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.*

# FY 25 Board of Director Minutes

- July 2024
- August 2024
- September 2024
- October 2024
- November 2024
- December 2024
- January 2025
- February 2025
- March 2025
- April 2025
- May 2025
- June 2025

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# Board of Director's Meeting
July 22, 2024
5:00-6:00pm

1) Call to Order and Attendance | Ms. Becca Bruhl, Board Chair

2) Consent Agenda | Ms. Becca Bruhl, Board Chair
   a) Board of Director Minutes | June 24, 2024
   b) Governance & Nominating Minutes | July 16, 2024
   c) Finance Minutes | July 8, 2024
   d) Executive Minutes | July 8, 2024

3) State of the Facility Reports | Mr. Aaron Thompson, Executive Director
   a) Clinical Update | Kendra Robinson
   b) Business Office | Jacob Cooper
   c) Operations | Maggie Beamon
   d) Dental |Dr. Lorenzo Modeste
   e) Marketing & Communications | Michelle Williams
   f) Communications & Development | Susan Dunn
   g) Grants & Development | Tonya Sabb

4) Committee Reports
   a) Finance Committee | Melissa Tucker, Chair
   b) Governance & Nominating | Becca Bruhl, Chair
      i) Mr. David Aday
      ii) Dr. Robin Nelhuebel
   c) HRSA – FQHC Update | VCHA

5) New Business
   a) Vice Chair Vote (Mr. Rashid Jones, MBA)
   b) Planning & Performance Committee Chair (Mr. Scott Herr)

6) Next Board Meeting | August 26, 2024 at 5:00 pm

7) Adjourn

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

# Board of Directors Meeting
# June 24, 2024
# 5:00-6:30pm

1. Call to Order and Attendance | Mr. Christopher James, Board Chair

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Christopher James | Rana Graham-Montaque | Adria Vanhoozier | Aaron Thompson |
| Becca Bruhl | Rick Jackson | Jennifer Kirby Henderson | Lorenzo Modeste |
| Melissa Tucker | Cheryl Holland | R. Scott Herr | Michelle Williams |
| Amanda Ulishney | *John McGlennon* | Rashid Jones | Jacob Cooper |
| Cheryl Fields | *Caleb Rogers* | Shannon Woloszynowski | Susan Dunn |
| Christine Payne | | *Larry Snyder* | Tonya Sabb |
| Cornelius Powell | | *Brian Fuller* | |
| Frank Sisto | | *Doug Holroyd* | |
| Henry Ranger | | | |
| Jonathan Weiss | | | |

2. Consent Agenda | Christopher James, Board Chair
    a) Board of Director Minutes | May 20, 2024
    b) Governance & Nominating Minutes | June 5, 2024
    c) Finance Minutes | June 10, 2024
    d) Executive Minutes | June 10, 2024 - correction board member count should be 17-25.
    e) Communications and Development Minutes | June 18, 2024 - remove Jennifer Henderson from attending.

    A motion was made to accept the consent agenda with the above corrections by Rick Jackson and seconded by John McGlennon, and approved by the board.

3. FQHC Presentation | Christopher James
    a) The Center was recently made aware that the application process has been opened for more FQHC "new access points."
    b) This process will require significant work from staff and the board to apply and, if accepted, to be in compliance with FQHC policy.
    c) There is a strict timeline. The first filing is due August 15th, and the secondary filing is due September 30, 2024.
    d) Several bylaw changes would be required to be voted on and updated.

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e) This status would make the Center eligible to receive federal money and grants.
f) Any changes do not need to be in place at time of application, but there is a time limit for compliance from HRSA.
g) Tracey Douglas Wheeler is willing to meet with the board to discuss our FQHC application and answer questions. The goal is to set this up as a Zoom meeting within the next two weeks.
h) Questions opened to the floor
    i. 51% of the board will need to be patients (seen at this facility within the previous 24 months). How would we accomplish this? FQHC documents state that a patient "Must establish a medical record within the previous 2 years"
    ii. What are one or two items we must change to become compliant? The Center will have a qualified individual coming to conduct an "audit."
    iii. What is the initial funding? $650K

A motion to move forward with applying to have FQHC status was made by Rick Jackson and seconded by Frank Sisto and was approved by the board.

4. State of the Facility Reports
    a) Facility Information | Mr. Aaron Thompson, Executive Director
        i. The Center's employee of the month for May is Georgia Muller Torchik
        ii. Several grants from corporations as well as jurisdictions have been granted. WHF – Basic Operating and CCC, COW, and JCC. We expect to hear about our Sentara Cares grant within the next week.
        iii. The dental contract with Eastern State has been renewed for FY'25.
        iv. We have signed an agreement with Cherry Beckaert for our FY24 audit and 990. Heather Modispaw will be our contact within JCC.
        v. Tom Brownlie and David Lees presented the Ford's Colony check from their fundraising efforts through their resident's campaign and golf tournament.
        vi. The Board of Supervisors has approved our lease – 2024 – 2027. Renewable annually.

    b) Business Office | Jacob Cooper
        i. No questions were raised.
    c) Dental |Dr. Lorenzo Modeste
        i. Are there any residual effects from GKAS? Dr. Modeste replied that we have seen many patients come back for further treatments.
    d) Marketing & Communications | Michelle Williams
        i. Is there a golf ball drop update? Michelle replied that we are considering moving the date to fall to increase donations.
    e) Communications & Development | Susan Dunn
        i. No questions are raised.
    f) Grants & Development | Tonya Sabb
        i. No questions were raised.

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5. Committee Reports
    a) Finance Committee | Melissa Tucker, Chair
        i. FY'25 Budget Review
            1. No questions were raised. A vote to approve the budget was taken during the WAMAC annual meeting session.
        ii. Discussion on moving endowment funds not to exceed 5% annually.
            1. The finance committee moved to change the bylaws to state that the transfer of endowment funds is not to exceed 5% annually. Anything over and above that threshold would require board approval. Jackson seconded the motion, which was approved by the board.
        iii. Current financials discussed.
    b) Communications and Development | Mr. Frank Sisto, Chair
        i. The Ford's Colony Charity Classic and Resident's Campaign raised $80,000. FCCC donated much of the overhead and food costs.
        ii. Under Frank Sisto's leadership, outreach and fundraising have increased, and he feels that the staff at Olde Towne is the result of this.
    c) Governance & Nominating | Becca Bruhl, Chair
        i. Due to the possibility of FQHC, some of the policies regarding the board's makeup will need to be reviewed, discussed, and updated.
        ii. Ask staff to look for possible candidates for being a patient representative board member.
        iii. The role of jurisdictional representatives' status needs to be reviewed. BOS J. McGlennon has recommended 1 representative per jurisdiction, and their ability to vote will be further discussed.

**6:00 pm - OTMDC meeting suspended and WAMAC annual session began**

6. WAMAC Annual Session
        i. FY'25 Budget
            1. An opportunity to entertain questions and or comments with regard to the FY25 budget proposal was given. Discussion ensued.
            2. A motion was made to approve the budget as presented by Dr. Cornelius Powell and seconded by Jonathan Weiss and the motion was **approved** by the board.
        ii. Change to bylaws
            1. An opportunity to entertain questions and or comments with regards to the change in the bylaws stating that the number of board members will be no less than 17 and no more than 25.
            2. A motion was made to approve the bylaw change as presented by Rick Jackson and seconded by Frank Sisto and the motion was approved by the board.
        iii. Election of new chair
            1. Becca Bruhl was voted affirmatively as the Board Chair.

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2. A motion was made by the Executive Committee for the election of Becca Bruhl as Board Chair by acclimation and was approved by the board.

A motion was made to adjourn the WAMAC session was made by John McGlennon and seconded by Rick Jackson and board approved to end session.

6:15 WAMAC session ends and OTMDC meeting continues.

7. New Business
    a) Presentation of appreciation for term-limited board members.

8. Next Board Meeting | July 22, 2024 at 5:00 pm

9. Adjourn: a motion to adjourn the meeting was made by John McGlennon and seconded by Rick Jackson and was approved by the board.

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**Governance & Nominating Committee Meeting**
**July 16, 2024 | 12:00pm**

- Call to Order
  - The meeting was called to order by Becca Bruhl at 12:02, and a quorum was present.

- Roll Call

| Members Present | Members Absent | Staff Members Present |
|---|---|---|
| Becca Bruhl, Chair<br>John McGlennon<br>Cornelius Powell<br>Christine Payne | | Susan Dunn (minutes) |

- Approval of Minutes
  - The minutes from the June meeting were approved by the board at the June board meeting.

- FQHC Updates
  - Bylaws will need to be reviewed and updated. The FQHC committee is still sorting out what exactly will need to be completed.
  - The current focus will be on adding more at large members and in the coming months.

- Recruitment of Board Members
  - Several individuals were discussed.
    - Christine Payne spoke with an interested candidate, Elias, and he would be a good fit to represent the minority and immigrant population.
    - Cornelius Powell recommends reaching out to Steve Prince from W&M. He is very active in the community.
    - David Aday reached out to Jonathan Weiss and is retired and interested in working on the board.
    - Dr. Robin Nelhuebel would be a representative from Riverside.
    - Becca Bruhl has several recommendations that could bring a Latino perspective.
  - Total number of positions to fill 3-4
    - This would bring the total to 16-17 at large members, plus current 6 jurisdictional members.
  - Candidates to Prioritize

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    - Robin Nelhuebel
    - David Aday
    - Sandra Cabellaro
        - Motion to present to the board these candidates for membership to the board was made by John McGlennon and seconded by Cornelious Powell. Motion approved.
    - The others should be offered committee memberships or considered for openings next fiscal year.

- Updated board positions
    - Rashid Jones accepted Vice Chair position.
    - Scott Herr accepted the Chair position for the Planning and Performance committee.

- Board Retreat
    - Discussion on having a board retreat this fall will continue.
    - Possible topics for the board retreat would be
        - Strategic planning
        - Creation of a Patient Advisory Board
        - Adding committee members that are not on board
        - FQHC discussion with a facilitator

- Next Meeting | August 7, 2024

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**Finance Committee Meeting Agenda**
**July 8, 2024 | 3:30pm**

- Call to Order
  - The meeting was called to order by Melissa Tucker at 3:30, and a quorum was present.

- Roll Call

| Members Present | Members Absent | Staff Present |
|---|---|---|
| Melissa Tucker, Chair<br>Becca Bruhl<br>Cheryl Fields<br>Scott Herr<br>Jonathan Weiss<br>Heather Modispaw<br>Brian Fuller | Amanda Ulishney | Aaron Thompson<br>Gary Preston<br>Jacob Cooper |

- Minutes from the June meeting were reviewed and approved by the Board during the June meeting.

- Review of Financial Reports for 6/30/2024.
  - The $900k (grant money that came during FY24, but is marked for FY25) will be moved.
  - Revenue is closer to $2.9m rather than $3.8m.
  - Verifying JCC funds official posting date. Should be placed under FY25 if they posted in June.
  - Remaining check from Ford's Colony should be marked for FY24.
  - Discussion on Medicare/Medicaid reimbursements and how the county handles processing them.

- Status of Year end June 30, 2024 period 13 adjustments in MUNIS

- Reviewed the Endowment performance and transfer history
  - Discussed spreadsheet data.

  - Question regarding the cost of Vanguard to manage the account. Mr. Thompson will look into the exact percentage.
  - Melissa Tucker will begin creating a quarterly report to view the current gains/losses within the endowment.
  - Discussion regarding if it would be beneficial to create a second account to keep the $2.25m of the endowment separate. What would be costs to do so? Would it be worth it?

- Facility Updates | Aaron Thompson
  - FY24 audit process is underway.
  - Lease has been received from the county and will be forwarded on to the Executive Committee for review.
  - Chris, Aaron, and Becca will be visiting VCHA tomorrow to discuss FQHC application questions with Michael Jackson and Tracy Douglas.
  - The impact report is currently being created.
  - There will be staff training on 7/25/24.
  - Ranganai Simango has submitted his application to JCC to make him a vendor for us to use his contracted services out with our transition to QuickBooks.
  - Looking at transitioning our bookkeeping from JCC to in house to comply with FQHC policy.

- Next Meeting: September 9, 2024 | 3:30 pm

- Adjournment
  - With no further business to be discussed the meeting was called to adjourn by Scott Herr and seconded by Jonathan Weiss.

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**Executive Committee Meeting**
**July 8, 2024 | 5:00**

- Call to Order
  - The meeting was called to order by Ms. Melissa Tucker at 4:34, and a quorum was present.

- Roll Call

| Members Present | Members Absent | Staff Present |
|---|---|---|
| Becca Bruhl<br>Melissa Tucker<br>Jonathan Weiss<br>Scott Herr<br>Chris James | | Aaron Thompson |

- Approval of Minutes
  - The minutes from June 10, 2024 meeting were approved at the June board meeting.

- FQHC Discussion
  - Chris James, Aaron Thompson, and Melissa Tucker will be meeting tomorrow with VCHA's Tracy Douglas and Michael Jackson to discuss questions regarding applying for FQHC status.
  - By August 15, 2024 the OTMDC will submit the application as well as a budget plan.
  - September 30th additional supplemental items are due.
  - Notification of award is around June 2025 to begin July 1st 2025.
  - The Unmet Needs metric will be analyzed.

- Committee Reports
  - Governance & Nominating | Becca Bruhl
    - We currently have 13 at large board members, 6 jurisdictional members for FY'25.
    - Some at-large members need to be added to balance out the board.
    - Jonathan Weiss has suggested some candidates and they are under review.
    - Committees are still in need of an Events & Outreach, Planning & Performance, and G&N chair.

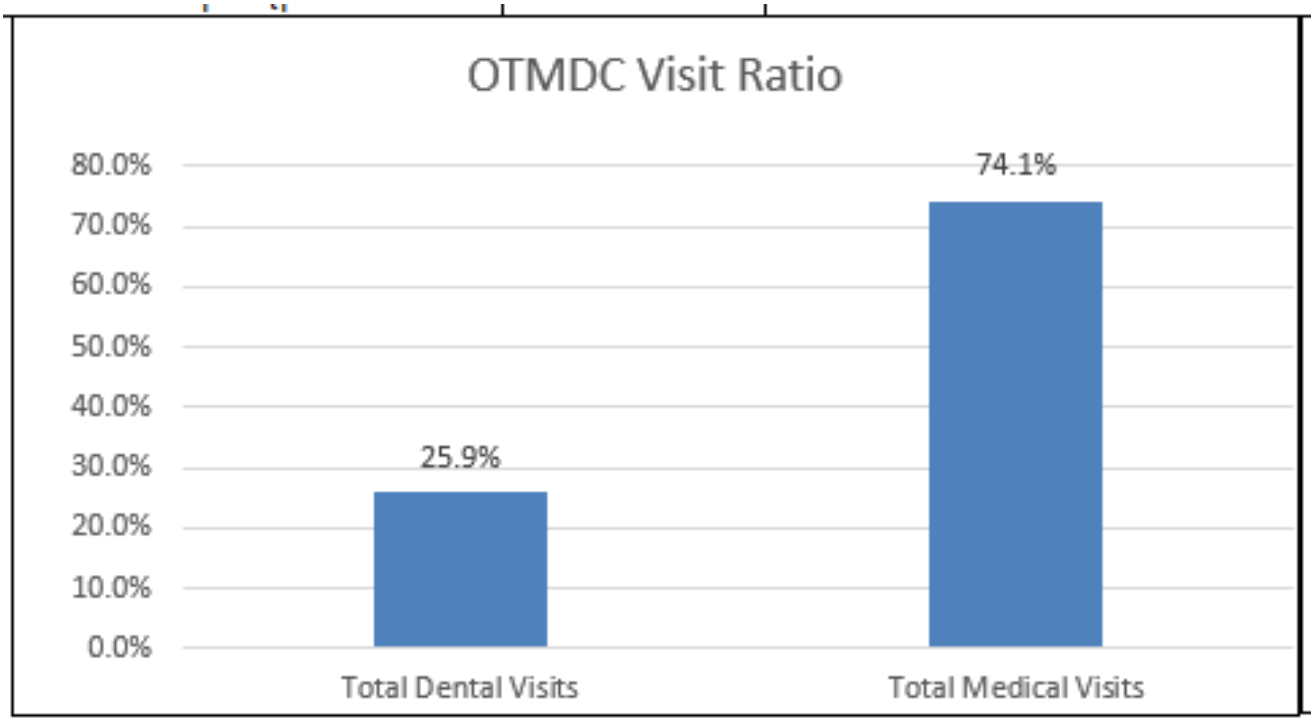
- Next Meeting | September 9, 2024

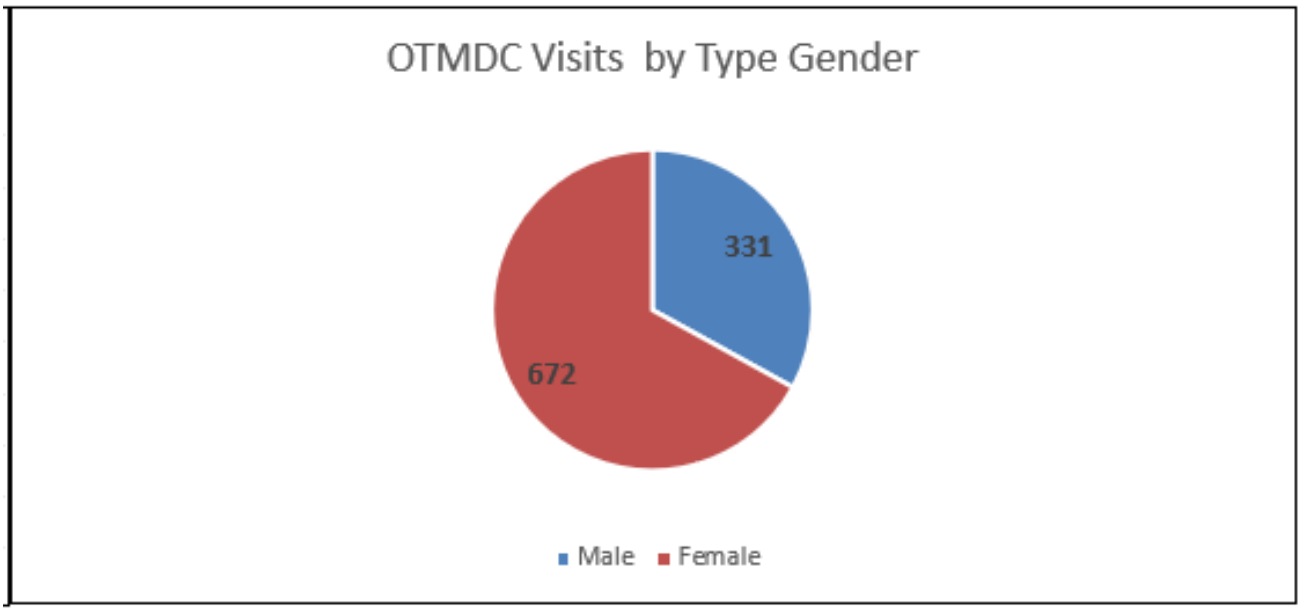
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- Adjournment
    - With no further business to be discussed the meeting was called to adjourn by Jonathan Weiss and seconded by Melissa Tucker.

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| | |
|---|---|
| Total Patients | 768 |
| Total Visits | 1,003 |
| Visits per {patient | 1.31 |



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| NUMBER OF CLIENTS SERVED | | |
|---|---|---|
| Category | Visits | Ratio |
| Total Dental Visits | 260 | 25.9% |
| Total Medical Visits | 743 | 74.1% |
| Total Visits | 1,003 | |

| GENDER | | |
|---|---|---|
| Gender | Visits | Ratio |
| Male | 331 | 33.0% |
| Female | 672 | 67.0% |
| | 1,003 | |

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| AGE | | |
|---|---|---|
| **Age Groups** | **Visits** | **Ratio** |
| 0-11 Months | 2 | 0.2% |
| 1-11 Years | 78 | 7.8% |
| 12-18 Years | 67 | 6.7% |
| 19-35 Years | 229 | 22.8% |
| 36-64 Years | 502 | 50.0% |
| 65+ Years | 125 | 12.5% |
| | 1,003 | |

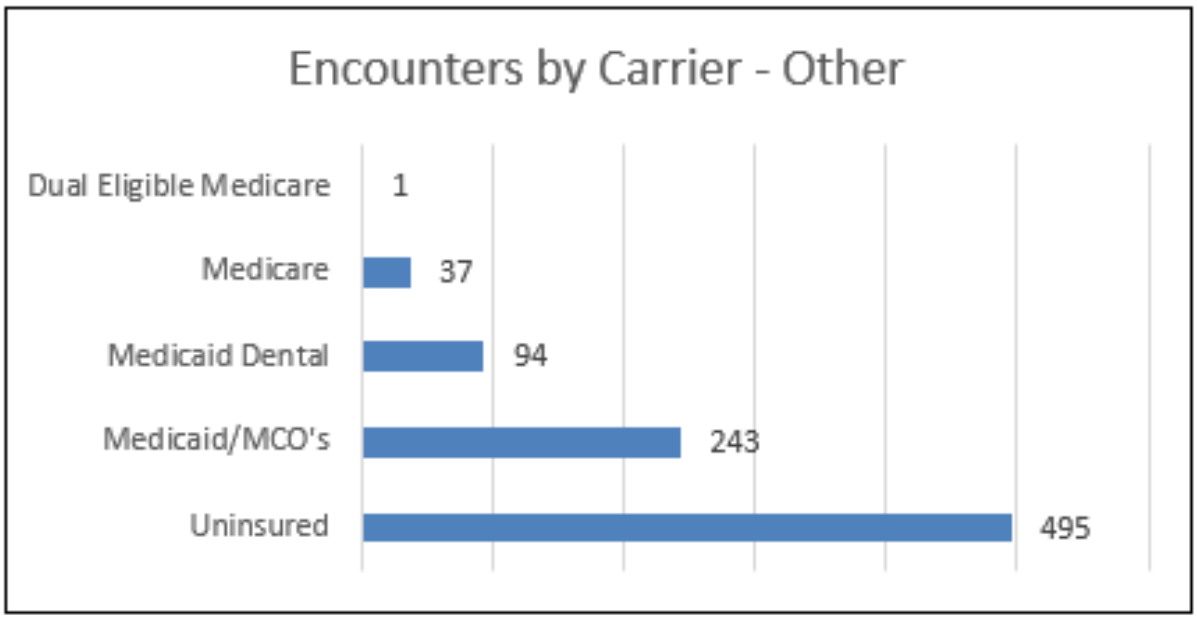
| RACE | | |
|---|---|---|
| **Race** | **Visits** | **Ratio** |
| Asian | 47 | 4.7% |
| Black | 163 | 16.3% |
| Hispanic | 345 | 34.4% |
| White | 257 | 25.6% |
| Other | 191 | 19.0% |
| | 1,003 | |

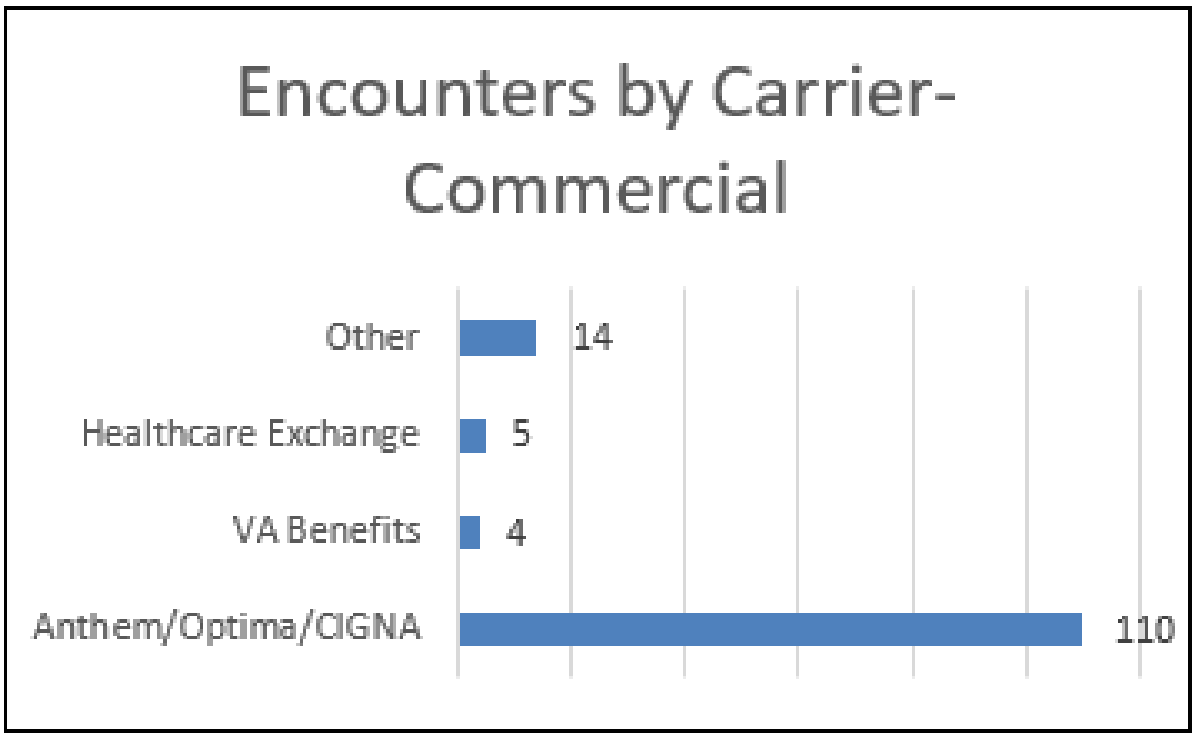
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| SLIDING SCALE | | |
|---|---|---|
| **FPL Sliding Scales** | **Visits** | **Ratio** |
| Level B 100% FL & Below | 285 | 28.4% |
| Level C 101-138% FPL | 129 | 12.9% |
| Level D 139-166% FPL | 44 | 4.4% |
| Level E 167-200% FPL | 21 | 2.1% |
| Level F 201-250% FPL | 14 | 1.4% |
| Non Compliant Patients | 65 | 6.5% |
| Full Fee | 9 | 0.9% |
| Level I (Insured) | 436 | 43.5% |
| Budget | | 0.0% |
| | 1,003 | |

| HEALTH INSURANCE | | |
|---|---|---|
| **Insurance Category** | **Visits** | **Ratio** |
| Uninsured | 495 | 49.4% |
| Medicaid/MCO's | 243 | 24.2% |
| Medicaid Dental | 94 | 9.4% |
| Medicare | 37 | 3.7% |
| Dual Eligible Medicare | 1 | 0.1% |
| **Commercial Ins.** | | |
| Anthem/Optima/CIGNA | 110 | 11.0% |
| VA Benefits | 4 | 0.4% |
| Healthcare Exchange | 5 | 0.5% |
| Other | 14 | 1.4% |
| | 1,003 | |

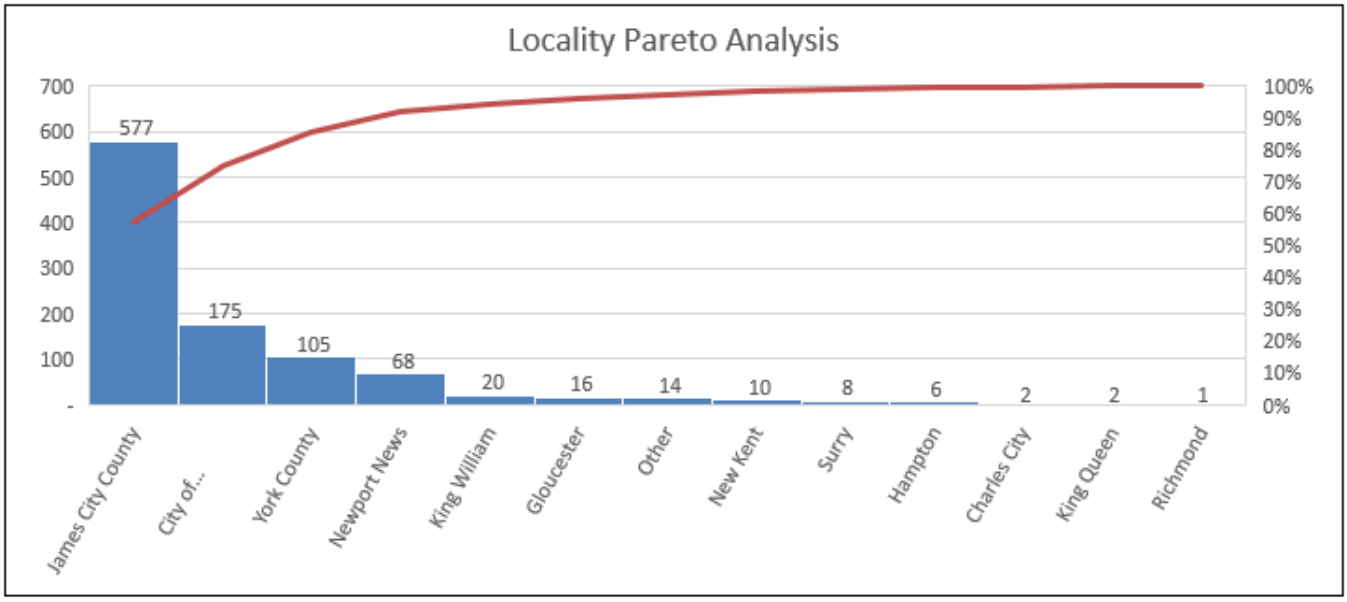
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| LOCALITY | | | |
|---|---|---|---|
| Location | Visits | Ratio | Cumulative % |
| James City County | 577 | 57.5% | 57.5% |
| City of Williamsburg | 175 | 17.4% | 74.9% |
| York County | 105 | 10.5% | 85.4% |
| Charles City | 2 | 0.2% | 85.6% |
| Gloucester | 16 | 1.6% | 87.2% |
| King Queen | 2 | 0.2% | 87.4% |
| New Kent | 10 | 1.0% | 88.3% |
| Newport News | 68 | 6.8% | 95.1% |
| Hampton | 6 | 0.6% | 95.7% |
| King William | 20 | 2.0% | 97.7% |
| Richmond | 1 | 0.1% | 97.8% |
| Surry | 8 | 0.8% | 98.6% |
| Other | 14 | 1.4% | 100.0% |
| | 1,004 | | |



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Clinical Department Update: 7/19/2024

Submitted by: Kendra Robinson, FNP

- **Medical Department**
  - Vacancies:
    - PRN Medical Assistant (Vacant since 12/1/2023)
    - Nurse Practitioner/Physician Assistant (1)
      - Lisa Coleman, FNP started at OTMDC on July 1, 2024. She is in the orientation phase of her journey with OTMDC.



Lisa Coleman, FNP

      - We continue to recruit for one additional NP/PA.
        - Applications are under review and interviews should be scheduled by the end of the month.

- **Integrated Care Update:**
  - Recruitment for a psych NP or psychiatrist continues.
    - A potential candidate may have been identified. More to come as details become available.
  - Kiara Robinson, a behavioral health consultant employed by CBH, began her work at OTMDC on 6/17/24. She has fit right into the OTMDC team and has provided services to 15 OTMDC patients thus far.

- Bacon Street continues to provide counseling weekly for our patients.
- Melvin Snead continues to come biweekly to provide counseling for our patients and has added a few hours a month to accommodate growing need for counseling.
- VMAP is available to providers daily.

- **General Updates**
  - We have partnered with Louisa Johnson and WJCC schools to provide vaccines for their students during the summer. Thus far, we have staffed two of the vaccine clinics and provided all of the vaccines.
    - In June we provided 121 vaccines to 53 students.
    - **The next vaccine clinic is to be held on July 31st at James Blair Middle School.**
  - **COVID is on the rise.**
    - In the last two weeks we have had one staff member out with COVID and 5 patients have tested positive for COVID. We will continue to monitor this in the coming weeks.
    - Pneumonia cases among children is also on the rise.
      - We have had four children (all flu and COVID negative) be diagnosed with pneumonia in the past month. We are not sure what the common denominator is among these children, but we will continue to monitor this as well.

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**Business Office Departmental Update: July 2024**

- The business office continues to remain ahead of schedule in compiling the necessary data and documentation for the FY24 audit.
- We continue to monitor patient demographics data to ensure that we have the correct locale selection for their county of residence. This aids in maintaining the accuracy of our CSR report.
- Olde Towne conducted a table-top test of our emergency action plan where we discussed fire scenarios, ensuring everyone's understanding of exit and gathering points. This meets the CMS requirement for this year.
- This fiscal, total AR fell from over $520,000 to $357,000 and our average AR days (average amount of days to collect on what we've billed) fell from 120 to 49.
- The business office continues to conduct insurance verifications and eligibility checks ahead of patient appointments.
- The previous fiscal was successfully closed in our practice management system with no issues. Our first Medicare Credit Balance report will be submitted before July 30.
- The business office continues to work with Ops Management and volunteers to purge old records and consolidate our storage units.

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Date 07/19/2024 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the past fiscal year, MAP has requested 2,752 medications on behalf of 339 patients which was valued at $2,826,565.30. MAP assisted 173 new patients and completed 78 Medicaid applications.

| Dates: 07/01/2023 – 06/30/2024 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 339 | 2,752 | $2,826,565.30 |

## Operations Manager

- We are continuing to monitor the incoming calls to the main line and adjust our workflow as needed in hopes to improve the response time for both answering the phones and responding to voicemails received.
- We are continuing to adjust the dental schedule in order to accommodate the patients who have been waiting for an appointment.

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# Dental Department Update
# June 2024

As the summer continues to sizzle from the heat, Olde Towne Dental Clinic continues to focus on treating patients! The clinic has partnered with the Medical College of Virginia Dental School in Richmond and we are rotating fourth year dental students. They come to the clinic on Thursday and Friday (all day). They will continue to rotate thru the clinic until April 2025. I help students with diagnosis and treatment planning, along with various disciplines in the field of general dentistry. Of course, the students need general supervision, but the students are willing to accept all forms of constructive criticism.

The clinic is such a unique learning environment because we have patients from various countries and the dental procedures and treatment can be vastly different from our training in American institutions. It's really interesting to discuss with the students the unique differences and how foreign dentists' treatment can be vastly different from our training. We recently had a patient from Uzbekistan that needed a redo on a root canal. The treatment was very "different" from our treatment here in the states, but we were able to help assist her in getting the proper treatment that she needed!

We are continuing with our treatment of dentures and partial dentures along with crown procedures. The clinic has also noticed that Dentaquest (Virginia Medicaid) has been approving more crown procedures, which will create an increase in monthly revenue. For the month of June, the clinic had 245 patient visits. The monthly revenue can be directed from the business office report. As we look forward to a continued warm summer, the Center will continue to provide excellent care to the community.

Dr. Modeste

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**Marketing & Communications Report Summary**

**June 12, 2024 – July 12, 2024**

**Events & Fundraising:**

The annual **Ford's Colony Resident's Campaign and the OTMDC CHARITY CLASSIC Golf Tournament** on May 15 received a ceremonial check for $80K from the event. The Resident's Campaign received an actual amount of $51,496 and the tournament netted $30,302.44 after expenses making the grand total $81,798.44. The goal was $75K.

Second annual **Golf Ball Drop** date has been moved to September 12 to allow for more participation. We have 2 opportunities to raise funds at public events in August and early September in addition to regular continued advertising.

The team is working on a **Casino Night** New Fundraising Event for November 2. We plan to have gaming tables with "play" money, drinks and appetizers and a DJ and dancing. We hope to host the event here in the OTMDC building on a Saturday evening. Tickets will include entry, chips for playing, and 2 drinks and food. More info as details become available.

We have signed up to have a table at the **Summer Breeze Concerts** in Colonial Williamsburg for August and September as the non-profit guest. This is a new endeavor for both OTMDC and Colonial Williamsburg.

The team is working on applying for the **Riverside Sponsorship** for 2025 events with the intention of securing a sponsorship for the 2025 Gala.

Working with Virginia Beer Company to host another **Brewery Night** in August at their facility.

**Communications:**

**Email Blasts/Newsletters**: Working on the July Newsletter. Info about upcoming events will be highlighted along with staff news.

Posted content for **Social Media Posts** on all channels as well as happenings about Olde Towne along with health information for patients. Focus is on News and Services, Fundraisers, Summer Safety, Volunteer and Board needs.

Michelle placed an ad for OTMDC in **Next Door Neighbors** and we have placed information concerning the Community Baby Shower and the Sentara Mammography event with multiple connections throughout the community.

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**Marketing & Outreach:**

Staying connected to **GWOM and FISH** by attending their quarterly meetings on behalf of Olde Towne.

Attended bi-monthly meeting with the **Williamsburg Advisory Council** at PAA to stay abreast of needs and community resources available for patients and families.

Olde Towne will be participating with Real People Educating Others **Back To School Event** in August. Olde Towne will have a table at the event again this year. Any volunteers that would like to help are welcome.

**Impact Report** is near final pages being complete. Donor information has been input and will not be printed this year but will have a QR code so that donor information can be downloaded and will also live on the website. This will significantly cut costs on pages to be printed as well as mailing costs. Planning to complete by month end with the hope of printing and mailing in early August.

**Social Media Analytics**

Facebook Reach 1.6K Facebook Engagement 749 Reactions 276
Instagram Reach 237 Instagram Followers 321 Instagram Engagement 138

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Communications & Development | Susan Dunn

## June 2024

Development

- Events
  - Community Baby Shower
    - This was hosted by OTMDC. I worked with the event sponsors on getting the flyer finalized, creating a google form for RSVP's to the event and tracking those attending, as well as arranging lunch for the attendees. The event went well, there were giveaways, raffle prizes, speakers, food, and vendors information/giveaways for those in attendance.
  - Planning has begun on a fall casino night type event.
    - Potential flyer has been created.
- Volunteers
  - Starting to see an uptick in volunteer applications the closer we come to the fall semester starting at W&M. We did receive an application from a retired NP who will begin working at the clinic shortly.

Communication

- Website
  - Keeping the website up to date with events, board changes, new items to make tasks easier for patients/clinic, as well as setting up a password protected page for board members to access documents.
- Misc
  - Continuing to create infographics for social media and print documents, as well as maintaining patient/staff informational boards.
  - In the midst of preparing for our staff training alongside the development department. We have secured a venue at no cost, lunch for the staff, and working on activities that will focus on teamwork and bonding.

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OTMDC | Olde Towne Medical & Dental Center

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

# Board Report: OTMDC Activities and Progress

**By**

**Tonya Sabb, Grants & Development**

**July 2024**

## I. Grants

- Researching new grants that align with our mission.
- Researching companies for Sponsorships to fund upcoming events.
- Completed two grants and one sponsorship.
- Currently working on two new grants that are opening beginning of August that I have already had success with. The hope is to continue the funding relationship that has already been established.
- With Aaron's guidance I'm working on yearend reports gathering data and collecting information for two of the WHF grants.

## II. Networking and Community Engagement and Outreach

- Involved with the coordination of preparing gift bags and food for the Baby Shower sponsored by Olde Towne. Made connections with the NAACP of Williamsburg.
- Currently training and working on NAP s credits. Successfully submitted application to continue to receive credits through the NAP program with Lisa Tinker.
- Trained with Lisa Tinker on submitting NAP credits for our Physicians once completed I researched board members who could benefit from the program, I made phone calls and sent emails.

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- Currently continuing to gather the information needed to submit by August 15th.

**III. Development and Event Planning**

- Currently working with Susan and Michelle the development team on a "Casino Royale" night. I've been in touch with different casino event planning companies. The one that gave the best price was Richmond Casino & Poker Rentals. A sponsorship form was created along with a preliminary budget and much more.
- Continuing to meet with the development team and share many more fundraising ideas.

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**OTMDC Finance Committee**
**July 2024**
**Summary Report to the Board**

**Recommended Actions:**
None.

**Financial Report**: attached to this report is the 'condensed' year to date financial report for year ending 6/30/2024. The report is before final adjusting entries for the year. The audited financial statements are expected to have some differences.

**Revenue:** Total revenues from operations year to date are $3.804m, 114% of the annual budget. The higher revenue continues to include $489k of grant income received that was not included in the budget. ***It also appears that $900k of fiscal year 2025 grant income will be reclassified. Without this $900k, revenue will be $2.904m, which is 87% of the fiscal year 2024 budget.*** Patient revenue (before deduction of bad debt expense) is $852 and 61% of budget. Net patient revenue (after deduction of bad debt expense) is $893k after an increase to revenue adjustment of $40k and $500 (receipts of prior bad debt). This brings net patient revenue to 67% of budget. In June of 2023 net patient revenue was $979k, so we are $86k below the previous year. The current fiscal year net patient revenue is $440k below budget.

Public support revenue is at $185k, which is 32% of budget, and is $147k less than June of last year. The public support received to-date is from Individual giving plus $16,000 from corporate contributions, $2,700 from smaller foundations and $5,000 from local organizations. Fundraising is at 76% of budget and is made up of $49k for the golf tournament, $78k for the gala, and $15k other. Grant income is recorded at 321% of budget, see comment above about unbudgeted and fiscal year 2025 grant income. ***It is likely that fiscal year 2024 grant income will be adjusted to $1m and 172% of budget.***

**Expenses:** Total expenses are $3.344m, 96% of budget. Personnel costs are 93% of budget, with other (non-salary) operating costs at 110% of budget.

Net income/<loss> from operations (revenues less expenses) is currently recorded at $460k, ***but without the $900k it will be <$440k> for the year*** vs. budgeted net loss of <$160k>. Last year's unaudited net income/(loss) through June was <$366k> and the audited amount for operations was <$399>.

The **endowment fund** is at $6.062m as of June, 30, 2024, which is a net increase of $510k for the fiscal year. This is after $330,000 was transferred to the operating account on March 13, 2024. The fiscal year realized earnings and market gain come to $840k.

**Current Assets**: Cash balance is $920k, a decrease of $31k from the end of June 2023 balance. Receivables (net of allowance for doubtful accounts) are $155k, a decrease of $47k from the June 2023 balance.

**Other business/activities:**
The next finance committee meeting is scheduled for September 9, 2024 at 3:30 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

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## OTMDC -- Summary Financial Results: YTD 6-30-2024

### Income-Expense:

| | Tot. June | Total YTD | Annual Budget | Variance | % of annual |
|---|---|---|---|---|---|
| **Revenue:** | | | | | |
| Local Government | $ 1,975 | $ 641,020 | $ 619,868 | $ 21,152 | 103% |
| Patient Revenue | $ 37,257 | $ 852,146 | $ 1,405,321 | $ (553,175) | 61% |
| Less: Bad Debt "Adjustment" | $ - | $ 40,088 | $ - | $ 40,088 | |
| Less: Bad Debt Expense | $ - | $ 527 | $ (72,000) | $ 72,527 | -1% |
| Net Patient Revenue | $ 37,257 | $ 892,762 | $ 1,333,321 | $ (440,559) | 67% |
| Public Support | $ 8,947 | $ 185,246 | $ 577,000 | $ (391,754) | 32% |
| Special Events-Fundraising | $ 4,920 | $ 141,384 | $ 187,000 | $ (45,616) | 76% |
| Grants | $ 907,429 | $ 1,943,540 | $ 605,250 | $ 1,338,290 | 321% |
| Misc. (inc. cash over/short) | $ - | $ 150 | $ - | $ - | |
| **Total Revenue** | **$ 960,528** | **$ 3,804,101** | **$ 3,322,439** | **$ 481,512** | **114%** |
| **Expenses:** | | | | | |
| **Total Personnel** | **$ 227,616** | **$ 2,664,983** | **$ 2,860,661** | **$ (195,678)** | **93%** |
| **Total Non-Personnel Exp.** | **$ 40,621** | **$ 678,841** | **$ 616,925** | **$ 61,916** | **110%** |
| **Furn/Equipment (Total)** | $ - | $ 33 | $ 5,000 | $ (4,967) | 1% |
| **Total Expenses** | **$ 268,237** | **$ 3,343,856** | **$ 3,482,586** | **$ (138,730)** | **96%** |
| **Net Income** | **$ 692,291** | **$ 460,245** | **$ (160,147)** | **$ 620,242** | **-287%** |
| Transfer From/(To) Endowment | $ - | $ 330,000 | $ 160,147 | $ 169,853 | |
| **Net Cash Change After Trfr.** | **$ 692,291** | **$ 790,245** | **$ -** | **$ 790,095** | |

### Investment Fund Summary:

| | Curr. Mo. |
|---|---|
| Beg. Balance | $ 5,563,750 |
| +/-: Gains/Losses | $ 499,070 |
| +/-: Transfer from/(to) Operations | $ - |
| End Balance | $ 6,062,820 |

### Current Assets Report

| | 6/30/2024 | YTD Diff. | 6/30/2023 |
|---|---|---|---|
| Cash | $ 919,715 | $ 951,187 | $ (31,472) |
| Investments | $ 6,062,820 | $ 510,750 | $ 5,552,070 |
| **SUBT.** | **$ 6,982,535** | **$ 1,461,937** | **$ 5,520,598** |
| Total Receivables | $ 231,361 | $ (115,600) | $ 346,961 |
| Less: Allow. For Doubtful Accts. | $ (75,977) | $ 68,323 | $ (144,300) |
| **Net Receivables** | **$ 155,384** | **$ (47,277)** | **$ 202,661** |
| **Total Current Assets** | **$ 7,137,919** | **$ 1,414,660** | **$ 5,723,259** |

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## OTMDC Endowment History:

| | FY Ending: 6/30/2016 | 6/30/2017 | 6/30/2018 | 6/30/2019 | 6/30/2020 | 6/30/2021 | 6/30/2022 | 6/30/2023 | 6/30/2024 | (9 yrs.) Total | Avg./Yr. |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Beg. Balance | $ 4,207,422 | $ 4,278,475 | $ 4,287,136 | $ 4,400,307 | $ 4,695,253 | $ 4,642,405 | $ 6,014,103 | $ 5,436,219 | $ 5,552,070 | $ 4,207,422 | |
| Earnings | $ 143,268 | $ 391,164 | $ 245,861 | $ 470,019 | $ 201,120 | $ 1,229,875 | $ (577,884) | $ 515,851 | $ 840,750 | $ 3,460,025 | $ 384,447 |
| Transfer from/(to) operations | $ (72,215) | $ (382,503) | $ (132,691) | $ (175,073) | $ (253,968) | $ 141,823 | $ - | $ (400,000) | $ (330,000) | $ (1,604,627) | $ (178,292) |
| Ending Balance | $ 4,278,475 | $ 4,287,136 | $ 4,400,306 | $ 4,695,253 | $ 4,642,405 | $ 6,014,103 | $ 5,436,219 | $ 5,552,070 | $ 6,062,820 | $ 6,062,820 | |
| % draw (avg. balance) | 1.7% | 8.5% | 3.0% | 3.8% | 5.3% | -2.7% | 0.0% | 7.0% | 5.5% | | 3.6% |
| | | | | | | | | | | | |
| Avg. earnings % | 3.4% | 9.1% | 5.7% | 10.3% | 4.3% | 23.1% | -10.1% | 9.4% | 14.5% | | |
| Avg. balance | $ 4,242,949 | $ 4,282,806 | $ 4,343,721 | $ 4,547,780 | $ 4,668,829 | $ 5,328,254 | $ 5,725,161 | $ 5,494,145 | $ 5,807,445 | $ 4,937,899 | |

Updated 7/5/2024

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Robin Nelhuebel, PhD, MS, RN, RT(R)

BIO:

Dr. Nelhuebel is a Registered Nurse and Radiologic Technologist with 33+ years of clinical, instructional, and administrative experience. As the College President of Riverside College of Health Sciences in Newport News, Virginia, she provides academic, organizational, and compliance oversight of Nursing and Allied Health programs offered at certificate, associate, and bachelor's degree levels. Robin is passionate about health careers education and development of a strong, competent healthcare workforce. She has served on several local boards to include Newport News Education Foundation, New Horizons Regional Education Center, Thomas Nelson Community College, and the Greater Peninsula Workforce Board. Dr. Nelhuebel holds a PhD in Education Leadership in Higher Ed. and master's degrees in both Education and Nursing.

Robin, her husband Kevin and two adult children Kyle and Jana, moved to Williamsburg in 2019 after living in Suffolk, Virginia for over 25 years. Robin is a native of Suffolk, but as Kevin is from Massachusetts, the family are avid New England sports fans. The family enjoys discovering all that Williamsburg and the surrounding area offers, especially hiking and biking trails.

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# [redacted]HUEBEL, PhD, MSN, MEd, RN, RT(R)

(H) 3907 Northridge Street • Williamsburg, Virginia 23185 • 757-334-1267 • robin.nelhuebel@gmail.com

(W) 316 Main Street • Newport News, Virginia 23601 • 757-334-1267 • rnelhuebel@riverside.edu

## *Education*

**CAPELLA UNIVERSITY**
PhD in Education – Leadership for Higher Education Specialization
Minneapolis, Minnesota

**REGENT UNIVERSITY**
Master of Science in Nursing - Leadership
Virginia Beach, Virginia

**TROY UNIVERSITY**
Master of Education - Adult Education
Troy, Alabama

**RIVERSIDE SCHOOL OF PROFESSIONAL NURSING**
Diploma in Professional Nursing
Newport News, Virginia

**MEDICAL UNIVERSITY OF SOUTH CAROLINA**
Bachelor of Health Sciences Degree – Management & Education
Charleston, South Carolina

**NORFOLK GENERAL SCHOOL OF RADIOLOGIC TECHNOLOGY**
Certificate in Radiologic Technology
Norfolk, Virginia

## *Professional Experience*

**RIVERSIDE HEALTH SYSTEM – RIVERSIDE COLLEGE OF HEALTH SCIENCES - NEWPORT NEWS, VA** **2003 to Present**

College President (Jun 2014 – Present)

- Direct administrative, strategic planning, and operational responsibility for all RCHS departments to include business and educational units to include nursing and allied health programs.
- Responsible for all fiscal and human resources oversight and leadership of all Dean positions.
- Administrative oversight of Student Services operations to include but not limited to: Department of Education and SCHEV compliance, Student Accounts, Student Financial Aid, Admissions and Recruitment, determination of Student Satisfactory Academic Progress, Clock & Credit Hour conversions and allocations, survey data to include Student Satisfaction and Student Outcomes assessments, regulatory compliance related to Student Records Maintenance, evaluation of regulatory standards for degree programs, and the development and review of the college's Program Effectiveness Plans.
- Liaison to Riverside Health System and college sponsor, Riverside Regional Medical Center to ensure mission alignment.

