



Board of Directors Meeting Agenda
July 28, 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 | June 23, 2025
 - b. Executive Committee | July 14, 2025
 - c. Governance & Nominating | July 9, 2025
 - d. Planning & Performance | No Meeting
 - e. Finance Committee | No Meeting
3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director
 - a. Welcome to new Board Members; Introductions
 - b. Clinic | Kendra Robinson, NP
 - c. Business Office | Mr. Jacob Cooper
 - d. Operations | Ms. Margaret Beamon
 - e. Dental | Dr. Lorenzo Modeste
 - f. Marketing & Communications | Ms. Michelle Williams
 - g. Communications & Development | Ms. Susan Dunn
 - h. Grants & Development | Ms. Sara Lewis
4. Committee Reports | Dr. Rebecca Bruhl, Board Chair
 - a. Finance | Ms. Melissa Tucker, CPA, Chair
 - b. Planning & Performance | Mr. Scott Herr, Chair
 - c. Governance & Nominating | Dr. David Aday, Chair
5. New Business
 - a. Annual timeline of board activities – Dr. Becca Bruhl
 - b. Discussion:
 - i. Committee membership
 - ii. BOD goals for this year
 - iii. Learning needs
6. Next Board Meeting | Date: August 25, 2025
7. Adjourn



Board of Directors Meeting
June 16, 2025 | 5:00PM

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

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

2. Consent Agenda | Rebecca Bruhl

a. Board of Directors Minutes | May 19, 2025

i. A motion was made to approve the consent agenda by Doug Holroyd and seconded by Jonathan Weiss; the motion carried.

3. State of the Facility Reports | Mr. Aaron Thompson, Executive Director

a. Viewed the Mission Moment video.

b. Reviewed metrics for the previous month.

i. Numbers are lower due to the facility being closed to most patients for two weeks.

c. Update on cybersecurity concerns.

i. We are currently at about 85% of our patient volume.

ii. Layer 9 has completed their data cleaning, have added monitored firewalls, and the forensics analysis.

1. A. Thompson sent out the "Incident Report" to the board

iii. Several Jurisdictional board members expressed that they were not made aware of the cybersecurity issue directly from OTMDC. It was noted that the Chair was notified immediately (May 15) and the Executive Committee as well as the full board at the Board Meeting on May 19, 2025. Some individuals may have missed that meeting.

1. There will be updates to emergency response protocols.

iv. Discussed the correspondence from our lawyer that will be sent to patients and the public.

v. JCC has lifted the email and shared platforms quarantine.

vi. Discussion regarding a request of possible funds transfer from the endowment to cover cybersecurity, new equipment, identity protection plans, and fines.

1. The board is aware that that these expenses should come from the

Endowment.

2. A. Thompson has requested and received an expense GL Code for the Cybersecurity.
 - vii. The facility has signed audit engagement letter with Cherry Bekaert for the upcoming audit.
 - viii. Sara Lewis, the new Grants & Development Coordinator, has started.
 - ix. The facility has signed this year's contracts with Eastern State (Dental) as well as with James City County to provide new employee screenings.
 - x. Mr. Thompson recently represented Olde Towne at the League of Women Voters for a panel discussion.
 - xi. Our work with Cenevia has been paused until the Center is functioning at full speed.
- d. Clinic | Kendra Robinson, NP
- i. The medical department is currently functioning at about 95%, there are some items in our Electronic Health Records that we are unable to view.
 - ii. Staff has been reviewing charts of all patients that were seen or called during the two-week closing to ensure that their EHR is updated, as well as continuity of care is established.
 - iii. The AMP program decided to permanently close this past Friday.
 1. Medical staff is looking for resources in the interim such as GoodRX, different local pharmacies, utilizing samples, etc. until we can find another source for low-cost prescriptions.
- e. Business Office | Jacob Cooper
- i. No questions or updates outside of the board report.
- f. Operations | Margaret Beamon
- i. No questions or updates outside of the board report.
- g. Dental | Dr. Lorenzo Modeste
- i. No questions or updates outside of the board report.
- h. Marketing & Communications | Michelle Williams
- i. Would like to make the board aware that the Greater Williamsburg Outreach Committee is working on a permanent solution for the area's homeless population. They will soon be doing a feasibility study through a W&M internship program.
 - ii. Review of the FCCC golf tournament revenue.
 - iii. Update on the postponement of Alewerks evening due to new ABC laws.
- i. Communications & Development | Susan Dunn
- i. Announced that the meeting schedule with Zoom links for the upcoming fiscal year will be emailed to board members later this week.

4. Committee Reports

- a. Finance | Melissa Tucker
- i. No report due to the Center's cybersecurity issues, but will provide an update at the next meeting.
 - ii. Budget has been improved, and will be voted on during the WAMAC annual session.

b. Governance & Nominating | Dr. David Aday

- i. Reviewed the nominees for the board and the timeline of onboarding.
- ii. The committee is still working on getting more patients on the board or the creation of a patient advisory board.

iii. A motion was made to approve the four nominees, listed below, to the board by Christine Payne and seconded by Scott Herr, motion carried.

- 1. Karen Stokes
- 2. Ron Kirkland
- 3. Cris Becerra
- 4. Randy Walton

c. Planning & Performance | Scott Herr

- i. The committee has begun working on the timeframe and priorities for the Strategic Plan.

5. New Business

- a. Discussed the reasoning for suspending the implementation of 2 areas of the bylaws that were previously voted to be changed.
- b. These two areas are regarding the composition of the board to include 51% patient representation, and the CEO as a full-time employee of the Corporation.
- c. These areas will be suspended until either applying for FQHC/Look-Alike status, federal regulatory guidance dictates immediate compliance, or a specific date or triggering event.
 - i. A motion was made to suspend the two items in the bylaws by Christine Payne and seconded by David Aday, motion carried.

6. Regular board meeting session paused to enter into Corporation Annual Session.

7. WAMAC Annual Session | Dr. Rebecca Bruhl, Board Chair

a. Approvals

- i. A motion was made to accept the proposed Fiscal Year 2026 budget was made by Robin Nelhuebel and seconded by Jonathan Weiss, motion carried.
- ii. A motion was made to approve continuing membership of the Executive Board, listed below, by Robin Nelhuebel and seconded by Christine Payne, motion carried.
 - 1. Dr. Rebecca Bruhl, Board Chair
 - 2. Rashid Jones, Board Vice Chair
 - 3. Melissa Tucker, Board Treasurer & Finance Chair
 - 4. Dr. David Aday, Governance & Nominating Chair
 - 5. Scott Herr, Planning & Performance Chair

b. A motion was made to adjourn the WAMAC Annual Session by Christine Payne and seconded by David Aday, motion carried.

8. Continuation of regular board meeting.

9. Remarks made and presentation of gifts to the offboarding members.

- a. Dr. Rana Graham-Montique, Christine Payne, Cheryl Fields, Amanda Ulishney, Jonathan Weiss, Chief Snyder, Brian Fuller, Heather Modispaw.

10. Next Meeting

- a. July 28, 2025 | 5:00PM
 - i. FY26 meeting schedule invites and zoom link updates forthcoming.

11. Adjourn

- a. A motion was made to adjourn the meeting by Christine Payne and was seconded by Dr. David Aday, the motion carried.

Executive Committee Meeting
July 14, 2025 | 4:00PM via Zoom

Members Present	Members Absent	Staff Present
Dr. Becca Bruhl, Chair Rashid Jones Melissa Tucker, CPA Scott Herr Dr. David Aday		Aaron Thompson Susan Dunn

- Call to Order | Dr. Rebecca Bruhl, Chair
 - The meeting was called to order by Rebecca Bruhl at 4:31pm and a quorum was present.
- Approval of Minutes | May 12, 2025
 - Minutes were approved during the May 19, 2025 board meeting
- Executive Director Update | Aaron Thompson
 - Cyber security updates
 - All reports have been submitted to the appropriate entities.
 - The website currently has notification of the issue and Kroll will place a public notice letter in the appropriate publications.
 - A letter regarding the issue went out to approximately 2500 patients.
 - Layer 9 was not able to definitively determine if any or all of these 2500 patients' information had been compromised.
 - Kroll Monitoring is handling all patient communication.
 - ICC, OCR, FBI and the Virginia Attorney General have all received required reporting.
 - Next steps
 - Waiting for any questions or updates from any of agencies that received reports.
 - OTMDC will continue to do a security risk analysis. We are currently deciding on which company will be used.
 - A GL code was created for all related expenses.
 - Costs
 - \$21000 for Layer 9 (estimate).
 - Currently have 24-hour monitoring on 44 of our 51 computers.

- Looking into replace temporary equipment in server room with new equipment.
 - There are potential fines, but unlikely.
 - Updated all HIPAA privacy and policy procedures, board will approve this new document this month.
- Audit is officially underway since the fiscal year is complete, though staff has been working with Cherry Bekaert already.
- The impact report is currently being worked on.
- Reports
 - Finance Report | Melissa Tucker
 - May and June reports are ready for the board meeting.
 - Fiscal year findings
 - Revenue was at 95% of budget.
 - Expenses were at 95% of budget.
 - Overall losses close to budget estimate.
 - Planning & Performance | Scott Herr
 - Assigned priorities and timelines to some areas of the Strategic Plan and will continue to establish a timeline and metrics for the full document.
 - Governance & Nominating | Dr. David Aday
 - Discussed concerns regarding board and committee engagement.
 - Committee is currently looking at creating a board assessment.
 - Other | Dr. Rebecca Bruhl
 - New member orientation sessions.
 - The first one will take place on the 23rd of this month.
 - Attendees will take a tour, and get an overview and history of the Center (A. Thompson)
 - An introduction to roles and responsibilities of being on the board will be discussed.
 - We would like to follow up with 2 additional sessions to include:
 - Oversight, compliance, strategic plan information.
 - Follow-up sessions (board education) should be scheduled the same day as board meetings so any board member can attend.
 - Annual timeline of board activities
 - A draft work plan was sent out and discussed
 - Committee chairs should look at and provide input.
 - Committee assignments and encouraging participation
 - Should we restart the E&O (C&D) committee or wait due to large turnover within the board.

