

ANNUAL REPORT 2023 HEART & SOUL FREE CLINIC

Inside

2023: Year in Review

Financials

Plans for 2024



www.heartandsoulclinic.org



2023 YEAR IN REVIEW

Heart and Soul Clinic continues to care for the needs of patients while on the path to plan for the future of the clinic. Establishing a strategic plan was imperative to outline the path. The 3-Year Strategic Plan Vision is Building our capacity to multiply our impact. The goals include 1) Informed Care: We partner with our patients to deliver care designed to meet their needs. 2) Intentional Team Support: We invest in our people to support a mission-centered, diverse team of volunteers, staff members, and board leaders. 3) Sustainable Resource Development: We engage with our supporters to inspire sustained giving and strengthen our operational capacity. 4) Broad Community Awareness: We connect with our community to be a recognized and trusted health resource.

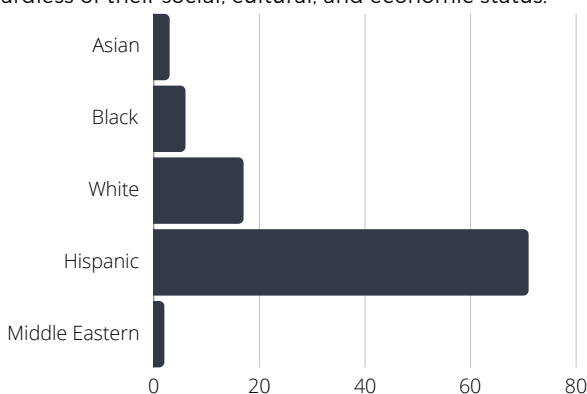
We continue to provide quality healthcare meeting the needs of our patients. We have grown in 2023 to include an orthopedic clinic with monthly physical therapy. In addition the clinic welcomed Anna Durkee, NP to the staff at the clinic. It is estimated that the clinic provided over \$350,000 worth of free health care this year.

Our patient satisfaction survey indicates a 97% positive experience. A patient states "Such kind people here, I really feel that someone cares about me, thank you and God bless you for everything you guys do for us." We are grateful for the passionate and committed team of staff and volunteers. Our supporters and donors are amazing and continue to provide financially to the success of the clinic.

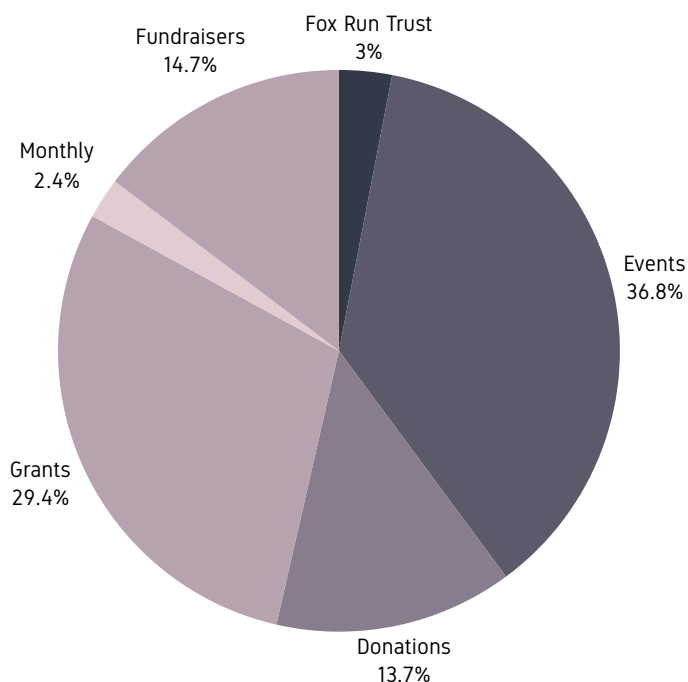
Thank You!

Lisa Zouvelos Kreag
Executive Director

Mission: To provide highest quality healthcare to our uninsured and underinsured neighbors in Central Indiana regardless of their social, cultural, and economic status.



STATISTICS

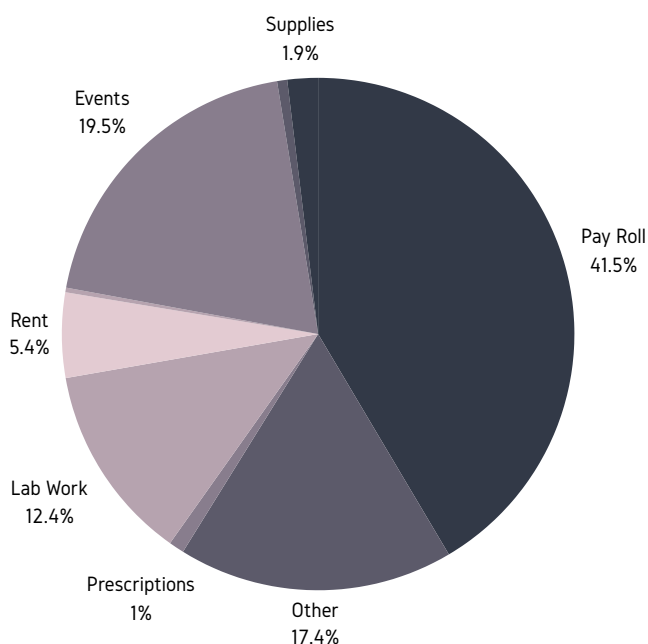


HEART AND SOUL CLINIC REVENUE

The funding for the yearly budget is through grants, donors and fundraisers. The number of patients and patient visits increased on average of 15% during 2023. We provided care to 697 patients at 1742 patient visits. We are so thankful for the generous support of our donors. You make the difference!

HEART AND SOUL CLINIC EXPENSES

The clinic spending increased by 15% in 2023. The increase can be attributed to the growth in patient visits and also inflation. The clinic continues to keep the yearly budget low by leveraging volunteer health care providers, in-kind donations, and being efficient with healthcare delivery.



PLANS FOR 2024

Heart and Soul Clinic intends to build our capacity during 2024 so we can continue to multiply our impact on the healthcare needs of the community. In 2024, we will purchase a newer to us RV to continue our mobile health clinics. We intend to continue our search for a larger space in or around the Westfield area that will allow us to extend our services. As always we depend on the generosity of donors and volunteers. We aim to grow our donors and volunteers for the future of the clinic.