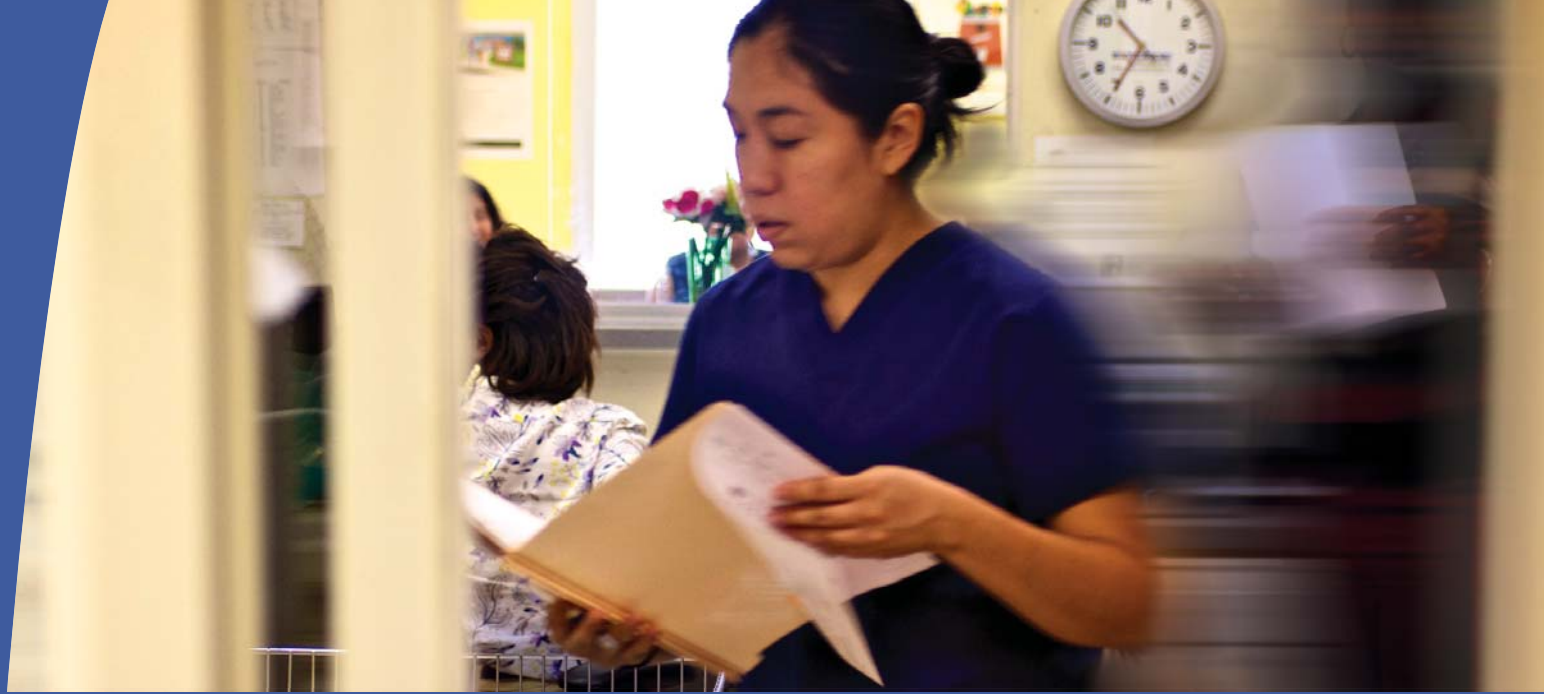


2011 Annual Report

A Day in the Life of
CrossOver Health Care Ministry



CROSS OVER

Health Care Ministry

COMPASSIONATE HEALTH CARE FOR PEOPLE IN NEED

This is the day the LORD has made; let us rejoice and be glad in it.

~Psalm 118:24

"I feel CrossOver uses medicine from God to create a miracle. The medicine is called love, L-O-V-E, love. My heart is full of thanksgiving."

~Kit, CrossOver Patient



8:00 a.m. |

The clinics come alive as volunteers and staff arrive for the day and patients begin to line up outside.

Each Day Brings New Opportunities to Serve Those in Need.

We chose A Day in the Life of CrossOver Health Care Ministry as the theme for this year's report as a means to illustrate the full range of compassionate health care services that CrossOver provides for our uninsured low-income neighbors. After almost three decades, CrossOver continues to impact our community by restoring health and hope, one person at a time.

