



Healthy, Vibrant
community

Meeting This Moment

We are so grateful for your faithful support in providing high-quality, compassionate care to our neighbors who need it most. As you'll see in this report, your impact reaches beyond our patients—strengthening the health of our whole community.

Even as the healthcare landscape shifts, CrossOver remains a steady, trusted source of care.

Together, we are increasing our investment in meeting the growing needs of uninsured and Medicaid patients. On p. 14, you'll see the results of our capital campaign to expand our Henrico clinic. We're excited to create a space

that reflects the dignity and quality of care our patients deserve.

We invite you to consider a gift today, knowing it is an investment in **a healthier, more vibrant community for us all.**

Gratefully,

Julie Bilodeau, CEO



VISION



MATERNAL
CHILD HEALTH



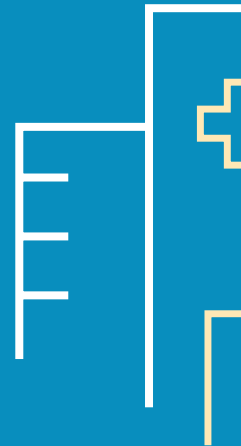
DENTAL



PRIMARY
CARE



CROSS
Healthcare



FOVER
e Ministry



MEDICAL
SPECIALTIES



MENTAL
HEALTH



PHARMACY



HEALTH
EDUCATION



we believe

“A thriving city

starts with

healthy people.”

—Greg Hillman, Board Chair

Compassion Opens the Door to Healing

At CrossOver, care begins with connection. Whether navigating a new culture, a new diagnosis, or the next stage of life, our patients are met with dignity, clarity, and support.

Serving more than 7,500 individuals each year, our doors are open to all who need care.

By building relationships and listening deeply, we create space where people feel safe, understood, and empowered to move forward in their care.

fostering t



Trust

A Healthy Start for a Whole Family

After fleeing the Taliban and spending two years as refugees, Sohailuddin, his pregnant wife Masooda, and their four children arrived in the U.S.—just weeks before

Masooda gave birth to a healthy baby girl.

“The transition has been difficult,”

Sohailuddin

said, rubbing his temple with a tired smile. Since arriving, he’s juggled overnight shifts with daytime school meetings and medical appointments—without a car—as he works

to build a new life for his family.

The family was referred to CrossOver, where ***Newcomer Health Coordinator Laura Perzanowski*** personally guided them through every screening and vaccination, scheduled follow-up visits, and helped them navigate an unfamiliar medical system.

Sohailuddin felt the difference right away.

“The doctors and nurses work very hard here—and they really care,” he said. “They know my children by name.”

Now living just a few miles from the Henrico clinic, his family is beginning to settle in. CrossOver is honored to support them with a healthy start in the U.S. as they continue to make Richmond their home.

CrossOver
patients represent

118

COUNTRIES

OF ORIGIN



**Sohailuddin (and family),
CrossOver Patients**



Centralized Services for Whole-Person Care

For many of our patients, pursuing health isn't just about finding treatment—it's about navigating systems, overcoming language barriers, and balancing needs across generations. That's why our model is built around centralized services that care for the whole person across their lifetime.

From physicals to prescriptions, education to specialty referrals, **CrossOver's coordinated care helps families stay healthy, supported, and connected—right from the start.**

continuing



g care

Breathing Easier and Ready to Live Again

When Teri-Ann arrived at CrossOver, she was struggling to breathe and felt completely alone. “I didn’t have any help, as far as medical help was concerned.”



Teri-Ann, CrossOver Patient

portable oxygen concentrator, CrossOver helped her regain stability and independence. ***“I can breathe better now.***

The care she received changed everything.

From managing her COPD to receiving a donated

I can get my groceries, do my laundry, and take a walk outside.”

Beyond treatment, it was the way she was treated that mattered most. “They remind me of appointments, listen to my concerns, and never make me feel afraid to ask questions. They don’t treat you like your questions are silly. ***They help you see yourself as someone worth caring for.”***

CrossOver’s pharmacy provided her medications, helped her with specialist referrals, and eventually connected her with Medicaid benefits. Now, with more confidence and support, Teri-Ann is looking ahead: “I’m even hoping to get a dog again,” she says with a smile.

