



Board Meeting

October 14th, 2026

5:00 pm

Zoom & In-Person

Dr. Becca Bruhl, Board Chair

Aaron Thompson, ED



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

Board of Directors Meeting
October 14, 2026 | 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 | September 9, 2026
 - b. Executive Committee Minutes | September 23, 2026
 - c. Finance Committee Minutes | September 23, 2026
- 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. Communication & Development | Ms. Susan Dunn
 - f. Marketing & Communications | Ms. Anabelle Diaz
 - g. Grants & Development | Ms. Sara Lewis
- 4) Committee Reports
 - a. Finance Committee | Ms. Melissa Tucker, CPA, Chair
 - b. Governance & Nominating | Dr. David Aday, Chair
 - c. Planning & Performance | Mr. Scott Herr, Chair
 - d. Ad Hoc Committee | A. Thompson & Dr. B. Bruhl
- 5) Old Business
 - a. Medicaid Update
 - b. Look-Alike (LAL)
 - c. 2030 – 2031 Plan
- 6) Next Board Meeting | November 18, 2026 ***
- 7) Adjourn

Board of Directors

September 9, 2026 | 5:00PM

Members Present	Members Absent	Staff Members Present
Becca Bruhl, DrPH David Aday, PhD Melissa Tucker, CPA R. Scott Herr Ron Kirkland Karen Stokes, MSN-RN Barbara Null Ayanna Williams Henry Ranger, PharmD Ted LaRose William Hill, MD	Robin Nelhuebel, PhD, MSN, RN, RT(R) Loren Smith, MPH Randy Walton, PHD Doug Holroyd Cris Becerra	Aaron Thompson Jacob Cooper Sara Lewis Susan Dunn Anabelle Diaz

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

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

Approval of Minutes

- Board of Directors Minutes | August 12, 2026
 - A motion to approve the consent agenda was made by Barbara Null and seconded by Karen Stokes. The motion carried.

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

Facility Update | Mr. Aaron Thompson, Executive Director

- Facility | Mr. Aaron Thompson, Executive Director
 - Introduced new staff.
 - Reviewed patient statistics.
 - Increase in visits overall for both medical and dental.
 - A continued focus on Medicaid.
 - Labor and Industry inquiry
 - Update given regarding anonymous employee concern; administration action, and final resolution.
 - Drone AED
 - OTMDC is a community partner with JCC for a pilot program to utilize drones to drop off AED's when needed in rural areas.

- Audit
 - No updates of consequence other than submission of requested information are being shared in a timely manner.
- Impact Report
 - Has been completed, printed, and has been posted on social media, our website, as well as mailed out.
- Shannon Taylor Tour
 - Her team reached out to request a tour the facility, and to discuss healthcare.
 - Mr. Thompson reached out to Delegate Wittman and offered the same opportunity.
- Clinical Update | Kendra Robinson, NP
 - No questions or comments regarding board report.
- Business Office | Jacob Cooper
 - No questions or comments regarding board report.
- Operations | Maggie Beamon
 - Working to improve phone etiquette is in the beginning stages.
- Dental | Dr. Modeste
 - No questions or comments regarding board report.
- Communication & Development | Susan Dunn
 - Susan and Anabelle attended a celebration luncheon for the Kiwanis club grantees and received the grant funding that was awarded to OTMDC.
- Marketing and communications
 - First trending TikTok post analytics
 - First 24 hours 6000+ views
 - 8000+ views total.
 - Over 817 likes, 16 comments, and 28 followers.
- Grants & Development | Sara Lewis
 - Update on Seay grant allocation.

4. Committee Reports

- Finance Committee | Ms. Melissa Tucker, CPA, Chair
 - No questions or comments regarding board report.
- Governance & Nominating | Dr. David Aday, Chair
 - Cris Becerra worked with Kendra to find 3-4 more patient candidates.
 - Karen and Cris are working together to get our PAC moving forward.
 - Currently working on board self-evaluation document.
- Planning & Performance | Mr. Scott Herr, Chair
 - At the upcoming meeting the committee will be taking a look at the performance metrics used organizationally for QA&QI

Ad Hoc Updates

- The 2030 plans have been submitted to Mr. Thompson, and these will be sent to the committee to read through and discuss at the next meeting.
- Update on moving forward with a capital campaign.
- Currently in the process of getting the floor plan for the building to potentially use for renovation renderings.

5. New Business

- Closed session to discuss the Executive Director's annual evaluation.

6. Next Meeting

- October 14, 2026 at 5:00pm.

7. Adjournment

Motion to Adjourn

- Completed during closed session.

Executive Committee

September 23, 2026 | 5:00PM

Members Present	Members Absent	Staff Members Present
Becca Bruhl, Chair David Aday Scott Herr Melissa Tucker		Aaron Thompson Susan Dunn

I. Call to Order & Attendance

II. Minutes

Approval of Minutes | July 22, 2026

- The minutes were approved on August 12, 2026 at the Board of Directors meeting.

III. Discussions | Decisions | Action Items

Updates

- Discussed Town Trust meeting.
- Site visit with Shannon Taylor and discussed JCC concerns.
- Audit is close to completion.
- Uploading documentation for the 990 has started, and the extension request has been granted.
- Preparing to meet Friday with JCC to discuss building and fiscal agency.
- Review of VNG's SOW for LAL status.
- Schematics for the building to use as space assessment has been obtained.
- OTMDC's 2030 plan has been distributed to the committee for review.

IV. Next Meeting

Meeting Date

- December 2, 2026, at 5:00p.m.

V. Adjournment

Motion to Adjourn

- A motion to adjourn was made by David Aday and seconded by Melissa Tucker. The committee approved.

Finance Committee

September 23, 2026 | 4:30PM

Members Present	Members Absent	Staff Members Present
Melissa Tucker, Chair Becca Bruhl Scott Herr, Chair Ayanna Williams Maria Caloway	Doug Holroyd Barbara Null	Aaron Thompson Susan Dunn

I. Call to Order & Attendance

II. Minutes

Approval of Minutes | July 22, 2026

- The minutes were approved on August 12, 2026, at the Board of Directors meeting.

