



CROSS⁺OVER

Healthcare Ministry

COMPASSIONATE HEALTHCARE FOR PEOPLE IN NEED

Quality Care for more than 30 years
Annual Report 2015-2016

Friends,

How do we truly thank you – all of you - our partners, volunteers, donors – for making quality healthcare a reality for those who need it most? We at CrossOver do not take the sacrificial giving of your time, talent and treasures lightly.

As you know, CrossOver is the largest free clinic in Virginia, serving more than 6,500 low-income, uninsured individuals annually. On any given day, between both our Cowardin and West End clinics, we receive countless phone calls from individuals who need our services. Thanks to the breadth and depth of our volunteer forces, these services include not only primary, dental and ophthalmologic care but also orthopedics, gynecology and cardiology. Add to the mix a social worker and a first rate pharmacy and the result becomes truly ministering to our patients and therefore their families in a way that makes a measurable and longlasting difference in the Metro Richmond area.

We can do what we do because of the time you give. We can do what we can do because you have chosen to support us with your dollars. We still receive no direct federal or state aid so it is through your generosity that the medical care mentioned above happens.

We are so grateful for each and every one of you and we look forward to working with you through the coming year to accomplish great things.

Sincerely,



Betsy D. Beamer
Chair
CrossOver Board of Directors



Each of you should use whatever gift you have received to serve others as faithful stewards of God's grace in its varied forms.

1 Peter 4:10



I would like to take this moment to extend my sincere gratitude to CrossOver HealthCare Ministry. To Marilyn Metzler who taught me in the Lay Health Promoter Class; thank you for walking me through good times and bad. Thank you to Dr. Murchie and the rest of the staff for always being so caring and thoughtful. May God continue to guide you in his path to righteousness. Granting you the opportunities to be a blessing to others!

-Sharon, CrossOver Patient and Lay Health Promoter Graduate.

Pictured with Medical Director Dr. Michael Murchie.



The need for our services can sometimes seem overwhelming. Thanks to our passionate volunteers we provided services to nearly 6,500 patients this year.

Our Volunteers by the Numbers:

Our volunteer corps is more than 700 strong!



