

# Inspiration & Innovation

2012-2013 Annual Report



CROSSOVER  
Healthcare Ministry

Dear Friends of CrossOver Healthcare Ministry,

It has been an exciting year!

Thank you for your support of CrossOver Healthcare Ministry during the past year. We continued to improve our service to the poor while serving a record number of patients. During the year, the clinic had 45,589 patient visits and served 6,815 patients. These results came from the work of many hands.

I want to thank everyone involved in continuing to make CrossOver a success over the past year. The CrossOver Ministry team works together to deliver world class care to our neighbors in need in the name of Jesus Christ.

During the past year, the board completed a strategic plan that will help us improve the care given to our patients and ensure long-term sustainability of the ministry in the coming years. Many community leaders provided input for the plan. The result is a plan that will help us focus our efforts to improve care to our patients.

Our Downtown and Western Henrico clinics were both remodeled and expanded during the past year. We were able to add three exam rooms and three consultation rooms at the two clinics. After prayerful consideration we decided to close the CrossOver Sherborne Clinic and focus our patient services at our two full service clinics. The Downtown and Western Henrico clinics will be able to provide a full service patient home for all of our patients including referrals. Each clinic will provide, primary and specialty medical care, dental, eye and behavioral services.

The coming year will offer a new set of challenges as the Affordable Care Act takes effect. I am very confident that CrossOver will be able, with your support to continue to meet the needs of our patients in this new era.

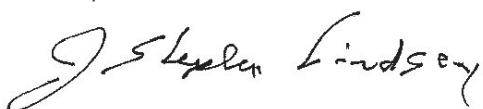
**Luke 10:36-37 says "Which of these three do you think was a neighbor to the man who fell into the hands of robbers?"**

**The expert in the law replied, "The one who had mercy on him."**

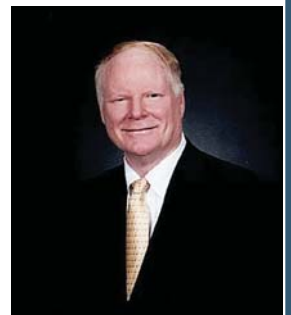
**Jesus told him, "Go and do likewise."**

I think that this passage calls us to reflect and redouble our efforts to serve the poor for the coming year. We are currently receiving over 50 calls a day from new patients needing services. Our goal is to help as many people as possible. Last year was a big success, now the coming year will offer tremendous opportunities to continue to grow our service to those in need. We will need many hands to meet the need. With His guidance and your help we will meet the needs of our community.

