

# 2023 Annual Report



A Passionate Commitment to High-Quality Care

# DEAR FRIENDS

Reflecting on 2023, I am deeply proud of what we have accomplished and grateful for our many blessings. As always, our focus remains on providing high-quality care to our patients, most of whom live in poverty. That intense focus was rewarded with significant recognition of our standards of excellence in patient care.

I am pleased to share that Crossroad was rated in the top 10% of all health centers in the country by the Health Resources and Services Administration, an agency of the U.S. Department of Health and Human Services. More than 1,500 federally qualified health centers were evaluated on numerous clinical quality measures. *We are one of just six health centers in Ohio to receive this recognition of excellence, and one of only 149 health centers in the nation to be recognized with a Gold Quality Leader award.*

Good news continued throughout the year. Crossroad received an unexpected and generous grant from Yield Giving, the foundation established by philanthropist MacKenzie Scott. This gift has been designated for special projects that will enhance our patient services as well as help fund a new health center to replace our aging facility in the Over-the-Rhine neighborhood.

Our outstanding quality measures in patient care also earned us recognition from other high-profile organizations, including the American Heart Association and the American Red Cross. Additionally, we earned shared savings through Ohio Comprehensive Primary Care by meeting rigorous quality measures in a fiscally responsible manner.

We were blessed with many gifts in 2023, and we received them with gratitude. At the same time, challenges remain. Some funding sources have disappeared, including the American Rescue Plan, and others have been reduced. We are actively searching for other revenue sources and continue to rely on the generosity of donors to maintain our high level of care. Many of our patients are challenged with multiple barriers to accessing health care, including food insecurity, lack of permanent housing, chronic illness and more. Their complex needs take extra time to manage, while the compensation we receive only partially covers the actual cost of treating our patients.

Looking ahead, we remain optimistic and excited about our future. The past year shows us what we are capable of. These remarkable achievements are the direct result of our hardworking staff of more than 80 team members and our dedicated community of supporters. We could not do this without you. Together, you are helping us to reach the most vulnerable with the healing touch of Christ.

With gratitude,



*James J. Berrens*

James J. Berrens, CEO

## Senior Leadership

James J. Berrens, CPA, *Chief Executive Officer*  
Timothy Vale, *Chief Financial Officer*  
Elizabeth Platte, *Chief Operating Officer*  
Douglas Collins, MD, *Chief Medical Officer*

## Board Of Trustees

Steve Smith, *Chair*  
Chad Burnett, *Vice Chair*  
Kate Bennett, *Treasurer*  
Jenny Perez, *Secretary*  
Rev. Steven Bester  
Celeste Dunlap

Roger Howell  
Kimberly Johnson  
Pablo Martinez  
Mark Norman, JD  
Monica Wilkins, MHA, PT

## Providing High-Quality Care for Our Community

For more than 30 years, Crossroad has provided a true medical home to the most vulnerable in our community. We offer affordable, accessible medical services that include primary and preventive care, women's and prenatal care, behavioral health counseling, immunizations and medication-assisted treatment for alcohol and opioid addiction.

Today, we care for thousands of children and adults at our five sites in Greater Cincinnati and Harrison. Our school-based health centers at Rothenberg Preparatory Academy and Taft Elementary School make it easy for students to see a nurse practitioner without leaving school. Taft is also open to the greater community and provides care for people of all ages.

3

2

1

4

5

1

**Over-the-Rhine**  
5 E. Liberty Street  
Cincinnati, OH 45202

2

**Western Hills**  
2170 Anderson Ferry Road  
Cincinnati, OH 45238

3

**Harrison**  
10450 New Haven Road  
Suite 3  
Harrison, OH 45030

4

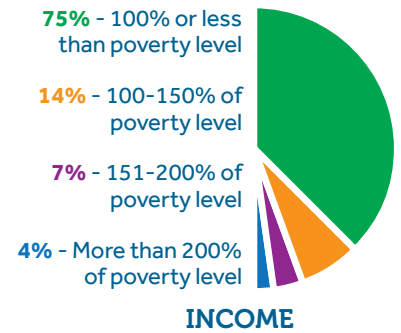
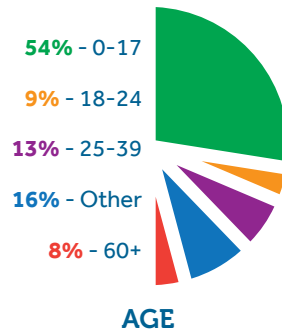
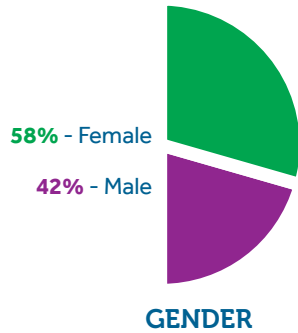
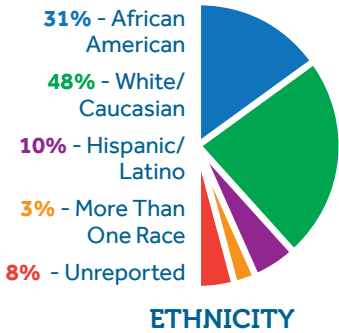
**Rothenberg Preparatory Academy (Over-the-Rhine)**  
School-Based Health Center  
241 E. Clifton Avenue  
Cincinnati, OH 45202

