



*To assure access to quality health and wellness care to the residents and workforce
of the Greater Williamsburg Community*

Board of Directors Meeting
February 23, 2026 | 5:00 PM

- 1) Welcome
- 2) Action item: Consent Agenda | Dr. Rebecca Bruhl
 - a) Approval of meeting dates
 - b) Approval of Agenda
- 3) Reports: State of the facility
 - a) Executive Director update | A. Thompson
 - b) Clinical Update | Kendra Robinson, NP
 - c) Business Office | Jacob Cooper
 - d) Operations | Maggie Beamon
 - e) Dental | Dr. Modest
 - f) Communication & Development | Susan Dunn
 - g) Grants & Development | Sara Lewis
- 4) Reports: Board Committees
 - a) Finance | Melissa Tucker, CPA, Chair
 - b) Planning & Performance | Scott Herr, Chair
 - c) Governance & Nominating | Dr. David Aday, Chair
 - d) Communications & Development | Terry Moran, Chair
- 5) Discussion: Board Self-Evaluation: Meeting Structure, Dr. Becca Bruhl
- 6) Education: FQHCs, FQHC look-alike, RHCs, Dr. Becca Bruhl
- 7) Recap Action Steps and Adjourn

**Board of Directors Meeting
 January 26, 2026 | 5:00PM
 Virtual Meeting**

| Members Present | Members Absent | Staff Members Present |
|---|--|---|
| Becca Bruhl, DrPH Rashid Jones, MBA Doug Holroyd - York David Aday, PhD Cris Becerra R. Scott Herr Ron Kirkland Terry Moran Barbara Null - JCC Cornelius Powell, MD Karen Stokes, MSN-RN Melissa Tucker, CPA Randy Walton, PHD Ayanna Williams - COW | Robin Nelhuebel, PhD Henry Ranger, PharmD | Aaron Thompson Kendra Robinson, NP Dr. Lorenzo Modeste Jacob Cooper Michelle Williams Sara Lewis Susan Dunn |

1. Call to Order & Attendance | Dr. Rebecca Bruhl, Board Chair
2. Consent Agenda | Dr. Rebecca Bruhl, Board Chair
 - a. A motion was made by Dr. David Aday and seconded by Karen Stokes to approve the consent agenda with the following correction: add Karen Stokes to members present at the December 15, 2025, board meeting, the motion passed.
 - i. Board of Directors Minutes | December 15, 2025
 - ii. Executive Committee | January 12, 2026
 - iii. Finance | January 12, 2026
 - iv. Planning & Performance | December 17, 2025
 - v. Events & Outreach | January 15, 2026
3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director
 - a. Facility Update | Aaron Thompson

- i. The facility was closed today due to inclement weather. OTMDC follows the county's guidance regarding weather-related issues.
 - ii. Mr. Thompson welcomed the new James City County jurisdictional board member, Barbara Null.
 - iii. Layer 9 will be on-site the week of 2/9/26 to replace our temporary equipment.
 - iv. A reminder that "Give Kids A Smile" will take place 2/7/26 from 8-2. The board is encouraged to stop by or volunteer. Currently, 150 patients are registered.
 - v. The annual "Community Baby Shower" will take place on 4/15/26.
 - vi. Mr. Thompson recently met with Brad Reinheimer, Asst. County Administrator to discuss the future of the Human Services Building.
 - 1. The Department of Social Services will be relocating to the new government building once it is complete.
 - 2. With their relocation, OTMDC has a few options regarding the building.
 - a. Continue renting current space.
 - b. Purchase the building.
 - c. Purchase the building, with JCC first getting the right of refusal should it be sold in the future.
 - 3. A committee will be formed to research each option.
- b. Clinical Update | Kendra Robinson, NP
 - i. Discussed the increased visits, and what the cause may be. More than likely it is our walk-in clinic and health educator appointments.
 - c. Business Office | Jacob Cooper
 - i. No questions or comments other than what is in the board report.
 - d. Operations | Maggie Beamon
 - i. Review and approval of the annual sliding scale. The only change is the adjustment range for 2026.
 - 1. A motion to approve the sliding scale as presented was made by Ron Kirkland, and seconded by Doug Holroyd. The Motion Carried.
 - e. Dental | Dr. Modeste
 - i. No questions or comments other than what is in the board report.
 - f. Marketing & Communications | Michelle Williams
 - i. Announced an update to the Beer Craft Festival grant application mentioned in the board report. We were not chosen to progress in the grant process. No specific reasons were given as to the denial.
 - g. Communication & Development | Susan Dunn
 - i. No questions or comments other than what is in the board report.
 - h. Grants & Development | Sara Lewis
 - i. No questions or comments other than what is in the board report.

4. Committee Reports

- a. Finance Committee | Ms. Melissa Tucker, CPA, Chair

- i. No additions to what is in the board report.
 - b. Governance & Nominating | Dr. David Aday, Chair
 - i. Dr. Aday discussed the results of the board survey that was included in the board packet.
 - 1. What stands out
 - a. Need to do a better plan for recruitment and orientation for board members and leadership.
 - c. Planning & Performance | Mr. Scott Herr, Chair
 - i. Continuing to review and update strategic plan goals.
 - ii. Trying to make this easy to see progress when reporting to the board.
 - d. Communications & Development | Terry Moran
 - i. The committee gained a better understanding of what is needed; mainly fundraising and outreach.
 - ii. A strategy is needed for current sizable and consistent donors to build our relationship with them.
 - 1. How can we keep a connection without always asking for money?
 - iii. Came away with the idea to have a simple graphic for the committee to utilize what needs to be completed monthly, and assign tasks utilizing the committee as well as the board.
 - iv. Discussed having a virtual auction during the FCMGA Charity Tournament and the feasibility of doing this.

5. New Business | Dr. Rebecca Bruhl, Board Chair

- a. Look-Alike discussion.
 - i. Community Link Consultants has analyzed and presented a preliminary pro forma. A more detailed analysis will be completed.
 - ii. Mr. Thompson mentioned that the board has previously approved both moving forward with the application for designation as a "Look-A-Like" as well as having submitted an official application for FQHC designation in October of 2024.

6. Next Meeting | February 23, 2026, at 5:00 pm

7. Adjourn

- a. A motion was made to adjourn by David Aday and seconded by Karen Stokes and the board approved to adjourn.