Peace,



Steve Lindsey

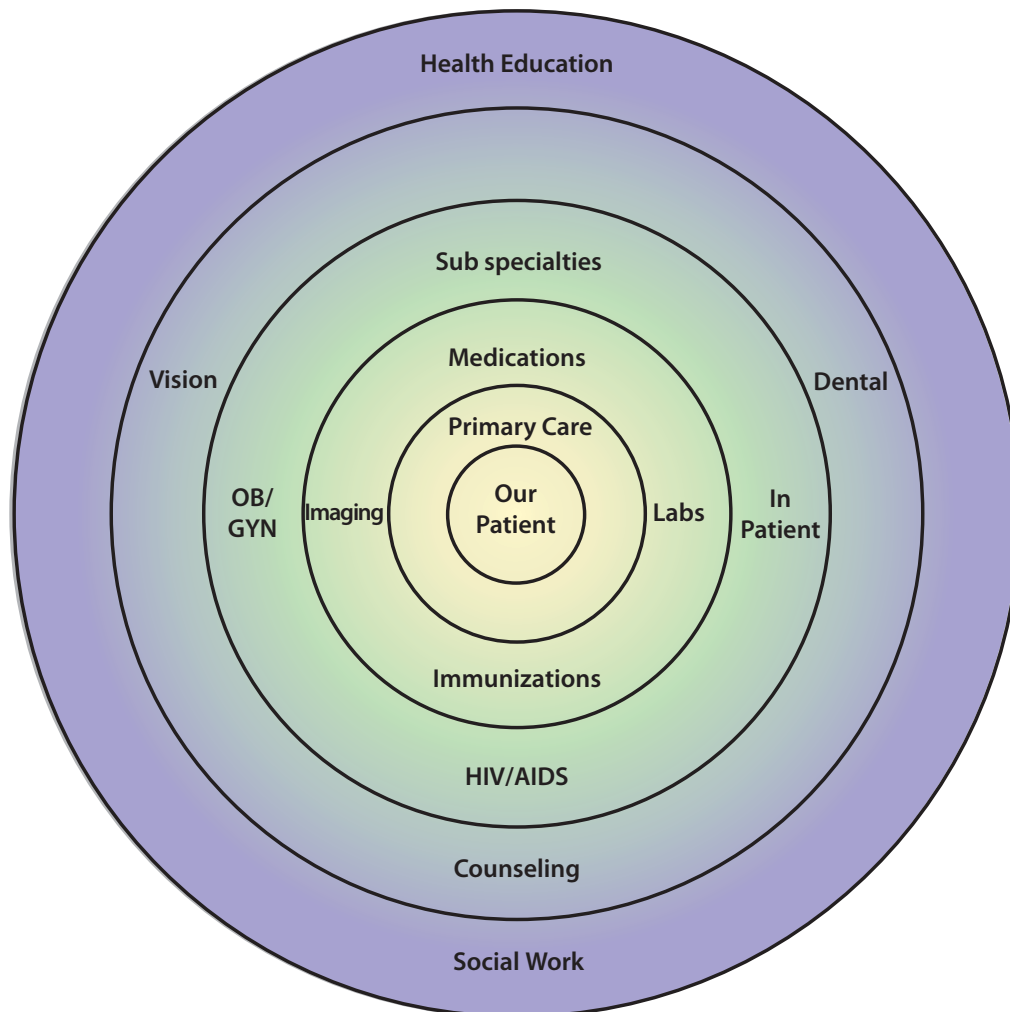


“You are the light of the world. A city on a hill cannot be hidden. Neither do people light a lamp and put it under a bowl... in the same way, let your light shine before men, that they may see your good deeds and praise your Father in heaven.”

Matthew 5:14-16



Providing a full spectrum of care to people in need.



At CrossOver, the patient is our central focus. We start with their primary care and expand outward to specialty care all the way to health education and social work case management. We strive every day to add innovative resources to increase the depth and breadth of care we provide.

# Upgrades and Improvements

As the need for our services grows, clinic space becomes more of an issue. This year we were able to alleviate some of our capacity issues with an expansion of the Western Henrico Clinic and upgrades at the Downtown Clinic. Funding from the Annabella R. Jenkins Foundation and Metropolitan Health Foundation as well as many private donations made it all possible.



The Western Henrico Clinic has doubled in size to include an expanded waiting room (pictured above right), a provider room for doctors to work and collaborate (pictured above left), two designated counseling rooms, financial screening offices, a new medication room and check-out desk and two additional exam rooms. A multipurpose room with a full kitchen was also added so that we can teach patients with chronic conditions how to prepare healthy meals.

The entire downtown clinic received much needed new paint and flooring. The waiting and exam rooms were upgraded (below left) and two additional counseling rooms were added. At both clinics, brand new medication racks were installed to more efficiently manage our patients' medication needs (bottom right).





## Partners in Learning and Healing

The rich academic environment in Richmond allows us to partner with students from a variety of disciplines. Through the Enhanced Teaching Practice at VCU, CrossOver has seen many students come through our doors over the years. Two nights per week, students from the Medical, Pharmacy and Nursing schools run the evening clinic at Cowardin (pictured above left). Many of these students care for their very first patients at our clinics.

Through VCU's School of Pharmacy, CrossOver also participates in IMPACT: Diabetes. Through this program, pharmacy residents and students, under the direction of Sallie Mayer, PharmD, work with our diabetic patients to better manage their disease. Our current resident, Michael Dail, is pictured above (right) consulting a patient about the correct dosage of insulin.

CrossOver also partners with area schools, including the University of Richmond, to provide internships for students. Many (pictured below) is a Bonner Scholar at U of R and a CrossOver summer intern. Her fluency in Arabic has proven invaluable in helping our patients from the Middle East.

“Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.”

Thomas A. Edison



# Community Partnerships: Improving Technology



CrossOver's vision program continues to expand and serve more patients every year. This year 1,404 patients received eye exams.

Thanks to the Virginia Eye Institute (VEI), not only can we see more patients, but we can also perform more advanced testing. This year VEI donated a state-of-the-art Humphrey Visual Field Analyzer, which is important for diagnosing glaucoma and monitoring the loss of peripheral vision in patients. Given that a large percentage of our patient population suffers from diabetes and hypertension--two diseases that increase the risk for glaucoma--this machine is critical to our practice. In addition to the visual field analyzer, VEI has donated an auto refractor, lensometers and vouchers for free glasses for patients to use at their optical shops.

CrossOver is extremely grateful to the Medarva Foundation Fund for their continued support of the vision program.



Harvey Neale, a weekly volunteer at the Western Henrico Clinic, had a problem--the computers at the front desk were unreliable, thus slowing down the check-in and check-out process. Inevitably a backup of patients led to a backup in the clinic. As a retired Altria employee, he knew that his former company has a skills based volunteer program that connects its employees with opportunities to volunteer in the community. CrossOver was soon 'adopted' by Altria's Emerging Leaders Group (pictured above with CrossOver staff) of Altria's Information Services department.

After evaluating our hardware and systems, Altria donated 30 computers and funds for software so the clinics can run more efficiently. In addition to configuring the computers, the Emerging leaders are compiling training manuals, holding on-site learning sessions and developing a troubleshooting blog for CrossOver employees.

