

**WILL COUNTY COMMUNITY HEALTH CENTER  
GOVERNING COUNCIL MEETING MINUTES  
Wednesday, February 4, 2026**

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**MEMBERS PRESENT**

Dr. Matthew Glowiak – Chairperson  
Nicole Luebke – Treasurer  
Dr. Tracy Metcalf  
Nag Jaiswal  
Dr. Christopher Galloway  
Paul Lauridsen  
Dr. Julia Koklys  
Alejandra Zamudio

**MEMBERS ABSENT**

Frank Sandoval - Secretary  
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  
Dr. Garg, Chief Dental Officer  
Bose Oshin, Billing Supervisor  
Kathleen Harkins, Community Outreach & Marketing Coordinator  
Aishwarya Balakrishna, Health Equity Manager  
Dr. Abejide, Dentist  
Dr. Faber, Dentist  
Norma Musvibe, Director of Nursing  
Rosa Gomez, Outreach Specialist II  
Caitlyn Daly, Program Manager, MAPP

**WCHD STAFF PRESENT**

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

**OTHERS PRESENT**

Sabrina Trevizo, Assistant State's Attorney

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**CALL TO ORDER:**

- Dr. Glowiak called the meeting to order at 5:06pm
- Pledge of Allegiance
- Mission Statement: Ms. Zamudio

**ROLL CALL AND DETERMINATION OF QUORUM:** Quorum met at 5:06pm.

**REVIEW AND APPROVAL OF THE MINUTES:**

- A **motion** was made by Mr. Lauridsen, **seconded** by Mr. Jaiswal, to approve the minutes of January 7, 2026. **Motion Carries.**

**CHAIRMAN'S COMMENTS:**

- Dr. Glowiak reminded Governing Council Committee Members that attendance resets in January 2026. He requested that all board members make every effort to attend GC meetings. The GC Executive board will reach out to you if 5 meetings or more have been missed.
- Dr. Glowiak spoke briefly that there will be a Executive meeting after the March 4<sup>th</sup> GC meeting. This will be to discuss the Chief Executive Officer evaluation. Ms. Bilotta will speak further about this.
- Performance Evaluation paperwork was placed at all Chairperson of Committees and Executive Committee person's seat to be reviewed and filled out.
- He briefly reminded all members of Governance Committee to set up a meeting date/time with their Governance Committee Teams in order to work on committee assignments.

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

**WILL COUNTY HEALTH DEPARTMENT STAFF PRESENTATION:**

- Ms. Daly, Program Manager for MAPP, handed out informational brochures to all GC members.
- Ms. Bilotta gave an update on events happening at the Health Department.

**DENTAL STAFF PRESENTATION:**

Dr. Garg, Dr. Faber and Dr. Abejide gave a power point presentation regarding the services in the Dental Department of CHC.

**REPORT FROM THE QUALITY COMMITTEE VICE CHAIRPERSON**

- Mr. Lauridsen reported on the Quality Committee Meeting which took place prior to the GC meeting.

**CHIEF EXECUTIVE OFFICER REPORT:**

- Ms. Baumgartner spoke about Carmindr – remote patient monitoring (RPM) initiative that connects patients with hypertension to providers via smartphone app and Bluetooth enabled blood pressure cuffs.
- Through this initiative, 58% of out-of-control patients have now been moved to under control patients.
- Ms. Musvibe spoke briefly about how easy Carmindr Program is to work with.
- A full reconfiguration of the provider scheduling template was completed to build in capacity and protect VIP and same day availability resulting in the ability to see 95% of all walk-ins to the clinic.
- Ms. Baumgartner shared a success story from the School Based Health Center.
- Following the completion of the health center's Operational Site Visit, it was found that the Will County Community Health Center demonstrated full compliance with all Health Center Program requirements. The health center was awarded the 2024 Operational Site visit Badge.
- Ms. Baumgartner reminded Governing Council members about the required Open Meetings Act training (OMA) that needs to be done.