**Governance & Nominating Committee Meeting
February 4, 2026 | 5:00PM**

| Members Present | Members Absent | Staff Members Present |
|--|-----------------------|------------------------------|
| David Aday, Chair Becca Bruhl Cornelius Powell | Cris Becerra | Aaron Thompson Susan Dunn |

1. Call to Order & Attendance
2. Approval of Minutes | December 3, 2025
 - a. Minutes were approved at the December 15, 2025 Board of Directors meeting.
3. Recruiting for replacement and leadership
 - i. Melissa Tucker's, and Rashid Jones' terms will end soon. The committee would like to look for a Vice Chair that can roll into the Chair position when Becca Bruhl's term ends. As we think about both how to increase patient representation on the board and how we ensure necessary leadership, we're challenged to engage in a more active process. How do we proceed?
 1. Formally ask each member of the current board to actively engage in identifying someone to replace Melissa Tucker at the next meeting. Either current member or from the community.
 2. Mr. Thompson has reached out to Alexis Swan and Cheryl Fields for recommendations.
 3. Dr. Powell will speak to Bon Secour colleagues and ask if they have any recommendations.
 - ii. Committee co-chairs discussion
 1. is it realistic, with the size of committees, to have co-chairs. This would help with succession.
 2. The thought would be that there would not necessarily be more work other than be a mentor to new board members, but the assumption that they would roll into being the chair.
- b. Patient Advisory Committee
 1. Dr. Aday is in communication with 2 potential members and there are 6 more recently given.

2. Forming of this committee versus needing 51% on the board immediately may change the original timeline for the forming of the PAC. Currently we will need patients on the board within the next year, year and a half.
3. Dr. Aday will contact the potential candidates, and immediately create 1-2 PAC's with the understanding that they will eventually roll onto the board.

c. Onboarding

- i. The challenge is when members roll off mid-year and getting onboarding completed for their replacements.
 1. Assigning a board member as a mentor could help with onboarding.
 2. Committee co-chair would be a good option as a mentor.

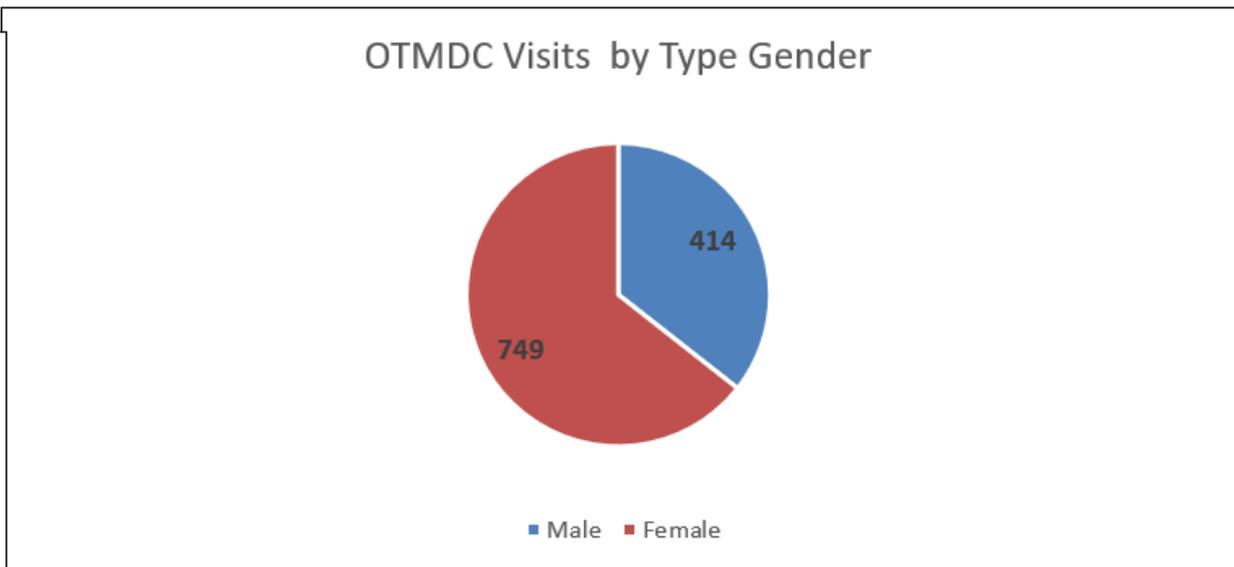
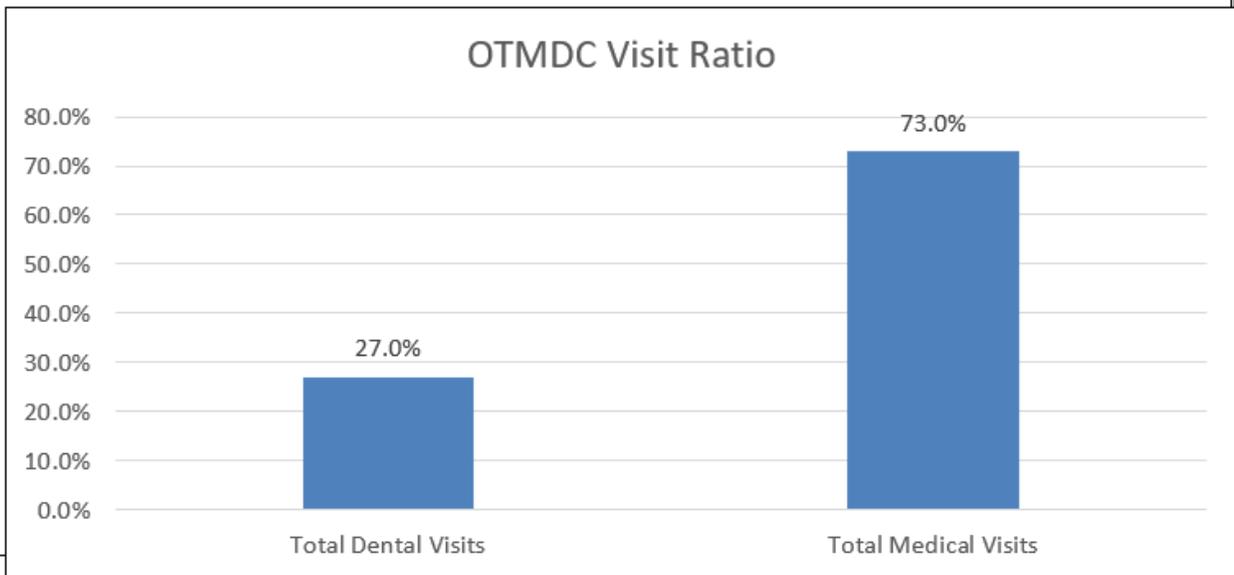
4. Next Meeting | April 1, 2026 at 5:00pm

