OTMDC Olde Towne Medical & Dental Center

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

Board of Directors Meeting
July 15, 2026 | 5:00 PM

1) Call to Order and Attendance | Dr. Rebecca Bruhl, Board Chair

2) Action Item: Consent Agenda - Review & Approval | Dr. Rebecca Bruhl, Chair
   a) Board of Directors | June 22, 2026

3) Facility Update | Mr. Aaron Thompson, Executive Director

4) New Business
   a) New Board Member Orientation | Dr. Rebecca Bruhl, Chair

5) Next Board Meeting | August 12, 2026, at 5:00 pm

6) Adjourn

OTMDC | Olde Towne MEDICAL & DENTAL CENTER

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

Board of Directors

June 22, 2026

June 22, 2026 | 5:00 PM

Members Present	Members Absent	Staff Members Present
Becca Bruhl, DrPH, MPH, MEM Rashid Jones, MBA Melissa Tucker, CPA David Aday, PhD R. Scott Herr Ron Kirkland Robin Nelhuebel, PhD, MSN, RN, RT(R) Loren Smith, MPH Karen Stokes, MSN-RN Randy Walton, PHD Doug Holroyd Barbara Null Ayanna Williams	Cris Becerra Henry Ranger, PharmD	Aaron Thompson Kendra Robinson, NP Jacob Cooper Sara Lewis Susan Dunn

I. Call to Order & Attendance | Dr. Rebecca Bruhl, Board Chair

II. Consent Agenda | Dr. Rebecca Bruhl, Board Chair

Approval of Minutes

- Board of Directors Minutes | May 18, 2026
- Governance & Nominating | June 10, 2026
- Planning & Performance | June 17, 2026
    i. A motion to approve the consent agenda was made by Doug Holroyd, seconded by Karen Stokes; the motion carried.

III. Facility Reports | Mr. Aaron Thompson, Executive Director

Facility Update | Mr. Aaron Thompson, Executive Director

- Toniah Harrison, Community Health Educator for Sentara Oncology, will be on site monthly to offer colon cancer screening kits and other cancer-related information. This partnership will also bring the Sentara Mammography van to OTMDC in November.

- Departure of Rashid Jones from the board due to term limit.
- Overview of performance metrics.
- Audit with Cherry Bekaert is underway.
- Williamsburg Health Foundation Grant was approved
- The Center entered a Grant Fiscal Sponsorship Agreement with Care Alliance Collective, LLC for the Williamsburg Health Foundation Grant Cycle 2.
- Eastern State Hospital has renewed our contract on an annual basis
- Implementation is progressing with Veradigm and "Follow My Health".
- A suggestion was made by Doug Holroyd to formally request funding from Newport News due to the ongoing increase in patient numbers from that area.
- Discussion on whether increased payment requests are affecting our visit numbers.
- There will be an offer extended this week to a candidate for the Assistant Business Manager position.

Clinical Update | Kendra Robinson, NP

- In relation to Toniah Harrison's onsite visits, a question was raised regarding what resources we provide for patients who screen positive for cancer. OTMDC provides onsite specialists; there are grants from Sentara to aid patients, and providers work with practices within the community to find what works for the patient.

Business Office | Jacob Cooper

- No questions or comments.

Operations | Maggie Beamon

- No questions or comments.

Dental |Dr. Modeste

- No questions or comments.

Communication & Development | Susan Dunn

- Announced that Board and Committee meeting invites will be emailed soon.

Grants & Development | Sara Lewis

- J. Sargent Reynolds declined our grant application

IV. Committee Reports

Finance Committee | Ms. Melissa Tucker, CPA, Chair

- OTMDC will end FY'26 in the black from a budget perspective.

Governance & Nominating | Dr. David Aday, Chair

- Discussed the candidates that the committee will recommend to the board, Dr. Hill and Mr. Ted LaRose.
- There will be a second meeting of the Patient Advisory Committee with some additional interested patients.

Planning & Performance | Mr. Scott Herr, Chair

- Reviewed initiatives of the committee and where the metrics stand at this point in the cycle.
- Discussed that this committee would be responsible for FQHC Look-Alike QA/QC.

Communication & Development

- Mr. Terry Moran stepped down from his board responsibilities due to personal reasons.

V. WAMAC Session

The board entered the annual WAMAC session to approve items for FY27.

- A motion to approve the current board chair, vice chair as David Aday, and current committee chairs for the upcoming fiscal year was made by Scott Herr and seconded by Karen Stokes and was approved by the Board.
- A motion to approve the FY'27 budget
  - With the inclusion of an employee bonus to be awarded in December 2026.
  - A range of merit increases between 1% - 5% for qualified colleagues
  - A potential Executive Director merit and COLA allocation.
  - A motion was made by Karen Stokes, RN and seconded by Melissa Tucker, CPA and was approved by the Board.
- A motion to approve the nominated candidates, Dr. Hill and Mr. Ted LaRose, to the Board was made by Doug Holroyd and seconded by Karen Stokes and was approved by the Board.
- A motion to adjourn the WAMAC session was made by David Aday and seconded by Karen Stokes and was approved by the Board.