Interim Program Director – Traditional BSN Program (Nov 2023 – Present)

- Responsible for the direction, goals and objectives formulation and accomplishment, financial management, operations management, oversight of human resource and student management, promotion of the program and community relations.
- Accreditation and regulatory compliance with institutional and programmatic agencies and the Virginia Board of Nursing.
- Curriculum development and revision for residential, blended, and distance delivery methods.

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Adjunct Nursing Faculty – RN-to-BSN Online Program (Aug 2022 – Present)

- Faculty member in the instruction of baccalaureate level nursing courses – NSG 443 – Evidence-Based Practice and Nursing Research delivered fully online via Canvas learning management system.

Director of Academic Affairs (Dec 2013 – Jun 2014)

- Direct administrative and operational responsibility for all RCHS Educational Programs, Program Directors, and faculty (Professional Nursing, Practical Nursing, Nurse Aide, Medical Assistant, Physical Therapist Assistant, Radiologic Technology, Surgical Technology, Sterile Processing Technician).
- Responsible for analyzing and reporting all statistical measures required for RHS & RCHS quality reports as well as accreditation and regulatory body applications, interim and self-study reports, and annual reports (SCHEV, ABHES, ACEN, CAAHEP, ARC/STSA, CAPTE, JRCERT, VBON, VBPT).

Director of Allied Health Education (Aug 2011 – Dec 2013)

- Responsibilities include strategic planning, situational leadership, goals and objectives formulation and accomplishment, financial management, operations management, human resource management and execution of RHS initiatives.
- Directed multiple programs through accreditation and regulatory reviews requiring thorough knowledge of accreditation standards.
- Responsible for strategically planning, presenting, and proposing new allied health programs; developed financial proformas to assess return on investment for new programming.
- Responsible for oversight of campus-wide facilities management.

Program Director Radiologic Technology (May 2009 – Apr 2014)

- Responsible for the direction, goals and objectives formulation and accomplishment, financial management, operations management, human resource and student management, promotion of the program and community relations.
- Curriculum development and revision for residential, video teleconferencing, and online (MOODLE) delivery methods.
- Provided direct didactic instruction in Patient Care, and Senior Radiographic Procedures courses.

Clinical Coordinator & Instructor, School of Radiologic Technology (May 2003 – May 2009)

- Coordinated student clinical rotations in eighteen various sites throughout the Hampton Roads region for up to 64 radiography students.
- Correlated clinical assignments with didactic instruction and evaluated competency of assigned examinations.
- Oriented, evaluated, and updated clinical instructors on RCHS and Program Policies and process changes.
- Participated in all facets of school administration working directly with the Program Director regarding all accreditation requirements.
- Provided direct didactic instruction in Introduction to Radiologic Technology, Medical Ethics, Patient Care, and Senior Radiographic Procedures courses to include distance education courses via video teleconferencing.

**SENTARA CAREPLEX HOSPITAL - HAMPTON, VA** **Nov 2002 – May 2003**

Radiology Manager – Imaging Services

- Departmental manager over all radiologic modalities.
- Responsible for the move of the Radiology Department from the old Hampton General Hospital location to the completely new, fully digital CarePlex Hospital.
- Implemented Cerner Millennium Radiology Information System, TALK voice dictation system and Picture Archival Computerized System (PACS). Worked directly with Radiologists, technologists and team coordinators to develop and train a fully staffed department.

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**RIVERSIDE HEALTH SYSTEM – NEWPORT NEWS, VA** **Nov 1990 – Nov 2002**

Diagnostic Center Manager – Riverside Healthcare Center – Carrollton (Aug 1998 – Nov 2002)
- Responsible for all managerial aspects of personnel, budget, physician relations and daily operation of rural diagnostic center including outpatient laboratory, radiology, physical therapy, audiology and physician timeshare services.
- Diagnostic Radiologic Technologist supporting Podiatric practice and adjacent Family Practice physicians.

GI Lab Registered Nurse – Riverside Regional Medical Center (Oct 1997 – Aug 1998)
- Provided direct patient care and administration of conscious sedation.
- Assisted gastroenterologists with endoscopic procedures including PEG placements, ERCP's, endoscope manipulation, biopsies and specimen processing.
- Provided Diagnostic Radiologic Technologist support as needed for fluoroscopy examinations.

Oncology/Medical – Surgical Registered Nurse – RRMC (Jan 1997 – Oct 1997)
- Direct patient care on 5West Oncology unit to include administration of chemotherapy, TPN, blood transfusions and wound care as well as general nursing care for oncology and general medical-surgical patients.

Director, Communications & Patient Transportation – RRMC (Jun 1991 – Jan 1997)
- Direct responsibility for multi-million-dollar budget and personnel management of 60+ employees. Accountable for all telephonic, paging, operator and in-house patient and supply transportation within the Medical Center.
- Consultant for all Health System facilities regarding telephonic communications needs.

Administrative Extern – RRMC (Nov 1990 – Jun 1991)
- Project manager for the development of the Communications Department and implementation of new answering service/paging system for the Health System. Chairperson for the Health System Toys-For-Tots Christmas campaign.

**ROPER HOSPITAL – CHARLESTON, SC** **Aug 1988 – Aug 1990**

Diagnostic & CT Radiologic Technologist (Aug 1988 – Aug 1990)
- Direct patient care in the performance of diagnostic, fluoroscopic, and computed tomography radiologic procedures.

Adjunct Faculty - Roper School of Radiologic Technology (Aug 1989 – Aug 1990)
- Support of radiologic technology students during clinical experiences as well as guest lecturer for sectional anatomy and computer tomography modality topics.

## *Certifications & Licensure*
- Virginia Registered Nurse license - #0001151845, board certified and licensed registered nurse
- Virginia Radiologic Technologist license - #0120005429
- American Registry of Radiologic Technologists (ARRT) Registry Certification - #228461-R

## *Publications*
- Dissertation – Incorporation of general education in radiography program curricula: A basic qualitative study. Capella University, ProQuest Dissertations Publishing, 2017. 10254769.

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## *Awards*

- Virginia Nurses Foundation Leadership Excellence Award – Nursing School Dean/Director 2017

## *Community, Workforce, & Extracurricular Activities*

- Virginia Hospital & Healthcare Association Workforce Steering Committee – March 2024 to Present
- Accrediting Bureau of Health Education Schools (ABHES)
    - Elected Commissioner, Educator in a Specialty Area – May 2017 to July 2023
    - Distance Education Committee Chair 2017 – 2019
    - Substantive Review Committee 2017 to 2021
    - Standards Review Committee 2021 to 2023
    - Preliminary Review Committee 2018
    - Radiology Program Advisory Board 2011 to Present
- Riverside Diversity, Equity & Inclusion Leadership Committee 2022 to Present
- New Horizon's Regional Education Center – Foundation Board – 2020 to 2023
- Regent University Nursing Advisory Council – 2019 to Present
- Riverside Nurse Residency Program Mentor – 2016 to Present
- Riverside Nurse Executive Committee – 2016 to Present
- Riverside Emerging Leaders Academy Mentor – 2015 to Present
- Newport News Public Schools Education Foundation Board – 2014 to Present (President 2020-2022; President-Elect 2018-20)
- Regent University Graduate Nursing preceptor – 2022
- Old Dominion University Graduate Nursing preceptor – 2023 to present
- Old Dominion University – College of Health Sciences Advisory Board – 2018 to 2022
- Greater Peninsula Workforce Executive Board – 2011 to 2021
- Thomas Nelson Community College – Corporate Workforce Advisory Board 2015-2020
- Eclipse/Crittenden (City of Suffolk) Village Initiative Plan Steering Committee 2005 – 2018
- Joint Review Committee on Education in Radiologic Technology (JRCERT) site visitor 2008 – 2017
- William & Mary – MBA Career Acceleration Modules – Executive Sponsor 2016
- Greater Peninsula Healthcare Workforce Partnership member 2011 – 2015
- Leader - Girl Scouts - Northern Suffolk Service Unit 731 GSCCC – 2008 – 2012
- Isle of Wight County Leadership Institute – Class of 2001
- United Way of Isle of Wight County Allocation/Campaign Board - 2001-2003

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David Aday, PhD

June 9, 2024

Jonathan:

I'm attaching my resume and hope you will share this note and the bio with Christine Payne. I edited the resume to reduce the clutter, but it still is longer than probably is ideal. (It was a long and somewhat varied career.) I tried to leave those entries that might suggest experiences that would ground contributions I hope I can make to the board.

I began my career primarily as criminologist and ended it working mostly in public and community health. That may seem like an odd transition. It makes sense in that in both fields my primary interests have been in community. I believe that community is a poorly understood dimension of human experience and a potentially rich resource for helping to solve or manage diverse problems of living. That idea sharpened for me significantly in the fall of 2002 while I was a visiting scholar at Australia National University. I was invited to participate as a researcher on a community-based project in an indigenous community. The goal of the work was to better understand the dramatic increase in domestic violence in that community following prolonged and increasing contact with the dominant majority society. The research revealed structural and cultural changes that fundamentally transformed gender, family, kinship, and community relationships. Over the next several years, I observed that some of my colleagues at ANU and I were looking more at public health questions as we pursued research on crime and institutions of social control.

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So, I'm interested in how we can tap community resources to help solve human problems, including access to health resources. That focus became sharpened and expanded through the decade of work in two international community health development projects. In the MANOS project, we hired a physician in Managua to travel with us to a small region in the mountains of northwest Nicaragua to partner with local communities to host annual week-long free clinics (up to three times each year). The clinics provided a starting point for research to understand the health and health care needs of the communities and to identify local resources that could become the foundation of sustainable health care arrangements. In the SOMOS project, we partnered with a U.S. family doctor and a Dominican doctor to pursue a very similar strategy in the Dominican Republic. In both projects, our goal was to offer culturally and locally appropriate clinical care while conducting research to better understand the prospects for sustainable change and increased self-efficacy with regard to health and health care.

I had the privilege of directing William and Mary's reaccreditation review. For universities, that happens every 10 years and requires about three years to gear up and another three years to "institutionalize" identified needed improvements to optimize institutional effectiveness. That opportunity allowed me to become deeply familiar with every aspect of the university's operations, from the governing board to facilities maintenance, across the diverse schools, from curricula to placements and endowment. The subfield of "complex organization" was one of my three areas for graduate studies, so I enjoyed drawing from theory and research in that field in applied efforts to understand what is intended as "institutional effectiveness".

I think this summarizes the areas of experience that may help inform me if I'm selected for the Olde Towne Medical and Dental Center Board. I think I can say reliably that I am dependable and would honor the commitment if I make it. I enjoy deliberations with thoughtful people who are well-intentioned and concerned about important issues. One of my most rewarding experiences was serving for about a decade on the Group Home Commission.

Please feel free to raise any questions or request follow-up as needed.

All best,

David P. Aday, Jr.

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Abbreviated Resume for David P. Aday, Jr.

**Positions**:

Professor Emeritus (2017) – retired; College of William and Mary

1978 – 2017 Professor, Department of Sociology; Joint appointment in Community Studies; Co-Director of Public Health Interdisciplinary Programs

**Selected Academic leadership positions**:

Co-Director, Public Health Minor (2010 – 2015)
Consultant, Department Resources Group, American Sociological Association (1998-2011)
Academic advisor for interdisciplinary majors in public health, 2005 - 2017
Special Assistant to the Provost, January 2007 – July 2010
Director, SACS Reaffirmation of Accreditation Project, January 2003 – December 2006
Task Force on Alcohol Policy, 2003-2004
Director, American Studies Program (B.A., M.A., and Ph.D.), College of William and Mary, 1999-2002
Chair, Department of Sociology, College of William and Mary, 1991-1997
Chair, Assessment Steering Committee, 1991- 2010
Southern Association of Colleges and Schools Liaison, Fall 2008 – July 2010

## EDUCATION

**Academic degrees, institutions and dates**

M.A., M.Phil., and PhD. 1977, Sociology. University of Kansas, Lawrence, Kansas

## SELECTED TEACHING EXPERIENCES

Summer 2012 Health and Society May seminar

2008 – 2009 Teaching Enhancement Project: Civic Engagement and Service Learning; Faculty Fellow

Fall 2005 - 2017 Academic Director, Student Organization for Medical Outreach and Sustainability/ Paraiso, Dominican Republic; Academic Director for Medical Aid Nicaragua: Outreach Scholarship (MANOS).

Working with students, I developed MANOS and SOMOS as experiments in sustainable community health intervention projects based on a model that we constructed to guide knowledge-based participatory development through social science research.

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| | |
|---|---|
| 2002 (March) | "Teaching Across Cultures: Core Concepts and Scholarly Collaboration." Invited presentation at Forum 21 International Conference, Keio University, Tokyo, Japan. |
| 2001 (March) | "Teaching Across Cultures Through the Web: Lessons Learned in a U.S. to Hong Kong Connection." Invited presentation at the Hong Kong University Conference on American Studies, March 2001. |
| 2000 (November) | American Justice: A Comparative Perspective. Lecture presented in American Studies, Hong Kong University. |

## SELECTED RESEARCH EXPERIENCES

| | |
|---|---|
| Fall 2002 | Visiting Scholar, Regulatory Institutions Network, Law Program, School of the Social Sciences, Australia National University, Canberra, ACT, Australia. |
| June 2001-2004 | Consultant, Youth Violence Initiative Advisory Panel, University of South Alabama, funded by the Office of Juvenile Justice and Delinquency Prevention. |
| 2001 – 2017 | Advisory Board, The Journal of School Violence. |
| 1998 | Co-Principal Investigator, Health and Social Services Needs Assessment, Williamsburg (VA) Community Health Foundation. |
| 1997-98 | Research Collaborator, "Mental Health Services for Youthful Offenders," Institute for Public Policy Studies, Vanderbilt University. Funded by the U.S. Department of Health. |
| Aug 93 - May95 | Consultant, Court-related Drug Programs, The National Center for State Courts, Williamsburg, Virginia |

## HONORS, PRIZES AND AWARDS

Professional prizes, awards, honors, editorial positions on scholarly journals, service on review boards outside the College, and offices in professional societies

| | |
|---|---|
| 2011 – 2012 and 2008 – 2010 | Reves Fellow in International Studies |
| 1996 - 2004 | Panelist, National Science Foundation Graduate Fellowship Program |

2004 - 2005 Panelist, Ford Foundation Doctoral Minority Fellowships Program

1994 - 2003 Commissioner, Group Homes Commission (regional board overseeing residential and non-residential youth offender programs)

## SELECTED PUBLICATIONS AND PRESENTATIONS

2015. Aday Jr DP, Weeks JK, Sherman CE, Marty RA, Silverstein RL. "Developing conceptual and methodological foundations in community engagement." Journal of Community Engagement & Scholarship. 8(1).

2014. with Kristin Giordano (student), Cathy Merritt (student), and Rebecca Silverstein (student) "Undergraduate Community-based Research in International Settings." Journal of the Council on Undergraduate Research (Volume 35, Number 2), Winter.

2012. "Community Engaged Scholarship and the Pedagogy of Development Sociology." Virginia Development Conference. Charlottesville, VA, November 3.

2010 with Mark Ryan, M.D., "International Community Health Projects and Family Doctors: Promoting Outreach Medicine."19th World Conference of Family Doctors, Cancun, Mexico. May 2010.

2009. "Service Learning or Engaged Scholarship?" International Congress of the Latin American Studies Association, Rio de Janeiro, Brazil. June, 2009.

2009 with Mark Ryan, M.D., "Community-Oriented Health Care and International Medical Outreach." American Academy of Family Physicians, Global Health Workshop, Bloomfield, Colorado. September.

2009. "Understanding Community and Promoting Collective Action." Pathways to Achieving Civic Engagement Annual Conference, Elon University, February 11 (With Mohammad Torabinejad, John Pothen, Usmaan Bashir, and William Bleser (all students)).

2008. Wiith Susan Bosworth "Promoting a Learning-Centered Model of Institutional Effectiveness: A Five-Step Model." Invited workshop presentation at the annual meetings of the Commission on Colleges of the Southern Association of Colleges and Schools. December.

2008. With Mark Ryan, MD. "Where is the Community in "Community-Oriented Primary Care?" American Academy of Family Physicians International Family Medicine Development Workshop, September, 2008, Denver, Colorado.

2008. "Research, Relationship, and Reciprocity: International Service Learning and Community Building." North Carolina Campus Compact, 10th Annual Service-Learning

Conference Elon University, Feb 13, 2008. With students: Lindsay Usry, Benjamin Winer.

2007. With Mark Ryan, M.D., Christopher Lemon, Alejandro Masquero, M.D. "Good Intentions are Not Enough: Sustainable Health Care Interventions and International Service Learning." American Academy of Family Physicians International Family Medicine Development Workshop, September 14, 2007, Tucson, Arizona. (Chris Lemon was an undergraduate student at the time.)

2007. With Susan Bosworth "Promoting a Learning-Centered Model of Institutional Effectiveness: A Five-Step Model." Invited workshop presentation at the annual meetings of the Commission on Colleges of the Southern Association of Colleges and Schools. December.

2007. "The National Accountability Debate: All Politics is Local." Invited presentation at the national symposium on accountability, the Association of American Colleges and Universities, New Orleans, Jan 16.

2006. "Five Steps to Institutional Effectiveness." Workshop at the Southern Association for Institutional Research Conference. Arlington, Virginia. October (with Susan Bosworth., College of William & Mary).

2005. "Contexts of Institutional Effectiveness in Higher Education." American Association for Higher Education National Conference on Higher Education. Atlanta, Georgia. March (with Susan Bosworth, College of William and Mary).

2005. "Intentionality, a Culture of Evidence, and Learning-Centered Decisions." Invited presentation for the Southern Association of Colleges and Schools, Commission on Colleges, (July) Summer Institute on Quality Enhancement.

2002. "Do Our Education Programs Deliver?" Invited talk for the Annual Training Conference of the Federal Reserve Board Staff Development Center. Washington, D.C (with Susan Bosworth).

2001. Defining and Measuring Crime. In Clifton Bryant (Editor in Chief). Encyclopedia of Criminology and Deviant Behavior. Brunner-Routledge. Pp 117-121.

2000. "School Violence". In George Ritzer (Editor). Primus. McGraw Hill.

1999. March 1999. Health and Social Services Needs Assessment: Final Report, Williamsburg (VA) Community Health Foundation (with David Finifter).

1993. "Gender Differences in Self-Evaluations of Information about Current Affairs." Sex Roles: A Journal of Research 29:817-828 (with Kathleen Slevin).

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1992. "Social Control and the National Drug Policy." Journal of Applied Behavioral Science. September: Vol. 28, #3, pp 417-432 (with Nicole Flynn).

1991. "Organizational Research, Structural Data and the Informant Method: Problems of Reliability." Pp 107-122 in Gale Miller, editor. Studies in Organizational Sociology. Greenwich, Connecticut: JAI Press.

1990. Social Control at the Margins: Toward A General Understanding of Deviance. Belmont, California: Wadsworth (272 pages).

1986. "Court Structure, Defense Attorney Use, and Juvenile Court Decisions." The Sociological Quarterly 27: 107-119.

1981. "An Empirical Typology of American Metropolitan Juvenile Courts." American Journal of Sociology 88: 549-564 (with W. Vaughan Stapleton and Jeanne A. Ito).

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# Board of Directors
# Conflict of Interest Disclosure Policy

Olde Towne Medical & Dental Center is a group of talented and engaged individuals who, either as members of staff or as volunteers, bring to their positions in the organization the diversity and experience in the greater Williamsburg community that directly enhances the ability of the organization to more effectively accomplish its objective of providing health care to those who would otherwise be under served.

One of the successes of Olde Towne Medical & Dental Center has been our ability to respond to community health care needs that are not being served by other organizations or, if being served, the cost of needed services is beyond the resources of many members of the community. In many instances, the response has been generated by the initiative of a Board member, a member of staff or a volunteer. Without such information and insight, the Center would be severely constrained in initiating new programs.

To ensure that business transactions are as transparent as possible and that programs are evaluated solely in the basis of the health care needs of the community, the Board of Directors has established the following policy regarding the financial and operational dealings of members of the Olde Towne Medical & Dental Center staff, Board and volunteers:

> *No Director, staff member or volunteer will take part in any Center decision that improperly benefits him or her or his or her immediate family materially nor that improperly benefits any organization with which he or she has any formal or informal relationship. Such improper benefit as the Director, staff member or volunteer could receive as the result of such decision is deemed "self-dealing" and is specifically prohibited. The term "improper benefit" shall be broadly construed to include any financial remuneration, any programmatic or operational advancement of a beneficiary organization or cause, or any transaction that but for the person's position with Olde Towne Medical & Dental Center would not have involved that person or his or her organization.*
>
> *In addition, each Director, staff member and volunteer shall disclose each and every position that he or she holds in any business or charitable organization and shall identify his or her place of employment, and his/ her ownership of a controlling interest in any business entity. For purpose of this policy, controlling interest shall be the ability to determine the outcome of decisions of such organization through such interest as he or she owns individually.*

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OTMDC Olde Towne Medical & Dental Center

1.) **Board Members:** In order to monitor compliance with this policy, each Director, annually in December, shall submit to the Chairman of the Board a list of offices he or she holds in business or charitable organizations, his or her principal business activity and a list of agencies on whose governing body the person serves. If a decision of Olde Towne Medical & Dental Center might affect an entity on which a director has an interest, the person shall immediately contact the Chairman of the Board and disclose the nature of the relationship to the Chairman.

2.) **Volunteers**: Each volunteer in a position to influence decisions of Olde Towne Medical & Dental Center, annually in December, shall submit to the Executive Director a list of offices he or she holds in business or charitable organizations, his or her principal business activity, and a list of agencies on whose governing body the person serves.

3.) **Service Providers:** Business entities or agencies shall not be precluded from providing goods and services by reason of a relationship between the prospective provider and a director, member of staff or volunteer; however, the director, staff member and volunteer enjoying such relationship between the provider and Olde Towne Medical & Dental Center shall not use their position, or the knowledge gained from their position, to improperly benefit the provider or the member.

4.) **Duty of Loyalty:** In all dealings between Directors, staff members and volunteers with third party providers of goods and services, there shall be deemed to exist a superior duty of loyalty to Olde Towne Medical & Dental Center that supersedes the duty owed to the provider. In the event that a Director, staff member or volunteer is unable to subvert his or her loyalty to the third-party entity the Director shall either take no part in the decision-making process or resign from the governing body; the staff member shall resign his or her position; the volunteer shall discontinue his or her association with Olde Towne Medical & Dental Center.

5.) **Conflict of Interest Disclosure Submission**: Annually, in July, each Board member, staff member and volunteer shall sign the following acknowledgement that he or she has been provided and agree to abide by the Conflict-of-Interest Policy and shall complete and submit the Conflict of Interest Disclosure to the Chairman of the Board.

6.) **Potential Conflict of Interest:** In the event of a conflict or potential conflict of interest, the matter will be reported to the WAMAC Board of Directors. The Board promptly will forward any such matter to the Governance & Nominating Committee for consideration and a recommendation.

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OTMDC Olde Towne Medical & Dental Center

# Board of Directors
# Conflict of Interest Disclosure

Many members of the Williamsburg Medical Assistance Corporation (WAMAC) Board of Directors are actively engaged with various business or government entities outside WAMAC. From time to time, WAMAC may be involved in financial transactions, such as buying or selling of services or property, with these entities.

When WAMAC so engages itself, any Board member who is perceived to have a conflict of interest or a potential conflict of interest shall be excused from the Board of Directors' discussions and actions.

Name: _____
Occupation: _____
Name and Address of Employer: _____
_____
Employment Position: _____

I have reviewed the Conflict-of-Interest Policy of Olde Towne Medical & Dental Center and, in particular, the definition of "conflict of interest" and the disclosure requirements contained therein. Set out below is a description of all of the facts which might constitute a "conflict of interest" to include services as a professional, Board or affiliation memberships, or office with service providers or prospective service providers with the Center:

| | |
|---|---|
| | |
| | |
| | |

The undersigned hereby informs the Chairman of the Board of Directors and Executive Director that the past calendar year, he/she or an organization in which he/she has a material interest had the following dealings with:

| | |
|---|---|
| | |
| | |
| | |

_____ _____
Authorized Signature Date

Please print or type full name: _____

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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**
**August 26, 2024**
**5:00-6:00 pm**

1. Call to Order and Attendance | Ms. Becca Bruhl, Board Chair

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Becca Bruhl | R. Scott Herr | Rick Jackson | Aaron Thompson |
| Melissa Tucker | *Doug Holroyd* | Amanda Ulishney | Kendra Robinson |
| Jonathan Weiss | *Larry Snyder* | | Lorenzo Modeste |
| Cornelius Powell | *John McGlennon* | | Michelle Williams |
| Robin Nelhuebel | Jennifer Kirby Henderson | | Susan Dunn |
| David Aday | Heather Modispaw | | |
| Christine Payne | Henry Ranger | | |
| *Brian Fuller* | *Caleb Rogers* | | |
| Cheryl Fields | Rashid Jones | | |
| Rana Graham-Montaque | | | |

2. Consent Agenda | Dr. Becca Bruhl, Board Chair
    i) Board of Director Minutes | July 22, 2024
    ii) Governance & Nominating Minutes | August 16, 2024
    iii) Finance Minutes | July 8, 2024
        i. A motion to consent agenda for the above minutes with the following changes was made by Rashid Jones and seconded by Scott Herr and was approved.
            1. FQHC Discussion - i. The award date would be June 1, 2025 and v. Do we lose our designation as a Rural Health Center? Yes, if OTMDC choses to become a FQHC, however if deciding to be a Look A Like we can maintain our Rural Health Center status.

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director
    i) Facility Update | Mr. Aaron Thompson, Executive Director
        i. Discussion regarding the upcoming September 9th meeting re email from CBH.
            1. Recapped the timeline of former events leading up to the upcoming meeting.

ii. Audit is still progressing well, and is much further ahead at this point than in previous years. Continuing to work closely with Heather Modispaw. The 990 is also in process.
iii. Continuing our Midwifery endeavors with Sentara, and the EPIC integration has been fast tracked and begun having weekly meetings.
iv. Sentara Cares awarded 250K for the Midwifery and EPIC integration.
v. Chose to go with a different direction with Grants and Development and will be posting within the week.

ii) Clinical Update | Kendra Robinson
i. Nothing of note to report outside of Board Packet report.

iii) Business Office | Aaron Thompson
i. Jacob Cooper and Lisa Tinker have completed coding class and now getting ready for the exam.

iv) Operations | Maggie Beamon
i. Discussed inconsistencies in patients from different jurisdictions. Current program is not capturing data well and EPIC should help with making data more reliable.
ii. Discussed noncompliance data.

v) Dental |Dr. Lorenzo Modeste
i. Discussed Eastern State patients and how things are going.

vi) Marketing & Communications | Michelle Williams
i. Will send out calendar invites to the board regarding our events.

vii) Communications & Development | Susan Dunn
i. Nothing of note to report outside of Board Packet report.

4. FQHC Discussion | Chris James
i) First portion of the application will be sent by the end of this month.
ii) Second portion will be showing what we are doing to meet the requirements and is due the end of September.
iii) Bylaws can be changed at any time by the board with two thirds vote.
i. Reviewed the bylaw changes the Center needs to comply with FQHC status.as well as recommendations from the lawyer.
ii. Based on recommendations from out lawyer more updates will be made to the bylaws, sent for board review, and will be voted on at the next board meeting.

5. Committee Reports
i) Finance Committee | Melissa Tucker, Chair
i. Discussed current financials and adjustments.
ii. Grant of 900k has been moved into the current fiscal year.
iii. There have been no adjustments to bad debt.
iv. Endowment updates have been added to financials.
v. Next meeting September 9, 2024

ii) Planning & Performance | Scott Herr
i. Strategic Planning
1. Reviewing current documents to update to more current events.
2. Hope to have an updated document by the end of the year.

iii) Governance & Nominating | Dr. Becca Bruhl, Chair

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i. Board Portal has been added onto the Center's website.
ii. Discussed best practices for the board.
iii. Concentrate on quarterly focus areas at the board meetings.
iv. Discussed board packet, timing as well as condensing the information.

6. Next Board Meeting | September 23, 2024 at 5:00 pm

7. Adjourn | A motion was made to adjourn the meeting by John McGlennon and seconded by Scott Herr and the meeting was adjourned.

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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
# September 23, 2024
# 5:00 pm

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

2) Consent Agenda | Dr. Rebecca Bruhl, Board Chair
   a) Board of Director Minutes | August 26, 2024
   b) Executive Committee | September 9, 2024
   c) Finance Committee | September 9, 2024

3) State of the Facility Reports | Mr. Aaron Thompson, Executive Director
   a) Clinical Update | Ms. Kendra Robinson, NP
   b) Business Office | Mr. Jacob Cooper
   c) Operations | Ms. Maggie Beamon
   d) Dental |Dr. Lorenzo Modeste
   e) Marketing & Communications | Ms. Michelle Williams
   f) Communication & Development | Ms. Susan Dunn

4) Committee Reports
   a) Finance Committee | Melissa Tucker, CPA, Chair
   b) Governance & Nominating | Dr. Becca Bruhl, Chair
   c) Planning & Performance | Mr. Scott Herr, Chair

5) New Business
   a) Closed Session
      i) Executive Director Annual Appraisal Discussion

6) Next Board Meeting | October 28, 2024 at 5:00 pm

7) Adjourn

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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**
**August 26, 2024**
**5:00-6:00 pm**

1. Call to Order and Attendance | Ms. Becca Bruhl, Board Chair

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Becca Bruhl | R. Scott Herr | Rick Jackson | Aaron Thompson |
| Melissa Tucker | *Doug Holroyd* | Amanda Ulishney | Kendra Robinson |
| Jonathan Weiss | *Larry Snyder* | | Lorenzo Modeste |
| Cornelius Powell | *John McGlennon* | | Michelle Williams |
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| David Aday | Heather Modispaw | | |
| Christine Payne | Henry Ranger | | |
| *Brian Fuller* | *Caleb Rogers* | | |
| Cheryl Fields | Rashid Jones | | |
| Rana Graham-Montaque | | | |

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ii. Discussed noncompliance data.

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i. Reviewed the bylaw changes the Center needs to comply with FQHC status.as well as recommendations from the lawyer.
ii. Based on recommendations from out lawyer more updates will be made to the bylaws, sent for board review, and will be voted on at the next board meeting.

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i. Discussed current financials and adjustments.
ii. Grant of 900k has been moved into the current fiscal year.
iii. There have been no adjustments to bad debt.
iv. Endowment updates have been added to financials.
v. Next meeting September 9, 2024

ii) Planning & Performance | Scott Herr
i. Strategic Planning
1. Reviewing current documents to update to more current events.
2. Hope to have an updated document by the end of the year.

iii) Governance & Nominating | Dr. Becca Bruhl, Chair

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i. Board Portal has been added onto the Center's website.
ii. Discussed best practices for the board.
iii. Concentrate on quarterly focus areas at the board meetings.
iv. Discussed board packet, timing as well as condensing the information.

6. Next Board Meeting | August 26, 2024 at 5:00 pm

7. Adjourn | A motion was made to adjourn the meeting by John McGlennon and seconded by Scott Herr and the meeting was adjourned.

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# Olde Towne Medical & Dental Center
## Executive Committee Meeting
## September 9, 2024
## 5:00pm

I. Call to Order
The meeting was called to order by Becca Bruhl at 4:05 pm, and a quorum was present.

II. Roll Call

| Members Present | Members Absent | Staff Members Present |
|---|---|---|
| Melissa Tucker<br>Becca Bruhl<br>Scott Herr | Rashid Jones | Aaron Thompson |

III. Approval of Minutes from Last Meeting | July 2024
   a. July minutes were approved at the August Board meeting.

IV. Executive Director Update | Aaron Thompson
   a. 990 Status
      i. Spoke with Mr. Churchman and Brianne Weidner and started the process of gathering documents for the 990.
      ii. We will probably will need to file an extension.
      iii. Currently have submitted all payments for the 990 and submitted all but the last payment for the audit.
   b. Had the Town Hall with CBH at the JCC Rec Center this morning.
      i. Debrief regarding the meeting.

V. Committee Reports
   a. Finance Report | Melissa Tucker
      i. Discussed financials
      ii. Question regarding the Ford's Colony donation. It was received in July; will this be transferred to the previous fiscal year. Decision is to move it to FY24, Jacob Cooper will submit a request that it be reallocated to FY24.
      iii. Endowment is following financial trends.
      iv. Discussion regarding when Period 13 will be completed.
      v. Status of moving our accounting system.

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1. Will meet with JCC on September 24th to get an update on where QuickBooks stands.
2. How will this affect our audits by changing systems. Information from Munis will be backed up if any information is needed.
3. Timeline for change over should take place after a few quarters this fiscal year.

b. Governance & Nominating
   i. Continuing work on reviewing bylaws and they are almost ready to go out to the Board, there needs an update for Officers.
   ii. This will be sent out to the board next Monday for a vote at the September Board meeting.
   iii. Need a G&N chair as well as the possibility of Events & Outreach chair.
   iv. Meeting flow and Board agenda is a work in progress.
   v. Would Executive meetings and full board meetings every other month meet FQHC requirements. These needs looked into.
   vi. Waiting until next spring to recruit Board members for those rolling off in June.
   vii. Working on creating a Patient Advisory Committee in anticipation of rolling them into Board roles.

c. Planning & Performance
   i. Will meet next week, and the agenda will be sent out soon.
   ii. Timeline for the updated strategic plan is to have it complete by the end of the year, or early next year.

VI. Work Session

a. Discussed the Annual Plan that was shared with the committee.
   i. P&P change: tracking performance done quarterly, not bi-monthly.
   ii. P&P change: bylaws state that quality and safety should be monitored. This is something that Kendra Robinson currently does. Should this fall outside P&P and become part of the business metrics.
   iii. Finance change: financials are presented to the Board monthly, not quarterly. Look into a better presentation of data for clarity for the Board.

b. Discussed content of Board meetings.
   i. Look into integrating more Board education into meetings.

Next Meeting: November 18, 2023 | 5:00pm

VII. Adjournment | With no further business to be discussed the meeting was called to adjourn by Melissa Tucker and seconded by Scott Herr, and the meeting was adjourned.

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# Olde Towne Medical & Dental Center
## Finance Committee Meeting
## September 9, 2024
## 3:30pm

I. Call to Order

The meeting was called to order by Melissa Tucker at 3:30 pm, and a quorum was present.

II. Roll Call

| Members Present | Members Absent | Staff Members Present |
|---|---|---|
| Melissa Tucker<br>Brian Fuller<br>Becca Bruhl<br>Cheryl Fields<br>Scott Herr<br>Heather Modispaw | | Aaron Thompson<br>Jacob Cooper |

III. Approval of Minutes from Last Meeting | July 2024

a. The minutes were approved at the August Board of Directors meeting.

IV. Executive Director Update | Aaron Thompson

a. 990 Status
   i. Spoke with Mr. Churchman and Brianne Weidner and started the process of gathering documents for the 990.
   ii. We will probably will need to file an extension.
   iii. Currently have submitted all payments for the 990 and submitted all but the last payment for the audit.
b. Had the Town Hall with CBH at the JCC Rec Center this morning. This was a productive meeting.

V. Reports

a. Finance Report | Melissa Tucker
   i. Discussed financials
   ii. Question regarding the Ford's Colony golf tournament donation. It was received in July; will this be transferred to the previous fiscal year. Decision is to move it to FY24, Jacob Cooper will submit a request that it be reallocated to FY24.
   iii. Endowment is following financial trends.
   iv. Discussion regarding when Period 13 will be completed.

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v. Status of moving our accounting system.
    1. We will meet with JCC on September 24th to get an update on where QuickBooks stands.
    2. How will this affect our audits by changing systems. Information from Munis will be backed up if any information is needed.
    3. Timeline for change over should take place after a few quarters this fiscal year.

VI. Expenditure Limits
    a. Discussed expenditure limits prior to needing Board approval based on bylaws. It was decided to keep the amount to be $5000 or less, over that Board approval is needed.

Next Meeting: November 18, 2023 | 3:30pm

VII. Adjournment | With no further business to be discussed the meeting was called to adjourn by Brian Fuller and seconded by Scott Herr.

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Old Towne Medical and Dental Care

# OTMDC Strategic Direction Update

OTMDC Olde Towne Medical & Dental Center

9/9/24

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# OTMDC PROVIDER METRICS

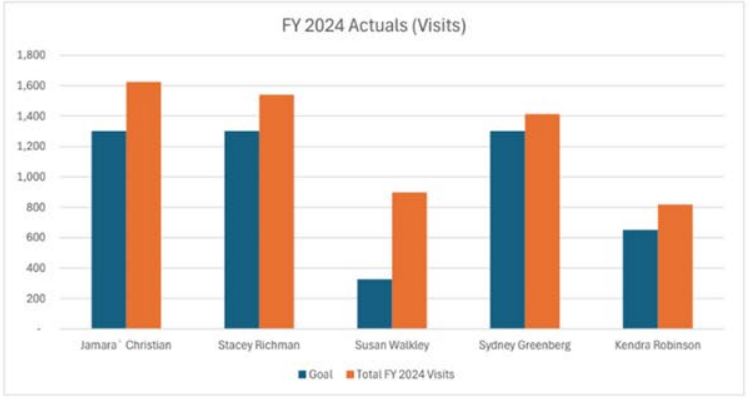
| Weeks in a year | Days Worked per Week | Scheduled Days Off | PTO Days | Net Working Days | Goal Patients seen a day | Annual Goal per practioneer |
|---|---|---|---|---|---|---|
| 52 | 4 | 12 | 10 | 186 | 7 | 1302 |

**FY 2024 Actuals**

| Personnel | Employee Type | Goal | Telephonic Visits | FT 2024 Visits | Total FY 2024 Visits |
|---|---|---|---|---|---|
| Jamara` Christian | 100% | 1,302 | 308 | 1,317 | 1,625 |
| Stacey Richman | 100% | 1,302 | 222 | 1,319 | 1,541 |
| Susan Walkley | 25% | 326 | 62 | 836 | 898 |
| Sydney Greenberg | 100% | 1,302 | 141 | 1,273 | 1,414 |
| Kendra Robinson | 50% | 651 | 21 | 798 | 819 |
| Total | | 4,883 | 754 | 5,543 | 6,297 |

**FY 25 Projections**

| Personnel | Employee Type | Goal | Physical Visits | Telephonic | Total Visits | Variance |
|---|---|---|---|---|---|---|
| Jamara` Christian | 100% | 1,302 | | | - | (1,302) |
| Susan Walkley | 100% | 1,302 | | | - | (1,302) |
| Sydney Greenberg | 25% | 326 | | | - | (326) |
| Stacey Richman | 100% | 1,302 | | | - | (1,302) |
| Kendra Robinson | 50% | 651 | | | - | (651) |
| Total | | | | | - | 1,302 |




OTMDC Olde Towne Medical & Dental Center

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# PARTNERSHIP BACKGROUND

A history of collaboration since 2022



## Shared Mission

Improving community health outcomes in partnership with aligned organizations.



## Recent Focus

Integrated care initiative discussions, strategic priorities, FQHC “lookalike” status, and adequate resource allocations.



## Valued Partnership Achievements

Bank of America Grant

Enhanced understanding of the healthcare needs of the Greater Williamsburg Community

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# ARTNERSHIP BACKGROUND

OTMDC Olde Towne Medical & Dental Center

An extended history of collaboration since 2022.



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# A Strategic Decision

> "The last few years have been ones of tumult on many levels. While OTMDC and CBH are committed to the concept of integrated care together, we acknowledge that we have much trust-building and bridge building to do."

> "Our sincere hope is that we will collaboratively progress through all the modules. But we go into this process with open minds and commit to ourselves, and to each other that, in the event we are not able to progress through the modules, we will remain mutually supportive."


OTMDC Olde Towne Medical & Dental Center

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

Memorandum

Colonial Behavioral Health

OTMDC Olde Towne Medical & Dental Center

## Key Decision

After careful consideration, OTMDC has decided to opt out of co-location and integration discussions with CBH.

## Aligning Priorities & Resources

Decision aligns with our current strategic priorities and resource allocation efforts.

## Acknowledge Gained Insight

We deeply value insights gained from PCDC collaboration and look forward to learning as we grow.

## Incorporating Recommendations

Committed to incorporating valuable recommendations into our existing service model.

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# Addressing Key Concerns

We are committed to addressing:

## Bank of America Grant and Kiara Robinson's Current Position.

Olde Towne is currently using NP Kiara Robinson to assist with patient care.

## PCDC Facilitation and Rendered Services

OTMDC has implemented some of the strategies born out of the PCDC partnership.

## Williamsburg Health Foundation Funding

All three organizations are appreciative of the Health Foundation's funding assistance.



Our goal: Find solutions that respect all parties' investments and maintain positive relationships.

OTMDC Olde Towne Medical & Dental Center

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# OTMDC Moving Forward

## Our Commitment of Support

Our commitment of support is unwavering, and now simply requires a strategic change in direction that will allow OTMDC to be supportive while ensuring our priorities and resource allocation is in alignment.

## Open to Alternative Collaborations

OTMDC is open to alternative collaborative projects that better align with our current focus, and still help associated partners meet their community health achievements/goals.

## Enhance Current Integrated Care

Actively exploring ways to enhance our current integrated care efforts within OTMDC.

## Supporting Community Health

Committed to supporting community health through meaningful partnerships.

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# Integrated Care

## Integrated Care: Stepped Care Model

The recommendations in the Olde Towne Model are presented within a stepped care framework that aims to match the needs of people with behavioral health needs and the most appropriate services, depending on the characteristics of their presenting problems and their personal and social circumstances.

Each step represents increased complexity of intervention, with higher steps assuming interventions in previous steps.

| | |
|---|---|
| **Step 1** | Recognition of a behavioral health concern as presented in primary care setting (assessment) |
| **Step 2:** | Employ assessment tools: PHQ2 (Positive on 1 or 2 auto kicks to PHQ9) PHQ( (if these are positive, it kicks to provider care) GAD7 \| Becks Depression Inventory (BDI) |
| **Step 3:** | Medication Management & Counseling. Refer to Psychiatric Care Team: LPC (Melvin Sneed); LCSW; PMHNP; Bacon Street |
| **Step 4:** | If SMI-related, or severe behavioral problem refer to a behavioral health center for consultation and further assessment. |
| **Step 5:** | Inpatient treatment for depression |

| | Who is responsible for care? | What is the focus? | What do they do? |
|---|---|---|---|
| **Step 1** | GP, practice nurse | Recognition | Potential referral for higher level of assessment. |
| **Step 2:** | Primary care team | Mild depression, anxiety, family, or marital. | Watchful waiting, guided self-help, exercise, brief psychological interventions, social support or referral. |
| **Step 3:** | Primary care team, primary care behavioral health worker | Assess if there is any history of, or ongoing depression or anxiety, abuse, and/or neglect. | Medication, psychological interventions, social support and primary care follow-up |
| **Step 4:** | Mental health specialists, or PMHNP | Recurrent and/or atypical thought disorders & those at risk of self harm. | PMHNP would assess for behavioral health medications & potentially providing other behavioral health interventions. |
| **Step 5:** | Inpatient care, crisis teams | Referrals for inpatient care & crisis team for patients risk to life, or severe self-neglect. | Medication, combined treatments, intensive treatment, and/or phycological testing. |

*Refer patients to various community resources to address social determinants of health that could affect behavioral or mental health.

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# OTMDC Integrated Care

Olde Towne Medical and Dental Center (OTMDC) has developed a comprehensive Integrated Care Model to address behavioral health concerns within a primary care setting.

This model employs a stepped care approach that efficiently matches the complexity of services to the patient's specific needs, ensuring personalized and effective care.



## Step 1: Initial Recognition and Assessment

At the model's foundation is the general practitioners' or practice nurses' recognition of behavioral health concerns during routine visits. This initial step focuses on assessing the patient's mental state using simple tools such as the PHQ2 and PHQ9 for depression and GAD7 for anxiety. This assessment is crucial as it helps to determine the necessity for further evaluation or immediate care interventions.



## Step 2: Primary Care Interventions

Patients identified with mild symptoms of depression or anxiety are managed directly within the primary care setting. Interventions may include watchful waiting, guided self- help, physical activity, and brief psychological support. Social support is also emphasized to aid recovery. This step ensures that patients receive timely and non-invasive support, preventing the escalation of symptoms.



## Step 3: Specialized Primary Care Services

For those presenting with moderate to severe symptoms, the care escalates to include more structured psychological interventions and medication management. This level of care is still managed within the primary care framework but involves a more dedicated behavioral health worker who coordinates comprehensive support and ensures consistent follow-up.



## Step 4: Specialist Mental Health Services

Patients who exhibit severe, treatment-resistant symptoms or those who are at significant risk are referred to specialized mental health services. Depending on the individual's needs, these services involve complex interventions, including advanced medication management, intensive psychological therapies, and possibly crisis intervention teams.



## Step 5: Potential Referral For Inpatient or Residential Care

The highest step in the model involves inpatient care for those with critical needs, such as severe depression, requiring immediate and more intensive treatment options or crisis intervention

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# Conclusion and Next Steps

Olde Towne Medical & Dental Center remains dedicated to improving community health

OTMDC values its long-standing relationship with CBH and intends to proceed in a manner that respects our shared commitment to community health care.

We're open to discuss future collaboration opportunities to meet OTMDC needs that align with our current areas of focus: following through with strategic priorities and resource allocation.

We're thankful for everyone's understanding and continued support or each other.








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# Thank You

## Q&A

Questions, concerns, thoughts, and feedback welcome.

## Contact

Aaron Thompson, MBA, CRHCP, CMR
Executive Director | CEO
Olde Towne Medical & Dental Center
757-259-3275
aaron.thompson@jamescitycountyva.gov

OTMDC Olde Towne Medical & Dental Center

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Clinical Department Update: 9/18/2024

Submitted by: Kendra Robinson, FNP

- **Medical Department**
  - Vacancies:
    - PRN Medical Assistant (Vacant since 12/1/2023)
    - Nurse Practitioner/Physician Assistant (1)
      - We continue to recruit for one additional NP/PA.
        - Interviews are scheduled for 9/26/24.

- **Integrated Care Update:**
  - Recruitment for a psych NP or psychiatrist continues.
  - Kiara Robinson, a behavioral health consultant employed by CBH, continues to provide brief interventions and care to the patients of Olde Towne.
  - Bacon Street continues to provide counseling weekly for our patients.
  - Melvin Snead continues to come biweekly to provide counseling for our patients and has added a few hours a month to accommodate growing need for counseling. We are in the process of getting Mr. Snead credentialed at OTMDC so he can start seeing our insured patients as well.
  - VMAP is available to providers daily.

- **General Updates**
  - **WJCC Schools Vaccines**: We partnered with Louisa Johnson and WJCC schools to provide vaccines for their students during the summer. On four separate occasions we donated staff time and provided all of the vaccines for free.
    - **In total we provided 411 vaccines to 182 students.**
  - **Reach out and Read**
    - The end of the year progress report was submitted and accepted for the Reach out and Read Program.
    - Reach Out and Read is a national early literacy organization working directly with pediatric care providers to share the lifelong benefits that result from families reading aloud to their children every day. Participation in this program allows providers to provide each child who comes in for a well child visit with an age appropriate book, free of charge.

  - **COVID Update**
    - There has been only one positive COVID case thus far this month. Most sick patients coming in have an upper respiratory virus that is not COVID or Flu.

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OTMDC | OLDE TOWNE Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Business Office Departmental Update: September 2024**

- The business office continues to compile and submit necessary data for the FY24 audit.
- We continue to monitor patient demographics data to ensure that we have the correct locale selection for their county of residence. This aids in maintaining the accuracy of our CSR report.
- We are working closely with Mr. Ranganai Simango of TRS Systems for the setup of our Quickbooks account. Jacob is currently meeting with Mr. Simango each week for further training in using the Quickbooks application.
- We've preemptively started gathering documents and necessary data for the FY24 Medicare Cost Report due in December.
- We are still in discussion with JCC FMS staff regarding the adjustments made on the accrual side of their accounting processes. The Business Office met with Ms. Modispaw in September to discuss insurance payment percentages and procedures to assist in the AR process.
- The business office continues to work with Ops Management and volunteers to purge old records and consolidate our storage units.
- The business office accompanied Mr. Thompson, NP Robinson and Mr. Preston to a meeting with the Williamsburg Health Foundation to discuss changes made to their applications and relative forms pertinent to the grants awarded to Olde Towne.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

Date: 09/18/2024 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the month of August, MAP requested 180 medications on behalf of 95 patients which was valued at $164,708.57.

| Dates: 08/01/2024 – 08/31/2024 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 180 | 95 | $164,708.57 |

- .MAP assisted 12 patients with Medicaid applications during the month of August.