We are blessed by hundreds of devoted volunteers to supplement our small but committed staff. As a result, patient visits have doubled over the past four years, while our cost per visit has been reduced by more than 40%. CrossOver provided more than 35,000 patient visits this past year, serving more than 140 patients per day at our three clinics. Our Community Pharmacy continues to expand the range of medications available to our patients. In the past year, the number of free prescriptions dispensed increased by 9.5% to 31,764 prescriptions valued at over \$5 million.

In April, we expanded our Western Henrico location to include a separate dental and vision suite with three dental chairs and an eye lane. As oral health care remains one of the largest unmet local health care needs, we will continue to seek ways to optimize the use of these new resources. Having eye care services available at this location has resulted in a new partnership with Goochland Free Clinic and Family Services (GFCFS). Currently, one day per month, GFCFS brings a van full of Goochland County patients to CrossOver's eye care clinic. This is one of many examples of collaboration that occurs across the health care safety net.

9:30 a.m. | Downtown |

After picking up supplies, Marilyn Metzler, RN, Director of Health Education, heads out to teach a Lay Health Promoter (LHP) class. Lack of health knowledge leads to chronic illnesses, life-threatening complications and early death. Lay Health Promoters learn about prevention of disease, recognition of early warning signs of illness, and accessing and navigating available resources. They then share that knowledge with family, neighbors and friends.



CrossOver is truly blessed by the community's financial and prayer support, in-kind donations of medications, equipment, supplies and services, as well as the skilled and discerning interaction of our volunteers with our patients. This amazing level of generous collaboration has enabled CrossOver to carefully steward \$2 million of cash donations to deliver over \$10.5 million in services to save lives on many levels.

Without question, there is much uncertainty regarding the future of health care reform. What remains certain, however, is the ongoing need for access to the quality compassionate health care that CrossOver provides. We are deeply thankful for your faithful outpouring of support. We pray that you will continue with us on this exciting journey of restoring health and hope each day to our neighbors in need.

Annhorne Truitt
President, Board of Directors

Tom Byrd
Immediate Past President, Board of Directors

10:30 a.m. | Western Henrico |

Robert, who is diabetic, arrives for a checkup. Uninsured people with chronic illnesses such as diabetes, asthma and heart disease often wait for a crisis to seek health care and are more likely to rely on emergency room services. At CrossOver, patients like Robert are able to treat and monitor their diseases, thus preventing life threatening conditions.



Fiscal Year 2011 Patient Statistics

Patient Encounters by Clinic

Downtown Clinic – 48% ▶

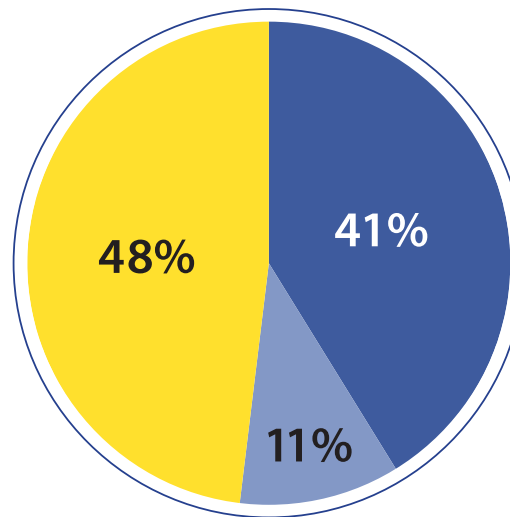
108 Cowardin Ave., Richmond, VA 23224

Western Henrico Clinic – 41% ▶

8600 Quioccasin Rd., Richmond, VA 23229

Chesterfield Clinic – 11% ▶

2619 Sherbourne Rd., Richmond, VA 23237



Through in-clinic programs and referrals to other facilities, CrossOver provides a full range of services.

Patient Statistics

5,920	Unique Patients Served
35,656	Patient Encounters
988	Mammogram Appointments
1,027	Other Imaging Appointments
775	Access Now Referrals
152	Babies Born
31,764	Prescriptions Provided
2,988	Dental Visits
1,286	Eye Care Visits
26,938	Medical Visits
1,591	Mental Health Visits
1,015	HIV Visits
1,838	OB Visits

“Since my first day working for CrossOver, I have always been impressed with the generosity of spirit and quality of care that is provided by our volunteers. Our clinicians and nurses, who are among the best in their fields, along with our non-medical volunteers are a blessing to our patients’ physical, mental and spiritual health and an inspiration to work with daily.”

