



Welcome

*TO OUR
HEALTH*



Home



Compassionate Healthcare for People in Need
ANNUAL REPORT 2018/19

DEAR FRIEND,

At CrossOver, we strive every day to be a health home to our patients, volunteers, and staff. As you'll see in this report, fiscal year 2019 brought opportunities to extend welcome to 6,679 patients. Thanks to your support, we had an excellent year and were able to grow in hospitality in numerous ways. Here are a few highlights:

CALL CENTER

In June, we opened our new call center. We now have a single telephone number that serves both of our clinics and the administrative offices. When patients, volunteers, or clinicians call, they are answered by a live person who can direct them to the department or team member they need. All of our call center staff members are bilingual or trilingual, so callers are met with hospitality from the moment their call is answered. The call center has helped us in our goal to streamline and remove barriers to compassionate healthcare.

NOW ACCEPTING MEDICAID

When Medicaid expansion was passed in Virginia in May of 2018, CrossOver convened a Medicaid steering committee to guide our response to Medicaid expansion. In response to their recommendations, CrossOver began providing care to Medicaid patients in January of 2019. This meant big changes for our staff and volunteers, but now, after more than nine months of caring for Medicaid patients alongside uninsured patients, we are more aware than ever of the ways that decision has allowed us to show hospitality. Offering care to Medicaid patients allows us to provide continuity of care to formerly uninsured patients who became eligible for Medicaid under the expansion. We are also able to serve patients any time they move in or out of Medicaid eligibility. And in the many cases where children are eligible for Medicaid but their parents are not, we can now serve the entire family. (Read Maurice's story to find out how Medicaid and CrossOver are helping him pursue physical and mental health as well as stable income.)

TRAUMA-INFORMED CARE

In the fall of 2018, CrossOver was awarded a \$40,000 grant from the Robins Foundation to support the ongoing implementation of trauma-informed care, with a specific focus on our pediatric and obstetrics patients. This grant helped to fund trainings, workshops, educational materials, and additional screening measures for our patients. During our trainings, we learned about the

effects of childhood trauma on adult medical outcomes. We also learned about how physical space can impact a patient's experience, so we have improved signage and decluttered spaces, and, with the help of volunteers from several of our partner faith communities, we've repainted hallways, clinic rooms, and waiting areas in trauma-informed colors. One of our volunteers even reported an "ah-ha" moment during our training when the facilitators suggested clinicians sit to talk to patients instead of standing over them. All of this attentiveness, from paint colors to care practices, helps us provide a more welcoming health home to our most vulnerable patients. (Read on to learn about Ana, a patient helped by CrossOver's trauma-informed practices.)

DENTAL AND VISION EXPANSION

We have also been working hard on revamping our dental and vision programs. We have consolidated these programs at our Henrico Clinic, which allows us to welcome more patients. Along the way this year, our dental and vision clinics have been expanded and refreshed. We're delighted to welcome more dental and vision patients, and to welcome them into such calming, homey spaces. We hope you'll stop by to see how beautiful they are! (Look for Wayne's story to learn about how our dental and vision programs help move patients toward hope and stability.)

Of course, it is your support that makes all of this work possible—your donations, your service on our board and committees, your volunteer hours, and your prayers. You enable us to be a health home to so many in need of compassionate healthcare, and we hope you feel at home here too. Even as we celebrate the progress of the last year, we know there's more work to do to extend ever greater welcome to the vulnerable communities we serve. And so we continue to extend welcome to you, too. We hope you will consider making CrossOver your home in a new way this year, becoming even more engaged through your prayers, gifts, and service.

Thank you for helping us answer the call, build this house, and open the doors ever wider.