VI. New Business

Building Acquisition

- Reviewed the current status and updates from the Ad Hoc Committee.
- A proposal on how to proceed will be created and sent to the board to guide our actions at the July meeting.
- Discussed that the proposal would need to include what condition the building is in, what the community needs are, and what the Center would need to grow.

VII. Next Meeting

July 15, 2026, at 5:00pm

VIII. Adjournment

Motion to Adjourn

- A motion to adjourn was made by Scott Herr and seconded by Doug Holroyd and was approved by the board.

A Year of Impact

From The Desk Of The

Executive Director | CEO

Olde Towne Medical & Dental Center

To our staff and Board of Directors,

Today marks the beginning of Fiscal Year 2027 — and with it, a moment to pause and recognize just how much this team accomplished over the year now behind us.

Rising to Meet the Challenge

FY'26 was a year of steady hands and real impact. We closed the year on stable financial footing, having secured our major institutional and grant revenue streams and maintained careful expenditure discipline across our medical, dental and administrative functions. That stability is not an accident. It reflects the daily stewardship of a staff that takes our mission — and our resources — seriously.

Olde Towne Medical & Dental Center remained steadfast in our commitment "to assure access to quality health and wellness care to the residents and workforce of the Greater Williamsburg community."

A Year of Impact

The numbers only tell part of the story. This year we opened our doors for our **3rd Annual Community Baby Shower**, welcoming expectant and new mothers alongside our partners at the Omicron Xi Zeta Chapter of Zeta Phi Beta Sorority, Inc. Our dental team brought smiles to our youngest patients through our **Give Kids A Smile** event, delivering free care and oral health education to children who needed it most. We carried forward our decades-long partnership with the Ford's Colony community through the annual Challenge, an effort now approaching **$1.5 million raised cumulatively** for the patients we serve. And through it all, we remained what we have been for thirty-three years: the preeminent safety-net provider for the uninsured and underinsured across James City County, York County, and the City of Williamsburg. Financially, we closed the year on stable footing, carrying an operational surplus into the new fiscal year.

Building on a Foundation of Excellence

As I enter my sixth year as Executive Director, I am inspired by the collective strength of our team and the trust placed in us by thousands of patients who have chosen Olde Towne as their healthcare home. We have challenged ourselves to perform at the highest level, holding ourselves accountable not only to our own standards of excellence but to the families and individuals who depend on us every day.

Our journey forward is guided by the cultural pillars that define our organization: **Passion for Performance, Impeccable Integrity, and Operational Excellence.** These hallmarks, combined with our dedication to **Maximum Communication, Maximum Enthusiasm, and Maximum Commitment,** create the foundation upon which all our successes are built. This year, we lived those pillars by strengthening our team — adding an **Assistant Business Manager** and a new **Clinical Assistant,** both dedicated to elevating the revenue cycle management and customer service experience our patients receive from the moment they reach us.

Our C.U.R.E. for the Community

In healthcare, we are called to provide cures and healing. At Olde Towne, we approach this calling through our **C.U.R.E. philosophy** — **C**ollecting data and insights, engaging in sometimes **U**ncomfortable but necessary conversations, delivering measurable **R**esults, and doing so **E**ffectively. This approach ensures that every decision we make and every service we provide is driven by our commitment to improving health outcomes for our community.

Guided by Our Vision and Values

Our vision remains clear: at Olde Towne Medical & Dental Center, we appreciate every patient and their contribution to creating a diverse and vibrant community for living, working, and enjoying life. This vision is brought to life through five core values that define how we serve: **Advocacy** — partnering with patients to elevate their voices and remove barriers to care; **Collaboration** — taking a team approach with patients, providers, and community stakeholders; **Compassion** — caring for patients with empathy while preserving their independence and dignity; **Efficiency** — providing high-value care that produces quality outcomes in the most cost-effective manner; and **Respect** — treating everyone equally with sensitivity to the full range of human differences. These values are not merely words on a page — they are the foundation of every interaction, every decision, and every service we provide.

Honoring Our Board Leadership

This year also brought meaningful transitions to our Board of Directors. We extend our deepest gratitude to **Mr. Rashid Jones,** whose six years of dedicated service helped steward OTMDC through a season of growth and change. His wisdom and commitment leave a lasting mark on this organization. At the same time, we are delighted to welcome three new members to our Board — **Dr. William Hill, Mr. Ted LaRose, and Ms. Loren Smith** — whose experience and perspective will strengthen our governance as we take on the opportunities ahead.

