Welcome to Our Health
Compassionate Healthcare for People in Need
ANNUAL REPORT 2018/19

Dear Friend,

At CrossOver, we strive every day to be a health home to our patients, volunteers, and staff. You are a key to our success and help us offer our services to people whose lives are overwhelmed with stress and fear. This year we have expanded our programs to provide even more homey and healing spaces. Thank you for helping us answer the call, build this house, and welcome more of the vulnerable in need.

New Construction Begins
When the Medicaid expansion in Virginia was signed in May 2018, CrossOver was quick to respond. CrossOver had already formed a Medicaid steering committee to guide our response to Medicaid expansion. With the Robins Foundation grant, CrossOver was able to provide physical and mental health care to Medicaid patients in January of 2019. The Medicaid steering committee also worked to set up a call center for Medicaid patients to receive care when they turn eligible for Medicaid. When they call, they are met with a live person who can direct them to the department or team member they need. CrossOver is now accepting Medicaid.

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MAURICE’S STORY

he found it in CrossOver. He believes that he was eligible. When he received his Medicaid card, he prayed and asked God to direct him to the best healthcare provider for him. He believes that he was able to receive healthcare since 2011. Maurice did not know that CrossOver’s acceptance of Medicaid is allowing him to return soon for a mental health visit, as he is working with the CrossOver team to connect to a cardiac specialist, and Maurice is hopeful that his cardiologist will be able to clear him to accept Medicaid. Maurice was also able to make an appointment for Maurice for a mental health visit, as he is growing the number of family members who receive services. The CrossOver team was able to make an appointment for Maurice for a mental health visit, as he is growing the number of family members who receive services.

In June, we opened our new call center. We now have a single telephone number that serves both of our clinics. As a result of the call center’s opening, we can direct patients to the department or team member they should see for urgent care or to make an appointment. Our administrative offices have also been expanded, to provide more welcoming health homes to our most vulnerable patients.

In response to their recommendations, CrossOver began implementing trauma-informed care, with a specific grant from the Robins Foundation to support the ongoing training of CrossOver staff. This meant big changes for our staff and volunteers, but also an exciting new way for us to serve our patients alongside uninsured patients, we are more aware than ever of the ways that decision has allowed us to show hospitality. Offering care to Medicaid patients allows us to provide compassionate healthcare. As a result of our new call center, we are able to make appointments for patients and see them within one week, if needed. We are also able to make appointments for patients who become eligible for Medicaid under the expansion. In the fall of 2018, CrossOver was awarded a $40,000 grant from the Robins Foundation to support the ongoing implementation of trauma-informed care, which has, in numerous ways, surpassed our expectations. Our improvements have been possible through the generosity of our donors and the hard work of our staff and volunteers. Our reports show an “ah-ha” moment during our training when we realized that patients reported an “ah-ha” moment during our training when we realized that patients no longer identified themselves by their diagnosis, but by their role in life. All of this attentiveness, from paint colors to care practices, helps us provide compassionate healthcare, not just for our patients, but for our staff and volunteers as well. We are dedicated to creating welcoming health homes, and we hope you will consider making CrossOver your home in a new way this year, becoming more engaged through your donations, your service on our board and committees, your volunteer hours, and your prayers. Thank you for helping us answer the call, build this house, toward hope and stability.)
**DONATIONS**

Patient may be found on our website at crossoverministry.org/about/documents

Our most recent audited financial, Form 990, and volunteer and donor list includes In-Kind Contributions. In-Kind Contributions include donated labor, medications, supplies and medical services provided at our clinics.

**STATEMENT OF ACTIVITIES**

**2019 IN NUMBERS**

**ANÁS STORY**

Ana is a 59-year-old woman from Honduras. After being discharged from the hospital following a stroke she came to CrossOver for follow-up care. Ana and her husband were unable to afford his prescriptions for speech impairment. Our medical and social work staff worked together to care for Ana, and they found that she had been living in a shelter, despite years of service in her community.

Ana’s speech was impaired. Our medical and social work staff worked together to care for Ana, and they found that she had been living in a shelter, despite years of service in her community.

Ana arrived at our Richmond clinic, she was delirious and being discharged from the hospital following a stroke.

Ana is a 59-year-old woman from Honduras. After her church community.

Ana has returned to work and reconnected with her community. Her health has improved and her anxiety has lessened, enabling her to effectively with those around her. As her mental health has improved, Ana has been able to participate in activities such as going to church, volunteering, and spending time with family.

Among the many services that Ana has received are primary care, dental care, and psychiatric care. She has also received mental health services, including counseling and medication management.

**WAYNE'S STORY**

Wayne first came to CrossOver in the fall of 2017. He was referred to CrossOver for his mental health needs.

Wayne stated he had lost his job and was homeless. He went to the emergency room and was diagnosed with depression and anxiety.

Wayne was referred to CrossOver for his mental health needs.

Wayne returned to CrossOver in March for a primary medical visit. He was helped to find a regular part-time job.

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Wayne first came to CrossOver in the fall of 2017.

Wayne's inpatient treatment was supervised by a primary care physician and a nurse.

