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# A GROWING IMPACT

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**CrossOver  
Healthcare  
Ministry**

2023-2024  
ANNUAL REPORT

Dear friends of CrossOver,

As we share about the work of CrossOver, we must first offer our thanks to you—our volunteers, our donors, our supporters, our community champions. **CrossOver cannot exist without your support.**

When we meet a current or former patient of CrossOver out in the community, it drives home the importance of the work we are stewarding. Whether it's a neighbor who needed treatment after she lost her health insurance or a store clerk whose husband received ongoing compassionate care after a stroke—**these are people who are living fuller, healthier, more financially stable lives because of the work of CrossOver.**

**But there's more to do.** Each month, we receive hundreds of calls from people needing medical care, and while we can serve many, we don't yet have the capacity to serve everyone who needs it.

You'll see imagery of mustard seeds and plants throughout these pages—a reminder of the seeds of faith that were planted years ago and the growth we're seeing today. **We hope you'll make a donation today** to continue to steward CrossOver's growth with us.

Sincerely,

  
JULIE BILODEAU, CEO

  
GREG HILLMAN, BOARD CHAIR

CrossOver's full donor and volunteer lists are available at [crossoverministry.org/about/publications](https://crossoverministry.org/about/publications).



**7,207**

unique clients served

**16,984**

primary care  
& specialty care visits

**4,076**

obstetrics &  
pediatric care visits

**1,575**

eye care visits

**4,333**

dental care visits

**1,403**

HIV care visits

**3,596**

mental health & case  
management visits

**29,488**

prescriptions provided



# Lorena's Story of Care and Connection

Newly arrived in the United States, Lorena found herself suffering from headaches and a concerning loss of mobility in her legs. She saw an urgent care provider, but with so many tests needed to understand what might be happening in her body, **the rising costs were untenable** for the young mother.

In August, she came in to CrossOver, where she first met Nisi Smith, Clinical Coordinator at our Richmond Clinic. **"She really took the time to listen to me** and learn about the pain and discomfort I was having in my body," Lorena shared.

Nisi remembers noticing Lorena's nervousness in the waiting room at that first primary care visit. But **Nisi's warm smile and kind presence helped them establish a quick connection.** "She told me a bit of her story—of how she'd come to the United States to have a better life for her and her son, and I really felt for all that she was carrying, especially with the health issues she was experiencing. I was glad we were able to connect even with a language barrier," Nisi recalled.

Lorena was able to receive **specialty care** through CrossOver's neurology services, as well as **dental care** that would have been cost-prohibitive at another practice. And Lorena's school-age son also has regular visits with **pediatric, dental, and neurology** providers at CrossOver.

Her condition is stabilizing, but access to regular, attentive care at CrossOver is a critical part of ensuring that Lorena and her son continue to find that better life they're hoping for.





# Supporting a better, healthier life for a family



Her condition is stabilizing, but access to regular, attentive care at CrossOver is a critical part of ensuring that **Lorena and her son continue to find that better life they're hoping for.**

CrossOver's team of nurses, case managers, interpreters, primary care and specialty care providers—staff and volunteers alike—provide that compassionate care every day for Lorena and so many in our community.

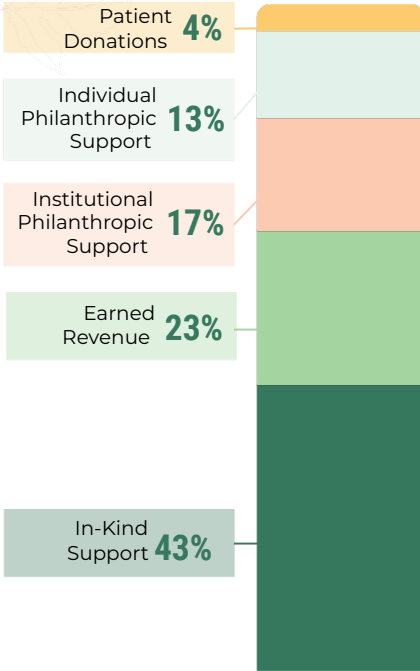
For Nisi, building relationships with patients by offering a **listening ear, a warm smile, and a welcoming presence** means that patients can find CrossOver to be a place of safety and care.

And that caring relationship has made **a world of difference** for Lorena. "I make sure to say hello to her every time I'm in the clinic," she said with a smile.