Administrative

Admin, Front Office, LHP

299



Pharmacy

Pharmacist, PharmD

24



Clinical Assistants

MA, CNA, Dental Asst., PharmT, Phlebotomy

37



Primary Care, MD

PCP, Resident

36



Dental Program

Dentist, Hygienist

26



Specialty Care, MD

Chiropractor, OB/GYN, Podiatrist, PT, Specialist

32



Mental Health

Psychiatrist, LCSW Counselor

8



Student

Clinical Student, College Student, Scribe

102



Nursing

NP, RN, LPN

115

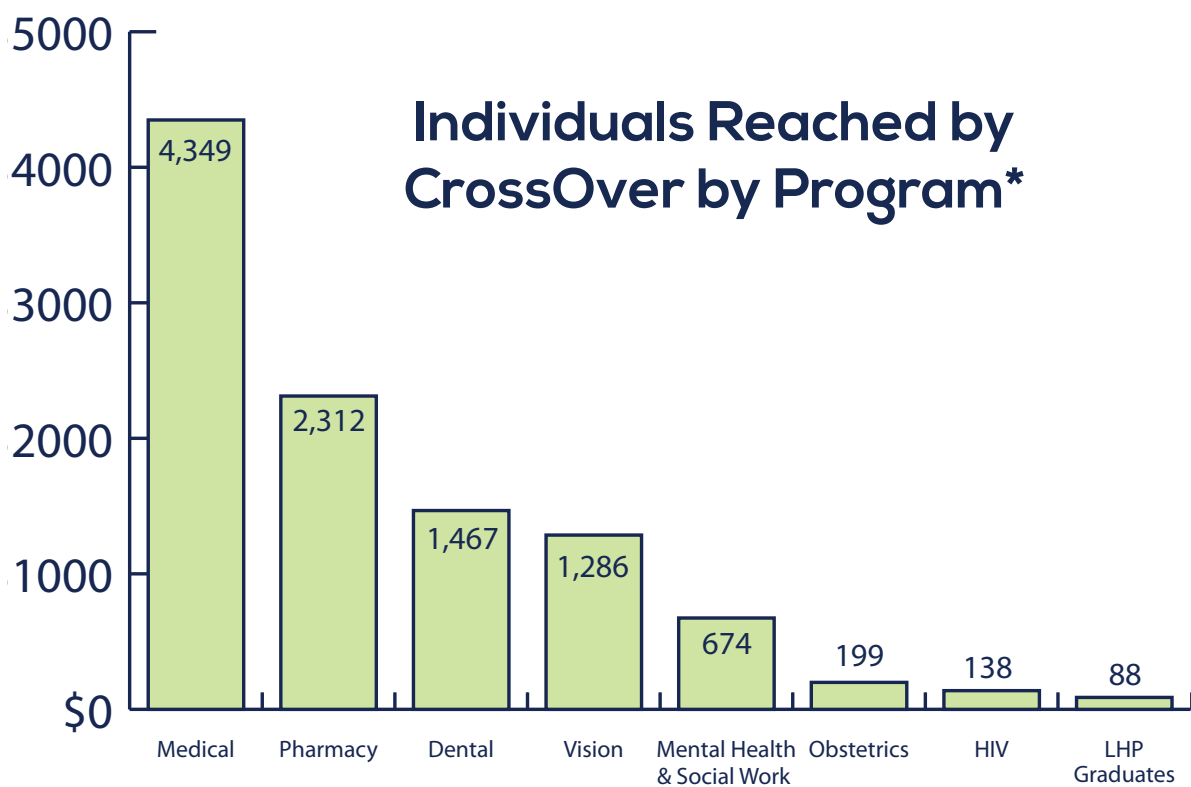


Vision Program

Ophthalmologist, Optometrist

5

Alone we can do so little; Together we can do so much
-Helen Keller



*July 1, 2015 to June 30, 2016 - Individuals may have utilized more than one CrossOver program.



When I came to CrossOver, I was ready to give up. After living with HIV for many years, I had little hope left. My t-cells were gone and my viral load was in the millions. Then I met Dr. Bruzzese. Fifteen years later I can literally say she saved my life. She found the right mix of medications and along with the rest of the CrossOver team taught me not just how to live with HIV but how to thrive. I am grateful for another chance at life; not just quantity, but quality.

