

**WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
Wednesday, May 6, 2026**

MEMBERS PRESENT

Dr. Matthew Glowiak – Chairperson
Nicole Luebke – Treasurer
Nag Jaiswal
Paul Lauridsen
Dr. Julia Koklys
Dr. Vernice Warren – Vice Chairperson
Alejandra Zamudio

MEMBERS ABSENT

Frank Sandoval - Secretary
Dr. Tracy Metcalf
Dr. Christopher Galloway

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Carol Ricken, Director of Operations
Phil Jass, Quality Improvement/Risk Management Coordinator
June Reisner, Administrative Assistant to the CEO
Dr. Garg, Chief Dental Officer
Bose Oshin, Billing Supervisor
Melissa Jackson-Budach, Staff Nurse III
Kathleen Harkins, Community Outreach and Marketing Coordinator
Jessica Bugarewicz
Edgar Sanchez, Customer Service Specialist
Kathia Llanes, Customer Service Specialist
Annette Quiroga, Customer Service Specialist
Ericka Dela – Torre, Customer Service Specialist

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director

OTHERS PRESENT

Sabrina Trevizo, Assistant State's Attorney

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:14pm
- Pledge of Allegiance
- Mission Statement: Ms. Zamudio

ROLL CALL AND DETERMINATION OF QUORUM: Quorum met at 5:14pm.

REVIEW AND APPROVAL OF THE MINUTES:

- A **motion** was made by Dr. Koklys, **seconded** by Ms. Luebke, to approve the minutes of April 1, 2026. **Motion Carries.** Dr. Warren and Ms. Zamudio abstained.
- A motion was made by Dr. Glowiak, seconded by Ms. Luebke, to approve the Executive minutes from April 1, 2026.

CHAIRMAN'S COMMENTS:

- Members were reminded to make their next appointment at the Community Health Center, (CHC), that it is a requirement for 51% of the Governing Council Members to be patients of the Community Health Center.
- Members were also reminded to complete Open Meetings Act and FOIA trainings and Statement of Economic Interest, all reporting is past due and the members that have not completed this are requested to complete it right away.

PUBLIC COMMENT FOR AGENDA ITEMS ONLY:

- None

WILL COUNTY HEALTH DEPARTMENT UPDATES:

- Ms. Bilotta mentioned that the Health Department (HD) observed National Public Health Week in April and IDPH opted to extend the celebration throughout the entire month.
- The leadership of the HD are currently developing the FY27 budget.
- The HD has been participating in the Legislative meetings and has been requested by the County to provide their Legislative agenda for FY27, the HD and CHC developed 36 out of the 50 proposed County-wide submissions.

WILL COUNTY COMMUNITY HEALTH CENTER STAFF PRESENTATION:

- Ms. Burgarewicz introduced the call center team, which includes Edgar Sanchez, Kathia Llanes, Annette Quiroga, and Ericka Dela-Torre.
- The team discussed the volume of calls they handle each quarter and the various types of patients they interact with daily.
- Their responsibilities range from scheduling appointments to confirming them, as well as engaging with patients who may be in a crisis, upset, content, or dealing with behavioral health issues.
- Management supplies numerous scripts to ensure the call center staff are ready for any call they might receive.

REPORT FROM THE QUALITY COMMITTEE CHAIRPERSON:

- Dr. Warren presented the report from the Quality Committee; Key Performance Measures (KPM) have significant challenges including missing or inaccurate data, the IT department and CHC management are working to correct this issue.
- The Health Quality Measures workgroup meet weekly to review workflow, aiming for consistent documentation and patient chart entry across all the providers.
- The CHC is transitioning to electronic patient satisfaction surveys via Kiosks and iPads, though paper surveys still outnumber the electronic submissions.
- It was identified the Women's Health patients receiving surveys prior to their services, which is incorrect as the survey should be completed after services have been rendered.
- Patient wait times continue to be a top complaint; the center is working to improve the workflow.
- Individual performance reports have been completed for all the providers, detailing their target goals, and current standings for all quality measures.
- A suggestion was made to partner high-yielding providers with low yielding providers for mentorship.

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner reported the Family Planning Site Visit occurred on April 21st and 22nd, during the closing conference the reviewers praised the CHC for the program and noted that leadership is doing a great job administering the program.
- The Information Technology firm GBS that services the health center's electronic health records conducted a site visit; performance and priorities were discussed for the upcoming 12 months.
 - Priorities include ongoing quality improvement support and connecting the family planning billing platform to the electronic health records.
- Clinical and executive leadership from the health center met with the management and discharge staff of Silver Oaks inpatient facility to coordinate behavioral health follow ups service to ensure a continuum of care for patients that need services including patients having Medicaid or the uninsured.
- The Healthcare Management Associates is a consulting firm hired by Will County Executive Office to ensure that the HD, CHC and Sunny Hill Nursing Home were optimizing billing practices and are taking advantage of all opportunities to bill for service thus decreasing the need to allocate county funds.
 - They develop a set of recommendations that will be prioritized to drive improvements and support financial sustainability
- The CHC operations and facility have many items they are working on:
 - Primary Care is scheduled to have floors and counter tops replaced in the exam rooms.
 - The parking lot replacement will be completed later in the Fall of 2026.

