, the Bible tells us that through faith in Christ, our health will be restored, and our wounds will be healed. But it's the people power that helps this promise come to life. **For 15 years, Casa el Buen Samaritano has channeled the talents, skills, passions and personal walks with The Lord into free, high-quality, whole-person care in Houston's communities that need it the most.**

But why the great need in our region for a free clinic? In Houston, reports indicate that uninsured children and adults have dropped slightly to 17% from 20% in 2019. But the concerning news is that households earning the least make up the largest number of those uninsured. And our region continues to be dramatically impacted by immigration. We have welcomed large numbers of humanitarian migrants, especially people seeking safety from political aggression. In fact, nearly half of all children in the Greater Houston area have at least one immigrant parent.

But that's not all. During and post-pandemic, people experienced economic hardships impossible to prepare for, including job losses along with the loss of employer-covered health insurance. And in our three-county region, 1.2MM people under 65 are without health coverage. "Sliding scale" clinics do exist, but it's proven that even the smallest charges for healthcare create barriers to access for people who are living on low-incomes and are housing-cost burdened, with little left for food, medicine, and basic necessities at the end of the month.

Casa serves over 110 zip codes and is **the only faith-based free clinic** in the entire metropolitan area. We believe that quality healthcare should reach beyond the major health institutions, that access to this care is a human right, and we believe that an anniversary is the perfect opportunity to thank those who pray and work with and for our patients. Our staff, volunteers, and generous donors work together to create Casa's whole-person, high-quality, compassionate approach. **We celebrate each of you and the way that you show God's love to our patients.**



## About Casa

Casa el Buen Samaritano is a 501(c)(3) organization that operates a state of the art medical and dental clinic in southwest Houston.

**Our mission is to share the love of Jesus Christ while providing whole-person—body, soul, spirit—healthcare to the low-income and uninsured population in our community.**

Casa was born from the vision of three founders: the late 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 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.” Told by Jesus in the Gospel of Luke, the parable of the Good Samaritan teaches that we should count everyone as our neighbor, even if they have different backgrounds or beliefs. It also warns us against the hypocrisy of those who claim to be “holy” but walk by others in need.

Casa’s patients live at an average of 200% below federal poverty guidelines and without any form of insurance. No matter their background or beliefs, they receive a high standard of care, including laboratory testing, and dental x-rays. They each have an opportunity to meet with a ministry volunteer for prayer and to hear a personal gospel presentation.

Casa celebrates 15 years because of the committed involvement of the concerned individuals, churches, and foundations in our community who support us financially. **We want to thank the volunteers who generously give of their time to serve those in need.** In addition to prayer with and for our patients and practitioners, we pray that you will connect with this important ministry by volunteering or by making a financial contribution.



## 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** with our patients.

# Introducing Our New Nurse Practitioner

Nicole Ellis



In life's intricate design, God often guides people to places of great need. In 2023, Casa faced a pressing need for a full-time nurse practitioner to treat more patients.

Nicole Ellis, who had taken a break from work as a healthcare professional after her child's birth, hails from Jamaica, where God is seamlessly blended with the educational system. She was raised in a family deeply rooted in faith. Nicole sought an opportunity that aligned with her passion for patient care while balancing the responsibilities of motherhood.

Upon relocating to Houston three years ago, Nicole observed a lack of accessible healthcare for many residents. Some had no local hospital or doctor. Once introduced to Casa, a free and charitable clinic, she was drawn to its holistic approach, providing spiritual and physical care. Given her strong spiritual background, Casa felt like the perfect place for her to serve.

**Nicole is bilingual and a blessing to Casa's patients, particularly those requiring chronic disease management for conditions like diabetes and hypertension.** Offering care five days a week, she notes Casa's unique approach. "The clinic wraps a patient with a whole system of care. From intake and beyond, patients engage with volunteers, receive medical services, and rely on regular follow-ups." Nicole sees some patients who have not had medical care in a few years. "Once at Casa, they have access to caring doctors and nurses. They receive the support and encouragement they need to get their health under control."