5

**Taft Elementary School (Mt. Auburn)**  
School-Based & Community Health Center  
270 Southern Avenue  
Cincinnati, OH 45219

# SERVING THOSE IN NEED

## About Our Patients



## Financial Statement

### Revenue

Patient Services .....	\$6,756,828
Contributions, Grants, Other .....	5,043,368
<b>Total Operating Revenue .....</b>	<b>\$11,800,196</b>

### Expense

Program Services .....	\$8,492,982
Fundraising .....	172,569
Management and General .....	820,466
<b>Total Operating Expenses .....</b>	<b>\$9,486,017</b>
<b>Net Operating Income .....</b>	<b>\$2,314,179</b>
Non-Operating Revenue .....	\$105,647
<b>Increase in Net Assets .....</b>	<b>\$2,419,826</b>

## Balance Sheet

### Assets

Cash and Investments .....	\$6,679,658
Accounts Receivable .....	673,276
Other Current Assets .....	149,220
Property & Equipment .....	1,641,099
Operating Leases Right of Use .....	1,230,917
<b>Total Assets .....</b>	<b>\$10,374,170</b>

### Liabilities

Current .....	\$913,551
Long Term .....	\$1,660,704
<b>Total Liabilities .....</b>	<b>2,574,255</b>
<b>Net Assets .....</b>	<b>\$7,799,915</b>

## Measuring Our Impact

In 2023, you helped us transform more lives through patient-centered health care.

**39,466 Total Visits • 12,559 Patients**

**6,604**  
patients are children

**9%**  
of all patients are uninsured;  
6% of adult patients are uninsured

**56%**  
of adult patients have a diagnosable mental illness

**2,589**  
mental health counseling visits were provided

## What Our Patients Say About Us

**98%**  
would recommend Crossroad to family and friends.

**97%**  
feel Crossroad helps them make healthy lifestyle choices.

**99%**  
rate their experience at Crossroad as very good or good.

We scored **above the average** in almost all patient satisfaction categories for health centers participating in the Midwest Clinicians' Network survey.

## ***"I always feel welcome when I come in the door."***

When a patient has complex medical needs, the choice of the right doctor can make a world of difference. For 55-year-old Jennifer, who struggles with disabling pain and other chronic issues, that doctor is Crossroad's Dr. Ng.

*"My doctor is extra special and really good,"* Jennifer says. Jennifer first met Dr. Ng at another clinic and followed her to Crossroad. A patient since 2020, Jennifer explains that her biggest medical challenge is pain. She suffers from fibromyalgia, a chronic disorder that causes widespread pain and fatigue. She tried various medications. Nothing worked. Then Dr. Ng suggested some alternative therapies. Jennifer learned about massage therapy and acupuncture, which helped relieve her agony. *"The alternative treatments are a godsend,"* Jennifer says. *"They are the only thing that has actually helped."*

For years, Jennifer had no insurance. She says, *"I've had to tackle multiple issues, probably from going for years without seeing doctors."* In addition to fibromyalgia, she deals with high blood pressure, migraines, gastrointestinal problems and more. At Crossroad, Jennifer is able to get guidance for treatment of her multiple conditions. *"Dr. Ng helps me find the right specialists,"* she says, *"Without her, I wouldn't have known about all the different doctors."*

Jennifer also benefits from the on-site behavioral health services at Crossroad. She meets with Sarah, her counselor, several times a month. *"I needed someone to talk to who's not judgmental. And if I'm worried about something, I can shoot her a message."*

She even got her ex-husband George to come to Crossroad. *"It was a bad situation,"* Jennifer says. *"He was out in California and hooked on drugs."* Back in Cincinnati, George is doing better. *"He doesn't drink or do drugs and he's been holding down a job."* At Jennifer's urging, George is now a Crossroad patient. In addition to regular medical care, he is able to get tested for drug use and receives Suboxone for addiction.

Today Jennifer works part time as a bookkeeper. Her health has improved and she gives Crossroad credit for that transformation. With her complex medical history, having a doctor to closely manage her care and make needed referrals to specialists makes all the difference. And the family atmosphere she finds at Crossroad supports her trust in her providers. *"I have the comfort level and ability to discuss my medical issues. They give me time and make me feel comfortable. The quality of care is perfect – and I always feel welcome when I walk in the door."*

## **A YEAR OF RECOGNITION**

Our focus on high-quality care led to some exciting – and unexpected – returns in 2023. Receiving this recognition underscores our commitment to caring for those most in need in our community. We believe that no one should be denied access to high-quality health care, no matter what their income status is.