5. Adjournment

January 2026 CSR Dashboard

Balanced

| | January 2025 | January 2026 | Variance | | |
|--------------------|--------------|--------------|----------|--------|-----|
| Total Patients | 799 | 855 | ▲ | 56 | 7% |
| Total Visits | 1,095 | 1,163 | ▲ | 68 | 6% |
| Visits per patient | 1.37 | 1.36 | ▼ | (0.01) | -1% |



NUMBER OF CLIENTS SERVED

| Category | January 2025 | January 2026 | Ratio |
|----------------------|---------------------|---------------------|--------------|
| Total Dental Visits | 262 | 314 | 27.0% |
| Total Medical Visits | 833 | 849 | 73.0% |
| Total Visits | 1,095 | 1,163 | |

GENDER

| Gender | January 2025 | January 2026 | Ratio |
|---------------|---------------------|---------------------|--------------|
| Male | 400 | 414 | 35.6% |
| Female | 695 | 749 | 64.4% |
| | 1,095 | 1,163 | |

AGE

| Age Groups | January 2025 | January 2026 | Ratio |
|-------------------|---------------------|---------------------|--------------|
| 0-11 Months | 0 | 15 | 1.3% |
| 1-11 Years | 45 | 30 | 2.6% |
| 12-18 Years | 42 | 72 | 6.2% |
| 19-35 Years | 278 | 244 | 21.0% |
| 36-64 Years | 583 | 568 | 48.8% |
| 65+ Years | 147 | 234 | 20.1% |
| | 1,095 | 1,163 | |

RACE

| Race | January 2025 | January 2024 | Ratio |
|----------|--------------|--------------|-------|
| Asian | 33 | 43 | 3.7% |
| Black | 186 | 224 | 19.3% |
| Hispanic | 403 | 426 | 36.6% |
| White | 241 | 267 | 23.0% |
| Other | 232 | 203 | 17.5% |
| | 1,095 | 1,163 | |

SLIDING SCALE

| FPL Sliding Scales | January 2025 | January 2024 | Ratio |
|-------------------------|--------------|--------------|-------|
| Level B 100% FL & Below | 319 | 362 | 31.1% |
| Level C 101-138% FPL | 148 | 145 | 12.5% |
| Level D 139-166% FPL | 58 | 62 | 5.3% |
| Level E 167-200% FPL | 21 | 26 | 2.2% |
| Level F 201-250% FPL | 13 | 14 | 1.2% |
| Non Compliant Patients | 52 | 60 | 5.2% |
| Full Fee | 9 | 4 | 0.3% |
| Level I (Insured) | 475 | 490 | 42.1% |
| | 1,095 | 1,163 | |

| HEALTH INSURANCE | | | |
|---------------------------|---------------------|---------------------|--------------|
| Insurance Category | January 2025 | January 2026 | Ratio |
| Uninsured | 605 | 641 | 55.1% |
| Medicaid/MCO's | 256 | 232 | 19.9% |
| Medicaid Dental | 105 | 111 | 9.5% |
| Medicare | 37 | 15 | 1.3% |
| Dual Eligible Medicare | 6 | 22 | 1.9% |
| Commercial Ins. | | | |
| Anthem/Optima/CIGNA | 86 | 108 | 9.3% |
| VA Benefits | 0 | 1 | 0.1% |
| Healthcare Exchange | 0 | 0 | 0.0% |
| Other | - | 33 | 2.8% |
| | 1,095 | 1,163 | |

| LOCALITY | | | | |
|----------------------|---------------------|---------------------|--------------|---------------------|
| Location | January 2025 | January 2026 | Ratio | Cumulative % |
| James City County | 585 | 658 | 56.6% | 56.6% |
| City of Williamsburg | 195 | 191 | 16.4% | 73.0% |
| York County | 107 | 120 | 10.3% | 83.3% |
| Charles City | - | 4 | 0.3% | 83.7% |
| Gloucester | 22 | 12 | 1.0% | 84.7% |
| King Queen | 8 | 7 | 0.6% | 85.3% |
| New Kent | 22 | 10 | 0.9% | 86.2% |
| Newport News | 97 | 99 | 8.5% | 94.7% |
| Hampton | 11 | 12 | 1.0% | 95.7% |
| King William | 21 | 26 | 2.2% | 97.9% |
| Richmond | 1 | 1 | 0.1% | 98.0% |
| Surry | 10 | 7 | 0.6% | 98.6% |
| Other | 16 | 16 | 1.4% | 100.0% |
| | 1,095 | 1,163 | | |

COUNTY ADMINISTRATOR
Mark L. Bellamy, Jr.



BOARD OF SUPERVISORS
Douglas R. Holroyd
District 1
Sheila S. Noll
District 2
M. Wayne Drewry
District 3
G. Stephen Roane, Jr.
District 4
Thomas G. Shepperd, Jr.
District 5

January 23, 2026

Aaron Thompson, Executive Director
Olde Towne Medical and Dental Center
5249 Olde Towne Road
Williamsburg, Virginia 23188-8111

Dear Mr. Thompson:

This is to notify you that at its meeting held on January 6, 2026, the York County Board of Supervisors elected Douglas R. Holroyd as its Chairman for 2026. Chairman Holroyd will continue to serve as the County's representative on the Board during 2026. A copy of the resolution appointing him is attached.

If you have any questions concerning the above information, please do not hesitate to contact me at 890-3326 or email me at heather.schott@yorkcounty.gov.

Sincerely,

A handwritten signature in black ink that reads "Heather L. Schott". The signature is written in a cursive, flowing style.

Heather L. Schott, MMC
Assistant to the County Administrator/Deputy Clerk

Enclosure

BOARD OF SUPERVISORS
COUNTY OF YORK
YORKTOWN, VIRGINIA

Resolution

At a regular meeting of the York County Board of Supervisors held in York Hall, Yorktown, Virginia, on the 20th day of January, 2026:

| <u>Present</u> | <u>Vote</u> |
|--|-------------|
| Douglas R. Holroyd, Chairman | Yea |
| Thomas G. Shepperd, Jr., Vice Chairman | Yea |
| Sheila S. Noll | Yea |
| M. Wayne Drewry | Yea |
| G. Stephen Roane, Jr. | Yea |

On motion of Mr. Shepperd, which carried 5:0, the following resolution was adopted:

A RESOLUTION TO APPOINT MEMBERS OF THE YORK COUNTY BOARD OF SUPERVISORS AS LIAISONS TO VARIOUS BOARDS AND COMMISSIONS FOR 2026