**CHIEF MEDICAL OFFICER REPORT:**

- Dr. Byrd spoke of January, which is Cervical Cancer Prevention month.
- CHC has added Provider Lab Coat Hygiene as a value point to our Infectious Disease protocols.
- The Infection Control plan has also been updated to include FIT testing for all staff.
- Dr. Byrd spoke about a new Nutritional Assessment to screen for eating disorders. This initiative also satisfies one of the recommendations of the Joint Commission's Behavioral Health model of care.

**CHIEF DENTAL OFFICER REPORT:**

- Dr. Garg stated February is National Children's Dental Health Month.
- Teen vaping is a major public health issue, with teens using e-cigarettes more than any other tobacco product.
- Dr. Garg presented and spoke of the no-show dental appointments.

**REVENUE AND EXPENDITURES REPORT**

- Expenses came in just below target. Ms. Bergin spoke of this being the lapse period for our previous fiscal year. Revenue being low in December is to be expected because most revenue received is being recorded back to 2025.

**PATIENT & VISITS REPORT**

- Mr. Jass spoke about the 2025 Patient and Visits report.

**PERFORMANCE INDICATORS**

- Mr. Jass presented and discussed the Performance Indicators.

**PROVIDER PRODUCTIVITY**

- Dr. Byrd presented and discussed the Provider Productivity report.

**OLD BUSINESS/ACTION ITEMS: None**

**NEW BUSINESS/ACTION ITEMS:**

- a. Discussion & approval of Agreement of Service for Dr. Dan Garganera.  
Ms. Baumgartner spoke briefly about the agreement
- A **motion** was made by Ms. Zamudio and **seconded** by Ms. Metcalf for the approval of Agreement of Service for Dr. Dan Garganera. **Motion carries.**
  - A **motion** was made by Mr. Lauridsen and **seconded** by Dr. Galloway to approve the CQIPM Plan. **Motion carries.**  
Mr. Jass spoke briefly about the CQIPM Plan.
  - A **motion** was made by Ms. Koklys and **seconded** by Dr. Galloway to approve the Training Plan. **Motion carries.**  
Mr. Jass spoke briefly about the Plan.
  - A **motion** was made by Mr. Jaiswal and **seconded** by Ms. Metcalf to approve keeping the Executive Session Minutes closed according to the advice of Ms. Trevizo (ASA). **Motion carries.**  
Ms. Trevizo (ASA) advised that the Executive Session Meeting Minutes remain closed.

**APPROVAL OF CREDENTIALING/RE-CREDENTIALING of LICENSES PROVIDERS**

**Re-Credentialing:**

**Dr. Jasmine Flowers:**

A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Zamudio to approve recredentialing of Dr. Jasmine Flowers. **Motion carries.**

**Whitney Lipscomb:**

A **motion** was made by Ms. Metcalf and **seconded** by Dr. Galloway to approve recredentialing of Whitney Lipscomb. **Motion carries.**

**Dr. Dan Garganera:**

A **motion** was made by Mr. Lauridsen and **seconded** by Dr. Koklys to approve recredentialing of Dr. Dan Garganera. **Motion carries.**

**Adwoa Ofori Kuragu:**

A **motion** was made by Ms. Koklys and **seconded** by Dr. Galloway to approve recredentialing of Adwoa Ofori Kuragu. **Motion carries.**

**PUBLIC CONCERNS AND COMMENTS**

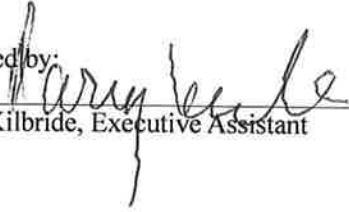
- None

**COUNCIL MEMBER'S CONCERNS AND COMMENTS**

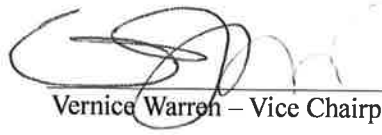
- None

**ADJOURNMENT:** A **motion** was made by Ms. Luebke and **seconded** by Dr. Koklys for approval to adjourn the meeting at 6:17pm. **Motion Carries.**

Prepared by:



Mary Kilbride, Executive Assistant



Vernice Warren – Vice Chairperson