

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

MEMBERS PRESENT

Dr. Matthew Glowiak – Chair
Nicole Luebke – Treasurer
Dr. Tracy Metcalf
Nag Jaiswal
Dr. Christopher Galloway
Paul Lauridsen
Frank Sandoval
Dr. Julia Koklys
Dr. Vernice Warren – Vice Chairperson

MEMBERS ABSENT

Alejandra Zamudio

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Dr. Jennifer Byrd, Chief Medical Officer
Phil Jass, Quality Improvement/Risk Management Coordinator
Dr. Garg, Chief Dental Officer
Bose Oshin, Billing Supervisor
June Reisner, Administrative Assistant to CEO
Melissa Jackson – Budach, Staff Nurse III
Maureen Miller, Patient Access Manager
Kathleen Harkins, Community Outreach & Marketing Coordinator

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Assistant Executive Director

OTHERS PRESENT

Kevin Meyers, Assistant Will County State's Attorney
Sabrina Trevizo, Will County State's Attorney's Office
Jenny Steinbeger - Martinez, Stepping Stones

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:09pm
- Pledge of Allegiance
- Mission Statement: Read by Ms. Warren

ROLL CALL AND DETERMINATION OF QUORUM: Quorum met at 5:09pm.

REVIEW AND APPROVAL OF THE MINUTES:

- A **motion** was made by **Ms. Warren**, **seconded** by Ms. Luebke, to approve the minutes from November 5, 2025, Dr. Koklys and Dr. Galloway abstained, **motion** carries.

CHAIRMAN'S COMMENTS:

- Dr. Glowiak thanked the council members for being here and told them how much we appreciate their service to the CHC.
- The Council were reminded it is important to attend the Governing Council and subcommittee meetings, and attendance is being tracked and, members will receive a warning letter after the fourth meeting missed in a calendar year.

PUBLIC COMMENT FOR AGENDA ITEMS ONLY:

- Melissa Budach – Jackson said Happy Holidays to the council.

WILL COUNTY COMMUNITY HEALTH CENTER REPORT:

- Ms. Bilotta gave an update on events happening in the Health Department.
- Ms. Bergin gave an update regarding grants and the agency's financial position.

WILL COUNTY COMMUNITY HEALTH CENTER STAFF PRESENTATION:

- Ngozi Eboru gave a presentation to the Governing Council regarding the work done in the Behavioral Health Clinic.

REPORT FROM THE FINANCE COMMITTEE CHAIRPERSON

- Ms. Luebke reported on the Finance Committee Meeting.

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner reported on the school-based health center, the CHC has funding through a grant for the year 2026.
- The school-based health center staff have begun an outreach program with other schools within the district so to encourage them to use the school-based center as patients.
- The Beta testing for online consent for the Brooks location, this will make it easier for the parents to give consent quickly if student become ill during the school day or need urgent appointments.
- The Brooks staff and school staff are both participating in a school-based health center alliance which is a six-month program, focusing on sustainability and success.
- Part of the Health Care Controlled Network (HCCN) is a visit from Illinois Primary Healthcare Association. The visit will be focused on improving operations around cybersecurity, AI, data management, interoperability and quality.
- Several leadership staff attended the Joint Commission Ambulatory Care Conference, Stacy Baumgartner and Norma Musvibe were awarded a scholarship for that conference, which was a cost savings to the agency.
- An executive leadership team has been meeting to ensure alignment and set monthly and quarterly priorities for the management team. The current priorities are:
 - Strengthening payment and collection efforts,
 - Focus on developing a population health strategy. This has the potential to increase revenue.
 - The staff will reach out to patients that are not returning for their follow-up visits or have not returned for their chronic treatment. This will increase the number of visits to the CHC overtime.
 - Ensure the 340B compliance and program optimization, there are a lot of changes coming for this program. Phil Jass and Stacy Buamgartner are leading this task to determine what is needed to maintain compliance.

CHIEF MEDICAL OFFICER REPORT:

- Highlights for November being diabetes awareness month, information regarding prediabetes and diabetes was provided.
- The CHC requires staff to get a flu vaccination prior to October 31, 2025, or they will be required to wear a mask until the end of April. Years past the CHC has had 30-40% compliance, however this year we have an 86% compliance.
- The infection control policy has been updated. This will be reviewed by the Joint Commission during their next visit.

