

CROSS⁺OVER

Healthcare Ministry



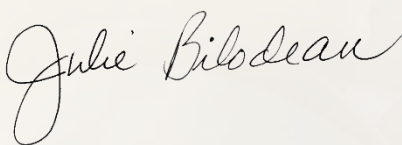
We Are
Here

Dear friend,

What a year it's been! This time last year, we couldn't have predicted the ways the world would change and what those changes would ask of CrossOver. As we wait for a COVID-19 vaccine and head into colder months, we know this isn't over. But it's a good time to take stock of the last year, and despite all the challenges, we're so proud of what the CrossOver team has been able to accomplish. Here are some highlights:

- **We did not close our doors a single day.** Instead, our staff, volunteers, supporters, and community members continually pivoted to meet the needs of the moment.
- In March, we began offering appointments via telehealth to keep staff, volunteers, and patients safe while continuing to provide quality care.
- In the early weeks of the pandemic, we called over 1,300 of our patients who were considered at particular risk for physical or mental health reasons. We were able to provide education, answer questions, and follow up with scheduling appointments when needed.
- We created COVID-19 educational videos in English, Spanish, Arabic, and Portuguese, and we texted links to the videos to our patients. To date, the videos have been viewed over 2,800 times.
- In June, we began hosting drive-up COVID-19 testing for the community. To date, we have completed over 1,000 tests.

The past eight months have affirmed our mission while calling us to extend care to even more of our neighbors. We have become a resource for an ever-widening community in increasing need of our services and support. And all of this has been possible because of you—your financial support, your creative and committed service, your prayers and encouragement. Thank you for helping us serve our community in this extraordinary time.



Julie Bilodeau
CEO



Gigi deBlois, MD
Chair, CrossOver Board



I am from Venezuela. I came to the United States almost four years ago, and at the time, I only spoke Spanish. I drove by CrossOver often, and I always wanted to become a patient here. One time, I came to new patient intake, but there were not enough appointments. The staff gave me the name of another health clinic I could go to, and that is what I did. But I was still interested in CrossOver.

A year later, I started volunteering at CrossOver. I volunteered in the lab for about two days and then started volunteering at the front desk. Two days after I started at the front desk, the clinic manager asked if I was looking for a job. I said, "Of course!" I was so excited, because I loved CrossOver. I am a religious person, and I said, "Okay, God is with me."

I started working at CrossOver right when the pandemic started. At first, I was concerned about contact with the virus, but we have so many protocols to keep everyone safe. I feel blessed to be here, and I'm grateful because the environment is really good, and I've been learning a lot.

When the pandemic first started, patients were scared. They would get a runny nose or a cough and be afraid they had COVID-19. I love being able to help people from so many cultures. When someone is from Venezuela or Mexico or Columbia and they hear me speak, they are so relieved that there is someone who can understand them.

Paola Briceno
Bilingual Patient Advocate

5,859
unique patients served

0
clinical days closed



15,719
primary care visits

2,584
specialty visits

1,100
eye care visits

3,401
dental visits

Around 1988, when I was working in the field of home health, my director asked if I would serve on the board for a place called CrossOver. I was all of 28, and I hadn't heard of breaking the glass ceiling or the movement to "lean in." So we would have these board meetings at 6 a.m. at Aunt Sarah's Pancake House, and I was the only woman and the only nurse. It was a group of doctors and dentists and me. At the time I was pretty intimidated, but I learned a lot about CrossOver and its mission.

Fast forward a number of years. Our daughter became interested in medicine and wanted to find an internship, so I called CrossOver. When we came to the clinic, the person who opened the door was someone I knew. Right away, she said, "You should be volunteering here."

Within a year or two, I started volunteering one day a week. This was around 2010, and I've been here ever since. Now I serve on the board as well—and the board is no longer all men and one woman! There have been so many changes, all for the best.

The most striking thing for me with the pandemic is seeing patients who have recovered from COVID. It's like they are experiencing depression. Even though they're over the virus, they worry about infecting their kids, and they still don't feel 100%. Others can't afford to take off the time they need to really recover. They just have to keep going.