III. Discussions | Decisions | Action Items

Review of Internal / Committee Financial Reports for the month of August 2026.

- Currently at 15% of the budget and expenses.
- Seay Foundation is listed as a grant within public funds.
- The endowment is earning well.

Review of committee charter.

- Discussed annual performance evaluation.
 - For accountability and transparency, a formal evaluation should be completed.
 - The board will be utilizing an evaluation, and it is suggested to have items for each committee within that document.
- Committee advisement on investments
 - Discussed exploring options that the committee may recommend.
- The committee as audit committee
 - Due to our fiscal agent relationship with JCC, audits are managed through them; however, the committee advises, reviews, and approves.
- Look at / memorialize investment policy for OTMDC
 - There are several options that Melissa would like to look over prior to presenting ones that would work well with OTMDC.
 - A policy needs to be drafted and put into place.
- Committee Composition

- Discussion of if more members are needed to balance out the Jurisdictional representation.

Executive Director Report

- An extension for the 990 has been granted through May 15, 2027.
- The 990 Surelink platform has been emailed to Mr. Cooper and Mr. Thompson and required documentation can begin to be uploaded.
- A tour of OTMDC was given to Shannon Taylor and her team to learn about community health and what we do at OTMDC. Equal time was offered to other delegates.
-

IV. Next Meeting

Meeting Date

- December 2, 2026, at 4:30 p.m. This is the November meeting, but due to the holiday it is postponed for a week. It may also have the auditors join to present their findings.

V. Adjournment

Motion to Adjourn

- A motion to adjourn was made by Scott Herr and seconded by Ayanna Williams. The committee approved.



State of the Facility

Aaron Thompson, ED



Outlook

In Memoriam — Mr. Jonathan V. Weiss, LCSW

From Aaron Thompson <athompson@otmdc.net>**Date** Fri 10/9/2026 8:27 PM**To** Aaron Thompson <athompson@otmdc.net>**Cc** Aaron Thompson <alt_94@yahoo.com>**TO:** Board of Directors**FROM:** Aaron L. Thompson**DATE:** October 9, 2026

Dear Members & Former Members of the Board,

I share with deep sadness the news of **Mr. Jonathan Weiss's** passing, a former member of the Olde Towne Medical & Dental Center Board of Directors.

Jonathan gave generously of his time, his judgment, and his heart to this organization. During his service on our Board, he championed our mission — to assure access to quality health and wellness care to the residents and workforce of the Greater Williamsburg Community — with steady counsel and a genuine commitment. Many of the patients we serve today continue to benefit from the decisions he helped shape and the care he helped sustain.

Jonathan Victor Weiss, LCSW, dedicated more than four decades of his professional life to advancing behavioral health services and supporting individuals and families throughout the Greater Williamsburg community.

As Clinical Director of Colonial Behavioral Health for more than 25 years, Jonathan was recognized for his leadership, clinical expertise, and unwavering commitment to those facing mental health challenges. The field acknowledged his contributions in 2003 when he received the prestigious Amos R.D. Rollins Memorial Award.

His legacy is one of compassion, dedicated service, and a genuine commitment to improving others' lives. Jonathan will be remembered not only for his professional accomplishments but also for the lasting impact he made on the organizations, colleagues, and countless individuals he served.

On behalf of the entire Olde Towne family, we extend our heartfelt condolences to his wife, Mrs. Marcia Weiss, and to all who loved him. Please keep Marcia and the Weiss family in your thoughts and prayers during this difficult time.

We will share arrangements as soon as they are available.

I will send Mrs. Weiss a formal expression of sympathy on behalf of Olde Towne and the Board.

With gratitude for his service,

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



OLDE TOWNE MEDICAL & DENTAL CENTER

Community Service Report Dashboard

FY'27 Period 3

September 2026

Monthly Performance Summary

Aaron L. Thompson, MBA, CRHCP, CMR
Chief Executive Officer / Executive Director

Report Period: September 2026

September 2026 delivered strong, broad-based performance gains for Olde Towne Medical & Dental Center. Total visits reached 1,241 — a 9.5% increase from September 2025 and the highest September visit count in the three-year comparison window — while total patients grew 8.5% to 892. Both service lines expanded, with dental visits up 20.3% year over year. The community's dependence on OTMDC as a safety-net provider continued to deepen, with uninsured visits climbing to 753 (60.7% of all visits), the highest uninsured share recorded in any September since tracking began (Very notable, based on Medicaid discussions) Concurrently with this volume growth, Medicaid/MCO visits declined 29.1% year-over-year (237 to 168), extending the multi-month downward trend. The organization continues to prioritize the divergence between rising uninsured utilization and falling Medicaid/MCO encounters. Williamsburg posted a dramatic 70.0% visit increase (176 to 299), suggesting a meaningful geographic expansion of the patient base.

TOTAL PATIENTS 892 Sep 2025: 822 ▲ +70 (+8.5%)	TOTAL VISITS 1,241 Sep 2025: 1,133 ▲ +108 (+9.5%)	VISITS / PATIENT 1.39 Sep 2025: 1.38 → Stable	MEDICAL VISITS 880 Sep 2025: 833 ▲ +47 (+5.6%)
DENTAL VISITS 361 Sep 2025: 300 ▲ +61 (+20.3%)	UNINSURED VISITS 753 60.7% of total ▲ +143 (+23.4%)	MEDICAID/MCO 168 Sep 2025: 237 ▼ -69 (-29.1%)	MEDICAID DENTAL 122 Sep 2025: 95 ▲ +27 (+28.4%)

Three-Year September Comparison (Sep 2024 | Sep 2025 | Sep 2026)

Metric	Sep 2024	Sep 2025	Sep 2026 ★
Total Patients	813	822	892
Total Visits	1,049	1,133	1,241
Medical Visits	846	833	880
Dental Visits	203	300	361
Uninsured	495	610	753
Medicaid/MCO	276	237	168
Medicaid Dental	88	95	122
Hispanic Patients	295	423	494