Nicole acknowledges that there is always more need for funds, volunteers, and practitioners. She says that Casa could use more patient monitoring devices such as glucometers and blood pressure kits, which would provide data points between patients' clinic visits. She expresses her gratitude, extending a heartfelt thanks to the unseen hands inside and outside Casa. She highlights the clinic's mission and the collective effort that helps fulfill it every day. Nicole, fully aware of the challenges, remains dedicated to serving the community, recognizing the importance of ongoing support for Casa's vital work.





2023

# *Casa by the Numbers*

## Volunteerism

**6,101** Volunteer Hours

**\$221,253** Value of Hours

**230** Volunteers

## Clinical Care

**4,300** Patient Visits

**1,151** Ancillary Visits

**2,501** Ministry Visits

## Ministry Care

**74** Salvations

Since Casa opened its doors in 2009, more than **850** adults made the life changing decision to become followers of Jesus.

# Safe from Domestic Violence

## Ministering to Dora

In the ordinary routine of a clinic visit, a patient sought help and, in the caring hands of Casa's medical staff, found deliverance from the shadows of a violent relationship.

Dora discovered Casa in mid-2023. At that time, she grappled with concerns about her physical health. But it was emotional support that she truly needed. Financial worries were wreaking havoc on her mind, heart, spirit and her marriage.

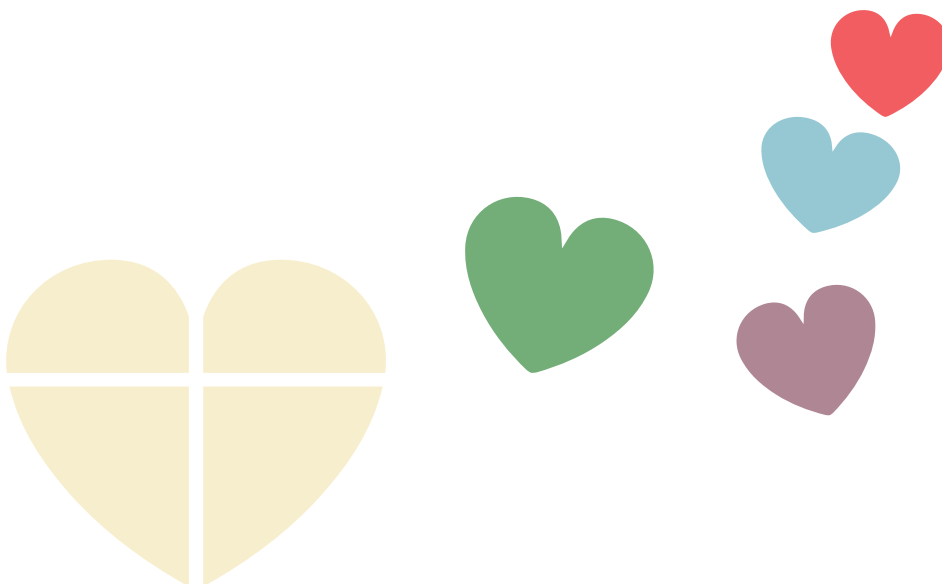
It had been a while since Dora had undergone a mammogram and routine exams. A nodule on her leg further troubled her, but it was stress that led her to the ER for expensive treatments. Knowing she needed help, but unable to afford the costs, she finally reached out to Casa.

**Dora believes that God perfectly timed her first visit to Casa.** She sensed the genuine care of the doctor and ministry volunteer and began to open up about the violent nature of her home life. They prayed with her, offering assistance and support in making new and healthy decisions for her life.

**“This ministry is the only place in my 56 years where I felt freedom and trust to share everything I was going through,”** Dora shares. “That’s how I started to make new life decisions.” Through Christ and the support of Casa, Dora found a life free of control and violence. “For me, it has been a big change. Now I take care of my health.”

