

2025



# Annual Report

*Healthcare with Heart*



# Reflecting on the Year, **Our Commitment to Care**

Dear Friends,

It is our pleasure to share the 2025 Annual Report for Crossing Healthcare and Crossing Recovery Services.

This year has shown the strength, compassion, and steady commitment of our staff as they cared for individuals and families through medical services, behavioral health support, and recovery programs. Their dedication ensures that patients receive the guidance and care they need, when they need it most.

We are proud of the progress made throughout the year as we expanded services, strengthened collaboration, and continued to deliver dependable, high-quality care. Each milestone reflects the commitment of our staff, the trust of our patients, and the support of our community partners.

In the pages ahead, you will find a summary of the year's achievements, highlights, and the impact of our services. Thank you for your continued confidence in our mission and for being an important part of the work we do.

With appreciation,

*April Ingram*

*Julie Brilley*



**April Ingram**  
President, Board of Directors



**Julie Brilley**  
Interim Chief Executive Officer

# Meet Our **Board of Directors**



**April Ingram**  
*President;  
Patient Representative*



**Julie Fane**  
*Vice President;  
Patient Representative*



**Dan Martini**  
*Board Treasurer;  
Member*



**Steve Huss, MD**  
*Member*



**Katrina Phillips-Gaines**  
*Patient Representative*



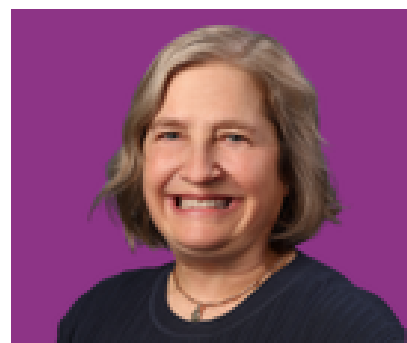
**Tom Crawford**  
*Patient Representative*



**Alicia Marin**  
*Patient Representative*



**Ramie Weisser**  
*Patient Representative*



**Helen Dotson**  
*Patient Representative*

# The Difference a Year Can Make

**Patients Served: 15,272**



**63,364**

Total  
Appointments



**7,478**

Convenient Care  
Walk-In Visits



**1,385**

Crossing Kids  
Walk-In Visits



**5,698**

Mental Health  
Appointments



**139,088**

Call Center  
Phone Calls



**4,866**

Prenatal  
Appointments



**393**

New Newborn  
Patient Appointments



**10,393**

Child Vaccinations  
Administered



**1,366**

Children Enrolled in  
HealthySteps



**1,796**

Care Management  
Patients



**16,000 LBS**

Garden Produce  
Distributed



**6,603**

Recovery Services  
Appointments



**49**

Recovery Housing  
Residents

**Beyond the numbers, our services *change lives.***



# This Year's Milestones

## Advancing Access and Care

### Crossing Kids

In June 2025, Crossing Healthcare introduced Crossing Kids, our expanded and rebranded pediatric department designed to improve access to child and family care in Macon County. Crossing Kids enhances **convenience, access, and continuity of care** by offering:

- Dedicated pediatric team with faster appointment access, including evening appointments
- **Macon County's only pediatric walk-in clinic**
- Comprehensive pediatric services in one location, including preventive, chronic, and newborn care; HealthySteps (ages 0-5); onsite lab and X-ray; and campus dental services through Familia Dental



Pictured: Crossing Healthcare Pediatric Providers

### Commitment to Quality: Award-Winning Care

The Health Resources and Services Administration (HRSA) recognized Crossing Healthcare for quality of care in 2025. HRSA oversees all Federally Qualified Health Centers (FQHCs) in the United States and requires comprehensive data reporting to ensure accountability for patient outcomes. Based on nationally reported data and comparison with peer health centers, Crossing Healthcare earned the following recognitions:



# Excellence in Patient Experience

## Overview

Our annual Patient Satisfaction Survey shows that Crossing Healthcare performs above comparison benchmarks across nearly every measure. Patients report high satisfaction with **access, communication**, and the **quality of care** they receive.