65+ Patients	127	148	154
City of Williamsburg	495	176	299

Service Line	Sep 2024	Sep 2025	Sep 2026	YoY Change	3-Yr Change
Medical Visits	846	833	880	+47 (+5.6%)	+34 (+4.0%)
Dental Visits	203	300	361	+61 (+20.3%)	+158 (+77.8%)
Total Visits	1,049	1,133	1,241	+108 (+9.5%)	+192 (+18.3%)
Total Patients	813	822	892	+70 (+8.5%)	+79 (+9.7%)

Insurance Category	Sep 2024	Sep 2025	Sep 2026	YoY Change	% of Sep 2026
Uninsured	495	610	753	+143 (+23.4%)	60.7%
Medicaid/MCO	276	237	168	-69 (-29.1%)	13.5%
Medicaid Dental	88	95	122	+27 (+28.4%)	9.8%
Anthem/Optima/CIGNA	76	92	96	+4 (+4.3%)	7.7%
Other	18	48	62	+14 (+29.2%)	5.0%
Medicare	34	36	22	-14 (-38.9%)	1.8%
Dual Eligible Medicare	41	15	17	+2 (+13.3%)	1.4%
VA Benefits	4	0	1	+1	0.1%
Healthcare Exchange	17	0	0	—	0.0%
TOTAL	1,049	1,133	1,241	+108 (+9.5%)	100%

Medicaid Dental's 28.4% year-over-year growth (95 to 122) is a positive counterweight — the dental Medicaid program is gaining strength even as medical-side Medicaid/MCO volumes contract. Commercial insurance (Anthem/Optima/CIGNA) remained stable at 96 visits, a modest +4.3% gain, representing a consistent but small segment of the payer mix.

Age Group	Sep 2024	Sep 2025	Sep 2026	YoY Change
0–11 Months	4	11	5	-6 (-54.5%)
1–11 Years	76	28	21	-7 (-25.0%)
12–18 Years	64	63	61	-2 (-3.2%)
19–35 Years	243	262	284	+22 (+8.4%)
36–64 Years	535	621	716	+95 (+15.3%)
65+ Years	127	148	154	+6 (+4.1%)
TOTAL	1,049	1,133	1,241	+108

Race/Ethnicity	Sep 2024	Sep 2025	Sep 2026	YoY Change	% of Sep 2026
Hispanic	295	423	494	+71 (+16.8%)	39.8%
White	261	265	273	+8 (+3.0%)	22.0%
Other	250	179	252	+73 (+40.8%)	20.3%
Black	206	223	195	-28 (-12.6%)	15.7%
Asian	37	43	27	-16 (-37.2%)	2.2%
TOTAL	1,049	1,133	1,241	—	100%

Hispanic patients represent the largest and fastest-growing racial/ethnic patient population at OTMDC, reaching 494 visits (39.8% of total) in September 2026. The three-year arc — from 295 (Sep 2024) to 423 (Sep 2025) to 494 (Sep 2026) — reflects a 67.5% cumulative increase and underscores OTMDC's central role as the primary healthcare access point for the Hispanic/Latino community in Greater Williamsburg.

The sliding fee scale data for September 2026 reflects continued concentration in the lowest Federal Poverty Level (FPL) tiers, consistent with OTMDC's core mission as a safety-net provider. All sliding fee levels increased year-over-year, paralleling the overall visit growth.

FPL Category	Sep 2025	Sep 2026	YoY Change	% of Sep 2026 Total
Level B — ≤100% FPL	352	395	+43 (+12.2%)	31.8%
Level C — 101–138% FPL	141	167	+26 (+18.4%)	13.5%
Level D — 139–166% FPL	54	69	+15 (+27.8%)	5.6%
Level E — 167–200% FPL	20	31	+11 (+55.0%)	2.5%
Level F — 201–250% FPL	8	12	+4 (+50.0%)	1.0%
Non-Compliant Patients	51	52	+1 (+2.0%)	4.2%
Full Fee	6	4	-2 (-33.3%)	0.3%
Level I — Insured	501	511	+10 (+2.0%)	41.2%
TOTAL	1,133	1,241	+108	100%

Our primary geographic footprint remains James City County, City of Williamsburg, and York County. Together, these three jurisdictions accounted for 86.8% of all September 2026 visits (1,077 of 1,241). The most striking geographic development in September 2026 was the surge in visits to the City of Williamsburg.

Locality	Sep 2025	Sep 2026	Change	% of Sep 2026
James City County	660	661	+1 (+0.2%)	53.3%
City of Williamsburg	176	299	+123 (+69.9%)	24.1%
York County	110	117	+7 (+6.4%)	9.4%
Newport News	97	93	-4 (-4.1%)	7.5%
King William	22	20	-2 (-9.1%)	1.6%
Gloucester	16	14	-2 (-12.5%)	1.1%
New Kent	17	11	-6 (-35.3%)	0.9%
Hampton	11	7	-4 (-36.4%)	0.6%
Surry	6	5	-1 (-16.7%)	0.4%
Charles City	3	2	-1 (-33.3%)	0.2%
Richmond	1	2	+1	0.2%
King Queen	5	0	-5	0.0%
Other	9	10	+1	0.8%
TOTAL	1,133	1,241	+108	100%

Olde Towne Medical & Dental Center

September 2026 Financial Analysis and Executive Director's Board Report

FY'27 | September 2026 | 3/12

I reviewed the September 2026 Revenue and Expense Report. This analysis covers September's individual performance and year-to-date results for July through September, the first quarter of FY2027.

Executive Director's Financial Report – A. Thompson

September 2026 | FY'27 — First Quarter

As we conclude the first quarter of our fiscal year, Olde Towne Medical & Dental Center remains in a favorable year-to-date financial position, although September's results highlight several areas that management will continue to monitor closely.

Much of this favorable first-quarter position is attributable to the recognition of significant grant funding, particularly the \$900,000 Williamsburg Health Foundation award, along with contributions from our three local jurisdictions. These partnerships continue to be essential to our ability to provide accessible medical and dental care to the Greater Williamsburg community.

From an expense perspective, overall spending remains controlled. We have utilized approximately 22% of our annual expense budget after completing 25% of the fiscal year. However, we are monitoring medical personnel expenses, which are running somewhat ahead of the straight-line budget pace, while dental and administrative expenses remain below that benchmark.