BE IT RESOLVED by the York County Board of Supervisors this 20th day of January, 2026, that it does hereby make the following Board Member appointments to the corresponding boards and commissions for Calendar Year 2026:

| | <u>Board Appointee</u> |
|---|------------------------|
| Greater Williamsburg Chamber | Douglas R. Holroyd |
| Williamsburg Area Medical Assistance Council (WAMAC) Board of Directors (Olde Towne Medical Center) | Douglas R. Holroyd |
| York County Chamber of Commerce | G. Stephen Roane |
| Youth Commission | G. Stephen Roane |
| Peninsula Mayors and Chairs Caucus | Douglas R. Holroyd |
| Hampton Roads Workforce Council | Sheila S. Noll |
| Hampton Roads Planning District Commission | Sheila S. Noll |

| | |
|--|--|
| (HRPDC) (Two-Year Term) | Thomas G. Shepperd, Jr. (Alt) |
| Hampton Roads Transportation Planning Organization | Thomas G. Shepperd, Jr. Sheila S. Noll (Alt) |
| Hampton Roads Transportation Accountability Commission (HRTAC) (Three-Year Term) | Thomas G. Shepperd, Jr. |
| Hampton Roads Military & Federal Facilities Alliance | Thomas G. Shepperd, Jr. |
| Yorktown Day Association | M. Wayne Drewry |
| Head Start Policy Council | Douglas R. Holroyd |
| Williamsburg Tourism Council | Sheila S. Noll |
| Regional Industrial Facility Authority | Board Member: Sheila S. Noll Alternate: Mark L. Bellamy, Jr. EDA Member: J. Mark Carter Alternate: Kristi Olsen-Hayes |

A Copy Teste:



Heather L. Schott, MMC
Deputy Clerk



OTMDC

OLDE TOWNE
Medical & Dental Center

WELCOME TO OUR TEAM



Allisha Gilbert
Registered Medical Assistant

Clinical Department Update

Submitted By: Kendra Robinson, FNP 02/13/2026

Mission Moment:

On January 23rd a young female patient came for a walk in appointment for “psych concerns”. Once she was able to speak with the provider working with her that day, she expressed she was actively suicidal and was seeking help to secure in-patient psych treatment. The provider sat with her and called Riverside Behavioral Center to complete an intake and was told to send in a referral and they would call back after reviewing the information. The provider then called The Pavillion with the patient and was told to send in a referral and they would review it and call the patient back with instructions. Both times each facility was informed that the patient was in crisis and actively suicidal. As a third attempt, the provider called 988, the crisis line, and provided the patient’s information and situation. She was connected to a psych professional who made an assessment and reported there was no immediate assistance available. OTMDC’s provider then demanded a mobile crisis unit be dispatched to the clinic for the patient. The psych provider from the 988-crisis line stated, “they will only come out and give her some coping skills, sounds like she might need more than that”. We again requested the mobile crisis unit be dispatched. We ended that call and received a call from the mobile crisis unit 15 minutes later informing us they did not have any information on the patient and they would have to complete some paperwork before coming out. After another 25 minutes, we received another phone call from the mobile crisis worker explaining that he was on his way, but was stuck in traffic and would most likely be delayed by another 30 minutes.

Not feeling that any of the aforementioned options were acceptable for the patient, OTMDC’s provider obtained permission from the patient to call 911. The patient consented and two officers were dispatched to our clinic. They came in and spoke with the patient who agreed to go to Riverside Doctor’s Hospital to be evaluated by the psych professionals at CITAC (Crisis Intervention Team Assessment Center). The patient was transported safely by JCC police officers and was admitted for psychiatric care. As of 2/2/26, the patient was still hospitalized at a local psych facility for treatment.

Volunteer Specialty Care

- January 2026 the following specialties provided 31 visits.

| | |
|----------------------------|-------------------------|
| Cardiology: 10 visits | Chiropractor: 0 visit |
| Gastroenterology: 0 visits | GYN: 8 visits |
| Nephrology: 4 visits | Ophthalmology: 9 visits |

Clinic Staff Update:

- The new Medical Assistant, Allisha Gilbert, started work with OTMDC on February 17, 2026.

Community Involvement:

- Gloucester Matthews Care Clinic (GMCC) and OTMDC collaboration for eye care update:
 - 1/2026:
 - 1 GMCC patient was scheduled and did not show for their diabetic eye exam at OTMDC.
- Williamsburg House of Mercy:
 - Clinic date 2/12/26, 3 patients were seen.
 - 1 patient only wanted dental appt and medication refills.
 - 1 patient was a follow up from previous House of Mercy visit.
 - 1 patient was in crisis and had to be sent to the ER via rescue squad.
 - Next clinic date at WHOM is set for March 12th.

February 2026 Departmental Update

Business Office

- Both the Medicaid and Medicare Cost Reports for FY25 have been submitted. We are awaiting final settlement confirmation from Myers and Stauffer for the Medicaid Report and Novitas for the Medicare Report.
- Layer 9 has begun installing our new equipment and will be back on-site on Friday 2/13 to finish.
- The business office is in the beginning stages of a project with Veradigm and Layer 9 to update Allscripts and we are currently in discussions with Microsoft regarding access to nonprofit pricing for necessary software.
- The new payment processing vendor (Heartland) is operating smoothly with respective processes in place for recording and assigning payments to patient accounts.
- Net patient revenue remains ahead of budget at 83% annualized at \$1,443,241 (142% of budget).
- We received payment (some of which was for overdue invoices) from Williamsburg Area Transit Authority for occupational medicine services that puts us well ahead of budget for JCC Screenings & Exams at 65% (January's reports do not show the above referenced WATA payment). The program continues to run efficiently with NP Jamara Christian taking over from NP Susan Walkley.
- Jacob remains connected with Allscripts/Veradigm reps regarding patient portal costs.
- We are researching a more cost friendly option for our off-site records storage. We have already identified multiple facilities that will meet our needs.

Date: 02/11/2026

By: Margaret "Maggie" Beamon

Medication Access Program

- For the month of January, MAP requested 221 medications on behalf of 92 patients which were valued at \$188,970.01.
- Attended TPC Monthly Zoom Meeting on 01/13/2026.
- I plan to schedule a meeting with the medical providers to review changes in the patient assistance programs and answer any questions that they might have for me.
- Patient Story: I started the process for Jynarque back in July 2025. The patient was finally approved and received the medication in January 2026. Per TPC, this medication would roughly cost \$26,000 for 56 tablets which is a 1-month supply and we were able to get this medication for free. Without the patient assistance program, there is no way that this patient would be able to afford this medication.

Operations Manager

- Over the past couple weeks, I have been preparing for Give Kids A Smile that was held on 02/07/2026. We had unexpected challenges arise on the day of the event due to the inclement weather; however, we were still able to treat 136 children.
 - Once the final numbers are generated, we will schedule a post-event meeting to discuss what changes worked and possibly areas of improvement.
- I continue to review the dental schedule on a weekly basis to monitor for vacant appointments slots and alter based on appointment type needs.
- I continue to meet with clinical assistants and the dental staff on a monthly basis, typically before our monthly staff meeting on the first Thursday afternoon.