Throughout the pandemic, I have really leaned on the CrossOver medical team. They have been able to sift through all the information and find the important data. CrossOver's work has been so professional, safe, and competent. I feel that I've been so fortunate to be in the mix.

Volunteering at CrossOver is food for my soul. You definitely get back more than you give.

Helen Nunley, MSN, RN
Volunteer

1,050
OB visits

92
babies born



I moved to the United States from Brazil in January of 2015. In Brazil, I had gone to med school and completed a four-year residency to become a pathologist. I completed the program in 2014, but then I moved a year later. I spoke Portuguese and knew enough English to read medical texts, but spoken English was very different. I started the ESL program at VCU.

Meanwhile, I began volunteering at CrossOver to interpret for patients who speak Portuguese and to work on my English. I soon realized I could help more patients if I also learned Spanish. I would go home and look up verbs, and then when I came into CrossOver, I would ask the staff, volunteers, and patients to help me with my Spanish. Everyone at CrossOver had so much patience and helped me to learn English and Spanish.

After I had been volunteering for two years, the clinic manager offered me a job. Now I manage the operations center. We used to receive 700 calls a week, but once the pandemic started, we began receiving 1,200 or 1,300 every week. There were weeks that we got to 1,400.

In the early weeks of the pandemic, we became the first link not just for CrossOver patients, but for the whole community. Sometimes we help people who aren't even calling for services for themselves. Once a nurse from another organization called me to schedule an appointment for a patient. When I asked how she was doing, she started to cry. She told me about missing her co-workers and what it was like to work from home. That was something that really marked me. Just yesterday, I called a patient to reschedule an appointment, and she talked to me for 20 minutes. She feels lonely and she needed to talk to someone. It's something that has been common during the pandemic.

Poliana Venturoti Costa

Trilingual Patient Access Coordinator

up to
4,683
calls per month

708
care coordination
visits





I came to CrossOver in November of 2019. When I came across the job listing, I was impacted by CrossOver's mission and vision—being the hands and feet of Jesus and being there for the community. I've always wanted to work in a place that served people in need, and I thought, maybe this is the time.

The pandemic has been a real challenge. The social work team really stepped up to figure out how to meet needs for food, housing, and more. In one family we serve, the father lost his job due to the pandemic. He could not get unemployment because of his citizenship status, so his household went without income for months. They couldn't pay rent and they weren't receiving SNAP benefits or any other government assistance. The couple and their three kids came to CrossOver, and through our faith-based partnerships, we were able to provide rent assistance, referrals to food pantries, and gift cards for groceries.

That's what we're about. Meeting that need. We're more than just healthcare. When we can bridge the gaps between physical health, financial stability, mental health, it takes such a weight off of patients. I hear a lot of people come back and say "Thank you so much for what CrossOver did."

For me as an employee, there's a joy in coming to work, just to know that you're coming to a place where you're going to make a difference.

Anna Cerrato, MA
Social Work Program Manager

2,556
social work visits

2,234
mental health visits

I used to pass CrossOver every day going back and forth to work, but I didn't know what it was. I learned more at a convention of the Virginia Association of Free and Charitable Clinics. In early 2005, I was working across the street, so one day I walked over, filled out an application, and took a tour. I have been volunteering ever since.

When the pandemic started, I got an email saying that volunteers 65 and over would not be able to come in until further notice. It felt like such an uncertain time. Most people, including myself, didn't know what a pandemic was. It was just a word. I guess we just sort of got spoiled, being able to go about our lives and do what we wanted. I had seen Zoom on my phone and my iPad, but I didn't know what it was. It's funny to think about that now.

I was out of the clinic for about ten weeks, and I started back around the first of June. During the pandemic, the pharmacy started mailing prescriptions to patients with a grant from Rx Partnership. That was very helpful to minimize contact and protect everyone. It has also been a big help for a lot of our patients who have transportation needs.

