



THE ROAD AHEAD



A message from leadership

Friends:

Because of the rapid changes occurring in our healthcare ministry, the theme for our annual report this year is the Road Ahead. During this past year Medicaid expansion passed the Virginia General Assembly, federal tax reform was signed into law, and the heightened tension related to immigration has continued. All of these issues will impact our fundraising, our operations and our patients.

Meanwhile, the need for our healthcare services continues to rise. With increased funding and volunteer support this year, the number of patients served in our two health clinics increased 8%. While we are grateful that more of God's people have been able to access health care, it unfortunately has not been enough to meet patient demand. We continue to have a lottery for new patients at both clinic locations and sadly must turn away many vulnerable neighbors each week due to lack of capacity.

This past year, we have focused on strengthening our operations in anticipation of the changes to come and in a continued effort to meet the needs of our patients.

In May of 2018, CrossOver convened a Medicaid Steering Committee that was tasked with developing a strategy to guide our response to Medicaid expansion. This committee, led by community volunteer Chris Carney, is comprised of board members, staff and community experts. Under the guidance of this committee, we will begin providing care to patients enrolled in Medicaid on January 1, 2019, while continuing to serve the uninsured.

While Medicaid remains a top priority, two other workgroups were formed to address other high priority areas this year. One workgroup developed strategies to better educate our patients with very low health literacy, enabling them to partner with their healthcare team to improve their health. In addition, the Behavioral Health Workgroup has developed a plan to quantify and better meet the behavioral health needs of our patients.

In the clinical arena, Zara Morgan, RN, joined our staff in December as our Director of Nursing and Operations. Zara brings more than 25 years of nursing experience in a variety of settings, and she will partner with our Medical Director, Dr. Mike Murchie, to implement the many operational changes required to participate with Virginia Medicaid.

On the fundraising side, we worked with a local fundraising consultant to assess the strengths of the philanthropy program at CrossOver. We have developed a plan to guide these efforts over the next few years with Megan Hodges Mann leading the implementation of this plan. Megan joined CrossOver in August as Director of Resource Development and Communications and has a strong history of guiding other non-profits in their fundraising efforts.

We know that the Road Ahead is paved with opportunity but will also have some curves and potholes. We believe that the foundational work that has been done over this past year will prove invaluable as we move into 2019. Thank you to all of our donors, volunteers and community partners who have made all of this work possible. Your compassion and generosity has paved the Road Ahead so that CrossOver can continue to provide high quality, compassionate healthcare to our patients.