## Operations Manager

- We are continuing to monitor the incoming calls to the main line and adjust our workflow as needed in hopes to improve the response time for both answering the phones and responding to voicemails received.
- We are continuing to adjust the dental schedule in order to accommodate the patients who have been waiting for an appointment.
- We have interviewed for the vacant clinical assistants and hope to select 2 candidates in the near future.

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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.

# Dental Clinic

As we move into the fall season, Olde Towne dental clinic continues to provide excellent dental services to the community. For the month of August, the clinic treated 254 patients (271 visits). These dental visits usually vary from dental emergencies to consultations. There are also many patients in treatment phase that return for various dental procedures. We continue to have an upsurge in patient preauthorization's for partial dentures and full dentures.

We recently delivered a set of dentures to an elderly patient and her was very pleased with the outcome. She is looking forward to attending a wedding soon and now she feels confident to attend her special event.

VCU dental students continue to rotate in the dental clinic on Thursday and Friday. It has been a privilege to help assist these young doctors in their professional development. Olde Towne dental clinic continues to serve the needs of its patients.

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office@otmdc.org (email)

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Marketing & Communications Report Summary**

**August 9, 2024 – September 13, 2024**

**Events & Fundraising:**

Second annual **Golf Ball Drop** was September 12, sponsored by Dominion Energy. We dropped 86 balls from the bucket truck. We had 3 winners, each based on distance from the hole, none went into the cup. The $1,000 winner and the $150 winner offered their winnings back to Olde Towne as donations. Total revenue $2546.50.

The team Has decided to not do a **Casino Night** as a new fundraiser at this time.

We have decided to partner with Colonial Road Runners and host the Olde Towne **Stride For Wellness**, a 10K and 5K on November 1, 2025 as part of the Colonial Road Runners events. The race will take place at Kingsmill on the Carter's Grove Country Road. The event will feature runners, a DJ, vendors, T-shirts and medals. Potential Revenue $10,000. More details to follow.

**Impact Report** is done and should be in mailboxes next week.

Susan and Michelle transferred the data for our CRM from Network For Good to **Little Green Light** as our new CRM platform for donations.

Attended the **CBH/OTMDC** update meeting.

**Communications:**

**Email Blasts/Newsletters**: September email being worked on within the new platform.

Posted content for **Social Media Posts** on all channels as well as happenings about Olde Towne along with health information for patients. Focus was on Golf Ball Drop, community outreach and services and programs for OTMDC.

Sent new emails concerning the **Golf Ball Drop** to constituents through the new platform.

**Marketing & Outreach:**

Olde Towne has been out in the community lately having a vendor table at both the August and September **Summer Breeze Concerts** in Colonial Williamsburg.

We attended the **RPEO Back to School Community** event which was well attended with 1,000 backpacks given away. Our table did receive quite a bit of traffic during the event.

We partnered with **Here For The Girls** and did an online virtual presentation for their cancer support group "Caring Conversations" in which our health Educator, Meiber Gonzalez offered self-care and nutrition information for cancer survivors. One of our volunteers, Cris Becerra, a fitness instructor, also did low impact Zumba for the group. We received very good feedback about the event from H4TG.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Ambassador Connections**

Worked with Melissa Weaver at H4TG to connect OTMDC as a partner for Caring Conversations and incorporated the Health Educator for event.

Attended GWOM (Greater Williamsburg Outreach Mission) quarterly meeting to update about Olde Towne initiatives.

Attended Health Committee meeting to stay up to date with other Chamber member non-profits.

Continued connection with Colonial Williamsburg concerning Summer Breeze Concerts as well as with their Human Resources Department about updating their employees about OTMDC as a service provider for flu shots.

**Social Media Analytics**

Facebook Reach 1.6K Facebook Engagement Increase 40% Reactions Increase 57%
Instagram Reach 309 Instagram Followers 332 Instagram Engagement Increase 28%

**On the Calendar – Upcoming Events and Outreach Opportunities** (volunteers always welcome)

October 5 – H4TG Run For The Hills Vendor Village
October 11 – House of Mercy Health Fair
November 7 – JCC Live Well Expo

*Michelle will be on vacation, 9/25-10/1.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Communications & Development | Susan Dunn

## September 2024

Development

- Events
  - RPEO
    - Attended the Real People Education Others Back To School Event at Lafayette High School on 8/24/24. We were able to hand out a lot of information to potential patients.
  - Summer Breeze Concert Series
    - Attended our 2nd concert on 9/6/24 to promote our services as well as generate some revenue through Golf Ball Drop Sales.
  - 2nd Annual Golf Ball Drop
    - The event took place 9/12/24 and we had a net revenue of $2406.
- Volunteers
  - Currently having an influx of volunteer applications from students at W&M.
  - Working on having our new donor platform, that can also track other development aspects, to be able to use an online form for volunteers to enter their hours.
  - Had volunteers attend 2 events this month to take the burden off of staff.

Communication

- Website
  - Updates on Board page to reflect new information.
  - Updates on picture gallery to reflect events.
  - Updates on events page.
- Misc
  - Social media graphics created for social media advertisements.
  - File compiling for FQHC application process.

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## OTMDC -- Summary Financial Results: YTD 8-31-2024

### Income-Expense:

| | Tot. Aug. | Total YTD | Annual Budget | Variance | % of annual |
|---|---|---|---|---|---|
| **Revenue:** | | | | | |
| Local Government | $ 121,800 | $ 282,306 | $ 626,962 | $ (344,656) | 45% |
| Patient Revenue | $ 64,989 | $ 156,148 | $ 1,076,500 | $ (920,352) | 15% |
| Less: Bad Debt "Adjustment" | $ - | $ - | $ - | $ - | 0% |
| Less: Bad Debt Expense | $ - | $ - | $ (36,000) | $ 36,000 | 0% |
| Net Patient Revenue | $ 64,989 | $ 156,148 | $ 1,040,500 | $ (884,352) | 15% |
| Public Support | $ 8,275 | $ 12,000 | $ 427,000 | $ (415,000) | 3% |
| Special Events-Fundraising | $ 946 | $ 31,508 | $ 115,000 | $ (83,492) | 27% |
| Grants | $ - | $ 1,155,310 | $ 1,120,000 | $ 35,310 | 103% |
| Misc. (inc. cash over/short) | $ - | $ - | $ - | $ - | 0% |
| **Total Revenue** | **$ 196,010** | **$ 1,637,272** | **$ 3,329,462** | **$ (1,692,190)** | **49%** |
| **Expenses:** | | | | | |
| **Total Personnel** | **$ 235,424** | **$ 467,302** | **$ 2,999,136** | **$ (2,531,834)** | **16%** |
| **Total Non-Personnel Exp.** | **$ 34,834** | **$ 55,621** | **$ 621,450** | **$ (565,829)** | **9%** |
| **Furn/Equipment (Total)** | **$ 422** | **$ 422** | **$ 5,000** | **$ (4,578)** | **8%** |
| **Total Expenses** | **$ 270,680** | **$ 523,344** | **$ 3,625,586** | **$ (3,102,242)** | **14%** |
| **Net Income** | **$ (74,670)** | **$ 1,113,928** | **$ (296,124)** | **$ 1,410,052** | **-376%** |
| Transfer From/(To) Endowment | $ - | $ - | $ 296,124 | $ (296,124) | 0% |
| **Net Cash Change After Trfr.** | **$ (74,670)** | **$ 1,113,928** | **$ -** | **$ 1,113,928** | **0%** |

### Investment Fund Summary:

| | Curr. Mo. |
|---|---|
| Beg. Balance | $ 5,563,750 |
| +/-: Gains/Losses, through 6/30/2024 | $ 499,071 |
| Beg. Balance, market | $ 6,062,821 |
| +/-: Gains/Losses, fiscal year to date | $ 230,012 |
| +/-: Transfer from/(to) Operations | $ - |
| End Balance | $ 6,292,833 |

### Current Assets Report

| | 8/31/2024 | YTD Diff. | 8/31/2023 |
|---|---|---|---|
| Cash | $ 977,067 | $ (29,258) | $ 1,006,325 |
| Investments | $ 6,292,833 | $ 703,064 | $ 5,589,769 |
| **SUBT.** | **$ 7,269,900** | **$ 673,806** | **$ 6,596,094** |
| Total Receivables | $ 259,894 | $ (73,099) | $ 332,993 |
| Less: Allow. For Doubtful Accts. | $ (81,936) | $ 44,120 | $ (126,056) |
| **Net Receivables** | **$ 177,959** | **$ (28,979)** | **$ 206,937** |
| **Total Current Assets** | **$ 7,447,859** | **$ 644,828** | **$ 6,803,031** |

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**OTMDC Finance Committee**
**September 2024**
**Summary Report to the Board**

**Recommended Actions:**
None.

**Financial Report**: attached to this report is the 'condensed' year to date financial report for the two months ending 8/31/2024. The committee met September 9, 2024 and the minutes are included in the board package.

**Revenue:** Total revenues from operations year to date (YTD) are $1.637m, 49% of budget and $292k more than July of 2023. This includes receipt of the $900k from Williamsburg Health Foundation that was budgeted. Gross patient revenue (before deduction of bad debt expense) is $156k, 15% of budget. Net patient revenue (after deduction of bad debt expense) the same since there has been no bad debt adjustment recorded yet. For August of 2023 net patient revenue was $135k, so we are $21k above the previous YTD. If net patient revenue is annualized, it comes in at 90% of the budgeted amount.

Public support revenue is at $12k, which is 1% of budget, this is $23k less than August of last year. The public support received to-date is from Individual and Local Organization giving. Fundraising is at 27% of budget and is made up of $31k for the golf tournament, should get moved back to the prior year during the year end and audit adjustments. Grant income is at 103% of budget, see comment above about full receipt of the budgeted Williamsburg Health Foundation grant.

**Expenses:** With two months or 16.67% of the year recorded, total expenses are $523k, 14% of budget. Personnel costs are at 16% of budget, with other (non-salary) operating costs at 9% of budget.

Net income/<loss> from operations (revenues less expenses) YTD is $1.114m vs. budgeted net loss of <$296k>. For August 2023 YTD the net income was $893k. For the fiscal year ending 6/30/2024, the unaudited net income/(loss) was <$440k> and the audited amount for operations was <$399>.

The **endowment fund** is at $6.293m as of August 31, 2024. For the fiscal year ending 6/30/2024 the fund had a market gain of $499k over the cost of $5.564m. In the first two months of this fiscal year the was an additional market gain of $230k.

**Current Assets**: Cash balance is $977k, a decrease of $29k from August 31, 2023. Receivables (net of allowance for doubtful accounts) are $178k, a decrease of $29k from the August 2023 balance.

**Other business/activities:**
The next finance committee meeting is scheduled for November 18, 2024 at 3:30 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

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# OTMDC Annual Board Workplan

| Item | Responsibility | January | February | March | April | May | June | July | August | September | October | November | December | As Required | Notes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **1.0 Strategic Plan and Organizational Performance** | | | | | | | | | | | | | | | |
| 1.1 Lead review of strategic plan, refresh annually | P&P | | | | | | | | | | | | | X | |
| 1.2 Approve strategic plan | Board | | | | | | | | | | | | X | | |
| 1.3 Track performance against annual and strategic (3 year) plans | P&P | X | | | X | | | X | | | X | | | | |
| 1.4 Approve and periodically update quality assurance/quality improvement policies | P&P | | | | | | | | | | | | | X | |
| 1.5 Monitor quality and safety indicators | P&P | X | | | X | | | X | | | X | | | | |
| 1.6 Review progress on specific strategic directions | Board | X | | | X | | | X | | | X | | | | |
| 1.7 Review organizational performance targets | Board | X | | | X | | | X | | | X | | | | |
| **2.0 Finance, Audit and Fundraising** | | | | | | | | | | | | | | | |
| 2.1 Prepare annual budget | Finance | | | X | X | X | | | | | | | | | |
| 2.2 Approve annual budget | Board | | | | | [X] | X | | | | | | | | |
| 2.3 Approve audited financial statements | Board | | | | | | | | | | | | | X | on auditors' d |
| 2.4 Review financial statements, including operating & balance sheet performanc | Finance | X | X | X | X | X | X | X | X | X | X | X | X | | |
| 2.5 Review financial statements and/or summary metrics | Board | X | X | X | X | X | X | X | X | X | X | X | X | | |
| 2.6 Review financial policies and procedures | Finance | | | | | | | | | | | | | X | |
| 2.7 Review fund development plan and refresh | Finance | | | | | | | | | | | | | X | |
| **3.0 CEO / Executive Director** | | | | | | | | | | | | | | | |
| 3.1 Receive report on operations from CEO/ED | Board | X | X | X | X | X | X | X | X | X | X | X | X | | |
| 3.2 Coordinate annual performance appraisal for CEO | Exec | | | | | | | | X | | | | | | |
| 3.3 Approve performance appraisal process for CEO/ED | Board | | | | | | | | X | | | | | | |
| 3.4 Complete CEO/ED performance appraisal | Board | | | | | | | | | X | | | | | |
| **4.0 Board Affairs: Goals, Objectives, Workplans** | | | | | | | | | | | | | | | |
| 4.1 Recommend annual goals and objectives for the Board | Exec | | | | | | | X | | | | | | | |
| 4.2 Recommend annual Committee workplans | Exec | | | | | | | X | | | | | | | |
| 4.3 Approve annual Board & committee workplans | Board | | | | | | | | | X | | | | | |
| 4.4 Executive Committee meetings | Exec | X | | X | | X | | X | | X | | X | | | |
| 4.5 Appoint chairs and members to Board committees | Board | | | | | | | X | | | | | | | |
| 4.6 Receive reports from committees | Board | X | X | X | X | X | X | X | X | X | X | X | X | | |

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# OTMDC Annual Board Workplan

| Item | Responsibility | January | February | March | April | May | June | July | August | September | October | November | December | As Required | Notes |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **5.0 Board Affairs: Governance & Nominating** | | | | | | | | | | | | | | | |
| 5.1 Review governance policies | G&N | X | | | | | | | | | | | | X | |
| 5.2 Review bylaws; ensure compliance with applicable rules; recommend changes as needed | G&N | X | | | | | | | | | | | | X | |
| 5.3 Recruit and nominate Board members | G&N | | | | X | X | | | | | | | | | |
| 5.4 Recommend Directors for reappointment | G&N | | | | X | X | | | | | | | | | |
| 5.5 Conduct Board annual self-evaluation | G&N | | | | | | | | | X | | | | | |
| 5.6 Approve Board members | Board | | | | | | X | | | | | | | | |
| 5.7 Approve Board officers | Board | | | | | | | X | | | | | | | |
| 5.8 Review Board evaluation survey results | Board | | | | | | | | | | X | | | | |
| 5.9 Board education sessions (schedule and topics in annual workplan) | Board | | | | | | | | | | | | | X | |
| **6.0 Community Relations and Engagement** | | | | | | | | | | | | | | | |
| 6.1 Review relationship with key stakeholders | Board | | | | | X | | | | | | | | | |

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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
October 28, 2025
5:00 pm

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

2) Consent Agenda | Rebecca Bruhl, Board Chair
   a) Board of Director Minutes | September 23, 2025

3) State of the Facility Reports
   a) Executive Director Update | A. Thompson
   b) Clinical Update | Kendra Robinson, NP
   c) Business Office | Jacob Cooper
   d) Operations | Maggie Beamon
   e) Dental |Dr. Modeste
   f) Marketing & Communications | Michelle Williams
   g) Communication & Development | Susan Dunn

4) Committee Reports
   a) Finance Committee | Melissa Tucker, CPA | Chair
   b) Governance & Nominating | Dr. Becca Bruhl, Chair
   c) Planning & Performance | Scott Herr, Chair

5) New Business

6) Next Board Meeting | November 25, 2025

7) Adjourn

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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**
**September 23, 2024**
**5:00-6:00 pm**

1. Call to Order and Attendance | Ms. Becca Bruhl, Board Chair

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Dr. Becca Bruhl | R. Scott Herr | Dr. Robin Nelhuebel | Aaron Thompson |
| Melissa Tucker, CPA | *Doug Holroyd* | Chief Larry Snyder | Kendra Robinson, NP |
| Jonathan Weiss, LCSW | Heather Modispaw | Jennifer Kirby Henderson | Michelle Williams |
| Dr. Cornelius Powell | Rashid Jones | Dr. Henry Ranger | Susan Dunn |
| Dr. David Aday | Rick Jackson | Caleb Rogers | |
| Christine Payne | Amanda Ulishney | | |
| *Brian Fuller* | John McGlennon | | |
| Dr. Rana Graham-Montaque | Cheryl Fields, CPA | | |

2. Consent Agenda | Dr. Rebecca Bruhl, Board Chair
    i) A motion to approve the consent agenda was made by Rick Jackson and seconded by Rashid Jones, the motion was approved by the board.
        i. Board of Director Minutes | August 26, 2024
            1. Change the next meeting date on the report.
        ii. Executive Committee | September 9, 2024
        iii. Finance Committee | September 9, 2024

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director
    i) Facility Update | Aaron Thompson
        i. Our metrics are steadily improving.
        ii. The annual VCHA meeting occurred September 18-20, 2024. Representatives from Olde Towne have always attended these meetings previously. This will meet the FQHC requirement to attend state healthcare association meetings.
        iii. The Audit is still moving steadily forward. We are currently waiting information from Vanguard regarding the endowment.

iv. Bree-Anne Weidner, from Cherry Bekaert is the point of contact for the 990, we will need an extension filed.
v. The Annual Report is complete and has been mailed. It will be available to view online.
vi. Discussions continue with Sentara regarding EPIC and midwifery.
vii. The clinic will have a VVFC audit on September 25th.
viii. Sentara will be onsite to discuss grant updates on September 26th.
ix. On September 9th, there was a Town Hall meeting with CBH to discuss Integrated Care.
x. FQHC update: we are nine days from the 2nd deadline. Completing this application will also make it easier to apply as a "Look-a-Like" if it is not awarded an FQHC Designation.
    1. There was discussion regarding how the application is scored as well as process.

ii) Clinical Update | Ms. Kendra Robinson, NP

iii) Dental |Dr. Lorenzo Modeste

i. Middle Peninsula has reached out to Maggie Beamon regarding our services.
ii. Eastern State still comes every other Thursday.
    1. Regarding Eastern State and safety, we discussed our protocols as well as contracted requirements.
iii. Question and discussion regarding how far out the schedule is to get a dental or hygiene appointment.

iv) Marketing & Communications | Ms. Michelle Williams

i. Discussed Birdies for Charity and House of Mercy Toy Drive

v) Communication & Development | Ms. Susan Dunn

i. Nothing of note to add to the report, and no questions were asked at this time.

4. Committee Reports

i) Finance Committee | Melissa Tucker, CPA, Chair

i. Nothing of note to add to the report and no questions were asked at this time.

ii) Governance & Nominating | Dr. Becca Bruhl, Chair

i. FQHC and bylaw changes.
    1. Reviewed the minor changes and gave an opportunity for discussion/questions, and there were none.
        a. Rick Jackson made a motion to approve bylaw changes, which was seconded by Christine Payne. The motion was approved by the board.
ii. Annual Board Work Plan
    1. The new Work Plan was discussed, and the board was asked for comments and/or recommendations. The document will also be placed on the Board Portal.

iii) Planning & Performance | Mr. Scott Herr, Chair

i. There was no quorum at the last meeting, so no changes were voted on.
ii. The SWAT Analysis and Strategic Plan were discussed, and it is felt that they provide a

good foundation.

iii. The committee will review for input and/or changes, discuss these at the next meeting, and update the board next month.

5. New Business

i) Closed Session

i. Executive Director Annual Appraisal Discussion

ii. The Executive Director's Annual review was approved, and the board approved merit increase/COLA. Effective October 1, 2024.

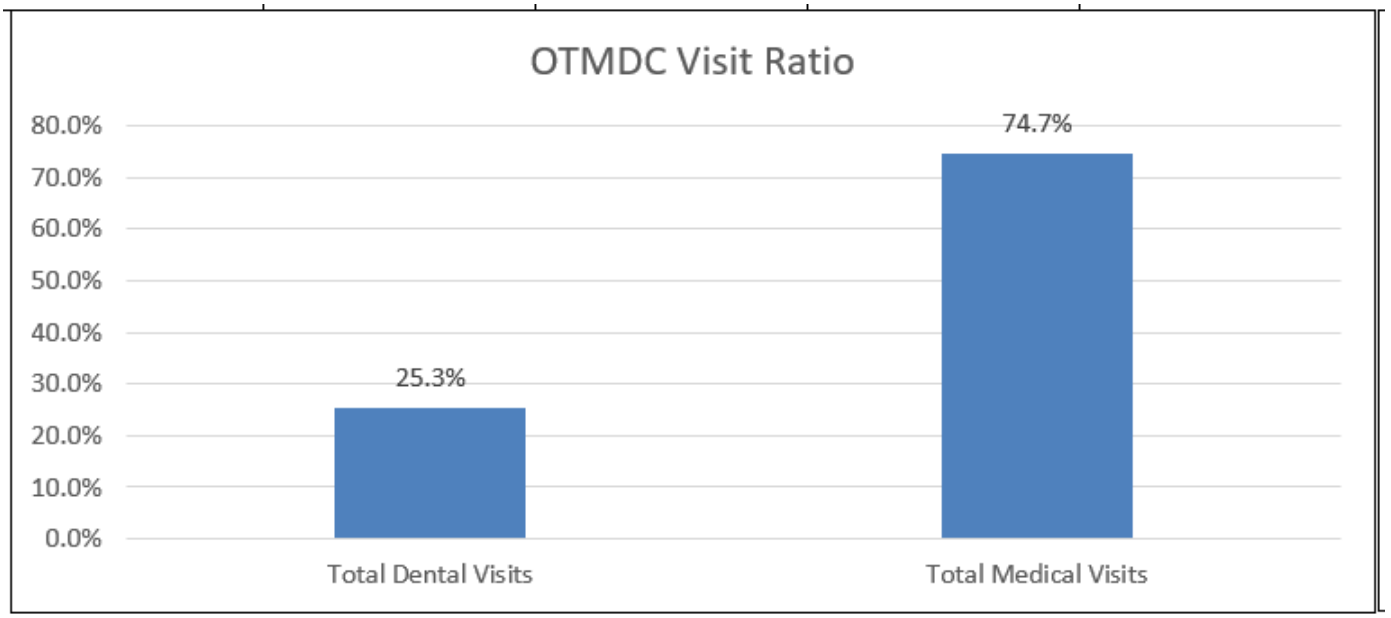
6. Next Board Meeting | October 28, 2024 at 5:00 pm

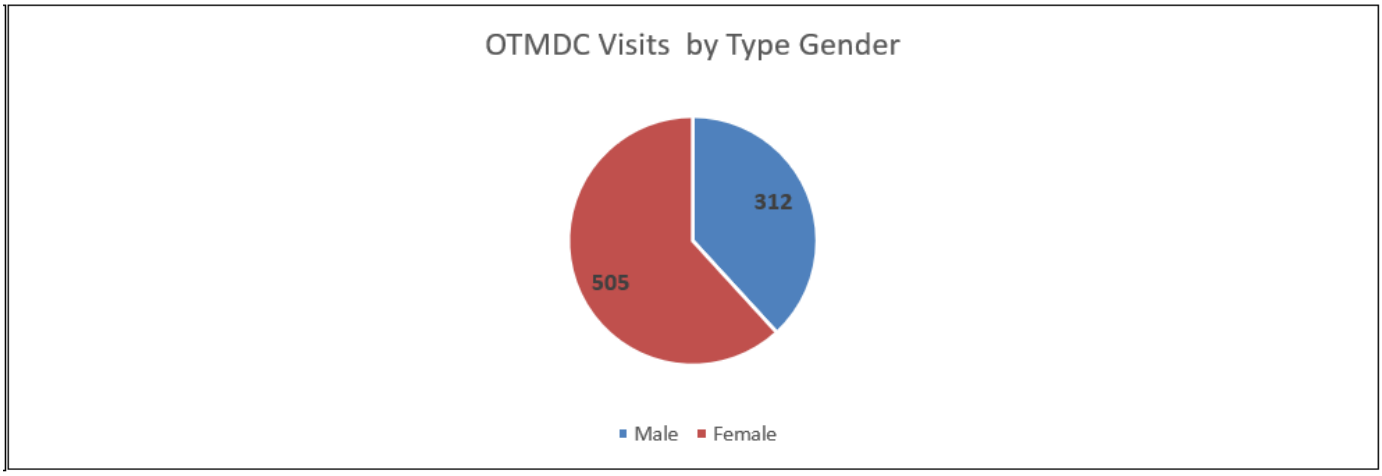
7. Adjourn

i) A motion was made by Rick Jackson to adjourn the meeting and was seconded by Rashid Jones, the board approved and the meeting adjourned at 6:28.

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| | September 2023 | September 2024 | Variance |
|---|---|---|---|
| Total Patients | 782 | 817 | ▲ 35 |
| Total Visits | 1,044 | 1,163 | ▲ 119 |
| Visits per patient | 1.34 | 1.42 | ▲ 0.0885 |



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| GENDER | | | |
|---|---|---|---|
| Gender | September 2023 | September 2024 | Ratio |
| Male | 334 | 312 | 38.2% |
| Female | 710 | 505 | 61.8% |
| | 1,044 | 817 | |

| NUMBER OF CLIENTS SERVED | | | |
|---|---|---|---|
| Category | September 2023 | September 2024 | Ratio |
| Total Dental Visits | 190 | 294 | 25.3% |
| Total Medical Visits | 854 | 869 | 74.7% |
| Total Visits | 1,044 | 1,163 | |

| LOCALITY | | | |
|---|---|---|---|
| Location | September 2024 | Ratio | Cumulative % |
| James City County | 687 | 59.1% | 59.1% |
| City of Williamsburg | 58 | 5.0% | 64.1% |
| York County | 174 | 15.0% | 79.0% |
| Charles City | 13 | 1.1% | 80.1% |
| Gloucester | 8 | 0.7% | 80.8% |
| King Queen | 3 | 0.3% | 81.1% |
| New Kent | 12 | 1.0% | 82.1% |
| Newport News | 93 | 8.0% | 90.1% |
| Hampton | 22 | 1.9% | 92.0% |
| King William | 24 | 2.1% | 94.1% |
| Richmond | 2 | 0.2% | 94.2% |
| Surry | 7 | 0.6% | 94.8% |
| Other | 60 | 5.2% | 100.0% |
| | 1,163 | 1,163 | |

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| RACE | | | |
|---|---|---|---|
| Race | September 2023 | September 2024 | Ratio |
| Asian | 46 | 40 | 3.4% |
| Black | 205 | 240 | 20.6% |
| Hispanic | 286 | 421 | 36.2% |
| White | 255 | 250 | 21.5% |
| Other | 252 | 212 | 18.2% |
| | 1,044 | 1,163 | |

| AGE | | | |
|---|---|---|---|
| Age Groups | September 2023 | September 2024 | Ratio |
| 0-11 Months | 1 | 1 | 0.1% |
| 1-11 Years | 55 | 63 | 5.4% |
| 12-18 Years | 52 | 38 | 3.3% |
| 19-35 Years | 244 | 266 | 22.9% |
| 36-64 Years | 537 | 651 | 56.0% |
| 65+ Years | 155 | 144 | 12.4% |
| | 1,044 | 1,163 | |

| SLIDING SCALE | | | |
|---|---|---|---|
| FPL Sliding Scales | September 2023 | September 2024 | Ratio |
| Level B 100% FL | 282 | 367 | 31.6% |
| Level C 101-138% | 125 | 142 | 12.2% |
| Level D 139-166% | 44 | 72 | 6.2% |
| Level E 167-200% | 36 | 27 | 2.3% |
| Level F 201-250% | 19 | 9 | 0.8% |
| Non Compliant | 45 | 29 | 2.5% |
| Full Fee | 10 | 6 | 0.5% |
| Level I (Insured) | 488 | 511 | 43.9% |
| | 1,049 | 1,163 | |

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| HEALTH INSURANCE | | | |
|---|---|---|---|
| **Insurance Category** | **September 2023** | **September 2024** | **Ratio** |
| Uninsured | 511 | 624 | 53.7% |
| Medicaid/MCO's | 234 | 291 | 25.0% |
| Medicaid Dental | 77 | 87 | 7.5% |
| Medicare | 45 | 42 | 3.6% |
| Dual Eligible Medicare | 4 | 1 | 0.1% |
| **Commercial Ins.** | | | |
| Anthem/Optima/CIGNA | 79 | 117 | 10.1% |
| VA Benefits | 7 | 1 | 0.1% |
| Healthcare Exchange | 22 | 0 | 0.0% |
| Other | 65 | - | 0.0% |
| | 1,044 | 1,163 | |

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OTMDC | Olde Towne Medical & Dental Center

# WELCOME TO OUR TEAM



## Brenda Stinson

### Clinic Assistant

Brenda Stinson, originally from Detroit, Michigan, spent over 30 years living in Los Angeles before relocating to Williamsburg in 2017. Brenda brings a wealth of experience from prior positions supporting different levels of management in several different industries. This added valuable operational expertise to her skill set. She is looking forward to the new adventure working as a Clinical Assistant at Olde Towne. A proud mother of four beautiful daughters and grandmother to six, Brenda treasures her family and the time spent with them. She enjoys reading, shopping and relaxing with a good book and soothing jazz music playing in the background.

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Department of the Treasury
Internal Revenue Service
Ogden, UT 84201-0074

| | |
|---|---|
| **Notice** | CP211A |
| **Tax period** | June 30, 2024 |
| **Notice date** | September 23, 2024 |
| **Employer ID number** | 54-1663905 |
| **To contact us** | Phone 877-829-5500 |
| **Page 1 of 1** | |

100086.612440.249219.19874 1 AB 0.593 372

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WILLAMSBURG AREA MEDICAL ASSISTANCE
CORPORATION
5249 OLDE TOWNE ROAD
WILLIAMSBURG VA 23188-8111

100086

Important information about your June 30, 2024, Form 990

# We approved your Form 8868, Application for Automatic Extension of Time To File an Exempt Organization Return

We approved the Form 8868 for your June 30, 2024, Form 990, Return of Organization Exempt From Income Tax.

Your new due date is May 15, 2025.

## What you need to do

File your June 30, 2024, Form 990 by May 15, 2025, electronically. The IRS will not accept Form 990 filed on paper for tax years ending on or after July 31, 2020.

You may use software offered by visiting IRS.gov/eomefproviders.

## Additional information

- Visit IRS.gov/cp211a.
- Go to IRS.gov/charities or call 877-829-5500 to learn more about electronic filing requirements.
- Keep this notice for your records.

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## Aaron Thompson

**From:** Aaron Thompson
**Sent:** Thursday, October 3, 2024 4:07 PM
**To:** Becca Bruhl; Jones, Rashid; Becca Bruhl (Yahoo)
**Cc:** A. Thompson; Aaron Thompson; Aaron Thompson; aaron@otmdchealth.com; Amanda S. Ulishney; Becca Bruhl; Brian Fuller; Caleb Rogers; Cheryl A. Fields; Christine Payne; Cornelius Powell; Douglas Holroyd; Heather Modispaw; Henry Ranger; Jennifer Kirby Henderson (jenniferlkirby@yahoo.com); John McGlennon; Jonathan Weiss; Kendra Robinson; Larry Snyder; Melissa Tucker; Rana Graham-Montague, DDS; Rashid Jones; rashid.jones@gmail.com; Rick Jackson; Scott Herr; Kendra Robinson; Christopher J. James; Mike Wiser; A. Thompson; rnelheubel@riverside.edu; Aday, David P. Jr.
**Subject:** Announcement: NAP Application Submission for FQHC Designation

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*

***Memorandum***

To: Board Chair & Vice Chair
From: Aaron L. Thompson | Executive Director
Date: October 3, 2024
Subject: FQHC NAP Application – Submission

Dr. Bruhl & Mr. Jones,

I am pleased to inform you that we have successfully submitted our New Access Point (NAP) Application for Federally Qualified Health Center (FQHC) designation. This marks a significant milestone in our organization's journey towards expanding our services and improving healthcare access for our community.

1. **Application Submission**: Our NAP application has been completed and submitted to the Health Resources and Services Administration (HRSA).
2. **Potential Impact**: If approved, FQHC designation will allow us to:
    - Enhance our ability to serve underserved populations
    - Access additional federal funding and resources

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- Expand our service offerings and improve the quality of care

3. **Next Steps**:
    - HRSA will review our application (typically takes several months)
    - We may be contacted for additional information or clarification
    - We will keep the board updated on any developments or requests
4. **Contingency Plan**:

    We feel very confident about our submission. In the event that our FQHC application is not successful, I want to assure the board that we are well-positioned to apply for the "Look-A-Like" designation. This alternative pathway would still provide many of the benefits of FQHC status and demonstrate our commitment to serving our community.
5. **Acknowledgments**:

    I want to express my gratitude to our dedicated team, who worked tirelessly to prepare this comprehensive application. In particular, our former Board Chair, Mr. Christopher James (Project Manager), Mr. Mike Wiser (Consultant), and Dr. Veronica Shuford (Grant Writer).

We are optimistic about the positive changes this designation could bring to our organization and the community we serve. The board's continued support and guidance throughout this process have been invaluable.

We will provide updates as we receive them. In the meantime, please feel free to reach out if you have any questions or require further information.

Thank you for your ongoing commitment to our mission.

Regards,

Aaron L. Thompson, MBA, CRHCP, CMR
*Executive Director | CEO*

Olde Towne Medical & Dental Center
5249 Olde Towne Road, Ste. D
Williamsburg, VA 23188
757-703-6029 c

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## Aaron Thompson

**From:** System Email User <EHBsAnonymous@hrsa.gov>
**Sent:** Wednesday, October 2, 2024 3:34 PM
**To:** Mike Wiser; Christopher J. James; Aaron Thompson; Aaron Thompson; Aaron Thompson
**Subject:** [External] [External]Application: 00232476 successfully submitted to HRSA

This email is to inform you that the following application has been successfully submitted to HRSA.

Application Number: 00232476
Application Type: New
Organization Name: WILLIAMSBURG AREA MEDICAL ASSISTANCE CORP
Program Name: Health Center Program
Announcement Number: HRSA-25-085
Application Deadline: 08/30/2024
Authorizing Official: Mike Wiser
Single Point of Contact: Aaron Thompson
Application created by: GrantsGovConnector User

You can track the status of this application from your desktop, laptop or mobile device. The Application Status Tracker widget is located on the HRSA.gov website at http://www.hrsa.gov/grants (on the top right corner).
You will need to provide the Funding Opportunity Number (e.g. HRSA-14-001), the application tracking number from Grants.gov (e.g. GRANT12345678) or HRSA EHBs (e.g. 123456) and your 12 digit Unique Entity Identifier (UEI) used in the application submission.
Once you enter this information into the tracker, you can find out where in the process your application is, and what the next steps are.

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# OTMDC | Olde Towne Medical & Dental Center

# Impact Report

2023–2024

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# Everyone deserves a place to get quality healthcare

For 30 years Olde Towne has been providing exceptional primary care, dental services, vision care, prenatal care, specialty services, medication access and most recently, integrated behavioral health services to underserved adults and children in the greater Williamsburg community.

See the impact this year has had on the community as part of our three decades of healthcare services for greater Williamsburg.

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

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# "It Has Been An Amazing Year In Terms Of How The Organization Continues To Grow, Develop, And Evolve."

This past year has been not just an important year in the history of Olde Towne Medical & Dental Center but it has been an amazing year in terms of how the organization continues to grow, develop, and evolve.

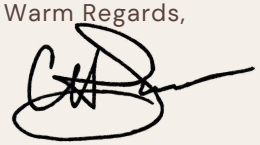
Olde Towne celebrated its 30 years of serving the underserved and uninsured in our community, those individuals who struggle to find quality health and dental care, in an environment that supports their needs while treating each and every one with dignity and respect.

To survive 30 years is an amazing accomplishment for any organization but to do it while responding to the changing health needs of the community, increasing demands on the health practitioners and ever-changing technology is a credit to the wonderful staff and leadership that make up the caring organization we know as Olde Towne. A major component of that success is due to the caring, supportive community in which we live. The support from each of the jurisdictions, James City County, City of Williamsburg and York County; the Williamsburg Health Foundation; all those in the health field who provide expertise, technical support and are willing to share their time to make sure our patients get the advanced care they need. And of course, all of you who are willing to open your wallets numerous times to make sure we can continue to open the door to those in need. Thank you!

As I leave the Board, I look back on the years that I have been active in supporting the organization with excitement about the direction that Olde Towne is pursuing. New initiatives will allow Olde Towne to better respond to the changing health needs of the community and our patients; enhanced dental, more robust primary care, focus on integrated care and the importance of access to appropriate behavioral health services. Plus, enhanced infrastructure to support and maintain the efforts to provide the robust medical and dental services required to meet our mission for another 30+ years.

It's been an honor and privilege to have been a small part of this amazing organization.

Warm Regards,



CHRISTOPHER JAMES,
CHAIR OF THE BOARD OF DIRECTORS 2020-2024





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# “We Look Forward To Continuing Our Legacy"

This year marked a significant milestone for Olde Towne Medical & Dental Center as we celebrated our 30th Anniversary. Reflecting on our humble beginnings in 1993, when we first aimed to support the Williamsburg Community Hospital, I am amazed at how far we have come. Our journey has been one of continuous growth, adaptation, and dedication to serving our community.

The past year has been transformative. We focused on strengthening our collaborations, which are vital to our success. By working closely with partners like Sentara, Riverside, and Bacon Street, we have expanded our reach and enhanced our ability to provide comprehensive care. Our proactive involvement with the Williamsburg Health Foundation has also been instrumental in our community engagement efforts.

In line with our commitment to remain responsive to the ever-changing healthcare landscape, we have been diligently refining our Strategic Plan. This year, we are excited to announce updates to solidify our strategic partnerships further and ensure our approach remains relevant and forward-thinking. Our quarterly reviews of the plan have kept us agile and prepared to meet new challenges directly.

One of our major initiatives last year was implementing a cutting-edge electronic health platform. We have made progress and continue to move forward. This new system will revolutionize our operations, streamline processes, and significantly enhance patient care and outcomes.

Our team has grown more robust by adding talented new members. Their innovative contributions have made a noticeable impact, and I am confident that their presence will drive us to new heights of excellence. We are ready to embrace the future with open arms, confident in our ability to innovate and inspire. Our team's dedication and passion are the driving forces behind our success, and I am inspired daily by their commitment to our mission.

I would also like to take this opportunity to acknowledge the changes in our Board of Directors. Our heartfelt appreciation goes to Chair Christopher James and Communications & Development Chair Frank Sisto for their outstanding leadership and unwavering support. Additionally, we are deeply grateful for the many contributions of Adria Vanhoozier, President of Riverside Doctors’ Hospital Williamsburg. Her guidance and support have been invaluable to our growth and success.

None of our accomplishments would have been possible without the generosity and support of our donors. We are incredibly thankful for the Ford's Colony Residents and the Men's Golf Association. Their contributions have played a crucial role in enabling us to continue our mission and expand our services.

Thank you for being an integral part of our journey. Your support and trust have been the foundation of our achievements. As we embark on the next chapter, we look forward to continuing our legacy of care, compassion, and community service.

With deepest gratitude,

Aaron L. Thompson

AARON L. THOMPSON, MBA, CRHCP, CMR
EXECUTIVE DIRECTOR

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"Olde Towne's greatest strength lies in its ability to remain both flexible and transformative in order to meet the needs of patients. For quite some time, we have been working to fill the gaps in care for our patients with behavioral health needs. We've been intentional about building community partnerships to support our very own Integrated Care Model. This year we have made strides in this area and are able to provide these much needed services for our patients and serve as a true medical home for them, offering primary care and access to some behavioral health services."

**Kendra Robinson, NP**
**Clinic Director**

"Olde Towne Dental Center has created an indelible mark on greater Williamsburg over the last 30 years by providing optimal dental services to a community that has witnessed the increased cost of dental care. We have truly made these services more affordable to the community at large."

**Lorenzo Modeste, DDS**
**Dental Director**

**3,735**
Total Patients Served FY 23-24

**13,745**
Total Patient Visits FY 23-24

**964**
Immunizations Administered FY 23-24

**1,511**
Total Medicaid Patients FY 23-24

**123**
Total Medicare Patients FY 23-24

**2,978**
Adult Patients FY 23-24

**757**
Pediatric Patients (Under 21) FY 23-24

**1,441**
Number of Uninsured Patients FY 23-24

**660**
Number of Commercially Insured Patients FY 23-24

| Programs | Details | Outcome |
|---|---|---|
| **Integrated Health** | Primary Care Services Including Behavioral Health Assessments | Increased Patient Primary Care Visits. Enhanced Partnerships With Bacon Street And Colonial Behavioral Health |
| **Comprehensive Dental Services** | Dental Care Including Fillings, Extractions, Limited Root Canal Therapy, Crowns, Partials & Dentures. | Addition Of A Registered Hygienist To Dental Staff Allowing Increased Patient Visits For Dental Care |
| **Medication Access Program** | 2,752 Total Medications Provided To Patients | Dollar Amount Equivalent To $2,826,565.30 |

The Dedication Of Our Providers, Staff, Volunteers Has Produced A Significant Impact On Our Patients.

We Are Grateful To All Of Our Outgoing Board Members Including Christopher James, Board Chair And Frank Sisto, Communications & Development Chair, Pictured Here, For Their Outstanding Support Of Our Organization.



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# Celebrating 30 Years Of Health & Wellness

## Board Of Directors

Christopher James | Chair
Becca Bruhl, DrPH, MPH, MEM | Vice Chair
Melissa Tucker, CPA | Treasurer

Cheryl Fields, MBA, CPA, CMI
Brian Fuller
R. Scott Herr
Doug Holroyd
Rick Jackson, MPA
Rashid Jones
Jennifer Kirby Henderson
Cheryl Holland
John McGlennon
Rana Graham-Montaque, DDS
Christine Payne, MBA, BSN, RN
Cornelius Powell, MD, MBA, CHCQM-PSRM
Henry Ranger, PharmD
Caleb Rogers
Frank Sisto
Larry Snyder
Amanda Ulishney
Adria Vanhoozier
Jonathan Weiss, LCSW
Shannon Woloszynowski

## Volunteers

Dr. Gerard Abate
Cris Becerra
Wilma Bond, RN
Dr. Sarah Civitillo
Margaret Curro
Judy Danko
Peggy Doerr, RN
Nancy Fegenbaum
Dr. Andrew Goodman
Dr. Ronald Grossman
Dr. Karen Isaacs-Charles
Isabelle Kogan
Marie "Pinky" Liona
Dr. Pamela Lundburg
Bella Mack
Dr. William Mann
Melvin Snead, LPC, LMFT
Maneth Mills
Nikki Mowry
Irina Nelson, RN
Rosemary Nevin
Janet Parker
Christine Payne, RN
Dr. Christine Piascik
Pricila Garcia Rodriguez
Mike Sheedy
Dr. Shuping Wang
Dr. Art Wilding

## Staff

Aaron Thompson, MBA, CRHCP, CMR | Executive Director
Gregory Biernacki, MD | Medical Director
Kendra Robinson, NP | Clinic Director
Lorenzo Modeste, DDS | Dental Director

Margaret Beamon, CRHCP
Pam Bryant
Jamara Christian, NP
Jacob Cooper, CRHCP
Cami Cox
Susan Dunn
Cierra Fossiano
Meiber Gonzales
Sydney Greenberg, NP
Cindy Gregg
Julie Gutierrez
Kelley Hendricks, RDH
Susan Lontkowski, MD
Abraham Martinez
Destiny Martinez
Kylie Modispaw
Tracy Montgomery
Venora Neil-Lee
Stacey Richman, NP
Christopher Rivera
Alexis Roane
Wendy Romero
Tammy Rosales, LPN
Tonya Sabb
Lisa Tinker, CRHCP
Susan Walkley, NP
Michelle Williams

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# 2023-2024
# Celebrating A Milestone Anniversary

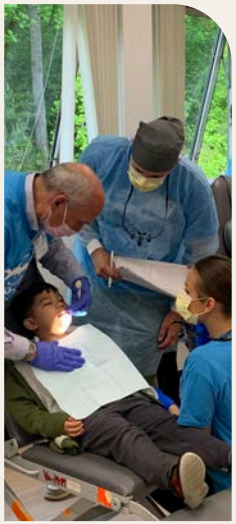
**For 30 years Olde Towne has been dedicated to its mission of "Assuring access to quality health and wellness care to the residents and workforce of the greater Williamsburg community."**

The last three decades have cemented Olde Towne as a vital health center that cares for the underserved in greater Williamsburg. Our health resources have created a significant increase in the wellness outcomes of our community while decreasing health disparities of certain populations that we serve, due to substantial barriers.

Throughout our 30 years of providing healthcare, Olde Towne has served as an exemplary model for assistance to individuals and families who often have no other means of receiving necessary medical and dental care.

One of the most distinctive features of our health center's services is our Integrated Care Model. Olde Towne is intentional about caring for the whole person, which includes mental health in addition to physical health. Our Integrated Care Model allows for assessment at each visit to make sure our patients' health is managed both physically and mentally. At the visit, resources are shared and referrals for counseling are managed just as referrals for services for additional physical health care is offered through specialty providers.

Dental Services, Specialty Care by area volunteer specialty providers, Maternity Services, Vision Care, Medication Access for those that qualify, and Laboratory Diagnostic Procedures have been a hallmark of the services Olde Towne provides to our community, then, now, and in the future.







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# 2023-2024 Highlights

**It was a busy and exciting year celebrating our 30th anniversary! We kicked off the year-long celebration by hosting the OTMDC Anniversary Gala at the Williamsburg Lodge with awards honoring some of our most distinguished community partners and providers that have been committed to our mission for the better part of the last 3 decades.**

Olde Towne has always been an essential resource for our community, and this past year we embraced that responsibility with even more passion. We engaged in multiple endeavors to connect with various groups throughout the community as a wellness organization, a community partner and a resource center.

Some of the benefits of those endeavors included hosting a highly successful second annual "Give Kids A Smile," free dental care event where 213 children were treated with 401 services, free of charge. We organized medical and dental students from VCU and W&M to volunteer within the center, and hosted a local high school group "Medical Explorers" to showcase various health professions.

We began caring for the dental needs of Eastern State Hospital patients through a collaboration with the state facility. We started a Walking Group for patients and hosted Wellness Sessions that included Yoga and Zumba. All while caring for our patients with an increased number of visits over last year.

We were able to expand our outreach within the community. Through our association with the Peninsula Agency on Aging, American Heart Association, Network Peninsula, Virginia Community Healthcare Association, Williamsburg Health Foundation, WJCC Schools, Real People Educating Others, Senior Advocate and other community-minded organizations, we continued to help elevate healthcare in our region.

We welcomed the general public for our first-ever Open House to educate the community about the incredible work we do, allow an opportunity to meet our providers, and see first-hand our impact in greater Williamsburg. Finally, ending our year on a high note, the annual Ford's Colony Resident's Campaign and OTMDC Charity Classic Golf Tournament raised $80K to help continue support of our mission.



## Summer 2023 Highlights

Kickoff of the 30th Anniversary
National Health Center Week
RPEO Back To School Outreach Event

## Autumn 2023 Highlights

30th Anniversary Gala
Giving Tuesday
James City County Outreach Event

## Winter 2024 Highlights

First Open House Event
Fundraiser At Alewerks Brewing Company

## Spring 2024 Highlights

Williamsburg Farmer's Market
Cocktails For A Cause Event
Give Kids A Smile Event
Give Local 757
Ford's Colony Residents Campaign & Golf Tournament



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# We thank our donors for their generous support in FY 2023-2024!




Our ability to provide services and programs for our patients is a direct reflection of the generosity of our donors and patrons.

We receive contributions from the three local jurisdictions, area foundations and community partners, as well as generous individuals who help champion our mission. To all, we say a humble "Thank You" for your continued support.

If you would like to donate to Olde Towne Medical & Dental Center and help support services for our patients, please use the attached envelope or visit our website, otmdc.org/donate.

Volunteers are essential for the many demands of our center including clinical and dental services, translators, committees and events. If you would like to volunteer, please go to otmdc.org/volunteer to find out how you can help at Olde Towne.