Looking Forward with Purpose

The opportunities ahead of us are significant:

- **Securing our future home.** Our newly formed Ad Hoc Building Committee is actively evaluating the acquisition of our home at 5249 Olde Towne Road — weighing acquisition, financing, and a potential capital campaign to anchor OTMDC’s stability for the next generation.
- **Advancing our FQHC Look-Alike designation,** which would expand our reimbursement, our access to federal programs, and our capacity to serve.
- **Strengthening the operating foundation,** so that more of our mission is powered by earned revenue and sustained giving — and our endowment can remain the safeguard it was meant to be.

The Greater Williamsburg community deserves nothing less than our absolute best, and we are committed to delivering excellence in every interaction, every treatment, and every moment of care.

With gratitude,

Aaron L. Thompson, MBA, CRHCP, CMR
Executive Director & CEO

Fiscal Year 2026 Year-End

Year End - June 30, 2026

Period 12 of 12 — Fiscal Year Complete

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Prepared by: Aaron L. Thompson, MBA, CRHCP, CMR

Executive Director & CEO

Olde Towne Medical & Dental Center

PREPARED FOR THE BOARD OF DIRECTORS

I. Executive Summary – A. L. Thompson, MBA, CRHCP

Fiscal Year 2026 is complete. Olde Towne Medical & Dental Center closed the year with total revenues of $3,372,257 (101% of budget). This year's narrative is one of genuine operational achievement offset by identifiable, largely non-recurring setbacks. Net patient revenue grew 23.4% year-over-year and finished at 123% of budget — a validation of the organization's revenue cycle improvements and clinical volume growth. Every dollar of local government and Williamsburg Health Foundation institutional funding was collected. Individual giving had an exceptional year at 133% of budget. Against these successes, the organization absorbed a $119,121 unbudgeted cybersecurity remediation.

Metric	FY2026 Final	Annual Budget	Variance	% of Budget
Total Revenue	$3,372,257	$3,353,099	+$19,158	101%
Total Expenses	$3,668,175	$3,546,539	+$121,636	103%
Net Operating Deficit	**($295,917)**	($193,440)	**($102,477)**	**153%**
Transfer From Endowment	$608,000	$193,440	+$414,560	314%
Net Cash Change After Transfer	**+$312,083**	**$0**	**+$312,083**	**—**

Note: The transfer includes the board-approved cybersecurity allowances.

II. June — The Month That Shaped the Year-End

June alone produced a net loss of $220,694 — the largest single-month loss of the fiscal year, accounting for nearly 75% of the full-year deficit. June revenue was only $62,535, as all major grants, government contributions, and institutional funding had been received earlier in the year.

- **Ford's Colony Golf expenses added $13,634 in June,** bringing the event's total cost to $24,344 against a $4,000 budget. **Including charges from FY'25 that carried over.
- **Laboratory Services added $5,443,** finishing at $32,537 — 217% of the $15,000 budget.
- **Cybersecurity added $3,368,** closing the year at $119,121, all unbudgeted.
- **The bad debt adjustment of $41,795 was booked almost entirely in June,** reflecting a year-end receivables true-up against the growing self-pay balance.

III. Revenue — Final Results by Category

A. Net Patient Revenue: $1,252,523 — 123% of Budget (+$234,523)

The operational success story of FY2026. Net patient revenue grew $237,660 (23.4%) over FY2025 — remarkable growth that validates the organization's revenue cycle improvements and expanded clinical capacity.

Patient Revenue Line	FY26 Final	Budget	% of Budget	vs. FY25	Status
Medicaid — Medical	**$375,843**	$200,000	**188%**	+81.4%	**Exceptional**
Self-Pay Net Revenue	**$348,131**	$250,000	**139%**	+35.1%	**Strong**
Medicaid — Dental	**$249,965**	$300,000	**83%**	-4.7%	**Missed**
Dental — Commercial	$110,302	$110,000	100%	+2.4%	On Target
Commercial Insurance	**$80,694**	$100,000	**81%**	-17.2%	**Missed**

Patient Revenue Line	FY26 Final	Budget	% of Budget	vs. FY25	Status
JCC Screenings/Exams	$46,503	$50,000	93%	Flat	Near Target
Dual Eligible Insurance	**$19,180**	$8,000	**240%**	+241%	**Strong**
Medicare	**$16,957**	$25,000	**68%**	-30.9%	**Missed**
Capitation / Other	$5,211	$15,000	35%	—	Minor
Gross Patient Revenue	**$1,294,580**	**$1,063,000**	**122%**	**+24.5%**	
Less: Bad Debt Adjustment	($41,795)	$0	—	+69.3%	
Less: Bad Debt Expense	($263)	($45,000)	1%	—	
Net Patient Revenue	**$1,252,523**	**$1,018,000**	**123%**	**+23.4%**	

Medicaid Medical nearly doubled its budget and grew 81% year-over-year — strengthening the case that the FY2027 budget of $260,000 for this line is significantly understated. Medicaid Dental declined 4.7% year-over-year and missed budget by $50,035; combined with Commercial Insurance's 17.2% decline, these are the two payer lines requiring revenue-cycle attention in FY2027.