Julie Bilodeau
Chief Executive Officer



Don Seitz, MD
Chair, Board of Directors

Unique People Served - 6,508

Eye Care Visits - 1,556

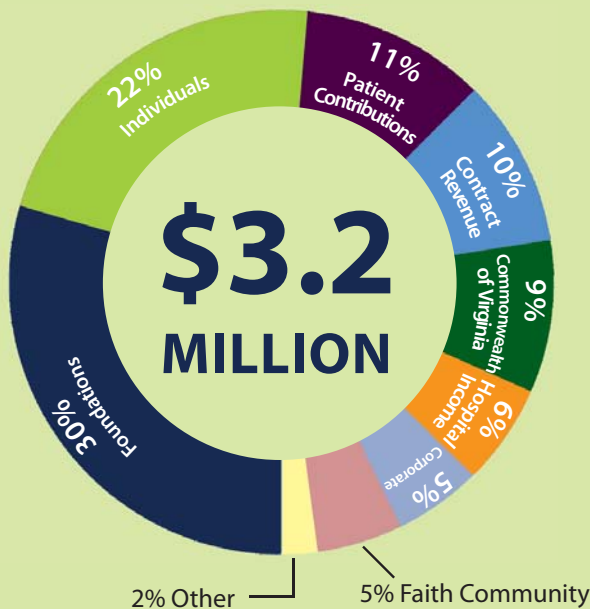
Mental Health Visits - 1,541

HIV Visits - 1,615

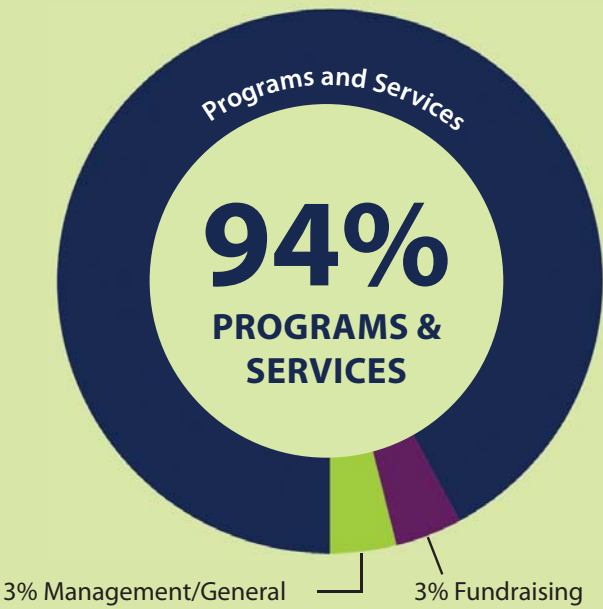
2018 IN NUMBERS

FOR THE PERIOD OF JULY 1, 2017- JUNE 30, 2018

Where our Funds Come From*



How We Spend Them



Statement of Activities

Cash Support and Revenue	\$3,232,884.00	Total Support Expenses	\$551,299.00
In-Kind Contributions [†]	\$5,984,940.00	Total Expenses	\$8,544,398.00
Total Support and Revenue	\$9,217,824.00	Support as % of Total Expenses	6%
Net Assets Beginning of Year	\$2,018,204.00		
Net Assets End of Year	\$2,691,630.00		
Change in Net Assets	\$673,426.00		

*Sources of Cash Support and Revenue. Total Support and Revenue includes In-Kind Contributions.

[†]In-Kind Contributions include donated labor, medications, supplies and medical services provided at our clinics.

Our most recent audited financials, Form 990, and volunteer and donor lists may be found on our website at www.crossoverministry.org/about/documents.

OB Visits - 1,369

Primary Medical Visits - 12,122

Babies Born - 139

Dental Visits - 3,985

MEDICAID EXPANSION AHEAD

At CrossOver, we provided services to 6,508 people in FY 2018, including primary care, dental, vision, mental health, and more. Starting January 1, 2019, an estimated 2,000 current CrossOver patients will be eligible for Medicaid. CrossOver has elected to provide care to Medicaid patients, in addition to continuing to serve the uninsured, because we believe that our patients should have the option to continue receiving compassionate and comprehensive care from a medical home that they know and trust.

The decision to serve Medicaid patients stems from our mission to provide high quality healthcare to people in need and our belief that the newly Medicaid eligible will have difficulty finding a new medical home, as there is a shortage of Medicaid providers in Virginia. While this is a big change, we believe that providing continuity of care for all of our patients, including those who will soon enroll in Medicaid, is firmly in line with our mission to provide high quality healthcare to people in need.

Samir and Andrew are just two of the estimated 2,000 current CrossOver patients who will be eligible for Medicaid on January 1, 2019, as a result of Medicaid expansion.

Samir's Story

Samir, a 29 year-old mother of three, was forced by war to flee her home in South Sudan several years ago. While in a refugee camp and pregnant with her third child, she developed gestational diabetes. After arriving in the United States she had Medicaid for a time, but when her eligibility expired she was unable to afford the medications that she needed to manage her diabetes.

By the time she found CrossOver, Samir's blood sugar levels were literally off the charts. As a result of her diabetes, Samir is at high risk of complications were she to become pregnant again. CrossOver's Women's Health Team was able to provide her with a secure form of birth control, and our PharmD team was able to provide education and medication management to bring her diabetes under control. Samir will be eligible for Medicaid effective January 1, 2019.

With a lack of Medicaid providers in Virginia, it is vital that Samir has CrossOver as a medical home to turn to for continued management of her diabetes, so that she can focus on staying healthy for her three children.

Andrew's Story

When Andrew found CrossOver a year ago, his diabetes management was not under control. After years without health insurance he was unable to afford the costly insulin injections needed to manage his diabetes. While receiving primary care, mental health care, and additional services through our social work team, Andrew was referred to CrossOver's PharmD program. Through this partnership with VCU Health, Andrew received in-depth education and medication counseling specific to his diabetes from VCU School of Pharmacy residents and students, right here at CrossOver.