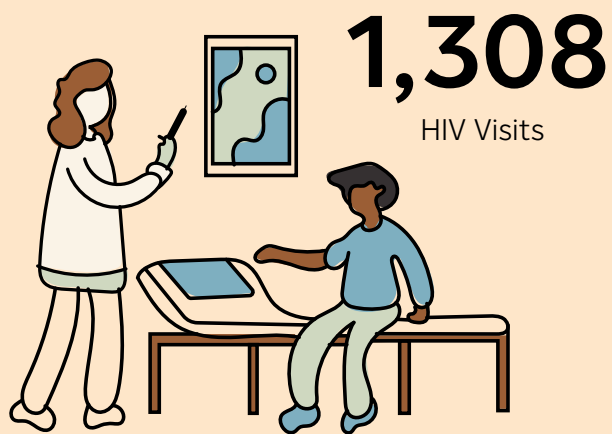


Julie Bilodeau
CEO

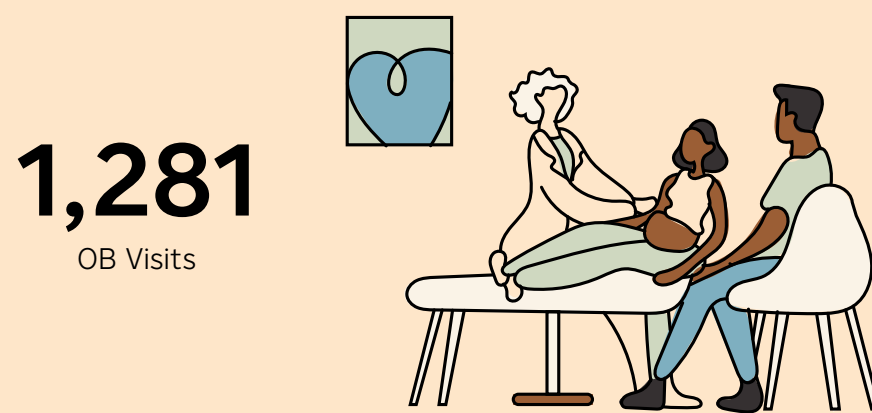


Don Seitz, MD
Chair, Board of Directors

6,679 Unique People Served



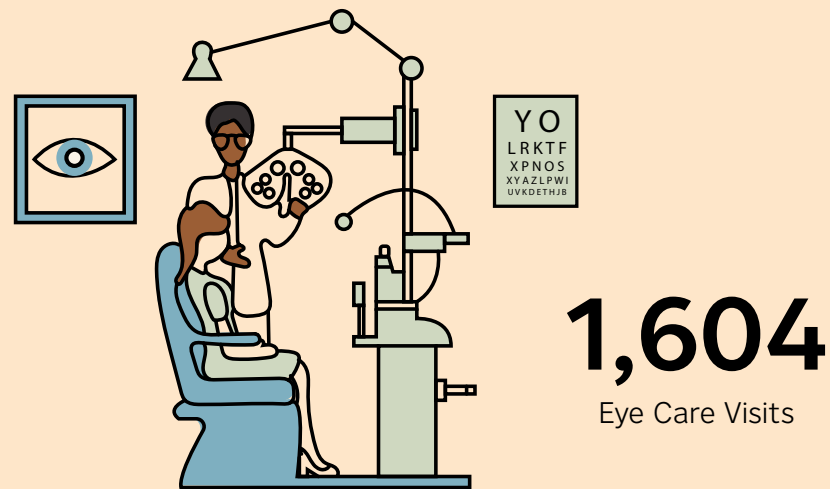
1,308
HIV Visits



1,281
OB Visits



2,274
Social Work Visits



1,604
Eye Care Visits



2,061
Mental Health Visits



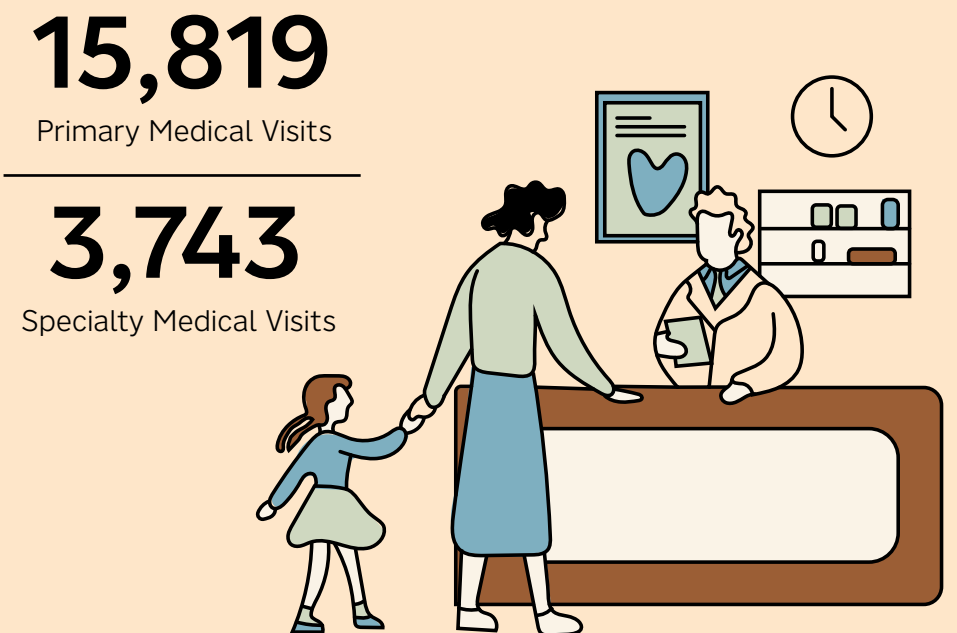
999
Care Coordination



47,025
Prescriptions Provided

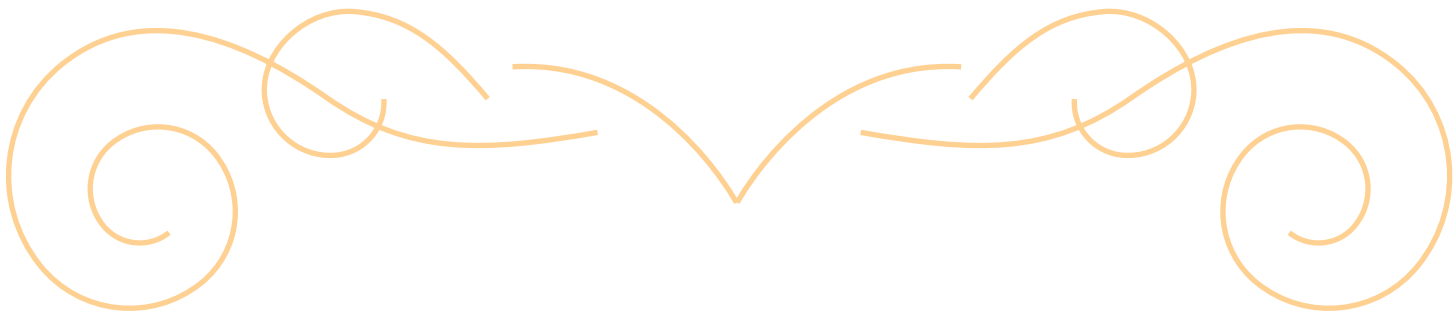


3,666
Dental Visits



15,819
Primary Medical Visits

3,743
Specialty Medical Visits

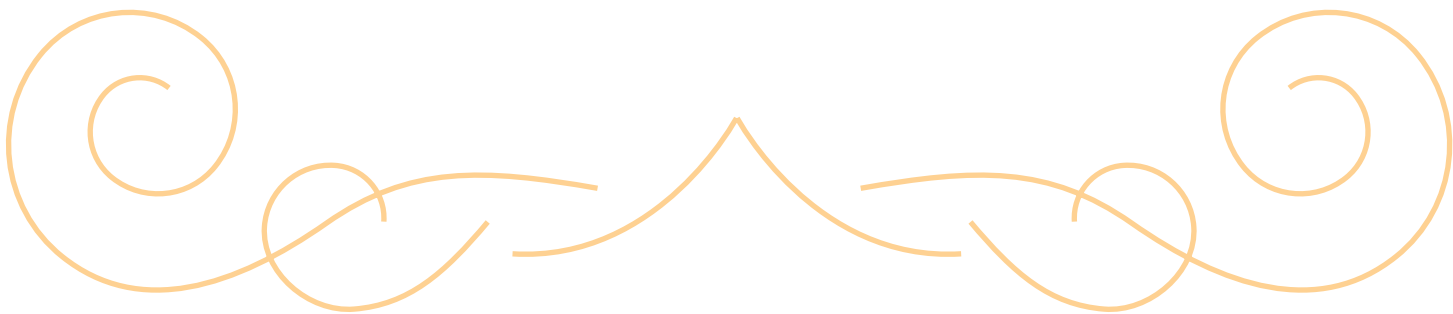


MAURICE'S STORY

Maurice is a 52-year-old, college-educated man. In 2014, he had a cardiac arrest and had surgery to place a pacemaker, all without insurance. Because of concerns about cost, Maurice did not get follow-up care. Since then, he has periodically