

**WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
Wednesday, January 7, 2026**

MEMBERS PRESENT

Dr. Matthew Glowiak – Chairperson
Nicole Luebke – Treasurer
Dr. Tracy Metcalf
Nag Jaiswal
Dr. Christopher Galloway – arrived @ 5:30pm
Paul Lauridsen
Frank Sandoval - left mtg. @ 5:15pm
Dr. Julia Koklys
Dr. Vernice Warren – Vice Chairperson
Alejandra Zamudio

MEMBERS ABSENT

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Dr. Jennifer Byrd, Chief Medical Officer
Carol Ricken, Director of Operations
Phil Jass, Quality Improvement/Risk Management Coordinator
Dr. Garg, Chief Dental Officer
Bose Oshin, Billing Supervisor
Melissa Jackson – Budach, Staff Nurse III
Kathleen Harkins, Community Outreach & Marketing Coordinator
Lisa Dioro, Community Health Educator II

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Mary Kilbride, Executive Assistant
Armando Reyes, Director of Operations

OTHERS PRESENT

Sabrina Trevizo, Assistant State's Attorney

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:06pm
- Pledge of Allegiance
- Mission Statement: Read by Mr. Glowiak

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 Mr. Sandoval, to approve the minutes from December 3, 2025, Ms. Zamudio abstained. **Motion Carries.**

CHAIRMAN'S COMMENTS:

- Dr. Glowiak wished all in attendance at the Governing Council meeting a Happy New Year. Mr. Glowiak thanked all of the Governing Council members for their commitment to the Governing Council board.
- Dr. Glowiak spoke briefly of the change in bylaws which states 5 absences from a meeting could cause a board member to be dismissed.
- Dr. Glowiak spoke of working with Elizabeth on the upcoming evaluation of the Chief Executive Officer. The Governing Council will be included in this evaluation over the next few months.

- The self-evaluation for all Governing Council members will take place soon. Further information is upcoming.

PUBLIC COMMENT FOR AGENDA ITEMS ONLY: None

WILL COUNTY COMMUNITY HEALTH CENTER REPORT:

- Ms. Bilotta gave an update on events happening in the Health Department.

WILL COUNTY HEALTH DEPARTMENT STAFF PRESENTATION:

- Mr. Reyes gave a presentation (powerpoint) on Compliance.

REPORT FROM THE GOVERNANCE COMMITTEE VICE CHAIRPERSON

- Ms. Warren reported on the Governance Committee Meeting.

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner spoke about IPHCA launching technical support related to cybersecurity and compliance. Health center staff will partner with ITT staff to make the most out of this initiative.
- The Joint Commission Site Visit will occur between now and the middle of February. During the week of the site visit, the Governing Council members will be requested to participate in a Leadership session where we will have an opportunity to discuss governance and leadership structure and functions.
- The community health center was approached to participate in an HIV Affirming Care Program at the Northern Branch Office (Bolingbrook) to reduce staff behaviors that convey negative stigma and biases thus decreasing negative experiences and increasing the number of HIV positive people that access and remain in care.
- The 340B Rebate Model Pilot Program was designed to prevent Medicaid duplicate discounts, 340B diversion and to ensure a fair and transparent 340B rebate model for all stakeholders will begin January 1, 2026, and continue for a minimum of one year and will apply to all covered entities.
- The Rebate Model Pilot Program has been put on hold. This renders the information presented in the CEO Report outdated.

CHIEF MEDICAL OFFICER REPORT:

- December is Sexual Health and Awareness month. The patient education table has flyers, pamphlets centering around Sexually Transmitted Infections (STIs), Pre-Exposure Prophylaxis (PreP) and Post-Exposure Prophylaxis (PEP).
- Discussion took place regarding addressing the syphilis epidemic.
- Brief conversation took place regarding the Joint Commission visit coming up.
- Dr. Byrd updated the Governing Council members on current staffing.
 - * Ms. Warren asked what the average age of STI's was? Dr. Byrd stated ages 14-21.

CHIEF DENTAL OFFICER REPORT:

- Dr. Garg spoke briefly about the increased use of cannabis among teens.
- No-Show Dental appointments were presented and discussed.
- Internal Referrals were presented and discussed.
- Dr. Garg and team continue to study the no show rate which they believe is weather related.
- Sixty-one patients were referred to the dental clinic; they were very pleased with this number.

REVENUE AND EXPENDITURES REPORT

- The monthly revenue report and expenditures were discussed. Expenditure has stayed within budget.

PATIENT & VISITS REPORT

- Patient and Visits report was presented and discussed.
 - * *Dr. Koklys spoke of the virtual visits being down. Dr. Koklys asked if there is a trend of those patients not coming to the Health Center. Ms. Baumgartner stated we do not capture those numbers.*
 - * *Dr. Koklys asked if patients are aware that there is availability of telehealth services? Ms. Baumgartner stated that they have been working on improving the numbers for Behavioral Health and once those numbers improve; we could focus on other services.*

COMMUNITY OUTREACH REPORT

Ms. Harkins gave a (powerpoint) presentation on the current Community Outreach events and partnerships.

- Ms. Dioro spoke briefly about School Based Health Center resources and the current library.

OLD BUSINESS/ACTION ITEMS:

Door Decorating Contest Presentation & Announcement of Winner

Door Decorating Pictures were presented and winners first through third place were announced. Breakfast will be supplied for the winners.

CONSENT AGENDA:

- Updated policy BR-0003 Fee Scheduling & Sliding Fee Discount Scale
- Updated policy BR-0022 Client Refund Policy
- Updated policy LAB-0019 Critical Values
- Updated policy PCS-0012 Hospitalization Patients
- Updated policy QRM-0005 Credentialing and Privileging
- Updated policy QRM-0050 Referral Tracking
- Updated policy QRM-0052 Diagnostic Testing
- Updated policy QRM-0070 Claims Management
 - A **motion** was made by Dr. Koklys and **seconded** by Ms. Metcalf for the approval of Consent Agenda. **Motion Carries.**

Discussion took place from Dr. Byrd and Ms. Oshin on a few of the policies previously approved.

NEW BUSINESS/ACTION ITEMS:

- a. Discussion & approval of the IL Department of Healthcare & Family Services 2026 Encounter Rates
 - A **motion** was made by Ms. Warren and **seconded** by Ms. Zamudio for the approval of Illinois Department of Healthcare & Family Services 2026 Encounter Rates. **Motion carries.**
 - A **motion** was made by Dr. Metcalf and **seconded** by Dr. Warren to approve renewal of Whitney Lipscomb Agreement.

PUBLIC CONCERNS AND COMMENTS

- None

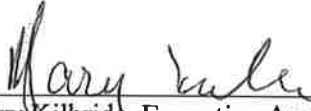
COUNCIL MEMBER'S CONCERNS AND COMMENTS

- None


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

QUALITY COMMITTEE MEETING WILL BE: Wednesday, February 4, 2026, 4:15pm
GOVERNING COUNCIL MEETING WILL BE: Wednesday, February 4, 2026, 5:00pm

Prepared by:



Mary Kilbride, Executive Assistant



Vernice Warren – Vice Chairperson
Dr. Matt Glowiale for Vernice Warren (absent)
February 4, 2026