B. Local Government: $644,361 — 100%

All three jurisdictional contributions were collected in full and exactly to budget: James City County ($394,995), City of Williamsburg ($125,500), and York County ($123,866). Year-over-year growth of $12,549 (2.0%) reflects the budgeted increases from JCC and Williamsburg.

C. Public Support: $322,297 — 80% (–$79,703)

Source	FY26 Final	Budget	Variance	% of Budget
Individual Giving	**$233,311**	$175,000	**+$58,311**	**133%**
Corporate Contributions	**$75,000**	$200,000	**($125,000)**	**38%**
Local Organizations	$13,986	$17,000	($3,014)	82%
Foundation Giving	**$0**	$10,000	**($10,000)**	**0%**
Total Public Support	**$322,297**	**$402,000**	**($79,703)**	**80%**

Individual Giving finished 77% above the prior year — an exceptional result for the annual fund.

A $10,000 grant was confirmed in June (Foundation).

D. Special Events / Fundraising: $127,079 — 111% (+$12,079)

The Ford's Colony Golf Event finished at $87,336 in revenue (109% of its $80,000 target), and Fundraising Events finished at $39,743 (114%). This category exceeded budget and grew 54% over the prior year — a genuine fundraising success on the revenue side.

E. Grants:

Grant Source	FY26 Final	Budget	Variance	% of Budget
WHF Chronic Care Collaborative	$400,000	$400,000	—	100%
WHF Grant	$500,000	$500,000	—	100%
Virginia Primary Care Assoc.	$105,453	$118,800	($13,347)	89%
Wmsbg Community Foundation	$16,628	$5,000	+$11,628	333%
State Government Grants	$3,919	$0	+$3,919	—
Total Grants	**$1,026,000**	**$1,023,800**	$2,200	100.21%

The Sentara Cares Grant is the single largest revenue failure of FY2026. The year-over-year comparison sharpens the concern: FY2025 included $250,000 from Sentara Cares; FY2026 collected $0 — while the organization simultaneously incurred $17,086 in Sentara Cares OB program costs. The relationship went from a quarter-million-dollar annual funder to zero in one fiscal year. The FY2027 budget assumes $150,000 returns. A definitive written explanation of this relationship's status — supported by correspondence or a signed commitment — must precede FY2027 budget approval.

IV. Expenditures — Final Results

A. Personnel: $2,887,171 — 100.02% of Budget

Personnel closed essentially exactly at budget, but the composition matters:

Personnel Line	FY26 Final	Budget	Variance	% of Budget
Salaries — Full-Time	$2,009,279	$1,977,411	+$31,868	102%
Salaries — Temporary/Part-Time	$45,021	$28,187	+$16,834	160%
Salaries — Bonus	$0	$33,600	($33,600)	0%
Benefits	$832,871	$847,491	($14,620)	98%
Total Personnel	**$2,887,171**	**$2,886,689**	**+$482**	**100%**

B. Non-Personnel: $781,004 — 119% of Budget (+$126,154)

Item	FY26 Final	Budget	Amount Over
Cybersecurity (unbudgeted)	**$119,121**	$0	**+$119,121**
Ford's Colony Golf (609% of budget)	**$24,344**	$4,000	**+$20,344**
Laboratory Services (217%)	$32,537	$15,000	+$17,537
Operating Supplies (186%)	$37,139	$20,000	+$17,139
Sentara Cares OB Cost (unbudgeted)	$17,086	$0	+$17,086
VPCA Fee (unbudgeted)	$6,780	$0	+$6,780
Dental Supplies (137%)	$24,644	$18,000	+$6,644
Copier Leases (118%)	$28,987	$24,600	+$4,387

Item	FY26 Final	Budget	Amount Over
JCC Screening & Exams (155%)	$5,436	$3,500	+$1,936

V. Ford’s Colony Golf Event — Final Economics

The final numbers changed materially in June, when $13,634 in additional expenses were recorded after event revenue had largely been booked:

	Budget	Final Actual	Variance
Event Revenue	$80,000	$87,336	+$7,336
Event Expenses	$4,000	$24,344	+$20,344
Net Contribution	**$76,000**	**$62,992**	**($13,008)**

VI. Balance Sheet at Year-End

	6/30/2026	6/30/2025	Change
Cash	$172,735	$68,477	+$104,258
Investments (Endowment)	$6,904,617	$6,505,227	+$399,390
Total Receivables	$483,353	$309,247	+$174,106
Less: Allowance for Doubtful Accts	($118,954)	($86,959)	($31,995)
Net Receivables	$364,399	$222,288	+$142,111
Total Current Assets	**$7,441,751**	**$6,795,991**	**+$645,760**

A. The Endowment — An Extraordinary Year

Investment Fund Activity, FY2026	Amount
Beginning balance (cost), 6/30/2025	$5,895,108
Cost of transfers to operations	($557,685)
Dividends reinvested	+$720,224
Cost basis, 6/30/2026	$6,057,647
Unrealized gains through 6/30/2026	+$846,970
Ending fair value, 6/30/2026	**$6,904,617**

The endowment transferred $557,685 to operations and still grew $399,390 for the year, because $720,224 in reinvested dividends and $846,970 in unrealized gains more than covered the draw. The endowment functionally paid for the operating deficit and grew 6.1%.

