



Will County  
Health Department &  
Community Health Center

**WILL COUNTY HEALTH DEPARTMENT  
BOH MEETING MINUTES  
October 16, 2024**

The monthly meeting of the Board of Health held at the Will County Health Department, 501 Ella Avenue, Joliet, IL was called to order at 3:01 p.m., Dr. Terrell, President presiding.

**ROLL CALL/ QUORUM PRESENT**

**MEMBERS PRESENT**

Billie Terrell, PhD., ACSW, President  
Chief Paul Hertzmann, Vice President  
Edna Brass, MA, BS  
Chief Carey  
Dr. Lipinski  
Dr. Morales  
Pamela Robbins, MSN, RN

**MEMBERS ABSENT**

Natalie Coleman  
Allison Gunnink, MBA, MT-BC  
Annette Parker  
Dr. Soderquist

**STAFF PRESENT**

Elizabeth Bilotta, Executive Director, Administration  
Denise Bergin, Assistant Executive Director, Administration  
Mary Kilbride, Executive Assistant, Administration  
Cindy Jackson, Director of Administrative Services  
Bose Oshin, AR Billing Manager, Community Health Center  
Diane Scruggs, Director of Behavioral Health  
Zach Bauke, Program Coordinator, Environmental Health  
Sylvia Muniz, Director of Family Health Services  
Cheryl Picard, Assistant Director of Family Health Services  
Dr. Robert Dutton, Health Equity Manager, Administration  
Trisha Kautz, Lab Operations Director, Environmental Health  
Tim Gabaree, Director of Information Technology, Administration  
Barb Agor, Safety & Risk Reduction Officer, Administration  
Armando Reyes, Director of Compliance, Administration  
Ted Strejcek, Information Technology Specialist II, Administration  
Magda Lara, Staff Nurse II, Family Health Services  
Kevin Juday, Media Services Manager, Administration  
Dr. Kathleen Burke, Program Coordinator, Behavioral Health  
Emma Varkalis, Health Navigator, Administration  
Stacey Mispagel, Mental Health Counselor III, Behavioral Health  
Rita Slechter, Program Manager, Family Health Services  
Alpesh Patel, Program Coordinator, Family Health Services  
Betsy Cozzie, Community Health Initiatives Program Coordinator, Family Health  
Michelle Zambrano, Program Coordinator, Behavioral Health  
Caitlyn Daly, Program Manager, MAPP/Community Planning, Family Health Services  
Stacey Knack, Director of Human Resources, Administration  
Aishwarya Balakrishna, Community Health Educator II, Family Health  
Joan Stefka, Community Health Educator II, Family Health

**OTHERS PRESENT**

Cole Burton, Assistant State’s Attorney  
Alan Dyche, Representing Governing Council

A quorum was met.

**PLEDGE OF ALLEGIANCE**

**PRESIDENT’S COMMENTS:** Dr. Terrell welcomed all to the BOH meeting.

**EXECUTIVE DIRECTOR’S COMMENTS**

- Ms. Bilotta spoke of the Strategic Planning Retreat that took place the previous week. Discussion of what the initiatives will be for the coming Strategic Plan which could be a 5-year period.
- Ms. Bilotta spoke of Breast Cancer Awareness Month. For the month of October, staff has been asked to wear pink on Fridays.
- October 10<sup>th</sup> is World Mental Health Day. The theme this year is Mental Health at Work.
- October 15<sup>th</sup> is Global Handwashing Day to increase the awareness of handwashing with soap.
- October 17<sup>th</sup> is World Allergy Awareness Day.
- Ms. Bilotta spoke of the County Board meeting on September 19. The County Board will be setting the levy for FY25. The health department levy will be discussed along with the 708 Board levy.

**PUBLIC COMMENTS FOR AGENDA ITEMS ONLY: None**

**APPROVAL OF BOARD OF HEALTH MINUTES**

Moved to approve the September 18th, 2024, regular meeting minutes as presented.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Chief Carey
<b>SECONDER:</b>	Dr. Lipinski
<b>AYES:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Ms. Robbins
<b>ABSTAIN:</b>	Dr. Morales

**TREASURER’S REPORT AND DEPARTMENT FINANCIAL REPORTS**

Ms. Bergin provided a detailed explanation of the County financial statements ending September 30th, 2024. The Board of Health moved to approve the Treasurer’s Report and Department Financial Reports for the month of September 2024 as presented.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Chief Hertzmann
<b>SECONDER:</b>	Chief Carey
<b>AYES:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Dr. Morales, Ms. Robbins
<b>ABSTAIN:</b>	None