As a result of years without insurance and proper diabetes management, Andrew is unable to drive and relies on a bicycle for transportation. Luckily, CrossOver offers all of our services under one roof, allowing Andrew to take care of multiple appointments in one visit. This is a huge relief for him and helps him to keep appointments, which leads to him staying healthier. Beginning January 1, 2019, Andrew will be eligible for Medicaid. It's important that Andrew remains with his medical home, CrossOver, to ensure that the services he needs are all under one roof.

Specialty Medical Visits - 3,099

Prescriptions Provided -49,003



Fidel's Story

As a young man in Cuba, Fidel was jailed as a political prisoner for 20 years. During his time in prison, he was subjected to horrific torture, including the forcible removal of many of his teeth. Three years ago, after finally being released, Fidel was given the opportunity to come to the United States.

Months after arriving in Virginia, Fidel's government benefits expired (refugees and asylum seekers receive benefits for only a short period of time), and he needed to find a new doctor to treat several chronic health conditions, as well as severe Post Traumatic Stress Disorder (PTSD).

Once he was screened in as a patient at CrossOver, he was seen by a primary care doctor and referred to a mental health counselor. Our social work team coordinated with the International Red Cross to connect him to transportation services, and assist with food insecurity and other basic needs.

After his experience in prison, Fidel was very afraid of going to the dentist, even though he had several painful oral health issues. Our dental team was able to reassure him that we could provide compassionate care in the least painful way possible. Our hygienists and volunteer dentists were able to resolve the majority of his short-term oral health needs, and form a long-term care plan for his dental health.

With CrossOver's support, Fidel has been able to maintain his health and is now employed full-time, in addition to being a dedicated human rights activist.



"I am proud to have gone to CrossOver. Everyone pays so much attention and is so vigilant to patients there."

The doctors and psychiatrists helped me a lot. I have increased self-esteem. They have given me life."

Our Volunteers by the Numbers



Administrative
Admin, Front Office, Interpreter
275



Pharmacy
Pharmacist, PharmD
24



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



Primary Care, MD
PCP, Resident
73



Dental Program
Dentist, Hygienist
28



Specialty Care, MD
Cardiologist, OB/GYN, Orthopedist, etc.
29



Mental Health
Psychiatrist, LCSW Counselor
7



Student
Clinical Student, College Student, Scribe
60



Nursing
NP, RN, LPN, CNA
62



Vision Program
Ophthalmologist, Optometrist
6

CROSS+OVER

Healthcare Ministry

COMPASSIONATE HEALTHCARE FOR PEOPLE IN NEED

Our Mission

We are called to provide high quality healthcare, promote wellness, and connect community talents and resources with people in need in the name of Jesus Christ.

Board of Directors

OFFICERS

Chair
Don Seitz, MD
Vice Chair
Frank Gorse
Secretary
Helen Nunley, MSN
Treasurer
Duncan Owen, III
Immediate Past Chair
Betsy D. Beamer

MEMBERS

Rev. Shay W. Auerbach, S.J.
John O. Beckner, RPh
Andrew Bennett
Aggie Cullen
Georgian deBlois, MD
Tom Gallagher
Marcos Irigaray, MHA
John C. Ivins, Jr.
Kenneth Johnson
Cassandra Lewis, DNP, ACNP-BC

Tim O'Shea
Dana Rust
Stephen Todd, DDS
Bruce Tyler, AIA
Will Wagnon, MHA, FACHE
Ken Wayland
Janet H. Wills

EX-OFFICIO

Julie S. Bilodeau
Michael S. Murchie, MD



Richmond Clinic
108 Cowardin Ave
Richmond, VA 23224

Henrico Clinic
8600 Quioccasin Road
Richmond, VA 23229

Administrative Offices

8600 Quioccasin Road, Suite 101 • Richmond, VA 23229 • 804-655-2794

www.crossoverministry.org



Cover Photo: Volunteer Dr. Giles Robertson (left) and volunteer interpreter Sallie Thalhimer (right) provide patient education to Paula (center) following her primary care visit.