



# CROSSOVER

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**

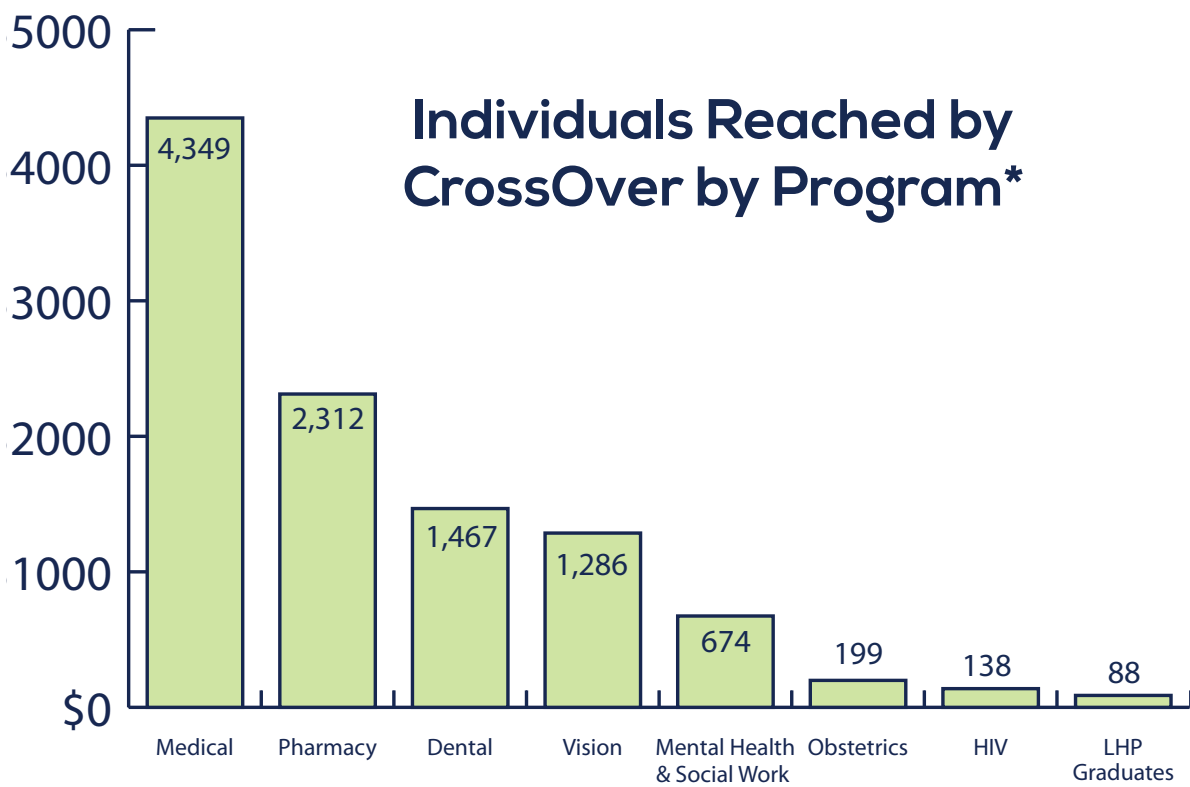


**Nursing**  
NP, RN, LPN  
**115**



**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.**

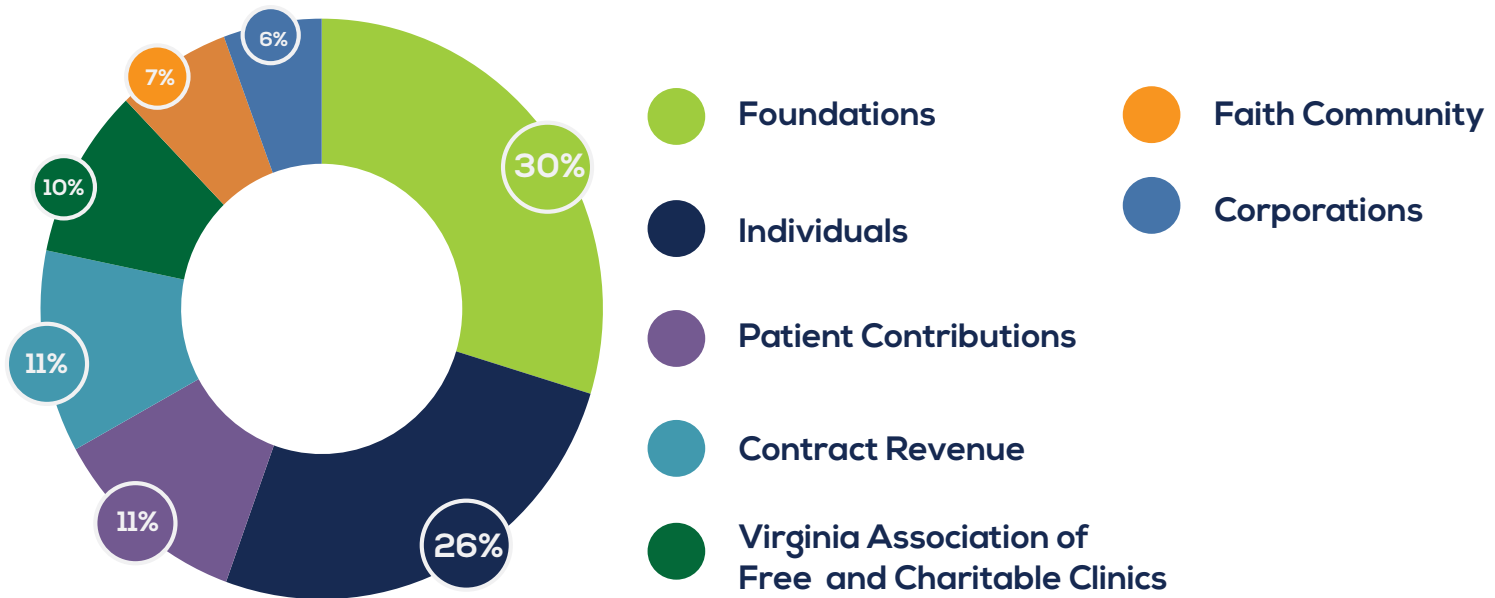
**Colossians 3:17**



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

\*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.



## Our Donors

July 1, 2015 to June 30, 2016

### \$100,000 +

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Benjamin Crowley, DDS  
Zachary Crump, PT  
Travis Cuddy  
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Richard Cullen  
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Kathy Dageforde  
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James Darden, MD  
Ebony Davis  
Georgean deBlois, MD  
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Monika Devanaboyina, MA  
Shihara Dewasinghe  
Rosemary Diaz  
Brady Diaz-Barriga  
Charity Dinko, RPhT  
Samina Dolan, RPh  
Michelle Doll, MD  
Allison Douthat, RN  
James Duff, DDS  