One area receiving particular attention is patient-generated revenue. Although Medicaid medical revenue is ahead of its year-to-date budget pace.

Fundraising revenue is also below the straight-line budget pace, although we recognize that much of our fundraising activity occurs later in the fiscal year. We will continue to monitor anticipated event proceeds and donor contributions against our annual development goals.

Overall, we completed the first quarter in a favorable financial position, supported by strong community partnerships and generally controlled expenditures. At the same time, our focus remains on ensuring that recurring operating revenue keeps pace with the cost of delivering services.

As we move into the second quarter, we will concentrate on strengthening revenue-cycle performance, monitoring staffing and operational expenses, and ensuring that we remain responsible stewards of the financial resources.

1. September financial performance

Based on reported actual revenues and expenses, excluding the additional \$21,833 of outstanding encumbrances (audit-related expenses).

The September report reflects total monthly revenue of \$112,374.71.

2. Year-to-date budget performance

Financial measure FY'27 annual budget Actual through September Budget utilized

Total revenue	\$3,732,268	\$1,599,428	42.9%
Total expenses	\$3,732,268	\$823,349	22.1%

This is favorable from a budget-position perspective. Nevertheless, it reflects the uneven timing of grants and contributions.

3. Revenue analysis: strong first-quarter funding, but monthly revenue needs attention

Revenue recognized through September

Selected major sources, FY'27 year-to-date, in dollars

A. Grant funding is the principal reason for the favorable year-to-date position

The report shows that \$900,000 in Williamsburg Health Foundation grant revenue has already been recognized, representing 100% of the amount budgeted for the fiscal year.

Additional grant-related revenue includes approximately \$19,000 from the Virginia Primary Care Association and \$2,000 from the Williamsburg Community Foundation Dental program.

The Sentara Cares grant has not yet been recorded as of September 30.

This is significant because the \$900,000 WHF award represents more than half of total recognized revenue through September.

B. Local government support is progressing

Jurisdiction	Annual budget	Recognized YTD	% received/recognized
James City County	\$394,933	\$98,733	25.0%
City of Williamsburg	\$129,265	\$129,265	100.0%
York County	\$127,582	\$63,500	49.8%
Total	\$651,780	\$291,498	44.7%

C. Patient-generated revenue requires continued monitoring

Patient revenue category	YTD actual	Annual budget	% achieved
Medicaid — Medical	\$117,877	\$260,000	45.3%
Medicaid — Dental	\$52,895	\$280,000	18.9%
Medicare	\$4,373	\$20,000	21.9%
Individual patient payments	\$95,713	\$350,000	27.3%
Commercial insurance	\$20,059	\$205,000	9.8%
Dental commercial insurance	\$19,821	\$110,000	18.0%

Medicaid medical revenue is ahead of a straight-line budget pace. At 45.3% of its annual budget after the first quarter, this is encouraging. However, September itself produced only \$9,079 in Medicaid medical revenue, compared with a cumulative \$117,877 through September. That uneven pattern deserves review.

Medicaid dental revenue is below budget pace. At 18.9% of the annual budget, the category requires attention. September revenue of about \$28,553 was stronger than July's \$7,755, an encouraging development.

Commercial insurance revenue is particularly weak. The medical commercial insurance category is at just 9.8% of its annual budget. The report does not explain whether this is related to patient mix, reimbursement, claims processing, or budget assumptions.

Individual patient payments are comparatively stable against budget. At 27.3% of the annual budget, this category is slightly ahead of the 25% first-quarter benchmark.

However, September's individual payments of \$19,637 are considerably lower than the cumulative monthly average of approximately \$31,900.

A. Direct medical services

\$596,186 YTD

26.8% of budget

Direct medical services are slightly above the 25% first-quarter budget benchmark.

B. Dental services

\$123,361 YTD

17.8% of budget

Dental expenses are below the first-quarter budget pace. Full-time dental salaries are at 16.9% of budget, and dental benefits are at 18.3%.

C. Administrative and general services

\$75,474 YTD

13.9% including encumbrances

Administrative expenses remain below budget overall, but several individual accounts warrant attention.

The annual audit account has \$10,916 in actual expenses and \$21,833 in encumbrances, meaning approximately 94% of the \$35,000 audit budget is already committed.

D. Fundraising

\$28,327 YTD

24.4% of budget

Fundraising spending generally aligns with the first-quarter budget pace.

However, fundraising revenue recognized through September was only \$6,797 against an annual goal of \$130,000, or approximately 5.2%.

This is not necessarily alarming because major fundraising events occur at different times throughout the fiscal year.

September 2026 | FY2027 — First Quarter

As we conclude the first quarter of our fiscal year, Olde Towne Medical & Dental Center remains in a favorable year-to-date financial position, although September's results highlight several areas that management will continue to monitor closely.

Much of this favorable first-quarter position reflects the recognition of significant grant funding, particularly the \$900,000 Williamsburg Health Foundation award, along with contributions from our three local jurisdictions. These partnerships remain essential to our ability to provide accessible medical and dental care to the Greater Williamsburg community.

From an expense perspective, overall spending remains controlled. We have utilized approximately 22% of our annual expense budget after completing 25% of the fiscal year. However, we are monitoring medical personnel expenses, which are running somewhat ahead of the straight-line budget pace, while dental and administrative expenses remain below that benchmark.

We are paying particular attention to patient-generated revenue. Medicaid medical revenue is ahead of its year-to-date budget pace.

Fundraising revenue is also below the straight-line budget pace, although we recognize that much of our fundraising activity occurs later in the fiscal year. We will continue to monitor anticipated event proceeds and donor contributions against our annual development goals.

Overall, we completed the first quarter in a favorable financial position, supported by strong community partnerships and generally controlled expenditures. At the same time, we remain focused on ensuring recurring operating revenue keeps pace with the cost of delivering services.

As we move into the second quarter, we will focus on strengthening revenue-cycle performance, monitoring staffing and operational expenses, and ensuring we remain responsible stewards of financial resources.