WILLIAMSBURG Health FOUNDATION

James City County VIRGINIA Jamestown 1607

CITY OF WILLIAMSBURG 1699 VIRGINIA'S COLONIAL CAPITAL

York County VIRGINIA America's Future Since 1781

**See Our Full List Of Donors And Contributors By Using Your Smart Phone To Scan This Code:**

SENTARA®

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# FY 2024

## CASH RECEIPTS

| | | |
|---|---|---|
| **Local Government Grants** | | |
| JCC Contribution | $ | 404,764 |
| Williamsburg Contribution | $ | 116,000 |
| York Contribution | $ | 120,256 |
| **Total Local Government** | **$** | **641,020** |
| **Grants/Contributions** | | |
| State Gov't Grants | $ | 3,919 |
| Foundation Giving | $ | 2,700 |
| All Other Foundation Grants | $ | 8,496 |
| Virginia Primary Care Assoc. | $ | 62,636 |
| WHF Contribution | $ | 900,000 |
| **Total Grants/Contributions** | **$** | **977,751** |
| **Other Cash Recipts** | | |
| Patient Services | $ | 852,146 |
| Individual Giving | $ | 161,408 |
| Ford's Colony Men's Golf Event | $ | 49,114 |
| Olde Towne Anniversary Gala | $ | 77,525 |
| Investment Earnings | $ | 510,750 |
| JCC Screening Exams | $ | 62,854 |
| Williamsburg Screening Exams | $ | 5,630 |
| Local Organizations | $ | 5,138 |
| Total Special Event Fundraising | $ | 14,745 |
| Corporate Giving | $ | 16,000 |
| **Total Other Cash Receipts** | **$** | **1,755,310** |
| **Total Cash Receipts** | **$** | **3,374,081** |

## CASH DISBURSEMENTS

| | | |
|---|---|---|
| Salaries and Wages | $ | 1,950,173 |
| Employee Benefits | $ | 714,810 |
| **Total Personnel Expense** | **$** | **2,664,983** |
| Professional Services | $ | 174,755 |
| Insurance | $ | 25,500 |
| Telecommunications | $ | 10,035 |
| Annual Audit | $ | 31,260 |
| Space Rental | $ | 146,012 |
| Medical/Pharm/Dental Sup. | $ | 63,429 |
| Laboratory Services | $ | 35,786 |
| Furniture/Equipment Total | $ | 5,000 |
| Other Operational Expense | $ | 217,160 |
| **Total Cash Disbursements** | **$** | **3,373,920** |




3.37 M



## Funding Summary

| | | | |
|---|---|---|---|
| $3,374,081 | $977,751 | $641,020 | $3,373,920 |
| Total Cash Receipts | Total Grants | Total Local Gov. Contributions | Total Disbursements |

*Unaudited Financials as of June 30, 2024.

Olde Towne Medical & Dental Center 757.259.3258 otmdc.org

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# Calendar Of Events

Please Join Us For These Events Throughout The Coming Year As A Patron Or A Volunteer.

We Appreciate Your Support!

| Event | Date | Details | Location |
|---|---|---|---|
| **DROP EVERYTHING FOR OLDE TOWNE** | September 12, 2024 | Annual Golf Ball Drop Sponsored By Dominion Energy | Ford's Colony Country Club |
| **OLDE TOWNE STRIDE FOR WELLNESS RUN** | November 16, 2024 | 5K And 10K Fundraiser Race. A Colonial Road Runners Grand Prix Event | Kingsmill And Carter's Grove Country Road |
| **GIVE KIDS A SMILE** | February 8, 2025 | Day Of Free Dental Services For Children Up To 18 Years Of Age | Olde Towne Medical & Dental Center |
| **OTMDC CHARITY CLASSIC** | May 7, 2025 | Annual Golf Tournament Benefiting Olde Towne | Ford's Colony Country Club |

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OTMDC Olde Towne Medical & Dental Center

5249 Olde Towne Road, Suite D
Williamsburg, VA 23188
www.otmdc.org

Our Mission: To Assure Access To Quality Health And Wellness Care To The Residents And Workforce Of The Greater Williamsburg Community.

NONPROFIT ORGANIZATION
U.S. POSTAGE PAID
WILLIAMSBURG, VA
PERMIT #76

OLDE TOWNE MEDICAL & DENTAL CENTER

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Clinical Department Update: 10/16/2024

Submitted by: Kendra Robinson, FNP

- **Medical Department**
  - Vacancies:
    - PRN Medical Assistant (Vacant since 12/1/2023)
    - Nurse Practitioner/Physician Assistant (1)
      - We continue to recruit for one additional NP/PA.
        - An offer was made to one candidate, however, she declined and took another position.
        - More interviews are scheduled for 10/23/24.

- **Integrated Care Update:**
  - Recruitment for a psych NP or psychiatrist continues.
  - Kiara Robinson, a behavioral health consultant employed by CBH, continues to provide brief interventions and care to the patients of Olde Towne.
  - Bacon Street continues to provide counseling weekly for our patients.
  - Melvin Snead continues to come biweekly to provide counseling for our patients and has added a few hours a month to accommodate growing need for counseling. We are in the process of getting Mr. Snead credentialed at OTMDC so he can start seeing our insured patients as well.
  - VMAP is available to providers daily.
  - *Starting in November we may have an additional LCSW volunteering to see uninsured patients at Olde Towne. Details to come at a later date.*

- **General Updates**
  - **Reach out and Read**
    - The reach out and Read site visit was very successful.
  - **VVFC (Virginia Vaccines For Children)**
    - The annual audit for the VVFC program was very successful. OTMDC received a perfect score and zero citations during the VVFC audit.
    - The new immunization fridge and freezer were a big hit!
  - **Volunteer providers**
    - Dr. Kerry Prewitt (cardiologist) will be joining our team of volunteer providers at Olde Towne. He will be seeing our uninsured patients who need cardiology or vascular consults.

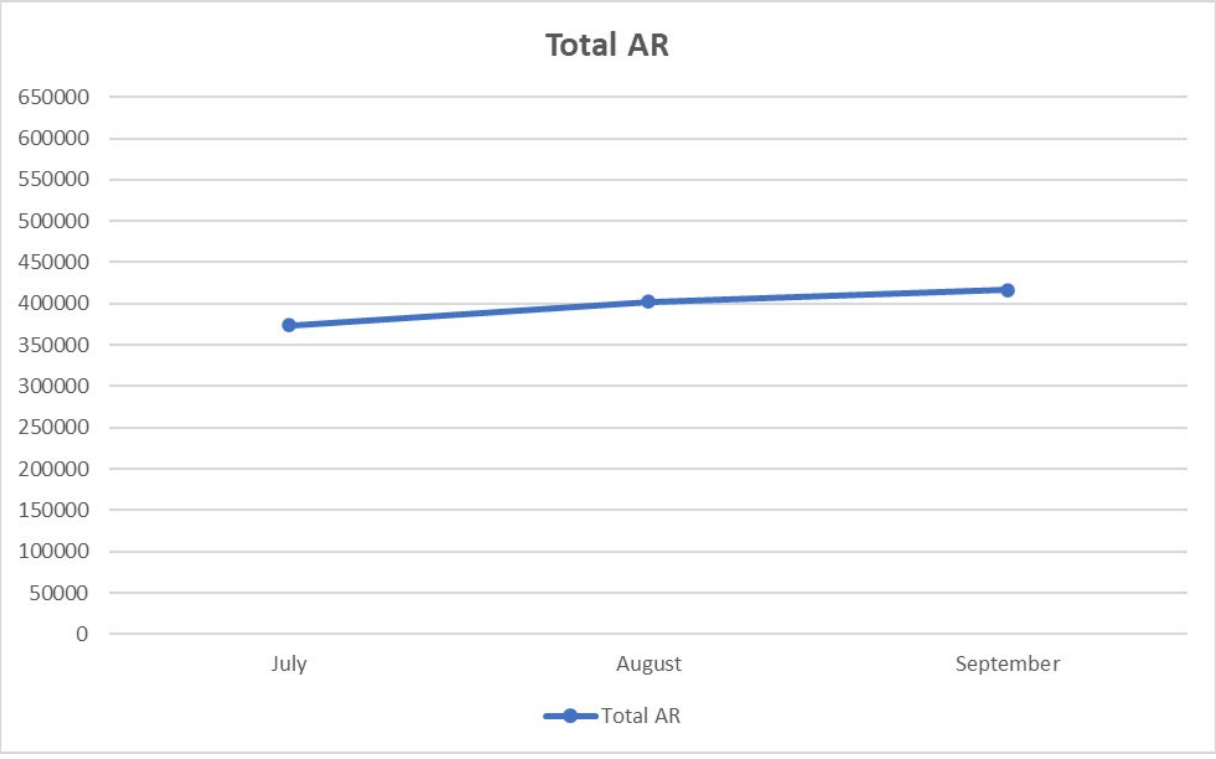
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OTMDC | OLDE TOWNE Medical & Dental Center

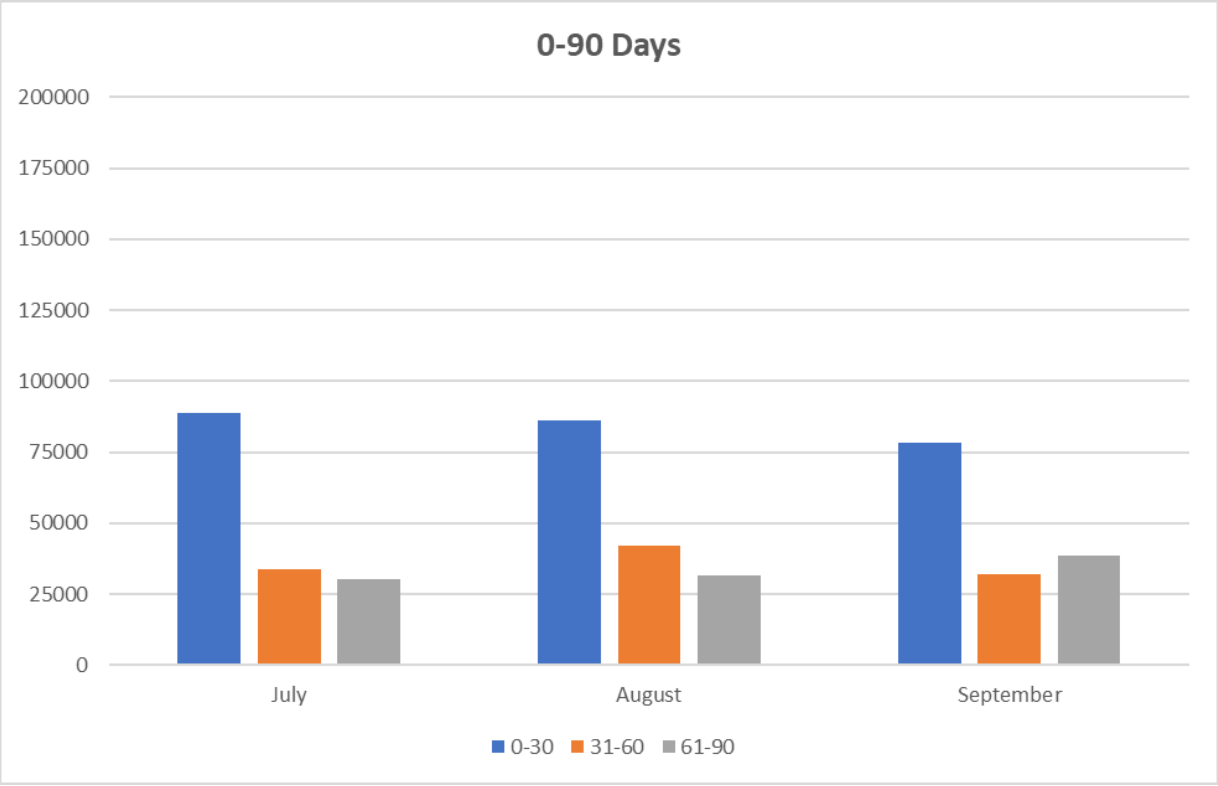
*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Business Office Departmental Update: October 2024**

- The business office - along with Mr. Preston and Mr. Wiser - coordinated with Ms. Beamon, NP Robinson and Mr. Thompson to submit the necessary documentation for Olde Towne's FQHC application.
- Jacob and Lisa continue to compile and submit necessary data for the FY24 audit.
- We continue to monitor patient demographics data to ensure that we have the correct locale selection for their county of residence. This aids in maintaining the accuracy of our CSR report.
- We've preemptively started gathering documents and necessary data for the FY24 Medicare Cost Report (due in December) and are awaiting a Field Audit for the FY23 report.
- Total AR for the first quarter has risen by approximately $43,000 – mostly due to the over 90-day bracket. Self-pay (sliding scale) represents about 50% of total AR and approximately 63% of the over 90-day bracket.



The up to 90-day categories have generally decreased, with only the 61-90 increasing by approximately $7,500.




- The business office continues to work with Ops Management and volunteers to purge old records and consolidate our storage units.
- Jacob met with Mr. Simango to discuss and train on Quickbooks functionality.

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Date: 10/16/2024 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the month of September, MAP requested 107 medications on behalf of 58 patients which was valued at $109,738.81.

| Dates: 09/01/2024 – 09/30/2024 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 58 | 107 | $109,738.81 |

- .MAP assisted 8 patients with Medicaid applications during the month of August.

## Operations Manager

- We are continuing to monitor the incoming calls to the main line and adjust our workflow as needed in hopes to improve the response time for both answering the phones and responding to voicemails received.
- We are continuing to adjust the dental schedule in order to accommodate the patients who have been waiting for an appointment.
- We have hired 2 clinical assistants. Brenda Stinson started today, 10/16/2024 and Aurianna Ouzts will begin in November 2024.

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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.

# Dental Report

As the leaves begin to change on a cool autumn day, Olde Towne dental clinic continues to forge ahead. The clinic continues to serve a diverse demographic community that depends on our services. We recently treated a patient from Mexico that needed dental care. Upon examination, we discovered the entire previous treatment of the tooth would be considered “totally inadequate “in terms of “American standard of treatment “. We subsequently determined that the tooth had to be extracted. But, these types of cases always have me reflect on my professional proficiency as a provider and the true value and impact that we continue to share with the community. It also gives me humility knowing that we are training our future dentists here at Olde Towne and providing each student with invaluable experiences to become competent professionals!

For the month of September, we treated 279 patients. Patient encounters were 294. The clinic continues to treat Eastern state patients as well. The clinic also continues to have a steady flow of patients in need of partials and dentures, so we continue (in conjunction with the business department) working on pre- authorizations for the patient’s treatment. It has been a true service (blessing) that DentaQuest has provided services for dentures and partials. A large part of the underserved community will truly benefit from these services.

On the evening of October 16 Old Town will host its quarterly Dental Study meeting which invites dental professionals from the community to engage in fellowship and lecture. This lecture also provides continuing education credits for all professionals in attendance. These lectures include a host of dental topics that are relevant to the dental practice and care of patients.

5249 Olde Towne Rd.
Williamsburg, VA 23188

757-259-3258 | 757-220-1953 (fax)
office@otmdc.org (email)

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Marketing & Communications Report Summary**

**September 14, 2024 – October 12, 2024**

**Events & Fundraising:**

Working on details of **Giving Tuesday**, December 3, 2024. Campaign will focus on specific needs of the center.

Michelle and Susan are currently working on details of **Stride For Wellness** 5K/10K race logistics for November 1, 2025. JCC permit approved along with JCC police approval.

Making plans and contacts for **Give Kids A Smile**, February 8, 2025.

**Communications:**

**Email Blasts/Newsletters**: October email being composed in new platform MailChimp. If you are not receiving our monthly newsletter please let Michelle know.

Posted content for **Social Media Posts** on all channels as well as happenings about Olde Towne along with health information for patients. Focus was on community outreach, services and programs for OTMDC as well as donation opportunities and recent activities.

Susan reached out to **JCC Recreation Center** to see about OTMDC using their closed-circuit monitors for advertisement of OTMDC services and events.

**Marketing & Outreach:**

We participated in **Here For The Girls** "Run For The Hills" 5K event as a Vendor. Made new connections with some local organizations including **Genentech, The Smile Group** and **Virginia Beer** among others. It was a well-attended event with 450 runners. Good way to promote Olde Towne and, also was opportunity to consider options for our own 5K/10K event.

Participated with **House of Mercy** in their Health Fair. We were a vendor for the event sharing OTMDC services with their clients as a resource for health and wellness.

**Ambassador Connections**

Met with P.J. Piggott of **The Pavilion At Williamsburg Place** to learn about the facility and services they provide for Mental Health. Invited Kiara Robinson to attend as well. The Pavilion has crisis space as well as longer-term treatment available for patients in need of mental health and is also connected to The Farley Center for substance abuse. P.J. will be bringing information to our providers for them to have for patients. He also took a tour and learned about OTMDC as a community resource as well.

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**Ambassador Connections Cont'd.**

Michelle met with Derek Mason of **WYDaily** to find out more about how OTMDC can utilize their on-air platforms for marketing. We discussed some promotions for events and ways to offset advertising costs as well as collaborations with other advertisers.

**Social Media Analytics**

Facebook Reach 2.2K Facebook Engagement Decrease 29% Reactions Decrease 38%
Instagram Reach 651 Instagram Followers 332 Instagram Engagement Increase 29%

**On the Calendar – Upcoming Events and Outreach Opportunities** (volunteers always welcome)

October 18 – Williamsburg Advisory Council Meeting
October 23 – Network Peninsula Funders Forum, Norfolk
November 7 – JCC Live Well Expo

*Michelle was on vacation, 9/25-10/1.

View this email in your browser

OTMDC Olde Towne Medical & Dental Center

THE PULSE



# Olde Towne featured in WHF Video *Difference Makers*




Olde Towne Medical and Dental Center is proud to be part of this incredible salute to community organizations that are driving the advancement of the health and wellbeing of our region.
Each organization featured is a "Difference Maker". Through our shared passions, and with the funding of the Williamsburg Health Foundation, greater Williamsburg families are able to receive resources that positively impact the health of residents and the workforce at every stage of life.
We are grateful to be part of this unique and important group of organizations. Thank you to each one for all you do and thanks to the Williamsburg Health Foundation for this amazing video!

To watch the video, click on the Health Foundation logo above or use the button below

**Difference Makers Video**



## Connecting With The Pavilion At Williamsburg Place

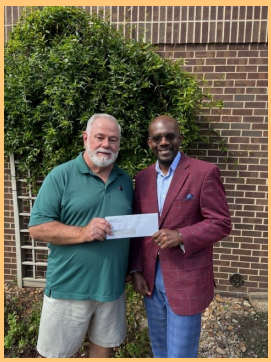
Olde Towne had the privilege of connecting with The Pavilion at Williamsburg Place, a 66-bed inpatient psychiatric facility offering services for mental health in a safe and secure environment that helps patients return to a well-functioning, full life.

Mr. Purcell "PJ" Piggott stopped by and shared the services of The Pavilion in an effort to help Olde Towne gain access to another resource for the mental health of our patients.

Collaborations like this within our community make Williamsburg a great place to live and helps connect resources for all. Thank you Mr. Piggott for sharing your valuable services with Olde Towne.

Pictured with Mr. Piggott, Business Development Representative at The Pavilion are (L-R) Kiara Robinson onsite Mental Health Consultant with Colonial Behavioral Health, Michelle Williams, Marketing & Communications for Olde Towne and Susan Dunn, Development & Communications for Olde Towne.

View



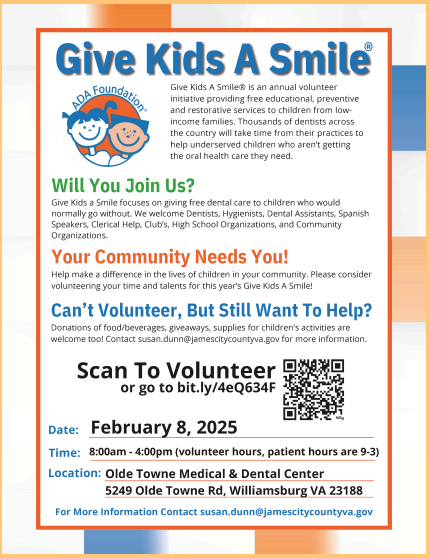
## Golf Ball Drop $250 Winner

Mr. Joe Martin was our $250 Winner of the Golf Ball Drop since his golf ball was the second closest to the hole. He stopped by to pick up his winnings and took a photo with our Executive Director, Mr. Aaron Thompson.

Mr. Martin commented on the great work we do in the community and how much he appreciates Olde Towne.

We appreciate your support Mr. Martin. Congratulations!

## Give Kids A Smile Is Coming February 8







## There's Still Time To Donate To Olde Towne With Birdies For Charity Grow Your Donation 10%

Olde Towne is participating in the Dominion Energy Charity Classic "Birdies For Charity." You can still **donate NOW through October 20** and your donation will grow by 10% to benefit patients of Olde Towne.

***The Dominion Energy Charity Classic is at The Country Club Of Richmond October 17-20.***

For more info about donation or the tournament, click below

Birdies For Charity



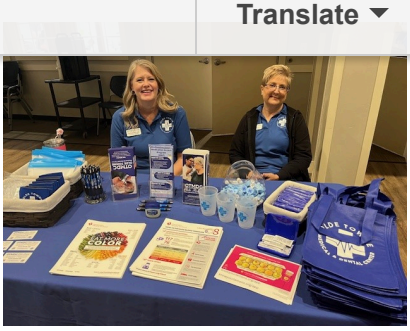
## Happy Halloween From Olde Towne

# Community Corner

**We love connecting in the community. Here's what we've been up to recently.**







## Here 4 The Girls Run For The Hills 5K

Olde Towne was part of the Vendor Village for the Here 4 The Girls Run For The Hills 5K to benefit young women with Breast Cancer. We had a great time sharing our information with race participants and supporters. Olde Towne can be a welcome primary care and dental services solution for families who have been faced with a new diagnosis or hit hard by the financial strain of a cancer diagnosis and treatment.
Olde Towne is always glad to be part of community events like this one and to support our peer organizations like H4TG that are serving the better health of our community.

Picture 1 above are participants in the 5K Race. Picture 2 are Susan and Michelle of OTMDC along with Joyce Ortiz, H4TG Board Vice Chair and Chris Schwab, H4TG Executive Director.

## House Of Mercy Health Fair

House of Mercy Health Fair was a chance for Olde Towne to partner with another peer organization that is a terrific resource for our community. We were able to meet with some of their clients that can use OTMDC Services.
Another benefit of events like these are the connections we make with other local groups and organizations to share our information and find out what additional needs there are among local residents, the homeless and those that are under served. We were able to share information about our primary care, dental services, pediatric services and behavioral health. Another plus - finding additional volunteers that want to help further our mission.

Olde Towne values these outreach opportunities. Thank you House of Mercy! Keep up the good work!




## Time To Get Your Flu Shot!

October is the perfect time to get your flu shot so you can be protected throughout the fall and winter months. The holiday season is coming up fast and you don't want to miss family gatherings, parties and activities by being down with the flu.
A simple vaccine can make the difference in decreasing your risk of contracting or spreading the influenza virus and can significantly decrease symptoms and length of time recovering from the virus if you do contract it. While you're at it, get the COVID vaccine too to make sure you are protected.

OTMDC | Olde Towne Medical & Dental Center

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Communications & Development | Susan Dunn

## October 2024

Development

- Events
  - Give Kids A Smile | February 8, 2025
    - Begun work on coordinating the event.
    - Sent out a save the date to current and past volunteers, former GKAS volunteers, as well as several area dental offices.
    - CFA will be in attendance, hopefully with the cow mascot, giving away food to families in attendance.
    - Reached out to TowneBank about their mascot, Towne E. Bear, visiting the event.
    - Reached out to Solomon the Comfort Dog to visit the event.
- Volunteers
  - Applications have slowed down now that the semester is underway.
  - Created an online form for volunteers to enter their time and this seems to be working well. It integrates with our donor platform to track hours. See attached for our first quarter data.

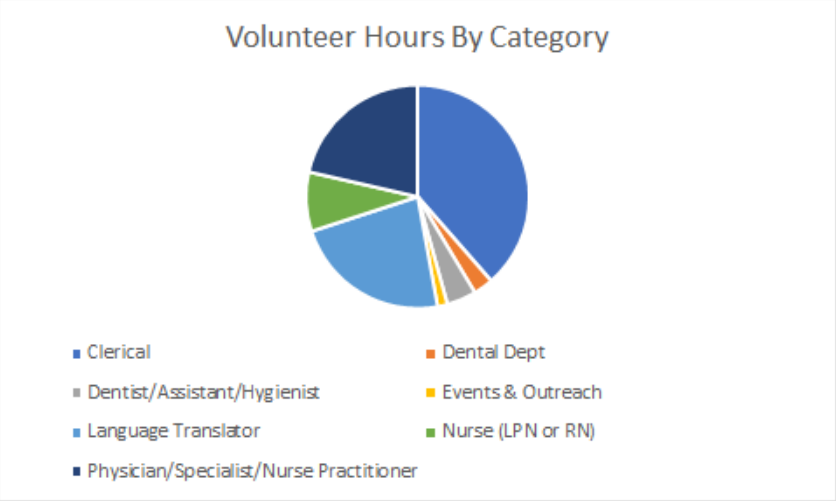
Communication

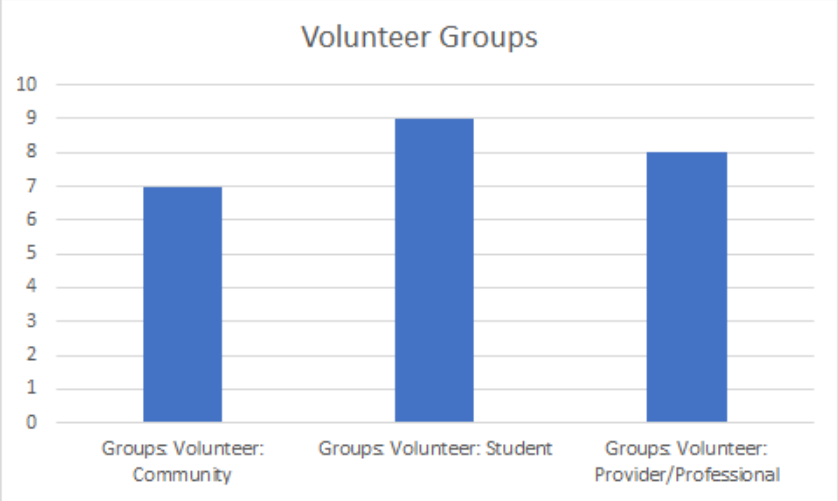
- Website
  - Working on streamlining some areas of the website for ease of use.
  - Updating events, scrolling banner, and photo gallery.
  - Added the Annual Work Plan to the board portal.
- Misc
  - Created graphics for upcoming Giving Tuesday fundraiser.
  - Informational flyers for GKAS Save the Date, Event, and Volunteers created.
  - Updated our brochure and created Spanish version.
  - Created Welcome video for social media.
  - Created graphics for social media advertisements that are fall related.
  - Created and disseminated Staff Newsletter.

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# Olde Towne Medical & Dental Center
# FY25 Quarter 1

| Category | Count | Total Hours |
|---|---|---|
| Clerical | 27 | 134.25 |
| Dental Dept | 2 | 27.0 |
| Dentist/Assistant/Hygienist | 3 | 8.5 |
| Events & Outreach | 1 | 6.0 |
| Language Translator | 16 | 102.75 |
| Nurse (LPN or RN) | 6 | 42.0 |
| Physician/Specialist/Nurse Practitioner | 15 | 74.25 |
| Totals | 70 | 394.75 |




## FY24 Volunteer Summary

| Volunteers | Total Volunteers | Q1 Hours | Q2 Hours | Q3 Hours | Q4 Hours | Total Hours |
|---|---|---|---|---|---|---|
| DOCTOR VOLUNTEERS | 7 | 39.75 | 27.25 | 133.75 | 69.75 | 270.5 |
| DENTIST VOLUNTEERS | 1 | 0 | 0 | 16 | 16 | 32 |
| NURSE VOLUNTEERS | 4 | 67.5 | 59.75 | 53.5 | 75 | 255.75 |
| DENTAL ASST/HYGIENIST | 3 | 27.75 | 109 | 42.5 | 10.75 | 190 |
| COMMUNITY VOLUNTEERS | 11 | 157 | 143 | 95.25 | 134.5 | 529.75 |
| COLLEGE VOLUNTEERS | 23 | 102.5 | 159.75 | 204.50 | 280.25 | 747 |
| **Totals** | **49** | **394.5** | **498.75** | **545.50** | **586.25** | **2025** |

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# SAVE THE DATE!

**To volunteer at our next GKAS event. More volunteer information to follow. Questions or to make sure you are on our volunteer email list contact susan.dunn@jamescitycountyva.gov**

# Give Kids A Smile

# Free Dental Services

***For Children Under 18 And Are Medicaid Eligible Or Uninsured***

**Date:** February 8, 2025

**Time:** 9:00am - 3:00pm (tentative)

**Location:** Olde Towne Medical & Dental Center

5249 Olde Towne Rd, Williamsburg VA 23188

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# OTMDC Staff News

Olde Towne Medical & Dental Center

October 2024



## Keep Yourself & Others Healthy

Take a look at the October bulletin board for some tips on how to stay healthy, and keep others healthy, from illness.

- Handwashing can reduce illness by 21%
- Using facial tissue to cover a cough and sneeze helps prevent the spread of germs.
- Exercise improves your immune system to help prevent illness.
- Limit sugar as it can trigger an inflammatory response that causes disease and illness. This inflammation can also make cold symptoms like coughing worse.

## OCTOBER 2024

| SUN | MON | TUE | WED | THU | FRI | SAT |
|---|---|---|---|---|---|---|
| | | 1 Homemade Cookies Day | 2 | 3 **Staff@2** | 4 World Smile Day | 5 **H4TG Vendor Table** |
| 6 Physician Assistant Day | 7 | 8 | 9 Moldy Cheese Day | 10 | 11 World Egg Day | 12 |
| 13 | 14 Columbus & Indigenous People Day | 15 | 16 Dictionary Day | 17 | 18 | 19 Evaluate Your Life Day |
| 20 | 21 Pumpkin Cheesecake Day | 22 | 23 | 24 | 25 Howl at the Moon Night | 26 National Pumpkin Day |
| 27 Black Cat Day | 28 | 29 National Frankenstein Day | 30 | 31 Halloween | | |










## Announcements

- The monthly staff meeting will be held 10/3 at 2:00pm in the MPR.
- We will be filming a short video of the staff standing outside their main hall doors waving hello immediately after the staff meeting.
- Events & Outreach will be representing OTMDC at the Here For The Girls Run at a vendor table on 10/5 from 7-11am in New Town. Stop by if you are in the area.
- Thank you to all that helped with our Golf Ball Drop fundraiser.
- If you have not nominated someone for Employee of the Quarter please submit to Mr. Thompson as soon as possible.

**Happy Birthday**
8 - Lisa T
18 - Kendra
18 - Venora

**Happy Anniversary**
Julie (2)

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**OTMDC Finance Committee**
**October 2024**
**Summary Report to the Board**

**Recommended Actions:**
None.

**Financial Report**: attached to this report is the 'condensed' year to date financial report for the three months ending 9/30/2024.

**Revenue:** Total revenues from operations year to date (YTD) are $1.723m, 52% of budget and $278k more than September of 2023. This includes receipt of the $900k from Williamsburg Health Foundation that was budgeted. Gross patient revenue (before deduction of bad debt expense) is $248k, 23% of budget. Net patient revenue (after deduction of bad debt expense) the same since there has been no bad debt adjustment recorded yet. For August of 2023 net patient revenue was $185k, so we are $63k above the previous YTD. If net patient revenue is annualized, it comes in at 97% of the budgeted amount.

Public support revenue is $29k, which is 5% of budget, this is $20k less than September of last year. The public support received to-date is from Individual and Local Organization giving. Fundraising is at 2% of budget. The expected move of $31k for the golf tournament back to the prior year has been done. Grant income is at 105% of budget, see comment above about full receipt of the budgeted Williamsburg Health Foundation grant.

**Expenses:** With three months or 25% of the year recorded, total expenses are $818k, 23% of budget. Personnel costs are 23% of budget, with other (non-salary) operating costs are 20% of budget.

Net income/<loss> from operations (revenues less expenses) YTD is $904k vs. budgeted net loss of <$296k>. For September 2023 YTD the net income was $733k. For the fiscal year ending 6/30/2024, the unaudited net income/(loss) was <$440k> and the audited amount for operations was <$399>.

The **endowment fund** is at $6.377m as of September 30, 2024. For the fiscal year ending 6/30/2024 the fund had a market gain of $499k over the cost of $5.564m. In September 2024, the fund recognized dividend income of $33k, increasing the cost basis to $5.597. Additionally, in the first three months of this fiscal year the was an additional market gain of $281k.

**Current Assets**: Cash balance is $951k, an increase of $121k from September 30, 2023. Receivables (net of allowance for doubtful accounts) are $192k, an increase of $6k from the September 2023 balance.

**Other business/activities:**
The next finance committee meeting is scheduled for November 18, 2024, at 3:30 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

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## OTMDC -- Summary Financial Results: YTD 9-30-2024

### Income-Expense:

| | Tot. Sept | Total YTD | Annual Budget | Variance | % of annual |
|---|---|---|---|---|---|
| **Revenue:** | | | | | |
| Local Government | $ - | $ 282,306 | $ 626,962 | $ (344,656) | 45% |
| Patient Revenue | $ 92,191 | $ 248,338 | $ 1,076,500 | $ (828,162) | 23% |
| Less: Bad Debt "Adjustment" | $ - | $ - | $ - | $ - | 0% |
| Less: Bad Debt Expense | $ - | $ - | $ (36,000) | $ 36,000 | 0% |
| Net Patient Revenue | $ 92,191 | $ 248,338 | $ 1,040,500 | $ (792,162) | 24% |
| Public Support | $ 7,575 | $ 19,575 | $ 427,000 | $ (407,425) | 5% |
| Special Events-Fundraising | $ (29,629) | $ 1,879 | $ 115,000 | $ (113,121) | 2% |
| Grants | $ 15,288 | $ 1,170,598 | $ 1,120,000 | $ 50,598 | 105% |
| Misc. (inc. cash over/short) | $ - | $ - | $ - | $ - | 0% |
| **Total Revenue** | **$ 85,424** | **$ 1,722,696** | **$ 3,329,462** | **$ (1,606,766)** | **52%** |
| **Expenses:** | | | | | |
| **Total Personnel** | **$ 223,700** | **$ 691,001** | **$ 2,999,136** | **$ (2,308,135)** | **23%** |
| **Total Non-Personnel Exp.** | **$ 71,407** | **$ 127,028** | **$ 621,450** | **$ (494,422)** | **20%** |
| **Furn/Equipment (Total)** | **$ 422** | **$ 422** | **$ 5,000** | **$ (4,578)** | **8%** |
| **Total Expenses** | **$ 295,528** | **$ 818,451** | **$ 3,625,586** | **$ (2,807,135)** | **23%** |
| **Net Income** | **$ (210,104)** | **$ 904,245** | **$ (296,124)** | **$ 1,200,369** | **-305%** |
| Transfer From/(To) Endowment | $ - | $ - | $ 296,124 | $ (296,124) | 0% |
| **Net Cash Change After Trfr.** | **$ (210,104)** | **$ 904,245** | **$ -** | **$ 904,245** | **0%** |

### Investment Fund Summary:

| | YTD (12 mos.) | Curr. Mo. |
|---|---|---|
| Beg. Balance, cost | $ 5,524,722 | $ 5,563,750 |
| Dividends reinvested 9/30/2024 | | $ 33,510 |
| Cost, 9/30/2024 | | $ 5,597,260 |
| +/-: Gains/Losses, through 6/30/2024 | $ 153,348 | $ 499,071 |
| Beg. Balance, market | | $ 6,096,331 |
| +/-: Gains/Losses, fiscal year to date | | $ 280,938 |
| +/-: Transfer from/(to) Operations | | $ - |
| End Balance | $ 5,678,070 | $ 6,377,269 |

### Current Assets Report

| | 9/30/2024 | YTD Diff. | 9/30/2023 |
|---|---|---|---|
| Cash | $ 950,626 | $ 121,131 | $ 829,495 |
| Investments | $ 6,377,269 | $ 980,988 | $ 5,396,281 |
| **SUBT.** | **$ 7,327,896** | **$ 1,102,119** | **$ 6,225,776** |
| Total Receivables | $ 254,349 | $ (43,687) | $ 298,036 |
| Less: Allow. For Doubtful Accts. | $ (62,273) | $ 49,660 | $ (111,933) |
| **Net Receivables** | **$ 192,077** | **$ 5,974** | **$ 186,103** |
| **Total Current Assets** | **$ 7,519,972** | **$ 1,108,093** | **$ 6,411,879** |

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

# Board of Directors Meeting
November 25, 2024
5:00 pm

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

2) Consent Agenda | Rebecca Bruhl, Board Chair
   a) Board of Director Minutes | October 28, 2024
   b) Finance Committee Minutes| November 18, 2024
   c) Executive Committee Minutes | November 18, 2024

3) State of the Facility Reports | Mr. Aaron Thompson, Executive Director
   a) Clinical Update | Kendra Robinson, NP
   b) Dental |Dr. L. Modeste
   c) Business Office | Jacob Cooper
   d) Operations | Maggie Beamon
   e) Marketing & Communications | Michelle Williams
   f) Communication & Development | Susan Dunn

4) Committee Reports
   a) Finance Committee | Melissa Tucker, Chair
   b) Governance & Nominating | Becca Bruhl, Chair
   c) Planning & Performance | Scott Herr, Chair

5) New Business
   a) December 23, 2024 – Facility Closing

6) Next Board Meeting | December 16, 2024, *this is a week earlier than normally scheduled due to the holiday week

7) Adjourn

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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
# October 28, 2024

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Dr. David Aday<br>Dr. Becca Bruhl<br>Dr. Rana Graham-Montaque<br>R. Scott Herr<br>Rashid Jones, MBA<br>Jennifer Kirby Henderson<br>Dr. Robin Nelhuebel<br>Christine Payne | Dr. Cornelius Powell<br>Melissa Tucker, CPA<br>Jonathan Weiss, LCSW<br>Brian Fuller<br>Doug Holroyd<br>John McGlennon<br>Caleb Rogers<br>Chief Larry Snyder | Cheryl Fields, CPA<br>Rick Jackson<br>Dr. Henry Ranger<br>Amanda Ulishney<br>Heather Modispaw | Kendra Robinson, NP<br>Jacob Cooper<br>Susan Dunn |

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

2. Consent Agenda | Dr. Rebecca Bruhl
    a. Board of Director Minutes | September 23, 2024
        i. Doug Holroyd made the motion to accept the consent agenda as presented, and Rashid Jones seconded the motion, the board approved the motion.

3. State of the Facility Reports

    a. Overall Facility | Dr. Rebecca Bruhl
        i. Completed an overview of some highlights of what was included from the Board Packet.
            1. Questions regarding the increase in our Hispanic population as well as uninsured. Jacob Cooper addressed these topics.

    b. Clinic Update | Kendra Robinson, NP
        i. No additions or questions regarding what was included in the board packet.

    c. Business Office | Jacob Cooper
        i. No additions or questions regarding what was included in the board packet.

    d. Communications & Development | Susan Dunn
        i. No additions or questions regarding what was included in the board packet.

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4. Committee Reports

    a. Finance Committee | Melissa Tucker
        i. Review of main points regarding the data included in the board packet.
        ii. Discussed increase in patient revenue.
        iii. Question regarding if the 990 has been filed.

    b. Planning & Performance Committee | Scott Herr
        i. Reviewed the points the committee needs to meet and/or remove (document provided to the board at the meeting).
            1. Overview of opportunities & look into what/if there are metrics to show/define this.
        ii. The committee will meet with the Executive Director in the next few weeks to discuss where OTMDC currently is and some of the weaknesses and threats.
        iii. Now that the board has an overview, the committee chair would like thoughts/suggestions emailed.
        iv. Complete needs assessment with community input (community health needs assessment), perhaps using Sentara's or Riverside's current assessments or the Health Foundations or United Way.

    c. Governance & Nominating Committee | Dr. Rebecca Bruhl
        i. Discussed how to incorporate more patients onto the board.
            1. G&N could speak to the Medical Professionals to find candidates.
            2. Utilize a random survey.
            3. Utilize a satisfaction survey.
                a. Phreesia
                    i. Could the survey include asking about being on board
                    ii. If these are anonymous, can they leave contact info?
                    iii. Include the survey and results in the next board meeting packet so that the board can see what the survey looks like.
            4. Ask board members to interview selected patients to gather information on practice satisfaction and possibly serve on the board.
            5. Create a patient advisory committee.
        ii. Discussion on how to help with language barriers
            1. Potential solutions: more volunteers, language apps, church groups, and specific hires.
            2. Language barrier when calling patients back. When patients are called back, and we are not prepared to speak to them, how can this be resolved?
                a. A face-to-face app was mentioned; however, it can be costly and Dr. Powell feels it really only helps with ASL patients.

        iii. Annual Performance Evaluation
            1. Rashid reviewed the Performance Goals and Objectives document and asked the board to review it and offer input.
            2. Question: how can we assess the language barrier to create a metric for assessment?

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iv. What do we want to see in the monthly board reports?
    1. P&P will have quarterly performance reports.
    2. The committee will meet with Mr. Thompson to discuss what needs to be assessed versus what is assessed but not reported on.

5. New Business
    a. Other information and education needs within the board
        i. Discussion needs to take place regarding what Look-a-Like Status would mean if we do not receive FQHC status
        ii. Succession status for rolling off members.
        iii. What information would the board like to see at meetings?
            1. How do we determine community needs?

6. Next Board Meeting | November 25, 2024

7. Adjourn
    a. A motion to adjourn the meeting was made by Dr. David Aday and seconded by Rashid Jones, MBA, with the board in agreement, and the meeting adjourned.

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**Finance Committee Meeting Agenda**
**November 18, 2024 | 3:30PM**

- Call to Order
  - The meeting was called to order by Melissa Tucker at 3:30 pm, and a quorum was present.

- Roll Call

| Members Present | Members Absent | Staff Present |
|---|---|---|
| Melissa Tucker, Chair<br>Scott Herr<br>Becca Bruhl<br>Jonathan Weiss | Amanda Ulishney<br>Brian Fuller<br>Cheryl Fields<br>Heather Modispaw | Aaron Thompson<br>Jacob Cooper<br>Susan Dunn |

- Approval of minutes from the September meeting
  - The September minutes were approved at the September Board Meeting.

- Review of Internal / committee Financial Reports for 10/31/2024.
  - Discussion regarding public support and how it is not consistent could be due to the cyclical nature of fundraising events.
  - Endowment did not perform well the past month, but overall still up.
  - Discussed improvements regarding billing.
  - Discussed reasons for the increase in self-pay revenue compared to last year at this time.
- Audit Status
  - No outstanding items on our end.

- Status of Year-end June 30, 2024, period 13 adjustments in MUNIS.
  - All adjustments have been input.

- Status of transition to our own accounting system.
  - Currently running both systems concurrently, QuickBooks and Munis, from July 1, 2024.

5249 Olde Towne Road
Williamsburg, VA 23188
Otmdc.org

757-259-3258
757-220-1953 (fax)
office@otmdc.org

- What else does the finance committee need to know or be looking for?
    - 990 is underway, and we are waiting for the audit to be completed.
    - Grants FY'26 applications from the jurisdictions have been submitted.
    - No FQHC decisions have been made as of yet.
    - EPIC MOU has been submitted back to Sentara.
    - The midwifery program that will augment our services is moving ahead. Dr. L's last day is 12/20.
    - Meeting with a potential Dev. & Grants candidate later this week.
    - VCU School of Dentistry will visit this week.
    - Sentara Cares will visit on 12/3 for a grant review and tour.
    - Jonathan Weiss will be offering his services at Olde Towne after his tenure on the board.
    - 5 chair members will be rolling off the board on 6/30/25.
    - Request for change in hours for 12/23/24 to have the facility closed or the Holiday due to low patient panels and staff PTO

- Next meeting
    - January 13, 2025, at 3:30 pm

- Motion to adjourn was made by Scott Herr and seconded by Dr. Bruhl; motion approved and the meeting was adjourned.

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OTMDC | Olde Towne Medical & Dental Center

**Executive Committee Meeting**
**November 18, 2024**

- Call to Order
  - Dr. Becca Bruhl called the meeting to order at 4:22, and a quorum was present.

- Roll Call

| Members Present | Members Absent | Staff Present |
|---|---|---|
| Becca Bruhl<br>Melissa Tucker<br>Scott Herr | Rashid Jones | Aaron Thompson<br>Susan Dunn |

- Approval of Minutes | September 9, 2024
  - The minutes from the September meeting were reviewed and approved.

- Executive Director Update | Aaron Thompson, MBA, CRHCP, CMR
  - Work on the 990 is underway, and we are waiting for the audit to be completed.
  - Grants for FY'26 applications from the jurisdictions have been completed.
    - i. City of Williamsburg
    - ii. York County
  - No FQHC designation decision
  - EPIC MOU has been submitted back to Sentara.
  - The Midwifery program that will augment our GYN services is moving ahead.
    - Dr. Lontkowski's last day is 12/20.
  - Meeting with a potential Dev. & Grant candidate later this week.
  - VCU School of Dentistry will visit this week to discuss program progress.
  - Sentara Cares will visit on 12/3 for a grant review and tour.
  - Jonathan Weiss will be offering his services at Olde Towne after his tenure on the board.
  - 5 chair members will be rolling off the board on 6/30/25.
  - The Executive Director requested that the facility be closed on 12/23/24.

- Reports
  - Finance Report | Melissa Tucker
    - Completed an overview of October 2024 financials.
  - Planning & Performance

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        - The SWAT analysis was reviewed with board members and Aaron. The committee will discuss a new draft this month.
        - Discussed action items with the committee. Mr. Thompson will update the introduction in the document.
        - The former document utilized a consultant, and we are looking into working with one again.
        - Discussed the FQHC Needs Assessment and how OTMDC fits into that, and what needs to be changed.
        - Timeline to complete the Strategic Plan is in January.
    - G&N Update
        - At the next meeting in December, the committee will devise a plan to identify potential board members to replace those whose terms end in June 2025.
        - Discussions are ongoing on how to increase patient input on the board.
        - Dr. David Aday will take the lead on connecting with patients as we continue to investigate a patient advisory board.
        - Discussions continue to address community needs and how we collect that information.

- Fiscal Independence
    - Met with county administrator and director of finance to discuss fiscal agency to comply with FQHC requirements.
    - Will follow up in January.

- Next Meeting | January 13, 2025

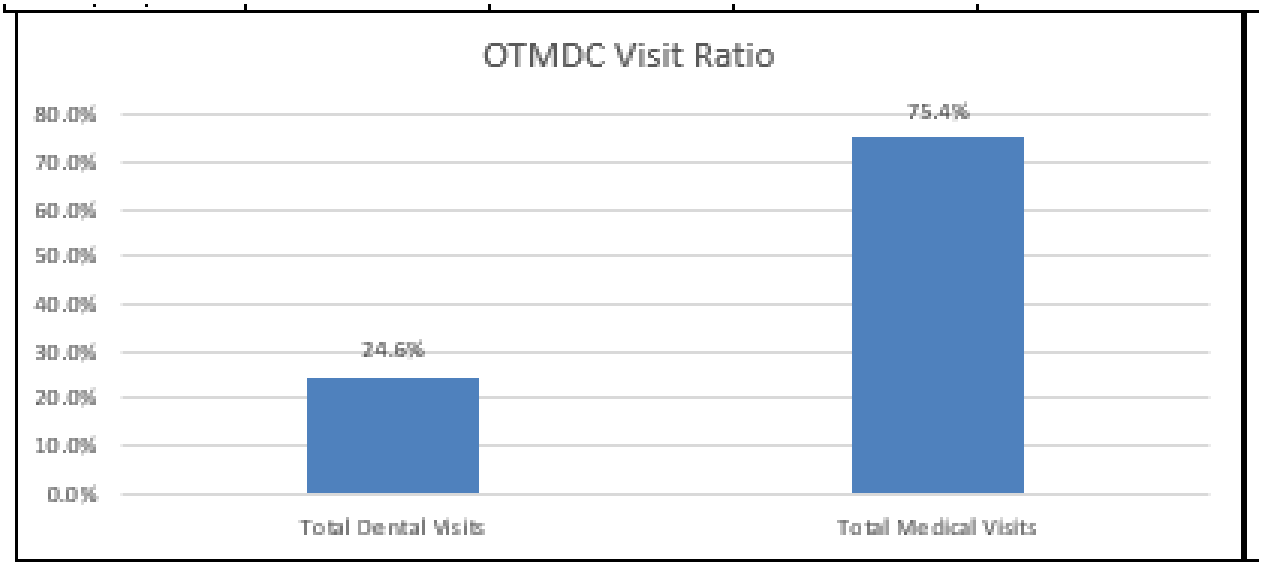
- Adjournment | With no further business to be discussed, the meeting was moved to adjourn by Melissa Tucker and seconded by Scott Herr.