~Eric Brinkert, Volunteer Coordinator



Volunteer Statistics

Primary Care Provider Hours	2,109
Specialty Care Provider Hours	2,179
Nursing Care Hours	4,576
Additional Volunteer Hours	18,881*
▶ Total Hours Volunteered	27,745

*Includes pharmacy, dental, vision and non-clinical volunteers

Lay Health Promoter Program Statistics

- 91** New Lay Health Promoter graduates, bringing the total to 1,184
- 6,908** Health education visits conducted
- 85** Health information booths at area churches and health fairs
- 3,220** Women received breast health and early cancer information
- 10** Continuing education workshops conducted. Topics include:
 - Caregiver Stress - learning how to prevent burnout
 - Dementia - what is it?
 - Mobilizing LHPs to be part of the health care solution
 - Nutrition and weight loss
 - Beauty from ashes - God’s transformational power



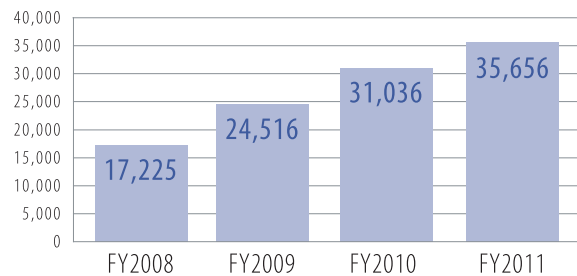
“At CrossOver, each dollar donated to the ministry is multiplied many times over in health care benefits for our patients. Through effective organizational management and the collaboration of our volunteers and staff, we leverage our resources to provide high quality health care at an efficient cost.”

~J. Stephen Lindsey, FACHE, Treasurer

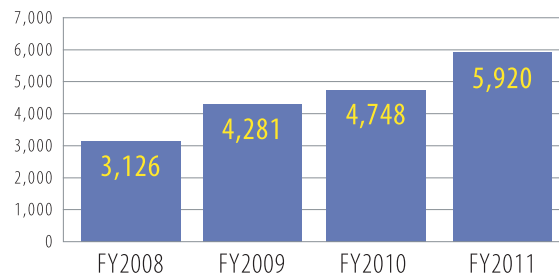
Services Up, Costs Down.

CrossOver continues to make a major impact on the Richmond community. While the amount of care provided, measured in clinical visits, has more than doubled in the past four years, the cost per patient visit has been reduced by 40%. This has been accomplished by leveraging volunteer time and in-kind donations.

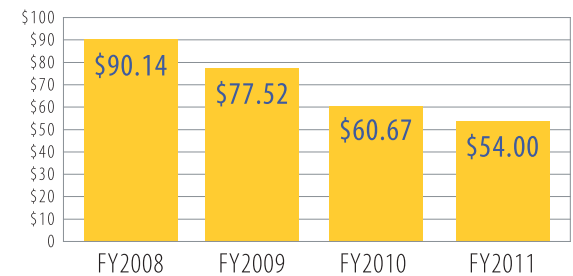
Clinical Visits



Unique Patients Served



Cost per Patient Visit





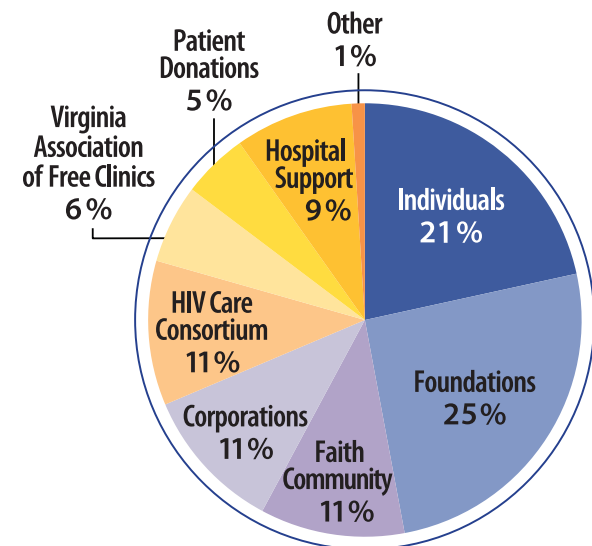
Statement of Activities

For the Year Ended June 30, 2011

Cash Support and Revenue	\$1,909,032
In-Kind Contributions*	\$8,644,309
▶ Total Support and Revenue	\$10,553,341
Program Services	\$9,906,115
Supporting Services	\$535,832
▶ Total Expenses	\$10,441,947
Change in Net Assets	\$149,157
Support Services Expense as a % of Total Expenses	5.1%