Scott Duff, Jr., DDS  
Teresa Duke, RN  
Bryson Dunham, DDS  
Ngoc Duong  
Jacqueline Dwyer  
Danielle Ebelle  
Carmen Echeverria  
Doreen Edwards, RN  
Jennifer Edwards, MD  
Robin Edwards  
Melissa Ellison  
Joseph Elrod, DDS  
Lydia English  
Diane Epstein  
Annette Ernst  
Bessy C Escobar Recinos, MA  
Martha Esleeck  
Hermenigilda Eusebio  
Christie Farrell, NP  
Lauren Ferrell  
Ali Fay  
Greisy Fernandez  
Timothy Finkler, DDS  
Sheryl Finucane, PT  
Jared Fisher, MD  
Trevor Fisher  
Barbara Fitzgerald, RN  
Virginia Fleischman, RN  
Keesa Fleming, LPN  
Meghan Fleming  
Susie Fletcher  
Virginia Fontana, CAN  
Barbara Fornaris  
Ernest Fornaris, MD

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Margaret Foster  
Beverley Franklin, RN  
Marlene Franz  
Crystal Gaddis  
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Franklin Gergoudis  
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Syed Hasan  
Farah Hatoum  
Jenci Hawthorne  
Jerome Heimiller, RPh  
Ella Heitzler, NP  
Gladys Hernandez  
Kemberly Hernandez  
Leroy Hernandez