Throughout her challenges, Dora never ceased reading the Bible, praying, attending church, and serving God. However, due to her controlling relationship, she felt ashamed to share what was truly limiting her life. “At Casa, the doctor didn’t come in talking only about my health problems. She made me feel confident.” **Once out of the cycle of violence, Dora discovered strength, change, wellness, and, most importantly, freedom in Christ.** She now openly shares her experience with other women who are in similar situations to her own.

Dora looks back with gratitude and shares her hope with others about their own future. “I tell people this is not an ordinary clinic. They don’t only heal you physically but also help heal your soul. What else could we ask for?”





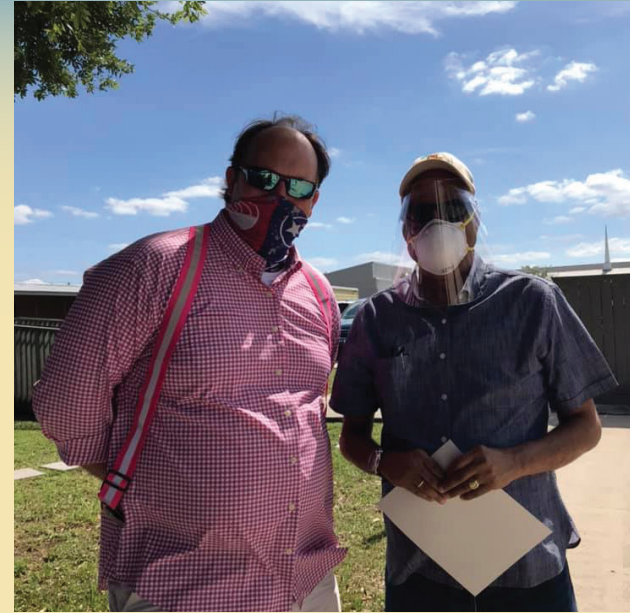
EXIT

COOL ROOM





# 15th Anniversary Highlights









## Ministry Highlight

### Referral Program - Gloria Londono

Sometimes God works through people who simply share their presence. In November 2022, a woman named Lizeth arrived at Casa for healthcare—a mom with children who had recently moved from Honduras to Houston.

Then, before the Christmas holidays, Gloria—a ministry volunteer—helped Lizeth access resources and gifts for her kids. Because Gloria’s persistent approach nurtures trust, Lizeth quickly became comfortable sharing the stressors she and her family were experiencing. Gloria provided Lizeth with resources to enrich her marital life. She invited



Lizeth and her husband to a Valentine’s Day event at her church. The comfortable, no-pressure environment—and Gloria’s patience—led Lizeth and her family to begin attending church regularly.

**Gloria explains that her work sharing The Gospel offers great personal rewards.** “At Lizeth’s last appointment she seemed excited and happy. She talked about her son’s birthday. She invited me into her home for his party.”

**She understands the connections between people’s physical and spiritual health.** “Lizeth still battles with health issues. I walk alongside her, offering resources and maintaining a connection,” Gloria shares. “I always feel grateful when Lizeth calls. I make sure she knows that Casa will continue offering support throughout her physical and spiritual journey.”

Gloria was an important touchstone to others as well in 2023. She shared the love of Christ with two other women and two men. “People often just need someone to talk to.”

Gloria believes that marital support is among many families’ greatest needs. “We do a lot of work around forgiveness.” Gloria’s approachable style and her use of Spanish helps many, especially men, overcome the stigmas around receiving counseling for mental health and marital issues.

Gloria regularly seeks guidance from The Lord when she is doing ministry work with Casa’s patients. “It is not me speaking. He gives me the right words to share.”



# Dental Patient Highlight

## Renewing Sarai's Hope

Dental Coordinator and Community Health Worker (CHW) Eunice Daniel found herself in a race against time when a patient, Sarai, urgently reached out. Sarai's partial denture had broken, revealing a story of pain and resilience that would touch Eunice's heart.