The pharmacists that volunteer at CrossOver are very committed. They come from hospital pharmacies, community chain pharmacies, the VA. When we first talk to them, we hope maybe they will volunteer a few hours a month, but then many come a few hours every week. I volunteer every Wednesday, but more if needed.

I enjoy volunteering very much. It means a lot to me to give back in an area for which I've been specifically trained. It's a great opportunity for me. I really love knowing that when I leave, I've been able to help.

Leo Ross, R.Ph.
Volunteer

30,213
prescriptions provided





I started volunteering at CrossOver in the summer of 1994, and in mid-1997, I came on staff part-time, working with the HIV program and doing primary care. When I first started at CrossOver, there weren't really effective treatments for HIV. We offered primary care and social and emotional treatment. It was difficult. Things really changed in the late 90s when effective combination treatments became available. Some of our current patients have been here since I've been here. It's really amazing to think about the change they've seen over the last 25 years.

Last March, when everything shut down, we began holding more of our visits by phone and video. There was so much we didn't know yet, like how COVID-19 was spread and whether people with HIV would be more vulnerable to it. It was very stressful, especially early on, when people didn't know if they were going to die tomorrow. But over time, we've learned that masking and social distancing really work, and we've learned about the virus. It's amazing to me how quickly we've been able to learn about COVID-19. With HIV, it took years to learn what the virus was and how it was spread. Now, we can sequence a virus in a matter of months.

Caring for patients virtually has been really interesting to me. It feels strange, but there are some benefits too. Sometimes patients are more willing to tell me things over the telephone than in person. And for some people it's easier to fit in an appointment when they can do it from home.

We are really excited about our HIV/AIDS program. Over the last few months, we've added new staff and new patients. Our patients benefit from our team's social and emotional support along with medical care. We often see patients gain stability in housing and job situations along with their physical health. They feel supported. They know we care.