30%

of patients are

MEDICAID

RECIPIENTS



Healthy Individuals Strengthen Communities

When a person regains their health, it changes everything—not only for them, but for the people who depend on them.

We believe that **healing is never just individual. It ripples outward**—restoring dignity, rebuilding families, and strengthening entire communities.

At CrossOver, we invest in whole-person care that helps people not just survive, but truly thrive. **Because when our neighbors are well, we all move forward together.**

thriving to



together

Restored Sight Renews Purpose

When Delfino first came to CrossOver, his world had gone dark. A single father of two, he had lost vision in one eye and had very limited sight in the other.



Delfino, CrossOver Patient

he was living with unmanaged diabetes and without access to medication.

No longer able to work his construction job, he was unable to support his family. At the same time,

Dr. Mike Murchie, along with CrossOver's nursing and pharmacy team, immediately got to work, stabilizing Delfino's dangerously high blood sugar levels.

Concerned about his vision, the team referred him to an eye surgeon through AccessNow and he was able to receive surgery on both eyes. Delfino returned to the clinic smiling and asked, ***"Do you remember me? I couldn't see and now I can!"***

With the help of an interpreter, Delfino shared how devastating it has been to watch his family struggle to survive while he was out of work. But now, ***he cries tears of joy at the beauty he can see again, and the life he can rebuild.***