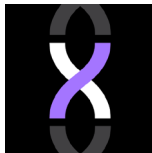
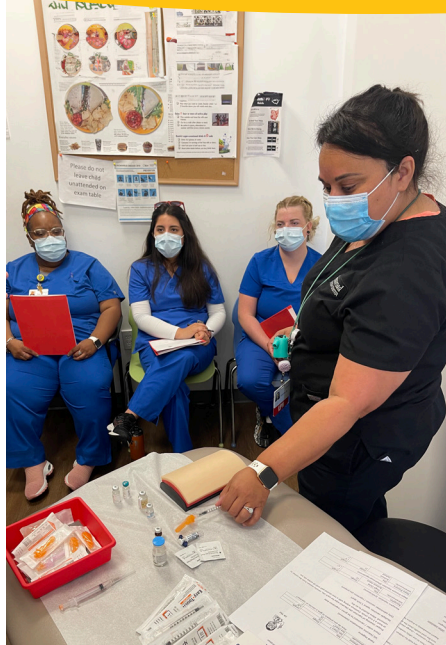
### **Top 10% in the Nation**

The 2023 Gold Health Center Quality Leader award highlights the outstanding care provided by Crossroad to our patients, putting us in the top 10 percent of all health centers in the nation. We earned this recognition from the Health Resources & Services Administration for services delivered in 2022. We are one of only 149 health centers in the nation, out of more than 1,500 federally qualified health centers, to be recognized with this award.



### **Yield Giving Foundation Grant**

Crossroad received a generous grant from Yield Giving, the foundation established by philanthropist MacKenzie Scott. We were selected in recognition of our work to advance the opportunities of people in underserved communities. Crossroad will use the funds to enhance our services to low-income and uninsured children and adults in Greater Cincinnati and Harrison.



### Colon Cancer Screening Funding

Exact Sciences, a leading provider of cancer screening and diagnostic tests, awarded \$75,000 to Crossroad. Grant recipients are committed to improving colorectal cancer screening rates and making health care more accessible for medically underserved populations. Crossroad is one of 23 organizations nationally to receive this recognition. We will use this funding to reach more patients who have never been screened for colorectal cancer.



### American Heart Association Recognition

Crossroad was recognized by the American Heart Association for improving our quality of care through awareness, detection and management of high cholesterol. We achieved this by educating and empowering patients with evidence-based strategies and tools. We were also recognized for achieving better blood pressure control and commitment to accurate measurement among our adult patients.



### Ohio Comprehensive Primary Care Funding

By achieving high levels of patient care, we earned extra funding through Ohio Comprehensive Primary Care. This program empowers health centers to deliver the best care possible to patients while improving both the quality of care and lowering costs.



### Drive Fore Diabetes Golf Classic

Crossroad supporters from the greater Cincinnati community selected us as the recipient of funds raised through a newly established "Drive Fore Diabetes" golfing event. We serve more than 800 patients suffering with less-than-controlled diabetes who need support in managing their blood sugar. The proceeds allow us to offer new technology, such as continuous glucose monitors and insulin pumps, as well as diabetes education.

# YOU MADE A DIFFERENCE

We're proud of the impact we've made on the health of children and adults in our community. It is because of your generosity and ongoing support that the patients we serve continue to receive the high-quality care they need and deserve.