Vivian Bruzzese, MD
Director of HIV Programs

1,087
HIV visits

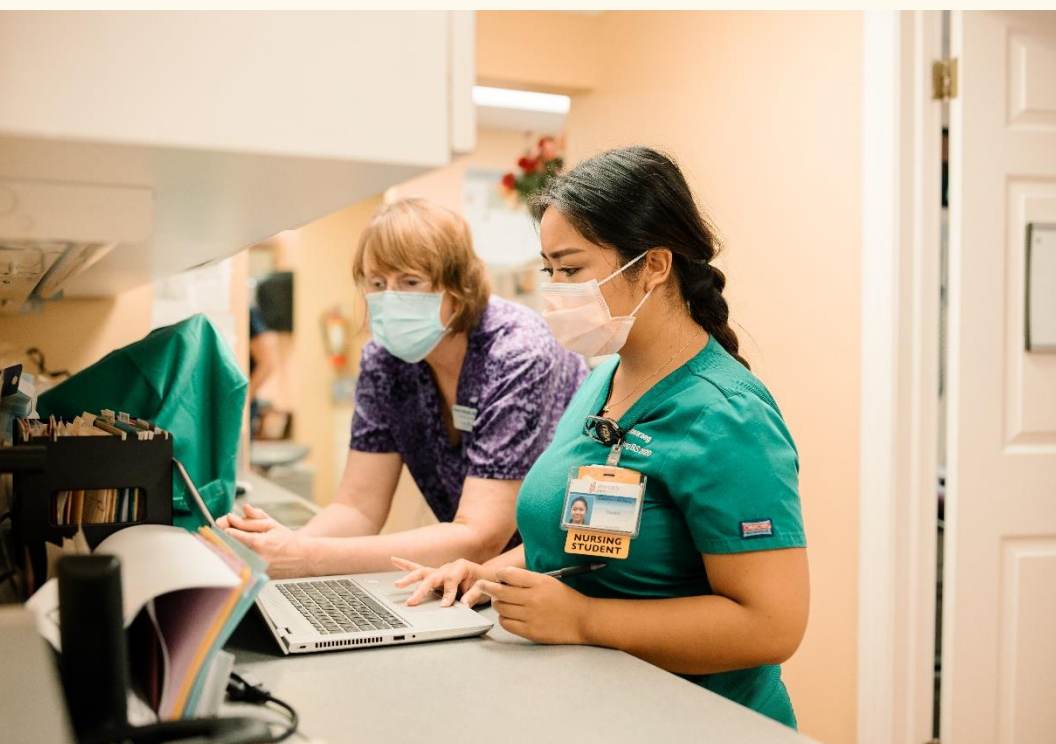
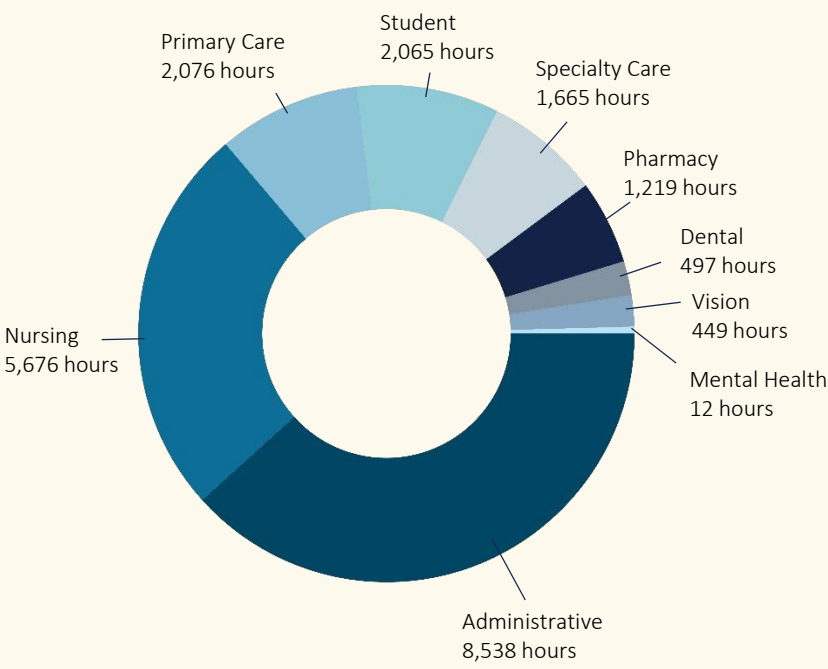
998
rapid HIV tests