- Aaron discussed his meeting with Terry Moran who is very interested in Events & Outreach (Communications & Development). He is willing to volunteer on the committee, but would also be a good fit for the opening from Rick's departure.
- Discussion on some board members being moved to different committees due to bylaws requiring jurisdictional representatives being on the finance committee.
 - Discussed if the Finance committee needs at least 50% non-Jurisdictional as well as if, according to bylaws, they should be on the finance committee at all due to conflict of interest.
 - The committee chairs will reach out to their members to gauge continuing interest in that committee.
 - New board members will be assigned in the coming weeks.
- Next Meeting | September 8, 2025 | 5:00PM
- Adjournment
 - With no further business to be discussed the meeting was called to adjourn by Rebecca Bruhl.



Governance & Nominating Committee Meeting
July 9, 2025 | 12:00PM

Members Present	Members Absent	Staff Members Present
David Aday, Chair Becca Bruhl	John McGlennon Cornelius Powell Jennifer Kirby-Henderson	Susan Dunn Aaron Thompson

1. Call to Order | Dr. David Aday
 - a. There was not a quorum present so a general discussion was completed.
2. Approval of Minutes | June 4, 2025
 - a. Minutes were approved at the June 16, 2025 board meeting.
3. Updates:
 - a. Discussed the previous board survey, what worked and what did not work.
 - i. An updated survey that is more concrete and actionable is needed.
 - ii. Update the board on what best practice looks like, what we are currently doing, and where to go.
 - iii. Board member involvement needs to be addressed.
 - iv. Clarify time commitment when recruiting and onboarding new members.
Reiterate this time commitment with current members regularly.
 - v. Establish consistent onboarding of new members, this new group will start with an orientation prior to the July board meeting.
 - vi. Discussed including some of existing members that perhaps did not receive onboarding with the new member orientation.
 - vii. Continue with recruiting board members that represent a demographic, community, interest, etc.
4. Next Meeting | August 6, 2025 at 12:00PM
5. Adjournment



OLDE TOWNE
Medical & Dental Center

WELCOME TO THE BOARD



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 Iimagemaker 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.



OLDE TOWNE
Medical & Dental Center

WELCOME TO THE BOARD



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. She is looking forward to using her ability to understand the service needs of Spanish-speaking patients.

OTMDC

OLDE TOWNE

Medical & Dental Center

WELCOME TO THE BOARD



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.



OLDE TOWNE
Medical & Dental Center

WELCOME TO THE BOARD



Ron Kirkland

Ron is currently the Executive Director for the Williamsburg Hotel & Motel Association. Ron 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.



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

Colleagues and Friends of Olde Towne Medical & Dental Center,

Good afternoon. As we enter July, we start a new fiscal year—an opportunity for Olde Towne to look back and celebrate the successes of what has been a solid and productive year. This year will go down as one involving eventful times, marked by both significant obstacles and remarkable achievements. Through it all, we have maintained our unwavering commitment to our Mission: *"To assure access to quality health and wellness care to the residents and workforce of the Greater Williamsburg community."*

Olde Towne Medical & Dental Center navigated the ebbs and flows of unpredictability with precision and determination. The extraordinary flexibility demonstrated by our entire staff remains commendable. Like many healthcare organizations nationwide, we also faced cybersecurity challenges that reminded us of the importance of protecting our digital infrastructure while maintaining limited interrupted patient care. Our team's response to these challenges demonstrated the resilience and dedication that defines Olde Towne, and we have emerged with enhanced security measures and protocols that better serve our community.

By the time this month ends, I will have surpassed my fifth year as your Executive Director. It has been an amazingly inspiring journey—all that I could have wished for and more. These five years have brought countless experiences that have shaped both my leadership and our organization's growth. We have consistently challenged one another to collectively perform and be held accountable to ourselves first and foremost, and to the thousands of patients who have depended on Olde Towne for over 32 years.

As you would expect, this is not the time to rest and reflect. Our journey continues, and we build on the momentum and hard-won wisdom we have

established. We have a supportive Board of Directors who are aligned with our Mission, Vision and Values, and who have stood by us through every challenge and success.

As we've discussed during our staff meetings and trainings, **Culture** remains the centerpiece of any high-performing organization. The events of this past year have only reinforced the importance of our non-negotiables:

The "**Hallmarks**" of my leadership culture are:

- **Passion for Performance** - Our unwavering commitment to excellence in everything we do
- **Impeccable Integrity** - The foundation of trust with our patients and community
- **Operational Excellence** - Continuous improvement in all aspects of our care delivery

I ascribe to certain "**Maximums**" as well:

- **Maximum Commitment** - To patient care and community service
- **Maximum Enthusiasm** - For continuous improvement and innovation
- **Maximum Communication** - Clear, transparent, and meaningful dialogue

Lastly, the **C.U.R.E.** Being in healthcare, one of our goals is to provide "cures" and assistance to the patients we serve. I tend to think about CURE as:

- **Collect (Collecting)** - Best practices and innovative approaches to patient care
- **Uncomfortable** - Tackling difficult challenges and driving positive change
- **Results** - Measurable improvements in patient outcomes and satisfaction
- **Effective (Effectively)** - Implementing solutions that truly advance our mission

As we begin this new fiscal year, we do so with the wisdom gained from five years of shared experiences and an unwavering commitment to excellence. The

challenges we have faced together have strengthened our resolve and deepened our dedication to serving the Greater Williamsburg community.

I am here for you and your success. We are here for the Greater Williamsburg community—committed to delivering exceptional healthcare with the experience and dedication that comes from five years of shared growth and achievement.

Regards,

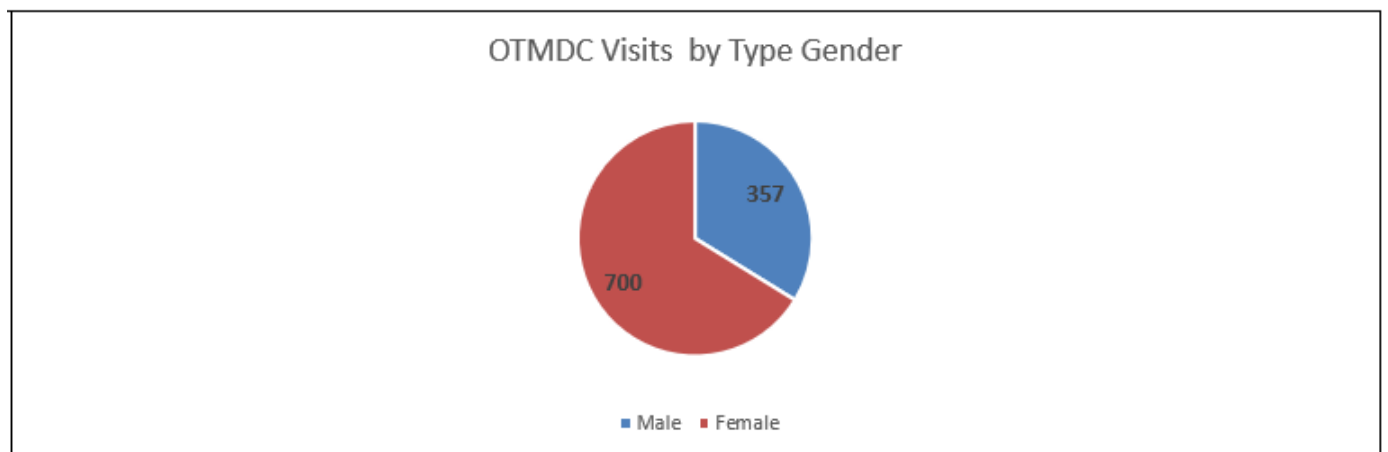
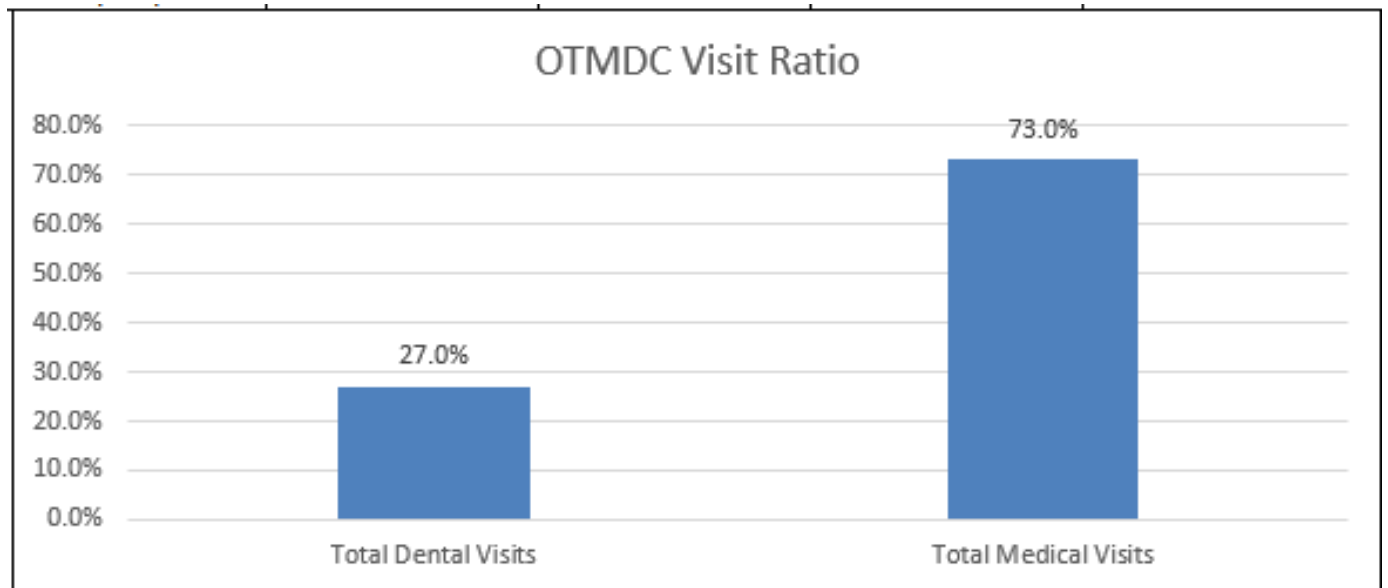
Aaron Thompson