B. Cash — Thin at Year-End

Cash dropped from $259,344 at May 31 to $172,735 at June 30 —

C. Self-Pay Receivables — A Confirmed FY2027 Priority

Self-pay receivables finished at $420,777 — up $162,915 (63%) year-over-year. The allowance for doubtful accounts of $118,954 covers only 28% of the self-pay balance.

VII. FY2026 — The Year in Review

OTMDC grew net patient revenue 23% year-over-year — a genuine operational achievement anchored by Medicaid billing performance and self-pay volume — and collected every dollar of its government and WHF institutional funding. Individual giving posted its best year in recent memory. Against those achievements, the year absorbed a $119,121 cybersecurity emergency.

Respectfully submitted by:

Aaron L. Thompson, MBA, CRHCP, CMR

Executive Director & CEO

Olde Towne Medical & Dental Center

July 13, 2026

OTMDC Olde Towne
Medical & Dental Center

Executive Summary

June 2026 closed our fiscal year with steady patient volume growth. Total patients reached 779 (up 4.3% year-over-year) and visits reached 1,060 (essentially flat at +0.3%), providing a stable close to a fiscal year defined by rising access demand. Both dental and medical service lines remained consistent with prior-year performance.

The defining challenge of FY2026 — simultaneous growth in uninsured patient volume alongside a contraction in Medicaid — is clearly reflected in June's data. Uninsured patients rose to 458, representing 58.8% of June's patient mix. These trends, sustained across all twelve months of FY2026, frame the most urgent financial and programmatic priorities entering FY2027.

KEY PERFORMANCE INDICATORS — JUNE 2026 vs. JUNE 2025

Volume & Utilization

Total patients	Total visits	Visits per patient	Dental visits
779	**1,060**	**1.36**	**290**
+32 patients | +4.3% vs. PY	+3 visits | +0.3% vs. PY	vs. 1.41 prior year	+5 | +1.8% vs. PY

Medical visits	Male patients	Female patients	Seniors (65+)
770	**266**	**513**	**104**
−2 visits | essentially flat	+10 vs. prior year	+22 vs. prior year	+11 vs. PY | +11.8%

Payer Mix Summary

Uninsured patients	% Uninsured of mix	Medicaid/MCO	Non-compliant (sliding fee)
458	**58.8%**	**104**	**37**
+74 vs. PY | +19.3%	vs. 51.4% in June 2025	−83 vs. PY | −44.4%	−4 vs. PY — improved

June 2026 — Detailed Analysis

Patient & Visit Volume

June 2026 recorded 779 patients — up 32 from June 2025 — and 1,060 total visits, nearly identical to the prior year's 1,057. After May's exceptionally high year-over-year growth (+28.0%), June returned to a moderate growth pattern. Both dental and medical service lines were stable.

Service Line Breakdown

Service line	June 2025	June 2026	Change	% Change
Dental visits	285	290	+5	+1.8%

Service line	June 2025	June 2026	Change	% Change
Medical visits	772	770	−2	−0.3%
Total visits	1,057	1,060	+3	+0.3%

Insurance category	June 2025	June 2026	Change
Uninsured	384	458	+74
Medicaid/MCO	187	104	−83
Medicaid Dental	71	88	+17
Medicare	25	16	−9
Dual Eligible Medicare	4	13	+9
Commercial (Anthem/Sentara/CIGNA)	67	49	−18
VA Benefits	1	1	0
Healthcare Exchange	0	0	—
Other	8	50	+42

Demographics

Age group	June 2025 (approx.)	June 2026	Change
0–4 Years	1	3	+2
5–9 Years	52	12	−40
10–19 Years	42	50	+8
20–34 Years	164	177	+13
35–64 Years	395	433	+38
65+ Years	93	104	+11

Race & Ethnicity

Hispanic patients remained the single largest racial/ethnic group at 253 — consistent with prior months. Black patients totaled 143, White patients 181, Asian patients 27, and Other 175. All groups were relatively stable year-over-year, reflecting consistent community trust and access patterns.