93%

of patients report

THEIR PROVIDERS

LISTEN CAREFULLY

to them



Unwavering Commitment *expanding impact*

CROSSOVER SERVED

7,557

UNIQUE PATIENTS LAST YEAR

Future expansions
will equip us to serve

8,250+

patients annually

see page 14



12,991

Primary Care
Visits



3,131

Medical Specialty
Visits



3,778

Maternal Child
Visits



4,520

Dental Visits



1,830

Eye Exams



1,620

Mental Health
Visits



33,084

Distributed
Prescriptions



98%

of patients

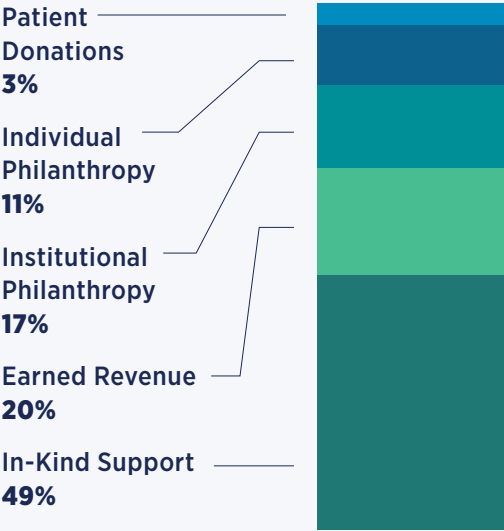
WOULD RECOMMEND

CROSSOVER

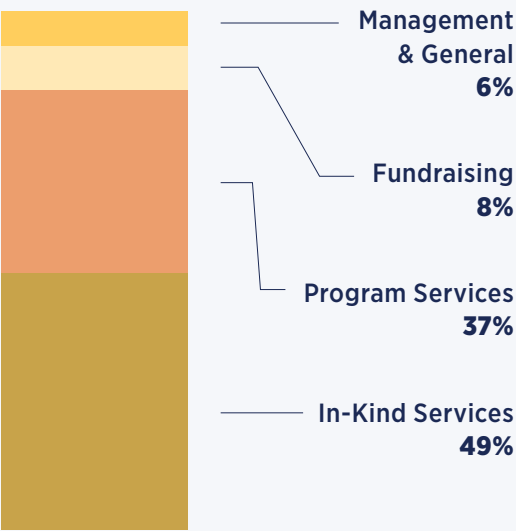
to friends & family

2024-2025 FINANCIALS

OPERATING INCOME \$12,720,852



OPERATING EXPENSES \$12,578,301

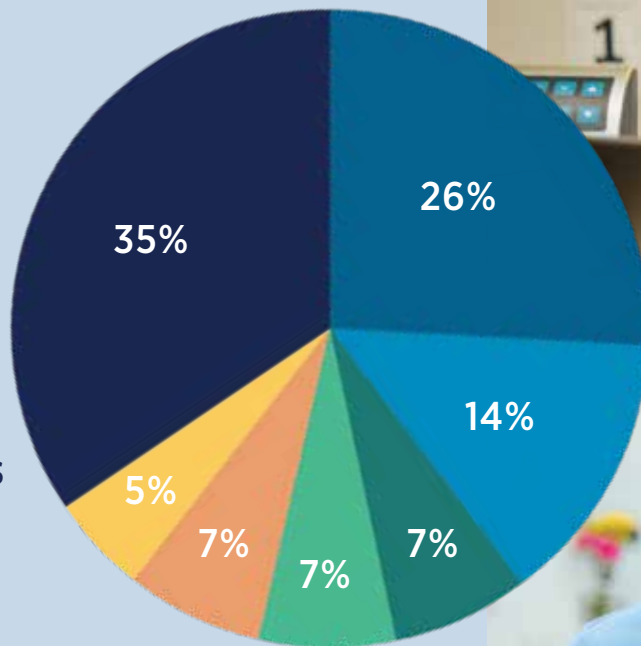
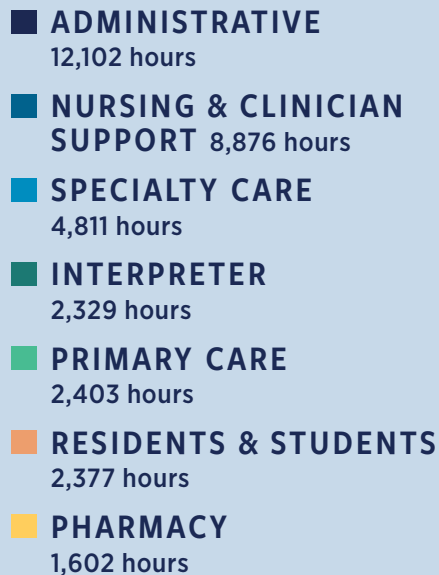


- Notes:
- 1. Philanthropic support does not include donor restricted capital gifts of \$3,202,966.
 - 2. Institutional philanthropic support includes foundation, corporate, faith community, and local government support.
 - 3. Earned Revenue includes Medicaid, contract, and VAFCC revenue.
 - 4. In-kind support includes clinical volunteer service and pharmaceuticals.
 - 5. Ending Net Assets for FY 2024-2025 were \$12,185,630. This includes \$6,847,248 in net assets with donor restrictions.
 - 6. Our program spending breakdown in FY 2024-2025 is as follows: In-kind services \$6,180,210; Program Services \$4,630,423; Fundraising \$954,080; Management & General \$813,588.
 - 7. Our most recent audited financials and Form 990 are available on our website.

Thank you to our generous donors whose support makes our work possible.
Scan the QR code at right to view our list of Operating Fund donors.

Serving with Purpose

505 VOLUNTEERS STRONG



CrossOver's mission thrives thanks to the continued and expanding support of our community.
Scan the QR code to view our list of dedicated volunteers. We are sincerely grateful for your participation.



OPENING DOORS WELCOMING *all*

We're so grateful for the generous support of our community for meeting our \$9 million campaign goal.

Your eagerness to provide a safe and welcoming healthcare home for our neighbors is a testament to our community's commitment to high-quality, compassionate medical care for all.

KEY GOALS:



Expand our facility and services to serve more pregnant women, mothers, and their children.



Create safer more accessible space for everyone



Increase our overall capacity to serve 25% more patients annually.

thank you!
\$9,000,000 RAISED

**200+ DONORS COMMITTED,
INCLUDING 100% BOARD SUPPORT**

forging ahead

At CrossOver, we believe everyone deserves access to
high-quality, compassionate care
—regardless of income, language, or life circumstances.

Thanks to the strong foundation we've built together,
we're ready to meet the growing needs of this moment.

Whether you give, volunteer, or share about CrossOver,
your support opens doors to healing for neighbors
down your street and within our community.

Renew your commitment at:

CROSSOVERMINISTRY.ORG/DONATE



SCAN TO GIVE





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.

vision

A healthy vibrant community where every person is restored by the compassionate, healing love of God.

CLINIC LOCATIONS

Henrico Clinic | 8600 Quioccasin Rd., Richmond, VA 23229

Richmond Clinic | 108 Cowardin Ave., Richmond, VA 23224

Mailing Address | 8600 Quioccasin Rd. Suite 101, Richmond, VA 23229

CROSSOVERMINISTRY.ORG | 804-655-2794

SCAN TO GIVE



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