Roberta Hernandez  
Imari Herron  
Mary Hetzel  
Earl Hewitt, MD  
Chelsey Hicks  
Brent Higgins  
Keith Hill  
Pam Hill, MD  
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Rachel Hinson, RN  
Shawn Hobbs, MD  
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Stella Horwath, MD  
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Patricia Hoy  
Jack Huddle  
Sheila Huddle  
Connor Hughes  
Sarah Hughes, Medical Student  
Anne Hunley, NP  
Laura Hunter, MD  
LaVonda Hurt  
Adrienne Hymes  
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Michael Joynes, MD  
Maren Judge, RN  
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Mallikharjuna Karamsetty, RPh  
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Beverly Kee  
Karen Keegan  
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James Kelly, DDS  
Jackie Kemper  
Marwah Khalid

Asfand Khan  
Maheen Khan  
Manik Khisti, DDS  
Cheryne Kim  
Jennifer Kim, RPhT  
Meyoung Kim, RN  
Yebin Erica Kim  
Karen Kinebrew  
Camie King  
Jessica King  
Rachel King, LCSW  
Kaamilya King-James, RN  
Shanna Kinsey  
Nicole Kirkwood  
Jere Kitchen, NP  
Michael Kitimet  
Ann Klipp, RN  
John Klipp  
John Kontopanos, DDS  
Ahmed Kotb  
Naveen Chandra Kotha  
Sudhinder Koushik  
Leslie Kreisler, MD  
Michael Krone, DDS  
Michael Krouse, Medical Student  
Emily Kruse  
Kevin Kurack  
Anna Kutcher, RN  
Toan La, PharmD  
Gloria Lambert  
Marie Lauer  
Sue Lawrence  
Hahn Le, MD  
Cameron Lee  
Deborah Lee, RN  
Sylvia Lee  
Maria LeGrand  
Ben Lehman  
Kathy Lehman  
Kathleen Leiner, RN  
Patrick Leonard  
Barbara Lester, MD  
Ronald Lester  
Claire Lewis  
Neil Lewis, MD  
Amy Li  
Martha Lico, NP  
Carmen Loera  
Andrew Lombardozi, MD  
Flor Lopez  
Rachel Love, MD  
Ellen Lucado, RN  
Carol Lucas  
Douglas Ludeman, MD  
Nancy Lynch  
Elizabeth Macdougall  
David MacMillan, MD  
Kristina Madden  
Avery Maestrello  
Chris Maestrello, DDS  
Christopher Maestrello

Ethan Maestrello  
Laura Maestrello  
Steven Maestrello, MD  
Sajia Mahmoodi  
Mankanchan Majhail, NP  
Hoda Mansourani, RPh  
Leslie Mark  
Lynda Marroletti, RN  
Sarah Marsh  
Suzanne Martin  
Elvys Martinez  
Harold Martinez, DDS  
Rosario Martinez  
Diana Marzouk  
Theresa Massenburg  
Lina V Mata  
Natalie McConnell  
Theresa McCormack, RN  
James McDonald  
Kimberly McFadden  
Sharon McGowan, RN  
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Michael McMunn, DDS  
Michael McQuade, DDS  
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Thomas Meeks, MD  
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Alirio Millan, DDS  
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Sigourney Morris, RN  
Teresa Morrison  
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Virginia Motley  
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Jann Murchie  
Melissa Murchie  
Peter Murchie, DDS  
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Cheryl Murphy, MD  
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Karen Murphy, RN  
Barham Nardo  
Padmalatha Navubothu, DDS  
Harvey Neale  
Sallie Neblett  
Charles Nelson, MD  
David Nelson, MD  
Najeeba Nessar, RPh  
Paul Neumann, DDS