*In-Kind contributions include donated labor, medications, supplies and medical services

FY11 Sources of Cash Support and Revenue





11:15 a.m. | Downtown |

Carla arrives for an appointment with CrossOver's HIV team. The only free clinic in Richmond that provides full service care to patients with HIV, CrossOver offers a full continuum of care for all of her health needs, from lab tests and medications, to social work case management and mental health counseling.

Our Donors

July 1, 2010 to June 30, 2011

\$50,000+

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Bon Secours Health System
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12:00 p.m. | Western Henrico |

CrossOver's depth of care is unique for a free clinic environment.

CrossOver offers a variety of specialized care such as cardiology, ear nose and throat services, and physical therapy.

Ben, who injured himself on the job, comes in twice a week for therapy to rehabilitate his back. He will soon be able to return to work.



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1:00 p.m. | Downtown |

Anne, a volunteer financial screener, meets with potential patients to help them access the medical system. Immigrants from more than 100 countries are included in the patient base at CrossOver. For patients like Dominic, who came from El Salvador, seeking help with very little knowledge of English can be a frightening and overwhelming experience. Trained screeners take the time to explain and guide patients through the process.

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 Colonial Place Christian Church -
 Christian Women's Fellowship
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 Charlie Conrad



2:00 p.m. | Chesterfield |

Anya, a working single mother, was so focused on her children's well being that she lost sight of her own. Untreated diabetes and high blood pressure were threatening to destroy her kidneys and her illness left her unable to work. Since coming to CrossOver, her blood pressure is back to normal, her diabetes is under control, and she is once more able to provide for her family.

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 Reverend and Mrs. R. Franklin Gillis, Jr.



3:15 p.m. | Downtown |

A courier from Bon Secours Health System arrives to deliver medications from CrossOver's community pharmacy to other free clinics.

As the only free clinic in the Richmond area with a licensed pharmacy on site, CrossOver is able to provide free medications to our own patients as well as those served by the Fan Free Clinic, the Richmond Center for High Blood Pressure, the Love of Jesus Health Center, the Free Clinic of Powhatan and Goochland Free Clinic and Family Services.

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“Thursdays at CrossOver are the most exciting time of the week for me. Not only do I get to work with these patients, but I can also influence future dentists. I feel like God has called me to be a mentor, and I am able to mentor dental students brought through CrossOver every week as volunteers.”

~Rob Cox, DDS, Volunteer

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4:00 p.m. | Downtown |

Poor dental care can have an extremely adverse effect on nutrition and general health. When Micah came to CrossOver, he hadn't seen a dentist in years and his health was poorer for it. Now, his gum disease is under control and his nutrition has improved.



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5:00 p.m. | Western Henrico |

Volunteer Coordinator Eric Brinkert meets with a church group that will be performing a mission clinic the following Saturday. Mission clinics provide churches and community partners a chance to apply their medical skills in the service of their community.



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6:00 p.m. | Western Henrico |
 The Development Committee
 meets in the conference room
 to plan for the upcoming
 Compassionate Care Awards
 and the CrossOver Challenge.

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7:00 p.m. | Downtown |
 Volunteers from VCU Schools of
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 as part of CrossOver's evening clinic
 program. These clinics provide
 convenient evening clinic hours for
 our patients and are excellent service
 learning activities for the students.