To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg community.

Dental Report February 2026

As we continue to weather the storm of our cold winter, Olde Towne Dental Clinic continues to provide services that warm the heart. We just recently completed our Give Kids A Smile community service program, which occurred on February 7th. It was truly an amazing experience to treat so many young children, especially those with extensive dental concerns. We were able to assist in facilitating referral of specific treatment that would be considered limited in scope at this clinic. We (Maggie) are working on all the specifics in terms of number of patients and procedures completed, but it was truly a successful event. I believe the community benefited from our services. For the month of January, the dental clinic had 315 visits and we treated 275 patients. We look forward to continued success!



*To Assure Access To Quality Health And Wellness Care
To The Residents And Workforce Of The Greater Williamsburg Community*

**Marketing & Communications Report Summary
January 10, 2026 – February 11, 2026**

Events & Fundraising:

Give Kids A Smile was the focus for the last few weeks and was a successful event. We saw 136 kids and worked with a number of volunteers. Thank you to BOD members Scott, Terry and Ron, who sat at our information table for the event.

Sponsorship letters for the FCCC Golf Event on May 6, 2026 were completed along with the supporting materials for the golf committee. Worked with David Lees on the marketing materials for the sales people as well as the letters that go out to potential sponsors. Also, worked with the Residents Campaign coordinator at the MGA to update Susan Dunn on the necessary materials for the 2900 letters for the residents. Residents Campaign letters are due March 12.

Communications:

Email Blasts/Newsletters: Email blasts were done for the newsletter, legacy giving and GKAS.

Created **Social Media** on all channels as well as happenings about Olde Towne along with health information for patients. Focused on services, weather closings, and GKAS as well as QCD giving. Posted information up through end of my employment.

New January ads are on the OTMDC closed-circuit TVs in the **JCC Recreation Center** and are on the **JCC Community channel**.

Marketing & Outreach:

Olde Towne was not chosen as a recipient of the **Craft Beer Festival** in Spring 2026. Out of the 15 we were approved to be part of, only 8 were chosen for the public to vote on and OTMDC was not one of those. Ultimately only 4 non-profits were chosen by vote for the 2026 event. Can apply next year.

Michelle attended the **VPCC Spring Semester Welcome Back** event on January 15 to highlight OTMDC resources and volunteer needs. It was not a well-attended event but it did serve to get OTMDC more involved with VPCC for future events.

Ambassador Connections

Upon Michelle's departure from OTMDC, a new opportunity may be eligible for the organization to be part of **Greater Williamsburg Outreach Mission**. The appointment ensures OTMDC as part of the faith-based non-profits group that helps connect unhoused and precariously housed individuals with local resources. There is an initiative to help with a permanent shelter in the future with OTMDC as a partner for healthcare resources at the shelter, so it is my recommendation that OTMDC remain involved. At the February meeting of GWOM, Michelle will inform them of the employment change and ask about appointing another OTMDC committee member and will report that back to Aaron and Susan.

Chamber Health Committee which connects Olde Towne to multiple non-profits will also have a need for another OTMDC person on its committee. At the February meeting of the Health committee, Michelle will inform them of the employment change and ask about appointing another OTMDC committee member and will report that back to Aaron and Susan.

Social Media Analytics

Facebook Views 9.1K, Increase 66%; Facebook Interactions 545, Increase 103%

Instagram Views 2,967, Increase 100%; Instagram Interactions 97, Increase 68%; Instagram Reach 527, Increase 290%



To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg community.

Communication & Development | Susan Dunn

February 2026

- Events

- Upcoming Run & Reception
 - Sent a mailing to 245 local businesses asking for sponsorships to our run and reception.
 - Colonial Sports is interested in doing an In-Kind sponsorship with the race shirts.
 - Atlantic Union Bank is interested in supporting through volunteerism.
- GKAS was held on the 7th of this month.
 - The weather seemed to affect our volunteers, but not our patients.
 - There were 19 volunteers that called out the day prior or did not show the day of, which equaled to about 1/3 of non-staff volunteers (there were 56 scheduled volunteers). This greatly affected our turnaround times.
 - Volunteers are also not engaging with emails sent regarding the event. Only 3 read receipts were received. One thought to have more engagement is perhaps sending out text messages instead.
 - Event Numbers
 - 53 Ident-A-Kids completed
 - 56 volunteers signed up
 - 14 staff volunteers
 - 8 volunteers called out the evening prior (5 assistants, 2 clerical, 1 translator)
 - 11 no show volunteers (1 dentist, 3 assistants, 2 clerical, 1 translator, 4 activity)
 - Donations Received
 - 9 cases of water from Wawa Corporate
 - 20 pizzas from Sal's
 - 7 dozen donuts from Emily's
 - Coffee from Starbucks

- Ford's Colony Tournament & Residents Campaign
 - Getting up to speed with the Ford's Colony Charity Golf Committee to take over tasks from Michelle, will be attending their next meeting for it on the 24th.
- Community Health Fair
 - Will be tabling at the Community Health Fair, hosted by OTMDC, on 2/28/26. I would like a board member that has never done this to accompany me for training.
- Donor & Community Engagement
 - Mailed thank you notes to December and January new donors and lapsed donors that donated again recently.
 - Added the sponsors from our run to our website.
 - Inputting data from donations and sending thank you letters.
 - Updating website regarding closures and inclement weather.
 - Updating website event page to reflect current events and how to become involved.

- Board and Committee Info

We are officially announcing that the E&O Committee will be reverting to its original name: Communication & Development, or C&D!

Attached is the tentative meeting calendar for FY27.