As they exchanged texts, the layers of Sarai's past unfolded. Five years ago, a victim of domestic violence, Sarai endured a brutal attack from her husband that resulted in the loss of her front teeth. Months of pain followed before friends intervened, helping her see a dentist. The doctor extracted the broken teeth and provided her with temporary partial dentures, offering Sarai some relief. However, the financial strain prevented her from obtaining permanent dentures.

Hearing Sarai's story of escape from abuse, Eunice, was determined to assist Sarai, unfortunately there were no available appointments until February. However, God had a different plan; later in the day as Eunice reviewed the schedule, she discovered that another patient had called to cancel their appointment. Additionally, Volunteer Dental Director Dr. Paul Lee called in and told Eunice that he would come in to offer any help despite not being on the schedule. **Eunice felt in that instant that God was making the way and moving mountains to help Sarai.**

On the day of the appointment Eunice offered to pray with Sarai. During their prayer both ladies praised God for his faithfulness. Eunice was able to interpret to Dr. Lee the situation at hand after which he conferred with the other dentist. Eunice watched in awe as all of the dentists worked together to repair Sarai's temporary dentures. **Dr. Lee's act of kindness went beyond the call of duty, embodying the spirit of Casa's commitment to fostering genuine connections with our patients.**

Grateful for Dr. Lee's selflessness, Eunice reflected on the unique atmosphere at Casa. "I don't think that the patient would have felt comfortable sharing the details of her abuse if it weren't for the trusting relationship we have built with her through the Community Health Worker program." This patient interaction highlights the importance of creating spaces where patients feel safe to share their stories, allowing for more holistic and compassionate care.

**Sarai left with repaired dentures and a renewed sense of hope.** The collaborative efforts of a CHW, several volunteer dentists, and the Casa community showcased the transformative power of empathy and the impact it can have on a person's life. The story of Sarai became a beacon of light, reminding everyone at Casa of the profound difference they make in the lives of those they serve.





## **2023 Dental Care**

**216 Patient Visits**

**640 Procedures**

# Afghan Clinic

## Volunteer Highlight - Philip



In 2022, the Holy Spirit prompted the staff at Casa to provide care to Afghan refugees who settled in Houston. From the very beginning of his work with Casa, Philip's genuine passion for our cause shone brightly.

Philip's authentic connection with the Afghan Clinic's community is in praying over patients. This fosters a sense of unity and solidarity that resonates deeply for him. He says, "When people first come to Casa, they have no financial resources and need help." He knows the Lord is working through Casa touching people's hearts.

Philip's is a powerful testament. One patient named Abdallah had known nothing but the teachings and practices of Islam throughout his life. After fleeing his homeland of Afghanistan and settling in Houston, Abdallah came to Casa and met Philip, who offered him more than just a helping hand; he shared the message of Jesus Christ's redemptive love. Through heartfelt prayers and an earnest desire to know Jesus, Abdallah made the life-changing decision to receive Jesus Christ as his personal Lord and Savior.

At that moment, his life began to change. **His anxieties were replaced by the peace that surpasses all understanding.**

Philip says that the patients love the environment at Casa. "They notice they are being taken care of." Patients at Casa have experienced lots of isolation while going through the storms. They are going through trauma. Many have lost their loved ones. "Their suffering is especially hard when they are sick," he says.

Philip offers important translation services, which many people who come to the Afghan Clinic rely on. He thanks Casa's staff, donors and volunteers for doing such great work. **"Through Casa, the Lord keeps our patients taken care of and saves their hearts."**

# Financials

FYE 12.31.2023  
(Unaudited)

