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

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. Mony (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 Gilbreath 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
Total Support and Revenue $15,190,762
Program/Client Service Expenses $14,344,961
Management and General Expenses $311,582
Fundraising Expenses $324,712
Total Expenses $14,981,255
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
Change in Net Assets $209,507

*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

<table>
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<th>Year</th>
<th>FY 2010</th>
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<th>FY 2012</th>
<th>FY 2013</th>
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Cost Per Patient Visit

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<th>FY 2010</th>
<th>FY 2011</th>
<th>FY 2012</th>
<th>FY 2013</th>
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<tr>
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<td>$60.67</td>
<td>$54.00</td>
<td>$51.90</td>
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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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July 1, 2012 to June 30, 2013

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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

Robin C. Smith, NP  
Rodney Smith, MD  
Tyi 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
### Volunteers by the numbers

<table>
<thead>
<tr>
<th>Volunteer Type</th>
<th>#Volunteers</th>
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<td>Non-Medical</td>
<td>479</td>
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<td>Nursing</td>
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<tr>
<td>Vision</td>
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<td><strong>Total</strong></td>
<td><strong>831</strong></td>
<td><strong>34,011</strong></td>
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- John Taylor
- Roger Taylor
- Susan Tellier
- Arlene Terry
- Amanda Terry
- Ani Tetrauld, RPh
- Sallie Thalhimer
- Kuriakose Thakkethala, 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
- Evenezer 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 Witthoeft
- Kitty Witthoeft
- 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
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Christopher M. Carney  Bradley D. Nott  Annhorner Truitt
Janine Collins  Cullen B. Rivers, MD  Robert W. Woltz

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Daniel M. Jannuzzi, MD
Michael S. Murchie, MD

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Virginia Brooks  Kathleen Hornik  Lauren Maenza
Renee Brosnan  Samuel Jordan  Christy Ottaviano
Brett Butler  Ashley Kelly  Peter Squire
Brett Corkran  Joyce Kennedy  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
Betzy 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 – providing compassionate healthcare for people in need.