Lawrence Newark  
Charleen NG, MD  
Alana Nichols  
Amie Nixdorf  
Angela Nixon, RN  
Teresa Noe  
Hayne Noh  
Ahmed Noreddin  
Catherine Norton  
Brad Nott  
Helen Nunley, RN  
Jill Nwajiaku, RPh  
Cheryl Nystrom, DDS  
Barbara Oates  
Diane O'Kelly, RN  
Laura Olson, RN  
Tracy Orozco  
Tamara Orr, NP  
Tim Oshea  
Christy Ottaviano  
Duncan S. Owen  
Patricia Owens, RN  
Scott Owens, NP  
Sarah Paciulli, NP  
Helena Page  
Ramona Pandher, DDS  
Candice Park  
Julie Park  
Danielle Parks  
Bailey Parsons  
Neil Partridge, RPh  
Parantap Patel  
Tejas Patel, RPhT  
Vicky Patel  
Maria Patino  
John Patrizio, MD  
Susan Pauls  
Cindy Peaseley  
Anne Pedin, RPh  
Jennifer Peele, NP  
Mitchell Pei  
Anthony Pelonero, MD  
Lynn Pendleton  
Susanna Pent, RN  
Eugene Petras, DDS  
Long-Quan Pham  
Nghiem Pham  
Thanh-Ha Pham, MD  
Gloria Piercy  
Hema Pingali  
Emily Pinkard  
Sherry Pinkard  
Donna Pinnell, NP  
Panarat Pongsakul  
Brittney Popelier, CDA  
Sheila Pour, PA  
Caitlin Powell  
Lissa Power-Defur, MD  
Marlene Pratt, RN  
Brandon Deangelo Prez Harris  
Susan Price

# Our Volunteers - continued

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Mary Priddy, RN  
Gordon Prior, DDS  
Rosellen Provost  
Jordan Pye  
Elinor Pyles, RN  
Dana Rafferty  
Helen Ragazzi, MD  
Ezoza Rajabaliev  
Raul Ramirez  
Cynthia Ramos  
Bethany Randall  
Lakshmi Ravindra  
Kenna Rawlings  
Ashley Reed  
Cameron Reichbach  
Janice Renick, NP  
Mairi Renwick  
Holly Rhode  
Miranda Ricart  
Karen Rice  
Jennifer Riddick  
Kimberly Riley  
Alexandria Ritchie  
Pilar Rivera  
Cullen Rivers, MD  
Amanda Roberts, RN  
Judy Roberts  
Tom Roberts  
Pat Rollison  
Michelle Roper  
Angela Ross  
Leo Ross, RPh  
Dana Rust  
Norma Ryan  
Ali Saleh, CDA  
Annika Sampedro  
Peter Samuel  
Jhonmattew Santa  
Yen Santos Carrasco, CAN  
Tedda Saunders, RN  
Lauri Savage  
Nishtha Sawhney  
Eileen Schlaudt, RN  
Mary Sue Schneider, RN  
Robert Schneider  
Amanda Schwarting, RN  
Patricia Scudder  
Raees Seedat  
Amanda Segni  
Donald Seitz, MD  
Pat Seitz  
Rachel Semus  
Ofelia Seredni  
Mosa Shahzada  
Michael Shakroo, DDS  
Landis Shepherd, RN  
Laurie Shepherd, RN  
Kaavya Shetty

Shravya Shetty  
Shreya Shetty  
Brigitti Sicat, RPh  
Marcia Simmonds  
Pali Singh  
Rupali Sinha  
Ali Skooti  
David Skove  
Virginia Slattum  
Kayla Smeltzer  
Catherine Smith, RN  
Jessica Smith, DDS  
Lindley Smith, MD  
Rodney Smith, MD  
Shelley Smith, NP  
Sarah Snead  
Melanie Snellings  
Ahmed Soliman  
Farshid Soltanian, DDS  
Nekki Soltanian  
Maggie Southwick  
Tonya Spangler  
Elizabeth Spencer, RN  
Alison Spriggs  
Claudia Spurill, RN  
Kelsie Stanton, CDA  
Juliette Staples  
Lauren Steckler  
Michelle Stelmach, DDS  
Shentaria Steward  
Elizabeth Stewart, Medical Student  
Henry Stewart, DDS  
Melinda Stewart, NP  
Carolyn Stiff  
Jennifer Stockhausen, MD  
Spencer Stokes  
Luther Story, MD  
Carly Stratton  
VCU Dental Student  
Usha Sundaram, MD  
Sihong Suy, MD  
Stephanie Swisher, RN  
Farshad Taghizadeh, CDA  
Sandy Taito-Ipock  
Sonia Talegaonkar, CDA  
Meron Tarekegn  
Jill Tarr, NP  
Amir Tavassoli, DDS  
Susan Tellier  
Robert Temps  
Denise Terry  
Ani Tetrault, RPh  
Sallie Thalhimer  
Rose Tharp, RN  
Kuriakose Thekkethala, MD  
Alma Thompson  
Carol Tibbals, NP  
Bev Todd  
Stephen Todd, DDS