Aaron L. Thompson, MBA, CHRCF, CMR

Executive Director | CEO

Olde Towne Medical & Dental Center

	June 2024	June 2025	Variance
Total Patients	768	747	▼ (21)
Total Visits	1,003	1,057	▲ 54
Visits per patient	1.31	1.41	▲ 0.109



NUMBER OF CLIENTS SERVED			
Category	June 2024	June 2025	Ratio
Total Dental Visits	260	285	27.0%
Total Medical Visits	743	772	73.0%
Total Visits	1,003	1,057	

GENDER			
Gender	June 2024	June 2025	Ratio
Male	331	357	33.8%
Female	672	700	66.2%
	1,003	1,057	

AGE			
Age Groups	June 2024	June 2025	Ratio
0-11 Months	2	1	0.1%
1-11 Years	78	59	5.6%
12-18 Years	67	49	4.6%
19-35 Years	229	240	22.7%
36-64 Years	502	575	54.4%
65+ Years	125	133	12.6%
	1,003	1,057	

RACE

Race	June 2024	June 2025	Ratio
Asian	47	38	3.6%
Black	163	200	18.9%
Hispanic	345	379	35.9%
White	257	239	22.6%
Other	191	201	19.0%
	1,003	1,057	

SLIDING SCALE

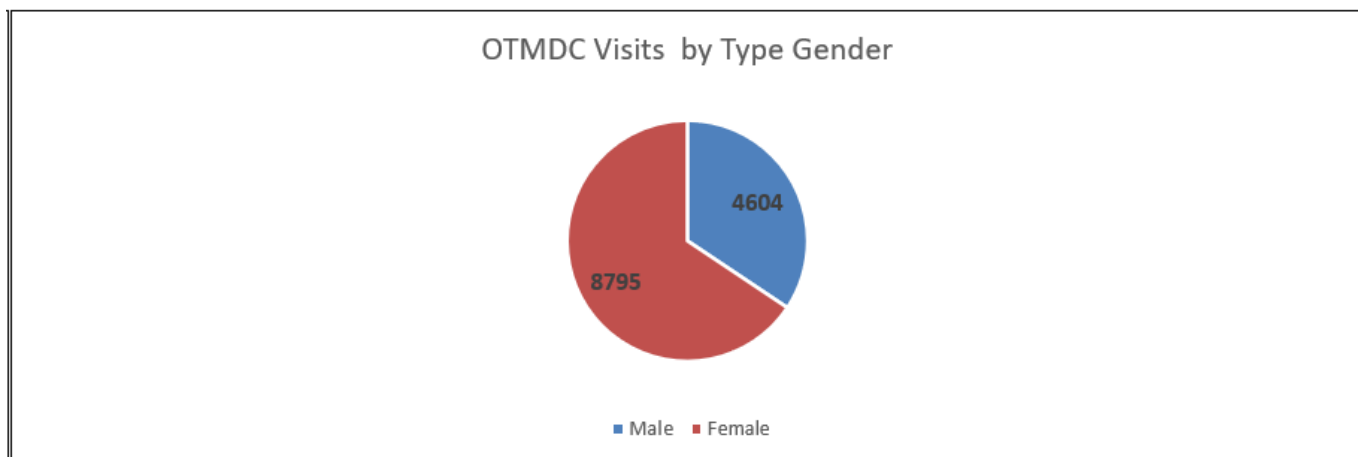
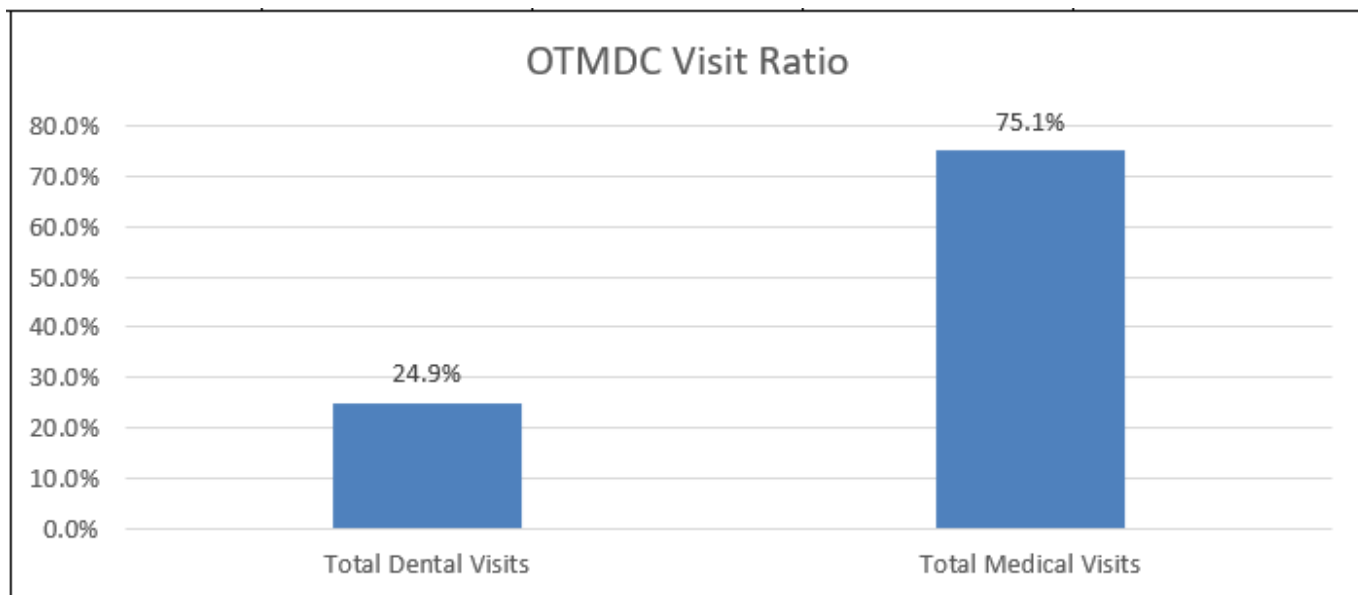
FPL Sliding Scales	June 2024	June 2025	Ratio
Level B 100% FL	285	324	30.7%
Level C 101-138%	129	127	12.0%
Level D 139-166%	44	55	5.2%
Level E 167-200%	21	24	2.3%
Level F 201-250%	14	15	1.4%
Non Compliant	65	48	4.5%
Full Fee	9	6	0.6%
Level I (Insured)	436	458	43.3%
	1,003	1,057	

HEALTH INSURANCE

Insurance Category	June 2024	June 2025	Ratio
Uninsured	495	569	53.8%
Medicaid/MCO's	243	260	24.6%
Medicaid Dental	94	87	8.2%
Medicare	37	34	3.2%
Dual Eligible Medicare	1	6	0.6%
Commercial Ins.			
Anthem/Optima/CIGNA	110	91	8.6%
VA Benefits	4	2	0.2%
Healthcare Exchange	5	0	0.0%
Other	14	8	0.8%
	1,003	1,057	

LOCALITY				
Location	June 2024	June 2025	Ratio	Cumulative %
James City County	577	592	56.0%	56.0%
City of Williamsburg	175	177	16.7%	72.8%
York County	105	109	10.3%	83.1%
Charles City	2	3	0.3%	83.3%
Gloucester	16	15	1.4%	84.8%
King Queen	2	5	0.5%	85.2%
New Kent	10	16	1.5%	86.8%
Newport News	68	89	8.4%	95.2%
Hampton	6	11	1.0%	96.2%
King William	20	24	2.3%	98.5%
Richmond	1	1	0.1%	98.6%
Surry	8	7	0.7%	99.2%
Other	14	8	0.8%	100.0%
	1,004	1,057		

	EOY 2024	EOY 2025	Variance
Total Patients	10,133	9,842	▼ (291)
Total Visits	13,745	13,399	▼ (346)
Visits per patient	1.36	1.36	▲ 0.005



NUMBER OF CLIENTS SERVED			
Category	EOY 2024	EOY 2025	Ratio
Total Dental Visits	3068	3337	24.9%
Total Medical Visits	10677	10062	75.1%
Total Visits	13,745	13,399	

GENDER			
Gender	EOY 2024	EOY 2025	Ratio
Male	4594	4604	34.4%
Female	9151	8795	65.6%
	13,745	13,399	

AGE			
Age Groups	EOY 2024	EOY 2025	Ratio
0-11 Months	25	14	0.1%
1-11 Years	865	731	5.5%
12-18 Years	645	613	4.6%
19-35 Years	3102	3004	22.4%
36-64 Years	7253	7255	54.1%
65+ Years	1855	1783	13.3%
	13,745	13,400	

RACE

Race	EOY 2024	EOY 2025	Ratio
Asian	470	477	3.6%
Black	2410	2525	18.8%
Hispanic	4468	4782	35.7%
White	3392	3006	22.4%
Other	3005	2610	19.5%
	13,745	13,400	

SLIDING SCALE

FPL Sliding Scales	EOY 2024	EOY 2025	Ratio
Level B 100% FL	4,074	4,073	30.4%
Level C 101-	1,531	1,592	11.9%
Level D 139-	680	692	5.2%
Level E 167-	454	314	2.3%
Level F 201-250%	211	187	1.4%
Non Compliant	349	606	4.5%
Full Fee	139	75	0.6%
Level I (Insured)	6,306	5,859	43.7%
	13,744	13,398	

HEALTH INSURANCE			
Insurance Category	EOY 2024	EOY 2025	Ratio
Uninsured	6,865	7,164	53.5%
Medicaid/MCO's	3,283	3,260	24.3%
Medicaid Dental	1,167	1,098	8.2%
Medicare	533	422	3.1%
Dual Eligible Medicare	222	75	0.6%
Commercial Ins.			
Anthem/Optima/CIGNA	950	1,140	8.5%
VA Benefits	50	21	0.2%
Healthcare Exchange	147	3	0.0%
Other	528	216	1.6%
	13,745	13,399	

LOCALITY				
Location	EOY 2024	EOY 2025	Ratio	Cumulative %
James City County	5,239	7,454	55.6%	55.6%
City of Williamsburg	5,492	2,222	16.6%	72.2%
York County	930	1,379	10.3%	82.4%
Charles City	15	34	0.3%	82.7%
Gloucester	181	193	1.4%	84.1%
King Queen	129	69	0.5%	84.7%
New Kent	170	198	1.5%	86.1%
Newport News	826	1,118	8.3%	94.5%
Hampton	79	132	1.0%	95.5%
King William	119	307	2.3%	97.7%
Richmond	15	9	0.1%	97.8%
Surry	68	89	0.7%	98.5%
Other	483	205	1.5%	100.0%
	13,746	13,409		



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

June 24, 2025

Computer Crime Section
Virginia Attorney General's Office
202 North 9th Street
Richmond, VA 23219

Re: Notice of INC Ransomware Attack

Dear Computer Crimes Section:

Please take note that Williamsburg Area Medical Assistance Corporation d/b/a Olde Towne Medical and Dental Center was the victim of a May 15, 2025 ransomware attack. The attached notice provides details of the attack and OTMDC's remediation efforts to date. Also attached per your request is a sample notice to individuals that OTMDC will be sending in the next 3 weeks to patients and others identified as affected by the attack.