-Alan, CrossOver Patient

Pictured with Director of HIV Programs, Dr. Vivian Bruzzese

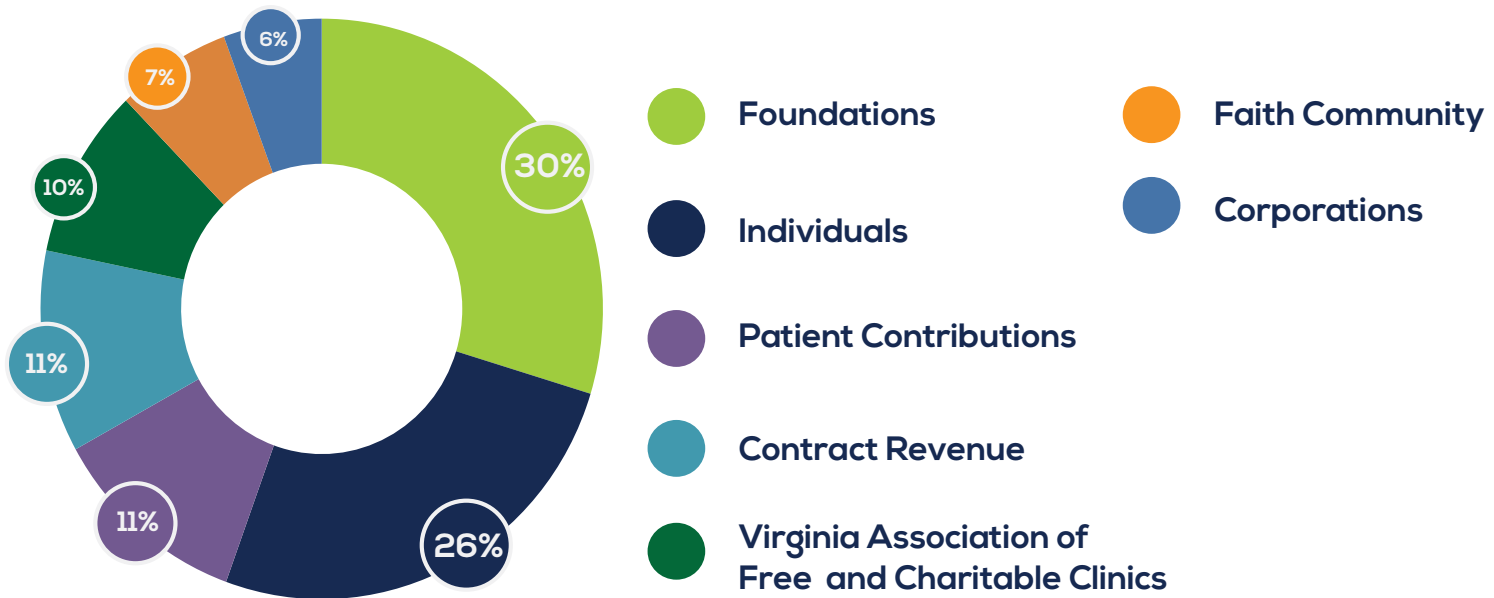
And whatever you do, whether in word or deed, do it all in the name of the Lord Jesus, giving thanks to God the Father through him.

Colossians 3:17



Sandra (right) is a Lay Health Promoter. After completing a 10 week course, our graduates go out into the community and share their knowledge of health education. Here she teaches kids at our Back to School Clinic about proper hand washing.

FY2016 Sources of Cash Support and Revenue



Statement of Activities

For the Year Ended June 30, 2016

Cash Support and Revenue	\$2,872,776
In-Kind Contributions*	\$6,442,986
Total Support and Revenue	\$9,315,762
Program/Client Service Expenses	\$8,434,566
Management and General Expenses	\$225,181
Fundraising Expenses	\$299,575
Total Expenses	\$8,959,322
Support Service Expenses as a % of Total Expenses	5.8%
Net Assets at Beginning of Year	\$1,283,168
Net Assets at End of Year	\$1,639,608
Change in Net Assets	\$356,440

*In-Kind contributions include donated labor, medications, supplies and medical services provided at our clinics.

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 fourth 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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Marsha Miller, RN - Staff Nurse

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Monique Ramos, MA – Clinical Coordinator

Tim Reddish – Social Work Family Case Manager

Kerri Reed - Senior Programs Manager

Millie Rocha – Medications Access Coordinator

Tom Sakach, RN – HIV/TIPS Registered Nurse

Eleanor Sanchez – Bilingual Patient Advocate

Lisa Schaub, RDH - Dental Hygienist

Molly Smith - Vision Coordinator

Sarah Snead - Bilingual Patient Advocate

Katie St. Germain, FNP - Staff Nurse Practitioner

Karina Tovar - Dental Assistant

Schliqua Thompson, MSCC, – Counseling

Coordinator & Bilingual Resident in Counseling

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

Amy Capistran – Development Coordinator

Jacqueline Griggs – Volunteer Program Coordinator

Corliss Hamilton - Major Gifts Coordinator

Rachel Payne – Administrative Coordinator

Elizabeth Scott - EHR Coordinator

Lynn Williams – Development Manager

Alexandra Witt - Grants 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 101
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.