Patient Collections FY'27 — July through September 2026

1. Monthly collections

Month	Amount Collected	Change
July 2026	\$19,047.37	—
August 2026	\$18,366.64	-3.6%
September 2026	\$19,678.11	+7.1%

First Quarter Total \$57,092.12

Monthly Average \$19,030.71

2. Financial comparison — September 2026

Financial Indicator Amount

Clinical collections \$19,678.11

3. First-quarter performance summary

Performance Indicator	Result
Highest collection month	September
Lowest collection month	August
September improvement over August	7.1%
First-quarter collections	\$57,092.12
Self-pay receivables trend	Increasing
Overall assessment	Stable collections; A/R requires attention

Behavioral Health & OB Care Access Initiative

2026 Summer Grant Cycle

Williamsburg Area Medical Assistance Corporation

Mr. Aaron L. Thompson
5249 Olde Towne Road
Williamsburg, VA 23188

athompson@otmdc.net
O: 757-259-3275
M: 757-703-6029

Mr. Aaron L. Thompson

5249 Olde Towne Road
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M: 757-703-6029



Outlook

Congratulations on your Sentara Cares Grant Award!

From Sentara Cares <administrator@grantinterface.com>

Date Tue 9/29/2026 10:29 AM

To Aaron Thompson <athompson@otmdc.net>



Dear Aaron,

Congratulations! We are pleased to inform you that the Sentara Cares Committee has approved a grant award in the amount of **\$100,000.00** for **Williamsburg Area Medical Assistance Corporation** in support of your program, **Behavioral Health & OB Care Access Initiative**.

Please review the important next steps below to complete your grant requirements and payment setup.

Grant – Letter of Agreement (LOA)

- Please [log in](#) to Sentara's online portal to review and complete your Letter of Agreement (LOA).
- The LOA must be signed by the "Report Due Date" listed within the agreement. Failure to complete and sign the LOA by the deadline may result in delays or cancellation of the grant award.

Payment Setup

- You will also receive a separate email invitation from Sentara's payment system, PaymentWorks, to complete your payment setup information.
- Please complete your PaymentWorks registration within **15 business days** of receiving the invitation. Once payment setup is complete, grant payments are typically processed within **30 – 45 business days**.
- If you already have an established PaymentWorks account, please log in to PaymentWorks at <https://www.paymentworks.com/accounts/login/> to view and update your profile and account information if it has changed. No further action is required on your end after you have confirmed or updated your PaymentWorks account.
- Failure to complete payment setup within the required timeframe may result in delayed payment and/or cancellation of the grant agreement.

Reporting Requirement

- As part of your award requirements, an interim and final follow-up report has been assigned and will be due at a later date. Reminder notifications will be sent before the

deadline. Deadlines are within your Letter of Agreement.

- If another individual within your organization should complete the report, please contact us so we can update the assignment.

Steps to Complete Your Agreement

1. [Log in](#) using your username and password.
2. From the Applicant Dashboard, locate the "**Assigned To You**" section on the left-hand side.
3. Select the form titled "**Grant Letter of Agreement**" and click "**Start**."
4. You may save your progress and return at any time, but the form must be submitted by the due date within your portal.

If you have any questions regarding your award or next steps, please contact us at sentaracares@sentara.com.

Thank you for partnering with our mission to improve health every day. We sincerely appreciate the work your organization does to support the communities we serve and look forward to the impact of your program.

Sincerely,

Sentara Cares Team

sentaracares@sentara.com

(757) 455-7976



Clinical Update

Kendra Robinson, NP

Clinical Department Update

Submitted by: Kendra Robinson, FNP

10/2/2026

Clinic Staff Update

- The nurse practitioner who had originally accepted the offer of employment has rescinded her acceptance. The fulltime NP position remains vacant at this time. Recruitment efforts are ongoing.

Volunteer Specialty Care

- September 2026 the following specialties provided 36 visits to uninsured patients:

Cardiology- 4 visits	Chiropractor- 1 visit
Gastroenterology- 3 visits	GYN- 8 visits
Nephrology- 0 visits	Ophthalmology- 9 visits
Sports Medicine- 11 visits	

Patient Satisfaction:

The Follow My Health platform is now up and running and we are getting preliminary patient satisfaction data. We will continue to modify the survey to obtain more in depth information about the patient experience at OTMDC. Some of the comments taken from the survey thus far include:

"Your best is Jamara. Best doctor anyone could ever ask for. I trust my life with her".

"Jamara is the best. She listens to, gives wonderful suggestions AND follows through. Her nurse Cindy is wonderful as well. Great team! They are the reason I keep coming back".

"The nurse who administered my daughter's vaccine was amazing. She knew how to handle and calm her down to give her the shot. My daughter hugged her afterward and thanked her. She was great!"

"The staff is very friendly and they help me with scheduling my appointments and everything. Dr. Kendra was very patient and understanding. I was very comfortable talking with her".

"Lisa Coleman is and has always been more than a good provider to and for me. She makes me feel cared about and not just another number or patient. Thank you, Lisa for caring about me".

"Thank you Stacey Richman for taking good care of me for years".

"They rarely answer the phone. You have to call literally 50x before they answer".

“Everything met my expectations. The wait time was 5 minutes. I received excellent service from the staff in the dental department. I am looking forward to continuing my dental work. Thanks again”.

“I absolutely love Dr. Modeste and his team. I was always terrified of the dentist growing up and even as an adult. But he doesn’t scare me at all and he’ll let you know everything he’s doing and very personable. I wouldn’t choose anyone else”.