Race/ethnicity	June 2025	June 2026	Change
Hispanic	254	253	−1
White	177	181	+4
Black	146	143	−3
Other	144	175	+31
Asian	26	27	+1

Gender

Gender	June 2025	June 2026	Change
Male	256	266	+10
Female	491	513	+22

Sliding Fee Scale (Federal Poverty Level)

FPL level	June 2025	June 2026	Change
Level B — 100% FPL & Below	217	227	+10
Level C — 101–150% FPL	87	90	+3
Level D — 151–200% FPL	37	37	0
Level E — 201–250% FPL	17	19	+2
Level F — 251–300% FPL	9	9	0
Non-Compliant Patients	41	37	−4
Full Fee	4	4	0
Level I (Insured)	335	356	+21

Locality (Patient Origination)

Locality	June 2025	June 2026	Change
James City County	422	457	+35
City of Williamsburg	124	123	−1
York County	76	74	−2
Newport News	61	58	0
King William	16	13	0
Hampton	8	8	0
Gloucester	10	12	+2
New Kent	10	7	0
Surry	5	5	0
Charles City	2	10	0
King Queen	4	4	0
Richmond	1	1	0
Other	8	6	−2

FY2026 Full-Year Trend — July 2025 through June 2026

The table below captures the complete FY2026 picture across all twelve months. June 2026 data is shaded. The full-year trend confirms simultaneous growth in patient access and a structural shift in payer composition. Total visit volume remained competitive at approximately 13,199 for the fiscal year.

Month	Patients	Visits	Uninsured	Medicaid/MCO
Jul 2025	878	1225	501	141
Aug 2025	885	1162	463	218
Sep 2025	822	1133	430	153
Oct 2025	954	1400	516	148
Nov 2025	752	1013	417	106
Dec 2025	801	1107	439	145
Jan 2026	855	1163	459	171
Feb 2026	936	1299	548	168
Mar 2026	978	1376	541	196
Apr 2026	875	1266	480	116
May 2026	704	935	420	86
Jun 2026	**779**	**1060**	**458**	**104**

FY2026 Year-End Summary Metrics

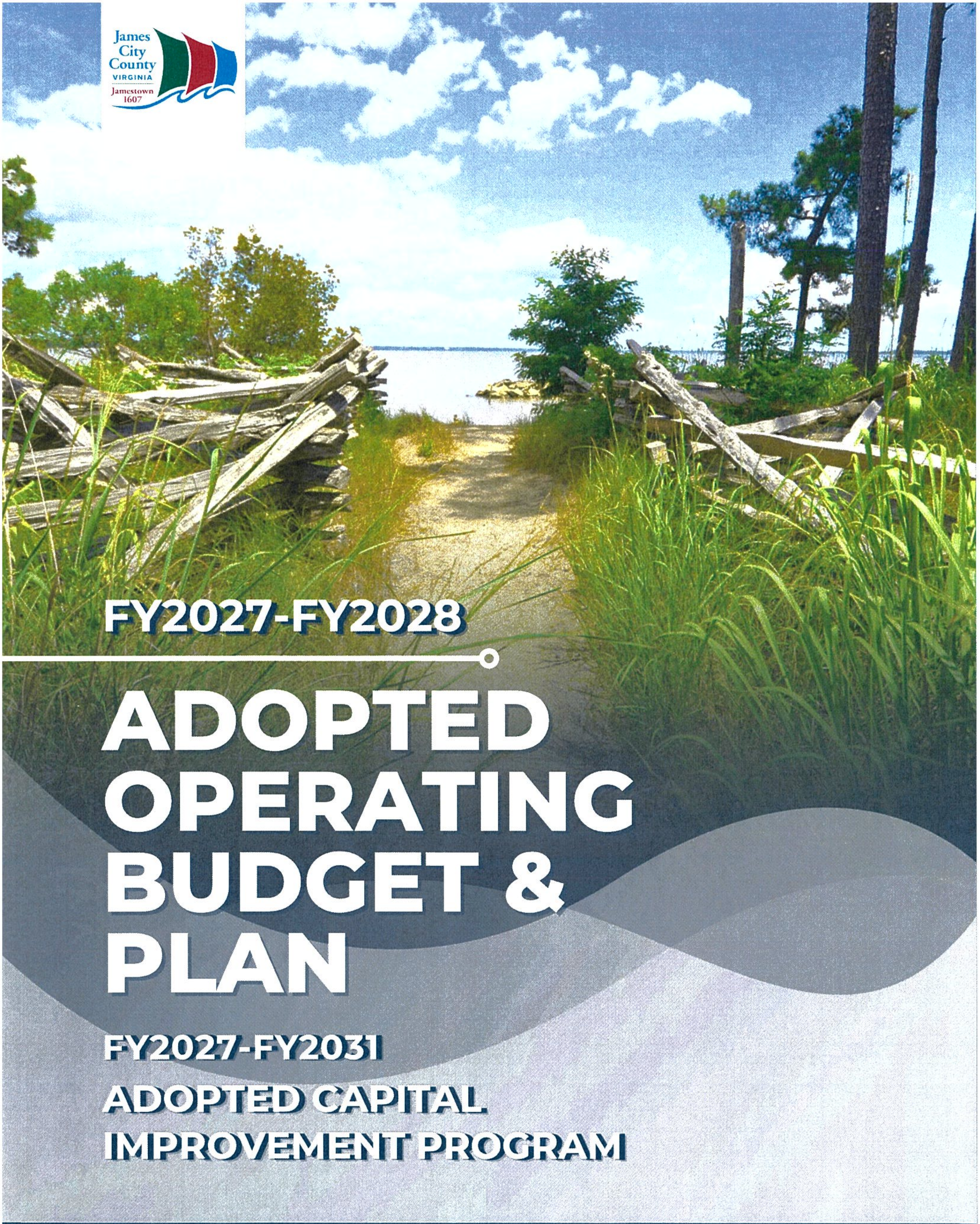
FY2026 total visits	Peak month (visits)
~13,199	**October 2026**
vs. ~13,403 in FY2025	1,400 total visits