# Special Events



*(From left to right) Dr. James Darden, Dr. Sheryl Finucane, Dr. Ralph MacMillan, Allison Bailey, Bryan Gilreath and Tom Byrd*

## The 2012 Compassionate Care Awards

This year's Compassionate Care Awards were a rousing success. The dinner was hosted by Dr. and Mrs. Robert Cox, Dr. and Mrs. Daniel Jannuzzi and Dr. and Mrs. Cullen Rivers. Once again, the ballroom at The Jefferson was full as we paid tribute to six of our dedicated volunteers:

- Retired general surgeon Dr. James Darden has volunteered weekly for the past ten years at the Downtown Clinic. For many of these years, he was the only physician to provide surgical services at CrossOver.
- Dr. Ralph MacMillan, a retired primary care physician, has the distinction of being the only volunteer to treat patients at all three clinic locations.
- The CrossOver Physical Therapy group, comprised of employees from VCU & Sheltering Arms, has been working with our patients for ten years. Allison Bailey, Dr. Sheryl Finucane, Bryan Gilbreath, and Dr. Dianne Jewell recognize the impact that injuries or disabilities have on low-income individuals and strive to help them regain a better quality of life.
- Former Anthem President, Tom Byrd, served as CrossOver Board President for three years, in addition to serving in a myriad of other ways, from chairing the 2008 Compassionate Care Awards dinner to changing light bulbs in the clinic.

## The 2013 CrossOver Challenge



Despite the unusually brisk weather, approximately 300 people came out to support CrossOver. With new participants, sponsors and a fantastic new t-shirt, this year's event brought with it an energy that helped raise a record \$74,050 for our Single Mothers Health Program. Whether you ran, walked, volunteered, donated, or sponsored, please know that you made a difference in someone's life.



Special thanks to the Challenge steering committee: Jackey Bieber, Andy Birken, Becky Bynum, Christian Cuthbert, Jann Murchie & Missy Murchie. We couldn't have done it without you!

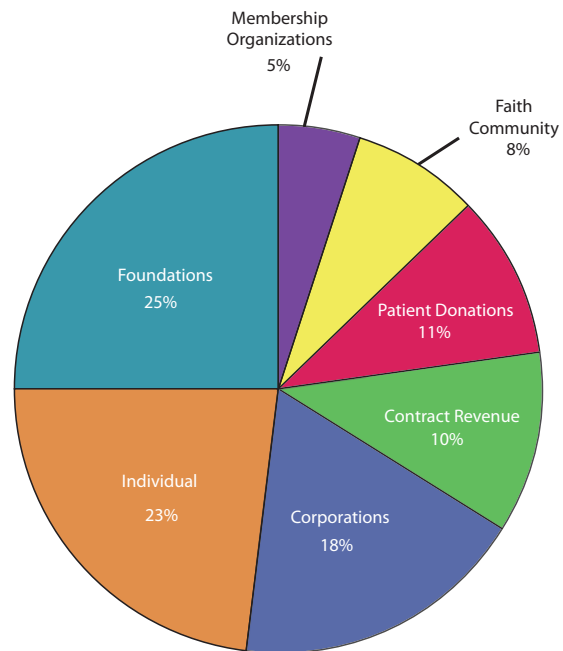
# Statement of Activities

For the Year Ended June 30, 2013

Cash Support and Revenue	\$2,433,565
In-Kind Contributions*	\$12,757,197
<b>Total Support and Revenue</b>	<b>\$15,190,762</b>
Program/Client Service Expenses	\$14,344,961
Management and General Expenses	\$311,582
Fundraising Expenses	\$324,712
<b>Total Expenses</b>	<b>\$14,981,255</b>
Support Service Expenses as a % of Total Expenses	4.3%
Net Assets at Beginning of Year	\$1,633,529
Net Assets at End of Year	\$1,843,036
<b>Change in Net Assets</b>	<b>\$209,507</b>

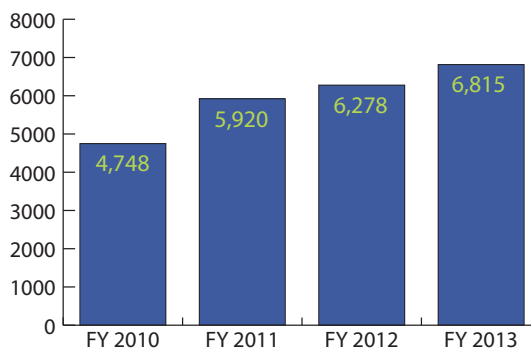
\*In-Kind contributions include donated labor, medications, supplies and medical services

**FY2013 Sources of Cash Support and Revenue**

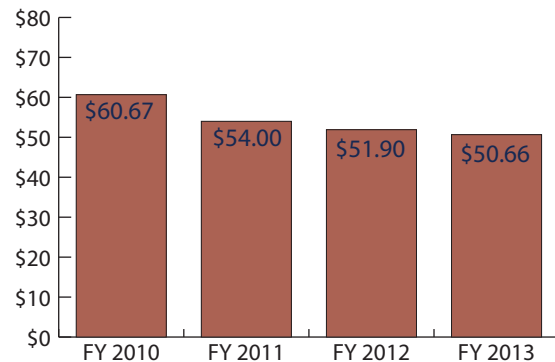


**As our services increase, our costs continue to go down!**

# of Unique Patients



Cost Per Patient Visit





At CrossOver, we work hard to be good stewards of our supporters' donations. These efforts were recognized this year by two national organizations. For the third year in a row, CrossOver was named a four star charity by Charity Navigator, and we were awarded the Better Business Bureau's Charity Seal for accredited organizations.