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 Teresa Duke, RN
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 Olga Duque
 Jacqueline Dwyer
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Franklin Luke, DC
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Stephanie Lynch
Minh Ma
Quan Ma
Carter Mackey
Allen MacIlwaine
Ann MacLean
Sister Anne Marie Mack, RN
David MacMillan, MD
Ralph MacMillan, MD
Avery Maestrello
Christopher Maestrello
Ethan Maestrello
Laura Maestrello
Steven Maestrello, MD
Eva Maguina
Becky Mains
Rachel Mains
Caryn Malkman, MD
Fernando Mangieri
Laura Marcantino
Gail Markley
Brenda Marks, RN
Stephanie Marqueen
Rose Martin

Aimee Marx
Constance Mason
Lauren Mateer
Michael Matthews
Sallie Mayer, PharmD
Gregory Mayes
Anita McAllister
Colin McCulloch
Pamela McGhee, MD
Patrick McKenzie
Janice McMillan
Mary Heather McMunn
Michael McMunn, DDS
Rick Mears
Elise Medina
Samantha Meeker
Thomas Meeks, MD
Joe Mehfoud, MD
Rita Mertig, RN
Amanda Miles
Virginia Miley
Benita Miller, DDS
Michael Miller, DDS
Deborah Mills
Jolmi Minaya-Suriel
Robert Mitchell, MD

Vanessa Mitchell
Esther Moeckl, RN
Emily Montaperto
Tasha Morgan
Randy Morris, MD
Cheryl Moses
Blair Mudd
Perry Mullinax, MD
Pat Mundy, RPh
Bevin Murchie, PharmD
Jann Murchie
Rod Murchie, DDS
Cheryl Murphy, MD
Mary Lynne Murphy, RN
Patrick Murphy
Mary Lynn Murphy, RN
Kathryn Myers
William Nau, PhD
Deborah Neher
Charles Nelson
David Nelson, MD
Eric Ness
DeShirl Neville
Nancy Newins
Mark Newton, MD
Kate Nguyen

Nancy Nguyen
Bradley D. Nott
Owen Nott
Bi Ntumngia, RPh
Valerie Nuckols
Yvonne Nunnally
Jill Nwajiaku
Carolyn Oakley
Nan O'Connell, MD
John O'Dell
Dr. Stewart O'Keefe, MD
Mary Okwiri
Patrick Oley
Ben Olinger
Mary Olinger, MD
Stephanie Oliveira
James Oliver
Kaitlyn Oliver
Chelsea Olsen
Louis Orsatti
Betty Overbey, RN
Susan Owens
Susan Paavola
Joshua Pacioso
Sarah Palazzolo
Julie Palmore, DDS

Randolph Palmore, MD
Elizabeth Palsa
Zarah Liz Panaguiton
Christine Papa
Meena Park, RN
Tennessee Park
Ialantha Parker
Keisha Parker
Thaddeus Parker
Wini Parker
Neil Partridge, RPh
Puja Patel
Cynthia Patton
Lynn Payne
Grace Paxton
Lisa Pearson, RN
Carolyn Peel, MD
Nancy Pendergast, RN
Lynn Pendleton
Glenn Perez, RN
Michael Perini, MD
Jay Perry
Sarah Perry
Tina Perry, RN
Julie Peters, RN
Denise Petersen

Eugene Petras, DDS
Nichole Pettus
Linda Pham
Lisa Pham
Matthew Phan
Eric Piasecki
Gloria Pollock
Elizabeth Porter
Sheila Pour, PA-C
Anita Priddy, RN
Sarah Prillaman, NP-C
Gordon Prior, DDS
Rachel Pryor
Ann Pryor, RN
Dwight Rackley, NP-C
Helen Ragazzi, MD
Diana Ramos
Katarina Rampe
Bethany Randall
Rebecca Randall
Trevan Rankin
Vishaka Ravishankar
Julie Rechel
Ed Reed, MD
Allison Rego
Joan Reppert, RN

“I love being able to use my nursing skills at CrossOver to help provide quality care to the under served community in Richmond. The physicians and other professionals all give care from their heart. It is an honor to be a part of the team.”

