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

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.

Annhorner 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

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

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

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
“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

<table>
<thead>
<tr>
<th>Primary Care Provider Hours</th>
<th>2,109</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Care Provider Hours</td>
<td>2,179</td>
</tr>
<tr>
<td>Nursing Care Hours</td>
<td>4,576</td>
</tr>
<tr>
<td>Additional Volunteer Hours</td>
<td>18,881*</td>
</tr>
</tbody>
</table>

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

Total Hours Volunteered 27,745

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

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.
Statement of Activities
For the Year Ended June 30, 2011

<table>
<thead>
<tr>
<th></th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Support and Revenue</td>
<td>$1,909,032</td>
</tr>
<tr>
<td>In-Kind Contributions*</td>
<td>$8,644,309</td>
</tr>
<tr>
<td><strong>Total Support and Revenue</strong></td>
<td><strong>$10,553,341</strong></td>
</tr>
<tr>
<td>Program Services</td>
<td>$9,906,115</td>
</tr>
<tr>
<td>Supporting Services</td>
<td>$535,832</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$10,441,947</strong></td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>$149,157</td>
</tr>
<tr>
<td>Support Services Expense as a % of Total Expenses</td>
<td>5.1%</td>
</tr>
</tbody>
</table>

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

July 1, 2010 to June 30, 2011

$50,000+
Annabella R. Jenkins Foundation of The Community Foundation
Bon Secours Richmond Health System, Inc.
HCA Virginia Health System
Richmond Memorial Health Foundation
Central Virginia Affiliate of Susan G. Komen for the Cure
Trinity United Methodist Church
Virginia Health Care Foundation

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Ms. Donna Blackburn
Ms. Gwen Reed Blankenship
Bon Secours Health System
Dr. and Mrs. John D. Bowman
The Carneal-Drew Foundation

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.
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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Mr. David Bennett
Mrs. Gloria Bennett
Ms. Vicki Benoit
Mary Kate Berglund
Bethany Christian Church
Dr. and Mrs. Martin F. Betts
Beulah UMC - Friendship Circle
Beulah United Methodist Church
Ms. Patricia R. Beville
Dr. Noble Bichara
Ms. Julie Scott Bilodeau
Mr. Kevin Birdsell

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.
Ms. Katherine Taylor Blackburn
Ms. Emma Blake
Mr. Tim A. Blumenschine
Boaz & Ruth
Melodie Bobko
Ms. Tammy Bogart
Mr. and Mrs. J. William Boland
Dr. and Mrs. Peter A. Boling
Bon Air Presbyterian Church
Bon Air United Methodist Men
Bon Air United Methodist Women
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Mr. and Mrs. Lewis T. Booker
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Ms. Doris L. Bourmiique
Ms. Megan J. Bouton
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Alison F. Bowman
Ms. Anne M. Bowman
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Miss Beth Branch
Ms. Carolyn R. Brandt
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Mr. and Mrs. William Bridenstine, Jr.
Ms. Cherie Brockman
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Mr. and Mrs. Nathan Bushnell III
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Ms. Joan F. Chappell
Mr. W. Bates Chappell
Mr. and Mrs. Juan D. Chavez
Ms. Mabel Chavis
Mr. Donald Cheatham Sr.
Mr. and Mrs. L. W. Cheatham
Mr. and Mrs. Barry Chernack
Mr. Zachary Chessor
Christ Presbyterian Church
Mr. Alvin Eugene Christian, Jr.
Church of the Good Shepherd,
St. Monica’s Guild
CIW Medical Center
Mrs. Pat Clancy
Mr. and Mrs. Alex Clarke
Mr. David W. Clarke
Ms. Dolores P. Clements
Ms. Myra Clements
Mr. Glenn J. Clemmons
Ms. Regina Clifton
Mr. Miles Clikeman
Dr. and Mrs. Michael J. Clingenpeel
Mrs. Hilary C. Coakley
Mr. Philip W. Coggins
Mr. Richard Cole
Josette Coleman
Colonial Place Christian Church -
Christian Women’s Fellowship
Community of Grace Church
Mr. and Mrs. Stephen Conley
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.
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.
“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
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.
Richmond Society for Clinical Laboratory Science
Mr. and Mrs. Jamie A. Richmond
Lisa Richmond
Ridge Baptist Church
Ms. Martha Riva
Mr. and Mrs. J. David Rives
Mrs. Rebekah Robb
Miss Caitlin Roberts
Mr. Gilbert L. Roberts
Mr. David W. Roberts, Jr. and Mrs. Lisa A. Storms
Dr. Giles M. Robertson Jr.
Mr. and Mrs. David L. Robinson
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Reverend Barbara M. Saddler
Saints Constantine and Helen Greek Orthodox Cathedral
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Mr. Felix Sarfo-Kantanika
Mrs. Shannon E. Schellenberg
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Mr. and Mrs. William Matthew Scott
Gaylia Scott-Porter
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Ms. Ruth Smith
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Mr. and Mrs. Mark Sprinkle
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Ms. Jane P. Staley, CID, ASID
Mr. and Mrs. Bill Stallings
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Mr. Charles D. Stevens
M. Cleo Rehner and Penelope Stephens
Ms. Carol Cooksley and Mr. T. Chris Stewart
Dr. Henry J. Stewart, IV
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Mr. and Mrs. Christopher Stringer
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Michelle Tapsell
Ms. Nancy Ellen Taulbee
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Mr. Richard M. Taylor
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Mrs. Diane Thomas
Dr. George Thomas and Dr. Carolyn Thomas
Mrs. Susan C. Thomas-Bergerard
Mr. Glenn C. Thomason
Mr. and Mrs. Robert Thompson
Mr. Daniel Thompson
Mr. and Mrs. Ted B. Thompson
The Reverend and Mrs. James Thompson
Dr. and Mrs. B. Wayne Thorpe
Ms. Ann Holland Tierney
Mr. and Mrs. Donald R. Tindall
Dr. and Mrs. C. Kent Titus
Ms. Vicki Tolbert
Mrs. Evelyn R. Tower
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.