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Dian Bueno Gonzalez  
Karin Buettner, MD  
Kayla Bumgarner  
Anne Burch  
Bill Burch  
Brenda Burgess  
Molly Burkhardt  
Clara Burner  
Cathy Burns



Valerie Ashley  
Tamoor Asif  
Barbara Astoria  
Steve Astoria  
Sarah Ayad  
Jenny Baca  
Rebecca Bae  
Allison Bailey, PT  
Emmett C.V. Bailey, Jr.  
Josephine Baker  
Lee Baker  
Jessie Barford  
Ken Barker  
Kathy Barksdale, NP  
Elizabeth Barrett, DDS  
Jonathan Barrett  
Robert Bartholomew  
Rob Batte  
Joseph Battista, MD  
Olivia Baumann

Rebecca Blackwell  
Marilyn Blankenship  
Gary Bokinsky, MD  
Latoya Bolling  
Carol Booth, RN  
Bridgette Booth  
Joe Bosta, RPh  
Stacie Boston  
Cheryl Bowers, RN  
Alison Bowman  
Mary Etta Boyce, RN  
Eleanor Bradford  
Melvin Brannan, RPh  
Kate Breitbeil  
Ellie Bremer, NP  
Kathryn Brock  
Shalonda Brooks  
Virginia Brooks  
Renee Brosnam  
Kathleen Brosnan, MD

Connie Burton, RN  
Carlos Bustamante  
Danielle Butler  
Brett Butler  
Rebecca Bynum  
Stephanie Byrd  
Tom Byrd  
Linda Gail Campbell, RN  
Patricia Camper  
Carissa Cantafio, NP  
Annette Capocelli  
Chris Carney  
Kendall Carter  
Zena Carter, PA  
Lucy Casey, RN  
Sue Cervarich  
Betsy Chalmers  
Henry Chambers, Jr.  
Darryl Chang  
Kristina Chang

# Our Volunteers - continued

Lisa Chaplin, NP  
 Marion Chenault  
 Christina Cherian, RN  
 Nell Chesley  
 Cherrie Chettle, RN  
 Mike Chettle  
 Synthia Chowdhury  
 Nibras Clapp  
 Charles Clark, RPh  
 Kathleen Clark  
 Lynda Clarke  
 Santiago Clarke  
 Kyle Clements  
 Martina Clements  
 Myra Clements, RPh  
 Martha Cloe, RN  
 Taylor Cochran-Sutton  
 Barbara Coen  
 Herb Coen  
 Valerie Coleman, RN

Roberta Cozens, NP  
 Bridgette Crable  
 Shelley Craft, RPh  
 Katiemarie Creed, RN  
 Steven Crossman, MD  
 Carol Crowder  
 Jennifer Crowder  
 Zachary Crump, PT  
 Richard Cullen  
 LeeLee Cummings, RN  
 Erin Curro  
 Bill Cushing  
 David Cushing  
 Christian Cuthbert  
 Ginny Cyphert  
 James Dageforde, MD  
 Kathy Dageforde  
 Laura Dageforde, PA  
 Jerome Daniel, MD  
 Princess Daniel, RN

James Duff, DDS  
 Teresa Duke, RN  
 Natasha Duncan  
 Alexa Durnwirth  
 Swati Dwibedy  
 Jacqueline Dwyer  
 Brenda Earley, RPh  
 Doreen Edwards, RN  
 Jennifer Edwards, MD  
 David Elliott, MD  
 Melissa Ellison  
 Laura English  
 Lydia English  
 Diane Epstein  
 Annette Ernst  
 Martha Esleeck  
 Emma Esperanza  
 Jessica Evans  
 Lafon Everett  
 Debbie Everyly  
 Maggie Fahim  
 Jaroa Favilla



Janine Collins  
 Judith Collins, NP  
 Wanda Collins  
 Randi Colyer  
 Maria Conron, RN  
 Charles Cooke, MD  
 Melanie Cooke  
 Jude Cope, MD  
 Jeanette Cordor  
 Chuck Coreth  
 Marcia Coreth  
 Brett Corkran  
 John Cornett, MD  
 Mary Cornett  
 Natario Couser, MD  
 Cathy Cox  
 Donald Cox  
 Kimberly Garland Cox  
 Rebecca Cox, RN  
 Robert Cox, DDS

James Darden, MD  
 Eileen Davis, RN  
 Beth Davis  
 Dee Davis  
 Jane Davis  
 Kayla Davis  
 Monica Davis  
 Mariam Dawood  
 Annie DeButts  
 Madeline Defazio  
 Melanie Demaree  
 Komal Dhir  
 Claudia Diehl  
 Alice Difazio  
 Pamela Dillon  
 Angela Dilworth  
 Alice Dip  
 Samina Dolan, RPh  
 Martha Dommissie, MD  
 Allison Douthat

Danielle Feder  
 Marly Fieldhouse, RN  
 Sheryl Finucane, PT, PhD  
 Jan Fiorelli, RN  
 Barbara Fitzgerald, RN  
 Deby Flanagan  
 Keesa Fleming  
 Susie Fletcher  
 Debbie Floyd  
 Anne Foard  
 Leslie Ford  
 Barbara Fornaris  
 James Foster, MD  
 Yi Foster  
 Everett Fox  
 Randall Foy, DDS  
 Charles Fralin, DDS  
 Beverley Franklin, RN  
 Danielle Frappolli  
 Allison Freeman