FY2027 Meeting Calendar

| Board of Directors | Finance Committee | Executive Committee | Governance & Nominating | Planning & Performance | Communication & Development | OTMDC Staff |
|--------------------|----------------------|----------------------|-------------------------|------------------------|-----------------------------|---------------------|
| 4th Monday | 2nd Wednesday | 2nd Wednesday | 1st Wednesday | 3rd Wednesday | 2nd Thurs | 1st Thursday |
| 5:00-6:00 | 4:30-5:00PM | 5:00-6:00PM | 5:00-6:00PM | 5:00-6:00PM | 2:00-3:00PM | 2:00-3:00PM |
| 07/27/26 | 07/08/26 | 07/08/26 | ~ | ~ | 07/09/26 | 07/02/26 |
| 08/24/26 | ~ | ~ | 08/05/26 | 08/19/26 | ~ | 08/06/26 |
| 09/28/26 | 09/09/26 | 09/09/26 | ~ | ~ | 09/10/26 | 09/03/26 |
| 10/26/26 | ~ | ~ | 10/07/26 | 10/21/26 | | 10/01/26 |
| *11/16 or 23 | 11/18/26 | 11/18/26 | ~ | ~ | 11/12/26 | 11/05/26 |
| *12/14 or 21? | ~ | ~ | 12/02/26 | 12/16/26 | | 12/03/26 |
| 01/25/27 | 01/13/27 | 01/13/27 | ~ | ~ | 01/14/27 | 01/07/27 |
| 02/22/27 | ~ | ~ | 2/3/20267 | 02/17/27 | | 02/04/27 |
| 03/22/27 | 03/10/27 | 03/10/27 | ~ | ~ | 03/11/27 | 03/04/27 |
| 04/26/27 | ~ | ~ | 04/07/27 | 04/21/27 | | 04/01/27 |
| 05/24/27 | 05/12/27 | 05/12/27 | ~ | ~ | 05/13/27 | 05/06/27 |
| 06/28/27 | June TBD (Budget) | ~ | 06/02/27 | 06/16/27 | | 06/03/27 |

* regular scheduled date moved due to holiday.

Announcing

E&O Is Now C&D

We heard you, and it's back!



**Grants & Development Coordinator
February 2026 Board Report**

Grant LOI and applications submitted since last Board Report - \$205,000

- **Bernard & Audre Rapoport Foundation – LOI** to apply for \$75,000 for Spanish-language translator. March 9 LOI decision, full application due April 6. Final decision June 2026.
- **Bolger Foundation** – Applied for \$100,000 to close out Technology Upgrades Campaign. Decision by mid-March.
- **Dominion Energy Charitable Foundation** - \$20,000 to fund Greater Williamsburg Healthcare Access Sustainability Initiative. Decision is expected in May.
- **Atlantic Union Bank** – Applied for \$10,000 for help Sustaining Access to Essential Healthcare for the Greater Williamsburg Workforce and Residents. Decision after July 1, 2026.

Grant applications in progress, due March 1-3

- **Dr. Scholl Foundation** – Due March 1. Requesting \$20,000 to fund the Greater Williamsburg Healthcare Access Sustainability Initiative. Decision in October 2026; disbursement in November 2026.
- **Richard & Caroline T. Gwathmey Memorial Trust** – Due March 1. Requesting \$40,000 to fund the Greater Williamsburg Healthcare Access Sustainability Initiative. Decision in June 2026
- **George J. & Effie L. Seay Foundation** – Due March 1. Discussing priorities with Kendra Robinson for this grant, which is primarily for programs and projects designed to provide specific services or training.
- **Bank of America Charitable Foundation** – Due March 2. The Foundation is committed to providing unrestricted general operating grants to help build nonprofit capacity and respond to the community's need for flexible funding. Local grants average from \$5,000-\$25,000.
- **Virginia Health Care Foundation** – Due March 3. Grant application is for “Integrating Behavioral Health to Strengthen Whole-Person Care at OTMDC.”

Other

- Met with Alexis Burrell, Community Benefit Project Manager Peninsula, Sentara, to discuss SentaraCares grants and microgrants
- Assisted Aaron Thompson with request to Sentara for Certified Nurse Midwife funding.
- Presented on behalf of OTMDC at Williamsburg Unitarian Universalists before their “Share the Plate” offering on Sunday, February 9.
- Continue to meet with O&E Committee and Development team on priorities and 6-Month Plan tasks for outreach and fundraising.

OTMDC Finance Committee
February 2026
Summary Report to the Board

Recommended Actions:

None

Financial Report: attached to this report is the ‘condensed’ year to date financial report for the month ending 1/31/2026.

Revenue: Total revenues from operations year to date (YTD) are \$2.5795m, 77% of budget. This continues to include the receipt and recognition of \$900k in grant income. Gross patient revenue (before bad debt adjustment) is \$863k, 81% of budget. After \$22k of bad debt adjustment and expense, net patient revenue is \$842k. This includes Medicaid revenue of 163% of budget. For January of 2025 net patient revenue was \$615k, so we are \$226k above the previous year.

Public support revenue is \$180k, which is 45% of budget. Fundraising is at 34% of budget. Grant income is at 83% of budget, after the receipt and recognition of \$900k of grant revenue.

Expenses: With seven months or 58.33% of the year recorded prior to year-end adjustments, total expenses are \$2.2m, 62% of budget. Personnel costs are 60% of budget, with other (non-salary) operating costs at 71% of budget. The other operating costs include unbudgeted cyber security costs of \$91k.

Net income/loss from operations (revenues less expenses) YTD is \$379k vs. the annual budgeted net loss of <\$193k>. The YTD income includes the once annual \$900k in grant income. For the fiscal year ending 6/30/2025, the audited net income/(loss) from operations (without endowment changes) was <\$340k>.

The **endowment investment fund** is at \$6.888m as of January 31, 2026. The cost of the investment as of 6/30/2025 is \$5.895m. Dividends of \$645k have been reinvested and \$231k in cost removed with the \$275k transfer to cover cyber security expenses. This brings cost remaining in the fund to \$6.309m. The unrealized gain to-date is \$579k.

Current Assets: Cash balance is \$447k, an increase of \$471k from January 31, 2025. Receivables (net of allowance for doubtful accounts) are \$295k, an increase of \$38k from the January 2025 balance.

Other business/activities:

The next finance committee meeting is scheduled for March 11, 2026 at 4:30 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

