Transforming lives, one visit at a time.

Annual Report 2014 - 2015
Dear Friends,

Thank you for your many contributions of time, talent and treasure this year to support the dynamic mission of CrossOver Healthcare Ministry. With your help and support, CrossOver continues to transform the lives of our patients by providing care to each individual: mind, body and spirit.

We recognize that the needs of our patients go well beyond healthcare. Many of our patients struggle with food, housing, unemployment, safety issues and more. To meet these many needs, our inclusive care team continues to strengthen partnerships with community agencies to provide these wrap around services to our most vulnerable patients. When we care for the whole person, we often transform not just a single patient’s life, but the lives of entire families and communities.

While serving our patients, we are also constantly transforming CrossOver. This year we provided healthcare to nearly 7,000 patients, all while navigating our first year with an Electronic Health Records (EHR) system. The EHR system brings additional quality and safety to patient care. It also provides the technology to generate data to evaluate care management and patient outcomes.

Challenges abound in the years ahead as the number of people in our community who need our services continue to grow. With your help and support, we can rise to meet these challenges.

I cannot stress enough how grateful I am for our talented staff, dedicated volunteers, and faithful donors. Thank you for joining in this journey with us to care for our neighbors in need with your support and prayers.

Blessings,

Judith B. Collins, NP
President
CrossOver Board of Directors

WHATEVER YOU DID
FOR ONE OF THE LEAST OF THESE
BROTHERS AND SISTERS OF MINE
YOU DID IT FOR ME
MATTHEW 25 : 40
Ready, Set, Learn

Free physicals, vaccinations, vision tests and dental check-ups help our kids start the school year on time and ready to learn. Dr. Rob Cox (left) who volunteers throughout the year faithfully attends every Back to School Clinic.
New home, new hope

Many of our patients come to CrossOver as refugees from violence. Huda came to America from Sudan hoping for a better life. She is both a patient and a Lay Health Promoter. She has helped several people from Sudan become patients at CrossOver.
Statement of Activities
For the Year Ended June 30, 2015

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Support and Revenue</td>
<td>$2,466,948</td>
</tr>
<tr>
<td>In-Kind Contributions*</td>
<td>$5,613,762</td>
</tr>
<tr>
<td>Total Support and Revenue</td>
<td>$8,080,710</td>
</tr>
<tr>
<td>Program/Client Service Expenses</td>
<td>$7,675,343</td>
</tr>
<tr>
<td>Management and General Expenses</td>
<td>$174,364</td>
</tr>
<tr>
<td>Fundraising Expenses</td>
<td>$279,051</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$8,128,758</td>
</tr>
<tr>
<td>Support Service Expenses as a % of Total Expenses</td>
<td>5.6%</td>
</tr>
<tr>
<td>Net Assets at Beginning of Year</td>
<td>$1,755,533</td>
</tr>
<tr>
<td>Net Assets at End of Year</td>
<td>$1,707,485</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>-$48,408</td>
</tr>
</tbody>
</table>

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

At CrossOver we take every opportunity to educate our patients so that they can take ownership of their health. Below, PharmD Resident Estela Lajthia (middle) offers women's health education via volunteer interpreter Hilda Eusebio (left).
Our Volunteers by the Numbers:
Our volunteer corps is more than 850 strong!

Administrative
Admin, Front Office, LHP
374

Clinical Assistants
MA, CNA, Dental Asst., PharmT, Phlebotomy
44

Dental Program
Dentist, Hygienist
28

Mental Health
Psychiatrist, LCSW Counselor
8

Nursing
NP, RN, LPN
138

Pharmacy
Pharmacist, PharmD
25

Primary Care, MD
PCP, Resident
39

Specialty Care, MD
Chiropractor, OB/GYN, Podiatrist, PT, Specialist
43

Student
Clinical Student, College Student, Scribe
128

Vision Program
Ophthalmologist, Optometrist
39
Wrap Around Services

At CrossOver treating the entire patient: mind, body, and spirit is vital to our approach to care. Our social workers and mental health counselors help our patients access a myriad of outside resources including:

<table>
<thead>
<tr>
<th>Adult Education</th>
<th>Financial Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alcohol &amp; Drug Abuse</td>
<td>Food Pantries</td>
</tr>
<tr>
<td>Clothes Closets</td>
<td>Legal Assistance</td>
</tr>
<tr>
<td>Government Services</td>
<td>Meals Programs</td>
</tr>
<tr>
<td>Domestic &amp; Sexual Violence</td>
<td>Senior Services</td>
</tr>
<tr>
<td>Emergency Shelters</td>
<td>Suicide Intervention</td>
</tr>
<tr>
<td>Employment Assistance</td>
<td>Support Groups</td>
</tr>
</tbody>
</table>

Our social worker Alex Chamberlain (left) and mental health professionals provide counseling and case management services.

Our ten week Lay Health Promoter program teaches basic life saving information, like CPR, to people in the community.

