

**WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
Wednesday, April 1, 2026**

MEMBERS PRESENT

Dr. Matthew Glowiak – Chairperson
Nicole Luebke – Treasurer
Frank Sandoval - Secretary
Nag Jaiswal
Paul Lauridsen
Dr. Julia Koklys
Dr. Tracy Metcalf

MEMBERS ABSENT

Alejandra Zamudio
Dr. Christopher Galloway
Vernice Warren – Vice Chairperson

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Dr. Jennifer Byrd, Chief Medical Officer
Phil Jass, Quality Improvement/Risk Management Coordinator
Carol Ricken, Director of Operations
June Reisner, Administrative Assistant to the CEO
Dr. Garg, Chief Dental Officer
Bose Oshin, Billing Manager
Kathleen Harkins, Community Outreach and Marketing Coordinator

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Assistant Executive Director
Aishwarya Balakrishna, Health Equity Manager
Caitlyn Daly, Program Manager – MAPP

OTHERS PRESENT

Sabrina Trevizo, Assistant State’s Attorney

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:22pm
- Pledge of Allegiance
- Mission Statement: Mr. Lauridsen

ROLL CALL AND DETERMINATION OF QUORUM: Quorum met at 5:22pm.

REVIEW AND APPROVAL OF THE MINUTES:

- A **motion** was made by Mr. Jaiswal, **seconded** by Ms. Luebke, to approve the minutes of March 4, 2026. **Motion Carries.** Mr. Sandoval and Ms. Metcalf abstained.
- A **motion** was made by Mr. Lauridsen, and **seconded** by Ms. Koklys, to approve the Executive Minutes from March 4, 2026, **Motion carries.** (No Document).

CHAIRMAN’S COMMENTS:

- Mr. Glowiak wished the members a happy spring.
- The Health Department (HD) and the Community Health Center (CHC) are closed April 3rd in observance of Good Friday.
- Ms. Reisner sent out the obituary for Ms. Warren's mother. The Governing Council purchased a tree in honor of Ms. Bernice Warren, Ms. Warrens mother.
- Mr. Glowiak and Ms. Baumgartner went to Springfield for the Annual Advocacy Day: to support IPHCA and legislative efforts to support 340B protections.
- Mr. Glowiak reminded the members to take the Freedom of Information Act (FOIA) training and Open Meetings Act (OMA) training since some members are overdue.
- The members were reminded there will be an executive session at the end of the meeting to discuss the performance evaluation of the CEO.

PUBLIC COMMENT FOR AGENDA ITEMS ONLY:

- None

WILL COUNTY HEALTH DEPARTMENT UPDATES:

- Will County selected a vendor to review billing procedures for the CHC, HD, and Sunny Hill.
 - The aim is to increase accuracy and revenue.
 - The county is funding the consultant.
- Annual report presented, available on the website.
 - Kevin Juday and the division directors put the report together.
 - The report highlights an "amazing 2025".
- The county asked the HD to submit 2027 legislative agenda items by tomorrow.
 - Over 25 legislative items were submitted, covering every division.
 - Last year, the county selected almost all the HD items.

WILL COUNTY HEALTH DEPARTMENT STAFF PRESENTATION:

- Caitlyn Daly is the program manager of the Will County Mobilizing for Action through Planning and Partnerships (MAPP) Collaborative.
- Aishwarya Balakrishna is the health equity manager for the HD.
- The Will County MAPP Collaborative is the county-wide community health improvement network.
 - The HD and CHC are required to do a community health needs assessment.
 - Local non-profit hospitals also participate in the assessment.
 - The latest assessment was approved in October 2025.
 - Priorities identified:
 - Access to food and nutrition.
 - Maternal and child health.
 - Behavioral health and substance use.
 - Social Isolation, Social Connectedness and Social Isolation Project were discussed.
 - Mini grant from Illinois Public Health Institute.
 - Aims to address social connectedness, mental health, and food access for the senior population.
 - Initiatives include adding a micro pantry in a senior dense area.

REPORT FROM THE GOVERNANCE COMMITTEE CHAIRPERSON:

- Three subcommittees were formed in the previous Governance Committee meeting:
 - Human Resources Orientation Education Evaluation: Ms. Bilotta, Ms. Luebke, and Mr. Glowiak.
 - Succession Planning and Gap Analysis: Mr. Lauridsen, Mr. Sandoval, and Ms. Baumgartner.
 - Vetting and Diversity: Mr. Jaiswal, Ms. Baumgartner, and Ms. Warren.
- Each sub - committee reported suggestions from their meetings
 - Self-evaluation form:
 - Governing Council members fill out self-evaluation form annually.
 - This will check performance, attendance, and understanding of the governing council.
 - Questions will be changed to statements for consistency.
 - An additional question was added about the Governing Council chair attending the Board of Health meetings.
 - Handbook checklist:
 - Ties into orientation and onboarding.
 - Ensure everyone gets the appropriate documentation.
 - Familiarizes with the executive committee, Governing Council, and health department roles.
 - Orientation and onboarding include:
 - Attending meetings.
 - Tours of various sites (community center, health department buildings, Monee, Brooks Middle School, Bolingbrook Quadrangle).
 - Mentor council buddy program:
 - For new council members.
 - Provides guidance and answers questions.
 - A resource for new members.
 - Not required, depends on interest.
 - Process for addressing expiring terms:

- Check in with members near the end of their term to see if they want to continue.
- Feedback tied to self-evaluation.
- Performance metrics: attendance, knowledge, participation.
- Succession planning:
 - Have a plan in place for when a Governing Council member retires from the council or a new one comes on board.
 - Orientation and onboarding, including the handbook checklist, addresses much of this.
 - Succession planning is more important for Executive Council Members (Governing Council chair, co-chair, finance committee head, Governance Committee, CEO).
- Gap analysis:
 - Tool was developed to identify members' expertise.
 - Members should let Council Chair Person know if they want to add skills they have to the list.
 - Discussion of the Governance Committee's purpose and responsibilities in terms of board composition and recruitment.
 - Discussed the importance of demographic representation to reflect the community.
- Meeting and membership adjustments:
 - The Governance Committee should meet at least three times per year.
 - Composition should consist of a minimum of three voting members.

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner reported the health center had no high-risk observations during the Joint Commission site visit.
- Most of the findings in ambulatory care were limited in scope.
- The health center has 60 days to complete the corrective action plan and address the issues.
- The CHC has applied for a grant partnership with the health department, this grant will allow the CHC to:
 - Renovate to improve the workflow of several areas at the health center.
 - Includes registration expansion, infectious disease clinic, and internal moves.
 - Grant written for \$1.4 million (includes technology, equipment, furniture).

CHIEF MEDICAL OFFICER REPORT:

- Dr. Byrd reported April is colon cancer awareness.
 - Third most common cancer with several thousand new cases a year.
 - Focus on prevention by modifying alcohol use, obesity, and smoking.
 - Improve diet with fiber, fish, and fruit.
 - Screening age 45 to 75, after 75 stop screening.

CHIEF DENTAL OFFICER REPORT:

- Applicants for the Mobile Driver are being interviewed.
- Attended the Chicago Dental Society's Midwinter meeting which included:
 - Continuing education
 - Exhibit halls
 - Networking with dental professionals globally
 - Continuing Medical Education (CME) hours were recorded without any charges
- No show rate for February was 22.63%, cancellation rate was 17.35%.
- It was reported that internal referrals for February were 69

REVENUE AND EXPENDITURES REPORT

- FY 2025 revenues were accurate with a variance of only negative .2%.
- Expenditures were lower than projected.
- The fiscal year 2026 is in its early stage. The figures are consistent with previous years.
- Management is watching bottom line and expenditures closely.
- Personnel, benefits, and commodities are all coming in higher than last year.
 - Personnel and salaries are within expected range.
 - Commodities need to be watched closely.

PATIENT & VISITS REPORT

- Dental visits are slightly down: 1043 compared to last year's report, 1096.
- Medical visits have increased, mainly from OB: 1536 vs. 1468 last year.
- Optometry visits also increased: 84 patients versus 61 last year.
- School-based health center visits are down: 2026 compared to last year (43 fewer patients); Stacy is running a report to compare numbers by encounters.

OLD BUSINESS/ACTION ITEMS:

- **None**

NEW BUSINESS/ACTION ITEMS:

- A **motion** was made by Mr. Sandoval and **seconded** by Ms. Koklys for the approval of the new agreement with the University of Iowa **Motion carries.**
- A **motion** was made by Ms. Metcalf and **seconded** by Mr. Lauridsen for approval of tabling the Governing Council Self Evaluation - **Motion carries.**
- A **motion** was made by Ms. Koklys and **seconded** by Ms. Luebke for approval of the 2026 Strategic Plan - **Motion carries.**

PUBLIC CONCERNS AND COMMENTS

- None

COUNCIL MEMBER'S CONCERNS AND COMMENTS

- None

EXECUTIVE SESSION:

- Mr. Glowiak released all the Governing Council Members except for the Executive Board at 6:15pm.
- A motion was made by Ms. Luebke and seconded by Mr. Sandoval to go into Executive Session, motion carries.
- A motion was made by Ms. Luebke and seconded by Mr. Sandoval to end closed session at 6:26pm, - **motion carries**

RESUMED REGULAR SESSION:

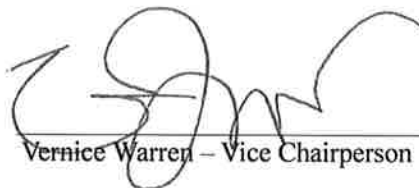
- A **motion** was made by Ms. Luebke and **seconded** by Mr. Sandoval for approval of the CEO's evaluation **Motion carries.**

ADJOURNMENT: A **motion** was made by Ms. Luebke and **seconded** by Mr. Sandoval for approval to adjourn the meeting at 6:29pm. **Motion Carries.**

QUALITY COMMITTEE MEETING WILL BE: Wednesday, May 6, 2026, 4:15pm
GOVERNING COUNCIL MEETING WILL BE: Wednesday, May 6, 2026, 5:00pm

Prepared by:

June Reisner, Administrative Assistant



Vernice Warren – Vice Chairperson