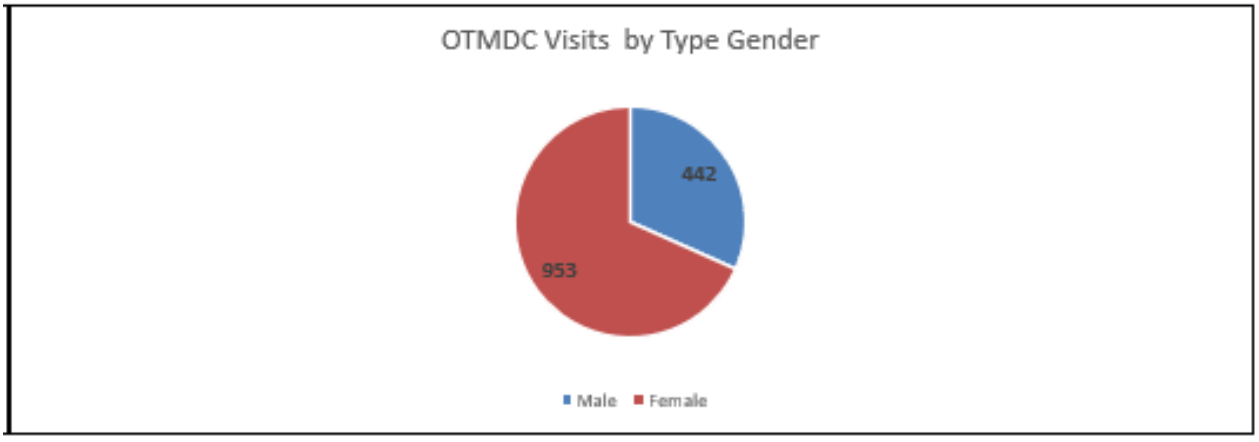
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# October 2024 CSR Dashboard

## Balanced

| | October 2023 | October 2024 |
|---|---|---|
| Total Patients | 1,077 | 956 |
| Total Visits | 1,397 | 1,395 |
| Visits per patient | 1.30 | 1.46 |



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| NUMBER OF CLIENTS SERVED | | | |
|---|---|---|---|
| Category | October 2023 | October 2024 | Ratio |
| Total Dental Visits | 234 | 343 | 24.6% |
| Total Medical Visit | 1163 | 1052 | 75.4% |
| Total Visits | 1,397 | 1,395 | |

| GENDER | | | |
|---|---|---|---|
| Gender | October 2023 | October 2024 | Ratio |
| Male | 475 | 442 | 31.7% |
| Female | 922 | 953 | 68.3% |
| | 1,397 | 1,395 | |

| AGE | | | |
|---|---|---|---|
| Age Groups | October 2023 | October 2024 | Ratio |
| 0-11 Months | 3 | 1 | 0.1% |
| 1-11 Years | 56 | 61 | 4.4% |
| 12-18 Years | 52 | 38 | 2.7% |
| 19-35 Years | 305 | 320 | 22.9% |
| 36-64 Years | 793 | 789 | 56.6% |
| 65+ Years | 188 | 186 | 13.3% |
| | 1,397 | 1,395 | |

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## RACE

| Race | October 2023 | October 2024 | Ratio |
|---|---|---|---|
| Asian | 46 | 48 | 3.4% |
| Black | 263 | 282 | 20.2% |
| Hispanic | 359 | 457 | 32.8% |
| White | 447 | 331 | 23.7% |
| Other | 282 | 277 | 19.9% |
| | 1,397 | 1,395 | |

## SLIDING SCALE

| FPL Sliding Scale | October 2023 | October 2024 | Ratio |
|---|---|---|---|
| Level B 100% FL & | 347 | 373 | 26.7% |
| Level C 101-138% | 132 | 162 | 11.6% |
| Level D 139-166% | 46 | 84 | 6.0% |
| Level E 167-200% | 37 | 50 | 3.6% |
| Level F 201-250% | 34 | 20 | 1.4% |
| Non Compliant | 63 | 71 | 5.1% |
| Full Fee | 20 | 7 | 0.5% |
| Level I (Insured) | 718 | 628 | 45.0% |
| | 1,397 | 1,395 | |

## LOCALITY

| Location | October 2023 | October 2024 | Ratio | Cumulative % |
|---|---|---|---|---|
| James City County | 534 | 774 | 55.5% | 55.5% |
| City of Williamsburg | 582 | 221 | 15.8% | 71.3% |
| York County | 86 | 152 | 10.9% | 82.2% |
| Charles City | - | 3 | 0.2% | 82.4% |
| Gloucester | 18 | 17 | 1.2% | 83.7% |
| King Queen | 11 | 6 | 0.4% | 84.1% |
| New Kent | 23 | 24 | 1.7% | 85.8% |
| Newport News | 75 | 123 | 8.8% | 94.6% |
| Hampton | 12 | 14 | 1.0% | 95.6% |
| King William | 6 | 28 | 2.0% | 97.6% |
| Richmond | - | - | 0.0% | 97.6% |
| Surry | 7 | 9 | 0.6% | 98.3% |
| Other | 43 | 24 | 1.7% | 100.0% |
| | 1,397 | 1,395 | | |

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TIM KAINE
VIRGINIA

COMMITTEE ON
ARMED SERVICES

COMMITTEE ON
FOREIGN RELATIONS

COMMITTEE ON
THE BUDGET

COMMITTEE ON
HEALTH, EDUCATION, LABOR,
AND PENSIONS

WASHINGTON OFFICE:
WASHINGTON, DC 20510-4607
(202) 224-4024

United States Senate
WASHINGTON, DC 20510-4607

November 5, 2024

Ms. Carole Johnson
Administrator
Health Resources and Services Administration (HRSA)
5600 Fishers Lane
Rockville, MD 20857

Dear Administrator Johnson,

I write to express support for Olde Towne Medical & Dental Center (OTMDC), an applicant for designation as a Federally Qualified Health Center (FQHC) under the Health and Resources Services Administration.

While traveling across Virginia and working on the Senate Health, Education, Labor, and Pensions Committee, I have seen firsthand the transformative impact that FQHCs can have on communities. OTMDC exemplifies the very qualities we seek to foster through the FQHC program on a national scale. Their work clearly aligns with our federal objectives of expanding healthcare access, reducing disparities, and improving health outcomes in underserved areas.

The key points that underscore the national significance of OTMDC's application include:

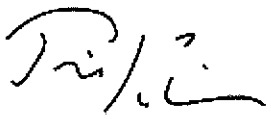
1. Addressing Healthcare Workforce Shortages: OTMDC's model of leveraging both professional staff and community volunteers (who contribute 6,000 hours annually) offers an innovative solution to the healthcare workforce challenges we're grappling with at the federal level.
2. Rural Health Focus: As we work to bridge the urban-rural healthcare divide, OTMDC's success in serving the Greater Williamsburg area, including more rural parts of James City and York counties, provides a replicable model for other regions facing similar challenges.
3. Integration of Mental Health Services: OTMDC's commitment to providing integrated behavioral health services aligns with our push for mental health parity and comprehensive care models at the federal level.
4. Chronic Disease Management: Their focus on addressing prevalent conditions like heart disease, diabetes, and cancer resonates with our national health priorities and efforts to reduce the burden of chronic diseases on our healthcare system.
5. Economic Impact: By keeping its patient population healthy and productive, OTMDC contributes to the region's economic vitality, a model of how healthcare investments can yield broader economic benefits.
6. Innovation in Medication Access: The Greater Williamsburg Medication Access Program (GWMAP) aligns with our ongoing efforts in Congress to make prescription drugs more affordable and accessible.

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FQHC designation for OTMDC would not only benefit the Greater Williamsburg area but would also contribute to our national healthcare goals by providing a model for successful rural and semi-urban healthcare delivery. OTMDC demonstrates effective strategies for integrating primary care, dental, and behavioral health services, as reflected by the voices of countless constituents who have benefited from their services over the past three decades. Furthermore, OTMDC offers insights into community-based chronic disease management programs and showcases innovative approaches to addressing social determinants of health. As we in Congress continue to work on policies to improve our healthcare system, success stories and models like OTMDC are invaluable. They provide real-world evidence of what works, helping to inform and shape our national healthcare policies.

Please give full and fair evaluation to this FQHC designation request, which will benefit Virginians and contribute to our broader national efforts to create a more equitable, efficient, and effective healthcare system for all Americans. Should you have any questions regarding this project, contact my Office's Grants Coordinator, Elda_Stanco@kaine.senate.gov. Thank you.

Sincerely,



Tim Kaine

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## Aaron Thompson

**From:** Holland, Amy <Amy.Holland@yorkcounty.gov>
**Sent:** Friday, November 8, 2024 2:18 PM
**To:** Aaron Thompson
**Cc:** A. Thompson
**Subject:** RE: [EXTERNAL] FY2026 York County Community Support - OTMDC

Good Afternoon,

Thank you for your submission. We have received your application and corresponding documents. I will let you know if we need anything further.

Respectfully,
Amy Holland
Budget Analyst
Phone: (757)890-3733
Fax: (757)890-3399
York County VIRGINIA
America's Future Since 1781

---

**From:** Aaron Thompson <Aaron.Thompson@jamescitycountyva.gov>
**Sent:** Friday, November 8, 2024 1:56 PM
**To:** Holland, Amy <Amy.Holland@yorkcounty.gov>
**Cc:** A. Thompson <at@otmdchealth.com>; Aaron Thompson <Aaron.Thompson@jamescitycountyva.gov>
**Subject:** [EXTERNAL] FY2026 York County Community Support - OTMDC

Amy,

Good afternoon. I hope you're well. Please find attached our grant application for York County support, FY'26.

As always, your support is greatly appreciated.

Regards,

Aaron L. Thompson, MBA, CRHCP, CMR
*Executive Director | CEO*

Olde Towne Medical & Dental Center
5249 Olde Towne Road, Ste. D
Williamsburg, VA 23188
757-703-6029 c
757-259-3275 w

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**Aaron Thompson**

**From:** City of Williamsburg <noreply@mail.smapply.net>
**Sent:** Friday, November 8, 2024 2:50 PM
**To:** Aaron Thompson
**Subject:** [External] [External]Your application has been submitted

CITY OF WILLIAMSBURG
VIRGINIA'S COLONIAL CAPITOL

ar Aaron Thompson,

; is to inform you that your application, **Olde Towne Medical & Dental Center** has been submitted fc
**ıan Services Partner Agency Application** on **Nov 8 2024 02:50 PM (EST)**.

nk you,

City of Williamsburg

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2017

# Security Assessment

## Olde Towne Medical and Dental

5249 Olde Towne Road, Williamsburg, VA




James City County Police Department
Community Services Unit
6/6/2017

For Official Use Only- Not For Public Dissemination

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# Synopsis

*Please note that these are merely suggestions for improving safety and security at the Olde Towne Medical and Dental Office. This service is being provided as a courtesy of the James City County Police Department. There are no guarantees that your facility will not become a victim of crime and the suggestions provided are meant merely as guidance to a comprehensive crime prevention and security plan that should be instituted by your organization. The recommendations and suggestions provided by the James City County Police Department are strictly intended for use at your facility only.*

On June 6, 2017 Master Officers Monique Marchand and Alan McDowell visited the Olde Towne Medical and Dental Office, including the surrounding property, and made the following notations. Recommendations on improving the safety and security of the building and employees are included within this report.

**Facility Functions:** The Olde Towne Medical and Dental Office provides medical care for citizens.

**Critical Incident History for Facility:** There are no recent critical incidents that have had a dramatic effect on this facility. There have been no serious incidents of workplace violence, trespassing, terrorism, or related issues.

# Threat and Vulnerability Assessment

| Risk/Threat | Level of Vulnerability |
|---|---|
| **Natural Hazards:** Winter storms, tornados, severe thunderstorms, hurricanes, fires, floods, etc. | **Medium**- the probability exists that these events will occur on a regular basis; limited to two or less major incidents per year. History suggests that the organization will experience these types of incidents on a semi-regular basis. |
| **Terrorist Incidents:** International or Domestic Terrorist incidents to include: chemical, biological or nuclear attacks, improvised explosive devices, arson, etc. | Very Low- the probability exists that these events will not occur on any regular basis; limited to one or less major incidents per year. History indicates that these types of incidents are very rare or non-existent in this organization. |
| **Simple Assault/Threats:** Any assault between employees or committed against employees in the workplace to include: domestic violence, assault and battery, threats, etc. | **Low**- the probability exists that these events will occur on a regular basis; limited to one or less major incidents per year. History indicates that these types of incidents are uncommon but have occurred in the past. |
| **Violent Criminal Activity:** Any violent crimes occurring in the workplace caused directly by the work of the organization or assets in the possession of that organization to include: robbery, murder, rape, etc. | **Very Low**- the probability exists that these events will not occur on any regular basis; limited to one or less major incidents per year. History indicates that these types of incidents are very rare or non-existent in this organization. |
| **Non-Violent Criminal Activity:** Any non-violent crimes occurring in the workplace caused directly by the work of the organization or assets in the possession of that organization to include: larceny, trespassing, computer crimes, vandalism, etc. | **Medium**- the probability exists that these events will occur on a regular basis; limited to two or less major incidents per year. History suggests that the organization will experience these types of incidents on a semi-regular basis. |

The Olde Towne Medical and Dental Office is subject to natural hazards such as fires, hurricanes, tornadoes, ice and snowstorms, etc. These natural hazards could result in the destruction of life and property as well as the disruption of essential services such as utilities (electricity, gas, water, telephone). In addition, these areas are also subject to technological and human-caused hazards such as arson, explosive hazards, nuclear accidents, industrial and transportation accidents, hazardous material spills, deliberate acts of terrorism, and civil disorder.

National defense policy recognizes the possibility of a national emergency resulting from the threat of or an attack on the United States. An international crisis could present the threat of conventional, nuclear, biological, or chemical weapons. Although the threat of all out warfare is possible, related acts of terrorism using scaled down weapons appear to be the more probable risk. While James City County may not be as high profile of a target as other jurisdictions in our nation, the influx of tourism and national attention makes our County, and therefore our County operations, a potential target.

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# Assess, Conquer, and Elevate (ACE) Your Finances Virtual Learning Collaborative Session #1

## Exploring Federally Qualified Health Center and Finance Foundations

October 23, 2024

Primary Care Development Corporation

pcdc.org

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# Agenda

I. Introductions
II. FQHC Foundations
III. Finance Foundations
IV. Next Steps

Primary Care Development Corporation

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# PCDC

*Thirty years of experience helping practices develop care models and build their financial health.*

## Care Model & Operations

- Quality Improvement
- VBP Readiness & Performance
- Integrated Behavioral Health & Social Services
- Care Coordination
- Access & Cycle Time
- PCMH Recognition




## Financial Health

- Revenue Cycle Management
- Policy Development & Workflow Optimization
- KPI Review and Analysis
- Financial Modeling and Forecasting
- Financial Management Fundamentals

Primary Care Development Corporation

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# Meet The Team



**Shannon Lea, MPH**
Senior Program Manager



**Rachel House**
Senior Program Manager



**Maia Morse, MPH, CPC-A**
Director



**Kimberly Mirabella, CPC-A**
Project Manager

Primary Care Development Corporation

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# Why is it Important for ALL Leaders to Have a Foundation in Finance?

- Foster dialogue, collaboration, and understanding with a common language.
- Answer critical operational and strategic questions that drive business decisions:
  - Can we afford to hire additional staff OR add a new service line?
- Help the organization meet benchmarks or assess the performance of your department.
- Assist with health center and organizational compliance responsibilities.



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# ACE Your Finances




Primary Care Development Corporation

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# ACE Participants

| Who? | Where? |
|---|---|
| Charlotte Community Health Center | North Carolina |
| Community Health Center of the New River Valley | Virginia |
| Gracelight Community Health Center | California |
| Holy Family Services | Texas |
| Hot Springs Health Program | North Carolina |
| Moody Clinic | Texas |
| Ocracoke Health Center | North Carolina |
| Olde Towne Medical & Dental Center | Virginia |
| Southern Dominion Health Systems, Inc. | Virginia |
| UMMA Community Clinic | California |
| Universal Community Health Center | California |

Primary Care Development Corporation

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## Aaron Thompson

**From:** Health Resources and Services Administration <hrsa@public.govdelivery.com>
**Sent:** Thursday, November 21, 2024 2:58 PM
**To:** Aaron Thompson
**Subject:** [External] [External]HRSA Celebrates National Rural Health Day

HRSA
Health Resources & Services Administration

# HRSA Celebrates National Rural Health Day

U.S. Department of Health and Human Services
Health Resources and Services Administration

FOR IMMEDIATE RELEASE
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HRSA NEWS ROOM
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*HRSA hosts an Enhancing Maternal Health Convening in Centreville, Alabama, reaffirming its commitment to expanding maternal health care access in rural America*

The Health Resources and Services Administration (HRSA), an agency of the U.S. Department of Health and Human Services (HHS), marks National Rural Health Day by celebrating health care leaders who are improving maternal care in rural communities. National Rural Health Day is an opportunity to recognize the dedication of rural health providers, community organizations, and state offices of rural health in meeting the unique health care needs of rural America.

HRSA highlighted this year's focus on maternal health by holding HRSA's latest *Enhancing Maternal Health Initiative* convening today in Centreville, Alabama. This convening brought together women and families from rural communities who are served by HRSA programs, grant recipients, state and local health officials, community organizations, and health care providers from across the state to continue to work together to address maternal mortality and provide critical supports to help ensure the health and well-being of families in Alabama. The event is part of HRSA's *Enhancing Maternal Health Initiative*, which focuses on building and strengthening partnerships to maximize the impact of HRSA grants and expand access to maternal care across the country.

"At the Health Resources and Services Administration, we have made the needs of rural communities a priority, especially for pregnant and new moms," said HRSA Administrator Carole Johnson. "Through HRSA's investments, we have trained more maternal care providers in rural areas, recruited more maternal health providers to rural communities, expanded supports for pregnant and new moms in rural areas, and improved health care services working with rural hospitals and clinics. We remain committed to supporting the health care needs of rural America."

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HRSA is the home of many programs that provide essential support for expectant and new mothers in rural communities. Key actions HRSA has taken this year to improve maternal health in rural communities include:

- **Growing the maternal care workforce.** HRSA has increased the number of obstetrician-gynecologists (OB/GYNs), nurses, midwives, doulas, and community health workers, through training grants, scholarships, and loan repayment. For example, HRSA launched new programs to train more nurse midwives, train and deploy more community-based doulas, and support the training of more nurse practitioners with a focus on maternal health, including in underserved and rural areas.
- **Improving access to care.** HRSA funds community health centers across rural America that serve patients regardless of ability to pay and may be the only outpatient maternal care provider located in the rural communities they serve.
- **Strengthening rural maternal health care networks.** HRSA launched the Rural Maternity and Obstetrics Management Strategies (Rural MOMS) Program to increase access to maternal and obstetrics care in rural communities and improve health outcomes for mothers and infants.
- **Investing in the Delta Region.** HRSA's Delta Region Maternal Care Coordination Program is supporting community-based organizations to expand access to and coordinate health care services in rural communities in the South, supporting care before, during, and after pregnancy.
- **Launching the National Maternal Mental Health Hotline (833-TLC-MAMA) in 2022.** The hotline provides 24/7 emotional and mental health support via call or text to expectant and new mothers and their families.
- **Expanding evidence-based Home Visiting services.** HRSA secured legislation to double the federal investment in and expand voluntary, evidence-based home visiting services for eligible families across the country. Through the Maternal, Infant, and Early Childhood Home Visiting Program, local organizations can provide home visits from nurses, social workers, and other trained health workers who work with families to improve maternal and child health, child development, and school readiness.
- **Expanding Healthy Start services.** HRSA is supporting community-based organizations to improve maternal and infant health across the country through Healthy Start. Healthy Start funding supports moms and babies to improve health in communities experiencing high disparities in maternal and infant health outcomes.

To learn more about HRSA's rural health resources, visit:

- National Rural Health Day events
- Federal Office of Rural Health Policy programs

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Clinical Department Update: 11/14/2024

Submitted by: Kendra Robinson, FNP

- **Medical Department**
  - Vacancies:
    - PRN Medical Assistant (Vacant since 12/1/2023)
    - Nurse Practitioner/Physician Assistant (1)
      - We continue to recruit for one additional NP/PA.
        - Two potential candidates have been identified. A verbal offer has been made to one of the candidates and we are in the negotiation process.

- **Integrated Care Update:**
  - Recruitment for a psych NP or psychiatrist has been put on hold for the moment as we focus on strengthening our existing partnerships.
  - Kiara Robinson, a behavioral health consultant employed by CBH, continues to provide brief interventions and care to the patients of Olde Towne.
  - Bacon Street continues to provide counseling weekly for our patients.
  - Melvin Snead continues to come biweekly to provide counseling for our uninsured patients. We are still in the process of credentialing Mr. Snead at OTMDC so he can start seeing our insured patients as well.
  - VMAP is available to providers daily.

- **General Updates**
  - We are preparing for the retirement of Dr. Lontkowski in December and discussions are being had about ways to ensure OTMDC's OB program undergoes a smooth transition after Dr. Lontkowski's departure. (Details to be shared as they become available)
  - **COVID Update**: there have been no positive COVID cases at OTMDC thus far in November.
  - **FLU Update**: there have been no positive influenza cases at OTMDC thus far in November.
  - Clinical staff is looking forward to the holidays!

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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.

# Dental Department
# November 2024

As we approach a new time change and the days are shorter, Olde Towne Dental Clinic continues to offer dental services to the community at large. For the month of October, the clinic had 344 patient visits (encounters) and 286 patients were treated. This number includes dental emergencies, dental exams for pregnant women and follow up treatment for dental procedures.

Dental students continue to rotate thru the clinic on Thursday and/or Friday. The students have been very helpful and purposeful in their clinical rotation. We recently had a dental student that was very helpful in assisting our patient. She was in need of dentures and the student's empathy towards her condition was heart felt. As a practitioner, you feel gratitude when you see the next generation of health professionals express humanity to those in need!

We will soon start the planning of our Give Kids a Smile event for 2025, and are hoping for an even larger turnout from last year. The Dental Department looks forward to a successful event and a successful remainder of the year.

5249 Olde Towne Rd.
Williamsburg, VA 23188

757-259-3258 | 757-220-1953 (fax)
office@otmdc.org (email)

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OTMDC | OLDE TOWNE Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Business Office Departmental Update: November 2024**

- The Business Office, along with Operations Management, has started a virtual course with Shannon Lea of PCDC to discuss and learn more about financial management and accounting systems relevant to FQHC's.
- Jacob and Lisa continue to compile and submit necessary data for the FY24 audit.
- We continue to monitor patient demographics data to ensure that we have the correct locale selection for their county of residence. This aids in maintaining the accuracy of our CSR report.
- We've preemptively started gathering documents and necessary data for the FY24 Medicare Cost Report (due in December) and are awaiting a Field Audit for the FY23 report.
- The business office continues to work with Ops Management and volunteers to purge old records and consolidate our storage units.
- Jacob met with Mr. Simango to discuss and train on Quickbooks functionality.
- We submitted the Medicare Credit Balance Report for quarter ending 9/30/2024. No credit balances to report.
- The Business Office is collecting data to provide more metrics/KPI's per the board's request at October's BOD meeting. One of such metrics the Business Office is tracking is the month over month growth in patient revenue. So far, this fiscal we are averaging 45% growth month over month.
- Jacob worked with Maggie Beamon in Operations to provide a year over year comparison – based on our CSR report – regarding patient demographics (specifically race) per Dr. Bruhl's request.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

Date: 11/15/2024 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the month of October, MAP requested 426 medications on behalf of 164 patients which was valued at $329,914.89.

| Dates: 10/01/2024 – 10/31/2024 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 164 | 426 | $329,914.89 |

- MAP assisted 13 patients with Medicaid applications during the month of October.

## Operations Manager

- Our newest clinical assistant has completed her initial training. Interviews have begun for the second clinical assistant position since the previous candidate decided to stay with her current employer.

- I am thankful to have the opportunity of being with OTMDC for the past 14 years and look forward to what the future has in store.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Marketing & Communications Report Summary**

**October 13, 2024 – November 15, 2024**

**Events & Fundraising:**

Working on details of **Giving Tuesday**, **December 3**, 2024. Campaign will focus on specific equipment needs of the center.

Making plans and contacts for **Give Kids A Smile**, February 8, 2025. Attended a site visit with Susan and Maggie at VPCC to look at space use for the event.

Working on end of the year **Holiday Appeal** direct mail item to include opportunities for end of the year donations, calendar of events for the coming year and opportunities for volunteerism.

**Communications:**

**Email Blasts/Newsletters**: Working on November newsletter. If you are not receiving our monthly Newsletter please let Michelle know.

Posted content for **Social Media Posts** on all channels as well as happenings about Olde Towne along with health information for patients. Focus was on community outreach, services and programs for OTMDC as well as donation opportunities and recent activities.

**Marketing & Outreach:**

Check out the **OTMDC ads** on the closed-circuit TVs in the JCC Recreation Center and the JCC community channel.

Olde Towne will have an advertisement in the December Mental Health edition of **Next Door Neighbor Magazine.** Michelle coordinated a meeting for Kiara Robinson with NDN writer Narielle Living and a feature article for Olde Towne concerning mental health will be in the January issue as well.

Participated in the **JCC Health Expo** at the JCC Recreation Center. Over 200 people attended. We were able to give out information to multiple potential patients, had some current donors stop by our table and saw some current patients as well.

Kiara Robinson and Michelle attended a **Mental Health Networking** event hosted by The Pavilion at Williamsburg to see how we can connect with or utilize other mental health facilities, programs, and providers. We were able to connect with some facilities that provide programs for Medicaid patients. Michelle shared a list of facilities and programs with OTMDC providers and Kiara will follow up with the connections made.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Ambassador Connections**

Attended meetings for Greater Williamsburg Outreach Mission, Chamber Health Committee, Safe Kids Coalition (Sentara) and was unable to attend the Williamsburg Advisory Committee meeting but will receive committee minutes. These meetings provide multiple opportunities to network and provide OTMDC as a resource as well as gain new connections for OTMDC.

This month's meetings provided info for multiple holiday events for Olde Towne to allow staff to participate including donations for gifts, volunteerism or collaborations for the organization and Board of Directors such as:

1) Olde Towne will be collecting unwrapped toys and gifts to take to Grove Christian Outreach and House of Mercy Christmas Markets where they allow their clients (many who are OTMDC patients) to come "shop" for free to get holiday gifts for their families. If you want to donate an item or two, please leave it with Susan or Michelle. We will deliver them. Deadline is December 6.

2) Hospice House is doing their annual Tree Lighting in remembrance of those that have been lost to cancer on December 12 at the Williamsburg Community Building, 5-7pm. It is a beautiful and moving event if you can attend.

3) Edmarc, a children's cancer hospice organization, also does gift and food donations for families with a child experiencing cancer. They are also looking for volunteers to dress as Santa & Mrs. Claus to deliver the gifts to families.

4) Peninsula Agency on Aging has Angel tree donation requests for seniors without family that are in need this Christmas. Many have asked for very simple things including boxes of tissues and oatmeal. Check PAA or their trees in places like Lowe's in Williamsburg and Newport News.

5) The Greater Williamsburg Chamber is taking donations for their "Home For The Holidays" program that pays to get active duty military personnel (mostly E1s and E2s) home for the holidays. It costs $300 to get a military person home and you can donate as little as $25 to help towards the program. Last year they were able to send 45 service members home for the holiday weekend. More info at https://connect.businesswilliamsburg.com/events/

**Social Media Analytics**

Facebook Reach 1.6K Facebook Views 7.7K Interactions Increase 45%
Instagram Reach 194 Instagram Followers 332 Instagram Engagement Decrease 41%

**On the Calendar – Upcoming Events and Outreach Opportunities** (volunteers always welcome)

November 21 – Rural Health Day
November 28 & 29 – Health Center closed for Thanksgiving – Have a Happy one!
December 3 – Giving Tuesday

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Communications & Development | Susan Dunn

## November 2024

Development

- Events
  - Represented OT at the House of Mercy Vendor Fair and discussed our services with several potential patients as well as spoke with a retired cardiologist that expressed interest in volunteering.
  - Represented OT at the JCC Health Fair at the Rec Center. This was a well-attended event and was able to speak to many potential patients, as well as a few community partners.
  - Begun preparations for Give Kids A Smile (February 8). Wawa will be donating 10 cases of water, Solomon the Comfort Dog will be in attendance, and CFA will be providing some food for attendees as well as the CFA Cow. Contacted the Spanish Honor Society at JHS for possible help. Currently have about 25 volunteers at this point.
  - Giving Tuesday will take place 12/3/24. We are hoping the board as well as staff will share the information via social media or through friends and family.
    - We are trying to meet a goal to be able to purchase a medication refrigerator, an EKG machine, and a dental oral camera.
    - Created several social media graphics for the event to be posted.
- Volunteers
  - Have met with 4 potential volunteers in the past 2 weeks. With W&M spring semester coming up the interest is increasing.

Communication

- Website
  - Met with a consultant about our website and he had some input on the navigation of the site which is currently being worked on.
- Misc
  - Working on organizing our staff holiday gathering, as well as other holiday activities.
  - Creating graphics for social media and print publications.

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# Give Kids A Smile®

Give Kids A Smile® is an annual volunteer initiative providing free educational, preventive and restorative services to children from low-income families. Thousands of dentists across the country will take time from their practices to help underserved children who aren't getting the oral health care they need.

## Will You Join Us?

Give Kids a Smile focuses on giving free dental care to children who would normally go without. We welcome Dentists, Hygienists, Dental Assistants, Spanish Speakers, Clerical Help, Club's, High School Organizations, and Community Organizations.

## Your Community Needs You!

Help make a difference in the lives of children in your community. Please consider volunteering your time and talents for this year's Give Kids A Smile!

## Can't Volunteer, But Still Want To Help?

Donations of food/beverages, giveaways, supplies for children's activities are welcome too! Contact susan.dunn@jamescitycountyva.gov for more information.

## Scan To Volunteer

**or go to bit.ly/4eQ634F**

**Date:** **February 8, 2025**

**Time:** **8:00am - 4:00pm (volunteer hours, patient hours are 9-3)**

**Location:** **Olde Towne Medical & Dental Center**
**5249 Olde Towne Rd, Williamsburg VA 23188**

**For More Information Contact susan.dunn@jamescitycountyva.gov**

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# OTMDC Olde Towne Medical & Dental Center Staff News

November 2024



# Harvest Healthy Habits

Take a look at the November bulletin board for some tips on how to stay healthy during the busy fall season.

The foundation of a healthy lifestyle consists of lasting habits like eating right, watching your weight, exercising regularly, managing your mental health, and getting routine medical exams. But even daily, small steps toward these goals also can have a significant impact.

## NOVEMBER 2024

| SUN | MON | TUE | WED | THU | FRI | SAT |
|---|---|---|---|---|---|---|
| | | | | | 1 | 2 |
| 3 | 4 | 5 | 6 | 7 Staff @ 2 | 8 | 9 |
| 10 | 11 Closed | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 Closed | 29 Closed | 30 |

## Announcements

- The monthly staff meeting will be held 11/7 at 2:00pm in the MPR.
- The office will be closed on the following dates:
  - Monday, November 11 (Veterans Day).
  - Thursday and Friday, November 28-29 (Thanksgiving Holiday)
- Have any ideas for the staff holiday celebration? Let Susan D know.
- Giving Tuesday falls on December 3rd, please donate, share, or create a Peer-to-Peer Fundraiser that supports Olde Towne. More info to come.

**HAPPY BIRTHDAY**

7 - SUSAN D
18 - JAMARA
30 - KYLIE

**HAPPY ANNIVERSARY**

WENDY (1)
JAMARA (8)
MAGGIE (10)
KELLEY (1)

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**OTMDC Finance Committee**
**November 2024**
**Summary Report to the Board**

**Recommended Actions:**
None.

**Financial Report**: attached to this report is the 'condensed' year to date financial report for the three months ending 10/31/2024.

**Revenue:** Total revenues from operations year to date (YTD) are $1.986m, 60% of budget. This includes receipt of the $900k from Williamsburg Health Foundation that was budgeted**.** Gross patient revenue (before bad debt adjustment) is $374k, 35% of budget. Net patient revenue (after adjustment for bad debt) is $386k, which includes an increase of $12k in receipt of previous bad debt and/or additional from the bad debt formulas based on historical data. For October of 2023 net patient revenue was $353k, so we are $132k above the previous YTD. If net patient revenue is annualized, it comes in just over the budgeted amount.

Public support revenue is $40k, which is 9% of budget, this is $6k less than October of last year. The public support received to-date is from Individual and Local Organization giving. Fundraising is at 2% of budget. Grant income is at 105% of budget, see comment above about full receipt of the budgeted Williamsburg Health Foundation grant.

**Expenses:** With four months or 33% of the year recorded, total expenses are $1.140m, 31% of budget. Personnel costs are 31% of budget, with other (non-salary) operating costs at 36% of budget.

Net income/<loss> from operations (revenues less expenses) YTD is $846k vs. budgeted net loss of <$296k>. For the fiscal year ending 6/30/2024, the unaudited net income/(loss) was <$440k> and the audited amount for operations was <$399>.

The **endowment fund** is at $6.293m as of October 31, 2024. For the fiscal year ending 6/30/2024 the fund had a market gain of $499k over the cost of $5.564m. In September 2024, the fund recognized dividend income of $33k, increasing the cost basis to $5.597. Although there was a drop in value for October 2024 of $84k, in the first four months of this fiscal year the was an net market gain of $197k.

**Current Assets**: Cash balance is $808k, an increase of $75k from October 31, 2023. Receivables (net of allowance for doubtful accounts) are $244k, an increase of $81k from the October 2023 balance.

**Other business/activities:**
The next finance committee meeting is scheduled for January 13, 2025, at 3:30 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

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## OTMDC -- Summary Financial Results: YTD 10-31-2024

### Income-Expense:

| | Tot. Oct. | Total YTD | Annual Budget | Variance | % of annual |
|---|---|---|---|---|---|
| **Revenue:** | | | | | |
| Local Government | $ 95,858 | $ 378,164 | $ 626,962 | $ (248,798) | 60% |
| Patient Revenue | $ 217,644 | $ 373,791 | $ 1,076,500 | $ (702,709) | 35% |
| Less: Bad Debt "Adjustment" | $ 11,710 | $ 11,710 | $ - | $ 11,710 | 0% |
| Less: Bad Debt Expense | $ - | $ - | $ (36,000) | $ 36,000 | 0% |
| Net Patient Revenue | $ 229,353 | $ 385,501 | $ 1,040,500 | $ (654,999) | 37% |
| Public Support | $ 27,998 | $ 39,998 | $ 427,000 | $ (387,002) | 9% |
| Special Events-Fundraising | $ (29,429) | $ 2,079 | $ 115,000 | $ (112,921) | 2% |
| Grants | $ 25,265 | $ 1,180,575 | $ 1,120,000 | $ 60,575 | 105% |
| Misc. (inc. cash over/short) | $ - | $ - | $ - | $ - | 0% |
| **Total Revenue** | **$ 349,045** | **$ 1,986,318** | **$ 3,329,462** | **$ (1,343,144)** | **60%** |
| **Expenses:** | | | | | |
| **Total Personnel** | **$ 227,036** | **$ 918,037** | **$ 2,999,136** | **$ (2,081,099)** | **31%** |
| **Total Non-Personnel Exp.** | **$ 93,790** | **$ 220,818** | **$ 621,450** | **$ (400,632)** | **36%** |
| **Furn/Equipment (Total)** | **$ 1,510** | **$ 1,510** | **$ 5,000** | **$ (3,490)** | **30%** |
| **Total Expenses** | **$ 322,336** | **$ 1,140,365** | **$ 3,625,586** | **$ (2,485,221)** | **31%** |
| **Net Income** | **$ 26,710** | **$ 845,953** | **$ (296,124)** | **$ 1,142,077** | **-286%** |
| Transfer From/(To) Endowment | $ - | $ - | $ 296,124 | $ (296,124) | 0% |
| **Net Cash Change After Trfr.** | **$ 26,710** | **$ 845,953** | **$ -** | **$ 845,953** | **0%** |

### Investment Fund Summary:

| | YTD (12 mos.) | Curr. Mo. |
|---|---|---|
| Beg. Balance, cost | $ 5,524,722 | $ 5,563,750 |
| Dividends reinvested 9/30/2024 | | $ 33,510 |
| Cost, 9/30/2024 | | $ 5,597,260 |
| +/-: Gains/Losses, through 6/30/2024 | $ 153,348 | $ 499,071 |
| Beg. Balance, market | | $ 6,096,331 |
| +/-: Gains/Losses, fiscal year to date | | $ 197,216 |
| +/-: Transfer from/(to) Operations | | $ - |
| End Balance | $ 5,678,070 | $ 6,293,547 |

### Current Assets Report

| | 10/31/2024 | YTD Diff. | 10/31/2023 |
|---|---|---|---|
| Cash | $ 808,492 | $ 75,472 | $ 733,020 |
| Investments | $ 6,293,547 | $ 955,154 | $ 5,338,393 |
| **SUBT.** | **$ 7,102,038** | **$ 1,030,625** | **$ 6,071,413** |
| Total Receivables | $ 294,864 | $ 19,893 | $ 274,972 |
| Less: Allow. For Doubtful Accts. | $ (50,563) | $ 61,370 | $ (111,933) |
| **Net Receivables** | **$ 244,301** | **$ 81,263** | **$ 163,039** |
| **Total Current Assets** | **$ 7,346,340** | **$ 1,111,888** | **$ 6,234,452** |

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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 Director's Meeting
December 16, 2024
3:30 pm

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

2) Consent Agenda | Dr. Rebecca Bruhl, Board Chair
   a) Board of Director Minutes | November 25, 2024
   b) Planning & Performance | November 20, 2024

3) State of the Facility Reports | Mr. Aaron Thompson, Executive Director
   a) Clinical Update | Kendra Robinson, NP
   b) Business Office | Jacob Cooper
   c) Operations | Maggie Beamon
   d) Dental |Dr. L. Modeste
   e) Marketing & Communications | Michelle Williams
   f) Communication & Development | Susan Dunn

4) Committee Reports
   a) Finance Committee | Melissa Tucker, CPA, Chair
   b) Governance & Nominating | Dr. Becca Bruhl, Chair
   c) Planning & Oversite | Scott Herr, Chair

5) New Business

6) Next Board Meeting | January 27, 2025

7) Adjourn

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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
# November 25, 2024 | 5:00PM

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| David Aday<br>Becca Bruhl<br>Rana Graham-Montaque<br>R. Scott Herr<br>Rashid Jones<br>Rick Jackson<br>Jennifer Kirby Henderson<br>Robin Nelhuebel | Melissa Tucker<br>Jonathan Weiss<br>Brian Fuller<br>Heather Modispaw<br>John McGlennon<br>Caleb Rogers<br>Larry Snyder | Cheryl Fields<br>Cornelius Powell<br>Henry Ranger<br>Christine Payne<br>Amanda Ulishney<br>Doug Holroyd | Aaron Thompson<br>Kendra Robinson<br>Michelle Williams<br>Jacob Cooper<br>Susan Dunn<br>Gary Preston |

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

2) Consent Agenda | Dr. Rebecca Bruhl, Board Chair
   a) Board of Director Minutes | October 28, 2024
   b) Finance Committee Minutes| November 18, 2024
   c) Executive Committee Minutes | November 18, 2024
      - A motion was made to approve the consent agenda by Dr. Robin Nelhuebel and seconded by Jonathan Weiss, the motion carried.

3) State of the Facility Reports

   a) Facility Update | Aaron Thompson
      - The audit continues. OTMDC has delivered all requested information.
      - The 990 is underway.
      - QuickBooks is currently being utilized and running simultaneously with Munis.
      - There are no updates regarding our FQHC submission.
      - A recent meeting with Sentara and their Midwifery program coordinators was very productive and we are anticipating the program beginning 1/9/25.
      - Mr. Thompson met with a potential Development & Grants Coordinator.

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- We had a site visit from VCU School of Dentistry.
- Sentara will be visiting next week for a grant update site visit.
- We had a request from CBH for letter of support for the grant to extend the Behavioral Health Consultant position.
- Currently working through a MOU with Bacon Street for a PMHNP.
- Looking into a billing company.
- Several board members terms are expiring.
- Due to high PTO requests and low patient volume we are requesting to have the facility to be closed Monday 12/23/24.
    - A motion was made by Rick Jackson and seconded by Robin Nelhuebel to close the facility Monday, December 23, 2024 and the motion was approved by the board.

b) Clinical Update | Kendra Robinson, NP

- No questions or comments with regards to the report included in the board packet.

c) Business Office | Jacob Cooper

- Question addressed: would like to see patient feedback (survey) completed included in the packet so the Board understands what it entails.

d) Marketing & Communications | Michelle Williams

- Giving Tuesday is next week, please donate and/or share the event.
- Gift donations for House of Mercy will be accepted until 12/6.
- No other questions or comments with regards to the report included in the board packet.

e) Communication & Development | Susan Dunn

- No questions or comments with regards to the report included in the board packet.

4) Committee Reports

a) Finance Committee | Melissa Tucker, CPA, Chair

- No questions or comments with regards to the report included in the board packet, just note the time change to the meetings for the remainder of the year from 3:30 to 4:00pm

b) Governance & Nominating | Dr. Becca Bruhl, Chair

- The next meeting will include how to identify potential board members, at large as well as patient.
- The committee will be working through increasing patient engagement as well as finding potential board members.
- Jennifer Hendricks will be joining the G&N committee.

c) Planning & Performance | Scott Herr, Chair

- The committee will send the SWOT analysis, FQHC application, and workplan to the board for input.

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5) New Business
   a) How do we assess and address community needs
      - How do we access this data already compiled?
        - We currently have NPS data, but can also research the needs assessment data from Sentara and Riverside and other healthcare organizations.
      - One known area of need is access to immigration healthcare providers.
      - Collect a small sample of indicators that can be measured regularly.
        - Some measurements currently done are visits per week, chronic conditions, annual wellness, depression questionnaire, no show rates, portal usage percentage, telehealth utilization rates.

6) Next Board Meeting | December 16, 2024, *This is a week earlier than normally scheduled due to the holiday week and will take place at 3:30, ending at 4:00 at which time there will be a holiday reception for the staff, board, and volunteers.

7) Adjourn: a motion was made to adjourn by Rick Jackson and seconded by Dr. David Aday and the motion carried.

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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*

**Planning and Performance Committee Meeting**
**November 20, 2024 | 5:00pm**

- Call to Order
  - The meeting was called to order by Scott Herr at 5:00, and a quorum was present.

- Roll Call

| Members Present | Members Absent | Staff Members Present |
|---|---|---|
| Scott Herr, Chair<br>Doug Holroyd<br>Jonathan Weiss<br>Robin Nelhuebel | Henry Ranger<br>Larry Snyder<br>Rana Graham-Montigue | Susan Dunn |

- Strategic Plan Update
  - The SWOT analysis has been reviewed with committee, as well as Mr. Thompson, and input has been given toward the final document.
  - Values and mission will have little change, and the committee will focus mainly on updating the SWOT Analysis.
  - Next steps
    - Update our goals and objectives
    - Make decisions regarding external factors
      - Doug Holroyd discussed impacts of the election results and possible changes of county/state funding, Medicare/Medicaid, and immigrant patient population being seen. He feels this should be included into the threats category.
      - We need to connect physical health and mental health to the community to demonstrate how OTMDC helps to make the community stronger. This avoids possible questions related to 'Why should we help OTMDC'.
    - Develop plans that to address each SWOT category.

- Performance Metrics
  - These metrics should include: quality assurance, safety, and improvement indicators.
  - These metrics should focus on 2 areas, internal as well as external.
    - Internal: there are 2 areas where we know these metrics can already be measured. They are the portal engagement (Phreesia survey), and phone system monitoring
    - External: should evaluate how we are seen by the public, and how other entities see us as being of value, needs evaluated. How are we communicating to stakeholders so they feel confident about giving us support.

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    - Robin will send Riverside's Community Needs Assessment to the committee.
    - Doug will get in touch with Larry Trumbore regarding how they collect their needs assessment.

- Workplan
    - Briefly discussed and the committee has been tasked with reviewing and adding input.
    - Susan Dunn will se about getting the documents into an editable format to send out to the committee.

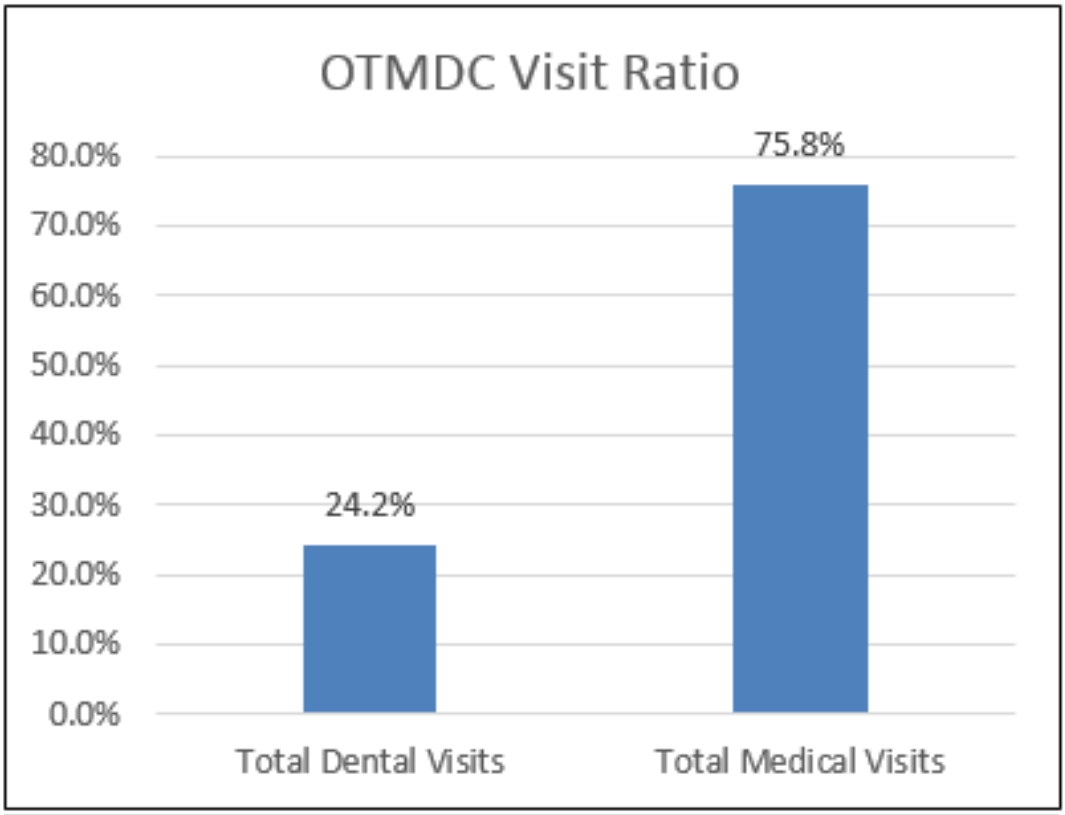
- Other Business
    - A consultant will be utilized to put final SWOT information into a usable document.
    - Jonathan will look into resources brought onsite for mental health to bring that action item out of weakness.

- Next Meeting: January 15, 2025 at 5:00pm.

- Adjournment: with no further business to be discussed the meeting was called to adjourn by Jonathan Weiss and seconded by Doug Holroyd.

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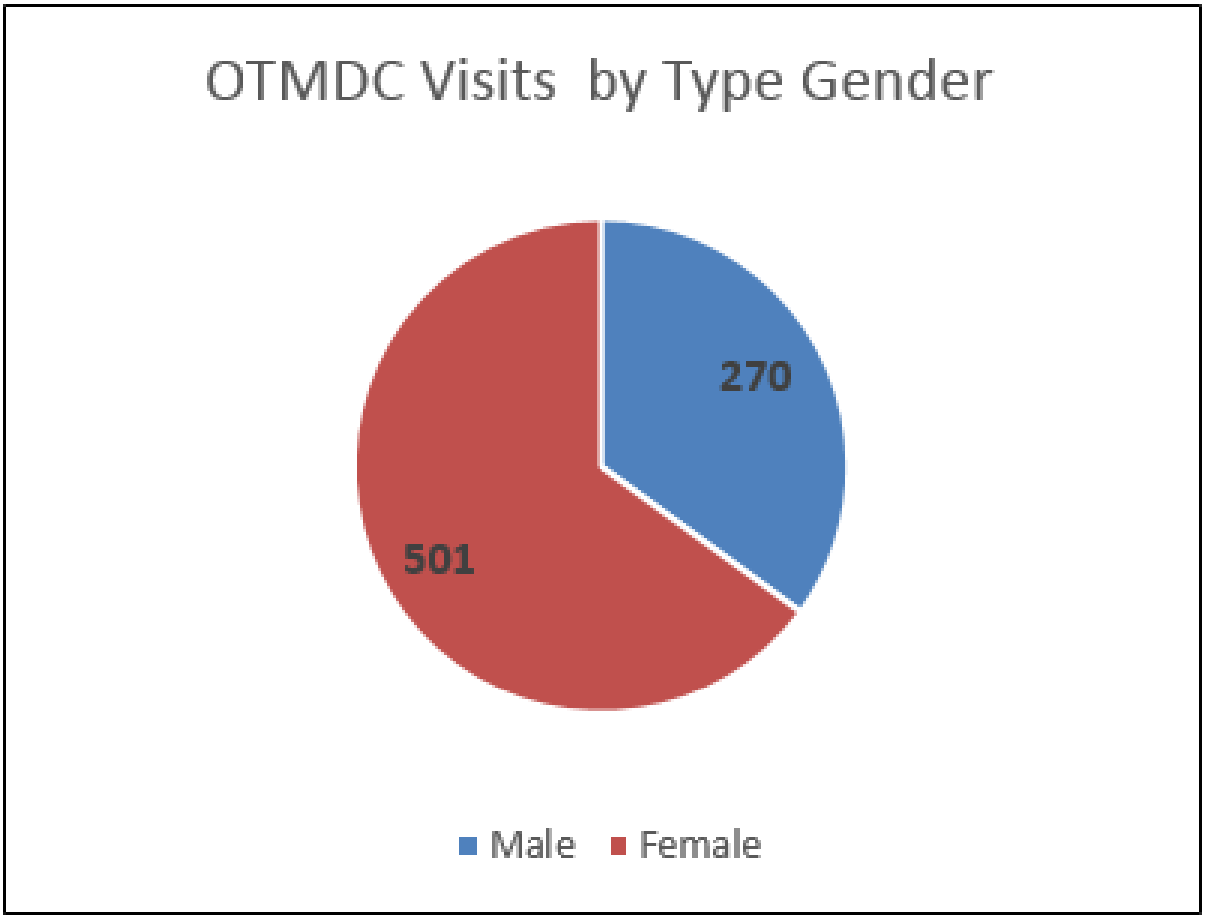
| November 2024 | |
|---|---|
| Total Patients | 771 |
| Total Visits | 1,004 |
| Visits per patient | 1.30 |




**NUMBER OF CLIENTS SERVED**

| Category | November 2024 | Ratio |
|---|---|---|
| Total Dental Visits | 243 | 24.2% |
| Total Medical Visits | 761 | 75.8% |
| Total Visits | 1,004 | 100.0% |

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| GENDER | | |
|---|---|---|
| **Gender** | **November 2024** | **Ratio** |
| Male | 270 | 35.0% |
| Female | 501 | 65.0% |
| | 771 | 100.0% |

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| LOCALITY | | | |
|---|---|---|---|
| **Location** | **November 2024** | **Ratio** | **Cumulative %** |
| James City County | 578 | 57.6% | 57.6% |
| City of Williamsburg | 149 | 14.8% | 72.4% |
| York County | 112 | 11.2% | 83.6% |
| Charles City | 3 | 0.3% | 83.9% |
| Gloucester | 19 | 1.9% | 85.8% |
| King Queen | 10 | 1.0% | 86.8% |
| New Kent | 11 | 1.1% | 87.8% |
| Newport News | 64 | 6.4% | 94.2% |
| Hampton | 8 | 0.8% | 95.0% |
| King William | 25 | 2.5% | 97.5% |
| Richmond | - | 0.0% | 97.5% |
| Surry | 5 | 0.5% | 98.0% |
| Other | 20 | 2.0% | 100.0% |
| | 1,004 | | |

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Dear Clinic Partner:

As 2024 comes to a close, we remain grateful for your dedication to service and outstanding patient support your clinic staff and volunteers provide daily. Medication access through Rx Partnership wouldn't be possible without your hard work!

