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By the time she came to the United States, the cyst was as big as a golf ball and she could barely see anything out of her right eye. She lives about an hour south of Richmond and had gone to several facilities looking for help, but all of the solutions they could offer were well beyond her means.

Luckily, a friend told Yensi about CrossOver and she came in to be screened in as a new patient. During the screening CrossOver Social Worker, Abby Dini noticed the severe issue with her eye and asked Yensi about it.

She responded quietly, “It is painful, I can barely see, and people think my boyfriend hits me.”

Thankfully our eye clinic was seeing patients that day and Dr. Lindley Smith, one of our volunteer ophthalmologists was more than willing to see her right away. He quickly told her that not only could he fix the problem, he could do it that same day. Yensi was overcome with emotion and extremely grateful.

In less than an hour, the cyst was gone and Yensi could already see better! Yensi has since gotten married and as her wedding pictures show; she now proudly wears her hair back and lets the world see her face.

Our team approach of comprehensive care and our wonderful volunteers made all of this possible!
A message from the chair:

Friends,

It is my pleasure as Chairman of the Board of Directors to present our abbreviated version of our Annual Report. We hope you enjoy our new streamlined format and visit our website for additional information.

Why we give: “For it is in giving that we receive.” -Francis of Assisi

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2017 IN NUMBERS
FOR THE PERIOD OF JULY 1, 2016 - JUNE 30, 2017

Statement of Activities

Cash Support and Revenue
In Kind Contributions1
Total Support and Revenue

<table>
<thead>
<tr>
<th>Program</th>
<th>2017 Support</th>
<th>2017 Revenue</th>
<th>Total Support</th>
<th>Total Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Work</td>
<td>$3,122,631.00</td>
<td>$3,852,943.00</td>
<td>$6,975,578.00</td>
<td>$11,725,680.00</td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HIV Treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$3.1 MILLION</td>
<td>$92% Programs &amp; Services</td>
<td>$521,954.00</td>
<td>$6,975,578.00</td>
</tr>
</tbody>
</table>

Support as % of Total Expenses 8%

Cash Support and Revenue $3,122,631.00
In Kind Contributions $3,852,943.00
Total Support and Revenue $6,975,578.00

Total Support Expenses $521,954.00
Total Expenses $6,975,578.00
Support as % of Total Expenses 8%

Net Assets Beginning of Year $1,639,608.00
Net Assets End of Year $2,018,204.00
Change in Net Assets $378,596.00
Net Assets as percentage of Total Revenue 5%

To see a full list of our volunteers and donors please visit www.crossoverministry.org

Why I Serve:

“I volunteer at CrossOver because it gives me a good feeling that comes from helping others by providing the necessary medication and medical devices, relevant counseling and proper use, which improves the quality of life of our patients. Volunteering at CrossOver for the past twelve years has been one of the most enjoyable and rewarding experiences of my life.

CrossOver is vital to the community because it provides an important health safety net for patients without medical insurance including the homeless. It is a truly international health community because its staff, volunteers, and patients come from all over the world.”

-Leo Roos, RPh, Volunteer Pharmacist in Charge

Statistics cover the period of July 1, 2016 to June 30, 2017

For even the Son of Man did not come to be served, but to serve, and to give his life as a ransom for many.” -Mark 10:45

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What is not abbreviated, however, is our deep and heartfelt thanks for all that you do to make CrossOver the medical home for so many in the Richmond area who are in need. It is our 34th year in operation, and what began as a dream to assist a few has turned into an operation that sees over 6,000 patients each year. These are your neighbors who are poor, have no insurance, and have nowhere else to go but a hospital emergency department. It is because of you that these individuals find hope. The kind of hope that comes from being on a path to better health. The kind of hope that we may take for granted.

Through the generosity of your time, your talent and your treasures, lives are being impacted on a daily basis. Managing a chronic disease and just plain feeling healthy and strong allows our patients to work hard at their jobs, raise their families and be an integral part of our community.

This year we have continued to strengthen relationships with other organizations to extend our care beyond strictly medical services. Our new Connection Center provides a space for CrossOver and our partners provide services to our immigrant and refugee neighbors. Simply put, we are the hands and feet of Christ and He is the motivation for doing what we do.

Don and Pat Seitz

2017 IN NUMBERS

FOR THE PERIOD OF JULY 1, 2016 - JUNE 30, 2017

Statement of Activities

Cash Support and Revenue
In Kind Contributions
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$3,852,943.00
$6,975,578.00
Total Support Expenses
$521,954.00
Total Expenses
$6,596,982.00
Support as % of Total Expenses
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Net Assets Beginning of Year
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Net Assets End of Year
$2,018,204.00
Change in Net Assets
$378,596.00

$3.1 MILLION
92% PROGRAMS & SERVICES
5% Management/General
3% Fundraising
1% Other
3% Faith Community

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Matthew reminds us to love our neighbors as ourselves. Thanks again for doing that in such a meaningful way!

Sincerely,

Betsy D. Beamer
Chair, CrossOver Board of Directors

"Love your neighbor as yourself" Matthew 22:39

To see a full list of our volunteers and donors please visit www.crossoverministry.org

Our Volunteers by the Numbers

Volunteer Type
Non-Medical
Primary Care Provider
Nursing
Dental
Pharmacy
Specialty Care Provider
Clinical Students
Mental Health
Total

Non-Medical 331
3,852,943.00
$92%
5%
$278,596.00

Primary Care Provider 70
521,954.00
$11%
9%
$47,154.00

Nursing 88
3,122,635.00
$92%
3%
$312,263.50

Dental 62
$521,954.00
$11%
9%
$47,154.00

Pharmacy 20
$2,018,204.00
$53%
4%
$201,820.40

Specialty Care Provider 32
$3,554.00
$1%
9%
$355.40

Clinical Students 18
$3,554.00
$1%
9%
$355.40

Mental Health 5
$3,554.00
$1%
9%
$355.40

Total 630
$6,975,578.00
$92%
5%
$697,557.80

Statistics cover the period of July 1, 2016 to June 30, 2017

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**A message from the chair:**

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It is my pleasure as Chairman of the Board of Directors to present our annual report for the fiscal year ending June 30, 2017. We hope you enjoy our annual report as we share CrossOver’s accomplishments and our financial results.