*Data was independently collected and analyzed by Midwest Clinicians Network.*

## Providers

Score	Measure
<b>99.1%</b>	Friendly and helpful
<b>99.1%</b>	Considers my beliefs
<b>99%</b>	Listens to me
<b>99%</b>	Spends enough time with me
<b>98.8%</b>	Answers my questions
<b>98.8%</b>	Gives good advice and treatment

*\*Table reflects how patients rated their providers.*

## Clinical Staff

Score	Measure
<b>99%</b>	Friendly and helpful
<b>98.7%</b>	Answers my questions
<b>98.3%</b>	Listens to me

*\*Table reflects how patients rated clinical staff.*



**93.6%**

Satisfied with appointment availability and clinic hours



**96.5%**

Clinic cleanliness and comfort

## Front Desk Staff

Score	Measure
<b>96.5%</b>	Friendly and helpful

*\*Table reflects how patients rated front desk staff.*

**98.8%**

Patients rated their experience as  
**Very Good or Good**

# Patient Voices, Real Experiences

## Care Management

“The Care Management program has been very helpful. I receive excellent care, and the follow-up phone calls mean a lot to me. The team is **supportive, answers my questions, and makes managing my health easier.**”

— Kathryn J.



Pictured: Kathryn (left) and Liz, Care Manager

## HealthySteps

“HealthySteps has been, and continues to be, a huge support for our family. Having someone to talk to and help us find resources has made a real difference. My son Kingstynn, who has cerebral palsy, was connected to physical therapy and other services, and **he is now reaching new milestones like grabbing his feet and giving high-fives.** The support and encouragement mean so much.”

— Iyana C.



Pictured: Iyana, Kingstynn, and Liz, HealthySteps Manager

## Recovery Services

“When I came to Crossing Recovery Services, I was broken and lost. With the support of the Pregnant and Parenting Program, I was able to rebuild my life. The community became my support system and still feels like family. Since moving out of the Recovery Living apartments, **I’ve bought my first home, found a job I love, and created a safe, happy home for my children.** I am forever grateful for the second chance Crossing gave me.”

— Heather S.



Pictured: Heather and children

# Strengthening Our Workforce

## Strengthening Our Community

Crossing Healthcare is a major employer and community anchor in Macon County. Our workforce plays a vital role in expanding access to care and supporting local stability. By sustaining jobs and providing essential services, we contribute to the social and economic health of the communities we serve.

**145**

Total Number of  
Employees

**32**

Total Number of  
Medical Providers



Pictured: Some of our recent CMA program graduates

**Fourteen** employees completed our internal Certified Medical Assistant (CMA) Training Program, a workforce investment that builds new skills and supports long-term career pathways at Crossing Healthcare.

## Community and Volunteerism

**12,467**

Community Members Reached Through Outreach Events

**637**

Narcan Kits Distributed

**186**

Crossing Healthcare Garden Volunteers

**\$6,369.65**

Employee Giving: United Way of Decatur & Mid-Illinois



Pictured: Children playing at a family-focused recovery event



# The Year Ahead

## Expanding Access to Care

### Rapid Care

With Rapid Care now open at 575 West Hay Street, Crossing Healthcare has added a new point of entry for same-day, non-emergency care. This location expands walk-in capacity and provides individuals with a timely alternative for acute needs, helping reduce delays and improve care flow across our system.

In the year ahead, our focus will be on fully integrating Rapid Care into our network of services. This includes improving workflows, aligning staffing and scheduling, and ensuring a consistent, high-quality experience for those using same-day care. These efforts strengthen our ability to respond to demand, support continuity of care, and make access to care simpler and more reliable for the patients we serve.



Pictured: Rapid Care (575 W. Hay St., Decatur)

## Thank You and Acknowledgements

### Our Community

Everything we do at Crossing Healthcare is made possible through collaboration with the people and organizations who care deeply about the health of Macon County. We are grateful to our patients, partners, and community members who place their trust in us and support our mission.

### Board, Leadership, and Staff

We are grateful for the leadership of our Board of Directors and Executive Leadership Team, and for the dedication of our staff, whose compassion and commitment ensure our work remains focused on the needs of our patients every day.