OTMDC -- Summary Financial Results: YTD 1-31-2026

| Income-Expense: | | | | | |
|--------------------------------------|-------------------|---------------------|----------------------|-----------------------|--------------------|
| | <u>Tot. Jan.</u> | <u>Total YTD</u> | <u>Annual Budget</u> | <u>Variance</u> | <u>% of annual</u> |
| Revenue: | | | | | |
| Local Government | \$ 160,666 | \$ 545,628 | \$ 644,299 | \$ (98,671) | 85% |
| Patient Revenue | \$ 89,033 | \$ 863,397 | \$ 1,063,000 | \$ (199,603) | 81% |
| Less: Bad Debt "Adjustment" | \$ (3,723) | \$ (21,243) | \$ - | \$ (21,243) | 0% |
| Less: Bad Debt Expense | \$ (636) | \$ (263) | \$ (45,000) | \$ 44,737 | 1% |
| Net Patient Revenue | \$ 84,675 | \$ 841,891 | \$ 1,018,000 | \$ (176,109) | 83% |
| Public Support | \$ 16,446 | \$ 180,173 | \$ 402,000 | \$ (221,827) | 45% |
| Special Events-Fundraising | \$ 2,775 | \$ 39,147 | \$ 115,000 | \$ (75,853) | 34% |
| Grants | \$ 19,324 | \$ 972,278 | \$ 1,173,800 | \$ (201,522) | 83% |
| Misc. (inc. cash over/short) | \$ - | \$ - | \$ - | \$ - | 0% |
| Total Revenue | \$ 283,885 | \$ 2,579,116 | \$ 3,353,099 | \$ (773,983) | 77% |
| Expenses: | | | | | |
| Total Personnel | \$ 242,378 | \$ 1,736,828 | \$ 2,886,689 | \$ (1,149,861) | 60% |
| Total Non-Personnel Exp. | \$ 47,874 | \$ 462,813 | \$ 654,850 | \$ (192,037) | 71% |
| Furn/Equipment (Total) | \$ - | \$ - | \$ 5,000 | \$ (5,000) | 0% |
| Total Expenses | \$ 290,252 | \$ 2,199,641 | \$ 3,546,539 | \$ (1,346,898) | 62% |
| Net Income | \$ (6,366) | \$ 379,475 | \$ (193,440) | \$ 572,915 | -196% |
| Transfer From/(To) Endowment | \$ - | \$ 275,000 | \$ 193,440 | \$ 81,560 | 142% |
| Net Cash Change After Trfr. | \$ (6,366) | \$ 654,475 | \$ - | \$ 654,475 | 0% |
| Investment Fund Summary: | | | | | |
| | | <u>Curr. Mo.</u> | | | |
| Beg. Balance, cost 6/30/2025 | | \$ 5,895,108 | | | |
| Cost of transfer to operations | | \$ (231,492) | | | |
| Dividends reinvested | | \$ 645,443 | | | |
| Cost, 11/30/2025 | | \$ 6,309,059 | | | |
| +/-: Gains/Losses, through 6/30/2026 | | \$ 579,161 | | | |
| End Balance | | \$ 6,888,220 | | | |
| Current Assets Report | | | | | |
| | | <u>1/31/2026</u> | <u>YTD</u> | <u>1/31/2025</u> | |
| | | | <u>Diff.</u> | | |
| Cash | | \$ 446,973 | \$ 70,877 | \$ 376,096 | |
| Investments | | \$ 6,888,220 | \$ 309,372 | \$ 6,578,847 | |
| SUBT. | | \$ 7,335,193 | \$ 380,249 | \$ 6,954,943 | |
| Total Receivables | | \$ 393,269 | \$ 105,883 | \$ 287,386 | |
| Less: Allow. For Doubtful Accts. | | \$ (98,402) | \$ (24,693) | \$ (73,710) | |
| Net Receivables | | \$ 294,867 | \$ 81,190 | \$ 213,676 | |
| Total Current Assets | | \$ 7,630,060 | \$ 461,440 | \$ 7,168,620 | |

Planning and Performance Committee - February 2026 Update

The Committee is working with the OTMDC Executive Director to update progress regarding execution of the Strategic Plan. In addition to regular bi-monthly committee meetings, the committee will hold additional ad-hoc meetings to further advance our review.

- Service Component review complete
- Finance Component review complete
- Quality Component review scheduled for 2/18

Based on the review, a scoresheet is being prepared for distribution to the Board. The scoresheet provides a clear indication of progress as green, yellow and red flags that show progress that meets or exceeds expectations, is below expectations or is an area of particular concern. Clarifying comments have been included for each item reviewed and the latest update is attached.

Notable Observations

Service

- Service for non-english speaking patients has improved though the addition of Spanish speaking employees and volunteers was well as use of online translation tools.
- Reduced capabilities regarding behavioral health is a red flag following the closure of Bacon Street Youth and Family services progress will be monitored closely.
- The absence of a patient satisfaction survey tool remains an area of concern and options are being assessed.

Finance

- Improvements have been made with the addition of Sara Lewis to provide structured grant-writing capabilities. A funding target has been established of \$200k for this fiscal year. The re-institution of the Events and Outreach committee will have a positive effect on overall fundraising.
- Improved coding, billing and follow up on denied claims will improve overall patient revenue and reduce write-offs. Lessons learned from our relationship with Genevia has helped in this effort.

Governance and Nominations Committee, February 2026 update

1. The committee met on February 4th.
2. We identified four areas of focus for ongoing committee work:
 - a. Identify candidates for Board Treasurer. Melissa's term expires in 2027 and we seek candidates with the necessary training and knowledge to fill that role.
 - b. Enhance efforts to recruit patient board members as we progress towards FQHC/look-alike status.
 - c. Enhance efforts in board leadership succession.
 - d. Onboarding new members.
3. Status report:
 - a. Aaron will contact several people who could help identify prospects. We will ask each board member to identify candidates. Dr. Powell will talk with colleagues at Bons Secour.
 - b. Aaron provided a list of six patients identified by staff as candidates for patient involvement in governance. G&N committee members will contact them. In addition, the committee has identified two patients from the summer clinic interviews who are ready and able to join efforts of a patient advisory committee.
 - c. Becca has asked members of the Executive Committee to begin efforts to identify co-chairs of committees to enhance efforts in leadership succession.
 - d. The committee is considering asking current board members to serve as mentors for newly appointed members.

Communication and Development Monthly Report

Feb. 18th, 2026

Areas of Focus & Activities:

- 1) OTMDC Charity Golf Classic (attachment 1)
- 2) Participation at **Give Kids a Smile**
- 3) Brochure re-design for discussion (attachment 2)
- 4) Deeper involvement at OTMDC
- 5) Training for Outreach events

OTMDC Charity Classic at Fords Colony (FC) Supported by Men's Golf Association (MGA):

In an effort to increase donations a free on-line auction tool (Galabid) was found, reviewed and approved by Tom Brownlie. Initial design and auction examples created and presented to David Lees' sales team 2/13. Requests for donations sent to Colonial Williamsburg and Visit Williamsburg. Coordinating with Barry Golliday's plan for a Talk of the Colony (ToC) article and ToC manager agreed to support additional article for May edition. Article due date March 3rd. Plan to use Fords Colony official Facebook and What's Happening in Fords Colony (WHIFC) weekly email blast to promote on-line site. Articles and Facebook posts will include established URL link <https://galabid.com/mgaotmdc> and QR code. Susan Dunn implemented OTMDC's Stripe account for credit card processing. Next steps: implement site banner to duplicate mailings; finalize site user specifications; coordinate with MGA leads for donations (golf courses, upscale restaurants, and local businesses). Go live is scheduled for March 22nd and will run till CoB May 6th. (see attachment 1)

Give Kids a Smile

Ron Kirkland and T. Moran participated at the Give Kids a Smile event by manning OTMDC's table for 4 hours.