Susan Freeman  
Iris Fuentes  
Laura Funkhouser, MD  
Olivia Gad  
Edalio Galarza  
Peter Gallagher  
Maria Garcia Narvaez  
James Garnett, MD  
Christie Gaskins, NP  
Donna Gaskins  
Daniela Gatto  
Johanna Gattuso, RN  
Sigsby Gayle, MD  
Hayu Gelaw  
Atiya General  
Yingying Geng  
Charles Gentry  
Mary Gibson, RN  
Linette Gibson  
Elizabeth Gillette  
Bryan Gilreath, PT  
Arali Giron

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Melissa Guye  
Bonnie Hadden  
Erik Haley  
Virginia Hamm  
Sandy Hammack, RN  
Linda Hammer  
Marlin Hana  
Kendall Hancock  
Lisa Hand  
Yvette Handal  
Joyce Hann  
Josephine Hanrahan  
Jeronica Hardison, RN  
Maryanne Harmon  
Catherine Harold, RN  
Lisa Harootunian

Henry Holland, MD  
M. Brantley Holmes, NP  
Kathleen Hornik  
Patricia Hoy  
Gili Hrusa  
Cindy Hubbard  
Jack Huddle  
Sheila Huddle  
Lori Hunter  
Allison Inge  
Lili Irving  
Charnise Jackson  
Amudha Jacob, RN  
Nancy Jallo, NP  
Janice Jannuzzi  
Angelli Jansen  
Emily Jennings  
Kathleen Jensen, NP  
Wendy Jenvey, RN  
Neelam Jhurani  
Pierce John, MD  
Douglas Johnson, RN



Louise Girvin  
Sharron Glasscock  
Wally Glasscock  
Sally Goldberg, RPh  
Eric Goldberg  
Ruth Goldfarb, RN  
Jill Goldman, MD  
Omar Gonzalez  
Staci Goodwillie  
Georgette Gore  
Anne Granger, RN  
Christian Graven  
Lauren Gray  
Peggy Green  
Anne Grier  
Barry Griffin, DDS  
Chris Grim  
Ann Grimsdale, RN  
Karey Groome, NP  
Nicholas Grubb

Sandy Harrington, RN  
Teresa Harris, RPh  
Elsie Harris  
Michael Hartenberg  
Carolyn Hassan, RN  
Nadia Hassan  
Jennifer Hawkins  
Judy Hawthorne  
Ella Heitzler, NP  
Maria Hernandez  
Diana Herrera  
Mary Hetzel  
Kristen Hewett, RN  
Lynn Hewette, PT  
Victoria Hicks  
Kiara Hill  
Emily Hoade  
Erin Hobson  
Edgar Hodge  
Lisa Holbrook, RN

Kathi Johnson  
Taylor Johnson  
Lynn Johnston  
Manavi Johri  
Cecelia Jones  
Catherine Jones  
Ronald Jones  
Stanley Jones, DDS  
Samuel Jordan  
Maren Judge, RN  
Jared Kachurak  
Mallikharjuna Karamsetty, RPh  
Deborah Karp  
Jeanette Katence  
Brahmleen Kaur  
Florence Kelley  
Joyce Kennedy  
Pamela Kennedy, RN  
Peter Kennedy  
Nibras Khalaf

# Our Volunteers - continued

Juhi Khamar  
 Kathryn Kiiffner, RN  
 Elisa Kim  
 Jonathan Kim  
 Linda Kindervater  
 Jere Kitchen, NP  
 Christopher Klein  
 Ann Klipp, RN  
 John Klipp  
 Katherine Klipp  
 Ruth Knightly, RN  
 Patricia Konrath, RN  
 Naveen Chandra Kotha  
 Sudhinder Koushik  
 Karen Kraegel  
 Evelyn Krausz  
 Margee Krebs, NP  
 Leslie Kreisler, MD  
 Kirtida Laloo, RPh  
 Linda Laser

Claire Lewis  
 Jessica Lewis  
 Susan Lewis, RN  
 Martha Lico, NP  
 Lisa Lindgrin  
 J. Stephen Lindsey  
 Miriam Lindsey  
 Sylvia Littlepage, RN  
 Michael Liu  
 Carmen Loera  
 Andrew Lombardozzi, DC  
 Savannah Louie  
 George Love  
 Douglas Ludeman, MD  
 Franklin Luke, DC  
 Michael Luke  
 Rafy Luqa  
 Andrew Lyell  
 Meredith Lyell  
 Nancy Lynch

Jordan Mauck  
 Morgan Mauck  
 Jason May  
 Sallie Mayer, PharmD  
 Gregory Mayes  
 Keith Mayo  
 Amos Mburu  
 Jennifer McAdoo  
 Shelley McCord, RN  
 David McGee  
 Gary McKinley  
 Carol McLaren  
 Christine McMahan  
 Janice McMillan  
 Rachel McMullan  
 Michael McMunn, DDS  
 Christa McQuate, MD  
 Katie McSweeney  
 Caroline Mears  
 Nick Medellin  
 Elise Medina  
 Samantha Meeker



