

WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
Wednesday, September 3, 2025

MEMBERS PRESENT

Dr. Matthew Glowiak – Chair
Dr. Tracy Metcalf
Dr. Julia Koklys
Frank Sandoval
Nicole Luebke – Treasurer
Nag Jaiswal
Paul Lauridsen
Alejandra Zamudio

MEMBERS ABSENT

Vernice Warren – Vice Chairperson
Dr. Christopher Galloway
Dr. Jose Balboa

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Carol Ricken, Director of Operations
Dr. Jennifer Byrd, Chief Medical Officer
Bose Oshin, Billing Supervisor
June Reisner, Administrative Assistant to CEO
Kathleen Harkins, Community Outreach and Marketing Coordinator
Maureen Miller, Patient Access Manager
Melissa Jackson – Budach, Staff Nurse III
Laly Villegas, Reimbursement Specialist
Cecilia Durniat, Reimbursement Specialist I
Rosario Yzaguirre, Reimbursement Specialist I
Cynthia Smith, Reimbursement Specialist II
Erin Kuber, Reimbursement Specialist II

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Assistant Executive Director
Dr. Garg, Chief Dental Officer

OTHERS PRESENT

Adam Lipetz, Assistant State's Attorney

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:08pm
- Pledge of Allegiance
- Mission Statement: Read by Alejandra Zamudio

ROLL CALL AND DETERMINATION OF QUORUM: Quorum met at 5:08pm.

REVIEW AND APPROVAL OF THE MINUTES:

- Board minutes from August 6, 2025, **approved** by Mr. Lauridsen **seconded** by Nag Jaiswal, Mr. Sandoval abstained, **motion** carries.

CHAIRMAN'S COMMENTS:

- Dr. Glowiak reminded the Council members that it is mandatory for at least 50% of the members to be patients at the health center, and he requested that those who have not yet made an appointment, should do so at their earliest convenience.
- Council members were reminded to engage with the health department's posts by liking and commenting..
- Dr. Glowiak extended an invitation to the members for the Grand re-opening at the Bolingbrook location, scheduled for September 29, 2025, at 2:00pm.
- Members were asked whether they would prefer using calendar invitations and response, rather than receiving multiple email inquiries regarding attendance sent by Ms. Reisner. The members concurred that this would be the most favorable option.

- Dr. Glowiak emphasized to the members that attendance is crucial, and they will be notified via a letter if they accumulate five (5) absences within a calendar year. The maximum number of absences allowed for a member in one year is six (6).

PUBLIC COMMENT FOR AGENDA ITEMS ONLY:

- None

WILL COUNTY COMMUNITY HEALTH CENTER REPORT:

- Ms. Bilotta presented an update on activities and programs occurring at the health department
- Ms. Bergin provided an update regarding grants and the agency's financial position.

WILL COUNTY COMMUNITY HEALTH CENTER STAFF PRESENTATION:

- Ms. Oshin delivered a presentation detailing the Billing Department Revenue Cycle. She guided the members through the complete process.
- Ms. Oshin presented her team and expressed pride in her employees and their diligent efforts.

REPORT FROM THE FINANCE COMMITTEE CHAIRPERSON

- Ms. Luebke reported on the Finance Committee meeting.

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner stated that the CHC administration is collaborating with the Joliet Fire Department to initiate the Community Paramedic Program. This program involves paramedics conducting home visits for patients to assess their surroundings and monitor their vital signs; they will collaborate with our providers to develop a care plan for the patients. The objective of this service is to prevent hospital re-admissions for patients.
- The CHC has been actively engaged in the implementation of the Secure Firearms Program. The implementation team includes a pediatric provider, a clinic manager, an RN and senior leadership.
- The CHC has employed an APRN to work at the Brooks school-based clinic, she appears to be an excellent fit for the program.
- The team at the health center is currently undertaking a new initiative for online registration. This initiative is being implemented at the Brooks school-based health center, and all locations will be incorporated once the process has been thoroughly optimized.

CHIEF MEDICAL OFFICER REPORT:

- Dr. Byrd presented information regarding the August health promotion theme, which was raising awareness about child immunization.
- Social Media Campaigns and flyers were created to market the weight loss clinic. The marketing campaign will be launched over the upcoming weeks and months.
- The Management Team is exploring potential concerns regarding 340B pricing for weight loss medications.