Enclosed please find your FY24 RxP Partner Clinic Certificate. We love to celebrate **YOU** and appreciate your accomplishments and the number of prescriptions you've provided to patients. The dollar value of medications that it represents is truly impressive!

We hope you proudly display your certificate to show the impact of RxP medications at your clinic. Please consider sending a picture that we can share on social media of your staff or volunteers with the certificate!

Thank you for all you do!

Amy, Hope, Kathy & Mary Beth

Rx Partnership

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*In honor of our 20th Anniversary*

*Rx Partnership presents this 2024 Certificate of Membership to*

# OLDE TOWNE MEDICAL & DENTAL CENTER

## Partner Clinic since 2017

*Celebrating* ***14,440 prescriptions*** *provided to* ***1,249 patients***

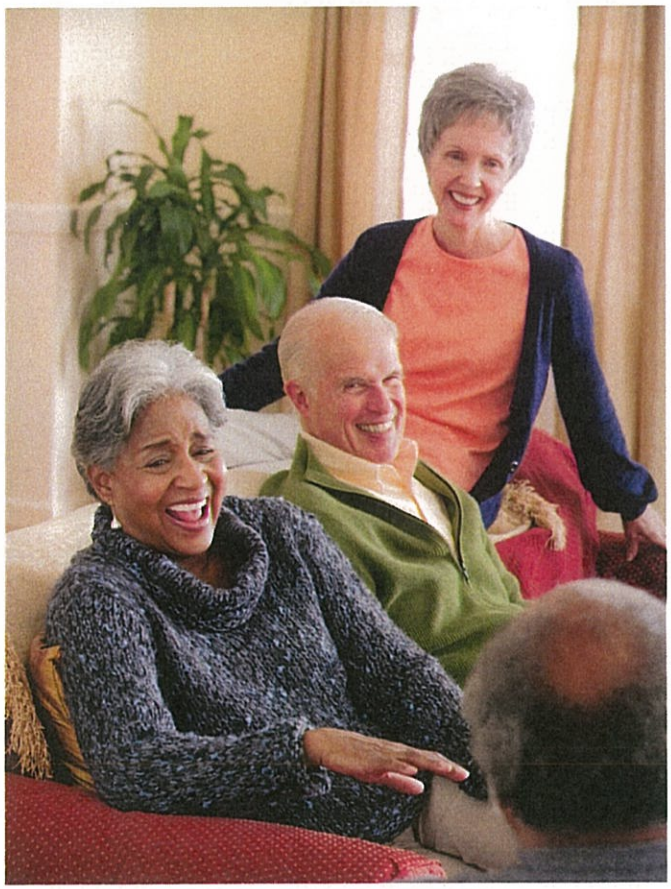
*The value of Rx Partnership medications dispensed is*

## $4,884,669

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MARTHA W. GOODSON
Center

The Martha W. Goodson Center is an innovative concept in healthy aging that connects individuals facing the challenges of aging or caregiving with various resources and support. From initial symptoms to diagnosis and creation of personalized treatment plans, we are here throughout the journey, assisting patients and caregivers in understanding cognitive disorder disease progression and other challenges of aging.



## How do we support our collaborative network of care and healthy aging?

### Memory Care

Our memory care services are offered across a patient's entire continuum of care, beginning with care planning through meeting your loved one's wishes during every stage of life. Our Memory Care Navigators help prepare both patients and loved ones with what to expect and how to manage new developments in disease processes, including behavioral, social and emotional changes. This free, specialized service provides each individual and their caregivers with a personalized approach to care and the continuity of care, with the educational support and resources to understand the process, providing a stronger sense of well-being and contentment for everyone involved.

### Caregiver Support

The Martha W. Goodson Center recognizes the importance of supporting caregivers and loved ones. We offer critical disease-specific information so caregivers and loved ones better understand disease progression and provide awareness about available community-based support networks in order to talk with those going through the same challenges and learn more about their unique situations.

Social engagement, self-care and wellness programs are a lifeline for short-term and long-term needs that improves the lives of those affected by illness. Our Memory Café provides a welcoming environment to share and connect while leaving the everyday stressors outside the setting. It is an opportunity for patients and caregivers to find those with similar circumstances and provide neutral and consistent social interaction in a safe space.

## Clinical Services

As part of Riverside Health System, we take a comprehensive and multidisciplinary approach to the evaluation and treatment of patients with a range of conditions that affect cognition and memory, including Alzheimer's disease, other forms of dementia, traumatic brain injuries and brain vascular disease. Together, we build an optimal care path.

Our team starts with a baseline of overall health as well as cognitive and mood evaluations. We take the time to talk with the patient and caregivers to determine goals, barriers and which support, resources and educational information can help guide progress. With the full range of clinical support, we ensure patient safety in all aspects of daily living, including careful medication review and driving assessments.

*Out-of-pocket fees may apply.*

## Educational Opportunities

The Martha W. Goodson Center offers nationally recognized support programs and educational materials that are specific to phases of memory-related conditions and each unique diagnosis, making a tremendous difference in managing memory diseases and disorders.

**Our team provides specialized programs across numerous areas to support both patients and loved ones, including:**

- Caring for You: Mind, Body and Soul
- Caring for You, Caring for Me
- Dealing With Dementia
- Person-Centered Microlearning
- Teepa Snow's Positive Approach to Care



## Research and Innovation

Our research, evaluation and innovative services go beyond what many clinical organizations offer at this time, including the exploration of evidence-based or evidence-informed programs. At The Martha W. Goodson Center, we provide an age-friendly approach to care and offer programs that inform patients, caregivers and clinicians about the most current and cutting-edge developments related to aging, memory care, caregiver support and communicating or advocating for support for those living with dementia in our communities.

**Some of our research and innovation insights have resulted in programs or offerings like:**

- Family-Centered Approach to Dementia Care Through Wellness and Training
- Care to Plan: Preliminary Efficacy of a Tailored Resource for Family Members of Persons With Dementia
- Comprehensive Medication Review for Persons Living With Dementia

*The Martha W. Goodson Center is in Williamsburg, Virginia, and connects patients and loved ones to our health care network of Riverside physicians, advanced practice providers, nurses, clinical professionals and other patients and loved ones going through similar experiences.*

**To learn more about The Martha W. Goodson Center, visit us online at riversideonline.com/memorycare.**

460 McLaws Circle, Suite 110
Williamsburg, VA 23185
757-220-4751

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MARTHA W. GOODSON Center

# Dementia Case Management Program

Riverside Health

**The Martha W. Goodson Center and the Peninsula Agency on Aging are partnering to offer a comprehensive community-based program to support people living with dementia and their caregivers.**

Peninsula Agency on Aging
Linking Seniors & Services since 1974

## Living With Dementia Is a Journey

More than 160,000 individuals are living with dementia in Virginia. The Dementia Case Management Program offers dedicated support for individuals with dementia and their families. This state-funded initiative ensures access to essential services, resources, support and education.

## Program Goals

**Improved Health**
Helps you to understand your diagnosis, provide strategies for engaging in healthy behaviors, and reduce your risk of hospitalizations.

**Coordination of Care**
Provides seamless, coordinated care by a team of professionals, including a care navigator, geriatrician, nurse and a pharmacist.

## What Services Does the Program Provide?

**Personalized Care Plan**
You will have a care plan tailored to meet your specific needs and goals.

**Regular Check-Ins**
Your care navigator will regularly check in with you by phone, virtual visits or in-person appointments.

**Medication Management**
You will have support to ensure you are able to manage your medications effectively and safely

For information about the program, please contact the Martha W. Goodson Center at 757-220-4751
www.riversideonline.com

460 McLaws Circle, Suite 110 Williamsburg, VA 23185.

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Riverside Health

The MARTHA W. GOODSON Center

MEMORY CARE • CAREGIVER SUPPORT • CLINICAL SERVICES
EDUCATION • RESEARCH

*Part of the Riverside Health System Network of Care*

# Comprehensive Geriatric Assessment Clinic

## The team conducts outpatient comprehensive assessments to establish a baseline for wellness

A comprehensive geriatric assessment involves an interdisciplinary evaluation of an older individual's physical health, cognitive function, functional abilities, mental health, social circumstances, and environmental factors. the goal is to identify potential issues and create a holistic care plan that addresses all aspects of well-being.

This two-visit process includes reviewing medical history, medication use, conducting a physical examination, performing cognitive assessments, evaluating daily living activities, assessing social support, and examining the living environment.



Tasmia A, M.D.
Medical Director
Geriatric Medicine / Hospice Care

## The Interdisciplinary team Includes:

- Geriatrician
- Geriatric Pharmacist
- Geriatric Care Specialist
- Nurse
- Social Worker
- Memory Care Navigator
- Community Health Care Navigator

- **What to Expect During Your Visit**
- At least three members of the interdisciplinary team will be involved in your visit
- Physical Exam
- Comprehensive Medication Review
- Functional Assessments
- Depression Screening
- Caregiver Burden Evaluation
- Address Memory or Behavioral Concerns
- Nutritional Assessment
- Fall Risk Assessment
- Advance Care Planning
- A copay may be associated with this visit

Patients may also be referred for lab tests, head imaging, and neuropsychological testing as part of the process. Once the assessment is complete, the team presents recommended strategies to help patients, families, and caregivers address the concerns identified during the evaluation.

**For more information, please call 757-220-4751**

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MARTHA W. GOODSON Center

# Dementia Case Management Program

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You will have a care plan tailored to meet your specific needs and goals.

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Your care navigator will regularly check in with you by phone, virtual visits or in-person appointments.

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For information about the program, please contact the Martha W. Goodson Center at 757-220-4751
www.riversideonline.com

460 McLaws Circle, Suite 110 Williamsburg, VA 23185.

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# Riverside's Dementia Health & Wellness Program

provides comprehensive support for individuals living with dementia, as well as their caregivers, care partners, and friends. The program is dedicated to enhancing quality of life through personalized outreach, care planning, education, supportive services, and community resources.

The program offers three distinct services:

1. **Guiding an Improved Dementia Experience (GUIDE)** – For Medicare Part A&B beneficiaries. This service focuses on coordinated dementia care aimed at improving quality of life, reducing caregiver strain, and helping individuals remain in their homes and communities longer. By delaying nursing home placement, this program benefits both individuals with dementia and their caregivers. It includes caregiver training, 24/7 access to a support line, and connections to community providers. Eligible beneficiaries may also qualify for respite services, available at home, adult day centers, or facilities, offering caregivers temporary relief from caregiving duties.

2. **Dementia Care Coordination Program** – Available to anyone with a dementia diagnosis. This program provides essential support through state funding in partnership with the Peninsula Agency on Aging. Available to residents in Williamsburg, James City County, York County, Hampton, and Newport News, it includes:
    - **Individualized Care Planning**: Tailored care plans that help individuals with dementia and their caregivers manage daily challenges.
    - **Caregiver Support and Education**: Workshops and support groups designed to enhance caregivers' understanding of dementia and improve caregiving strategies.
    - **Resource Coordination**: Assistance connecting families to local services, healthcare providers, and respite care options.

3. **Memory Care Navigation** – Designed for individuals with normal age-related brain changes or Mild Cognitive Impairment, this service connects them to local resources and services, including healthcare providers, community programs, and respite care. It simplifies access to essential support and provides families with the tools needed to navigate the complexities of dementia care.

These services work together to create a comprehensive, integrated support system for individuals with dementia and their caregivers, improving quality of life and easing the challenges of dementia care.

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# Geriatric Care Specialist

Our Geriatric Care Specialist is here to support individuals and families as they navigate aging or caregiving. These highly trained specialists are available to:

- Discuss aging well either in-person, by telephone or virtually.
- Listen carefully and respond to needs, questions and concerns.
- Assist with action planning that addresses identified short- and long-term goals.
- Help customize educational opportunities and resources.
- Provide local and regional resources.
- Provide ongoing support as needed.



**Denise Butler, MS, CSA**
PAC-Certified Trainer
& Advanced Consultant
denise.butler@rivhs.com

To learn more about The Martha W. Goodson Center or our geriatric care specialty, visit us online at riversideonline.com/memorycare or call us today at 757-220-4751.

The MARTHA W. GOODSON Center

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MC100941

## Memory Care Navigators



**Amanda Gada, LMSW**
amanda.gada@rivhs.com



**Taylor Lee, MSW**
taylor.lee@rivhs.com

To learn more about the Memory Care Navigation Program and The Martha W. Goodson Center, please visit riversideonline.com/memorycare or call us at 757-220-4751.

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*This program was established by a contribution to the Riverside Foundation by Steve and Grace Spain and family in loving memory of George T. Spain.*



*"Knowing that I have someone to go to is comforting. It helps my whole family."*
— A Grateful Client

MC100606.1

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# Memory Care Navigation

Living with dementia is a journey. The Martha W. Goodson Center offers you our Memory Care Navigation Program — a specialized service, at no cost to you, that provides each individual and their caregivers a personalized approach to care.

## A Memory Care Navigator's role:

- Meet with individuals living with dementia and their caregivers in-person, virtually or by telephone.
- Listen carefully and respond to needs, questions and concerns.
- Assist individuals and caregivers with developing action steps to help address identified needs.
- Offer optional home visits, when appropriate.
- Help customize educational opportunities and resources.
- Coordinate referrals with local and regional agencies and programs for further information and assistance.
- Provide ongoing support and a point of contact when future needs and questions arise.

The MARTHA W. GOODSON Center

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# Dementia Caregiver Video Library

*An online resource for caregivers of persons living with dementia.*



The Caregiver Support Video Series is an online library with educational content and care techniques as well as testimonials from those familiar with the caregiver journey.

Our Learning, Skills and Reflection videos focus on different aspects of caregiving, ranging from changes happening before a formal diagnosis to the importance of caregiver self-care.

Our goal is to help you manage day to day changes associated with cognitive impairment, develop communication strategies and embrace the journey with your loved one.

**Use the QR code to access our video library.**

The Caregiver Support Video Series was developed as a partnership between The Martha W. Goodson Center, Teepa Snow and Positive Approach to Care.

The MARTHA W. GOODSON Center

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CLINICAL SERVICES · EDUCATION · RESEARCH

***Part of the Riverside Health Network of Care***

**riversideonline.com/memorycare**

MC101153

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# Driver Rehabilitation Program

The Martha W. Goodson Center offers the region's most comprehensive driver rehabilitation program and the only freestanding driver rehabilitation program in Hampton Roads dedicated to individuals with disabilities and special needs. This DMV-licensed commercial driving program specializes in helping participants become safe, capable drivers. Our evaluations offer an objective assessment of participants' ability to safely operate a motor vehicle and include:



- Senior driver safety assessments
- Adaptive driver assessment and training
- Driver Training for teenagers with a disability
- Certified Driver Rehabilitation Specialist
- Evaluations for DMV medical review

Our driving evaluations are $350 and are not currently covered by insurance. You may be eligible for an adjusted cost on a sliding scale based on your income. Please ask if you qualify when you call to schedule your appointment.

To learn more or to schedule your appointment, please call 757-220-4751.

The MARTHA W. GOODSON Center

MEMORY CARE • CAREGIVER SUPPORT • CLINICAL SERVICES
EDUCATION • RESEARCH

## What to Expect

Our driving assessment may include both clinical and behind-the-wheel evaluations. The clinical assessment evaluates the physical, cognitive, visual and perceptual skills involved in vehicle operation.

The behind-the-wheel portion evaluates the skills tested in the clinical assessment, including the driver's integration, physical control, application of skills and overall driving behavior. The evaluation takes place in a variety of environments, including residential, city and highway traffic.

Results will be discussed with participants and a complete evaluation report will be sent to DMV's Medical Review Services to determine if participants may continue driving; if restrictions, rehabilitation, training or adaptive equipment are needed; or if driving retirement is recommended.



**John Vaughter**
Certified Driver Rehabilitative Specialist

## Locations

**Main**
460 McLaws Circle, Suite 110
Williamsburg, VA 23185

**Satellite**
850 Enterprise Parkway, Suite 2100
Hampton, VA 23666

**riversideonline.com/drivingrehab**

MC100940

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Clinical Department Update: 11/14/2024

Submitted by: Kendra Robinson, FNP

- **Medical Department**
  - Vacancies:
    - PRN Medical Assistant (Vacant since 12/1/2023)
    - Nurse Practitioner/Physician Assistant (1)
      - We continue to recruit for one additional NP/PA.
        - Two potential candidates have been identified. A verbal offer has been made to one of the candidates and we are in the negotiation process.

- **Integrated Care Update:**
  - Recruitment for a psych NP or psychiatrist has been put on hold for the moment as we focus on strengthening our existing partnerships.
  - Kiara Robinson, a behavioral health consultant employed by CBH, continues to provide brief interventions and care to the patients of Olde Towne.
  - Bacon Street continues to provide counseling weekly for our patients.
  - Melvin Snead continues to come biweekly to provide counseling for our uninsured patients. We are still in the process of credentialing Mr. Snead at OTMDC so he can start seeing our insured patients as well.
  - VMAP is available to providers daily.

- **General Updates**
  - We are preparing for the retirement of Dr. Lontkowski in December and discussions are being had about ways to ensure OTMDC's OB program undergoes a smooth transition after Dr. Lontkowski's departure. (Details to be shared as they become available)
  - **COVID Update**: there have been no positive COVID cases at OTMDC thus far in November.
  - **FLU Update**: there have been no positive influenza cases at OTMDC thus far in November.
  - Clinical staff is looking forward to the holidays!

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OTMDC | OLDE TOWNE Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Business Office Departmental Update: December 2024**

- The business office has continued virtual sessions with Shannon Lea of PCDC to discuss and learn more about financial management and accounting systems relevant to FQHC's.
- Jacob and Lisa continue to compile and submit necessary data for the FY24 audit. We are currently up-to-date with all requested items.
- We cooperated with Ops Management to establish a process for check-in and registration as well as taking payments and reconciliation when we discontinue Phreesia.
- We continue to monitor patient demographics data to ensure that we have the correct locale selection for their county of residence. This aids in maintaining the accuracy of our CSR report.
- The business office continues to work with Ops Management and volunteers to purge old records and consolidate our storage units.
- Jacob and Ranganai continue to build Olde Towne's Quickbooks account. We are currently awaiting figures for contractual adjustment percentages from JCC and the auditors.
- Jacob successfully scheduled all our staff and providers that needed CPR recertification using a no-cost option through JCC Risk Management. Recertification took place on 11/22.
- Jacob and Mr. Thompson met with Sharon McCarthy and Heather Modispaw of JCC Financial and Management Services to discuss Current Expected Credit Losses (CECL) as a portion of the audit requirement.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

Date: 12/06/2024 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the month of November, MAP requested 92 medications on behalf of 52 patients which was valued at $83,737.44.

| Dates: 11/01/2024 – 11/30/2024 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 92 | 52 | $83,737.44 |

- MAP assisted 8 patients with Medicaid applications during the month of October.

## Operations Manager

- We have extended an offer for the clinical assistant position within the Medication Access Program. We are anticipating her start date to be 01/02/2025.
- During the month of November, I met with the clinical assistants individually to answer any questions they may have for me, give kudos and discuss areas of improvement.

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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.

# Dental Report
# December 2025

As we wind down 2024, Olde Towne Dental Clinic continues to serve the community. We recently had a patient that had been to the E.R for ear and dental tooth pain. The entire left side of her face was swollen and she was in severe pain. When we removed her tooth, we could visually see the infection draining from the extraction site. She had been in pain for several weeks and she was so appreciative of our services. The experience with this patient truly helps us to understand why we "do what we do"!!! What a truly humbling experience to help someone in dire straits!

For the month of November, the clinic treated 225 patients with 243 visits for the month. The VCU dental students will continue their clinical rotations thru the summer. We will also start our Give Kids A Smile (GKAS) meetings soon for our yearly event.

Medicaid patients with various prosthetic procedures continue to receive their dental care. I was informed that Medicaid will be increasing their reimbursements by 3 percent for the next 2025 year. We look forward to a productive year!!

5249 Olde Towne Rd.
Williamsburg, VA 23188

757-259-3258 | 757-220-1953 (fax)
office@otmdc.org (email)

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Marketing & Communications Report Summary**

**November 15, 2024 – December 6, 2024**

**Events & Fundraising:**

Our **Giving Tuesday** campaign was a success and yielded $6601 which allows Olde Towne to purchase the 3 pieces of equipment requested as part of the campaign (one for each department: Primary care, Dental & MAP).

Making plans and contacts for **Give Kids A Smile**, February 8, 2025.

The end of the year **Holiday Appeal** direct mail and email has been sent. The appeal is an opportunity for end of the year donations. A calendar of events for the coming year and opportunities for volunteerism was included.

**Communications:**

**Email Blasts/Newsletters**: Working on December newsletter.

Posted content for **Social Media Posts** on all channels as well as happenings about Olde Towne along with health information for patients. Focus was on Giving Tuesday campaign, end of the year giving, holiday hours and of course, services and programs.

**Marketing & Outreach:**

December ads are on the **OTMDC** closed-circuit TVs in the JCC Recreation Center and the JCC community channel.

Olde Towne will have an advertisement in the December Mental Health edition of **Next Door Neighbor Magazine.** Michelle coordinated a meeting for Kiara Robinson with NDN writer Narielle Living and a feature article for Olde Towne concerning mental health will be in the January issue as well.

Olde Towne is taking donations for **Grove Christian Outreach and House of Mercy Christmas Market**. Opportunities for volunteerism as well and time permitting, we may help with the event.

**Ambassador Connections**

Attended the **Chamber of Commerce Jinglefest** as part of the staff holiday outing. Was able to connect with a few other business and non-profit attendees on behalf of Olde Towne.

Holiday calendar has suspended **meetings** for Greater Williamsburg Outreach Mission, Chamber Health Committee for December. See updates in January.

**Social Media Analytics**

Facebook Reach 1.9K; Facebook Views 5.7K; Interactions Decrease 35% (shorter reporting period due - early BOD meeting)
Instagram Reach 207; Instagram Followers 337; Instagram Engagement Decrease 2.5% (shorter reporting period)

**On the Calendar – Upcoming Events and Outreach Opportunities** (volunteers always welcome)

Health Center is closed December 23-25, 2024 and January 1, 2025 for the holidays.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Communications & Development | Susan Dunn

## December 2024

Development

- Events
  - Staff enjoyed some holiday cheer by attending the Chamber of Commerce's Jingle Fest at Busch Gardens on November 21st.
  - We had a nice retirement party for Dr. Lontkowski on December 5th with gifts, lunch, and cake. Some of her regular volunteers also came to celebrate with the staff.
  - Giving Tuesday did well with a ROI of $6,498.17 after credit card fees. This will enable us to purchase some wish list items.
  - Preparing for our Staff, Board, and Volunteer Jingle Mingle Event on the 16th.
- Volunteers
  - Continuing to get volunteers signing up for GKAS.
  - Normal volunteering has been quiet with the semester ending.

Communication

- Website
  - Continuing to slowly make changes to the website for ease of use, as well as update event information.
- Misc
  - Continuing to create graphic content for print and social media.
  - Submitting graphic content to JCC TV every month to advertise OTMDC

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**OTMDC Finance Committee**
**December 2024**
**Summary Report to the Board**

**Recommended Actions:**
None.

**Financial Report**: attached to this report is the 'condensed' year to date financial report for the three months ending 11/30/2024.

**Revenue:** Total revenues from operations year to date (YTD) are $2.088m, 63% of budget. This includes receipt of the $900k from Williamsburg Health Foundation that was budgeted**.** Gross patient revenue (before bad debt adjustment) is $468k, 43% of budget. Net patient revenue (after adjustment for bad debt) is $478k, which includes an increase of $10k in receipt of previous bad debt and/or additional from the bad debt formulas based on historical data. For November of 2023 net patient revenue was $338k, so we are $140k above the previous YTD. If net patient revenue is annualized, it comes in at 110% of the budgeted amount.

Public support revenue is $49k, which is 12% of budget. The public support received to-date is from Individual and Local Organization giving. Fundraising is at 2% of budget. Grant income is at 105% of budget, see comment above about full receipt of the budgeted Williamsburg Health Foundation grant.

**Expenses:** With five months or 41.66% of the year recorded, total expenses are $1.418m, 39% of budget. Personnel costs are 38% of budget, with other (non-salary) operating costs at 43% of budget.

Net income/<loss> from operations (revenues less expenses) YTD is $670k vs. budgeted net loss of <$296k>. For the fiscal year ending 6/30/2024, the unaudited net income/(loss) was <$440k>.

The **endowment fund** is at $6.555m as of November 30, 2024. For the fiscal year ending 6/30/2024 the fund had a market gain of $499k over the cost of $5.564m. In September 2024, the fund recognized dividend income of $33k, increasing the cost basis to $5.597. For the first five months of this fiscal year there was a net market gain of $458k.

**Current Assets**: Cash balance is $626k, an increase of $75k from November 30, 2023. Receivables (net of allowance for doubtful accounts) are $258k, an increase of $81k from the November 2023 balance.

**Other business/activities:**
The next finance committee meeting is scheduled for January 13, 2025, at 4:00 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

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## OTMDC -- Summary Financial Results: YTD 11-30-2024

### Income-Expense:

| | Tot. Nov. | Total YTD | Annual Budget | Variance | % of annual |
|---|---|---|---|---|---|
| **Revenue:** | | | | | |
| Local Government | $ - | $ 378,164 | $ 626,962 | $ (248,798) | 60% |
| Patient Revenue | $ 93,717 | $ 467,508 | $ 1,076,500 | $ (608,992) | 43% |
| Less: Bad Debt "Adjustment" | $ (1,590) | $ 10,120 | $ - | $ 10,120 | 0% |
| Less: Bad Debt Expense | $ - | $ - | $ (36,000) | $ 36,000 | 0% |
| Net Patient Revenue | $ 92,127 | $ 477,628 | $ 1,040,500 | $ (562,872) | 46% |
| Public Support | $ 9,443 | $ 49,441 | $ 427,000 | $ (377,559) | 12% |
| Special Events-Fundraising | $ - | $ 2,079 | $ 115,000 | $ (112,921) | 2% |
| Grants | $ 0 | $ 1,180,575 | $ 1,120,000 | $ 60,575 | 105% |
| Misc. (inc. cash over/short) | $ - | $ - | $ - | $ - | 0% |
| **Total Revenue** | **$ 101,570** | **$ 2,087,887** | **$ 3,329,462** | **$ (1,241,575)** | **63%** |
| **Expenses:** | | | | | |
| **Total Personnel** | **$ 232,010** | **$ 1,150,047** | **$ 2,999,136** | **$ (1,849,089)** | **38%** |
| **Total Non-Personnel Exp.** | **$ 45,238** | **$ 266,056** | **$ 621,450** | **$ (355,394)** | **43%** |
| **Furn/Equipment (Total)** | **$ 2,000** | **$ 2,000** | **$ 5,000** | **$ (3,000)** | **40%** |
| **Total Expenses** | **$ 279,248** | **$ 1,418,103** | **$ 3,625,586** | **$ (2,207,483)** | **39%** |
| **Net Income** | **$ (177,679)** | **$ 669,784** | **$ (296,124)** | **$ 965,908** | **-226%** |
| Transfer From/(To) Endowment | $ - | $ - | $ 296,124 | $ (296,124) | 0% |
| **Net Cash Change After Trfr.** | **$ (177,679)** | **$ 669,784** | **$ -** | **$ 669,784** | **0%** |

### Investment Fund Summary:

| | YTD (12 mos.) | Curr. Mo. |
|---|---|---|
| Beg. Balance, cost | $ 5,524,723 | $ 5,563,750 |
| Dividends reinvested 9/30/2024 | | $ 33,510 |
| Cost, 9/30/2024 | | $ 5,597,260 |
| +/-: Gains/Losses, through 6/30/2024 | $ 153,349 | $ 499,071 |
| Beg. Balance, market | | $ 6,096,331 |
| +/-: Gains/Losses, fiscal year to date | | $ 458,749 |
| +/-: Transfer from/(to) Operations | | $ - |
| End Balance | $ 5,678,072 | $ 6,555,080 |

### Current Assets Report

| | 11/30/2024 | YTD Diff. | 11/30/2023 |
|---|---|---|---|
| Cash | $ 626,263 | $ 85,110 | $ 541,154 |
| Investments | $ 6,555,080 | $ 856,670 | $ 5,698,410 |
| **SUBT.** | **$ 7,181,343** | **$ 941,780** | **$ 6,239,564** |
| Total Receivables | $ 309,683 | $ 96,949 | $ 212,734 |
| Less: Allow. For Doubtful Accts. | $ (52,153) | $ 16,558 | $ (68,711) |
| **Net Receivables** | **$ 257,531** | **$ 113,507** | **$ 144,023** |
| **Total Current Assets** | **$ 7,438,874** | **$ 1,055,287** | **$ 6,383,587** |

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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
# January 27, 2025 | 5:00PM

| Attendance | | |
|---|---|---|
| Members Present | Members Absent | Staff Present |
| Dr. David Aday | Cheryl Fields, CPA | Aaron Thompson |
| Dr. Becca Bruhl | Dr. Rana Graham-Montaque | Kendra Robinson, NP |
| R. Scott Herr | Jennifer Kirby Henderson | Dr. Lorenzo Modeste |
| Rashid Jones | Dr. Robin Nelhuebel | Jacob Cooper |
| Rick Jackson | Dr. Henry Ranger | Susan Dunn |
| Christine Payne | Amanda Ulishney | |
| Dr. Cornelius Powell | Jonathan Weiss | |
| Melissa Tucker, CPA | Brian Fuller | |
| Doug Holroyd | Chief Larry Snyder | |
| Heather Modispaw | | |
| John McGlennon | | |

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

2. Consent Agenda | Dr. Rebecca Bruhl
    a. A motion was made to approve the agendas, with noted changes, by Doug Holroyd and seconded by Dr. David Aday. Motion was approved by the board.
        i. Board of Director Minutes | November 25, 2025 (correct Jennifer Kirby Henderson's name under 4.b.3) & December 16, 2024
        ii. Executive Committee | January 13, 2025
        iii. Governance & Nominating | January 7, 2025 (replace John with the committee under 2.a.4)
        iv. Planning & Performance | November 20, 2024

3. State of the Facility Reports

    a. Executive Director Report | Aaron Thompson
        i. Audit is under final review by Cherry Bekaert.
        ii. OTMDC is working on the 990.
        iii. The James City County grant application is complete.
        iv. Currently updating the WHF grants for CCC and Basic Operations.
        v. The Certified Midwife Program running smoothly.

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vi. Development & Grants position update: Mr. Thompson is meeting with candidates
vii. There have been no updates to the status of the FQHC designation.

b. Clinical Update | Kendra Robinson, NP
   i. Extremely happy with the Midwife program and Certified Midwife Victoria Buchannan is doing a wonderful job.
   ii. The CBH Patient Coordinator is continuing to be a valuable resource for our patients.
   iii. Telehealth visits for mental health medication and therapy will begin February 13th.

c. Business Office | Jacob Cooper
   i. No questions regarding the update in the board report.

d. Operations | Margaret Beamon
   i. No questions regarding the update in the board report.

e. Dental Update | Dr. Lorenzo Modeste
   i. GKAS is in 2 weeks, and planning is almost complete. After the event the measurable outcomes will be shared.

f. Marketing & Communications | Michelle Williams
   i. No questions regarding the update in the board report.

g. Communications & Development | Susan Dunn
   i. No questions regarding the update in the board report.

4. Committee Reports

a. Planning & Performance Committee | Scott Herr
   i. No questions regarding the update in the board report.

b. Finance Committee | Melissa Tucker
   i. The January Finance Summary was not included in the January board packet and will be added to the February Board Report.

c. Governance & Nominating Committee | Rebecca Bruhl
   i. Continuing to work on finding replacements for the next term roll offs.
   ii. The committee is asking board members to do in clinic patient interviews to identify satisfaction as well as potential board members.

5. New Business
   a. The updated Federal Poverty Guidelines have been released and OTMDC has made slight adjustments to some areas of our Sliding Fee Scale.
      i. A motion to approve the updates to the Sliding Fee Scale was made by Rick Jackson, and seconded by John McGlennon. Motion was approved by the board.

6. Next Board Meeting | February 24, 2025 at 5:00pm

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7. Adjourn
    a. A motion to close the meeting was made by Christine Payne, and seconded by David Aday. The board approved the motion.

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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
## February 24, 2025 | 5:00PM

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Dr. David Aday<br>Dr. Becca Bruhl<br>Cheryl Fields, CPA<br>R. Scott Herr<br>Rashid Jones<br>Jennifer Kirby Henderson<br>Dr. Robin Nelhuebel<br>Christine Payne | Melissa Tucker<br>Brian Fuller (York)<br>Doug Holroyd (York)<br>Heather Modispaw (JCC)<br>John McGlennon (JCC)<br>Larry Snyder (COW) | Rana Graham Montique<br>Rick Jackson<br>Cornelius Powell<br>Henry Ranger<br>Amanda Ulishney | Aaron Thompson<br>Kendra Robinson, NP<br>Lorenzo Modeste, DDS<br>Michelle Williams<br>Susan Dunn |

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

2. Consent Agenda | Dr. Rebecca Bruhl, Board Chair
    a. Board of Director Minutes | January 27, 2025
        i. A motion was made to approve the consent agenda - by Scott Herr and seconded by Doug Holroyd; the motion carried.

3. Audit Review: Ms. Brook Peterson | Cherry Bekaert Advisory LLC
    a. A motion was made by Melissa Tucker to approve the presented audit and seconded by Robin Nelhuebel, the motion was carried.

4. State of the Facility Reports | Mr. Aaron Thompson
    a. Facility
        i. The FY'24 audit has been completed, and the board has reviewed the results.
        ii. The 990 is in progress.
        iii. The Strategic Plan is underway. Mr. Thompson met with Susan Cardwell, the consultant, regarding the official writing of the document.
        iv. WHF's CCC and Basic Operations grants six-month updates have been completed. We anticipate being invited to apply for their FY26 funding.

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v. WHF has added a 3rd cycle to their grant cycle. Our senior team will look into possibly applying.
vi. Dr. Modeste and Mr. Thompson will visit Northern Neck-Middlesex Clinic this Wednesday to observe how they work with their VCU School of Dentistry students.
vii. Preparations have started on the draft budget. We anticipate having a Board vote to approve the FY'26 budget at the May meeting.
viii. York County Board of Supervisor Doug Holroyd has been designated to continue as a board member.
ix. We are still working to fill our Grants and Development position.
x. We do not receive any federal funding, so there have been minimal impacts regarding the Executive Orders within OTMDC. We are monitoring any potential effects regarding Medicaid or Medicare.
xi. The status of the FQHC application approval is currently unknown.

b. Clinical Update | Kendra Robinson, NP
   i. Patient visits are down across the board. We attribute this to some demographics uneasy about coming to the facility as a result of the current political climate.
c. Business Office | Jacob Cooper
   i. Mr. Thompson has signed an MOA for Cenevia to assist the business department with billing, coding and credentialing.
d. Operations | Maggie Beamon
   i. No comments or questions regarding the board report.
e. Dental |Dr. Modeste
   i. This year's GKAS was well attended.
   ii. Next GKAS will be February 7, 2026.
f. Marketing & Communications | Michelle Williams
   i. With spring coming, we are gearing up for outreach opportunities.
g. Communication & Development | Susan Dunn
   i. Discussed the Shots for Shots fundraiser

5. Committee Reports
   a. Finance Committee | Melissa Tucker, CPA, Chair
      i. January and February summary reports were included in the packet.
   b. Governance & Nominating | Dr. David Aday, Chair
      i. Dr. Becca Bruhl has been in touch with the two members who are ending their first term, and both have agreed to stay on the board for another term.
      ii. Members rolling off the board have been asked to recommend replacements.
      iii. Dr. David Aday will attend the staff meeting on 3/6 to discuss potential patient candidates and provide input on in-clinic satisfaction interviews.
      iv. The committee is also working on finding faith and business leaders as candidates.
      v. Candidate vetting process discussed:
         1. Potential candidate submits their resume or CV.
         2. Candidate qualifications are discussed within the G&N committee.
         3. If approved by G&N the candidate is presented to the full board and voted on.

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4. The committee is hoping to have several candidate choices by the April meeting to begin vetting.

c. Planning & Performance | Mr. Scott Herr, Chair
   i. The SWOT analysis now has good metrics to gauge progress.
   ii. Our next step is to contract out and have the complete document written.
   iii. A question was raised regarding the budgetary column and whether there will be monetary goals. We will indicate whether the metrics have a fiscal impact.

6. New Business

7. Next Board Meeting | March 24, 2025 at 5:00 pm

8. Adjourn
   a. A motion to adjourn was made by Brian Fuller and seconded by Melissa Tucker, and the meeting adjourned.

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OTMDC | OLDE TOWNE Medical & Dental Center

**Board of Directors Meeting**
**March 24, 2025 | 5:00PM**

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Dr. David Aday | Brian Fuller | Dr. Rana Graham-Montaque | Aaron Thompson |
| Dr. Becca Bruhl | Doug Holroyd, BOS | R. Scott Herr | Kendra Robinson, NP |
| Cheryl Fields, CPA | Heather Modispaw, | Jennifer Kirby Henderson | Dr. Lorenzo Modeste |
| Rashid Jones | John McGlennon, | Dr. Robin Nelhuebel | Michelle Williams |
| Rick Jackson | BOS | Amanda Ulishney | Maggie Beamon |
| Christine Payne | Chief Larry Snyder | | Susan Dunn |
| Dr. Cornelius Powell | | | Gary Preston, MBA |
| Dr. Henry Ranger | | | |
| Melissa Tucker, CPA | | | |
| Jonathan Weiss, LCSW | | | |

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

2. Consent Agenda | Rebecca Bruhl
    a. Board of Directors Minutes | February 24, 2025
    b. Executive Committee Minutes | March 10, 2025
    c. Finance Committee Minutes | March 10, 2025
    d. Governance & Nominating | March 13, 2025
        i. A motion was made to approve the consent agenda with the below correction by Doug Holroyd and seconded by Rick Jackson; the motion carried.
            1. Correct Jennifer Kirby Henderson's name in the G&N minutes.

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director

    a. Executive Director Report | Aaron Thompson
        i. Data collection is ongoing for the 990.
        ii. The clinic has been in communication with Cenevia, a billing and coding company we will be utilizing, to discuss our needs and their services.
        iii. With the new additions of Victoria Buchanan, CNM, and Gretchen Arnold, PA, we are able to increase our OB and OA patient care, respectively.
        iv. Dr. Modeste and Mr. Thompson visited Middle Peninsula Northern Neck Clinic to view and discuss their VCU dental student program.
        v. Dr. Aday recently met with staff to discuss the Governance & Nominating patient survey and request names for potential board members.
        vi. An offer is in place for the Grants & Development candidate.

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vii. The Williamsburg Health Foundation (WHF) has notified us to apply for the upcoming year's Chronic Care Collaborative (CCC) and Basic Operations grants. The application is due 4/18/25.
viii. OTMDC received a grant from Williamsburg Community Foundation (WCF) on behalf of the O'Hare Foundation of $5,500.
ix. The second annual Community Baby Shower sponsored by Zeta Phi Beta Sorority, Inc. in collaboration with Birth In Color, LWV, & the NAACP will take place 4/23/25.
x. Mr. Thompson and Melissa Tucker have progressed with the FY 26 budget.
xi. The board discussed patient volume based on last year's comparison.
xii. The board discussed the possible effects of the upcoming government funding.

b. Clinical Update | Kendra Robinson, NP
   i. Report included in the board packet. No questions or updates were given.

c. Business Office | Jacob Cooper
   i. Report included in the board packet. No questions or updates were given.

d. Operations | Margaret Beamon
   i. Report included in the board packet.
   ii. Announced the recently opened Clinical Assistant position.

e. Dental Update | Dr. Lorenzo Modeste
   i. Report included in the board packet.
   ii. Dr. Modeste briefly discussed increased revenue due to Medicaid expansion, and now, with the current uncertainty of government funding, this could affect the dental department.

f. Marketing & Communications | Michelle Williams
   i. Report included in the board packet.
   ii. Mrs. Williams wanted to point out that the report will continue to list upcoming events.
   iii. An update on the Ford's Colony Golf Tournament and Residents Campaign status.

g. Communications & Development | Susan Dunn
   i. Report included in the board packet.
   ii. Noted that as soon as the "Stride For Wellness 5/10K" is live, the board will receive information on sponsorships.

4. Committee Reports

a. Finance Committee | Melissa Tucker, Chair
   i. No updates from the information provided in the board packet.

b. Governance & Nominating Committee | David Aday, Chair
   i. Discussed potential candidates for the committee to prioritize and vet prior to making recommendations to the board.
   ii. The in-clinic interview template is almost ready, and we are currently working with W&M to secure Spanish volunteers to interpret for interviewees.

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iii. Each board member should send David Aday their available dates/times to conduct these interviews, which will take place in the latter half of April.
iv. The committee has begun planning for a board self-evaluation process.

c. Planning & Performance Committee | Scott Herr, Chair
   i. A consultant has been engaged, Suzanne Caldwell, to take all the provided strategic planning information and create a working document to be released to the committee by 4/4/25. This will be disseminated to the board soon after for review and vote to adopt during the April board meeting.

5. New Business
   a. FQHC status is unknown at this point. Discussion on applying for "Look-A-Like" status will take place at the April meeting.

6. Next Board Meeting | April 28, 2025

7. Adjourn
   a. A motion to adjourn was made by Dr. David Aday and seconded by Mr. Rick Jackson, and the meeting adjourned.

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

# Board of Directors Meeting
## April 28, 2025 | 5:00 PM

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

2) Consent Agenda | Dr. Rebecca Bruhl, Board Chair
   a) Board of Directors Minutes | March 24, 2025
   b) Governance & Nominating | April 2, 2025

3) State of the Facility Reports | Mr. Aaron Thompson, Executive Director
   a) Clinical Update | Kendra Robinson, NP
   b) Business Office | Jacob Cooper
   c) Operations | Maggie Beamon
   d) Dental |Dr. Modeste
   e) Marketing & Communications | Michelle Williams
   f) Communication & Development | Susan Dunn

4) Committee Reports
   a) Finance Committee | Melissa Tucker, CPA, Chair
      i) Approval of 990
   b) Governance & Nominating | Dr. Becca Bruhl, Chair
   c) Planning & Performance | Scott Herr, Chair
      i) Approval of Strategic Plan ~ 2025-2028

5) New Business

6) Next Board Meeting | May 19, 2025 at 5:00 PM

7) Adjourn

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OTMDC | OLDE TOWNE Medical & Dental Center

# Board of Directors Meeting
## March 24, 2025 | 5:00PM

| Attendance | | | |
|---|---|---|---|
| Members Present | | Members Absent | Staff Present |
| Dr. David Aday<br>Dr. Becca Bruhl<br>Cheryl Fields, CPA<br>Rashid Jones<br>Rick Jackson<br>Christine Payne<br>Dr. Cornelius Powell<br>Dr. Henry Ranger<br>Melissa Tucker, CPA<br>Jonathan Weiss, LCSW | Brian Fuller<br>Doug Holroyd, BOS<br>Heather Modispaw,<br>John McGlennon,<br>BOS<br>Chief Larry Snyder | Dr. Rana Graham-Montaque<br>R. Scott Herr<br>Jennifer Kirby Henderson<br>Dr. Robin Nelhuebel<br>Amanda Ulishney | Aaron Thompson<br>Kendra Robinson, NP<br>Dr. Lorenzo Modeste<br>Michelle Williams<br>Maggie Beamon<br>Susan Dunn<br>Gary Preston, MBA |

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

2. Consent Agenda | Rebecca Bruhl
    a. Board of Directors Minutes | February 24, 2025
    b. Executive Committee Minutes | March 10, 2025
    c. Finance Committee Minutes | March 10, 2025
    d. Governance & Nominating | March 13, 2025
        i. A motion was made to approve the consent agenda with the below correction by Doug Holroyd and seconded by Rick Jackson; the motion carried.
            1. Correct Jennifer Kirby Henderson's name in the G&N minutes.

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director

    a. Executive Director Report | Aaron Thompson
        i. Data collection is ongoing for the 990.
        ii. The clinic has been in communication with Cenevia, a billing and coding company we will be utilizing, to discuss our needs and their services.
        iii. With the new additions of Victoria Buchanan, CNM, and Gretchen Arnold, PA, we are able to increase our OB and OA patient care, respectively.
        iv. Dr. Modeste and Mr. Thompson visited Middle Peninsula Northern Neck Clinic to view and discuss their VCU dental student program.
        v. Dr. Aday recently met with staff to discuss the Governance & Nominating patient survey and request names for potential board members.
        vi. An offer is in place for the Grants & Development candidate.

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vii. The Williamsburg Health Foundation (WHF) has notified us to apply for the upcoming year's Chronic Care Collaborative (CCC) and Basic Operations grants. The application is due 4/18/25.
viii. OTMDC received a grant from Williamsburg Community Foundation (WCF) on behalf of the O'Hare Foundation of $5,500.
ix. The second annual Community Baby Shower sponsored by Zeta Phi Beta Sorority, Inc. in collaboration with Birth In Color, LWV, & the NAACP will take place 4/23/25.
x. Mr. Thompson and Melissa Tucker have progressed with the FY 26 budget.
xi. The board discussed patient volume based on last year's comparison.
xii. The board discussed the possible effects of the upcoming government funding.

b. Clinical Update | Kendra Robinson, NP
   i. Report included in the board packet. No questions or updates were given.

c. Business Office | Jacob Cooper
   i. Report included in the board packet. No questions or updates were given.

d. Operations | Margaret Beamon
   i. Report included in the board packet.
   ii. Announced the recently opened Clinical Assistant position.

e. Dental Update | Dr. Lorenzo Modeste
   i. Report included in the board packet.
   ii. Dr. Modeste briefly discussed increased revenue due to Medicaid expansion, and now, with the current uncertainty of government funding, this could affect the dental department.

f. Marketing & Communications | Michelle Williams
   i. Report included in the board packet.
   ii. Mrs. Williams wanted to point out that the report will continue to list upcoming events.
   iii. An update on the Ford's Colony Golf Tournament and Residents Campaign status.

g. Communications & Development | Susan Dunn
   i. Report included in the board packet.
   ii. Noted that as soon as the "Stride For Wellness 5/10K" is live, the board will receive information on sponsorships.

4. Committee Reports

a. Finance Committee | Melissa Tucker, Chair
   i. No updates from the information provided in the board packet.

b. Governance & Nominating Committee | David Aday, Chair
   i. Discussed potential candidates for the committee to prioritize and vet prior to making recommendations to the board.
   ii. The in-clinic interview template is almost ready, and we are currently working with W&M to secure Spanish volunteers to interpret for interviewees.

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iii. Each board member should send David Aday their available dates/times to conduct these interviews, which will take place in the latter half of April.
iv. The committee has begun planning for a board self-evaluation process.

c. Planning & Performance Committee | Scott Herr, Chair
   i. A consultant has been engaged, Suzanne Caldwell, to take all the provided strategic planning information and create a working document to be released to the committee by 4/4/25. This will be disseminated to the board soon after for review and vote to adopt during the April board meeting.

5. New Business
   a. FQHC status is unknown at this point. Discussion on applying for "Look-A-Like" status will take place at the April meeting.

6. Next Board Meeting | April 28, 2025

7. Adjourn
   a. A motion to adjourn was made by Dr. David Aday and seconded by Mr. Rick Jackson, and the meeting adjourned.

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OTMDC | Olde Towne Medical & Dental Center

**Governance & Nominating Committee Meeting**
**April 2, 2025 | 12:00PM**

| Members Present | Members Absent | Staff Members Present |
|---|---|---|
| David Aday, Chair<br>Becca Bruhl<br>Christine Payne | John McGlennon<br>Cornelius Powell<br>Jennifer Kirby-Henderson<br>Rick Jackson | Susan Dunn |

1. Call to Order
    a. The meeting was called to order by David Aday at 12:00, and a quorum was not present.

2. Approval of Minutes | March 13, 2025
    a. The minutes were reviewed and approved by the board of directors during their March 24, 2025 meeting.