CHIEF DENTAL OFFICER REPORT:

- Dr. Garg reported the mobile will be parked in a garage to protect the water lines for the winter months.
- There has been an increase of oral cancer due to vaping smoking and chewing tobacco.
- The dental team created a quiz for six – eight-year-old children, their objective is to have an interactive oral and cancer prevention educational class.
- Dr. Garg and team continue to study the no show rate they believe is weather related.
- Sixty-one patients were referred to the dental clinic, they were very pleased with this number.

REVENUE AND EXPENSES REPORT

- The monthly revenue report is coming in a little under target, but that is expected this time of year.
- CHC is meeting their target, which shows CHC is managing the funds in an appropriate way, the health center had much higher commodity costs this year than in years past.
- Guidance from administration has been appreciated to ensure the health center meets the revenue and expenditures target.

PATIENT & VISITS REPORT

- There is no patient and visit report due to data issues when transferring systems. The legacy system did not read the old systems' report correctly and the numbers were off.
- Phil is investigating with the help of GBS, to resolve the issue prior to the next Governing Council meeting.

ACTION ITEMS:

- A **motion** was made by Mr. Lauridsen **seconded** by Ms. Luebke, for approval to move Policy PCS-MM-0021 340B Outpatient Drug Definition off the table. **Motion** carries.
- A **motion** was made by Dr. Metcalf **seconded** by Mr. Jaiswal, for approval to move Policy PCS-MM-0022 340B Duplicate Discount off the table. **Motion** carries.
- A **motion** was made by Dr. Galloway **seconded** by Mr. Sandoval, for approval to move Policy QRM-0011 Patient / Visitor Complaint & Grievance Resolution off the table. **Motion** carries.
- A **motion** was made by Dr. Warren **seconded** by Ms. Koklys, for approval of updated Policy PCS-MM-0021 340B Outpatient Drug Definition. **Motion** carries.
- A **motion** was made by Dr. Metcalf **seconded** by Mr. Jaiswal, for approval of updated Policy PCS-MM-0022 340B Duplicate Discount, **Motion** carries.
- A **motion** was made by Dr. Galloway **seconded** by Mr. Sandoval, for approval of the updated Policy QRM-0011 Patient / Visitor Complaint & Grievance Resolution, **Motion** carries.
- A **motion** was made by Dr. Metcalf **seconded** by Dr. Warren, for approval of the Consent Agenda: Policy AD-0027, BR-0004, BR-0011, BR-0012, BR-0013, QRM-0001, **Motion** carries.
- A **motion** was made by Mr. Lauridsen, **seconded** by Mr. Jaiswal, for the approval of the November 30, 2024, Annual Comprehensive Financial Report, **Motion** carries.
- A **motion** was made by Ms. Warren, **seconded** by Dr. Koklys for approval of November 30, 2024, Report on Federal Award, **Motion** carries.
- A **motion** was made by Mr. Sandoval, **seconded** by Dr. Metcalf, for the approval of the FY2026 Budget, **Motion** carries.
- A **motion** was made by Dr. Metcalf, **seconded** by Mr. Sandoval, for the approval of the updated Strategic Plan Quarter four (4), **motion** carries.
- A **motion** was made by Dr. Warren **seconded** by Dr. Metcalf for the approval of the updated 2025 Risk Assessment Quarters One (1), two (2), third (3), and fourth (4), **motion** carries.
- A **motion** was made by Dr. Galloway **seconded** by Dr. Warren for the approval of Credentialing Lasisi Chibuzo, APRN Family Medicine, **motion** carries.

PUBLIC CONCERNS AND COMMENTS

- None

COUNCIL MEMBER'S CONCERNS AND COMMENTS

- None

ADJOURNMENT: A **motion** was made by Dr. Metcalf **seconded** by Ms. Luebke for approval to adjourn the meeting, **motion** carries. Adjourned at 6:18pm

GOVERNANCE COMMITTEE MEETING WILL BE: Wednesday, January 3, 2026, 4:30pm

GOVERNING COUNCIL MEETING WILL BE: Wednesday, January 3, 2026, 5:00pm

Prepared by:



June Reisner, Administrative Assistant to CEO



Vernice Warren – Vice Chairperson