376
volunteers

22,000+
volunteer hours

Volunteer Hours

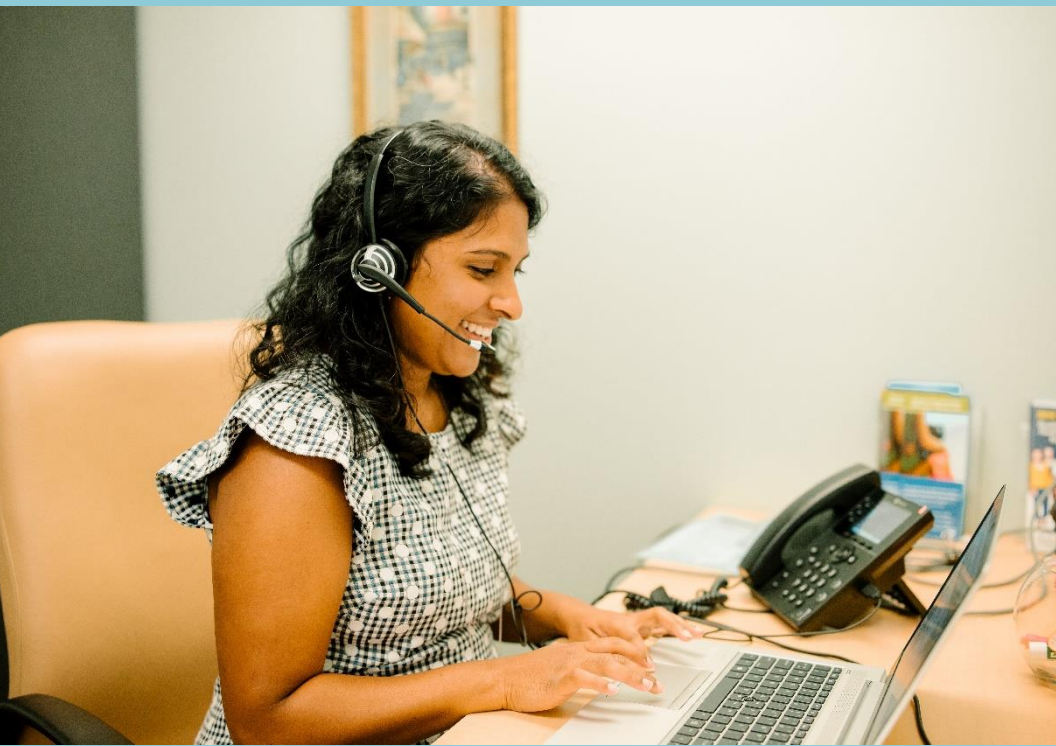


80%

of care delivered
by telehealth in
early months of
pandemic

250

home health
monitoring kits
developed for
telehealth use



1,300+

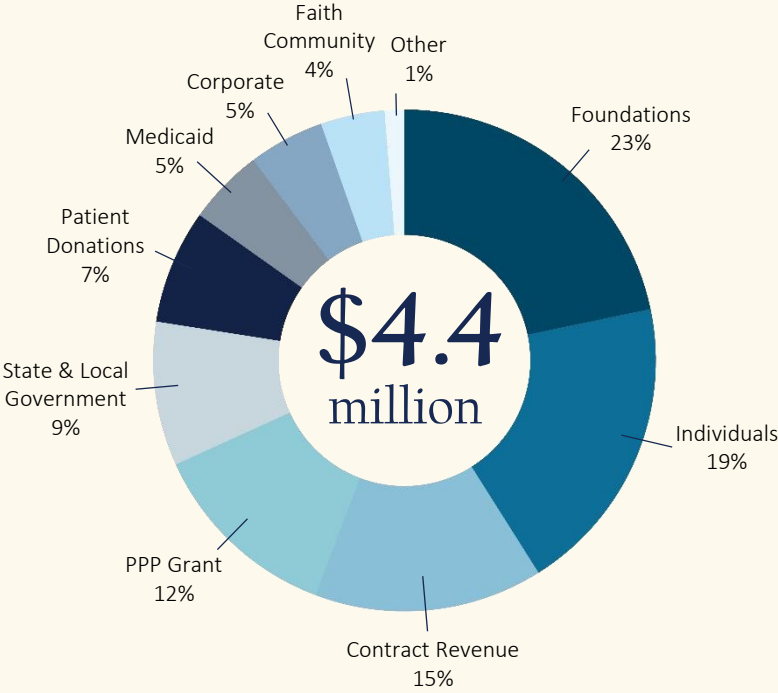
wellness calls to
high-risk patients
resulting in

80+

appointments
scheduled for
immediate needs

2020 Financials

For the period of July 1, 2019, to June 30, 2020



Cash Support and Revenue	\$4,445,937
In-Kind Contributions	\$3,351,480
Total Support and Revenue	\$7,797,417

Administrative and Development Expenses	\$667,855
Total Expenses	\$7,293,212
Admin and Development as % of Total Expenses	9%

Net Assets Beginning of Year	\$3,106,666
Net Assets End of Year	\$3,610,871
Change in Net Assets	\$504,205

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 crossoverministry.org/about/publications.

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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Medical Director: Michael Murchie, MD

Locations

Richmond Clinic

108 Cowardin Ave.

Richmond, VA 23224

Henrico Clinic

8600 Quioccasin Rd.

Richmond, VA 23229

Administrative Offices

8600 Quioccasin Rd., Suite 101

Richmond, VA 23229

804-655-2794

www.crossoverministry.org