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MAURICE’S STORY

he found it in CrossOver. The best healthcare provider for him. He believes Medicaid, he prayed and asked God to direct him to that he was eligible. When he received his Medicaid expanded, Maurice was so relieved to find out places like CrossOver existed. When Medicaid healthcare since 2011. Maurice did not know that get follow-up care. Since then, he has periodically Because of concerns about cost, Maurice did not to place a pacemaker, all without insurance.

Welcome TO OUR HEALTH

Compassionate Healthcare for People in Need

DEAR FRIEND,

As CrossOver, we remain every step in a health home to our patients, volunteers, and staff. We’ve come a long way since the fall of 2018, and though we’ve faced challenges along the way, we’ve had the honor of serving over 14,000 patients. (Read on to learn about Ana, a patient helped homey spaces. We hope you’ll stop by to see how refreshed. We’re delighted to welcome more dental and and dental and vision programs. We have consolidated expansion. We are also able to offer some patients services to make the clinic more welcoming, which reserves capacity for the Medicaid patients who not only allow us to provide greater access to care, but to also ensure a more welcoming health home to our most vulnerable patients. (Read on to learn about Ana, a patient helped...

In the fall of 2018, CrossOver received a $40,000 grant from the Blue Cross Foundation to support the ongoing implementation of the trauma-informed care model, and to support systems changes around our policies, procedures, and culture that support a trauma-informed care environment for our patients. During our training, we learned about the effects of childhood trauma on adult medical outcomes. As doctors learn more about how stress impacts our brain and body, the importance of trauma-informed care has become more evident. As doctors learn more about how stress impacts our brain and body, the importance of trauma-informed care has become more evident.

We are called to provide high-quality healthcare, promote wellness, and connect people to resources, and we are committed to being a health home for everyone in our community. Because of who we are — people in need, people who have been denied or discarded by society — because of who we are — people in need, people who have been denied or discarded by society — we have a special responsibility to be a health home for all.

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Ana is a 59-year-old woman from Honduras. After being discharged from the hospital following a stroke, she came to CrossOver for follow-up care. When she arrived at our Richmond clinic, she was delirious and had difficulty with her speech. Our medical and social work staff worked together to care for Ana, and they helped her stabilize. She was discharged from the hospital following a stroke, and she is now able to communicate effectively with those around her. She has received treatment for depression and anxiety, which has helped her in her recovery and reconnection with her church community.

Wayne first came to CrossOver in the fall of 2017. He was admitted to the hospital with a heart attack and was referred to CrossOver. When he arrived, he expressed his thanks to “all of CrossOver for the help and care that I received during this difficult time.”

Wayne has received help from CrossOver over the past two years, including mental health services, social work visits, and pharmacy services. He has also received help with job interviews and helped him get a six-month membership to Gold’s Gym where he could exercise to help lower his depression symptoms as well as have support as he continues to work. Through CrossOver’s FareShare Christmas families program, Wayne was able to get gifts for his wife and son on Christmas Day, a gift he would not have been able to receive otherwise.

Wayne returned to CrossOver in February for a primary care visit. He also began to share the news that he had found a regular part-time gig and was reading the Bible to a room. He was currently living in a homeless shelter, but he was optimistic about the future and expressed gratitude for the support he has received from CrossOver.

Wayne also received a Christmas gift box from CrossOver, which included food, hygiene items, and a gift card. He expressed his appreciation for the support he has received and shared his hope for a better future.

In total, CrossOver serves 6,679 unique people each year, providing services such as primary care, mental health, social work, pharmacy, and more. The organization is committed to providing compassionate care to those in need and working towards a community where everyone has access to the care they need.
Ana is a 59-year-old woman from Honduras. After being discharged from the hospital following a stroke, she came to CrossOver for follow-up care. When she arrived, she was unclean and ill-kept, and she soon moved out of the crowded waiting room, and they helped to connect her with psychiatric care. Ana has now received months of compassionate treatment. With CrossOver’s help, her health has stabilized, and she is now able to communicate effectively and enjoy a more vibrant social life. Her anxiety has lessened, and she has energy to spend interacting with her church community.

Wayne first came to CrossOver in the fall of 2017. He was admitted to the hospital. He went to the emergency room and was told that he had lost his temporary job and was not able to pay for gas cards as well as a sleeping bag for the nights he would be sleeping in a room. He was moderately sober, but his voice was clear. He had a strong connection with his family and friends, and his work was helping him to get a six-month membership to Gold’s Gym where he could exercise enabling him to rent a room. He was noticeably more relaxed, confident, and hopeful. He said that both a physician and a nurse had shared scripture verses with him during particularly difficult times, and that gave him strength.

Wayne returned to CrossOver in March for a primary medical visit. He expressed his thanks to “all of CrossOver for the help you or somebody else.” He was eager to share the news that he had found a regular part-time job that was helping him to get gas cards as well as a sleeping bag for the nights he would be sleeping in a room. He was noticeably more sober, but his voice was clear. He had a strong connection with his family and friends, and his work was helping him to get a six-month membership to Gold’s Gym where he could exercise enabling him to rent a room. He was noticeably more relaxed, confident, and hopeful. He said that both a physician and a nurse had shared scripture verses with him during particularly difficult times, and that gave him strength.
OUR MISSION

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

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