- The heating and ventilation control in the Joliet location have frequent challenges especially in the extreme weather conditions. A capital construction grant was submitted for replacement of four of the 16 units.
- A \$1.3 million State of Illinois Construction Grant response is expected in July. If awarded the entrance area including registration, check out, billing, and medical records will be closed off. Alternate work areas will need to be created during construction.
- Client paperwork revision will be completed by the end of May. Electronic signature pads are intended to be integrated to seep registration.
- The seasonal opening of the mobile dental van is delayed due to availability of dentists and a driver. The hiring process of a driver will resume upon availability of the dental staff.

CHIEF MEDICAL OFFICER REPORT:

- The Chief Medical Officer report was presented by Ms. Baumgartner in Dr. Byrd's absence.
- April was Child Abuse Awareness, to bring awareness, the Certified Medical Assistants provided handouts in English and Spanish that detailed information about recognizing and preventing Child Abuse.
- New blood pressure monitoring guidelines were issued.
 - The new guideline was necessary to ensure that, though medical practice has standards of care, all staff are aware of the most critical operational procedures.
 - The CHC will be updating the Suicide Risk Assessment, as advised by Joint Commission.
 - The CHC will also be adding an Exploitation Screening tool, as advised by the Joint Commission. This tool will be rendered to all patients, five years of age and older.
 - The weight clinic has an increase in numbers of patients, with new patients weekly.
 - Additional providers are beginning to prescribe GLP-1 medication, therefore expanding access to our community.

CHIEF DENTAL OFFICER REPORT:

- Dr. Garg provided a sample copy of a patient's record of 12 No-shows and 2 cancelled appointments. This is a reason numbers are lower, these patients that do not show are taking slots where we could add other patients who will show.
- Internal referrals for the month of April were 75.
- Dr. Garg shared a patient success story with the Governing Council.

DENTAL PEER REVIEW:

- The dental providers have made progress on peer reviews throughout the year; most providers are at 100% for their requirements, although one provider is not, Dr. Garg mentioned that they collaborate to enhance the performance of the providers who fall below the 100% mark.

REVENUE AND EXPENDITURES REPORT

- The revenues were close to the target in April, along with the revenue, the expenditures were close to the target too.
- When Stacy met with Ms. Bergen, she stated the CHC is consistent with the previous year's revenue & expenses.

PATIENT & VISITS REPORT

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

HEALTH PROMOTIONS AND OUTREACH REPORT:

- Ms. Harkins provided an update on her team's initiatives to assist community members in applying for Medicaid and Medicare. They participated in numerous community events across Will County.
- Ms. Harkins detailed the updated enrollment procedure for Medicaid and Medicare, which will commence in January 2027.
- The team visits Joliet Junior College each month to assist college students with their health insurance registration.

OLD BUSINESS/ACTION ITEMS:

- **None**

NEW BUSINESS/ACTION ITEMS:

- A **motion** was made by Dr. Warren and **seconded** by Mr. Lauridsen for the approval of the updated agreement with Wellpath, LLC - **Motion carries.**
- A **motion** was made by Dr. Koklys and **seconded** by Dr. Warren for approval of the Provider Bonuses- **Motion carries.**
- Dr. Glowiak requested a motion to approve the consent agenda and read the policy items included. However, upon review of the audio recording, a vote was taken on the consent agenda, without a preceding motion or second. The consent agenda will be presented again at the next regular meeting for consideration.
- A **motion** was made by Dr. Koklys and **seconded** by Ms. Zamudio for approval of the Re-Credentialing of Linda Beatty - **Motion carries.**

EXECUTIVE SESSION:

- None

PUBLIC CONCERNS AND COMMENTS

- None

COUNCIL MEMBER'S CONCERNS AND COMMENTS

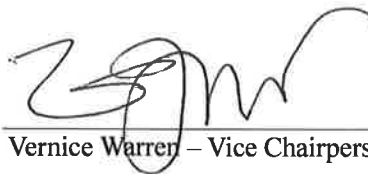
- Ms. Warren expressed her gratitude to the Governing Council for their support and for purchasing a tree in memory of her mother, Ms. Bernice Johnson, who passed away on March 11, 2026

ADJOURNMENT: A **motion** was made by Ms. Luebke and **seconded** by Dr. Koklys for approval to adjourn the meeting at 6:33pm. **Motion Carries.**

FINANCE COMMITTEE MEETING WILL BE: Wednesday, June 3, 2026, 4:15pm
GOVERNING COUNCIL MEETING WILL BE: Wednesday, June 3, 2026, 5:00pm

Prepared by:

June Reisner , Administrative Assistant



Vernice Warren – Vice Chairperson