**REPORTS FROM DIVISIONS**

*Written reports were provided in the packet by the Executive Director, Chief Executive Officer, Division Directors, EPR Coordinator, and Media Services Manager.*

*Dr. Byrd and Stacy Baumgartner were at a conference and unable to attend BOH for October*

**Ms. Oshin – AR Billing Manager, Community Health Center (Presented Report for the month of October for Dr. Byrd)**

- Ms. Oshin presented Dr. Byrd’s report. A subcommittee of the managers’ team are meeting to look into workflow efficiencies with the ultimate goals being a decrease in wait and cycle times, the management of “clustering” at the front desk, and the issue of the late patient.
  - \* Ms. Robbins spoke about the Strategic Plan meeting. She questioned if staff was included in the subcommittee workflow? Ms. Oshin stated staff was not included just managers. Ms. Bilotta stated we can look into adding staff to the subcommittee.
  - \* Ms. Robbins questioned why are staff continuously leaving? Ms. Bilotta stated some of these staff positions have been filled and discussion will take place during Personnel Status report.
  - \* Ms. Robbins has articles from the NIH (National Institute of Health) that she has forwarded to Ms. Bilotta. Ms. Bilotta has already forwarded some of the articles to appropriate staff members.

**Ms. Oshin – AR Billing Manager, Community Health Center (Presented Report for the month of September for Ms. Baumgartner)**

- Ms. Oshin spoke of the Community Health Center being awarded the Illinois Healthcare & Family Services Navigator Grant.
- The leadership team has been working on an agency wide improvement plan to improve the management infrastructure and increase staff engagement and satisfaction.
- The managers updated the health center's annual strategic plan to include documentation of our progress toward each goal and corresponding objectives.
- The health center is anticipating a 2-day on-site audit of the Family Planning Grant program. The Center receives approximately \$250,000 per year for this program.
- The Health Center received a \$350 mini grant from the Reach Out and Read Foundation. This money will be used to purchase books for distribution to our pediatric patients, birth through age 5.
  - \* *Mr. Dyche spoke about how well developed the patient experience is after they get into the clinic.*
  - \* *Ms. Brass questioned how the Strategic Planning that took place at CHC will align with the Strategic Planning meeting that just took place at the Health Department? Ms. Bilotta spoke about the requirement from HRSA for CHC to have a Strategic Plan. Prior to this meeting, a discussion took place between Ms. Bilotta and Ms. Baumgartner regarding if it would be possible to blend certain components of the Strategic Plans.*

**Mr. Gabaree – Director of I.T. (Presented Report for the month of October)**

- Mr. Gabaree spoke of the cybersecurity policy training that has been conducted jointly between Will County, the Sheriff's Department, and the Health Department to address ongoing and anticipated cybersecurity efforts and needs.
- Mr. Gabaree discussed the following:
  - Updating security and infrastructure is taking place.
  - Expansion is taking place at NBO & the new CHC Call Center.
  - Working on the service desk and process flow which will entail moving the paper-based HR exit process to an electronic/forms-based model.
  - Transferring hosting of NextGen Practice Management and EHR over to GBS from OSIS in 2025. Final cutover is estimated February 2025.
  - Looking for a replacement for Accela, our Environmental Health Record System.
  - Dayforce was chosen by Will County as the payroll/timekeeping replacement for Kronos. The estimated completion date for the migration and implementation is December 2025.

**Dr. Dutton – Health Equity Manager (Presented Report for the month of October)**

- Dr. Dutton introduced his new Health Navigator, Emma Varkalis.
- Dr. Dutton showed the board a plaque the WCHD received from an anonymous member of the Brown Chapel Church along with a thank you card "Thank you for all the hard work you do for Joliet. God Bless You".
- He spoke of the officials in the community that have been in attendance at some of our events.
- On September 21, the National Hook-up of Black Women Community Day Event took place. Over 400 residents attended this event which was an increase over last year. Over 38 vendors were in attendance.
- On October 23rd a Breast Cancer Event will be taking place at the 501 Ella Ave. All are invited to attend.

**Ms. Jackson – Director of Administrative Services (Presented Report for the month of October)**

- Ms. Jackson spoke briefly of the construction of the new Call Center which has an approximate completion date of November 15th.
- Ms. Jackson spoke briefly about ongoing maintenance projects at the NBO and EBO facilities as well as the replacement of 41 can lights in the BH area at the Joliet office.