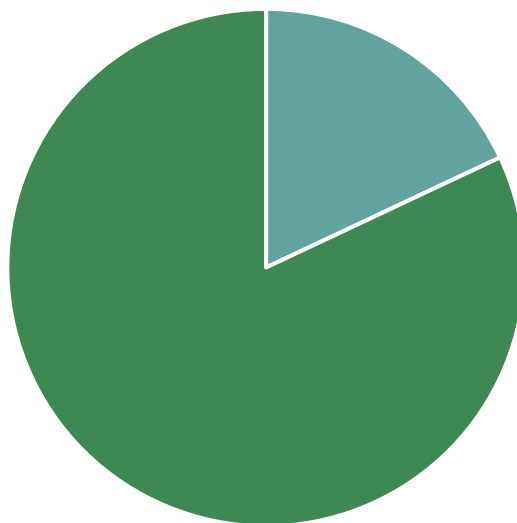
## ASSETS

Cash and Cash Equivalents	\$1,294,573
Accounts Receivable	66,224
Prepaid Expenses	33,370
Medical Supply Inventory	408
Capital Assets, net of accumulated depreciation	416,048
<b>Total Assets</b>	<b>\$1,810,623</b>

## LIABILITIES & NET ASSETS

Liabilities	
Accounts Payable	\$22,038
<b>Total Liabilities</b>	<b>\$22,038</b>
Net Assets	
Temporarily Restricted	\$81,509
Unrestricted	1,082,076
Operating Reserve	625,000
<b>Total Net Assets</b>	<b>\$1,788,585</b>
<b>Total Liabilities and Net Assets</b>	<b>\$1,810,623</b>

2024 Casa Operating Budget ..... \$1,232,375



*82¢*  
of every  
dollar goes  
to programs



## *Board of Directors*

Orin Lewis, President  
Bert Graham, Secretary  
David Jenkins, Treasurer  
Anthony Brissett, MD, Medical Director  
Paul Lee, DDS, Dental Director  
Justo Robinson, Ministry Director  
Jeff McNear  
Margaret Robinson  
Aart Schenau

## *Staff*

Christy Sylvester, Executive Director  
Julissa Chappell, Director of Volunteer and Ministry Services  
Emily Fleisher, MSN, RN, CPN Clinic Manager  
Nicole Ellis, MSN, FNP Family Nurse Practitioner  
Bailey Salazar, FNP-C Family Nurse Practitioner  
Rosa Diaz, Ministry Services Manager  
Lisa Arriaga, Accounting & Purchasing Coordinator  
Gabrielle Martinez, Development Coordinator  
Yemile Bazaldua, Medical Assistant  
Esperanza Hidalgo, Medical Assistant  
Eunice Daniel, Dental Associate  
Maria Castillo, Check-In Admin  
Maria Gonzalez, Ministry Admin  
Sandra Hernandez, Check-Out Admin  
Julius Polintan, Dental Assistant  
Gloria Londono, Ministry Assistant  
Flor Bazan, Ministry Assistant

# Celebrate Love

Give to Casa el Buen Samaritano

The testimonies on the pages within are only a few real life accounts of selfless service that helped Casa carry out its mission-driven work in 2023. Casa's work would not be possible without the heartfelt giving of your time, talents, faith and finances. If you would like to champion our work in 2024, there are many ways to partner.

## Community Fundraising

Organize an event to collect Bibles, school supplies, Christmas gifts, or raise funds.

## Gifts of Stocks and Bonds

Donate appreciated securities, including stocks or bonds.

## Memorial Gifts / Gifts in Honor

Make a gift to honor or memorialize a special person or event in their life.

## Gifts of Cash

Make a cash, check, or credit card payment.

## Matching Gifts

Double your gift! Ask if your employer will match your charitable contribution.

## Recurring Gifts

Conveniently share your Love in Action year-round.



Scan the QR code to make a donation

or mail a check to

Casa el Buen Samaritano

PO Box 20487

Houston, Texas 77225

Or to pay by credit card

call 713.400.7519

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



*They shall eagerly utter the memory of Your abundant goodness*

*And will shout joyfully of Your righteousness.*

*Psalm 145:7*

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

713.400.7519

[admin@casaelbuen.org](mailto:admin@casaelbuen.org)