*This list reflects gifts received between July 1, 2010 and June 30, 2011. Every effort has been made to ensure that names are listed correctly. If this is not the case, please contact us at 804-422-2600 so we may correct our records.
Our Volunteers

Hannah Abbott
Sharron Abell
Ashley Abercrombie
Andrew Adkins
Diane Ager, RN
Mildred Albright
Theodore Aldhizer, MD
Saba Al-Hashimi
Bryn Allen
Candace Allen, RN
Radwan Almomani
Hilton Almond, MD
Lance Ames
Larissa Anderson, LPC
Mary Anderson
Frank Angus, DDS
Erin Anthony
Eileen Appelrouth, RN
Nancy Armstrong, MD
Edith Atkins
Dana Atkinson
Rebekah Augustine, NP-C
Sarah Ayad
Susana Ayad
Arden Aylesworth, NP-C
Michael Azab
Khashayar Azimi
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Emmett C.V. Bailey, Jr.
Lee Bailey
Megan Bailey
Tina Bailey
Josephine Baker
Jean Barbee
John Barbee
Shanice Barham
Christopher Barker
Kenneth B. Barker
Kathy Barksdale, NP-C
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Keenan Barnes
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Lindsay Bateman
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Olivia Baumann
Lynn Bazzoli
Tyra Beaman
Irma Bektic
Aida Benavidez
Elianna Benavidez
Yulia Benkovski
Isabel Bennardo
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Mary Cornett
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Tiffany Cox
Bobbi Cozens, NP-C
Robert Cromer
Steven Crossman, MD
Harold Cruse, DDS
Elvira de la Cruz
Aggie Cullen
Richard Cullen
Herbert Cummings
Leelee Cummings, RN
Carl Cunningham
David Curtis
Kathy Dageforde
Jim Dageforde, MD
Laura Dageforde, PA-C
Maite Dale, RN
Jerome Daniel, MD
James Darden, MD
Eileen Davis, RN
Iris Davis, RN
Elizabeth Deane
Gilbert DeBiasi
Ashley deTreville
Komal Dhir
Ana Diallo
Kimberly DiBerto
Gilbert Dibiase, DDS
Gail Dickens
MaryAnne Dillard, PA-C
Scott Dillard
Elizabeth Dmytriw, RN
Samina Dolan, RPh

Our Volunteers

The Development Committee meets in the conference room to plan for the upcoming Compassionate Care Awards and the CrossOver Challenge.
7:00 p.m. | Downtown |
Volunteers from VCU Schools of Medicine and Pharmacy see patients 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.
Volunteers — continued

Deb Lawrence
Sue Lawrence
Maggie Leahy
Deborah Lee, RN
Kiara Lee
Sarah Leszczyszyn, LCSW
Alicia Lewis
Augustine Lewis, MD
Pamela Lichtman, DDS
Lisa Lindgren
Miriam Lindsey
J. Stephen Lindsey, FACHE
Martha Litos, MD
Bonnie Livick, RN
Heidy Lizama
Suzanne Maria Logan
Andrew Lombardozzi, DC
Joyce Lott
George Love
Antionette Lowery
Robin Lowery, RN
Douglas R. Ludeman, MD
Franklin Luke, DC
Andrew Lyell
Stephanie Lynch
Minh Ma
Quan Ma
Carter Mackey
Allen Macllwaine
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 McCallum
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 Moedki, 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
DeShirle Neville
Nancy Newins
Mark Newton, MD
Kate Nguyen
Nancy Nguyen
Bradley D. Nott
Owen Nott
Bi Ntumngia, RPh
Valerie Nuckols
Yvonne Nunnally
Jill Nwajide
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 Overbye, RN
Susan Owens
Susan Paavola
Joshua Pacious
Sarah Palazzolo
Julie Palmore, DDS
Randolph Palmore, MD
Elizabeth Palsa
Zarah Liz Panaguiton
Christine Papa
Meena Park, RN
Tennessee Park
Ilantha Parker
Keisha Parker
Thaddeus Parker
Wini Parker
Neil Partridge, RPh
Puja Patel
Cynthia Patton
Lynn Payne
Grace Paxton
Lisa Pearson, RN
Carlyon 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 Petrasy, DDS
Nichole Pettus
Linda Pham
Lisa Pham
Matthew Phan
Eric Piatecki
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
Trey Rankin
Vishaka Ravishankar
Julie Recel
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
“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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Henry L. Chambers Jr. — Secretary
J. Stephen Lindsey, FACHE — Treasurer
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Michael B. Matthews
Ialantha Parker
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Craig Smith
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Ex-Officio
Julie S. Bilodeau — Director of Operations
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
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
Erilisse 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

“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 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