Our community pharmacy provides medications to our patients as well as those of other area free clinics. Volunteer pharmacist Jerry Heimiller (left) dispenses medication to a patient. 

![Individuals Reached by CrossOver by Healthcare Program*](chart)

*July 1, 2014 to June 30, 2015 - Individuals may have utilized more than one CrossOver program.
Integrated Care

By offering a full range of care in one place, we coordinate care and services across a broad spectrum. Ophthalmologists like Dr. David MacMillan (left) work with primary care providers as well as our dental team, specialty providers and counselors to provide holistic care.
The Future of Medicine

Through volunteer opportunities and partnerships with universities and residency programs, CrossOver offers the next generation of medical professionals, like volunteer Graham Bodie, the opportunity to gain experience in a free clinic environment.
Our Donors
July 1, 2014 to June 30, 2015

$100,000 +
Bon Secours Richmond Health System
Dr. John S. Poindexter
Virginia Association of Free and Charitable Clinics
Virginia Health Care Foundation

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The Medarva Foundation

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First Presbyterian Church
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The National Christian Foundation
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West End Community Center
West End Presbyterian Church
Mr. and Mrs. Gary N. Witthoefft

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Mr. and Mrs. Mark Detterick
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July 1, 2014 to June 30, 2015

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West End Community Center
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Each October, a packed house joins us in honoring long time CrossOver volunteers.

Our volunteers are vital to CrossOver's mission. Without our volunteers and donors we simply could not help the more than 7,000 patients we currently serve.

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HCA Va
Health System
An HCA affiliate
The inaugural Spring into Action: Women Helping Women Breakfast was a huge success.

More than 230 women came together at the Commonwealth Club for this inspiring event.
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Mr. Ward Marstiller  
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Mrs. Jen Martin  
Ms. Roberta Martin  
Ms. Christine Martine  
Mrs. Kathleen Martine  
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VCU Health™
Our Volunteers
July 1, 2014 to June 30, 2015

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Manar Aboul-Nour
Khaled Abouzeid
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David Balthaser
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Ummama Bashir
Joseph Battista, MD
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Laura Beamer
Kandyce Beecher
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Isabel Bennardo
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Saray Bergum
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Brett Butler
Leimeredith Byers, CAN
Rebecca Bynum
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Anne Byrd
Daisy Byrd
Linda Gail Campbell, RN
Travon Cannon, MA
Annette Capocelli
Christopher Carney
Lucy Casey, RN
Lucia Casten
Bryan Castro
Carlos Cevallos
Henry Chambers, Jr.

Thanks to our runners and volunteers, the 12th Annual CrossOver Challenge was another rousing success.

Whether you ran, walked, volunteered, donated, or sponsored, please know that you made a difference in someone's life.
For the second year in a row a great crowd came out to support CrossOver and enjoy a beautiful evening on the James River. Guests enjoyed gourmet burgers and craft beer while dancing the night away.
CrossOver Healthcare Ministry
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CrossOver Healthcare Ministry Staff

Leadership
Julie Bilodeau – Executive Director
Mike Murchie, MD – Medical Director
Kathleen Bell, MSN, WHNP-BC — Director of Nursing

Clinical Staff
Lizeth Barrientos — Bilingual Dental Assistant
Nicole Blackwell — Bilingual Pharmacy Technician
Karen Bosley — Bilingual Eye Technician
Jeanice Brown — EHR Coordinator,
Vivian Bruzzese, MD — Director of HIV Programs
Alex Chamberlain, MSW — Social Worker
Aidan Christian — Bilingual Patient Advocate
Millie Flinn — Bilingual TIPS Case Manager
Teresa Gonzalez — Bilingual Clinical Coordinator
Andrea Hague — Western Henrico Clinic Manager
Renee Hammel — Nurse Practitioner
Lyn Harding — Cowardin Clinic Manager/Chaplain
Rafy Luqa — Bilingual Patient Advocate
Marsha Miller, RN — Bilingual Staff Nurse
Guadalupe Molina, RN — Cowardin Nurse Manager
Andrew Pangraze — Bilingual Patient Advocate
Kerri Reed — Senior Programs Manager, Dental/Vision
Pilar Rivera — Bilingual Patient Advocate
Millie Rocha — Bilingual Patient Advocate
Tom Sakach, RN — HIV/TIPS Registered Nurse
Eleanor Sanchez — Bilingual Patient Advocate
Erika Sanzentenea — Bilingual Pharmacy Aide
Lisa Schaub, RDH — Staff Dental Hygienist
Molly Smith — Bilingual Vision Coordinator
Michelle Taylor — Senior Programs Manager, Medications
Schliqua Thompson, MSCC — Counseling Coordinator &
Bilingual Resident in Counseling
Karina Tovar — Bilingual Dental Assistant
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 — Communications Coordinator
Jackie Wornom Griggs — Volunteer Coordinator
Rachel Payne — Administrative Coordinator
Berny Snyder — Outcomes Coordinator
Lynn Williams — Development Manager
Alexandra Witt — Grants Coordinator
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.

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