Let me know if you have questions following your review of the attached documents. Thank you.

Sincerely,

Aaron Thompson, Executive Director



Your IC3 Complaint

Submission ID: 108da1911e94450bbe90c5a84e5abf58

Date Filed: 7/11/2025 3:17:21 PM EST

Were you the one affected in this incident? Yes

Your Contact Information

Name: Aaron Thompson

Business Name: Olde Towne Medical & Dental Center

Phone Number: 7572593275

Email Address: athompson@otmdc.net

Complainant Information

Name: Aaron Thompson

Age: 50 - 59

Address: 5249 Olde Towne Road

City: Williamsburg

County: VA

Country: United States of America

State: Virginia

Zip Code/Route: 23188

Phone Number: 7572593275

Email Address: athompson@otmdc.net

Business Information

Is this on behalf of a business that was targeted by a Cyber incident? Yes

Business Name: Olde Towne Medical & Dental Center

Is the incident currently impacting business operations? No

Business IT POC: Brian Reese, Optimize IT, 3601 La Grange Pkwy., Toano, VA 23168 (757) 820-0977

Other Business POC: Cybersecurity contractor – Loren Harvey, Layer 9 IT Management, 8030 Harbour View Blvd., Suite 300, Suffolk, VA 23435; 757-819-4949; lharvey@layer9it.

If your business or organization is defined as a critical infrastructure entity, select the sector below: Healthcare and Public Health

If known or applicable, please select the critical infrastructure subsector: Other Medical Facility

Financial Transaction(s)

July 11, 2025 FOR IMMEDIATE RELEASE

Notice of Data Breach at Olde Towne Medical and Dental Center (OTMDC)

Olde Towne Medical and Dental Center is notifying patients of a security breach that was discovered on its system on May 15, 2025. The 2567 patients potentially impacted are receiving a letter from OTMDC by mail with information and instructions.

What Happened

On May 15, 2025, OTMDC received a ransom note and discovered that an INC ransomware attack targeted OTMDC's computer system. OTMDC immediately shut down and isolated its network systems and terminated all outside access to patient information. OTMDC promptly engaged external cybersecurity experts to restore access to patient data and ensure that its network servers were secure from future attacks.

"This unfortunate incident was a surprise and we are deeply frustrated by the interruption in clinic services to patients and for the possible limited exposure of their health information. We apologize to our patients for any concern this situation may cause. We value them and their privacy and are doing what we can to ensure their information is safe moving forward," said OTMDC CEO and Executive Director Aaron Thompson.

What OTMDC is Doing

OTMDC's networks have been restored, and its clinic is fully operational. OTMDC is working to improve its technical security and add additional safeguards and protocols to secure its servers and individual patient files. OTMDC has implemented an advanced endpoint detection and response application to scan for future cybersecurity threats.

OTMDC notified the FBI and the Virginia Attorney General's Office about the breach and conducted an investigation to determine whose information may have been affected and what types of information were accessible during this breach. While electronic medical record patient data was encrypted and was not readily accessible to the ransomware agents, separate imaging and consultant reports containing patient names and diagnoses may not have been as protected.

After its initial investigation was complete, OTMDC sent notice letters to individuals who may have been affected by the data breach. OTMDC's cybersecurity experts continue to monitor the dark web and other locations to ensure that patient data is not shared or misused. To provide peace of mind, OTMDC is offering affected individuals identity theft protection services through Kroll. Those services include credit monitoring, fraud consultation, and identity theft restoration. Instructions on how to enroll in these services are included in the letters sent to affected patients.

What Affected Individuals Can Do

OTMDC patients are not required to take any action at this time. Individuals who receive a letter alerting them that their information may have been involved in this breach are encouraged to activate complementary credit monitoring and identity theft protection services using the instructions in that letter. Those who have questions about those services or the breach can contact Kroll at info.krollmonitoring.com or at 1- 866-819-7794. Individuals should always remain vigilant in reviewing their financial account statements, explanation of benefit statements, and free credit reports for fraudulent or irregular activity and report any suspicious activity to the proper authorities.

OTMDC values the privacy of its patients and takes the security of their information very seriously. OTMDC is deeply sorry for any inconvenience this event may cause. Affected individuals can contact OTMDC at 757-259-3258. OTMDC will provide further updates, if any, on its website at otmdc.org.

As filed OCR report Breach Tracking Number: **24W9ZXBMN7** on portal

Notice to the Secretary of HHS

Breach of Unsecured Protected Health Information

Form Approved: OMB No. 0945-0001

This site is available as we continuously work to make improvements to better serve the public. Should you have any questions, please email ocrprivacy@hhs.gov or call us toll-free: (800) 368-1019, TDD toll-free: (800) 368-1019.

To file a breach report, please enter information in the wizard pages below. A field with an asterisk (*) before it is a required field.

[Download Sample Form \(PDF\)](#)

- General
- Contact
- Breach
- Notice of Breach and Actions Taken
- Attestation

Summary: Please check the information on this page is correct and click the Submit button at the bottom to submit the breach notification.

* Breach Affecting: **500 or More Individuals**

* Report Type: **Initial Breach Report**

* Are you a Covered Entity filing on behalf of your organization? **Yes**

Covered Entity

* Name of Covered Entity:	Williamsburg Area Medical Assistance Corporation d/b/a Olde Towne Medical and Dental Center (OTMDC)
* Type of Covered Entity:	Healthcare Provider
* Street Address Line 1:	5249 Olde Towne Road
Street Address Line 2:	Suite D
* City:	Williamsburg

* State: Virginia
* ZIP: 23185

Covered Entity Point of Contact Information

* First Name: Aaron * Last Name: Thompson

* Email: athompson@otmdc.net

* Phone Number:	Contact Phones	Usage
(757) 259-3275		Work

(Include area code):

* Breach Start Date: 04/30/2025 * Breach End Date: 05/15/2025

* Discovery Start Date: 05/15/2025 * Discovery End Date: 05/16/2025

* Approximate Number of Individuals Affected by the Breach: 2567

* Type of Breach: Hacking/IT Incident

* Location of Breach: • Network Server

* Type of Protected Health Information Involved in Breach:

- Clinical
- Demographic
- Other

*** Clinical**

- Lab Results
- Other Treatment Information

*** Demographic**

- Name



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office for Civil Rights

Enforcement Division • Humphrey Building
200 Independence Ave, S.W, 5th Floor
Washington, DC 20201
Voice - (800) 368-1019 • TDD - (800) 537-7697
Fax - (202) 619-3818 • <http://www.hhs.gov/ocr>

July 23, 2025

Aaron Thompson
Williamsburg Area Medical Assistance Corporation d/b/a Olde Towne Medical and
Dental Center
5249 Olde Towne Road, Suite D
Williamsburg, Virginia 23185

RE: OCR Transaction Number 25-630357

Dear: Aaron Thompson

Please be advised that on July 13, 2025, the U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR), received a breach notification report, pursuant to 45 C.F.R. § 164.408, from Williamsburg Area Medical Assistance Corporation d/b/a Olde Towne Medical and Dental Center (the Covered Entity). OCR is investigating whether the Covered Entity is in compliance with the applicable Federal Standards for Privacy of Individually Identifiable Health Information and/or the Security Standards for the Protection of Electronic Protected Health Information (45 C.F.R. Parts 160 and 164, Subparts A, C, D, and E, the Privacy, Security, and Breach Notification Rules).

OCR enforces civil rights laws, which prohibit discrimination based on race, color, national origin, disability, age, sex, religion and the exercise of conscience, and also enforces the Health Insurance Portability and Accountability Act (HIPAA) Privacy, Security and Breach Notification Rules (the HIPAA Rules).

OCR is responsible for enforcing the HIPAA Rules as those Rules apply to "covered entities" and "business associates." Covered entities are health care providers that transmit health information in electronic form in connection with a transaction for which HHS has adopted standards, health plans and health care clearinghouses. See 45 C.F.R. Part 162. Business associates are persons or entities that on behalf of a covered entity creates, receives, maintains, or transmits protected health information (PHI) for a covered function, or provide certain services to or for such covered entities, or other business associates of covered entities, where the provision of the services includes the disclosure of PHI.

OCR's enforcement authority is codified at 45 C.F.R. Part 160, Subparts C, D, and E (the Enforcement Rule), which relates to compliance with, and enforcement of, each of the above-referenced Rules. The Enforcement Rule requires that covered entities and business associates cooperate with OCR during an investigation or compliance review of a covered entity's or business associate's policies, procedures, or practices to determine whether it is complying with the applicable provisions. See 45 C.F.R. § 160.310(b). It also requires that covered entities and business

associates permit OCR access to its facilities, records and other information during normal business hours or at any time, without notice, if exigent circumstances exist. See 45 C.F.R. § 160.310(c).

Please submit your response to the enclosed data request **within 15 business days of the date of this letter**. Please number each part of your response to correspond with the data request item and number each page of the response consecutively (i.e., Bates numbering). If submitting electronically, please provide the data response as a single PDF document, numbered consecutively with bookmarks to identify responsive pages for each corresponding data request item.

A covered entity or business associate has the right to submit additional data beyond that requested by OCR in the data request, as the covered entity or business associate deems appropriate. Such data could pertain to the covered entity's or business associate's compliance with the applicable provisions of the HIPAA Rules and/or pertain to the actions the covered entity or business associate has taken to correct potential non-compliance.