**Ms. Scruggs – Director of Behavioral Health (Presented Report for the month of October)**

- Stacy Mispagel (Mental Health Counselor III) and Michelle Zambrano (Child & Adolescent Program Coordinator) presented the t-shirts that were created in order to get information out on the services that the BH department offers.
- Ms. Scruggs spoke about the ongoing expansion of the NBO/EBO offices. We are also looking at possibly extending hours at NBO for those clients that work.
- All forms related to client consents have been translated into Spanish, within our electronic records as well as paper copies.
- In 2<sup>nd</sup> quarter of Record Reviews, there was a 70% improvement from 1<sup>st</sup> quarter.
- The satisfaction survey/complaint kiosks were placed in the Joliet Behavioral Health waiting rooms. 47 surveys were completed within the first month. Another kiosk was just placed at NBO.
- Staff attended a Plainfield community meeting to discuss how Program 590, (Crisis Care System), and the Health Department can be an asset in helping those who suffer from mental health in their community. 590 is also working with Silver Cross and Joliet Police Department to determine the best way to integrate the use of 590 in their organizations.
- There are currently 13 new students that have transitioned into the Clinical Training Program in the BH Division.

\* Dr. Terrell stated she is happy that a BH Supervisor is overseeing the APRN students in the practice.

**Dr. Burke – Substance Use Initiatives (Presented Report for the month of October)**

- Dr. Burke presented her “Got Naloxone” t-shirts.
- At the end of September, overdose deaths have decreased by 42% from this time last year.
- Dr. Burke spoke of the “Summary Totals Per Year” of what her team does. 470 Got Naloxone locations have been visited since the first of the year. To date, 2009 fentanyl test strips have been given out, 6776 double dose boxes of Narcan have been handed out.
- Dr. Burke spoke about the Naloxone plus program. A “Recovery Treatment Options” card was created to connect individuals with follow-up support after an opioid overdose. This is a card that EMS and Law Enforcement can leave behind on drug-related calls and mental health calls.
- The BH department just hired our first peer support specialist for the substance use program.
- Dr. Burke spoke about her first counselor going out to the high schools. Further information to come.
  - \* Dr. Lipinski questioned what is helping the decrease of overdose deaths, as it can't just be the Naloxone? Dr. Burke stated she is currently speaking with her other colleagues throughout the State. She stated we want to know if more people are using the Narcan which can also be helping to reduce overdose deaths.

**Mr. Bauke – Program Coordinator for Environmental Health at NBO (Presented Report for the month of October)**

- Mr. Bauke discussed the recall of Lactaid Milk as well as Diamond Shrooms Infused Cones.
- Payments received from health lab, sewage program and water program were discussed.
- The Will County Health Department Food Establishment Ordinance went into effect on October 1, 2024. The billing season for our food establishments starts in October.
  - \* Ms. Brass questioned what is “Food Establishment Ordinance”? Ms. Bilotta replied that it is our food code; it sets our enforcement series, and our fees.

**Ms. Muniz – Director of Family Health Services (Presented Report for the month of October)**

- Ms. Muniz spoke about our 3<sup>rd</sup> annual Well Women Day Health Fair next month. It will take place on November 13th at 2:00pm.
- Once the flyer is completed, it will be sent to the BOH members.
  - \* Ms. Brass questioned if some agency flyers would be available at Take Back the Night event? Dr. Burke will have some available to place at the tables.

**Mr. Patel - Program Coordinator, Family Health Services**

- Mr. Patel spoke of the increase in pertussis cases.
- Mr. Patel spoke of the Marburg virus which has 60+ cases mainly affecting Healthcare Workers in Rwanda.
- Mr. Patel spoke of the passengers from Rwanda coming into Washington, DC, Chicago and New York. They will be screened for the Marburg virus.
- Some of the seasonal viruses have decreased in numbers.

**Ms. Weber, Emergency Preparedness and Response (EP&R) Coordinator (Presented Report for the month of October)**

- Ms. Weber spoke about the positive BioWatch Actionable Result that took place on September 14th. The positive result was deemed to be environmental in nature and not a risk to the public.
- The HD has challenged DuPage County along with 7 other Health Departments to a Cross County Rally for Wellness Spectacular which began October 1. Currently there are eight health departments and 200+ individuals participating. The challenge is being tracked in Microsoft Teams.
  - \* Dr. Lipinski and Ms. Brass questioned what BioWatch is? Ms. Weber explained the BioWatch program is air quality filters tested for biological agents.