3. Updates:
    a. FQHC Compliance Manual has been updated and there are no changes to the 51% patient board members.
    b. David has followed up on W&M translating the patient interview form, but has not heard anything back.
    c. NP Robinson vetted the 5 patient nominees and approves all, however felt that one would be a better patient advisory committee fit at this time.
    d. Christine has been in touch with her potential candidate and has her bio for review.
    e. Cheryl Fields recommendation is not available at this point. If the committee feels that a finance background choice is needed at this time she can reach out to another potential candidate.
    f. Dr. Graham Montique's recommendation has not responded to our inquiry and she has not made another dental choice.
    g. Dr. M was asked for a recommendation, but we have not heard back from him yet.
    h. Jonathan Weiss has made a recommendation and that candidate still needs to be reached out to.
4. Board Composition Priorities:
    a. Looking at an upper limit of 5 new candidates.

i. July 1, 2025 the new bylaws will be in place that will eliminate 3 Jurisdictional Representatives, but the committee feels keeping the limit to 5 and adding more members at a later date or next year would serve the needs better.

b. The committee like to fill the open positions in the following order:
   i. Behavioral health representation
   ii. Medical representation
   iii. Finance representation
   iv. 1-2 patient representatives
      1. If one of the above areas cannot be filled use representatives from dental, business, and/or patients.
      2. Remaining patients can be placed within a Patient Advisory Committee.

5. Next Meeting | June 4, 2025 at 12:00PM

6. Adjournment
   a. With no further business to be discussed the meeting was called to adjourn by David Aday.

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**April 2025**
**Mission Moment**

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

Every day our staff shows up to work hoping the day goes by smoothly as planned, but unfortunately these things are not always guaranteed for a medical setting. Thankfully, our staff is well trained and prepared to handle situations that do not follow the anticipated course.

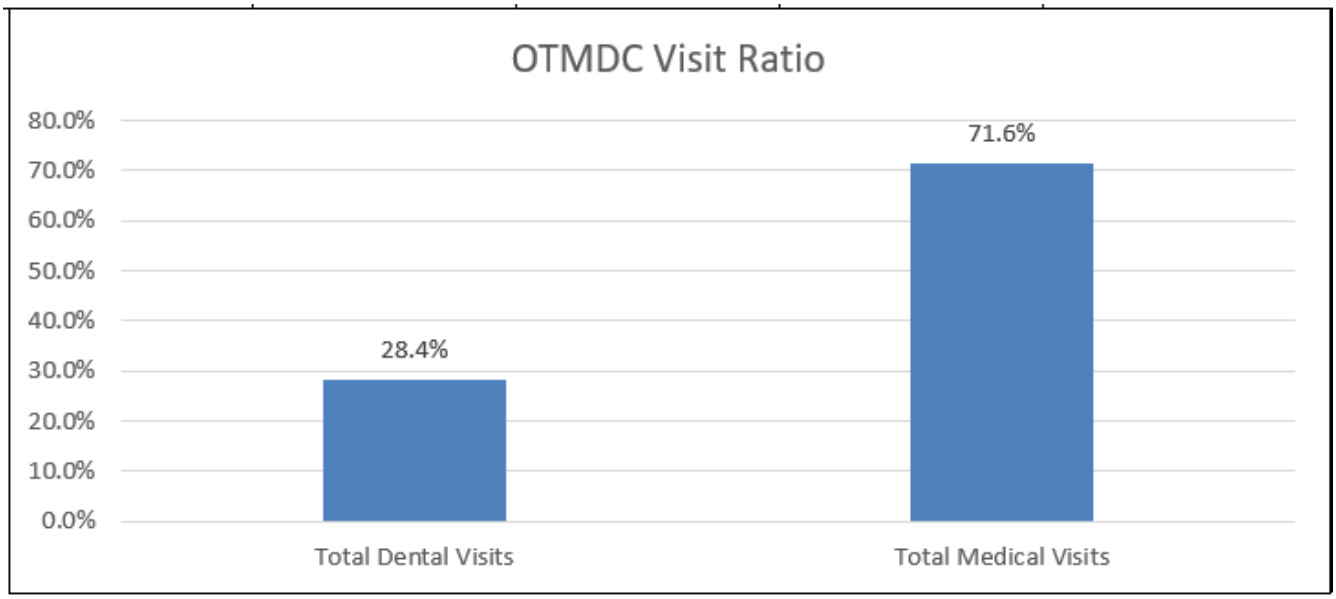
One Friday morning in April during a routine work day a medical emergency occurred. An obstetric patient happened to have a lab only appointment that morning which she checked in for smoothly for as usual. While waiting for her appointment to start she decided to go to social services conveniently located across the hall to quickly inquire about some information. During the brief time she was in social services she suddenly developed significant pain and bleeding. The OTMDC staff was immediately alerted and our front desk staff promptly informed our OB nurse allowing for immediate assessment of the patient. After the initial triage our OB nurse instructed our colleagues to call EMS and provide presence/support while she went to locate our volunteer OBGYN, Dr. William Mann, who happened to be on his way out for the day after providing care that morning. Upon exiting my room and noticing the state of affairs I offered my assistance as a provider until Dr. Mann could be located. While on the way to the scene of the event Dr. Mann informed me that there could be a possible delivery so I offered my presence to assist and it was decided we would provide the best care possible together for this mother and baby. EMS arrived while our staff located emergency equipment. Dr. Mann was able to verify fetal heart tones and assess the mother quickly before their departure. As they were preparing to leave for the hospital my operations manager & I were able to gather her medical chart to fax to the hospital. In addition, after the patient's departure with EMS our OB nurse and Dr. Mann called in report to the hospital as well to ensure a smooth arrival of our mutual patient.

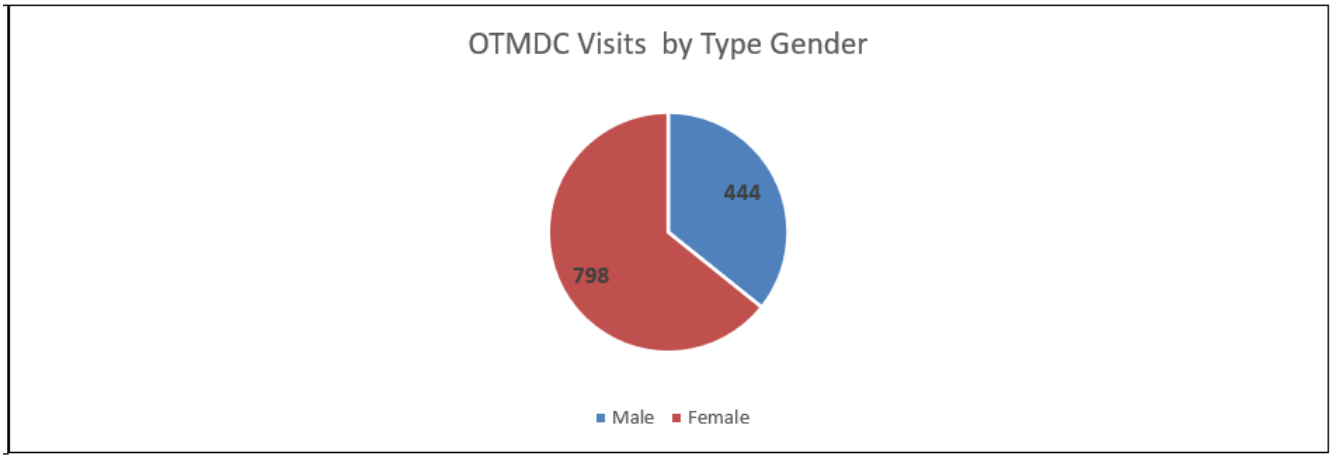
Although this was not the day any of us anticipated we were all still able to navigate this situation with grace through uncertainty. The multi-disciplinary collaboration between social services, the front desk, medical providers, nurses, support staff, and local EMS was seamless and unmatched. Every individual demonstrated a willingness to provide timely, effective, quality care to this mother and baby in need to bring forth the best possible outcome.
With all of this being said I am incredibly thankful to be part of a team that truly believes that "Teamwork Makes the Dream Work."

Jamara Christian, FNP

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| | March 2024 | March 2025 | Variance |
|---|---|---|---|
| Total Patients | 866 | 920 | ▲ 54 |
| Total Visits | 1,160 | 1,242 | ▲ 82 |
| Visits per patient | 1.34 | 1.35 | ▲ 0.011 |



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| NUMBER OF CLIENTS SERVED | | | |
|---|---|---|---|
| **Category** | **March 2024** | **March 2025** | **Ratio** |
| Total Dental Visits | 289 | 353 | 28.4% |
| Total Medical Visits | 871 | 889 | 71.6% |
| Total Visits | 1,160 | 1,242 | |

| GENDER | | | |
|---|---|---|---|
| **Gender** | **March 2024** | **March 2025** | **Ratio** |
| Male | 382 | 444 | 35.7% |
| Female | 778 | 798 | 64.3% |
| | 1,160 | 1,242 | |

| AGE | | | |
|---|---|---|---|
| **Age Groups** | **March 2024** | **March 2025** | **Ratio** |
| 0-11 Months | 1 | 1 | 0.1% |
| 1-11 Years | 75 | 73 | 5.9% |
| 12-18 Years | 46 | 51 | 4.1% |
| 19-35 Years | 264 | 287 | 23.1% |
| 36-64 Years | 624 | 669 | 53.9% |
| 65+ Years | 150 | 161 | 13.0% |
| | 1,160 | 1,242 | |

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## RACE

| Race | March 2024 | March 2025 | Ratio |
|---|---|---|---|
| Asian | 39 | 36 | 2.9% |
| Black | 174 | 236 | 19.0% |
| Hispanic | 435 | 439 | 35.3% |
| White | 271 | 287 | 23.1% |
| Other | 241 | 244 | 19.6% |
| | 1,160 | 1,242 | |

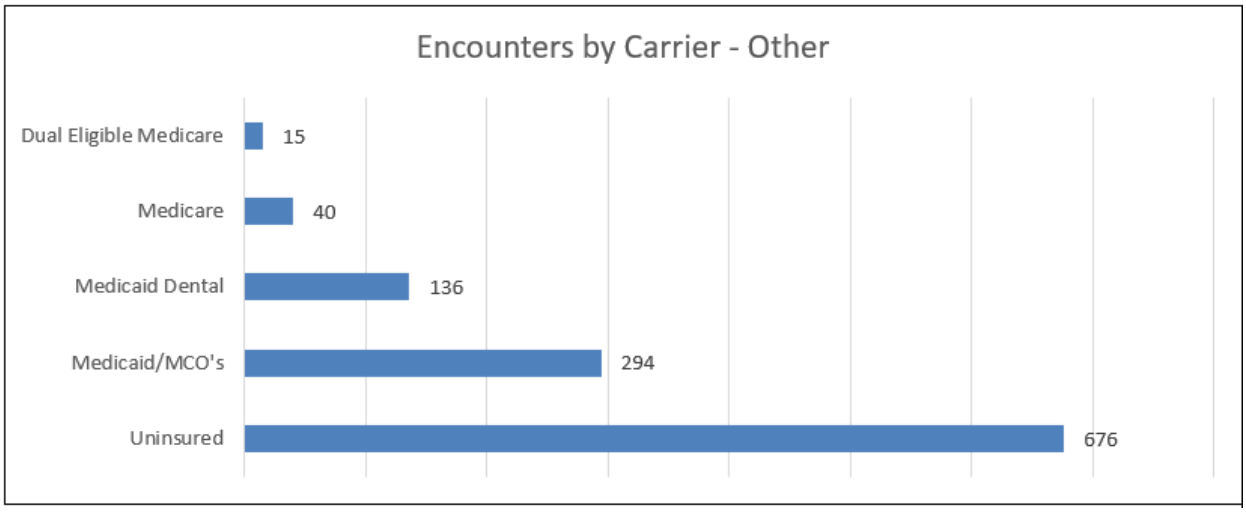
## SLIDING SCALE

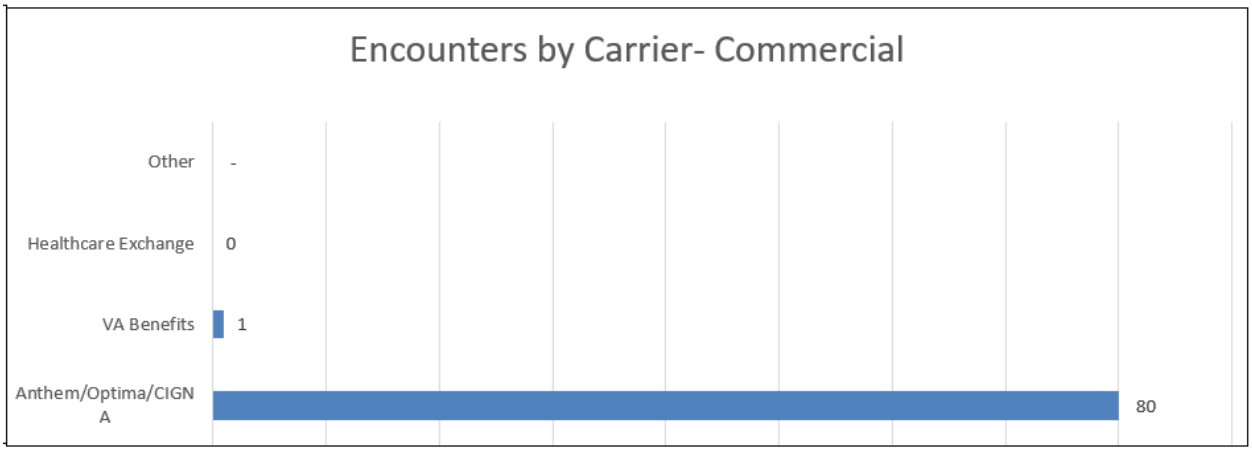
| FPL Sliding Scales | March 2024 | March 2025 | Ratio |
|---|---|---|---|
| Level B 100% FL | 377 | 390 | 31.4% |
| Level C 101- | 132 | 157 | 12.6% |
| Level D 139- | 61 | 51 | 4.1% |
| Level E 167- | 37 | 21 | 1.7% |
| Level F 201-250% | 10 | 16 | 1.3% |
| Non Compliant | 10 | 46 | 3.7% |
| Full Fee | 6 | 5 | 0.4% |
| Level I (Insured) | 527 | 556 | 44.8% |
| | 1,160 | 1,242 | |

## HEALTH INSURANCE

| Insurance Category | March 2024 | March 2025 | Ratio |
|---|---|---|---|
| Uninsured | 595 | 676 | 54.4% |
| Medicaid/MCO's | 277 | 294 | 23.7% |
| Medicaid Dental | 111 | 136 | 11.0% |
| Medicare | 41 | 40 | 3.2% |
| Dual Eligible Medicare | - | 15 | 1.2% |
| **Commercial Ins.** | | | |
| Anthem/Optima/CIGNA | 127 | 80 | 6.4% |
| VA Benefits | 6 | 1 | 0.1% |
| Healthcare Exchange | 2 | 0 | 0.0% |
| Other | 1 | - | 0.0% |
| | 1,160 | 1,242 | |

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| LOCALITY | | | | |
|---|---|---|---|---|
| Location | March 2024 | March 2025 | Ratio | Cumulative % |
| James City County | 335 | 711 | 57.2% | 57.2% |
| City of Williamsburg | 574 | 197 | 15.9% | 73.1% |
| York County | 67 | 131 | 10.5% | 83.7% |
| Charles City | 3 | 2 | 0.2% | 83.8% |
| Gloucester | 15 | 9 | 0.7% | 84.5% |
| King Queen | 12 | 7 | 0.6% | 85.1% |
| New Kent | 9 | 11 | 0.9% | 86.0% |
| Newport News | 61 | 99 | 8.0% | 94.0% |
| Hampton | 12 | 6 | 0.5% | 94.4% |
| King William | 7 | 37 | 3.0% | 97.4% |
| Richmond | - | 1 | 0.1% | 97.5% |
| Surry | 4 | 12 | 1.0% | 98.5% |
| Other | 61 | 19 | 1.5% | 100.0% |
| | 1,160 | 1,242 | | |

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WILLIAMSBURG Health FOUNDATION

Basic Operating Support

## Application Detail

| | |
|---|---|
| Application ID | 1696445 |
| Submitted | Apr 18, 2025 |
| Status | Awaiting review |
| Applicant(s) | Aaron Thompson (athompson@otmdc.net)<br>2761 Acadia Drive, Unit B Henrico, VA, 23294, US<br>7576204481<br>Kendra Robinson (krobinson@otmdc.net)<br>Margaret Beamon (Mbeamon@otmdc.net) |
| Organization | WILLAMSBURG AREA MEDICAL ASSISTANCE CORPORATION<br>54-1663905<br>5249 OLDE TOWNE ROAD Suite D, WILLIAMSBURG, VA, 23188-8111, US |
| Program and cycle | Basic Operating Support<br>2025 Cycle 1 |
| Tags | No tags |
| Forms | Basic Operating Support Application |

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WILLIAMSBURG Health FOUNDATION

Foundation-Initiated

## Application Detail

| | |
|---|---|
| Application ID | 1696440 |
| Submitted | Apr 18, 2025 |
| Status | Awaiting review |
| Applicant(s) | Aaron Thompson (athompson@otmdc.net)<br>2761 Acadia Drive, Unit B Henrico, VA, 23294, US<br>7576204481<br>Kendra Robinson (krobinson@otmdc.net)<br>Margaret Beamon (Mbeamon@otmdc.net) |
| Organization | WILLAMSBURG AREA MEDICAL ASSISTANCE CORPORATION<br>54-1663905<br>5249 OLDE TOWNE ROAD Suite D, WILLIAMSBURG, VA, 23188-8111, US |
| Program and cycle | Foundation-Initiated<br>2025 Cycle 1 |
| Tags | No tags |
| Forms | Foundation-Initiated Application |

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OTHDC | OLDE TOWNE Medical & Dental Center

# WELCOME TO THE BOARD



## *Ayanna Williams*

### Jurisdictional Representative

### Council Member | City of Williamsburg

Ayanna serves as an Undersecretary of Finance where she is charged to work with all levels of the university to manage the budget of the Student Assembly and provide support to student organizations and initiatives. Ayanna also serves as the Vice President of Finance of William & Mary Consulting Club, a consultancy that serves to educate students on consulting and management.

Ayanna has wholeheartedly embraced a life of service. Because of her family's involvement in the community, she quickly understood the responsibilities we all have to serve and the importance of mutual respect and accountability. Her life in Williamsburg continues to be characterized by an ongoing reach to engage others through serving. Through her involvement, she is dedicated to hearing other's concerns, listening to them, and working with people to find creative solutions to their challenges.

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| **Board of Directors 2024-2025** | | | | |
|---|---|---|---|---|
| **At Large Members** | | **Committee** | **Committee** | **Exec** |
| Becca Bruhl, DrPH, MPH, MEM \| Chair | Williamsburg | Board Chair | Governance & Nominating | Chair |
| Rashid Jones, MBA \| Vice Chair | Williamsburg | Vice Chair | | Chair |
| Melissa Tucker, CPA \| Treasurer | Newport News | Finance | | Chair |
| R. Scott Herr \| Planning & Performance Chair | Williamsburg | Planning & Performance | Finance | Chair |
| David Aday, PhD | Williamsburg | Governance & Nominating | | Chair |
| Cheryl Fields, MBA, CPA, CMI | Quinton | Finance | | |
| Rana Graham-Montaque, DDS | Richmond | Planning and Performance | | |
| Rick Jackson | Williamsburg | Planning and Performance | | |
| Jennifer Kirby Henderson | Yorktown | Governance & Nominating | | |
| Robin Nelhuebel, PhD, MSN, RN, RT(R) | Williamsburg | Planning and Performance | | |
| Christine Payne, MBA, BSN, RN, MPH | Williamsburg | Governance & Nominating | | |
| Cornelius Powell, MD, MBA, CHCQM-PSRM | Williamsburg | Governance & Nominating | | |
| Henry Ranger, PharmD | Williamsburg | Planning and Performance | | |
| Amanda Ulishney | Williamsburg | Finance | | |
| Jonathan Weiss, LCSW | Williamsburg | Finance | Planning and Performance | |
| **Jurisdictional Representatives** | | | | |
| Brian Fuller | York County | Finance | | |
| Doug Holroyd | York County | Planning and Performance | | |
| Heather Modispaw | James City County | Finance | | |
| John McGlennon | James City County | Governance & Nominating | | |
| Larry Snyder | City of Williamsburg | Planning and Performance | | |
| Ayanna Williams | City of Williamsburg | To Be Determined | | |

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OTMDC | Olde Towne Medical & Dental Center

## Clinical Department Update: 4/11/2025

Submitted by: Kendra Robinson, FNP

- **Medical Department**
  - **Mission Moment:**
    - Non-English speaking, uninsured, 55 year old female walked in for Open Access visit complaining of right arm pain. She had fallen 4 days prior and had swelling, bruising and limited mobility in addition to the pain that she rated 10/10. We were able to see her and order x-rays to rule out fracture. She had the x-rays performed at Sentara which confirmed fracture. We were then able to arrange an appointment for the patient for the very next day with Tidewater Orthopedics at no cost to the patient because of our partnership with them. This patient should have originally sought care at the ER, but chose to come to Olde Towne first. This is the case for many of our patients and is a testament to the level of confidence and trust we have built with the patients we serve.
  - **Open Access:**
    - From 3/11/25-4/11/25 OTMDC has provided 90 Open Access (walk in) visits to 87 patients.
  - **Routine Nurse:**
    - We have instituted a new schedule to accommodate the overflow of patients who need nursing services at Olde Towne. This schedule is called the Routine Nurse schedule and is managed by the MA's on staff. The schedule is available at least once per week (sometimes more based on staff availability). Patients scheduled with routine nurse can be seen for things like flu shots, pregnancy tests, labs, EKGs and blood pressure checks. It has been helpful, and patients and front desk staff have commented that having the flexibility and increased availability has been awesome!

- **General Updates**
  - **Occupational Medicine:** The OCC-med program with JCC continues to be working well. Another of our providers just completed her DOT certification!
  - **COVID Update**: No positive COVID cases at OTMDC in the month of April thus far.
  - **FLU Update**: No positive influenza cases at OTMDC thus far in April.

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OTMDC | OLDE TOWNE Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

**Business Office Departmental Update: April 2025**

- We received the final installment of the JCC jurisdictional contribution ($95,857.50) though we had not received it yet at the time the monthly reports for March were created. The payment will show in April's reports.
- Maggie and Jacob successfully consolidated and combined our stored records into one storage unit, cutting our monthly storage fee in half.
- Jacob is solely managing the day-to-day input in Quickbooks and has meetings scheduled with FMS and Mr. Simango to discuss the breakdown of monthly draws made from the OTMDC cash account by JCC (payroll, pcard, etc) and to begin discussions regarding JCC end of month AR process and replicating it in Quickbooks. We only use Ranganai's time if a previous entry or process requires further explanation (as he is the one who set up the account and performed many of the functions along with Jacob previously).
- All required documentation and data have been submitted for the Medicare and Medicaid cost reports.
- Medicaid-Dental was up for March at over $32k [see Revenue Detail Report] at the time of the reports (this amount will change as we receive more payments for March dates of service). This is due in large to process and schedule adjustments resulting from a concerted effort between the business office and Operations Management to improve the revenue cycle relative to dental prosthetics. When these adjustments were initiated and discussed with Dr. Modeste back in January, it was understood that we would need to average approximately $30k per month in Medicaid-Dental to reach our budget goal. Though February was initially lower than our target, we have since received more payments that apply to February dates of service and are confident that, if the trend continues, we will reach budget ($300k) if not fall extremely close to it.

OTMDC | OLDE TOWNE Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

- Jacob met with a sales representative from Patterson Dental to discuss their Eaglesoft dental EHR/Practice Management suite. More to come after debrief and discussion with Mr. Thompson.
- The business office continued weekly meetings with Ms. Hannah Burson.
- Patient Revenue is well above our budgeted expectation. The bad debt adjustments had not yet been completed by JCC at the time the reports were run so we are currently only seeing the decrease in net due to the Self-Pay bad debt. Even with this section being relatively incomplete (the bad debt adjustments for the insurance payor accounts are typically increases to net revenue) and our net being understated, we are still tracking an annualized total of 98% of budget. [see Revenue Detail Report]
- Now that Medicare payments have resumed (there was a pause due to the cost report submission) and we received a large payment that will show in April's reports, we expect revenues to show a marked increase for the remainder of the fiscal.
- Medicaid seems to be tracking slightly behind budget [see Revenue Detail Report], but because the timely filing limit for Medicaid (and most of the MCO's) is 365 days, the YTD will likely seem understated until after period 13. We should also receive a settlement from the FY24 cost report - as well as for the FY23 cost report that we haven't received yet because we have a field verification audit in August - that should bring us further in line with our budget.
- Commercial insurance is trending well above budget. After discussions with Lisa and Mr. Thompson, it is understood that some of this increase is due to our own improvements, but some is due to how we are currently capturing some insurance plan payments in comparison to previous iterations of the business office. For instance, Medicare Advantage plans and other Medicare replacement and supplement insurances are being captured as Commercial (though 3089 or even 3010 may have been used previously). Further discussions about how we will capture these payments in the future are ongoing.

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OTMDC | OLDE TOWNE Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Mission Moment

**Thanks to Mr. Thompson CEO, the business office was able to regain access to Novitasphere (our Medicare Administrative Contractor's online portal) where we were able to see that a number of our claims were in holding (likely due to a name change issue with one of our providers).**

**Kudos to Ms. Lisa Tinker, Assistant Business Manager, in getting those claims corrected and resent as this resulted in a payment of over $7,000 from Medicare! Jacob has submitted documentation to Novitas to resolve the issue.**

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

Date: 04/11/2025 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the month of March, MAP requested 208 medications on behalf of 92 patients which was valued at $150,002.06.

| Dates: 03/01/2025 – 03/31/2025 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 92 | 208 | $150,002.06 |

## Operations Manager

- Patient Story: While contacting patients from the outstanding dental prior authorizations, I had the opportunity to assist a 57 year old male with scheduling his deep cleaning appointments. During our call, he asked about the status of his partial authorization because he was still interested in having that done but he hadn't heard anything from us. I was able to look through previous authorizations, locate the prior authorization and get him scheduled.
  - This interaction was a prime example of why we are trying to get the dental prior authorization process streamlined in order to lessen the occurrence of patients "falling through the cracks".
- The business office and I continue to work on the dental prior authorizations for specialty services; such as, dentures and crowns. We have started scheduling from the outstanding approvals
- During last month's meeting, I mentioned that one of our clinical assistants resigned on 03/19/2025. Since then the job listing has been posted on James City County Career Center and we are beginning to review applications and plan to schedule interviews soon.
- This past month, Jacob Cooper, Dr. Modeste and myself started having regular meetings to discuss dental operations. Our goal is to meet weekly if patient schedules allow.
- I plan to meet with the clinical assistants on Wednesday, 04/19/2025 to discuss overall areas of improvement and answer any questions they may have for me (that we have not already addressed).
- Recently, there seems to be an increase in volunteers so I try my best to have tasks ready for them. In the near future I plan to train some of our regular volunteers to assist with purging paper charts.
- While Dr, Modeste is out of the office, Dr. Murphy was available to come in 2.5 days and we were able to fill his schedule. We are grateful for him being willing to volunteer and provide care to our patients.

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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.

# Dental Report

## April 2025

As the spring temperatures fluctuate, Olde Towne dental clinic to remain steadfast in delivering optimal treatment! Over the last couple of months, we have seen an increase in patients that have been approved for various dental procedures, and the clinic has been diligent with scheduling appointments for these patients. The number of patient visits for March were 300 and 353 patient encounters.

The clinic recently encountered a patient from Turkey. This patient had a host of dental concerns, which included a recent visit to the emergency room. We were able to address his immediate concerns and he was extremely appreciative of our services!! The clinic looks forward to continued work within the community and addressing their dental concerns!

5249 Olde Towne Rd.
Williamsburg, VA 23188

757-259-3258 | 757-220-1953 (fax)
office@otmdc.org (email)

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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*

**Marketing & Communications Report Summary**

**March 14, 2025 – April 11, 2025**

**Events & Fundraising:**

**March Madness Shots for Shots** online giving drive was March 16-31, centered around a basketball theme. The online fundraiser raise $370.00

Working on the **Healthy Aging Conference**, an aging in place event for local seniors. The event is sponsored by Peninsula Agency on Aging, OTMDC and Sentara and features speakers, interactive sessions, vendor area and resources for seniors. The event will be this month on 4/24/25 at King of Glory Church.

Posting content for the **"Pizza for a Cause" fundraiser** at Blaze Pizza in New Town on NEXT WEEK on Thursday, April 17, 4-7pm. Please use the attached flyer.

Beginning work for **Giving Tuesday** on May 6.

Putting out communication and social media posts for the **Community Baby Shower** on April 23.

**OTMDC Charity Classic** is May 7 at Ford's Colony. Would like for OTMDC Board members to participate as much as possible. The Resident's Campaign went into FC mailboxes on April 1.

Currently working on the **Kiwanis Headliner Grant** to be part of the non-profit beneficiaries of the Kiwanis Club of Williamsburg.

Completed the 150-piece mailer for sponsorship solicitation for the upcoming **Stride For Wellness Run** on November 1. The sign-up website is live and the announcement of the race has been added to social media.

**Communications:**

**Email Blasts/Newsletters**: Working on April newsletter.

Created and posted content for **Social Media** on all channels as well as happenings about Olde Towne along with health information for patients. Focus is on upcoming events, services and programs, integrated health and the Spanish-speaking moms support group program. Added info on Golf tournament, Race, March Madness and Community Baby Shower.

**Marketing & Outreach:**

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

OTMDC participated in **House of Mercy Community Resource Fair** on April 4 to give out information on OTMDC services. Connected with Spanish-speaking organizations. Recruited some W&M volunteers as part of the Remote Access Medical clinic volunteers that can help with vendor fairs for BP checks and Give Kids A Smile events.

**Ambassador Connections**

5249 Olde Towne Road
Williamsburg, VA 23188
757-259-3258 | office@otmdc.org

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Attended the **Greater Williamsburg Chamber Health Committee** and discussed a large community vendor fair to highlight all area resources. Also connected with a possible Board Member prospect at the meeting. Also connected with Peninsula Foodbank representative to find out about their Food as Medicine campaign to share with our patients.

There is a **Health Promoter Award** that anyone can nominate a person or business to receive through the Chamber. Nominees must be someone or some entity that promotes health beyond their business or organization. I.E. Olde Towne is not eligible as it is a health center so that is our mission but a business that for example allows time off for employees to work out is eligible or an individual that goes above and beyond with a project related to improving health outcomes, etc. If you know of such a deserving company, organization or individual, please consider donating.

**Social Media Analytics**

Facebook Reach 1.3K; Facebook Views 5.7; Facebook Interactions Increase 10%
Instagram Reach 290; Instagram Views 1.1K; Instagram Interactions Decrease 40%

**On the Calendar – Upcoming Events and Outreach Opportunities** (volunteers always welcome)

Blaze Pizza Night - April 17, 4pm-7pm
Community Baby Shower – April 23
Healthy Aging Conference with PAA – April 24
WJCC Schools Kindergarten Registration – April 24
JCC Housing For All program vendor - April 30
Give Local 757 Fundraiser – May 6
FC Golf Tournament OTMDC Charity Classic – May 7
St. John Community Day – May 17
Alewerks Night Fundraiser – June 6

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# Mission Moment

## Outreach

At a recent community meeting of organizations related to providing services to the community, I had the opportunity to speak on behalf of Olde Towne about all of the resources we provide.

Many organizations represented knew of Olde Towne, but very little about our mission, the vast amount of services offered or the volume of patients we see annually.

I explained about the many services we provide. I was able to educate them on the underserved population that are our patients, as well as what the ALICE population is and how we serve them. I spoke about the social determinants of health and the improved health outcomes related to our patients when they can receive needed treatment and how that helps them thrive in our community.

Many were also unaware of the history of Olde Towne, its origin and longevity, or the needs we are helping to meet daily within their own community.

Many of these organizations not only help provide a service or connection themselves, they also donate to local non-profits.  Educating them about Olde Towne not only spreads our ability to help more community members, it may benefit us financially at some point in the future.



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Enjoy yourself and support our cause at a special fundraising event for:

| | |
|---|---|
| **Organization name** | **Olde Towne Medical and Dental Center** |
| **Date:** | **4/17/2025** |
| **Time:** | **4:00PM-7:00PM** |
| **Location:** | **Blaze Pizza – Williamsburg, Newtown** |
| | **5134 Main Street** |

**Coupon code for online order 1104A Online orders now accepted at fundraisers**

**Bring in this flyer or show it on your phone before paying.** Blaze Pizza will donate 20% of proceeds from your meal back to our organization.

BLAZE PIZZA®

FAST-FIRE'D®

Donation amount excludes proceeds from tax and gift card purchases. Valid for dine-in and take-out only. Not valid for online orders. Alcoholic beverages excluded. Event proceeds void if flyers are distributed in or near the restaurant.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

## Communications & Development | Susan Dunn

## April 2025

Development

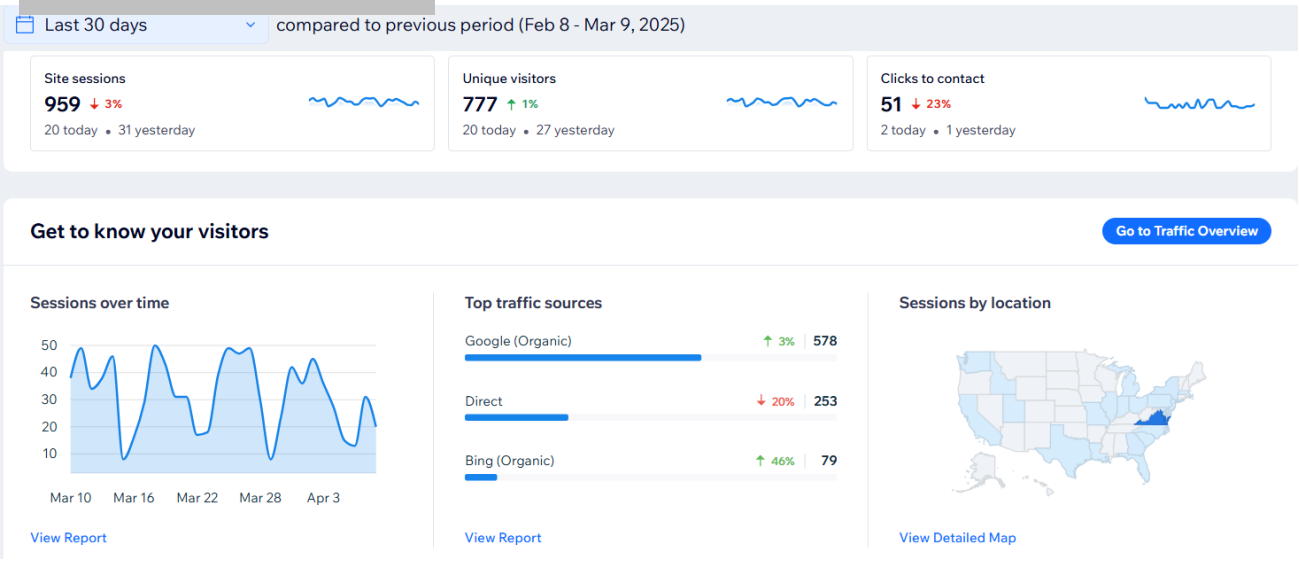
- Events
  - Stride For Wellness
    - Registration is officially open and sponsorships being accepted.
    - Sent out approximately 150 sponsorship letters to area businesses.
    - Currently have secured Colonial Sports as a sponsor.
    - Sent sponsorship information to the board.
  - Ford's Colony Tournament and Resident's Campaign
    - We have been receiving donations on a consistent basis now and I have been working with Lisa Tinker to make sure our donation platform entries match monies received.
- Volunteers
  - We have been concentrating on securing more Spanish interpreters with some success.
  - I have been looking into the feasibility of creating an internship for an interpreter from W&M where a student would receive course credit for experience.

| Volunteer Hours January - March 2025 | |
|---|---|
| Dental/Assistant/Hygienist | 13.7 |
| Events & Outreach | 10 |
| Language Interpreter | 72.5 |
| Medical Department | 39.25 |
| Physician/Specialist/Nurse Practitioner | 67.5 |
| Blank | 100 |
| | |
| Total | 493.7 |

Communication

- Website
  - Updating website based on events, closings, etc.
  - Periodically reviewing content for accessibility.

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- Misc
  - Continuing to create engaging media and videos for social media.
  - Attended House of Mercy's vendor fair and was able to make several outreach connections and provide information to potential patients. One promising connections was with the Remote Area Medical at William & Mary, a student service club that can help out at outreach events we attend to provide screenings such as blood pressure checks.

- Mission Moment
  - Williamsburg Health Foundation is using grant money to create a project promoting the foundation, and it is utilizing video testimonials from various organizations that benefit from their support. I recently had the privilege of working with the Williamsburg Health Foundation and Reagan Studios to produce our video testimonial using one of our patients, Hope Bailey. It was a very fulfilling experience to work with others in the community to create something Olde Towne can use for outreach purposes, but even better was getting to know our patient. Hope has faced different challenges in her life, but is committed to overcome them. Not only that she is a willing advocate for friends, family, and even strangers that are in need of help navigating the medical system. It was a pleasure to work with such a kind, intelligent, and compassionate individual.
  - You can view the finial video here: https://mediazilla.com/PZRDljMuK7 . The WHF askes that until the project they are using this footage for is complete we only show it at in-person events, so OTMDC will not be sharing it publicly until a later date.

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## OTMDC -- Summary Financial Results: YTD 3-31-2025

### Income-Expense:

| | Tot. Mar. | Total YTD | Annual Budget | Variance | % of annual |
|---|---|---|---|---|---|
| **Revenue:** | | | | | |
| Local Government | $ 61,933 | $ 535,954 | $ 626,962 | $ (91,008) | 85% |
| Patient Revenue | $ 100,180 | $ 784,621 | $ 1,076,500 | $ (291,879) | 73% |
| Less: Bad Debt "Adjustment" | $ (3,037) | $ (18,776) | $ - | $ (18,776) | 0% |
| Less: Bad Debt Expense | $ - | $ (152) | $ (36,000) | $ 35,848 | 0% |
| Net Patient Revenue | $ 97,142 | $ 765,694 | $ 1,040,500 | $ (274,806) | 74% |
| Public Support | $ 6,254 | $ 111,113 | $ 427,000 | $ (315,887) | 26% |
| Special Events-Fundraising | $ 2,740 | $ 6,970 | $ 115,000 | $ (108,030) | 6% |
| Grants | $ 15,533 | $ 1,229,959 | $ 1,120,000 | $ 109,959 | 110% |
| Misc. (inc. cash over/short) | $ - | $ - | $ - | $ - | 0% |
| **Total Revenue** | **$ 183,603** | **$ 2,649,690** | **$ 3,329,462** | **$ (679,772)** | **80%** |
| **Expenses:** | | | | | |
| **Total Personnel** | **$ 239,780** | **$ 2,114,986** | **$ 2,999,136** | **$ (884,150)** | **71%** |
| **Total Non-Personnel Exp.** | **$ 71,964** | **$ 498,296** | **$ 621,450** | **$ (123,154)** | **80%** |
| **Furn/Equipment (Total)** | **$ 2,000** | **$ 2,000** | **$ 5,000** | **$ (3,000)** | **40%** |
| **Total Expenses** | **$ 313,743** | **$ 2,615,282** | **$ 3,625,586** | **$ (1,010,304)** | **72%** |
| **Net Income** | **$ (130,141)** | **$ 34,408** | **$ (296,124)** | **$ 330,532** | **-12%** |
| Transfer From/(To) Endowment | $ 330,000 | $ 330,000 | $ 296,124 | $ 33,876 | 111% |
| **Net Cash Change After Trfr.** | **$ 199,859** | **$ 364,408** | **$ -** | **$ 364,408** | **0%** |

### Investment Fund Summary:

| | Curr. Mo. |
|---|---|
| Beg. Balance, cost | $ 5,563,750 |
| Dividends reinvested 9/30/2024 and 2/28/2025 | $ 293,760 |
| Cost, 3/31/2025 | $ 5,857,511 |
| +/-: Gains/Losses, fiscal year to date | $ 147,406 |
| +/-: Transfer from/(to) Operations | $ - |
| End Balance | $ 6,004,916 |

### Current Assets Report

| | 3/31/2025 | YTD Diff. | 3/31/2024 |
|---|---|---|---|
| Cash | $ 40,092 | $ (289,087) | $ 329,179 |
| Investments | $ 6,004,916 | $ 95,552 | $ 5,909,364 |
| **SUBT.** | **$ 6,045,009** | **$ (193,535)** | **$ 6,238,544** |
| Total Receivables | $ 290,178 | $ 54,717 | $ 235,461 |
| Less: Allow. For Doubtful Accts. | $ (81,049) | $ (4,131) | $ (76,917) |
| **Net Receivables** | **$ 209,130** | **$ 50,586** | **$ 158,544** |
| **Total Current Assets** | **$ 6,254,138** | **$ (142,949)** | **$ 6,397,087** |

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**OTMDC Finance Committee**
**April 2025**
**Summary Report to the Board**

**Recommended Actions:**
Review and approve/accept Form 990 for year end 6/30/2024

**Financial Report**: attached to this report is the 'condensed' year to date financial report for the nine months ending 3/31/2025.

**Revenue:** Total revenues from operations year to date (YTD) are $2.650m, 50% of budget. This includes receipt of the $900k from Williamsburg Health Foundation that was budgeted. Gross patient revenue (before bad debt adjustment) is $7854k, 73% of budget. Net patient revenue (after adjustment for bad debt) is $766k, which includes bad debt net write off and allocation of $19k. For March of 2024 net patient revenue was $642, so we are $124k above the previous YTD. If net patient revenue is annualized, it comes in at 98% of the budgeted amount.

Public support revenue is $111k, which is 26% of budget. The public support received to-date is from Individual and Local Organization and Foundation giving. Fundraising is at 6% of budget. Grant income is at 110% of budget, see comment above about full receipt of the budgeted Williamsburg Health Foundation grant.

**Expenses**: With nine months or 75% of the year recorded, total expenses are $2.615m, 72% of budget. Personnel costs are 71% of budget, with other (non-salary) operating costs at 80% of budget.

Net income/<loss> from operations (revenues less expenses) YTD is $34k vs. budgeted net loss of <$296k>. For the fiscal year ending 6/30/2024, the audited net income/(loss) from operations (without endowment changes) was <$437k>.

The **endowment fund** is at $6.005m as of March 31, 2025, after a transfer of $330k to the operating account. For the fiscal year ending 6/30/2024 the fund had a market gain of $499k over the cost of $5.564m. In September 2024, the fund recognized income of $33k, in December 2024, the fund recognized income of $538k, and in March 2025, the fund recognized income of $35k. In March 2025, the transfer of $330 cash to the operating account was from the sale of a portion of the investments. The three quarterly recognitions and the March sale generated an increase in the cost basis of $294k to $5.858m. As of March 31, there was a net market gain of $147k.

**Current Assets**: Cash balance is $40k, a decrease of $289k from March 31, 2024. Receivables (net of allowance for doubtful accounts) are $209, an increase of $51k from the March 2024 balance.

**Other business/activities:**
The next finance committee meeting is scheduled for May 12, 2025, at 4:00 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee

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OTMDC | OLDE TOWNE Medical & Dental Center

# Board of Directors Meeting
## May 19, 2025 | 5:00PM

| Attendance | | |
|---|---|---|
| Members Present | Members Absent | Staff Present |
| Dr. David Aday | Christine Payne | Aaron Thompson |
| Dr. Becca Bruhl | Brian Fuller | Kendra Robinson |
| Rashid Jones | Doug Holroyd | Dr. Modeste |
| Rick Jackson | John McGlennon | |
| Dr. Cornelius Powell | Dr. Rana Graham-Montaque | |
| Melissa Tucker, CPA | Jennifer Kirby Henderson | |
| Chief Larry Snyder | Amanda Ulishney | |
| R. Scott Herr | | |
| Cheryl Fields, CPA | | |
| Heather Modispaw | | |
| Dr. Henry Ranger | | |
| Jonathan Weiss, LCSW | | |
| Dr. Robin Nelhuebel | | |

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

2. Consent Agenda | Rebecca Bruhl
    a. Board of Directors Minutes | April 28, 2025
    b. Executive Committee Minutes | May 12, 2025
    c. Finance Committee Minutes | May 12, 2025
        i. A motion was made to approve the consent agenda with the below correction by Rebecca Bruhl and seconded by Rick Jackson; the motion carried.
            1. Correct finance minutes to reflect “year to date” rather than 9/12ths.

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director
    a. Review of the facility metrics.
    b. Discussion on the occurrence and the effects of the cybersecurity issue.
        i. Discussed fast tracking EPIC with Sentara & Riverside
        ii. Layer 9 has been contracted as cybersecurity consultants.
        iii. Obtaining cyber security insurance.
        iv. Notifications will occur once the forensic analysis has completed. All communications will be reviewed by our legal team.
    c. Williamsburg Health Foundation will be highlighting Olde Towne next week.
    d. Sara Lewis, our new Grants & Development employee, will begin June 9th.
    e. Kendra Robinson, NP discussed how the situation is affecting patient appointments.

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f. Dr. Modeste presented his “Mission Moment”.

4. Committee Reports
    a. Finance | Melissa Tucker
        i. Nothing of note to add to the information in the board packet.
        ii. Review and approval of the proposed budget.
            1. Made note of salary increases will be merit based, but the proposed budget used the placeholder of the highest amount of 5%.
            2. A motion was made to accept the FY’26 Budget was made by Melissa Tucker and seconded by Jonathan Weiss. The motion carried.
                - Inclusive of an approved bonus in FY’26 for qualifying staff.
    b. Governance & Nominating | Dr. Rebecca Bruhl
        i. Four candidates are up for nomination to the board. These will be voted on at the next board meeting.
        ii. Update on how patient interviews are going and how long they will be given.
        iii. The committee is currently working on completing a board self-evaluation.
    c. Planning & Performance | Scott Herr
        i. The next step for the committee is to identify which items in the strategic plan need immediate attention.
        ii. The committee will also create a document for evaluation of metrics.
        iii. Have the committee investigate adding or updating cyber security items.
5. Next Meeting
    a. June 16, 2025, at 5:00PM
6. Adjourn
    a. A motion was made to adjourn the meeting by Dr. Rebecca Bruhl and was seconded by David Aday, and the meeting was adjourned.