gone to the ER for treatment of high blood pressure but has not received regular preventative healthcare since 2011. Maurice did not know that places like CrossOver existed. When Medicaid expanded, Maurice was so relieved to find out that he was eligible. When he received his Medicaid card, he prayed and asked God to direct him to the best healthcare provider for him. He believes he found it in CrossOver.

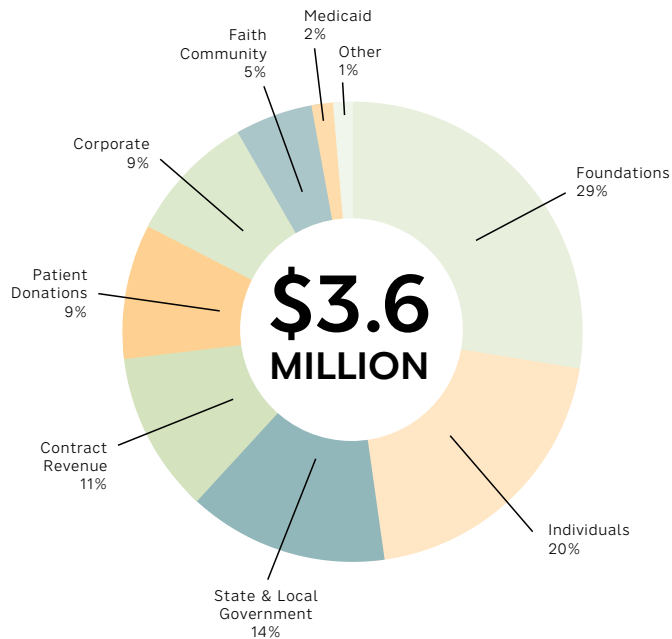
When Maurice came to CrossOver for his first primary care appointment, he was so happy to be able to receive healthcare again. He is working with the CrossOver team to connect to a cardiac specialist, and Maurice is hopeful that his cardiologist will be able to clear him to accept work driving a delivery truck. The CrossOver team was also able to make an appointment for Maurice to return soon for a mental health visit, as he is grieving the sudden loss of a family member.

CrossOver's acceptance of Medicaid is allowing Maurice to receive the preventative care and mental health support he needs, as well as helping to pave the way toward work and greater financial stability.



2019 IN NUMBERS

For the period of July 1, 2018 - June 30, 2019



STATEMENT OF ACTIVITIES

| | |
|---------------------------------------|--------------------|
| Cash Support and Revenue | \$3,514,251 |
| In-Kind Contributions | \$4,506,651 |
| TOTAL SUPPORT AND REVENUE | \$8,020,902 |
| Total Support Expenses | \$581,818 |
| Total Expenses | \$7,273,363 |
| SUPPORT AS % OF TOTAL EXPENSES | 8% |
| Net Assets Beginning of Year | \$2,770,980 |
| Net Assets End of Year | \$3,518,519 |
| CHANGE IN NET ASSETS | \$747,539 |

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.