**Mr. Juday, Media Services (Presented Report for the month of October)**

- Mr. Juday spoke about the resource guides being available in both English/Spanish. Both versions have been updated on the website.
- A medication disposal box is available at CHC through Genoa Pharmacy. Patients can now come in and dispose of expired or unneeded medications.

**Ms. Knack, Director, Human Resources (Presented Report for the month of October)**

- Ms. Knack spoke of her department attending the Workforce Services annual job fair.
- Ms. Knack spoke of the onboarding process for hired applicants. We currently have positions open for 34 jobs. 11 new hires were onboarded in September and hoping to onboard 8 in October.
- One of the goals in HR for 2024 is to update all HR policies and procedures. HR is currently working on the Dress Code policy due to new laws and regulations.
- Our 13<sup>th</sup> annual benefit fair for employees was held on September 27<sup>th</sup>.

**OLD BUSINESS: None**

**NEW BUSINESS:**

Review of BOH By-Laws: Ms. Bilotta spoke of the Bylaws which have not been revised since 2006. She requested 3 members of BOH volunteer to serve on this committee. The following volunteered to be on the committee; Chief Hertzmann, Ms. Robbins, Dr. Morales and Dr. Lipinski volunteered to serve as an alternate if needed.

A **motion** was made by Chief Hertzmann and **seconded** by Ms. Robbins to formulate a BOH Bylaws committee. The committee will consist of Chief Hertzmann, Ms. Robbins, Dr. Morales, Elizabeth Bilotta, Denise Bergin and Dr. Lipinski as an alternate if needed.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Chief Hertzmann
<b>SECONDER:</b>	Ms. Robbins
<b>AYES:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Dr. Morales, Ms. Robbins
<b>ABSTAIN:</b>	None

**Resolutions #24-74 - #24-76**

**Resolution #24-74 APPROVAL OF PAYMENT FOR MEDIA CAMPAIGN ACTIVITIES**

Mr. Juday stated this is the restart of the digital/social media campaign with the FOURCE Group. It will get us back in the market. Vaccinations and Well Woman Breast Cancer will be some of the first campaigns we will do.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Chief Carey
<b>SECONDER:</b>	Chief Hertzmann
<b>AYES:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Dr. Morales, Ms. Robbins
<b>ABSTAIN:</b>	None

**Resolution #24-75 APPROVAL TO SURPLUS EQUIPMENT**

Ms. Jackson spoke of the surplus list of items from the call center area that we would like to dispose of.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Chief Hertzmann
<b>SECONDER:</b>	Dr. Lipinski
<b>AYES:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Dr. Morales, Ms. Robbins
<b>ABSTAIN:</b>	None

**RESOLUTION #24-76 APPROVAL TO ENTER INTO A CLIENT AGREEMENT WITH LOCUMTENENS.COM, LLC**

Ms. Scruggs spoke of Board Certified APRN's, Psychiatrists and temporary therapists that we could obtain through this organization.

*\* Dr. Morales confirmed that the company takes care of credentialing their staff? Ms. Scruggs stated "Yes"*

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Dr. Lipinski
<b>SECONDER:</b>	Ms. Robbins
<b>YEAS:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Dr. Morales, Ms. Robbins
<b>ABSTAIN:</b>	None

Ms. Muniz recognized the Well Woman Staff in FHS. Aishwarya Balakrishna and Joan Stefka spoke briefly about the Well Woman event taking place next week.

**APPROVAL OF PERSONNEL STATUS REPORT FOR OCTOBER**

Personnel Status Report was discussed by Ms. Bilotta. The Board approved all personnel changes for the Will County Health Department for the month of October.

<b>RESULT:</b>	<b>APPROVED [UNANIMOUS]</b>
<b>MOVER:</b>	Chief Carey
<b>SECONDER:</b>	Ms. Brass
<b>AYES:</b>	Dr. Terrell, Chief Hertzmann, Ms. Brass, Chief Carey, Dr. Lipinski, Dr. Morales, Ms. Robbins
<b>ABSTAIN:</b>	None

**BOARD MEMBERS' COMMENTS/CONCERNS:** Ms. Robbins spoke of meeting with a County Board member in the next week and that she will advocate for the HD and programs taking place here.

**PUBLIC CONCERNS AND COMMENTS:**

**ADJOURNMENT**

A motion was made by Ms. Robbins and seconded by Dr. Morales to adjourn the meeting at 4:43pm.

By: Edna Brass  
Edna Brass, Secretary  
Will County Board of Health

By: Mary Kilbride  
Mary Kilbride, Executive Assistant  
Will County Health Department