Hispanic patients	Senior access (65+)	Pediatric access (0–11)
Largest group	**Growing**	**Declining**
Every month FY2026	+11–75 vs. PY each month	4 consecutive months

Key Observations & Action Items

Strengths

- Patient volume grew year-over-year in the majority of FY2026 months, confirming sustained community demand and OTMDC's mission-critical role in the Greater Williamsburg area.
- June closed the fiscal year with stable dental and medical service line performance, and the visits-per-patient ratio remained healthy at 1.36.
- Hispanic patient access remained strong across all twelve months, reflecting successful outreach and language-access investment.
- Senior (65+) access expanded in both June and across most of FY2026, supporting both mission impact and the case for enhanced Medicare and Dual Eligible capture.
- Non-compliant sliding fee patients improved in June (37, down from May's 44 and March's 63), suggesting front-desk enrollment efforts may be yielding results.



FY2027-FY2028

ADOPTED OPERATING BUDGET & PLAN

FY2027-FY2031

ADOPTED CAPITAL IMPROVEMENT PROGRAM

Contributions to Agencies

Strategic Plan Goal(s)

OVERVIEW

Contributions to Agencies provide for the County's funding to agencies that offer services the County would have to assume if the agencies were not in place, as well as several State-mandated and regional activities.

FINANCIAL SUMMARY

	FY2026 Adopted	FY2027 Adopted	FY2028 Plan
Education			
Virginia Peninsula Community College	$ 152,700	$ 152,700	$ 152,700
Health & Human Services			
Adult Literacy for Life	6,000	6,000	6,000
Arc of Greater Williamsburg	4,000	5,000	5,000
AVALON Task Force for Battered Women	50,000	50,000	50,000
Bacon Street	4,000	-	-
Boys & Girls Club – VA Peninsula	4,000	4,000	4,000
Center for Child and Family Services	-	4,000	4,000
Child Development Resources (CDR)	6,500	6,500	6,500
CDR Capital	50,000	115,000	115,000
Children's Hospital of the King's Daughters	4,000	5,000	5,000
Colonial Behavioral Health	2,345,000	2,477,100	2,477,100
Colonial Juvenile Services Commission	338,360	317,740	317,740
Commission on Homelessness	13,970	13,970	13,970
Community Action Agency	46,000	46,000	46,000
Community of Faith Mission	4,000	6,000	6,000
FISH, Inc.	4,000	4,000	4,000
Grove Christian Outreach Center	7,500	9,000	9,000
Hospice of Williamsburg	9,000	9,000	9,000
Lackey Clinic	20,000	20,000	20,000
Olde Towne Medical and Dental Center	394,930	394,930	394,930
Parents as Teachers Program	55,000	55,000	55,000
Peninsula Agency on Aging	28,000	28,920	28,920
Peninsula Health District	464,480	455,090	455,090
Peninsula Virginia Alcohol Safety Action Program	20,000	20,000	20,000
United Way of VA Peninsula	19,000	20,000	20,000
Williamsburg Faith in Action	20,000	20,000	20,000
Williamsburg House of Mercy	5,000	5,000	5,000
Williamsburg Meals on Wheels	10,000	11,000	11,000
Subtotal	3,932,740	4,108,250	4,108,250

auxo MEDICAL

Preventative Maintenance Service Agreement

Date	6/20/2026	**Agreement number: AUX-15378**	
Customer	Olde Towne Medical and Dental Center		
Location	5249 Old Towne Rd, STE D Williamsburg, va 23188 USA	Effective Date:	6/1/2026 12:00:00 AM to 5/31/2027 12:00:00 AM
Contact	Jacob Cooper		
Phone	757-259-3254		

This Preventative Maintenance Agreement (this "**Agreement**") is entered into between Auxo Medical, LLC, a limited liability company ("**Auxo Medical**") and Olde Towne Medical and Dental Center. Auxo Medical and Customer are sometimes referred to herein individually as a "**Party**" and collectively as the "**Parties**". This Agreement is effective as of the earliest date it has been executed by both of the Parties (the "**Effective Date**").