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OTMDC | Olde Towne MEDICAL & DENTAL CENTER

**Board of Directors Meeting Agenda**

**June 16, 2025 | 5:00PM**

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

2. Consent Agenda | Dr. Rebecca Bruhl, Board Chair
    a. Board of Directors Minutes | May 19, 2025

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director
    a. Clinic | Kendra Robinson, NP
    b. Business Office | Jacob Cooper
    c. Operations | Margaret Beamon
    d. Dental | Dr. Lorenzo Modeste
    e. Marketing & Communications | Michelle Williams
    f. Communications & Development | Susan Dunn

4. Committee Reports | Dr. Rebecca Bruhl, Board Chair
    a. Finance | Melissa Tucker, CPA, Chair
    b. Planning & Performance | Scott Herr, Chair
    c. Governance & Nominating | Dr. David Aday, Chair
        i. New member nominations review and approval
5. New Business
    a. Vote on suspending implementation of portion of new bylaws…
        i. *Clarification included under G & N*
    b. WAMAC Annual Session | Dr. Rebecca Bruhl, Board Chair
        i. Approvals | Executive Committee

6. Next Board Meeting
    a. July 28, 2025
        i. FY26 meeting schedule invites and zoom link updates forthcoming.
7. Adjourn

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OTMDC | OLDE TOWNE Medical & Dental Center

# Board of Directors Meeting
## May 19, 2025 | 5:00PM

| Attendance | | |
|---|---|---|
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| Dr. David Aday | Christine Payne | Aaron Thompson |
| Dr. Becca Bruhl | Brian Fuller | Kendra Robinson |
| Rashid Jones | Doug Holroyd | Dr. Modeste |
| Rick Jackson | John McGlennon | |
| Dr. Cornelius Powell | Dr. Rana Graham-Montaque | |
| Melissa Tucker, CPA | Jennifer Kirby Henderson | |
| Chief Larry Snyder | Amanda Ulishney | |
| R. Scott Herr | | |
| Cheryl Fields, CPA | | |
| Heather Modispaw | | |
| Dr. Henry Ranger | | |
| Jonathan Weiss, LCSW | | |
| Dr. Robin Nelhuebel | | |

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *June Meeting (May Reporting) -*

### ***METRICS***

*Condensed as a result of the IT Issue*

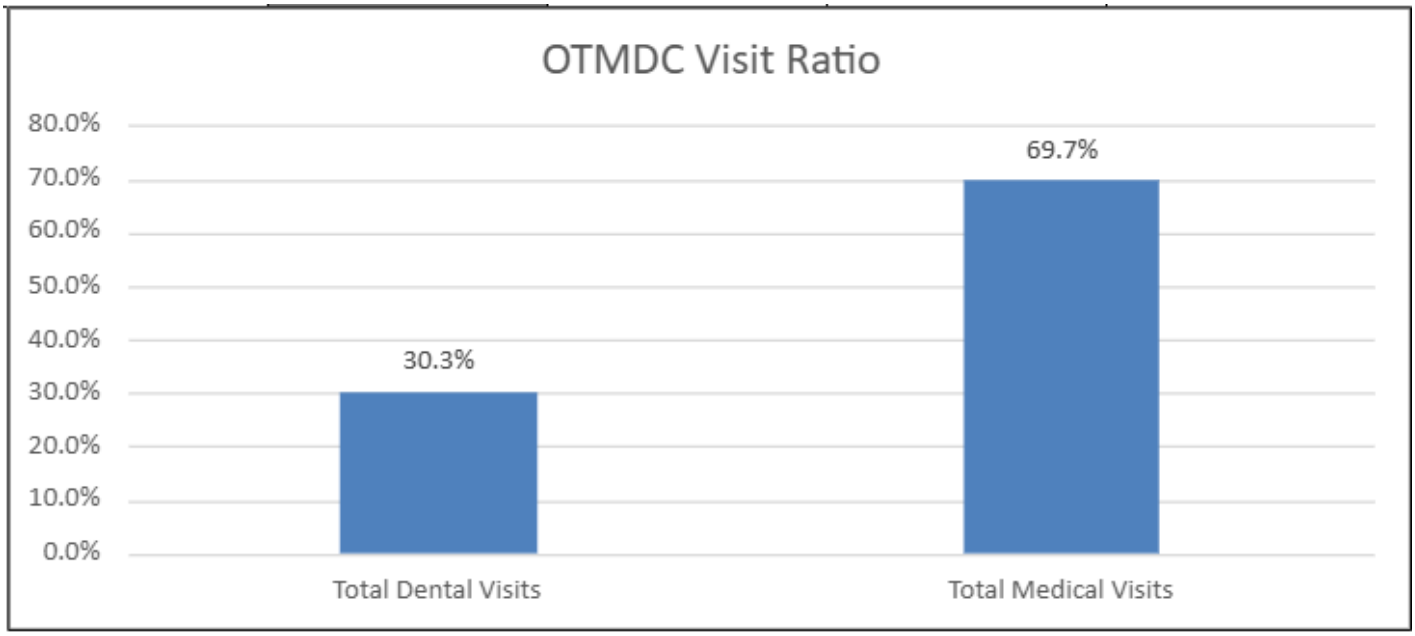
**Aaron Thompson**

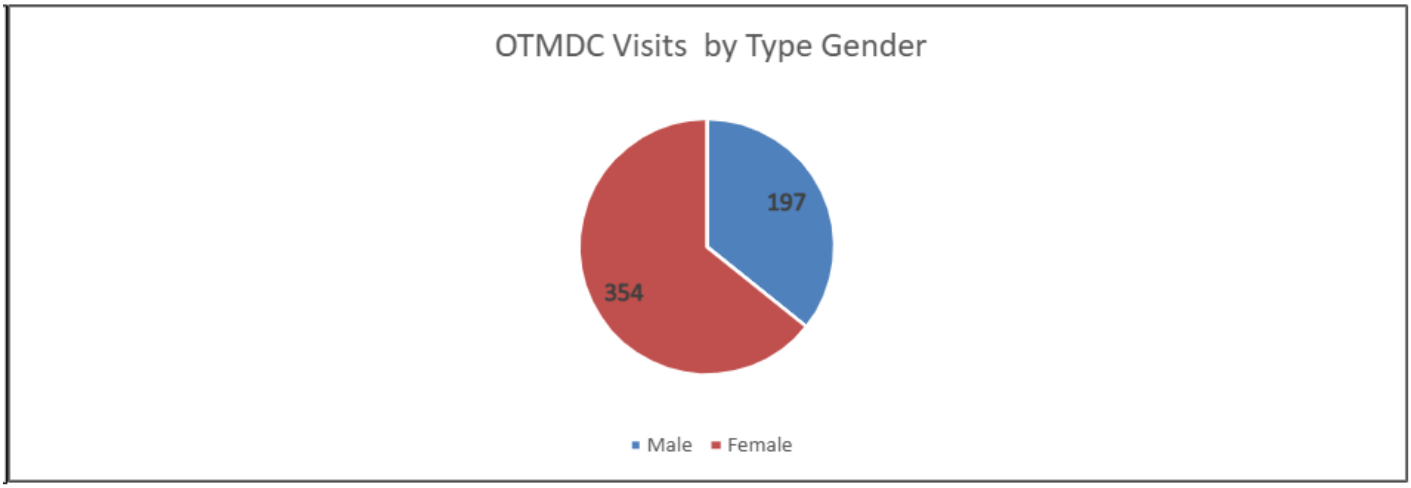
MBA, CRHCP, CMR

Olde Towne Medical & Dental Center

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| | | | |
|---|---|---|---|
| Total Patients | | 551 | 551 |
| Total Visits | | 684 | 684 |
| Visits per patient | | 1.24 | 1.241 |



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| NUMBER OF CLIENTS SERVED | | | |
|---|---|---|---|
| Category | May 2024 | May 2025 | Ratio |
| Total Dental Visits | | 167 | 30.3% |
| Total Medical Visits | | 384 | 69.7% |
| Total Visits | | 551 | |

| GENDER | | | |
|---|---|---|---|
| Gender | May 2024 | May 2025 | Ratio |
| Male | | 197 | 35.8% |
| Female | | 354 | 64.2% |
| | | 551 | |

# Clinical Analysis

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## Olde Towne Medical and Dental Center

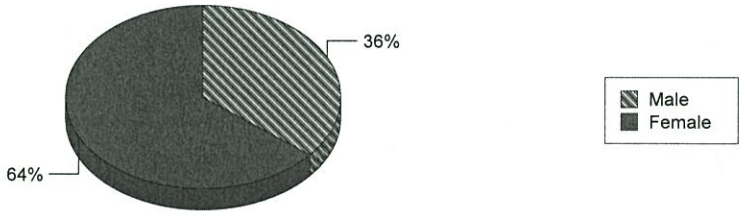
### Service Dates 5/1/2025 - 5/31/2025

| Patient No & Name | Age | Sex | Home Phone | Work Phone | Usual Provider | Prim Care Phys |
|---|---|---|---|---|---|---|

## Demographic Analysis

### Patient Gender

| | Number of Patients |
|---|---|
| Male | 197 |
| Female | 354 |
| Total | 551 |

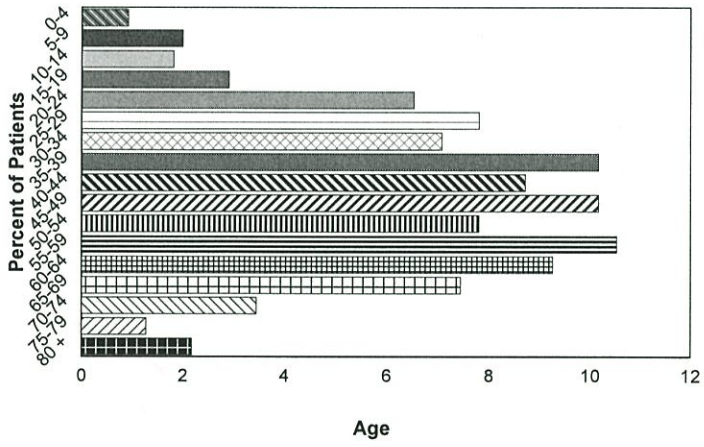



Dental: 167

Medical: 384

### Patient Age

| | Number of Patients |
|---|---|
| 0 - 4 | 5 |
| 5 - 9 | 11 |
| 10 - 14 | 10 |
| 15 - 19 | 16 |
| 20 - 24 | 36 |
| 25 - 29 | 43 |
| 30 - 34 | 39 |
| 35 - 39 | 56 |
| 40 - 44 | 48 |
| 45 - 49 | 56 |
| 50 - 54 | 43 |
| 55 - 59 | 58 |
| 60 - 64 | 51 |
| 65 - 69 | 41 |
| 70 - 74 | 19 |
| 75 - 79 | 7 |
| 80 + | 12 |
| Total | 551 |



# Clinical Analysis

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## Olde Towne Medical and Dental Center

### Service Dates 5/1/2025 - 5/31/2025

**Top 10 Zip Codes**

| | Number of Patients |
|---|---|
| 23185 | 232 |
| 23188 | 164 |
| 23168 | 33 |
| 23608 | 21 |
| 23181 | 13 |
| 23606 | 12 |
| 23602 | 8 |
| 23089 | 7 |
| 23693 | 6 |
| 23692 | 5 |

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# Appointment Analysis



## lde Towne Medical and Dental Center

## 05/01/2025-05/31/2025

| Appointment Date | Sched. Appts | Wait List | Conf. Appts | Ackn. Appts | Bump. Appts | Canc. Appts | No Shows | Blocked Hours | Contact Hours | Res. Util Percent |
|---|---|---|---|---|---|---|---|---|---|---|
| Thursday, 05/01/2025 | 0 | 0 | 0 | 41 | 0 | 17 | 16 | 31.00 | 15.75 | 51% |
| Friday, 05/02/2025 | 0 | 0 | 0 | 40 | 0 | 13 | 3 | 22.50 | 12.75 | 57% |
| Monday, 05/05/2025 | 0 | 0 | 0 | 50 | 1 | 28 | 12 | 41.00 | 24.75 | 60% |
| Tuesday, 05/06/2025 | 0 | 0 | 0 | 80 | 0 | 35 | 13 | 52.50 | 31.08 | 59% |
| Wednesday, 05/07/2025 | 0 | 0 | 0 | 71 | 1 | 20 | 9 | 50.25 | 31.33 | 62% |
| Thursday, 05/08/2025 | 0 | 0 | 0 | 76 | 1 | 38 | 10 | 52.50 | 33.75 | 64% |
| Friday, 05/09/2025 | 0 | 0 | 0 | 43 | 0 | 24 | 8 | 31.75 | 17.75 | 56% |
| Monday, 05/12/2025 | 0 | 0 | 0 | 51 | 1 | 25 | 10 | 39.50 | 23.00 | 58% |
| Tuesday, 05/13/2025 | 0 | 0 | 0 | 71 | 0 | 38 | 20 | 50.50 | 27.75 | 55% |
| Wednesday, 05/14/2025 | 0 | 0 | 0 | 60 | 0 | 24 | 15 | 48.75 | 30.00 | 62% |
| Thursday, 05/15/2025 | 0 | 0 | 0 | 5 | 39 | 47 | 0 | 41.75 | 1.25 | 3% |
| Friday, 05/16/2025 | 0 | 0 | 0 | 0 | 16 | 21 | 0 | 20.75 | 0.00 | 0% |
| Monday, 05/19/2025 | 0 | 0 | 0 | 30 | 25 | 27 | 0 | 33.00 | 13.50 | 41% |
| Tuesday, 05/20/2025 | 0 | 0 | 0 | 6 | 31 | 32 | 0 | 30.50 | 1.50 | 5% |
| Wednesday, 05/21/2025 | 0 | 0 | 0 | 2 | 23 | 31 | 0 | 29.25 | 0.50 | 2% |
| Thursday, 05/22/2025 | 0 | 0 | 0 | 6 | 52 | 32 | 0 | 36.00 | 1.50 | 4% |
| Friday, 05/23/2025 | 0 | 0 | 0 | 0 | 14 | 11 | 0 | 15.75 | 0.00 | 0% |
| Monday, 05/26/2025 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | 0.00 | 0% |
| Tuesday, 05/27/2025 | 0 | 0 | 0 | 10 | 57 | 22 | 0 | 34.75 | 2.50 | 7% |
| Wednesday, 05/28/2025 | 0 | 0 | 0 | 8 | 44 | 17 | 0 | 35.50 | 2.50 | 7% |
| Thursday, 05/29/2025 | 0 | 0 | 0 | 12 | 30 | 21 | 3 | 27.50 | 4.25 | 15% |
| Friday, 05/30/2025 | 0 | 0 | 0 | 22 | 2 | 10 | 3 | 17.00 | 7.75 | 46% |
| Saturday, 05/31/2025 | 0 | 0 | 0 | 0 | 1 | 3 | 0 | 5.50 | 0.00 | 0% |
| **Grand Totals:** | 0 | 0 | 0 | 684 | 338 | 536 | 122 | 747.50 | 283.17 | 38% |

Dental: 188 visits

Medical: 496 visits

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *Cybersecurity Update - General*

**Aaron Thompson**

MBA, CRHCP, CMR

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# CYBERSECURITY INCIDENT EXECUTIVE BRIEFING

**Date:** May 28, 2025
**Incident Date:** May 16, 2025
**Prepared for:** Executive Committee

## EXECUTIVE SUMMARY

**Bottom Line Up Front:** Our organization has experienced a significant ransomware attack that resulted in confirmed data exfiltration of protected health information (PHI) – In particular, X-Rays. We are legally required to notify multiple regulatory authorities and potentially affected patients. Recovery operations are underway with an estimated resumption of limited clinical operations within 1-2 days.

## INCIDENT OVERVIEW

**Nature of Attack:** Ransomware with data exfiltration
**Discovery Date:** May 15, 2025
**Estimated Breach Period:** April 30 - May 16, 2025 (potentially longer)
**Systems Affected:** All Scripts EMR system, shared network drives (No PHI), workstations

## DATA COMPROMISE ASSESSMENT

### Confirmed Compromised Data:

- **EMR Database Images/Attachments:** X-rays, medical imaging, referral letters, insurance documents attached to patient charts
- **Shared Drive Contents:** Annual reports, general organizational documents (990 forms, etc.)

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- **Volume:** Approximately 700GB from EMR system + additional shared drive data

**Protected Information:**

- **Personnel Files: Confirmed NOT compromised (stored separately)**
- **Core EMR Database:** Structure intact and recoverable to May 16, 2025
- **Patient Records:** Likely exceeds 500+ individual records (exact count pending)

## REGULATORY COMPLIANCE & REPORTING REQUIREMENTS

**Mandatory Notifications Required:**

- **Attorney General (AG)**
- **CAGR (Compliance Authority)**
- **CMS Office of Human Rights**
- **FBI**
- **Individual patient notifications**

**Timeline:**

- **Initial Assessment:** 60 days for comprehensive report
- **Urgent Reports:** Some notifications required more quickly
- **Legal Counsel:** Engaged for compliance coordination

## CURRENT STATUS & RECOVERY PLAN

**Immediate Actions Completed:**

- Network systems shut down and isolated
- Clean EMR database recovered to May 16, 2025
- Forensic investigation initiated
- Legal counsel and cybersecurity experts engaged

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### Recovery Timeline:

- **Yesterday:** Deploy temporary isolated network infrastructure
- **Today:** Minimum 3-5 workstations operational for patient care
- **24-48 hours:** Limited clinical operations restored
- **Ongoing:** Full network rebuild with enhanced security

## FINANCIAL IMPLICATIONS

### Immediate Costs:

- **Forensic Investigation:** Current contract scope
- **Network Remediation:** Additional statement of work required
- **Hardware Replacement:** New drives for all compromised systems
- **Temporary Equipment:** Firewall, switches, cleaned workstations

### Insurance Status:

- **Cyber Insurance:** Not in place prior to incident
- **Cost Recovery:** Limited options available

## OPERATIONAL IMPACT

### Services Affected:

- **Clinical Operations:** Suspended since May 15
- **EMR Access:** Restored database available but isolated
- **Patient Data:** Recent attachments/images unrecoverable

### Recovery Priorities:

1. Restore minimum clinical capacity (3-5 workstations)
2. Gradual expansion of operational capacity
3. Full network security implementation
4. Compliance reporting completion

## SECURITY VULNERABILITIES IDENTIFIED

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**Pre-Incident Security Posture:**

- **Antivirus/EDR:** No enterprise security solutions detected
- **Firewall Management:** Provided by third-party vendor with concerning configurations
- **Access Controls:** Multiple network entry points identified
- **Backup Strategy:** Limited backup systems in place

**Threat Actor Profile:**

- **Known Group:** Ransomware gang with established exfiltration patterns
- **Method:** Two-week exfiltration period followed by encryption
- **Access Duration:** Minimum 16 days of network access

## REQUIRED ACTIONS & RECOMMENDATIONS

**Immediate (Next 48 Hours):**

1. **Gather emergency IT information for budgetary factors**
2. **Authorize legal engagement** of cybersecurity firm under attorney-client privilege: Peter Mellette & Goodman Allen…
3. **Prepare stakeholder communications** Strategy in progress
4. **Coordinate with clinical staff** for limited reopening procedures

**Short-term (Next 30 Days):**

1. **Complete regulatory notifications** as required by law
2. **Implement enhanced security measures** (EDR, improved firewalls, access controls)
3. **Conduct comprehensive security risk assessment**
4. **Develop patient notification strategy and materials**
5. **Establish ongoing legal compliance monitoring**

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**Long-term (60+ Days):**

1. **Full network security architecture overhaul**
2. **Staff security training implementation**
3. **Periodic security assessments and audits**
4. **Cyber insurance procurement**
5. **Business continuity plan development**

**NEXT STEPS**

1. **Executive Committee Decision:** Discuss emergency recovery budget and legal engagement implications.
2. **Board Notification:** Per Executive Committee
3. **Stakeholder Communication:** Develop messaging for patients, staff, and community: In Progress w/ Michelle W. & Christine P
4. **Operational Planning:** Coordinate with clinical leadership for service restoration
5. **Compliance Monitoring:** Ensure all regulatory deadlines are met

---

**Prepared by:** A. Thompson
**Contact for Questions:** 757-703-6029
**Next Update:** TBD

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *Cybersecurity Clearance Statement*

**Aaron Thompson**

MBA, CRHCP, CMR

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**From:** Loren Harvey <lharvey@layer9it.com>
**Sent:** Thursday, June 12, 2025, 8:49 AM
**To:** Aaron Thompson <athompson@otmdc.net>
**Cc:** Nick Solis <nsolis@layer9it.com>; Troy McCollum <tmccollum@layer9it.com>
**Subject:** State of the Network Statement for County

**STATEMENT:**

(This.is.the.update.to.JCC.to.release.the.quarantine.and.provide.platform.access.again)¡.ALT

Following a recent cybersecurity incident, a full remediation plan was implemented by our security partner, Layer 9, to ensure a secure and trusted environment for operations moving forward.

Because it could not be conclusively determined whether the infection impacted all devices, Layer 9 established a clean and isolated network using newly provisioned firewall, switches, and servers. Access to this clean environment required the following steps:

- Each workstation was disconnected from the original (potentially compromised) network, and its hard drive was physically removed and stored onsite for potential forensic review.
- Once the ethernet connection to the compromised network was identified and disconnected, it was migrated to the clean network.
- A hard drive was installed in each workstation. Windows and the Allscripts application were then configured on the device to ensure operational continuity.
- Only after these steps were completed was the machine allowed access to the clean network, internet, email, and Allscripts services.

As part of the rebuild, Layer 9 deployed the following security solutions to further protect and monitor the environment:

- **SentinelOne Endpoint Detection and Response (EDR):** This AI-driven platform continuously monitors each device for advanced threats, automatically isolates and remediates malicious activity, and provides real-time visibility into endpoint health.
- **Blackpoint Cyber Managed Detection & Response (MDR):** A 24/7 Security Operations Center actively monitors the entire network, endpoints, and email

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systems. Blackpoint detects and responds to suspicious behavior, such as lateral movement, bulk file changes, and unusual access patterns, ensuring threats are caught and neutralized in real time.

We are confident that these measures exceed industry standards for recovery and resilience, and we remain committed to maintaining a secure operating environment.

Please let us know if you require any additional documentation or clarification.

Thank you,

LAYER 9
IT MANAGEMENT

**Loren Harvey**
INTEGRATOR

757-819-4949
lharvey@layer9it.com
www.layer9it.com
8030 Harbour View Blvd, STE 300Suffolk, VA 23435

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *JCC County Clearance – Quarantine Release & Platform Access Approval*

**Aaron Thompson**

MBA, CRHCP, CMR

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## Aaron Thompson

**From:** CJ Joyner <CJ.Joyner@jamescitycountyva.gov>
**Sent:** Friday, June 13, 2025 10:05 AM
**To:** Aaron Thompson
**Subject:** FW: [External]State of the Network - OTMDC

---

**From:** Patrick Page <Patrick.Page@jamescitycountyva.gov>
**Sent:** Friday, June 13, 2025 9:35 AM
**To:** Aaron Thompson <at@otmdchealth.com>; CJ Joyner <CJ.Joyner@jamescitycountyva.gov>
**Cc:** pmellette@goodmanallen.com; lharvey@layer9it.com
**Subject:** RE: [External]State of the Network - OTMDC

Mr. Thompson,

We appreciate the report on your organizations recovery from this incident and hope you are getting back to an operational status. The detection and response products you are putting in place will help now and, in the future, will help to prevent future issues. We would also suggest you seek staff cybersecurity education and awareness training / testing as an added layer of prevention. With that, we will lift the restrictions put in place by noon today as a safeguard for the County. Email communication will be restored as well as access to financial systems. In discussing this event with our Cybersecurity Administrator, we have a few questions about the incident if you are willing or able to answer. The purpose of the information is education, and prevention in support of the County. The questions are as follows:

1. **Incident timeline**: When did the compromise occur?
2. **Scope of impact**: Was there any data exfiltration?
3. **Root cause**: Do they have a clear understanding of how the breach occurred?

Let us know if you have any questions or concerns.

Patrick Page

**Patrick Page - Director**
**Information Resources Management**

**101-F Mounts Bay Road**

**IT, Suite 400**
**Williamsburg, VA 23185**
**P: 757-253-6667**

**jamescitycountyva.gov**

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *FY'25 Audit Engagement Letter*

Cherry Bekaert

**Aaron Thompson**

MBA, CRHCP, CMR

Your Guide Forward

June 12, 2025

**VIA EMAIL:**
Aaron.Thompson@jamescitycountyva.gov

Aaron Thompson
Executive Director
Williamsburg Area Medical Assistance Corporation
T/A Olde Towne Medical & Dental Center
5249 Olde Towne Road
Williamsburg, Virginia 23185

Dear Mr. Thompson:

This engagement letter between the Williamsburg Area Medical Assistance Corporation (hereafter referred to as the "Corporation") and Cherry Bekaert LLP (the "Firm" or "Cherry Bekaert") sets forth the nature and scope of the services we will provide, the Corporation's required involvement and assistance in support of our services, the related fee arrangements, and other Terms and Conditions, which are attached hereto and incorporated by reference, designed to facilitate the performance of our professional services and to achieve the mutually agreed-upon objectives of the Corporation as detailed in our contract with the County of James City, Virginia, dated May 16, 2023.

## Summary of services

We will provide the following services to the Corporation as of and for the year ended June 30, 2025:

### Audit services and basis of accounting

1. Audit the financial statements including the Statements of Financial Position, Statements of Activities, Statements of Functional Expenses, Statements of Cash flows, and related disclosures ("financial statements") of the Corporation, and render an opinion whether the financial statements present fairly, in all material respects, the financial position, results of operations, and cash flows of the Corporation in accordance with accounting principles generally accepted in the United States of America ("GAAP").

## Your expectations

Our services plan, which includes our audit plan, is designed to provide a foundation for an effective, efficient, and quality-focused approach to accomplish the engagement objectives and meet or exceed your expectations. Our services plan will be reviewed with you periodically and will serve as a benchmark against which you will be able to measure our performance. Any additional services that you may request, and that we agree to provide, will be the subject of separate written arrangements.

The Corporation recognizes that our professional standards require that we be independent from you in our audit of your financial statements in order to ensure that our objectivity and professional skepticism have not been compromised. As a result, we cannot enter into a

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *Strategic Plan – Reimbursement - VHCF*

**Aaron Thompson**

MBA, CRHCP, CMR

Olde Towne Medical & Dental Center

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1 Paragon Place, Suite 250 • Richmond, VA 23230 • **www.vhcf.org**
Phone: (804) 828-5804 • Fax: (804) 828-4370 • email: info@vhcf.org

VIRGINIA HEALTH CARE FOUNDATION

***Founding Chair***
The Honorable Mark R. Warner

***Board of Trustees***
*Chair*
The Honorable Margaret G. Vanderhye
Judith B. Collins, NP
Nicholas C. Conte
Anna Healy James
Lisa K. Johnson, MD
Regina M. Milteer, MD, FAAP
William L. Murray
The Honorable John M. O'Bannon, III, MD
Tonya Parris-Wilkins, DDS
Augustus Petticolas, Jr., DDS
Sheldon M. Retchin, MD, MSPH
Jeff Ricketts

***Advisors to the Foundation***
Jean Clary Bagley
LuAnn L. Bennett
Lawrence E. Blanchard, III, MD
Robert M. Blue
Roger L. Boeve
Thomas R. Byrd
Chris Carney
Mark W. Clark, MD, MPH
The Honorable Jean W. Cunningham
Ben J. Davenport, Jr.
John F. Fick, III
May H. Fox
Kester S. Freeman, Jr.
Richard L. Grier
Ellen McCloy Hall
Charlie Hill
Ralph L. Howell, Jr., DDS, MAGD
S. Anderson Hughes
Clarion E. Johnson, MD
Jane Norwood Kusiak
George A. Levicki, DDS
Lemuel E. Lewis
Brian Macnamara
T. Carter Melton, Jr.
The Honorable William C. Mims
Bruce Randolph Murray
Philip M. Reilly
R. Gordon Smith
Thomas G. Snead, Jr.
Karla M. Sorensen
Sally Southard, PNP
James M. Turner, Jr.

***Chief Executive Officer***
Rachel L. Rees

***Please remember VHCF in your workplace giving campaign.***

June 12, 2025

Mr. Aaron Thompson
Executive Director
Olde Towne Medical and Dental Center
5249 Olde Towne Road, Suite D
Williamsburg, VA 23188

Dear Mr. Thompson:

Thank you for submitting the Strategic Planning Assistance Reimbursement/Report Form and a copy of your strategic plan to the Virginia Health Care Foundation (*VHCF*). Your strategic plan is very comprehensive and includes numerous well thought out strategies for increasing access to health care in the regions that you serve.

A check for $3,500 has been deposited into your organization's bank account. The maximum allowable amount of funding per organization for strategic planning assistance is up to $3,500 every three years.

In addition to strategic planning support, the Foundation makes up to $650 available annually to Virginia's health access organizations to help support professional development educational activities. Please call me if you identify a professional development opportunity that you or a member of your staff is interested in pursuing.

Sincerely,

Andrea/cn

Andrea Lancaster
Chief Program & Impact Officer

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# Olde Towne Medical & Dental Center

# Board Meeting

## *Executive Director Report*

### *Community Partner Contract Renewals*

## FY'26

**Aaron Thompson**

MBA, CRHCP, CMR

Olde Towne Medical & Dental Center

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COMMONWEALTH OF VIRGINIA

DEPARTMENT OF
BEHAVIORAL HEALTH AND DEVELOPMENTAL SERVICES

*Eastern State Hospital*

Robert D. Williams
CEO

4601 Ironbound Road
Williamsburg, VA 23188-2652
Telephone: (757) 253-5161
Fax: (757) 253-5065
V/TDD: (757) 253-4638
https://dbhds.virginia.gov/facilities/esh/

# CONTRACT RENEWAL AGREEMENT

## CONTRACT No. 704-A21034

## General Dentistry Services

Olde Towne Medical and Dental Center and Eastern State Hospital hereby agree to the renewal of the agreement as follows:

**Renewal Period:** 07/1/2025 through 06/30/2026 (Final Renewal)

All other terms and conditions of the contract remain unchanged.

| **Contractor:** | | **Agency Representative:** | |
|---|---|---|---|
| Signature: | Aaron L Thompson | Signature: | |
| Name: | Aaron Thompson (typed/printed) | Name: | Jeffrey Sturm (typed/printed) |
| Title: | Executive Director (typed/printed) | Title: | Procurement Director (typed/printed) |
| Date: | June 4, 2025 (month/day/year) | Date: | (month/day/year) |

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**Purchasing**
101-F Mounts Bay Road
P.O. Box 8784
Williamsburg, VA 23187-8784
P: 757-253-6646
F: 757-253-6753
purchasing@jamescitycountyva.gov
jamescitycountyva.gov

**JAMES CITY COUNTY**
**CONTRACT RENEWAL #3 of 4**

CONTRACT # 18-11924

Title

Physical Examination Program

By mutual agreement, Olde Towne Medical Center and James City County renew services for Physical Examination Program #18-11924, inclusive of all terms and conditions for the period of July 1, 2025 through June 30, 2026.

By: Aaron Thompson

Aaron L. Thompson
*print name*

Date: May 28, 2025

Olde Towne Medical Center

By: _____

Kitty Hall
Purchasing Director

Date: _____

James City County (JCC)
P.O. Box 8784
Williamsburg, VA 23187-8784

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**Purchasing**
101-F Mounts Bay Road
P.O. Box 8784
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P: 757-253-6646
F: 757-253-6753
purchasing@jamescitycountyva.gov
jamescitycountyva.gov

**JAMES CITY SERVICE AUTHORITY**
**CONTRACT RENEWAL # 3 of 4**

CONTRACT # 18-11924

Physical Exam Services

By mutual agreement, Olde Towne Medical & Dental Center and James City Service Authority renew services for Physical Exam Services per the contract #18-11924, inclusive of all terms and conditions for the period of July 1, 2025, through June 30, 2026.

By: Aaron Thompson

Aaron L. Thompson
*print name*

Date: May 28, 2025

Olde Towne Medical & Dental Center

By: _____

_____

Date: _____

JAMES CITY SERVICE AUTHORITY (JCSA)
P.O. Box 8784
Williamsburg, VA 23187-8784

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**Purchasing**
101-F Mounts Bay Road
P.O. Box 8784
Williamsburg, VA 23187-8784
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F: 757-253-6753
purchasing@jamescitycountyva.gov
jamescitycountyva.gov

**JAMES CITY COUNTY**
**CONTRACT RENEWAL #3 of 4**

CONTRACT # 18-11924

Title

Physical Examination Program

By mutual agreement, Olde Towne Medical Center and James City County renew services for Physical Examination Program #18-11924, inclusive of all terms and conditions for the period of July 1, 2025 through June 30, 2026.

By: Aaron Thompson

Aaron L. Thompson
*print name*

Date: May 28, 2025

Olde Towne Medical Center

By: _____

Kitty Hall
Purchasing Director

Date: _____

James City County (JCC)
P.O. Box 8784
Williamsburg, VA 23187-8784

| HR AR: 9 | **Title:** Retirement Health Reimbursement Account (RHRA) – Full-time employees | **Revised Date:**<br>**Effective Date: 7/1/2025** |
|---|---|---|
| | | |
| **PURPOSE:** | To outline eligibility and procedures for the Retirement Health Reimbursement Account (RHRA). | |
| **APPLIES TO:** | All full-time vested employees who retire from James City County (JCC) through the Virginia Retirement System (VRS). | |
| **APPROVED BY:** | _____<br>Scott Stevens<br>County Administrator | |

I. PURPOSE

A Retirement Health Reimbursement Account (RHRA) that can provide full reimbursement for qualified medical expenses and premiums during retirement, until allotted funds are depleted, for eligible retired employees, spouses and/or qualified dependents.

II. ELIGIBILITY

All vested employees who retire through the Virginia Retirement System (VRS), with 5 or more years of continuous full-time employment immediately prior to the date of retirement, in:

a. James City County (JCC); or

b. A government entity that has adopted, via resolution or agreement, the Personnel Policies and Procedures of the County (JCSA, OTMDC, WATA, WRL) may participate but must fund their own share of the benefit.

III. POLICY

a. Beginning 7/1/2025, James City County will deposit $1,000 on behalf of each eligible employee, into the RHRA account each fiscal year.

b. Funds deposited into the account are not available until the employee meets the combined eligibility requirements of JCC employment and retires through VRS.

c. The RHRA is fully funded by JCC. If the employee leaves employment without meeting the eligibility requirements, funds are forfeited and remain the property of the County.

d. Fees for the management of the program are paid through funding to the RHRA.

e. James City County's RHRA program is subject to available funding and continued approval through the fiscal year budget process.

f. All claims are reviewed by a qualified medical examiner and reimbursed by the RHRA recordkeeper.

g. If the retiree passes before funds are depleted, the spouse and/or qualified dependents may use the remaining available funds for reimbursement.

h. If the retiree passes before funds are depleted, and there is no spouse and/or qualified dependents, unused funds are forfeited and remain the property of the County.

IV. 5-YEAR PHASE IN PERIOD

Funding for the RHRA begins on 7/1/2025, and eligibility begins on 7/1/2026.

a. Full-time employees who meet the eligibility requirements and retire through VRS during the 5-year phase in period are eligible for the following amount based on years of continuous full-time employment at retirement x completed years in Phase in Period.

| Years of Continuous Full-Time Employment upon Retirement | Eligible Amount x Completed Years in Phase in Period |
|---|---|
| 35 + | $8,000 |
| 30 – 34 | $6,000 |
| 25 – 29 | $5,000 |
| 20 - 24 | $4,000 |
| 15 – 19 | $3,000 |
| 10 – 14 | $2,000 |
| 5 – 9 | $1,000 |

For example, Retire:
7/1/2026-6/30/2027 with 30 years of service: $6,000 x 1 (full year in phase in period) = $6,000
7/1/2028-6/30/2029 with 30 years of service: $6,000 x 3 (full years in phase in period) = $18,000
7/1/2030-6/30/2031 with 30 years of service: $6,000 x 5 (full years in phase in period) = $30,000

b. Following the phase in period, employees who meet the eligibility requirements of 5-years of continuous full-time employment immediately preceding the date of retirement and retire through VRS are eligible for funds based on $1,000 x all whole years of full-time employment with JCC, or a combination of JCC and other government entity that has adopted, via resolution or agreement, the Personnel Policies and Procedures of the County (JCSA, OTMDC, WATA, WRL) if that entity is participating in the RHRA and contributing equal funds on behalf of their employees.

For example:
Work 10 years, 7 months and retire through VRS = $10,000 (10 years x $1,000) total to be used as needed, until depleted.

***Note:*** *this is a one-time allotment and not an annual allocation.*

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OTMDC | Olde Towne Medical & Dental Center

# WELCOME TO OUR TEAM



## Sara Lewis

### Development & Grants Coordinator

Sara E. Lewis received a B.A. in History and Art History from The College of William and Mary, an M.A. in Art History from Virginia Commonwealth University, and an M.B.A. from The College of William and Mary. She has worked as museum curator with the Mississippi Department of Archives and History, product manager with the WILLIAMSBURG Reproductions Program at Colonial Williamsburg, marketing communications director with the National Center for State Courts, and development officer with the Fairfield Foundation where she also contributes to special history research and writing projects. Sara has two children and three grandchildren. A native of Gloucester County, she recently moved back to her hometown with her two shih tzus.

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June 2025 Departmental Update

Business Office

- During the cybersecurity incident we were able to keep handwritten transmittals to document any payments received via cash or check but were unable to access remittance information necessary to process the payments received from insurance payors. As a result, there was some back-log of financial information that the treasurer's office did not receive in time for their month end process (though we've since caught up and delivered the information to the treasurer's office). This will simply result in the collections for those days showing with June posting dates instead of May. This should not pose an issue as far as tracking and reports otherwise.
- We are still unable to access MUNIS to complete our typical end-of-month reports and process invoices. Jacob has worked with FMS and Mr. Thompson to develop a work around for processing invoices until MUNIS access is restored.
- Regarding our systems:
    1. Allscripts is still working with us to restore some functionality specific to the business office.
    2. The clinical module used by the providers seems to be functioning correctly at this time.
    3. Jacob is currently working with Allscripts, Labcorp and VDH to reestablish data connection bridges between them and Olde Towne.
    4. Some progress has been made with the Dental X-ray equipment and pertinent software and systems, but there are still some items that are offline due to licensing issues. Jacob is working on this issue alongside Layer 9 IT personnel.
    5. Layer 9 has completed the reimaging of all our computers, having removed and replaced all the hard drives.
- Layer 9 established an offsite backup for our data (necessary). For this to be functional, our internet speeds had to be increased with Cox Communications.

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OTMDC | Olde Towne Medical & Dental Center

*To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area*

Date: 06/09/2025 By: Margaret "Maggie" Beamon

## Medication Access Program

- For the month of May MAP requested 182 medications on behalf of 77 patients which were valued at $134,391.43.

| Dates: 05/01/2025 – 05/31/2025 | | |
|---|---|---|
| Patient Count | Request Count | Total Value (AWP) |
| 77 | 182 | $134,391.43 |

## Operations Manager

- Our staff continues to provide quality care to our patients during this time of adjustment.
- James City County is still working on upgrading our phones; hopefully, this will be completed soon.

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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.

# Dental Department | Dr. Modeste
## May 2025

The month of May was a challenge to Olde Town Medical & Dental Center. The dental clinic had one clear advantage during the computer outage, and that is that we are still utilizing paper charts. We were not able to take x-rays, due to it being dependent upon specific computers, but we were able to treat various patients during the course of the outage.

For the month of May, the dental department treated 170 patients and our patient visits were188. The department was able to treat some dental emergencies, along with follow up appointments for deliveries of various dental prosthetics throughout the outage.

There were several patients waiting patiently for their partials/dentures, hoping to have them completed prior to graduation season. We were grateful to be able to help those patients smile broadly during their loved one's graduation.

We continue to work out the "computer bugs" but hopefully soon we will be able to get back to "normal "soon.

5249 Olde Towne Rd.
Williamsburg, VA 23188
Otmdc.org

757-259-3258 | Main
757-220-1953 | Fax
office@otmdc.org | Email

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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*

**Marketing & Communications Report Summary**

**May 10, 2025 – June 6, 2025**

**Events & Fundraising:**

**OTMDC Charity Classic** wrap up meeting is this month. More details will follow on funds raised at the board meeting if available. The "Thank You" ad listing all the sponsors is on page 30 of the **June Next Door Neighbors Magazine**.

Unfortunately, the **Alewerks Brewing Fundraiser** scheduled for June 6 must be postponed. New ABC restrictions prohibit breweries from donating funds from alcohol sales. The team at Alewerks is looking into other ways they can help support local organizations, including Olde Towne, but need time to do some research and planning. We hope to have a new date for late summer/early fall.

**Communications:**

**Email Blasts/Newsletters**: Working on June newsletter. You did not miss the May newsletter, unfortunately we did not have a May newsletter due to the computer issues experienced this month. June should be out by the middle of the month to be back on schedule.

Created and posted content for **Social Media** on all channels as well as happenings about Olde Towne along with health information for patients. Focused on closures and updates as was necessary.

Check out the **June issue of Next Door Neighbor Magazine** and our RDH Kelley Hendricks article on page 13 concerning Aging and dental hygiene. Also, in the Magazine, is an article about one of our partners, the Peninsula Agency on Aging's Neha Parikh who did one of the sessions at the Healthy Aging Conference in April that OTMDC helped coordinate.

**Make A Difference Monday** segment on WMBG Radio concerning Integrated Health is available on the WMBG website. Listen at this link to hear our Behavioral Health Coordinator, Kiara Robinson discuss Integrated Healthcare at Old Towne. https://www.wmbgradio.com/makingadifferencemonday

**Marketing & Outreach:**

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

Cheryl Fields volunteered at the St. John the Baptist Church Health Day in May. She was able to give out information to attendees.

Michelle attended the **R.F. Wilkinson YMCA first-ever Health Fair** on June 3. The event centered primarily around people with diabetes to help promote better health outcomes and give out resources to community members. We were able to speak with folks as they came into the Y for other programs.

**Ambassador Connections** None in this short time due to the closures.

**Social Media Analytics**

Facebook Reach 1.3K; Facebook Views 9.2K; Facebook Interactions Decrease 55%

Instagram Reach 206; Instagram Views 1.6K; Instagram Interactions Decrease 70%

5249 Olde Towne Road
Williamsburg, VA 23188
757-259-3258 | office@otmdc.org

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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.

## Communication & Development | Susan Dunn

## June 2025

Development

- Events
  - Planning has begun for our 32 Anniversary. We are hoping to hold it July 9 from 3-6pm and to include some activities, information sessions, and tours of the facility.
  - Planning is ongoing for our inaugural Stride For Wellness run. Sponsorships are still available, and we welcome volunteers to visit local businesses regarding signing up or asking for raffle prizes.
- Volunteers
  - We currently have a Spanish speaking volunteer that will be here every day through June. She has been extremely helpful in all areas of the Center.

Communication

- Website
  - Continuing to monitor and update the website, especially during unexpected closings.
- Misc
  - Concentrating on recreating various administrative documents and locating as much previously completed items to reload into the computer.
  - Several of our platforms are cloud based and were not affected by the security breech. This includes:
    - The donor management system, much of our graphic work, the Stride For Wellness event platform.

5249 Olde Towne Rd. Ste D
Williamsburg, VA 23188
Otmdc.org

Main: 757-259-3258
Fax: 757-220-1953
Email: office@otmdc.org

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OTMDC Olde Towne Medical & Dental Center

# FY25/26 Meeting Calendar

| Board of Directors | Finance Committee | Executive Committee | Governance & Nominating | Planning & Performance | OTMDC Staff |
|---|---|---|---|---|---|
| 4th Monday | 2nd Monday | 2nd Monday | 1st Wednesday | 3rd Wednesday | 1st Thursday |
| 5:00-6:00PM | 4:00-5:00PM | 5:00-6:00PM | 12:00-1:00PM | 5:00-6:00PM | 2:00-3:00PM |
| 07/28/25 | 07/14/25 | 07/14/25 | ~ | ~ | 07/03/25 |
| 08/25/25 | ~ | ~ | 08/06/25 | 08/20/25 | 08/07/25 |
| 09/22/25 | 09/08/25 | 09/08/25 | ~ | ~ | 09/04/25 |
| 10/27/25 | ~ | ~ | 10/01/25 | 10/15/25 | 10/02/25 |
| 11/24/25 | 11/10/25 | 11/10/25 | ~ | ~ | 11/06/25 |
| 12/22/25 | ~ | ~ | 12/03/25 | 12/17/25 | 12/04/25 |
| 01/26/26 | 01/12/26 | 01/12/26 | ~ | ~ | 01/08/26 |
| 02/23/26 | ~ | ~ | 02/04/26 | 02/18/26 | 02/05/26 |
| 03/23/26 | 03/09/26 | 03/09/26 | ~ | ~ | 03/05/26 |
| 04/27/26 | ~ | ~ | 04/01/26 | 04/15/26 | 04/02/26 |
| *5/18/2026 | 05/11/26 | 05/11/26 | ~ | ~ | 05/07/26 |
| 06/22/26 | June 8th TBD (Budget) | ~ | 06/03/26 | 06/17/26 | 06/04/26 |

** regular scheduled date moved due to holiday.*

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## FY25/26 Zoom Links - These links work with every meeting for FY25/26

| | |
|---|---|
| BoD | https://us02web.zoom.us/j/81441438363?pwd=42hWnpg5lcEgzJ54x5wEk4ipdyb1B6.1 |
| Finance | https://us02web.zoom.us/j/83937429844?pwd=PXKMBPHdtbCONhUIugHlas0zu9POPZ.1 |
| Executive | https://us02web.zoom.us/j/81929324111?pwd=OaqIX5qZsVQZ3cAdda6OHAYaD9ZYEn.1 |
| P&P | https://us02web.zoom.us/j/81240969984?pwd=nZ1gThH1i8IzNhLOPu2dThIXhQLxMM.1 |
| G&N | https://us02web.zoom.us/j/88961246382?pwd=8bUga4M6BDUAr6PUKC8V7tAJ4sKug6.1 |

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# OTMDC 2025 Board Nominees

**Karen Stokes, MSN**

Karen has had a lifelong passion for helping others. As a registered nurse for over forty years, she served twenty years as an Army nurse, retiring as a Lieutenant Colonel. She has been able to combine her passion for helping others and her religious faith, serving now as the Faith Community Nurse at New Zion Baptist Church. Karen Stokes obtained her BSN from the University of Maryland and her MSN from the University of Virginia. She specialized in Nephrology and Emergency Medicine.

Karen Stokes is a leader with exceptional management and teaching skills. She was recognized by Sigma Theta Tau with its Nurse Imagemaker Award and by the Virginia Nurses Foundation for Leadership Excellence as a Nurse Educator. She volunteered with the Virginia Medical Reserve Corp during the COVID Pandemic and has served on numerous medical mission trips with the Women's Missionary Union of Virginia and the Baptist Nurse Fellowship. She was recommended by board member Christine Payne.

**Ron Kirkland:**

Ron is currently the Executive Director for the Williamsburg Hotel & Motel Association. He has extensive experience in management and service in the U.S. Army. He is a Virginia High School League Certified Athletic Coach. He has served on boards of directors for Greater Williamsburg Tourism Council and the Williamsburg Area Destination and Marketing Committee and as President of the West Point Public Schools Career and Technical Education Advisory Committee.

Ron wants to do his part to create a bridge between tourism and local providers of social services to the people who work in the tourism industry. He was recommended by board member John McGlennon.

**Cris Becerra:**

Cris Becerra is a current patient of OTMDC who has volunteered to serve as an interpreter at OT. She has demonstrated both commitment and initiative in helping with exercise programs at OT. Her husband also is a patient at the clinic. Michelle Williams commended her for her contributions and her ability to help understand the service needs of Spanish-speaking patients.

**Randy Walton, PhD**

Randy is a licensed clinical psychologist with more than 30 years of experience in private practice. He has extensive experience doing psychotherapy with adults, adolescents, and children. He has supervised other psychologists and mental health professionals as well as graduate students in behavioral health. He has published numerous professional articles and presented at professional society meetings. He participated in a professional psychology delegation to Vietnam and Cambodia. He was recommended by board member Jonathan Weiss.

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# Vote on suspending implementation of portion of the new bylaws

1. "A majority (at least 51%) of Voting Directors of the Board shall be Consumer Directors." (in Article III Section 12: Composition of Board; see bylaws)
2. "...the CEO shall be a full-time employee of the Corporation..." (Article V. Section 10: Powers and Duties of the Chief Executive Officer)

## TIMEFRAME:

Implementation of certain governance requirements and federal mandate provisions specified in these bylaws, including but not limited to board composition mandates and executive employment provisions, may be deferred and implemented on a timeline consistent with the organization's regulatory application process. Full compliance shall occur no later than the earlier of: (i) formal submission of the organization's application for [FQHC/Look-Alike] designation, (ii) when federal regulatory guidance necessitates immediate compliance, or (iii) [specific date or triggering event]. During any deferral period, the organization shall maintain governance practices that demonstrate good faith efforts toward eventual compliance with all applicable federal requirements and oversight standards.

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## *Rana Graham-Montique*

DDS

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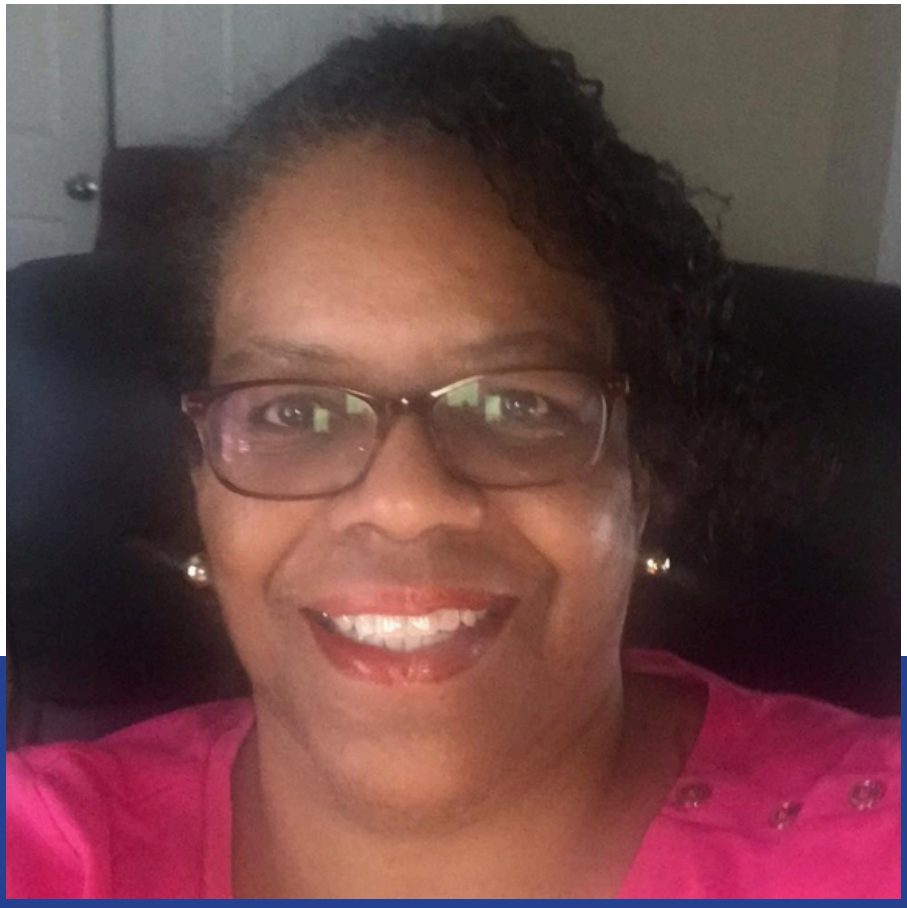
## *Christine Payne*

MBA, BSN, RN

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## *Cheryl Fields*

MBA, CPA, CMI

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## *Amanda Ulishney*

Townebank

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## *Jonathan Weiss*

LCSW

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## *Larry Snyder*

Jurisdictional Representative

City of Williamsburg

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## *Brian Fuller*

Jurisdictional Representative

York County

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## *Heather Modispaw*

Jurisdictional Representative

James City County