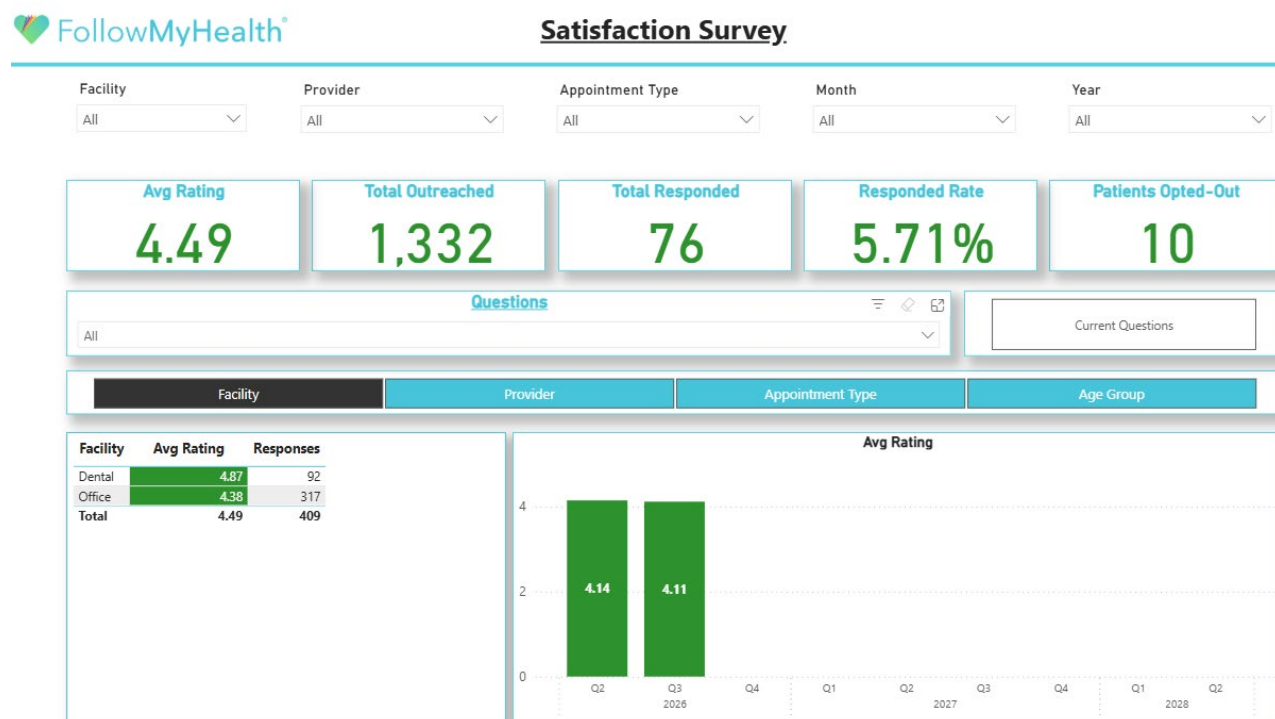
“The dental was very good. I was afraid of the needles to numb gum, but they made me feel comfortable without fear, the extraction was good, 10/10”.

“I didn’t have to wait long and everyone was nice”.

“OTMDC is the G.O.A.T.”

“Fantastic enjoyable service”.

“Happy with the attention provided”.





Business Office

Jacob Cooper



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

September 2026 Departmental Update

Business Office

- Eddie Vestergaard continues to be a valuable addition to the business office having begun sliding scale/self-pay billing, claim/pre authorization entry, insurance pre checks as well as assisting in gathering information for the audit.
- Allscripts PM has been upgraded, though further upgrades are still upcoming. Allscripts is currently working through some database issues in conjunction with Layer 9.
- We have reacquired Crystal Reports. The business office is in communication with Veradigm/Allscripts to reintegrate Crystal with our EMR so we can use it for more robust and customizable clinical services reports.
- The business office has supplied all information and documentation requested by JCC for the audit to date.
- The business office is proud to announce that the unpaid claims to Sentara commercial have been re-adjudicated and paid! This resulted in more than \$6,000 in revenue for the facility.
- Our equipment inspection was completed by Auxo Medical. A power button for one of the dental x-ray units was replaced by Henry Schein after the inspection.
- We continue to work with JCC to complete all period 13 entries for FY26. Once completed, reports will be made available.
- Medicaid revenue is already nearing 70% of budget for the year with Patient Collections also ahead of budget at 27% through the first quarter. Medicaid Dental more than doubled the year to date of August with current YTD at \$52,895.



Operations

Maggie Beamon

Date: 10/02/2026

By: Margaret "Maggie" Beamon

Medication Access Program

- For the month of September, MAP requested 483 medications on behalf of 163 patients which were valued at \$397,779.72.
- Attended monthly TPC Technical Zoom Meeting on September 15, 2026.
- Attended RxP Board of Pharmacy Virtual Session – AMP Clinics on September 24, 2026.

Operations Manager

- Starting in March 2026, I implemented a friendly competition between the clinical assistants to see who could collect the most during that month and due to the positive response, we will continue going forward.
 - Total collected by the clinical assistants during the month of September was \$19,678.11.
- Registered for the Give Kids a Smile event being held on 02/06/2027 and requested free supplies.
- Held a meeting with clinical assistants on 10/01/2026 to discuss upcoming process changes and discuss any questions they may have.
- Held a meeting with dental staff on 10/01/2026 to discuss upcoming process changes that involve dental and discuss any questions or concerns they may have.



Dental

Dr. Modeste



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

Dental Department

Dr. Modeste

As we move into the fall and observe the falling of the leaves, Olde Towne Dental continues to provide health care to the community. We recently had a single mother come into the clinic last week. Her entire front bridge fell out and she worked in customer service. She was very concerned with her smile and she admitted that she hadn't gone to work in 2 days. We were able to re-cement her anterior bridge. She was extremely appreciative of our services and she promised to come back for a follow up visit.

On September 24, I had the opportunity to speak at a Lion club meeting at Fords colony. There were about 60 club members and I talked about the various dental services that we provide at Olde Towne. I also talked about how the mouth is a true barometer to our overall health. It was a very rewarding conversation with all the members of the Lions club.

For the month of September, the total visits were 364. 270 visits for myself and 94 visits for Kelly (our hygienist). I also received an email from Virginia Medicaid in regards to the reduction of dental funds. The state will soon cap each adult Medicaid patient at 2,000/ year. The previous plan did not have a cap for each patient. The email states it will start sometime in 2027 but a hard date has not been confirmed at this time. I'm sure our dental productivity/ financial numbers will change for the dental department but we will work in accordance to compensate for the change



Outlook

Presentation to James City Lions

From Linda Benner <lindasuebenner@gmail.com>

Date Tue 9/29/2026 7:30 AM

To Lorenzo Modeste, DDS <LModeste@otmdc.net>; Aaron Thompson <athompson@otmdc.net>; Anabelle Diaz <ADiaz@otmdc.net>

Dr Modeste,

Thank you again for your enjoyable and informative presentation about OTMDC dental services, your volunteer experiences, and the importance of dental health. The picture and caption were submitted to our local paper.