If we are unable to resolve this matter voluntarily, and if OCR's investigation results in a finding that the Covered Entity has failed to comply with the applicable provisions of the HIPAA Rules, HHS may initiate formal enforcement action which may result in the imposition of civil money penalties or take other actions consistent with OCR's jurisdiction.

If you have any questions, please do not hesitate to contact Kylie Thompson, J.D., OCR Investigator (Contractor), at (303) 844-7866 (Voice), kylie.thompson@hhs.gov (email). When contacting this office, please remember to include the transaction number that we have given this file. That number is located in the reference line of this letter.

Sincerely,



Andrea Oliver
Regional Manager

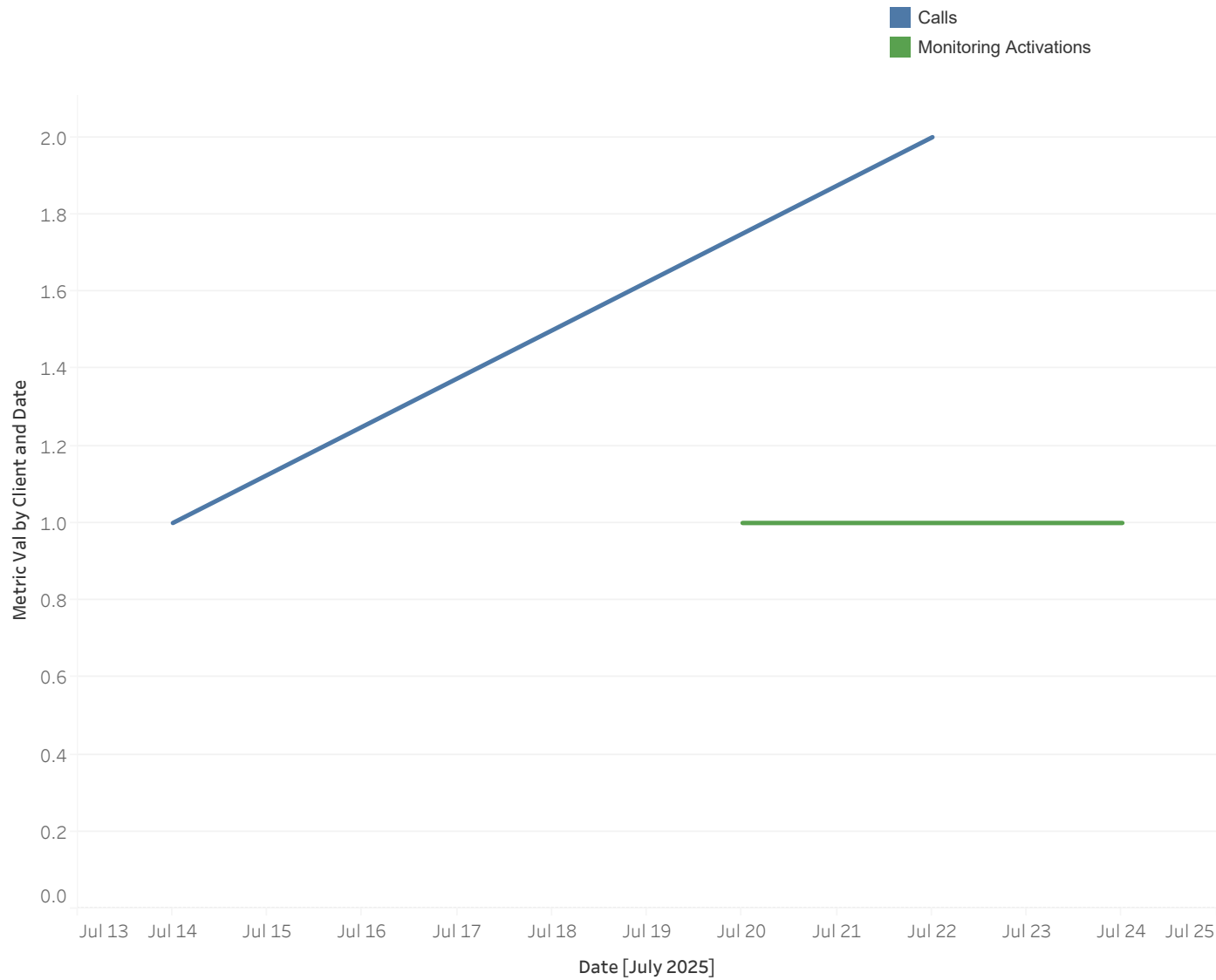
Enclosures: Data Request
The Privacy, Security, and Breach Notification Rules Enforcement and
Penalties for Noncompliance Fact Sheet



Kroll Event Report (Olde Towne Medical and Dental Center)

Calls	Enrollees	Monitoring Activations	Restoration Cases	Returned Mail	Activation %
3	2,566	3	0	0	0.12%

Timeseries : Calls & Monitoring Activations



Calls & Monitoring Activations
by Day (Olde Towne Medical
and Dental Center)

Day of Date	Calls	Monitoring Activations
July 10, 2025	0	0
July 14, 2025	1	0
July 20, 2025	0	1
July 22, 2025	2	1
July 24, 2025	0	1
Grand Total	3	3

Clinical Department Update Submitted By: Kendra Robinson 7/17/2025

Mission Moment: At the House of Mercy health fair, a gentleman approached the table and told his story about job loss and homelessness and how that has affected his ability to manage his diabetes, HTN, obesity and high cholesterol. He explained he is battling depression due the recent losses in his life. The Clinic Director was able to establish a connection with the gentleman and invited him to OTMDC to establish primary care. The gentleman was ecstatic and showed up to the clinic the following Monday and is now established with us. We were able to get him in to see a counselor and have restarted his medications. He was very appreciative of the services he received.

OB

- OB is still going strong. From 1/1/25-6/30/25, Victoria Buchanan, CMN, has provided 347 visits to 98 pregnant women. She currently works one day per week. We have room to increase capacity a little before increasing hours to accommodate more patients. On average she sees 21-22 patients each week.

Volunteer Specialty Care

- From (6/1/25-7/17/25) the following specialties provided x number of visits.
 - Cardiology 14 visits
 - Nephrology 4 visits
 - GYN 0 visits
 - Chiropractor 3 visits
 - Ophthalmology 7 visits

Community Involvement:

- On 7/11/2025 OTMDC participated in the Health and Wellness fair at House of Mercy. We were asked to provide immunizations for children. While no children stopped at our table for vaccines, we did have quite a few individuals inquire about the clinic's services. Thus far we have enrolled three new patients as a result of our participation in the fair.
- We have also begun conversations with House of Mercy (HOM) to have OTMDC provide acute care to HOM participants once a month. OTMDC provided this service



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

in the past (prior to COVID) and HOM staff is eager to start this program once again. It was very successful.

- On 7/15/2025 OTMDC partnered with WJCC schools to provide FREE immunizations to WJCC students. We set up at Jame Blair Middle school and provided 60 vaccines to 28 students. The next clinic is scheduled for 8/22/25 at the WJCC school board office.



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

Updates on Behavioral Health Programming

In recent months, Olde Towne has continued to provide outpatient therapy services, with a focus on supporting individuals experiencing trauma, anxiety, and depression, the most common presenting concerns among our patients. Patients have access to Eye Movement Desensitization and Reprocessing (EMDR) therapy, an evidence-based treatment for trauma that is often difficult to access for low-income individuals due to financial and systemic barriers. We are proud to offer this service as part of our commitment to equitable care. Additionally, Olde Towne hosted a support group specifically for Spanish-speaking mothers, aimed at fostering community and reducing isolation during a particularly vulnerable life stage. The medication management program also continues to demonstrate strong outcomes, providing clients with timely access to behavioral health medications that are contributing significantly to their daily functioning and overall wellbeing.



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

July 2025 Departmental Update

Business Office

- We have regained access to county systems necessary for processing accounts payable.
- Regarding our systems:
 1. Allscripts is fully functional on both the practice management side as well as the clinical module.
 2. The data connection bridge with Labcorp was restored, but the connection with VDH/VIIS cannot be restored until they complete their scheduled system update later this month.
 3. Dental is completely functional with all X-Ray equipment back on-line.
 4. Jacob is working with Allscripts to onboard Concord, an eFax solution that will replace the “on-premise” server-based fax system we had in place for faxing PHI (that system was affected by the cyber incident).
- Layer 9 remains readily accessible to assist with computer access issues as well as issues requiring installations and permissions.
- Mr. Thompson worked with JCC to have a new expense account “Cybersecurity” created so the business office can accurately track expenses relative to the recent incident. We have already started using this account, as will be reflected in July’s reports.
- Cenevia has resumed billing on our behalf. Jacob and Lisa are in communication with Wendy Tricarico regularly.
- JCC Financial Management Services confirmed that the \$900,000 from WHF has been moved to FY26.

Date: 07/18/2025

By: Margaret "Maggie" Beamon

Medication Access Program

- For the month of June, MAP requested 241 medications on behalf of 91 patients which were valued at \$214,614.62.
- Unfortunately, Lloyd Moss Pharmacy, where we received our medications for AMP from, unexpectedly closed on 06/12/2025. MAP staff have notified current AMP patients via mail and are checking each account to determine if we can request medications from an alternate program or if the patient will need to utilize a local pharmacy.
- Rx Partnership has been in touch and has located another Central Fill pharmacy. We are in the process of signing a contract with the new pharmacy and updating our eligibility paperwork.
- Patient Story: We enrolled a 41-year-old male into the Medication Access Program to request a medication that Dr. Wang, our volunteer Nephrologist, had recommended for his medical condition. The patient provided the required documentation, and we received an approval letter the same day that we submitted his application. Without this program, the patient would not be able to obtain this medication since it costs roughly \$26,000.00 for 1 month of supply (per The Pharmacy Connection).