Quyen Tran, RPh  
Donald Trawick, DDS  
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Cathy Tuck, RN  
Chris Turpin  
Delmis Umana, MA  
Margie Upton  
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Caroline Vines  
Carli Viola, RN  
Ngoc Vo  
Ronald Vranas, DDS  
Janelle Waldron  
Richard Walker, RN  
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Deborah Waller  
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Mark Warner, MD  
William Way, DDS  
Ken Wayland  
Anna Weichel  
Verna Welshman  
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Rachel Whisler  
Patricia White  
David Whitehead, MD  
Kathy Whitten, RPh  
Karen Wild  
Blaise Williams, PT  
Victoria Williams  
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Christina Wilson, NP  
Leah Wiltshire, RN  
Gary Witthoefft  
Robert Woltz  
Christina Woodson  
Sarah Woody, MA  
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Isaac Wornom, MD  
Susan Wornom  
Jennifer Yau, CDA  
Warren Yeager, RPh  
Azeb Yirga  
Martha Young, RD  
Sarah Young, CAN  
Susan Zamecnik, RN  
Joy Zeh  
Baoxin Zhang  
Joseph James Zocco, MD  
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Nibal Zrik

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Michael S. Murchie, MD

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Christy Ottaviano

Caitlin Powell  
Jennifer Riddick  
Lauren Steckler  
Janelle Waldron  
Camille Washington

# CrossOver Healthcare Ministry Staff

## Leadership

Julie Bilodeau – Executive Director  
Michael Murchie, MD – Medical Director

## Clinical Staff

|  |   |
|--|---|
| Ede Bahia - Intake Coordinator                   | Monique Ramos, MA – Clinical Coordinator  |
| Andrea Berger – Western Henrico Clinic Manager   | Tim Reddish – Social Work Family Case Manager   |
| Nicole Blackwell - Pharmacy Technician           | Kerri Reed - Senior Programs Manager  |
| Karen Bosley - Bilingual Eye Technician          | Millie Rocha – Medications Access Coordinator   |
| Vivian Bruzzese, MD – Director of HIV Programs   | Tom Sakach, RN – HIV/TIPS Registered Nurse  |
| Charleen De la Flor - Pharmacy Aide              | Eleanor Sanchez – Bilingual Patient Advocate  |
| Abby Dini, MSW - Social Work Program Coordinator | Lisa Schaub, RDH - Dental Hygienist   |
| Millie Flinn - TIPS Program Coordinator          | Molly Smith - Vision Coordinator  |
| Teresa Gonzalez, MA – Clinical Coordinator       | Sarah Snead - Bilingual Patient Advocate  |
| Renee Hammel, NP – Staff Nurse Practitioner      | Katie St. Germain, FNP - Staff Nurse Practitioner                                       |
| Lyn Harding – Downtown Clinic Manager/Chaplain   | Karina Tovar - Dental Assistant   |
| Rafy Luqa – Pharmacy Program Manager             | Schliqua Thompson, MSCC, – Counseling<br>Coordinator & Bilingual Resident in Counseling |
| Gina Medina – Bilingual Patient Advocate         | Leo Ulashkin – Medications Associate  |
| Marsha Miller, RN - Staff Nurse                  | Gay White, MD – Staff Physician   |
| Debbie Plageman - Dental Hygienist               |   |

## 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.**