~Sue Schneider, RN, BSN



Aimee Reyes
Richard Reynolds, MD
Emily Rice
Margie Rickell, NP-C
Linda Ritenour
Mayra Rivas
Cullen R. Rivers, MD
Abigail Roberson
Caitlin Roberts
MaryAnn Roberts, RN
Marji Robertson
Jolynne Robins NP-C
Isabel Rocha
Earl Rogers
Nancy Rogers
Leo Ross, RPh
Sonia Ruano
Mark Ryan, MD
Renate Sabluskay
Jonathan Sadler
Sara Sahakian
Corrie Schaefer
Casey Schiedel
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Sue Schneider, RN
James Shroeder, DDS

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Anamaria Scozzaro
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Dottie Shepard
Felix Shepard
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Jerry Silva
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Sunil Sinha MD, FACHE
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Cynthia Smith, RN
Jamica Smith

Lindley Smith, MD
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Sarah Stinnett
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Famata Taylor
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Ani Tetrault, RPh
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Selma Vaughan
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Neha Vyas, MD
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Courtney Waldron
Susan Walker
Richard Walker, RN
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Michele Walz
Calli Ward
Hudnall Ware, MD
Deborah Washington

Florence Washington
Rose Washington
Grayson Way
William Way, DDS
Rakira Weathers
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Gary N. Witthoefft
Robert W. Woltz

Anna Wong
Sarah Woody
Issac Wornum, MD
Cynthia Wright
Jennifer Yau
Jessica Young
Heather Zechman, MD
Elaine Zurenko, RN

*“Start by doing what’s
necessary; then do what’s
possible; and suddenly you
are doing the impossible.”
– Francis of Assisi*



Our Board of Directors

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Daniel M. Jannuzzi, MD – Medical Director

“Every day at CrossOver, God creates a miracle by bringing together an amazing group of volunteers and staff to provide compassionate, quality health care to the least of these in our community.”

~Dan Jannuzzi, MD, Medical Director

*Board Member term ended 6/30/2011



“I feel like everyone who walks through the door at CrossOver is treated with great respect. It took being without health insurance for me to feel like I wasn’t a number. For the first time in my life I was really a patient.”

~Susie, CrossOver Patient

Our Staff

Leadership

Julie Bilodeau – Director of Operations
Daniel M. Jannuzzi, MD – Medical Director
Mike Murchie, MD – Assistant Medical Director

Clinical Staff

Vivian Bruzzese, MD – Director of HIV Programs
Andrea Chavez – Bilingual Licensed Practical Nurse
Carlos Concepcion – Bilingual Pharmacy Assistant
Meredith Davis – Bilingual Case Manager
Erlisse Deynes – Bilingual Medications Access Case Worker
Samantha Golding – Bilingual Patient Advocate

Mary Ellen Gomes – Every Woman’s Life Coordinator
Dania Gonzalez – Bilingual Dental Assistant
Teresa Gonzalez – Bilingual Medical Assistant
Barbara Hamm – Medical Assistant
Lyn Harding – Downtown Clinic Manager/Chaplain
Pam Hill, LPC – Bilingual Licensed Professional Counselor
Stephanie Jones – Chesterfield Clinic Manager
Diana Naidoo – Prenatal Coordinator
Dwight Rackley, NP – HIV Team
Kerri Reed – Dental Coordinator
Eleanor Sanchez – Bilingual Patient Advocate
John Stafford – Bilingual Patient Advocate
Shawnda Stovall – Dental Hygienist
Michelle Taylor – Pharmacy Coordinator
Amy Thesing – Western Henrico Clinic Manager

Leo Ulashkin – Medications Associate
Gay White, MD – Staff Physician

Health Education

Karen Bunn – Hispanic Health Education Coordinator
Marilyn Metzler, RN, BSN – Director of Health Education

Administration

Allison Barton – Accounting Associate
Eric Brinkert – Volunteer Coordinator
Amy Capistran – Development Associate
Rachel Contreras – Operations Specialist
Rachel Payne – Administrative Coordinator
Sarah Saunders – Development Associate
Lynn Williams – Development Manager

Our Mission

We are called to provide health care, promote wellness and connect community talents and resources with people in need in the name of Jesus Christ.



Our Vision

A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

"And of some have compassion, making a difference."

~Jude 1:22

**CrossOver
Administrative
Offices**

8600 Quioccasin Rd.
Suite 102
Richmond, VA 23229
804-422-2600

**CrossOver
Downtown**

108 Cowardin Ave.
Richmond, VA 23224
804-233-5016

**CrossOver
Western Henrico**

Across from Regency Mall
8600 Quioccasin Rd.
Suite 105
Richmond, VA 23229
804-622-0803

**CrossOver
Chesterfield**

*At Sherbourne United
Methodist Church*
2619 Sherbourne Rd.
Richmond, VA 23237
804-249-4004

CrossOver Health Care Ministry – providing compassionate health care for people in need.