Milan Lassiter, DC  
 Sarah Lasswell  
 Joyce Latimer  
 Leia Lautzenheiser  
 Deb Lawrence  
 Sue Lawrence  
 Sandra Lawson, RN  
 Linda Lee  
 Lisa Lee, NP  
 Sion Lee  
 Sylvia Lee  
 Ben Lehman  
 Kathy Lehman  
 Alyssa Leimberger, RN  
 Amaris Lemus  
 Jeanette Leonhard  
 Barbara Lester, MD  
 Ronald Lester  
 Tiffany Lester  
 Sarah Leszczyszyn, LCSW

Martha Mabry  
 David MacMillan, MD  
 Ralph MacMillan, MD  
 Avery Maestrello  
 Christopher Maestrello  
 Ethan Maestrello  
 Laura Maestrello  
 Steven Maestrello, MD  
 Carla Maguina  
 Taylor Maiorana  
 Mankanchan Majhail, NP  
 Shekinah Malone  
 Pace Margaret  
 Samantha Marks  
 Brenda Marks, RN  
 Stephanie Marqueen  
 Shana Martin  
 Rubana Masood  
 F. Wayne Mathewson, MD  
 Michael Matthews

Thomas Meeks, MD  
 Heydi Mejia  
 Ryan Meng  
 Neolquidea Gionet Mercedes  
 Branidia Mercedes  
 Rita Mertig, RN  
 Carole Messenger, RN  
 Maria Meyer  
 Lise Mikkelson, RN  
 Benita Miller, DDS  
 Lakisha Miller  
 Michael Miller, DDS  
 Nadia Miller  
 Betty Mills  
 Daniel Mills  
 Deborah Mills, RN  
 Louise Mills  
 Choul Min Min  
 Jolmi Minaya-Suriel  
 Dale Mise

Robert Mitchell, MD  
 Sally Mitchell, RN  
 Kana Miyasato  
 Aurora Monroy  
 Emily Montaperto  
 Erica Montoya  
 Naomi Moore  
 Nicholas Moore  
 William Moore  
 Colleen Moreno  
 Andi Morgan  
 Susan Morris  
 Thomas Morrisette, III  
 Camille Morrison, RN  
 Shelley Moser, RN  
 Cheryl Moses, RPh  
 Caroline Moses  
 Holly Moskowitz, NP  
 Denise Motley  
 Vaquinda Motley  
 Rod Murchie, DDS  
 Jann Murchie

Nancy Nguyen, PharmD  
 Jessica Nguyen, RN  
 Mary C. Niederlehner  
 Tammie Noey  
 Janell Nolde  
 Brad Nott  
 Bi Ntumngia, RPh  
 Helen Nunley, RN  
 Jill Nwajiaku, RPh  
 Cheryl Nystrom, DDS  
 Barbara Oates  
 Nan O'Connell, MD  
 Holly O'Donnell, RN  
 John O'Keefe, MD  
 Mary Okwiri, RN  
 Kaitlyn Oliver  
 Chelsea Olson  
 Daniel Olson  
 Emily Olyha  
 Susan Olyha  
 Rebeca Orsatti  
 Paula Ortiz

William Paulson  
 Allan Paxton  
 Grace Paxton  
 Candace Pedigo  
 Anthony Pelonero, MD  
 Nancy Pendergast, RN  
 Lynn Pendleton  
 Chris-tenna Perkins, RN  
 Christina Perry, RN  
 Eugene Petras, DDS  
 Carolyn Phillips  
 Gloria Piercy  
 Elisa Pina  
 Greg & Sherry Pinkard  
 Donna Pinnell, NP  
 Heather Pittard, RN  
 Nancy Pitts, RN  
 Carol Pollock, NP  
 Caleb Porter  
 Elizabeth Porter  
 Sheila Pour, PA  
 Lissa Power-Defur, MD



Melissa Murchie  
 Cheryl Murphy, MD  
 Julie Murphy  
 Karen Murphy, RN  
 Kathleen Murphy  
 Mary Lynn Murphy, RN  
 Michael Murphy, MD  
 Patrick Murphy  
 Samantha Murray, NP  
 Linda Murray  
 Justin Myers, MD  
 Kathryn Myers, LPC  
 Michelle Napper  
 Veronica Naranjo  
 Padmalatha Navubothu, DDS  
 Harvey Neale  
 Sallie Neblett  
 David Nelson, MD  
 Erin Nelson  
 Hallie Nelson

Christy Ottaviano  
 Scott Owens, RN  
 Kachina Oxendine  
 Susan Paavola  
 Sarah Paciulli, NP  
 Guillermina Padilla  
 Elizabeth Palsa  
 Ramona Pandher, DDS  
 Warea Panyason  
 Ialantha Parker  
 Neil Partridge, RPh  
 Bansari Patadia  
 Bhumi Patel  
 Nikita Patel, PharmD  
 Akanksha Patel  
 Doli Patel  
 Ekta Patel  
 Sisavath Pathammavong  
 John Patrizio, MD  
 Dawn Patterson

Susan Price  
 Jerry Price  
 Mary Priddy, RN  
 Sarah Prillaman, NP  
 Gordon Prior, DDS  
 Tracy Provost, PT  
 Elinor Pyles, RN  
 Anissa Qudsia  
 Honey Rae, RN  
 Helen Ragazzi, MD  
 Joseph Rakestraw  
 Diana Ramos  
 Bethany Randall  
 Rebecca Randall  
 Whitnee Rawles  
 Edward Read, Jr, MD  
 Amanda Reames, NP  
 Orsatti Rebeca  
 Merle E. "Gene" Reedy  
 Linda Rendalen, RN