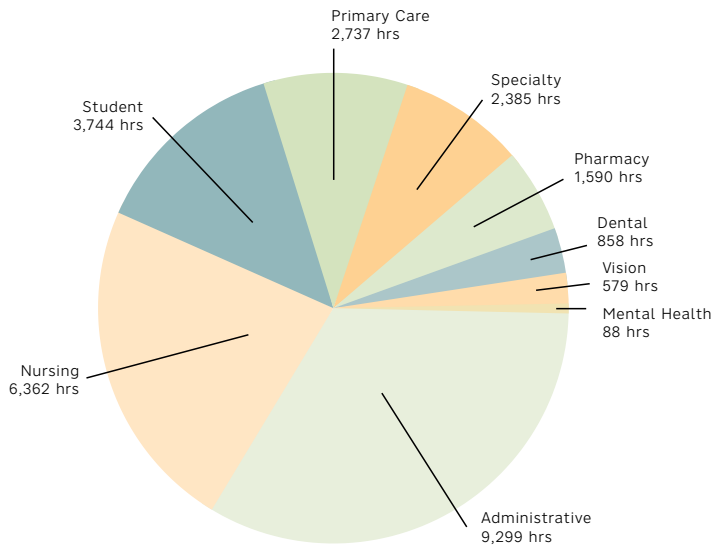
Our most recent audited financial, Form 990, and volunteer and donor lists may be found on our website at crossoverministry.org/about/documents

ANA'S STORY

Ana is a 59-year-old woman from Honduras. After being discharged from the hospital following a stroke, she came to CrossOver for follow-up care. When she arrived at our Richmond clinic, she was delirious and her speech was impaired. Our medical and social work staff worked together to care for Ana, and they learned that she had been having panic attacks, especially when around a lot of people. Because of her anxiety, Ana was avoiding going out in public, putting off basic tasks like grocery shopping, and disconnecting from her church community. She struggled to attend her appointments at CrossOver, too. The social work team continued to schedule appointments and encouraged Ana to keep them. Based on their trauma-informed care training, they arranged for her to wait in a quiet area outside the social work office for her appointments rather than in the crowded waiting room, and they helped to connect her with psychiatric care.

Ana has now received months of compassionate treatment. With CrossOver's help, her health has stabilized, and she is now able to communicate effectively with those around her. As her mental health has improved and her anxiety has lessened, Ana has returned to work and reconnected with her church community.

OUR VOLUNTEER HOURS



27,000+

hours, which is the equivalent of
14 full-time employees.

WAYNE'S STORY

Wayne first came to CrossOver in the fall of 2017. He received treatment for diabetes and high blood pressure. About a year later, with stresses in his life mounting, he began receiving mental health services at CrossOver for depression. Just weeks after that, he lost his temporary job, and with it, the housing where he had been living for twelve years. Wayne briefly rented a room as a boarder, but the home was unclean and ill-kept, and he soon moved out and began living in his truck. A few weeks before Christmas, he was at a loss. He didn't want to hurt himself, but he also felt like he didn't want to live anymore. He went to the emergency room and was admitted to the hospital.

Upon discharge a few days later, Wayne was sent to CrossOver for his follow-up care. When he arrived, he was angry and anxious. Though he had been released from the hospital, he confessed he was still feeling hopeless.

Over the next months, CrossOver's social work team helped Wayne find temporary shelter whenever it was available. They worked with him to prepare for job interviews and helped him get a six-month

membership to Gold's Gym where he could exercise to help treat his depressive symptoms as well as have regular access to a shower. Through the CrossOver Christmas families program, Wayne was able to get gas cards as well as a sleeping bag for the nights when he couldn't find shelter.

Wayne returned to CrossOver in March for a primary care visit. He was eager to share the news that he had found a regular part-time job that was enabling him to rent a room. He was noticeably more relaxed, confident, and hopeful. He said that both a physician and a nurse had shared scripture verses with him during particularly difficult times, and that he continued to read those verses every day. He expressed his thanks to "all of CrossOver for the help I have received."

Over the time Wayne has been a CrossOver client, he has received many of the services CrossOver provides, including primary care, mental health, social work, vision, dental, nurse visits, specialist care, and pharmacy. "I love CrossOver," he says, "and I am very willing to tell my story of being helped, if it will help you or somebody else."



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.

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