On September 24, we welcomed Dr. Lorenzo Modeste, the dental director at Olde Towne Medical and Dental Center. Dr. Modeste provides dental services to uninsured and medically underserved residents throughout the Greater Williamsburg community. He shared the critical need for people to maintain access to good oral health care to support overall their health. Pictured are Dr Modeste, Anabelle Diaz (OTMDC Marketing), Lions Patti Ralabate and Ben Avery.

Sent from my iPad



Communications & Development

Susan Dunn



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

Communication & Development | Susan Dunn

September 2026

Mission Moment: Food Is Medicine

This month, OTMDC launched the first delivery day of our Food Is Medicine Pilot Program, a partnership with the Peninsula Food Bank. While the day brought plenty of rain and the food distribution took longer than expected to organize in the parking lot, our volunteers never lost their positive spirit.

A special thank-you goes to Catherine, Christine, and David, who were incredibly patient, helpful, and willing to jump in wherever they were needed. And when an additional volunteer spot was needed to be filled just 30 minutes before pickup, David answered the call and took on a second delivery zone without hesitation.

Their flexibility and dedication helped make our first delivery day a success and are a wonderful example of our mission in action. Thank you, Catherine, Christine, and David, for helping us make food access part of whole-person health care!

Development

- Events/Fundraising
 - Ms. Dunn and Ms. Diaz attended the Kiwanis 2026 Grantee Luncheon to receive the funds that their efforts provided.
 - Stride for Wellness
 - Logistical planning is ongoing.
 - We are still in need of sponsorships and volunteers. Information for both can be found at bit.ly/StrideforWellness.
- Outreach
 - House of Mercy Resource Fair 9/1/26
 - This was the first time the event was coordinated under new leadership and we look forward to attending again next year.
 - Healthy Aging Conference
 - Very well attended and OTMDC was able to connect to potential patients as well as establish partnership prospects with other organizations.
 - JCC Parks & Rec Harvest Fest

- This was the first time OTMDC attended this event and we were able to connect with several organizations as well as share information to attendees about the facility.
- Food Is Medicine Delivery Drivers
 - Coordinated all aspects of obtaining, scheduling, and organization of the volunteers that will be delivering food for the program. The program began 9/23/26 and will run every other week until 12/16/26.
 - The premise of the program is to track the blood pressure or glucose of patients that are participating to gauge whether the curated food makes a difference in their health.
- Donor Management
 - Mailed welcome notecards to new donors from the FY27 first quarter.
 - Updated mailing templates and donor/information online forms.
 - Created an online form with accompanying announcement and QR code to use at outreach events.
 - The concept is for participants to scan the code, enter their information (which will upload into our donor platform), and the event entries will be entered into a raffle to win a prize.

Communication

- Content Creation
 - Continuing to post relevant event content to social media.
 - Monthly submissions to JCC channel 47 and the Rec Center.
- Administrative support for various areas in the facility.
- Ongoing website management
- Board and Committee administrative support

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

RUN & FUNDRAISER



USATF CERTIFIED COURSE

CARTERS GROVE 10K & 5K

SATURDAY, NOVEMBER 7TH | 8:30AM
WILLIAMSBURG, VA

VOLUNTEERS NEEDED!



bit.ly/StrideforWellness

EXCLUSIVE STRIDE SUPPORTER
WILLIAMSBURG, VA
 **Hotel & Motel Association**



CRR Grand Prix Event (10K)
Hampton Roads Super Grand Prix race



Marketing & Communications

Anabelle Diaz



Anabelle Diaz - Marketing and Communications Report – October 2026

Events:

Stride for Wellness

- Got more raffle prizes

Orange Theory – 5-day pass, merch	Bucktrout Funeral Home – Water bottles for race
Bowlero – Free game coupons	Colonial Athletics - \$50 gift card
Williamsburg Salt Spa – Candle holder, salt cave experience	Papa John’s – Free pizza coupon
Ironbound Gym – Month membership, t-shirt	Lululemon – Fit session (\$250 value) and a Lululemon water bottle
Tuscany Ristorante – 3 \$10 gift cards	

Attended Kiwanis Club of Williamsburg Headliner Lunch

- OTMDC accepted a generous donation that will support the health and wellness of our pediatric patients.

Strictly Business 2026

- Will be attending this networking event with over 1,000 professionals to connect with locals and businesses for our upcoming events.

Attended a James City Lion’s Club meeting

- Dr. Lorenzo Modeste was invited to speak and he shared the critical need for people to maintain access to good oral health care to support their overall health.
- Took pictures of Dr.Modeste during his speech for social media.

Attended a virtual End of Year Giving Summit

- Very educational, took notes and looking forward to another successful GivingTuesday.

Marketing & Outreach:

Volunteers – Total of 165 hours completed from our volunteers who are a mix of professionals, translators, and students interested in medical and dental fields.

Attended House of Mercy Health Fair

- Our Health Coach, Meiber Gonzalez, was doing blood sugar and blood pressure checks.

Attended the Healthy Aging Conference

- Very well attended event. Susan Dunn and I were able to inform many people about our services.

Attended the Harvest Festival

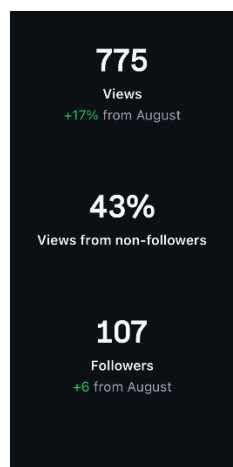
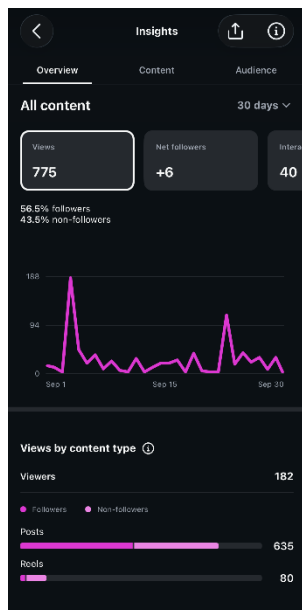
- Lots of young families, connected with some vendors to table at our Stride for Wellness event.