Barry Adamson & Julie Nettleton	Robert & Dianne Donlan	Peter & Laura Klekamp	Terry & Burr Robinson
Erik and Cathy Allaben	Celeste & Craig Dunlap	Jane & Jonathan Kopke	Marianne Rowe
Brandon Autrey	Dave & Meg Dupee	Mark & Beverly Lawry	Dr. Chuck & Julie Schubert
Andrea & Paul Bartels	Dr. Jay & Lisa Feist	Carol Lecher	Dave and Donna Seibert
Melvin & Kathleen Bedree	Sharon Flowers Richardson	Steven Levine	Steve & Michelle Smith
James & Becky Berrens	Mike & Cindy Frey	Gayle Linkletter	Dave & Claire Snyder
John and Cathy Berrens	Gerald & Laura Froehlich	Pierre & Dawn Manfroy	Richard & Jean Soller
Luella Bogenschutz	Kathleen & Bill Fussinger	Jane Markowski	Dr. Gene & Peggy Somoza
Chuck & Chyrl Brandt	Carol & Don Gaenge	Jason & Natalie McSwain	Jill & Paul Staubitz
Gerald & Andrea Breen	Janet & Josh Germann	Deborah & David Menninger	Sally & Hal Stewart
Betty Brewer	Sally & Terry Gear	Scott Meyer	JoAnn Strong
Dr. Addie Briggs	Diana Grover	Robert Mitsch	Scott & Sandi Syfert
Carolyn Burke	Brook & David Gumm	Ron Myers	Carlos & Roberta Terán
Barry & Lynn Carlin	Marlene Hamilton	Bonita Neumeier & Mike Flood	Diana Tibbetts
Tom & Annette Carothers	Candy Hart	Burke Neville	Richard & Sibyl Towner
Dave & Sharon Chalmers	Jeffrey & Susan Hart	Phyllis & Bruce Nicholas	Ben Vansant & Amy Thompson
Anne & Ralph Chambers	Carol Hern	Joy & Mark Norman	Lee & Kathleen Vonderhaar
Richard Chisholm	Robert & Katheryn Hessong	Edward & Julie O'Donnell	Bob & Connie Wade
Anne & Bill Clippard	Tom Heuer	Carl & Kim Offhaus	Christopher & Gina Watkins
Dr. Doug & Heidi Collins	Peggy & Ed Hopkins	Diana & Vidhu Pandey	Louise Watts
Mary Day	Dr. Tim & Janet Johnson	Sue & Ted Paul	Jane Whalen
Scott DeNoma	Scott & Julia Jolson	Jenny Perez	Ken and Brenda Yablonsky
Thomas & Jane Dewey	Joe Maas	Melissa & Edward Rainous	John & Linda Young
Dr. Phil & Linda Diller	Tim and Erin Kelly	Dasen Ritchey	Karen Ziegler
	Gary & Amy Kindell		

WHOEVER CONFERS BENEFITS WILL BE AMPLY ENRICHED,  
AND WHOEVER REFRESHES OTHERS WILL BE REFRESHED.

*Proverbs 11:25*

## Grants & Corporate Donors

American Gift Fund	The Model Group
Ed & Joann Hubert Family Foundation	Oak Hills Presbyterian Church
ELAP Services, LLC	One Hope
George B. Riley Trust Estate	Projetech
JTM Food Group	RPP Containers
Knox Presbyterian Church	Yield Giving

## In Honor

Dr. Courtney Roberts

## In Memory

Bill & Edith Barr	Richard Lecher
Louis Brewer	Anne Longo
Jerry Hill	Judy Myers

# VOLUNTEERS



FOR WHERE TWO OR THREE ARE GATHERED TOGETHER  
IN MY NAME, THERE AM I IN THE MIDST OF THEM.

*Matthew 18:20*

We are grateful to our many student volunteers and thank them for providing more than 2,600 hours of service to our patients.

Ariyana Ahmed

Safa Alam

Julia Beltran

Noah Bergsma

Mitchell Briggs

Raaga Chakilam

Sandy Chan

Jillian Covell

Jenna Cusick

Claire Deitz

Rohan Desarapu

Stephanie Garcia

Weston Gaskins

Divine Grayson

Sabrina Grove

Minahil Haroon

Sarah Hassan

Michael Herlihy

Kalysta Humenik

Immaculee Ingabire

Pranav Jayakumar

Aubrey Jones

Niyati Kanchan

Diviyashree Kasiviswanathan

Adhish Kasyap

Akansha Khadka

Muhammad Subhan Khalid

Sabarish Kirthivasan

Kevin Krebs

Dahlia Losey

Israa Malik

Toutou Sajida Maouloud

Tracey Mensah

Saimahesh Muddaluri

Kennedy Nicholson

Nicole Ntim

Shadi Omranian

Somya Pandey

Patrick Quallich

Ibrahim Rafi

Tannishtha Ray

Esha Reddy

Shivani Reddy

Mickhya Rodgers

Helen Elizabeth Roebker

Benjamin Roman

Isabella Roscoe

Max Rothkopf

Amisha Saini

Luke Schambow

Anish Sharma

Vamshidhar Singidi

Sofia Stitz

Manhar Suharwardy

Payton Sullivan

Sarah Syed


Meghan Sykes

Sritarini Talagadadeevi

Makayla Wright

## Become a Crossroad Supporter

To make a gift to Crossroad, visit [crossroadhc.org](http://crossroadhc.org) and select "donate." You may also send a check made out to **Crossroad Health Center** to Crossroad at 5 E. Liberty Street, Cincinnati, OH 45202. Contact our development department at [crossroadhc@crossrd.org](mailto:crossroadhc@crossrd.org) to find out how to give in honor of or memory of someone, or to leave a legacy to Crossroad in your will to improve the lives of our patients.



Our mission is to give  
honor to Jesus Christ  
by providing accessible,  
comprehensive health care

## CROSSROAD MISSION

in partnership with our  
patients and community  
leading to healthy,  
changed lives.

A Passionate Commitment  
to High-Quality Care