This year we have continued to strengthen relationships with other organizations to extend our care beyond strictly medical services. Our new Connection Center provides a space for CrossOver and our partners to provide services to our immigrant and refugee neighbors.

Sincerely,

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Chair, CrossOver Board of Directors

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**2017 IN NUMBERS**

**For the Period of July 1, 2016 - June 30, 2017**

**Where our Funds Come From**

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Support and Revenue</td>
<td>$3,122,631.00</td>
</tr>
<tr>
<td>In Kind Contributions¹</td>
<td>$3,852,943.00</td>
</tr>
<tr>
<td>Total Support and Revenue</td>
<td>$6,975,578.00</td>
</tr>
</tbody>
</table>

**How We Spend Them**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programs &amp; Services</td>
<td>92%</td>
</tr>
<tr>
<td>Support as % of Total Expenses</td>
<td>8%</td>
</tr>
</tbody>
</table>

**Statement of Activities**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Support and Revenue</td>
<td>$3,122,631.00</td>
</tr>
<tr>
<td>Total Support and Revenue</td>
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</tr>
<tr>
<td>Total Support Expenses</td>
<td>$521,954.00</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$6,596,982.00</td>
</tr>
<tr>
<td>Support as % of Total Expenses</td>
<td>8%</td>
</tr>
</tbody>
</table>

**Non-Medical Services**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Medical</td>
<td>331</td>
</tr>
<tr>
<td>Nursing</td>
<td>88</td>
</tr>
<tr>
<td>Primary Care Provider</td>
<td>70</td>
</tr>
<tr>
<td>Dental</td>
<td>62</td>
</tr>
<tr>
<td>Specialty Care Provider</td>
<td>32</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>20</td>
</tr>
<tr>
<td>Clinical Students</td>
<td>18</td>
</tr>
<tr>
<td>Mental Health</td>
<td>5</td>
</tr>
<tr>
<td>Total</td>
<td>630</td>
</tr>
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</table>

**Programs & Services**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescriptions Provided</td>
<td>33,978</td>
</tr>
<tr>
<td>Dental Visits</td>
<td>3,554</td>
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<tr>
<td>Eye Care Visits</td>
<td>1,731</td>
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<tr>
<td>Social Work Visits</td>
<td>1,415</td>
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<tr>
<td>Mental Health Visits</td>
<td>1,260</td>
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<tr>
<td>HIV Treatment Visits</td>
<td>576</td>
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</table>

**Total Fundraising**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Fundraising</td>
<td>$400,000.00</td>
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</table>

**Total Expenses**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Expenses</td>
<td>$6,975,578.00</td>
</tr>
<tr>
<td>Support as % of Total Expenses</td>
<td>8%</td>
</tr>
</tbody>
</table>

**Net Assets Begining of Year**

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Assets Beginning of Year</td>
<td>$1,639,608.00</td>
</tr>
<tr>
<td>Net Assets End of Year</td>
<td>$2,018,204.00</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$378,596.00</td>
</tr>
</tbody>
</table>

---

**Our Volunteers by the Numbers**

<table>
<thead>
<tr>
<th>Category</th>
<th>#Volunteers</th>
<th>#Volunteer Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Medical</td>
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<td>14,354</td>
</tr>
<tr>
<td>Nursing</td>
<td>88</td>
<td>7,098</td>
</tr>
<tr>
<td>Primary Care Provider</td>
<td>70</td>
<td>3,758</td>
</tr>
<tr>
<td>Dental</td>
<td>62</td>
<td>2,458</td>
</tr>
<tr>
<td>Specialty Care Provider</td>
<td>32</td>
<td>1,733</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>20</td>
<td>1,265</td>
</tr>
<tr>
<td>Clinical Students</td>
<td>18</td>
<td>1,092</td>
</tr>
<tr>
<td>Mental Health</td>
<td>5</td>
<td>171</td>
</tr>
<tr>
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<td>630</td>
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</tr>
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</table>

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By the time she came to the United States, the cyst was as big as a golf ball and she could barely see anything out of her right eye. She loved an hour south of Richmond and had gone to several facilities looking for help, but all of the solutions they could offer were well beyond her means.

Luckily, a friend told Yensi about CrossOver and she came in to be screened in as a new patient. During the screening CrossOver Social Worker, Abby Dini noticed the severe issue with her eye and asked Yensi about it.

She responded quietly, “It is painful, I can barely see, and people think my boyfriend hits me.”

Thankfully our eye clinic was seeing patients that day and Dr. Lindley Smith, one of our volunteer ophthalmologists was more than willing to see her right away. He quickly told her that not only could he fix the problem, he could do it that same day. Yensi was overcome with emotion and extremely grateful.

In less than an hour, the cyst was gone and Yensi could already see better! Yensi has since gotten married and as her wedding pictures show; she now proudly wears her hair back and lets the world see her face.

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At CrossOver we surround our patients with a full continuum of care to treat the whole patient; body, mind, and soul.
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