Operations Manager

- Patient Story: On Friday, 06/27/2025 I stepped in as a dental assistant for the afternoon and one of the patients was a 49-year-old female who required 6 extractions. After her appointment was complete, I scheduled her for a 6 week follow up appointment. She did not have insurance and recently lost her job. I discussed Medicaid with her and informed her that we could help her apply. Patient decided she would like to schedule an appointment to apply for Medicaid. Patient came in on Monday, 06/30/2025, and I assisted with the application. The patient expressed how relieved she was to be able to come here and receive the help she needed.
- We have started interviewing for the vacant clinical assistant position.



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

Dental Report

July 2025

As the summer heat continues to rise, Olde Towne Dental Clinic continues to adapt thru this technological period! As everyone is aware of the computer breach that occurred, the dental clinic was able to continue to provide limited treatment, because the clinic continues to use paper charts. But over the last 3 weeks, the clinic was not able to retrieve or take any new dental X-ray images. The problem has been resolved and now we are fully operational. Considering our limited ability to take or view X-rays, we were able to treat 238 patients (285 visits) for the month of June. The clinic was very strategic about maintaining proper patient flow, and ensuring that we try to maintain a proper schedule. We were able to deliver many of the prosthetic cases and the patients were very appreciative of our efforts to get them in the clinic for delivery.

Recently we delivered a complete set of upper/ lower dentures to a patient on Medicaid and it was a covered procedure. The patient stated that she had been “toothless” for many years and couldn’t afford any “teeth”. She was so appreciative and the smile that I saw that day truly warmed my heart!!!

It has truly been a collaborative effort from the entire staff at Olde Towne to facilitate the clinic during our technological difficulties!!



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

Marketing & Communications Report Summary
June 6, 2025 - July 18, 2025

Events & Fundraising:

OTMDC Charity Classic Yielded \$63K for the 30th Annual event. Several aspects were discussed at the wrap-up meeting including ways to improve for next year. Some items of concern were the ROI for the auction, the need for more sponsors and how to increase the list, how to appeal to more golfers outside of FCC and are the residents that donate beginning to “burn out.”

Efforts are being focused on the Stride For Wellness 5K & 10K race coming up on November 1. The flyer is accessible here and we are happy to provide hard copy fliers for you to distribute on Olde Towne’s behalf in your neighborhoods, social circles and businesses.

Helped Susan plan and execute the **OTMDC & JCC DSS Mixer**.

Communications:

Email Blasts/Newsletters: July Newsletter has been sent. If you are not receiving our newsletter “The PULSE” please let Michelle or Susan know so that you can stay informed about Olde Towne.

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 services, events and the race.

We recently changed our Instagram handle once the new security issues were put into place. Please follow us at **Instagram/otmdchealth**. Our Facebook page remains the same. Working through the issues and connecting our accounts was a focus for this time period.

Marketing & Outreach:

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

Worked with the development team to coordinate a campaign to help inform donors about Legacy donations during **Make-A-Will Month** in August. Letters, social media and ads focused on educating about the benefits to donors of adding a non-profit like Olde Towne to their end-of-life plans.

We have placed an ad in the following publications: The **New Residents Guide** offered through the Greater Williamsburg Chamber, focusing on the services we provide and an ad about August Make-A-Will Month to go along with our campaign for legacy donations will be in the August **Next Door Neighbors Magazine**.

M&O Cont'd

Michelle, Susan and Kendra attended the **Williamsburg House of Mercy Health Fair** to offer vaccines to children and information to clients of WHOM.

Attended the First **WJCC Back-To-School Vaccine** clinic with Kendra to get photos of students.

Making plans to attend the **RPEO Back To School** event in August.

Ambassador Connections

Attended meetings for **GWOM** and The **Chamber Health Committee**. Both groups are great connections with other resource organizations. GWOM is working on the housing for the homeless permanent shelter initiative and the Health Committee interacts with other groups to help elevate the overall health both physically and mentally of our community.

Social Media Analytics

Facebook Reach 827 Followers; Facebook Views 9.8K; Facebook Interactions 330 Decrease of 35%

New Channel Instagram Views 457; Instagram Interactions 36; Followers 38



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

Communication & Development | Susan Dunn

July 2025

Development

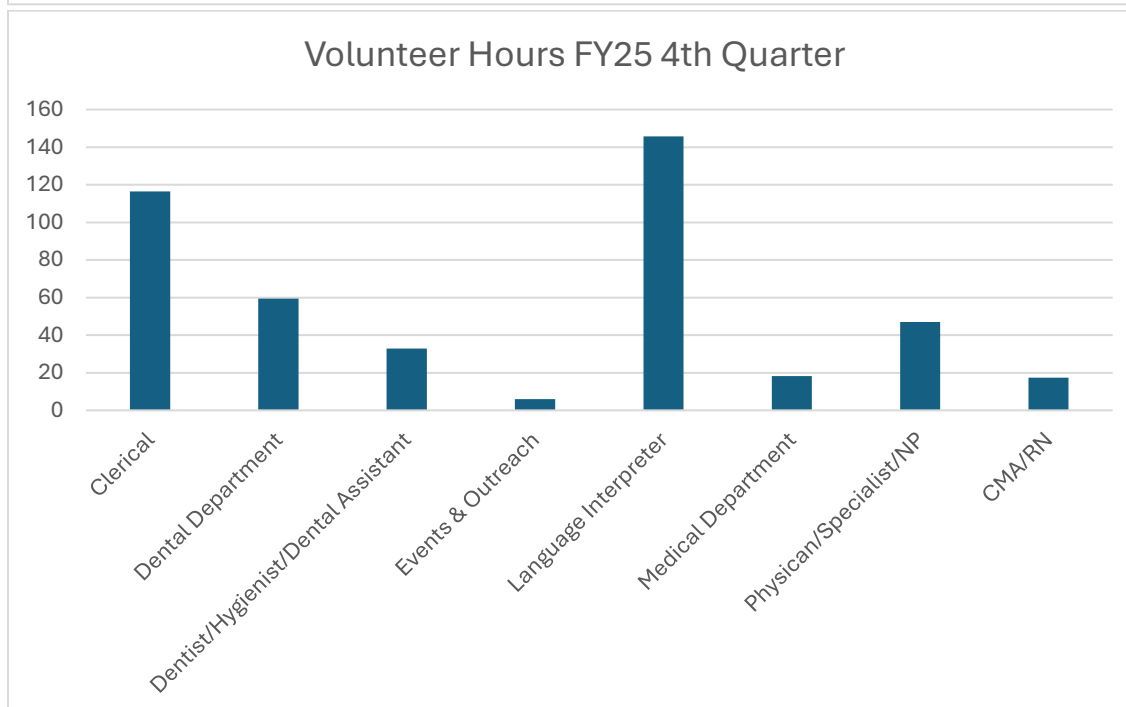
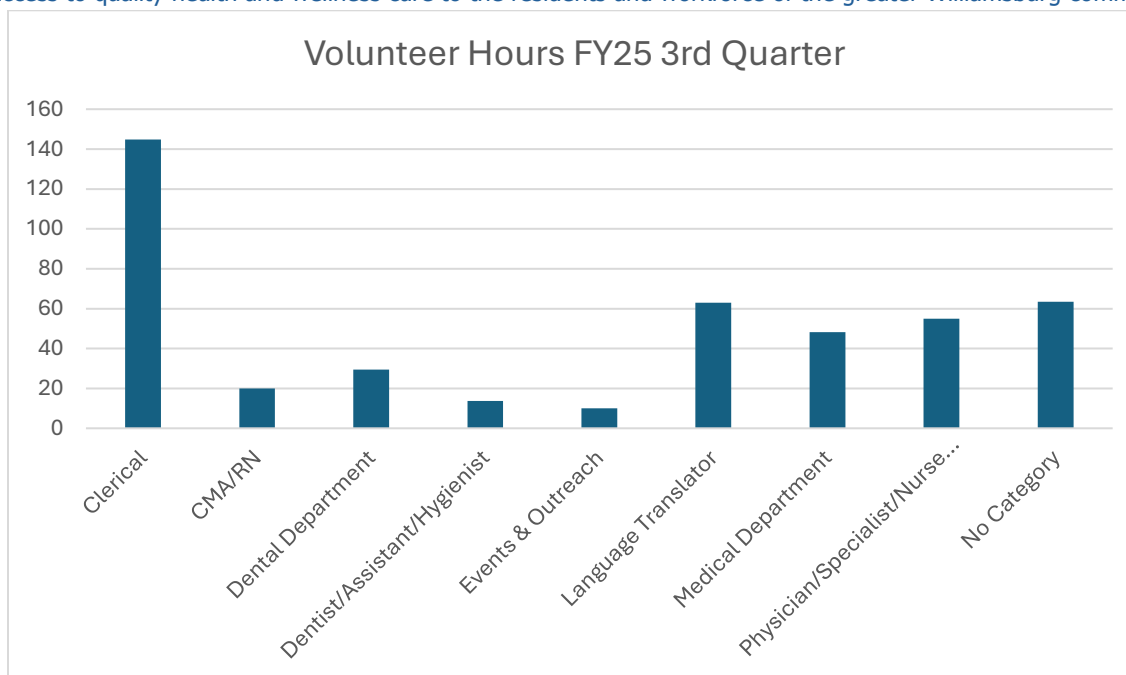
- Events

- We recently held a combined Ice Cream Social with the Department of Social Services and OTMDC.
 - Worked on logistics for the event, signage, supplies, and planning.
- Stride For Wellness
 - With the start of the new fiscal year fundraising focus will be toward the race.
 - We currently have 2 sponsors, 3 patient sponsors, and 2 companies that donated items, and 3 run registrations.
 - We will begin targeting local businesses for raffle donations and sponsorships via mail and email.
 - Our race coordinator (Colonial Road Runners) is currently organizing the fall schedule and our race will be on their website and they will promote by distributing flyers at other races, run clubs, and stores that cater to runners.
 - The race flyer can direct anyone to our race website (at bit.ly/StrideforWellness) where you can register to run, volunteer, or become a sponsor.
 - Continuing to create content for social media announcing the race.
- Attended House Of Mercy outreach event on July 11th where we were able to connect with potential and current patients as well as some community partners.

- Volunteers

- Currently still focusing on gaining volunteers that speak Spanish.
- Recently onboarded an interpreter volunteer that is willing to work the summer as many hours as she can, as well as a young man that is willing to come in as much as he can until the school year starts. Both have been very beneficial to have around.
- Worked with Elizabeth Miller at W&M's Civic and Community Engagement department to gain Spanish interpreter volunteer students. She has set us up an account on their GivePulse website that students use to find areas to volunteer. Hopefully this will generate some interest.