Sent out October newsletter

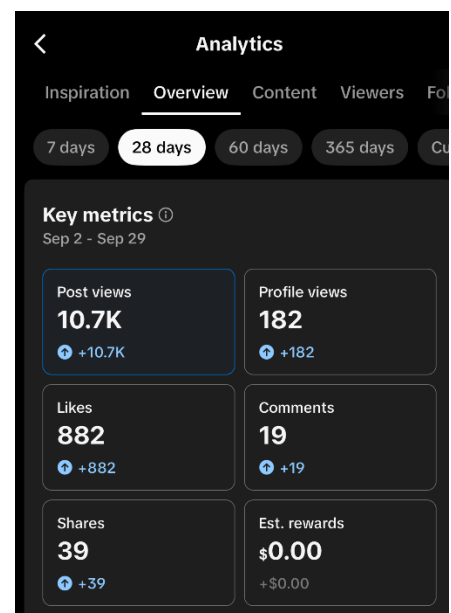
Social Media

- Posted on TikTok about Food Is Medicine and Stride for Wellness
- Posted stories on Instagram at all our outreach events

Instagram Analytics



TikTok Analytics





Grants & Development

Sara Lewis

Sara E. Lewis
Grants & Development Coordinator
October 14, 2026, Board Report

Competitive Grants Awarded in FY2027 YTD

- George & Effie Seay Foundation - \$10,000

Competitive Grants Pending

Decision Due in October – \$20,000

- **Dr. Scholl Foundation** – \$20,000 – Greater Williamsburg Healthcare Access Sustainability. Disbursement in November 2026.

Decisions Due in November – \$140,000

- **Peninsula Community Foundation – Impact 100** - \$45,000 – Behavioral Health
- **Delta Dental of Virginia Foundation** – \$75,000 – Panoramic X-ray, software, and installation.
- **Dominion Energy Charitable Foundation** - \$20,000 – Healthcare Access Sustainability. Disbursement in December 2026.

Decisions Due in December - \$28,000

- **Ferguson Cares** - \$10,000 – Sustain Access to Healthcare.
- **The Labcorp Foundation** - \$18,000 – Behavioral Healthcare
- **Williamsburg Presbyterian Church** - \$2,000 – Sustain Access to Healthcare
- **Papa Johns Foundation** - \$20,000 – Food Locker

Decision Due in January 2027 - \$173,000

- **Elevance Health Foundation** – \$173,000 – Maternal and Infant Health Nutrition Program.

Other

- Presentation to Williamsburg United Methodist Church Women's Circle – Offering of \$150 given to OTMDC for Health Education
- Planning for EOY Giving – DAF Day (Oct 8), NEPAW Week (Oct 19-25), Giving Tuesday (Dec 1), 2026 tax law changes, December giving deadlines.
- Email to donors on EOY opportunities, tax incentives, and deadlines.

Capital Campaign

- Participation on Ad Hoc Committee
- Donor/potential donor research & analysis

Individual and Local Organization giving by Tier
FY2026 (top) and 1st Quarter FY2027 (bottom)

Olde Towne Medical & Dental Center

Giving Tier	# of constituents	Total gifts
Totals	508	\$470,906.71
\$50,001-\$100,000	2	\$150,000
\$25,001-\$50,000	1	\$30,000
\$10,001-\$25,000	2	\$31,000
\$5,001-\$10,000	8	\$54,510.66
\$1,001-\$5,000	45	\$102,664
\$501-\$1,000	45	\$39,134
\$251-\$500	74	\$30,111.50
Up to \$250	331	\$33,486.55

Coverage dates: 7/1/25 to 6/30/26

Olde Towne Medical & Dental Center

Giving Tier	# of gifts	Total gifts
Totals	87	\$45,234.19
\$10,001-\$25,000	1	\$10,280.19
\$5,001-\$10,000	1	\$8,500
\$1,001-\$5,000	5	\$14,500
\$501-\$1,000	4	\$4,000
\$251-\$500	6	\$2,509
Up to \$250	70	\$5,445

Coverage dates: 7/1/26 to 6/30/27



Finance Committee

Ms. Melissa Tucker

OTMDC Finance Committee
September 2026
Summary Report to the Board

Recommended Actions:

None

Financial Report: attached to this report is the ‘condensed’ year to date financial report for the month ending 8/31/2026.

Revenue: Total revenues from operations for the year to date (YTD) are \$536k, 15% of budget. For cash flow we received \$900k in grant income in July, which is currently recorded as unearned. This amount is expected to be moved to grant income soon. Gross patient revenue (before bad debt adjustment) is \$199k, 17% of budget. Net patient revenue, after bad debt expense and bad debt adjustments is also \$199k, 18% of budget.

Public support revenue is \$23k, which is 5% of budget and includes a \$10k grant from a private foundation.

Expenses: With two months or 16.67% of the year recorded, total expenses are \$550k, 15% of budget. Personnel costs are 15% of budget, with other (non-salary) operating costs at 15% of budget.

Net income/loss from operations (revenues less expenses) YTD is <\$14k> vs. the annual budgeted net loss of <\$209k>. For the fiscal year ending 6/30/2026, the unaudited net income/(loss) from operations (without endowment changes) was <\$296k>.

The **endowment investment fund** market value is at \$6.917m as of August 31, 2026. The cost of the investment as of 6/30/2026 was \$6.058m. There have not been any dividends reinvested or sales recognized this fiscal year. The unrealized gain to-date is \$859k.

Current Assets: Cash balance is \$1.042m, an increase of 892k from August 31, 2025. Receivables (net of allowance for doubtful accounts) are \$378k, an increase of \$241k from the August 2025 balance.

The next committee meeting is scheduled for December 2, 2026 at 4:30 pm.

Respectfully submitted,
Melissa Tucker, Chair, Finance Committee