# Our Volunteers - continued

Janice Renick, NP  
Susan Reynolds  
Virginia Rhines, RN  
Dale Riggs  
Richard Rinehardt, MD  
Judy Ritterskamp, RN  
Pilar Rivera  
Cullen Rivers, MD  
Faye Rivers  
Abigail Roberson  
MaryAnn Roberts, RN  
Elaine Robertshaw  
JoLynne Robins, NP  
Cheryl Robinson  
Erin Robinson  
Ian Robinson  
Nancy Rogers  
Pat Rollison  
Leo Ross, RPh  
Carole Ann Ross

Marilyn Schreiber  
Morgan Schroder  
James Schroeder, DDS  
Michael Schrott  
Ingrid Schultz-Groseclose  
Alison Schuppert  
Andrea Scott  
Dee Dee Scott  
Jesse Scott  
Mae Scott  
Debra Seegers, NP  
Emily Segal, RN  
Donald Seitz, MD  
Pat Seitz  
Ofelia Seredni  
Meshach Service  
Jane Settle, NP  
Amy Shadron  
Doris Shalenko, RN  
Jernelle Shaw

Robin C. Smith, NP  
Rodney Smith, MD  
Tiyi Smith  
Melanie Snellings  
Aslihan Sogutlu  
Jason Soh  
Asha Solanky, NP  
Nancy Solano  
Farshid Soltanian, DDS  
Maggie Southwick  
Jack Speed, RN  
Elizabeth Spencer, RN  
Michael Spine  
Myron Spooner, MD  
Alison Spriggs  
Patricia Spurzem, RN  
Rebecca Stables  
Peter Stefanik, MD  
Libbie Stennett  
William Stennett  
Nicholas Stephens  
Gregory Stevens



Trennavia Ruffin  
Monica Ruiz  
Ashley Ryan  
Melanie Sadler  
Jamal Salih  
Satabdi Samaddar  
Kimberly Samonte  
Alexander Samuel, MD  
Naveen Samuel, NP  
Barbara Santo  
Samay Sappal  
Tedda Saunders, RN  
Chrissy Saunders  
Lori Southward  
Michael Sawitsky  
Debbie Schmitt  
Mary Sue Schneider, RN  
Robert Schneider  
Stacia Schoeffler, RN  
David Schreiber

Walker Shaw  
Allison Shellenberger  
Bonnie Shelton  
Joseph Shelton, RN  
Laurie Sheperd, RN  
Erica Shepperd-Debnam  
Kenneth Shirley, LPC  
Christian Simmons  
Latoya Simmons  
Dena Sindelir  
Sunil Sinha, MD  
Nisha Sinha  
Sudarvizhi Sivaraman  
Colleen Smith  
Craig Smith  
Cynthia Smith, RN  
Elvira Smith  
Lindley Smith, MD  
Nathaniel Smith  
Rebecca Smith, RN

Renodda Stevenson, LPC  
Henry Stewart, DDS  
Melinda Stewart, NP  
Carolyn Stiff  
Sarah Stinnett  
Parker Stride  
Linda Stroup, RN  
Devin Sullivan  
Megan Sullivan  
Sihong Suy, MD  
Sue Sydow  
Dan Syrett, PT  
Hendrick Tafo-Tabue, DDS  
Sandy Taito-Ipock  
Shantaram Talegaonkar, MD  
Sonia Talegaonkar  
Alishia Talley  
Inna Tarasova, NP  
Bev Taylor  
Daryl Taylor



John Taylor  
 Roger Taylor  
 Susan Tellier  
 Arlene Terry  
 Amanda Terry  
 Ani Tetrault, RPh  
 Sallie Thalhimer  
 Kuriakose Thekkethala, MD  
 Sarah Thomas  
 Betty Thompson, RN  
 Schliqua Thompson  
 Alma Thompson  
 Andrew Thompson  
 Mary Thompson  
 Pamela Thornton  
 Sandy Tiato  
 Carol Tibbals, NP  
 Marcia Tieman  
 Stephen Todd, DDS  
 Tranae Tolson  
 Sheena Tooman, RN  
 Abigail Torrance  
 Anne Townsend  
 Quyen Tran, RPh  
 Therese Tran  
 Annhorner Truitt  
 Cathy Tuck, RN  
 Ashley-Elizabeth Tucker  
 Sara Um  
 Evelyn Valencia  
 Evezezer Valenzuela  
 Santa Valenzuela  
 Viktoriya Vaseykina  
 Mark Vaughan, RPh  
 Carolina Velez, LPC

Angela Verdery  
 Emilia Villada  
 Pastora Villada  
 Gabriela Villalobos  
 Mary Vlahos, RN  
 Sandra Voll, NP  
 David Vu  
 Thien-Trang Vu  
 Mina Vucic  
 Andy Wade, DDS  
 Deanna Wade, PA  
 Ezana Wakjira  
 Richard Walker, RN  
 Luerine Walker  
 Nancy Walker  
 Susan Walker  
 Deborah Waller  
 Sharon Wampler, RN  
 Steffanie Ward  
 Hudnall Ware, MD  
 Chelsi Watkins  
 DeAnne Watson  
 William Way, DDS  
 Anna Weichel, RN  
 Joanne Wellford, RN  
 Jane Wells  
 Verna Welshman  
 Townsend Westerman, RN  
 Donald Wheless, DDS  
 Terry Whipple, MD  
 John White, MD  
 Allison White, RPh  
 Patricia White  
 David Whitehead, MD  
 J. Claire Whiting, NP