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





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

Communications

- Website
 - Updated the board portal and public view of board members to reflect the FY26 board.
 - Added our Cyber Security Notice.
- Misc
 - Created graphics to welcome and say goodbye to change in board members.
 - Updated, printed, and assembled board handbook for new members and updates for all other members.
 - Created a welcome bag for our new board members.
 - Updated all clerical areas that board members are listed to reflect the FY26 changes, such as letterhead, correspondence templates in our donor software, and database.
 - Uploaded FY25 donor list in lieu of adding it to the Impact Report.
 - Continuing to send informational slides to be presented on JCC Channel 47.

OLDE TOWNE'S **STRIDE** FOR **WELLNESS**



USATF CERTIFIED COURSE

CARTER'S GROVE 10K & 5K

SATURDAY, NOVEMBER 1ST | 9AM

WILLIAMSBURG, VA

REGISTRATION FEES

5K-\$40 | 10K-\$45

EARLY BIRD DISCOUNTS AVAILABLE

**PRESENTING
SPONSORSHIP
STILL AVAILABLE**
Imagine Your Logo Here!

SPONSORSHIPS AVAILABLE



bit.ly/StrideforWellness



**COLONIAL ROAD RUNNERS
GRAND PRIX EVENT (10K)**

OLDE TOWNE'S STRIDE FOR WELLNESS

Join us for a 10K and a 5K run along the **Carter's Grove Country Road Course**. Surpass your personal best while helping Olde Towne assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg community. This challenging run is on the old Carters Grove Country Road which is a paved trail. This will be a **Colonial Road Runners Grand Prix event (10K)**, and is on a **USATF-certified course (10K & 5K)**.

LOCATION: 101 Mount's Bay Rd, Williamsburg VA 23185 (James City County Government Complex). Parking available on location.

PERKS: All registered runners will receive an event T-shirt, but size is only guaranteed to those who register by October 11, 2025, at 11:59pm, swag bag, and after race refreshments.

PACKET PICK UP: Available at Olde Towne Medical & Dental Center (5249 Olde Towne Road, Williamsburg VA 23188) on October 31, 2025 from 12pm-5pm and can also be picked up the morning of race day beginning at 7:45.

START TIMES: 10K runner and race walker waves will begin at 9:00am and 5K runner and walker waves will begin at 9:15am.

AWARDS: 10K Run top three overall men and women, 10K Race Walk top three overall men and women. Top three in all age groups for the 10K Run (14-and-under through 75-and-over). 5K Run/Walk top five overall men and women.

REGISTER: Registration can be completed at the Stride For Wellness website, bit.ly/StrideforWellness.

SPONSORS & VOLUNTEERS: Interested in sponsoring the race or volunteering, visit bit.ly/StrideforWellness for more information.

RACE REGISTRATION FEES	10K Run	10K Race Walk	5K Walk & Run
Early Bird Registration (until 9/30/25)	\$40	\$40	\$35
Registration (until 10/31/25)	\$45	\$45	\$40
Day Of Registration (11/1/25 Only)	\$50	\$50	\$45

Register to race at bit.ly/StrideforWellness or use the form below.

NAME (FIRST & LAST)

EMAIL ADDRESS

DATE OF BIRTH

PHONE NUMBER

GENDER

T-SHIRT SIZE

ADDRESS

MAIL REGISTRATION AND PAYMENT TO: OTMDC, 5249 OLDE TOWNE ROAD, WILLIAMSBURG VA 23188

Grants & Development

July 2025

1. Grant research
 - a. Signed up for 14-day trial with Instrumental, a grant management platform for nonprofits. Used their database to research grantors.
2. LabCorp Charitable Foundation – Submitted, expected reply by end of summer/early fall. Applied for \$1,500 to purchase a Masimo Pronto hemoglobin spot check, a quick non-invasive method to estimate hemoglobin levels in the blood and other parameters.
3. ii. Moderna Charitable Foundation – In progress – Worked with Kendra Robinson to determine vaccine needs and funding necessary to close the expense gap between 1) vaccines supplied to us by the Virginia Department of Health and our demand, 2) the gap in cost of vaccines and reimbursement from insurances, and 3) the cost to administer community vaccine clinics. I am currently completing the budget and application requirements with help from others at OTMDC.
4. iii. Other grantors and funding programs identified for the future include 1) Elevance Health Foundation – “Food as Medicine” and “Maternal and Infant Health,” and 2) CareQuest Institute for Oral Health.
5. Grant applications submitted
 - a. Labcorp – 6/25/2025 - \$1,500 – Hemoglobin Spot Check
 - b. Williamsburg Community Foundation – 7/11/2025 - \$3,500 – EKG and Urinalysis Machines
6. Other Fundraising Initiatives
 - a. Listened to a webinar “August is Make-A-Will Month.”
7. Wrote a letter to donors; Michelle Williams and Susan Dunn have developed it as a mailer.
 - a. Listened to a webinar “What the new tax bill means for charitable giving – and what fundraisers should do next”
8. Wrote an article for the July newsletter on qualified distributions.
 - a. Applied to Kroger community rewards program
9. Donors who have a Kroger rewards card can link them to OTMDC on their account page. When they use the rewards card at check out, a portion of sales will go to us. Two Krogers are in our service area (Grafton and Yorktown) and one is in Hayes (Gloucester).



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

OTMDC 2025-2026 Board

At Large Members

Becca Bruhl, DrPH, MPH, MEM, Chair

Rashid Jones, MBA, Vice Chair

Melissa Tucker, CPA, Treasurer, Finance Committee Chair

David Aday, PhD, Governance & Nomination Chair

R. Scott Herr, Planning & Performance Chair

Cris Becerra

Ron Kirkland

Jennifer Kirby Henderson

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

Cornelius Powell, MD, MBA, CHCQM-PSRM

Henry Ranger, PharmD

Karen Stokes, MSN

Randy Walton, PHD

Jurisdictional Representatives

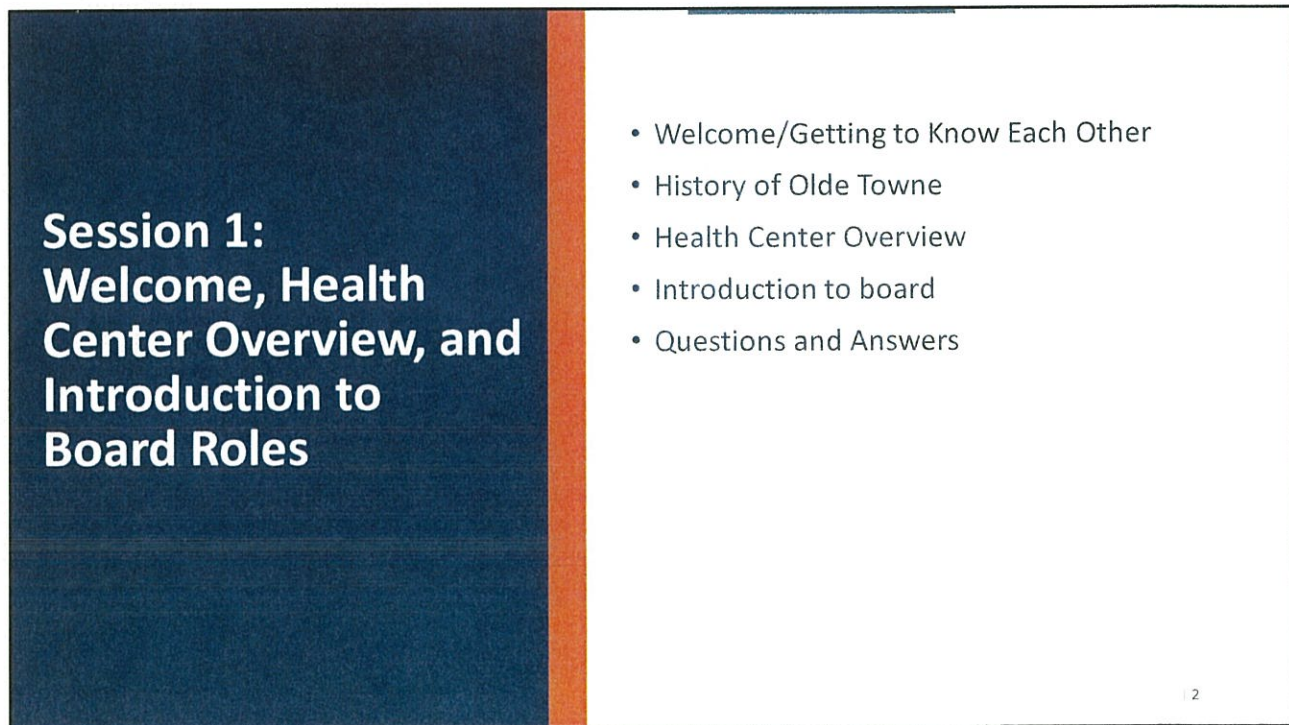
Doug Holroyd

John McGlennon

Ayanna Williams



1



2

Welcome/Getting to Know Each Other

- Welcome!
- Introductions
 - Why do you choose to serve with the health center?
 - Your background
 - Anything else you'd like for us to know about you

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3

Health Center Overview: History

- Established in 1993 to alleviate overwhelmed emergency department of Williamsburg Community Hospital
- Partnership between the hospital, community leaders, and local jurisdictions (City of Williamsburg, James City County, York County)

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Health Center Overview

- **Mission:** To assure access to quality health and wellness care to the residents and workforce of the greater Williamsburg community
- **Vision:** We appreciate every patient and their contribution to creating a diverse and vibrant community. Our dedication to our patients will always reflect our unwavering integrity and commitment to operational excellence.
- **Values**
 - Advocacy
 - Collaboration
 - Compassion
 - Efficiency
 - Respect

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Health Center Overview

Services

- Family medicine
- Pediatrics and adolescent health
- OB/GYN
- Senior care
- Integrated behavioral health
- General dentistry
- Vision
- Pharmacy
- Access to specialty care referrals