OTMDC Brochure Redesign

In an effort to update OTMDC's current tri-fold brochure a sample new tri-fold brochure was created by Lisa Kirkpatrick, lead Facebook creator for HOA FC Marketing Committee. Both the current brochure and the preliminary version are provided for review and discussion. (See attachment 2)

Deeper Involvement at OTMDC

Committee member Karren Stokes has accepted an offer to work two (2) days a month at OTMDC's Immunization Clinic.

Committee Training Needed for Outreach Events and OTMDC Orientation

Committee members need training to participate in OTMDC' Outreach events.

Recommended to shadow OTMDC lead to better understand potential questions

Attachment 1



Filter



One Month Gym Membership
\$50
Be the first to bid

1



Michael Jordan & Tiger Woods
Golfing 3D Collage Framed Photo
\$480
Be the first to bid

2



Kentucky Bourbon Trail
\$3,090
Be the first to bid

3



Insurance

At Olde Towne Medical & Dental Center, we care for all patients regardless of insurance status. We accept Medicare, Medicaid, as well as many commercial insurances. We work with patients that are under-insured or uninsured by offering modest sliding-scale fees based on income level. No one is turned away from receiving care.



Contact Us

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Williamsburg, VA 23188
757-259-3258 | 757-220-1953 (fax)
Email: office@otmdc.org
Visit: otmdc.org



Who We Are

When Olde Towne Medical & Dental Center was founded in 1993 the center was intended to relieve the overwhelmed local emergency departments. Now, over thirty years later, we have grown into an integrated medical facility that incorporates all aspects of healthcare to include medical, dental, behavioral, vision, education and medication services. We offer these services to patients from infancy through adulthood who have Medicare, Medicaid, commercial insurance as well as the under-insured or the uninsured.



OTMDC
Olde Towne
Medical & Dental Center

Our Mission

To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg community.

EVERYONE IS WELCOME. NO ONE IS TURNED AWAY.

Everyone is welcome here. We accept Medicare, Medicaid, and many private insurance plans. We also offer sliding-scale fees for patients without insurance. No one is turned away.

GET IN TOUCH

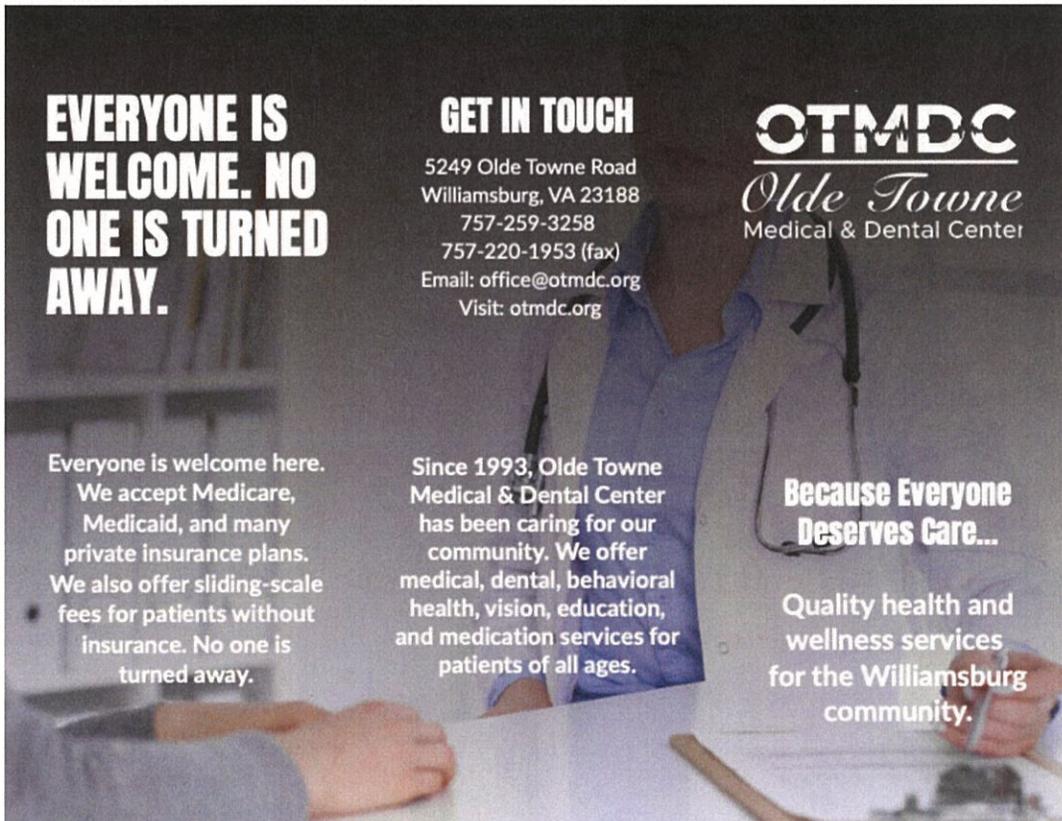
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Since 1993, Olde Towne Medical & Dental Center has been caring for our community. We offer medical, dental, behavioral health, vision, education, and medication services for patients of all ages.

OTMDC
Olde Towne
Medical & Dental Center

Because Everyone Deserves Care...

Quality health and wellness services for the Williamsburg community.



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Dental Services

- Routine dental exams
- X-Ray's
- Fillings
- Extractions
- Partial and full dentures
- Emergency dental needs. for abscesses, broken teeth, etc.
- Dental education and consultations
- Preventative care
- Medicaid accepted



Medical Services Children

- Infant, toddler, and adolescent wellness checks
- Chronic health issues
- Immunizations
- Behavioral health screenings and counseling

Adults

- Routine physical exams
- Mental health evaluations
- Chronic disease care and management
- Vaccines
- OBGYN services and prenatal care
- Screening and treatment of sexually transmitted diseases
- Mens health services
- Sports medicine related injuries.



Additional Services

- Health education classes
- Health literacy classes through the HEAL program
- Eye exams
- On site laboratory services

Medication Access Program (MAP)

WHAT WE OFFER

- Assistance for eligible OTMDC patients to:
 - Receive brand-name and generic medications at little to no cost
 - Get help applying for Medicaid
 - Obtain free eyeglasses
- Information on local resources that patients may need

WHO IS ELIGIBLE

- Established patients of OTMDC who are uninsured and/or have Medicare Part D
 - Proof of income required