CHIEF DENTAL OFFICER REPORT:

- Ms. Baumgartner presented the dental report in Dr. Garg's absence.
- Dental staffing operates six (6) days a week, including Saturdays.
- The rate of dental no-shows remains stable over time, and their internal referrals are consistent. There were 72 in August.

REVENUE AND EXPENSES REPORT

- It was reported the CHC is missing the Revenue benchmark benchmark by 2.2%
- The 340B program is bringing in revenues higher than expected.
- The expenditure report indicates expenses are meeting the benchmark. With the exception of commodities, which are very high.

PATIENT & VISITS REPORT

- The 2-year trend of patient visits data indicates that the CHC is experiencing a minor decline in patients. Several factors contribute to this situation, due to several factors including the opening of another health center, changes to Medicaid, and the fear of immigration enforcement activities Center in Joliet. Additionally, it is important to

note that undocumented individuals may not be pursuing health care services from government entities. However, the number of visits has remained stable.

- Virtual visits continue to trend downward, many patients with the exception of Behavioral Health, value in-person contact with their providers.

COMMUNITEE OUTREACH REPORT

- Ms. Harkins provided an update on her team's efforts of enrolling patients in Medicaid and Marketplace.
- The Enrollment Specialist is required to engage in eight (8) community events each month; during the month of August, the team took part in eleven (11) events.

ACTION ITEMS:

- A **motion** was made by Mr. Lauridsen, **seconded** by Mr. Sandoval, for the approval of the 2024 Provider Bonuses. **Motion carries**
- A **motion** was made by Mr. Sandoval, **seconded** by Dr. Koklys, for approval of the Policy PCS-MM0019 340B Procurement. **Motion carries.**
- A **motion** was made by Dr. Metcalf, and **seconded** by Mr. Lauridsen, for approval of the Policy PCS-MM0020 OPAIS. **Motion carries.**
- A **motion** was made by Dr. Metcalf and **seconded** by Alejandra Zamudio, for the approval of the United Health Care, Behavioral Health Agreement, **Motion carries.**
- A **motion** was made by Mr. Lauridsen, and **seconded** by Dr. Metcalf, for approval of the Blue Cross Blue Shield Professional Amended Agreement. **Motion carries.**
- A **motion** was made by Dr. Koklys, and **seconded** by Mr. Jaiswal, for approval of the First Quarter, Second Quarter, Third Quarter, and Fourth Quarter FTCA Risk Assessment. **Motion carries.**
- A **motion** was made by Mr. Lauridsen, and **seconded** by Ms. Zamudio, for approval of the amended agreement for Dr. Anusha Khapekar. **Motion carries.**
- A **motion** was made by Mr. Sandoval, and **seconded** by Dr. Koklys, for approval of the agreement for Manju Suresh, DMD. **Motion carries.**
- A **motion** was made by Dr. Koklys, and **seconded** by Mr. Sandoval, for approval of the Agreement for Melissa Sporar, APRN. **Motion carries.**
- A **motion** was made by Ms. Zamudio, and **seconded** by Dr. Metcalf, for approval of the Re-credentialing of Dr. Sangita Garg, DDS. **Motion carries.**
- A **motion** was made by Dr. Metcalf, and **seconded** by Ms. Luebke, for approval of the Re-credentialing of Dr. Katherine Faber, DMD. **Motion carries.**
- A **motion** was made by Dr. Koklys, and **seconded** by Ms. Luebke, for approval of the Re-credentialing of Olubanwo Abejide, DMD. **Motion carries.**
- A **motion** was made by Dr. Metcalf, and **seconded** by Mr. Lauridsen, for approval of the credentialing of Manju Suresh, DMD. **Motion carries.**
- A **motion** was made by Dr. Koklys, and **seconded** by Ms. Zamudio, for approval of the credentialing of Melissa Sporar, APRN. **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Luebke, for a motion to remove section XVI. Approval of evaluation of Chief Executive Officer off the agenda, **Motion Carries.**

PUBLIC CONCERNS AND COMMENTS

- None

COUNCIL MEMBER'S CONCERNS AND COMMENTS

- None

ADJOURNMENT: A **motion** was made by Ms. Luebke and **seconded** by Dr. Koklys to **adjourn** at 6:20pm. **Motion carries.**

Prepared by:

June Reisner

June Reisner, Administrative Assistant to CEO

A handwritten signature in black ink, appearing to read 'Vernice Warren', with a stylized, cursive script.

Vernice Warren – Vice Chairperson