Enabling Services

- Care coordination/case management
- Insurance eligibility determination and enrollment assistance for patients
- Health education
- Translation and interpretation for patients in various languages
- Medication Access Program

| 6

6

Health Center Overview

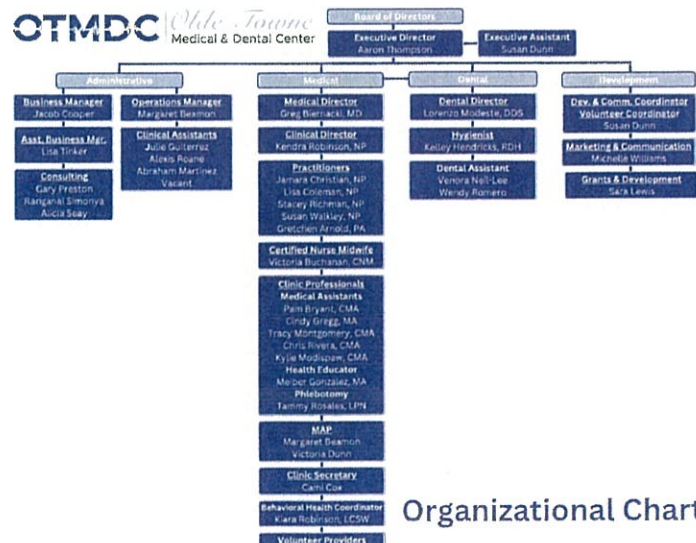
Key statistics – FY' 24

- 3,735 unique patients generating
- 13,745 patient encounters
- 1,511 Medicaid patients
- 123 Medicare patients
- 2,978 unique adult patients
- 757 unique pediatric patients
- 1,441 uninsured patients
- 660 commercially insured patients.
- 31 Full-time equivalents; 2 PT; Consultants - 3

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Health Center Overview



Organizational Chart

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8

Health Center Overview: **Strategic Plan**

- Reflects voice and values of OTMDC leadership and staff
- Roadmap for delivering on mission with integrity, compassion, and excellence over the next three years.
- Strategic goals across five domains:
 - Service
 - Growth
 - Quality
 - People
 - Finance

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OTMDC Board: **Organizational Details**

- See binder and web portal
 - Member list, contact info
 - Meeting dates
 - Committee responsibilities
 - Directors' role
 - Info on legal matters, strategic plan, finances
- Web portal: <https://www.otmdc.org/board-committee-info>; Otmdc5249

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Board Roles

Governance is a “team sport” – authority is placed in the board.
This authority is carried out during board meetings.

Strategy

- Strategic board composition
- Strategic planning & thinking

Functioning

- Board meetings
- Board committees
- Board culture

Oversight & Policy

- Provide oversight
- Approve policy



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Governance versus Management - Examples

	Board /Governance	CEO/Management
Strategic Board Composition	<ul style="list-style-type: none"> • Ensures its own strategic composition, including compliance requirements 	<ul style="list-style-type: none"> • Supports board in ensuring its strategic composition, has voice in recruitment
Financial Oversight	<ul style="list-style-type: none"> • Approves budget • Monitors financials • Oversees audit 	<ul style="list-style-type: none"> • Prepares and proposes budget to board • Manages health center in alignment with financial policies and budget guidelines
Quality Oversight	<ul style="list-style-type: none"> • Approves and revises quality assurance (QA) and quality improvement (QI) policies • Ensures follow-up taken as needed 	<ul style="list-style-type: none"> • Ensures staff manage the quality program
CEO & Staff	<ul style="list-style-type: none"> • Hires, provides oversight of CEO • Establishes CEO compensation 	<ul style="list-style-type: none"> • Hires, manages rest of staff • Coaches staff

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Individual Board Member – Legal Duties

- Duty of **Care**
 - Acting in good faith with the degree of diligence, care, and skill that prudent people would use in similar circumstances
- Duty of **Loyalty**
 - Acting in the best interests of the corporation and avoiding even the appearance of a conflict of interest
- Duty of **Obedience**
 - Ensuring that the corporation uses its resources to advance its purpose and goals, and that it complies with all appropriate laws

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Board Role Description/Agreement



OTMDC Board Pledge FY25

As a member of the Board of Directors of OTMDC, I am fully committed to and dedicated to the mission of Olde Towne Medical & Dental Center, to ensure access to quality health and wellness care to the residents and workforce of the greater Williamsburg area. I pledge to help OTMDC carry out this mission, consistent with the function of the office of board member as stated in OTMDC's Bylaws.

The role of the board: As a board member of OTMDC, I have both the opportunity and the obligation to appoint and evaluate the CEO, help establish strategic direction, set board policy, and steward the assets, all in support of the organization's stated mission. I commit to fulfilling these obligations with my time, talent, resources, and relationships.

The role of management: I understand that the Executive Director is responsible, under the board's direction, for developing the long-range plan for board approval, devising acceptable short- and medium-term objectives in pursuit of the plan, and then managing the organization's resources to meet those objectives.

Preparation: I will work diligently to understand the mission, purpose, goals and programs of the organization, and I will prepare for all board and committee meetings by reviewing all related documents and materials in advance.

Fiscal and program oversight: Together with my fellow board members, I am responsible for the fiscal oversight of OTMDC. If I am a member of the organization's finance committee, I will know what our budget is and take an active part in reviewing and approving the budget and monitoring our performance against that budget. If I do not understand an element of OTMDC's fiscal health, I will reach out to the appropriate board members, committees, or staff for clarification.

Active participation in board meetings: I will attend regularly scheduled board meetings, be available for consultation by phone and e-mail, and serve on at least one committee of the board where I can apply my special skills, perspective and experience. I will come prepared to discuss the issues and business in hand. I will attend board meetings as often as possible. I understand that I am expected to attend at least 80% of both Board and committee meetings. If I am more than two consecutive board meetings without proper notice or am otherwise unable to fulfill my obligations as a board member, the board may ask that I resign or request a leave of absence.

Active participation in major events: I will attend OTMDC's major public events and fundraisers and will actively encourage support and attendance by my friends and colleagues. Positively represent the organization. As a board member, I know that I am a de facto ambassador for the organization, and I will strive to represent OTMDC in the best possible ways. I will never offer myself as an official spokesperson for the organization without proper authority from the board or Executive Director.

Recruit, nominate, and mentor new board members and assess the board's performance: All members have a responsibility to articulate prerequisites for candidates and secure new members. Financial support. I will work with relevant members of the board and staff to come up with a giving plan that is reasonable for my personal situation, and I will leverage OTMDC's development staff to help me secure the funds for this level of funding. I expect to be actively involved throughout the entire process of OTMDC's fundraising efforts, including identification and cultivation of potential supporters.

Support the staff: I recognize the significant obligations of the staff in carrying out OTMDC's work, and I will do my best not to interfere with the staff's operating responsibilities. While I have the right to speak with staff about matters of mutual interest, I understand that I do not have the right to direct the actions of staff members unless appropriately authorized to do so by the board or the Executive Director.



I uphold confidentiality and By-laws: I understand that the board must speak with one voice, and therefore I agree not to divulge board-level discussions to outsiders unless the board has adopted a different policy for a specific instance or issue. I have read and understand the organization's Bylaws, and I agree to operate in accordance with them.

OTMDC's Commitment to its Board Members.

As part of the organization's execution of its mission, OTMDC makes the following commitment to its board members:

- We will provide you with the opportunity for meaningful and rewarding service to our mission and community.
- We will provide you in a timely way with the information you need to be an effective board member.
- We will be diligent in making the best possible use of the assets you make available to us, whether those be assets of time, wisdom, experience, relationships or money.
- We will schedule meetings in advance, and we will start and end meetings on time, unless a majority of those present at the time elect otherwise.
- We will make every effort to keep our meetings brief, relevant, interesting and impactful.
- We will respond to the best of our ability to your questions and concerns.
- We encourage your feedback and criticism.
- We will do our utmost to be an organization of which all of us can be proud.

Commitment

By signing this document, I acknowledge that board service implies a three-way commitment from board members, individually, board members collectively, and the organization. Even though this commitment letter is non-binding in a legal sense, I understand that the organization will rely on the collective commitments of its board members in formulating its plans and executing its strategy.

Signed _____ Date _____
(Board Member)

Signed _____ Date _____
(Board Chair)

Signed _____ Date _____
(Executive Director)

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What to Expect at Board Meetings

- In-person (with virtual option), last 1-1 ½ hours
- Quorum is important – your participation is essential!
- Board packet e-mailed ~ 3 days before meeting (agenda & supporting info)
- Agendas include
 - Mission moment or informal discussion
 - Consent agenda
 - Executive director report
 - Committee reports
 - Strategic discussion

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Board Committees

Planning & Performance

- Committee Chair + at least 6 more
- Leads board in measuring performance; maintains & updates strategic plan, monitors performance against goals & objectives.
- Meets at least quarterly.

Governance & Nominating

- Committee Chair + at least 3 others
- Provides oversight of board proceedings: board nominations, orientation, self-evaluation, training.
- Meets at least quarterly

Finance

- Treasurer, Board Chair, Jurisdictional Reps + up to 3 more
- Provides financial oversight: reviews & approves budget, ensures financial controls in place
- Reviews information monthly; meets every other month

Events & Outreach

- Committee Chair + at least 3 others
- Cultivates awareness of OTMDC in the community
- Oversees implementation of fundraising, communications, and development to support funding needs
- Meets at least quarterly

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Officers & Executive Committee

Officers

- Chair: Leads board meetings and provides overall leadership; partners with CEO
- Vice Chair: Supports chair, fills in when the chair is unable to carry out duties
- Treasurer: Chairs Finance Committee; provides leadership on financial oversight.

Executive Committee

- BoD Chair, Vice Chair, Treasurer, Chair of each standing committee
- Provides oversight of the operations of OTMDC, revision of bylaws, reviews proposals & concerns, handles Executive Director evaluation/compensation.

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Questions and Answers

- What questions do you have that we can answer now or in the future?
- Feel free to email or call us with questions between our sessions!
 - Becca Bruhl, beccabruhl@gmail.com, 832-472-2941
 - David Aday, dpaday@wm.edu
 - Aaron Thompson, Athompson@otmdc.net, 757-259-3275



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