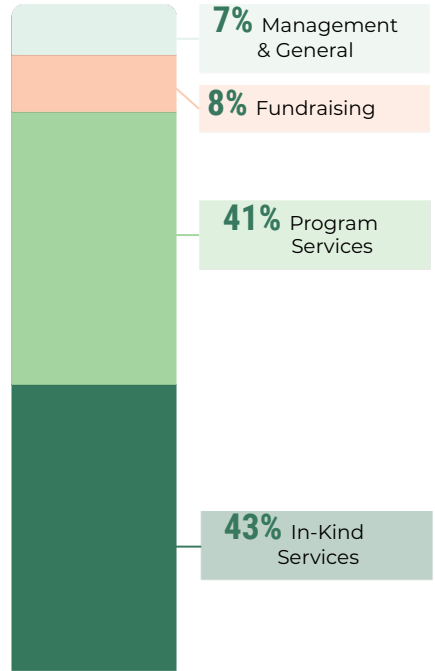


# 2023-2024 Financials

## OPERATING INCOME \$10,182,164



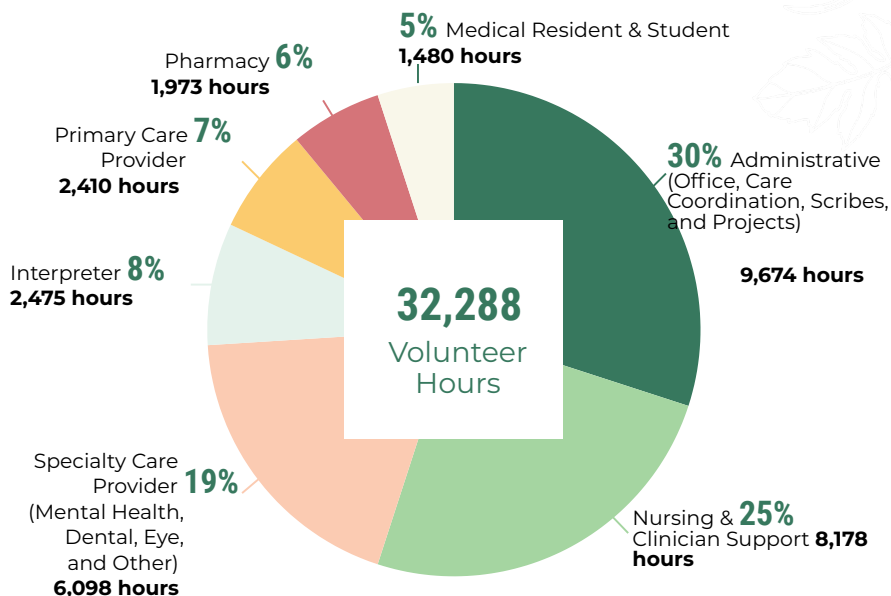
## OPERATING EXPENSES \$10,047,018



## NOTES

1. Philanthropic Support does not include donor-restricted capital gifts.
2. Institutional Philanthropic Support includes foundations, corporate, and faith community support.
3. Earned Revenue includes contract revenue, Medicaid revenue, and local government support.
4. In-Kind Support was not included in last year's annual report financials. It includes clinical volunteer service and pharmaceuticals.
5. Ending net assets for FY 2023-2024 were \$8,840,113. This includes \$4,577,314 in net assets with donor-restrictions.
6. Our programs spending breakdown in FY 2023-2024 is as follows: In-Kind Services \$4,346,228; Program Services \$4,164,973; Fundraising \$818,344; Management and General \$717,473.
7. Our most recent audited financials and Form 990 are available on our website.

# Volunteer Support



## 577 Volunteers

The compassionate healthcare that CrossOver offers is impossible without the **generous support of CrossOver's 577 volunteers.**

Because of the highly skilled care we provide our patients, many of our volunteers commit to weekly or bi-weekly shifts and learn our electronic health records system in order to **offer their gifts and expertise in service to our patient community.** We are so grateful for the way our volunteers partner with us in being a healthcare home for our low-income and uninsured neighbors.



## 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.

## CrossOver Board of Directors

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Nancy C. Thomas

George Vetovec, MD

**Chief Executive Officer:** Julie Bilodeau

**Medical Director:** Michael Murchie, MD

## Locations

### Richmond Clinic

108 Cowardin Ave.

Richmond, VA 23224

### Henrico Clinic

8600 Quioccasin Rd.

Richmond, VA 23229

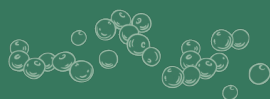
### Administrative Offices

8600 Quioccasin Rd. Suite 101

Richmond, VA 23229

804-655-2794

[crossoverministry.org](http://crossoverministry.org)



**CROSSTOVER**  
Healthcare Ministry



**Make a  
donation to  
CrossOver  
today!**