Auxo Medical and Customer are executing this Agreement as of the Effective Date, but actually on the respective dates set forth below, and by doing so acknowledge and agree that they are bound by each and every term and provision set forth in each of the pages that follow this signature page, including all of the Modules and exhibits hereto.

Auxo Medical LLC

Name	Tanner Seese
Signature	
Title	Director of Sales
Date	

Customer:

Customer Name	Olde Towne Medical and Dental Center Aaron L. Thompson
Customer Signature	Aaron Thompson
Title	Executive Director
Date:	July 10, 2026
Purchase Order No:	

*Signature or payment indicates acceptance of terms and conditions.

[Signature page to Preventative Maintenance Service Agreement dated 6/20/2026

Auxo Medical, LLC 5401 Distributor Drive, Richmond, Virginia 23225 Phone 804-233-4424 Fax 888-420-9471

Quoted price in this proposal is valid for ninety (90) days from this date.

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF SOCIAL SERVICES

NEIGHBORHOOD ASSISTANCE ACT
APPROVAL CERTIFICATE

THIS IS TO CERTIFY THAT

Olde Towne Medical And Dental Center

Application No: **25626**

HAS BEEN APPROVED TO OFFER UP TO
$ 42,000.00
IN STATE TAX CREDITS FOR DONATIONS RECEIVED BETWEEN
July 1, 2026 AND June 30, 2027

ALL CONTRIBUTIONS RECEIVED DURING THE APPROVAL PERIOD WILL BE ELIGIBLE FOR A VIRGINIA STATE TAX CREDIT UNDER THE PROVISIONS OF THE VIRGINIA NEIGHBORHOOD ASSISTANCE ACT

APPROVAL AUTHORITY

Wanda Stevenson

Wanda Stevenson, NAP Manager

Good morning, Aaron, Kendra, and Jacob!

On behalf of the Williamsburg Health Foundation (WHF), congratulations again on Olde Towne Medical & Dental Center's $900,000 award for *General Operating Support*. The Foundation is very excited to continue its support of Olde Towne Medical & Dental Center's work in the coming year!

With the grant cycle beginning on July 1, I wanted to touch base on the following:

1. Foundation Contacts: The Foundation has a team in place to assist you throughout the grant cycle. Please feel free to reach out at any time if you have questions or need assistance.

- **Kelly Metcalf-Meese, Program Officer:** Kelly is the primary liaison between WHF and the organizations we support. She is happy to help you better understand anything related to the Foundation, our work, project/program and capital grant applications (including budgets), determination of unit(s) of service for awarded grants, progress/final grant reports, and to learn about updates to your organization and/or program. If you are interested, you may schedule time to meet with Kelly either virtually or in-person through this link (click here). You are welcome to contact her outside these days/times as well.
  Email: kmetcalfmeese@williamsburghealthfoundation.org
  Phone: 757/903-4113

- **Alayna Ayers, Grants Assistant:** Please contact Alayna for questions about your grantee portal and other technical-related issues, obtaining grants-related documents, confirming payment-related information, and registering for Catchafire (see below). Alayna is also available to discuss receipt of progress/final reports and applications.
  Email: aayers@williamsburghealthfoundation.org
  Phone: 757/903-4110

- **Cole Raines, Program and Communications Assistant:** Cole will assist you with communications-related issues, the Foundation's website, use of the Foundation's logo, and Foundation-hosted grantee events. When Kelly is unavailable to respond to your programmatic-related questions, you are welcome to contact Cole or me.
  Email: craines@williamsburghealthfoundation.org
  Phone: 757/903-4116

2. Capacity Building Support (Catchafire): The Foundation is pleased to offer another year of support from Catchafire, which provides eligible health-related Greater Williamsburg area nonprofits with the opportunity to increase their staffing capacity through pro bono professional consultants. Catchafire helps with a variety of projects, including prospect research, board development, translating handouts, updating websites, designing infographics, collaborating on fundraising strategies, and using AI. Examples of other projects for which you may receive free assistance include executive leadership, finance and operations, human resources, marketing and communications, professional development, program management, and technology.

If you are interested in using Catchafire but are not currently registered, please use this link to register: https://williamsburghealthfoundation.catchafire.org/. You and each member of your staff may register separately. If you are already registered, you should not need to register again. *Please note, there is no pressure to participate in this optional program, but we did want to share a reminder of the availability of this service for Foundation grantees.*

3. Closing Out Previous Grant: With your new grant set to begin, we want to remind you that final reports are due for your prior grant on 8/14/26. *Please note, this due date is a change from your grant agreement.* The link to complete your final report will be in your grant portal by July 14, and we will send a separate email sharing when it is available.

Again, congratulations on your grant award! The Foundation looks forward to continuing its support of your important work to enhance health for those who live in Greater Williamsburg.

With kind regards,
Bill

Bill Pribble

Vice President of Programs
Williamsburg Health Foundation