Fred Whitten, RPh  
 Kathy Whitten, RPh  
 Melissa Wilder  
 Nathan Wildt  
 Susan Wilkins, RN  
 Blaise Williams, PT  
 Gordy Williams  
 James Williams  
 Karen Williams  
 Rosa Williams  
 Tita Williams  
 Daeryl Williamson, RN  
 Marianna Wills  
 Gary Witthoefft  
 Kitty Witthoefft  
 Robert Woltz  
 Nathan Wong  
 Christina Wood  
 Maddy Wood  
 Sarah Woody  
 Catherine Wooton  
 Teresa Workman, RN  
 Gaynelle Worley  
 Jasmine Wrenn  
 W. Jan Wroblewski  
 Tracy Yager-Jackson, RN  
 Jennifer Yau  
 Jihyun Yeon  
 Ashley York-Venable  
 Kitt Young  
 Kristie Yu  
 Karen Zielonka  
 Fadi Zrik

## Volunteers by the numbers

Volunteer Type	#Volunteers	#Volunteer Hours
Non-Medical	479	16,228
Nursing	144	6,692
Specialty Care Provider	56	2,834
Primary Care Provider	54	2,570
Dental	47	1,616
Mental Health	14	1,783
Pharmacy	32	1,669
Vision	5	619
<b>Total</b>	<b>831</b>	<b>34,011</b>

# CrossOver Healthcare Ministry

## Board of Directors

### Officers

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Gary N. Witthoefft, Vice-President

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Stephen Todd, DDS

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Daniel M. Jannuzzi, MD

Michael S. Murchie, MD

## 2013 Young Professionals Council

Brigette Booth

Virginia Brooks

Renee Brosnan

Brett Butler

Brett Corkran

Alexa Durnwirth

Kathleen Hornik

Samuel Jordan

Ashley Kelly

Joyce Kennedy

Peter Kennedy

Carter McKay

Lauren Maenza

Christy Ottaviano

Peter Squire

Ashley York Venable

# Our Staff

“Cure sometimes, treat often,  
comfort always.”

Hippocrates

## Leadership

Julie Bilodeau – Executive Director

Daniel M. Jannuzzi, MD – Medical Director, Downtown Clinic

Mike Murchie, MD – Medical Director, Western Henrico Clinic

## Clinical Staff

Jeanice Brown – Bilingual Patient Care Coordinator

Vivian Bruzzese, MD – Director of HIV Programs

Andrea Chavez – Bilingual Licensed Practical Nurse

Alexandra Chamberlain, MSW – Bilingual Social Worker

Carlos Concepcion – Bilingual Pharmacy Assistant

Erilisse Deynes – Bilingual Medications Access Case Worker

Rebecca Diakun – Certified Pharmacy Technician

Samantha Golding – Bilingual Patient Advocate

Dania Gonzalez – Bilingual Dental Assistant

Teresa Gonzalez – Bilingual Medical Assistant

Nicole Gore – Eye Program Coordinator

Andrea Hague – Western Henrico Clinic Manager

Renee Hammel, NP -- Staff Nurse Practitioner

Lyn Harding – Downtown Clinic Manager/Chaplain

Betsy Jackson – Bilingual Licensed Practical Nurse

Misty Johnson – Bilingual Patient Advocate

Diana Naidoo – Prenatal Coordinator

Dwight Rackley, NP – HIV Nurse Practitioner

Kerri Reed – Dental Coordinator

Millie Rocha - Bilingual Dental Assistant

Eleanor Sanchez – Bilingual Patient Advocate

Kay Smith, RN – Every Woman’s Life Coordinator

Shawnda Stovall – Dental Hygienist

Michelle Taylor – Pharmacy Coordinator

Leo Ulashkin – Medications Associate

Gay White, MD – Staff Physician

## Health Education

Karen Bunn – Hispanic Health Education Coordinator

Marilyn Metzler, RN – Director of Health Education

## Administration

Eric Brinkert – Grants Manager

Amy Capistran – Development Associate

Robin Mathews – Accounting Manager

Rachel Payne – Communications Coordinator

Lynn Williams – Development Manager

Jacqueline Wornom – Volunteer Coordinator



# CROSSOVER

## Healthcare Ministry

COMPASSIONATE HEALTHCARE FOR PEOPLE IN NEED

### Our Mission

We are called to provide healthcare, 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.

### Our Values

#### Compassion

Reaching out in love with kindness and respect, we listen, assess need, and provide hope and guidance.

#### Integrity

Being honest and trustworthy, we create a safe environment where we are all good stewards of Ministry resources.

#### Servant Leadership

Creating unity with humility through teamwork, we help, encourage, and affirm one another.

#### **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 Healthcare Ministry – providing compassionate healthcare for people in need.**