

**WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
Wednesday, July 8, 2026**

MEMBERS PRESENT

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

MEMBERS ABSENT

Nag Jaiswal
Alejandra Zamudio
Dr. Julia Koklys
Dr. Vernice Warren – Vice Chairperson

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Dr Byrd, Chief Medical 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

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Assistant Executive Director

OTHERS PRESENT

Sabrina Trevizo, Assistant State's Attorney

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:15pm
- Pledge of Allegiance
- Mission Statement: Mr. Paul Lauridsen

ROLL CALL AND DETERMINATION OF QUORUM: Quorum met at 5:15pm.

REVIEW AND APPROVAL OF THE MINUTES:

- A **motion** was made by Mr. Lauridsen, **seconded** by Ms. Luebke, to approve the minutes of June 3, 2026.
Motion Carries.

CHAIRMAN'S COMMENTS:

- Members were reminded that over half of the Governing Council (GC) members must be active patients of the Will County Community Health Center (CHC), members were reminded to make appointments, prior to September, and were given a card with all the locations and services the health center has to offer.
- Members were asked to complete the Governing Council Satisfaction Survey on the iPad provided at the meeting.

PUBLIC COMMENT FOR AGENDA ITEMS ONLY:

- None

WILL COUNTY HEALTH DEPARTMENT UPDATES:

- Ms. Bilotta invited the Governing Council to donate blood at the Health Departments blood drive on August 13, 2026.
- Ms. Bilotta provided a Strategic Planning Update:
 - The New Employee Orientation rolled out a new two-day orientation instead of one day.

- Monthly newsletters are being sent out and Ms. Reisner is forwarding newsletter to GC Members for their review.
- Directors have received guidance on conducting more impactful staff meetings with required topics.
- There are a few new upcoming initiatives:
 - The Agency will begin filming a “documentary storytelling” video about the health department and our health center and the impact that they have on the community where people can meet the faces of the people that are working in the agency.
 - Planning to launch a new staff climate surveying this fall to compare progress against the initial survey.
 - The Wellness Committee started monthly summer picnics for staff and hosts food trucks every Thursday during the summer.

WILL COUNTY COMMUNITY HEALTH CENTER STAFF PRESENTATION:

- None

REPORT FROM THE GOVERNANCE COMMITTEE CHAIRPERSON:

- Dr. Glowiak presented the report from the Governance Committee.

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner reported the health center participated in a vaccine for children (VFC) site visit and there were no findings.
- The health center is looking to expand the successful CareMindr Remote Patient Monitoring hypertension program, management is researching vendors compatible with NextGen as CareMindr is not a preferred NextGen Vendor.
- The health center has expanded by adding behavioral health services at the Eastern Monee Branch one day a week.
- The CHC had to make some reductions in programming in response to the recent budget concerns. Reductions included:
 - Mobile Dental Van due to its age and cost to repair, the high no show rate and cost of sending it out in the community.
 - The Health Navigator Grant was not renewed because administrator cost were much higher than the money received from the grant.

CHIEF MEDICAL OFFICER REPORT:

- The Chief Medical Officer reported on Ultraviolet Light Awareness and Safety Campaign teaching patients that even one sunburn increases the risk of skin cancer. Informational handouts were on display for patients to take in addition to suntan lotion samples.
- The leadership team updated Behavioral Health Screening Tools that all providers will be asking patients moving forward to screen for eating disorders, suicidality and exploitation.

CHIEF DENTAL OFFICER REPORT:

- Dr. Garg shared some of her newly gained knowledge from a conference she attended earlier in the summer. It was a hands-on surgery workshop that focused on extractions, surgical suturing, and managing complications.

REVENUE AND EXPENDITURES REPORT

- The Revenue Report showed actual revenue at 28.6%. Below year-to-date target at 41.7% which is normal for this time of year.
- The Expenditure Report demonstrates the efforts being made to control expenses and Ms. Baumgartner thanked Ms. Ricken for her work improving supply chain management.
- The Council had a conversation about the increase in self-paying patients, the concern is if most patients are using the sliding fee scale or receiving minimal cost services, it has a negative impact on the revenue.

PATIENT & VISITS REPORT

- The report shows the Virtual Patient Visits superseding last year’s numbers.

- The trend in comparison of 2025 vs 2026 shows total patient visits fluctuate monthly, overall, 2026 numbers are slightly higher. This is the same for number of patients seen.
- School based Health Center Data continues to be assessed because of data inconsistencies.

OLD BUSINESS/ACTION ITEMS:

- None

NEW BUSINESS/ACTION ITEMS:

- A **motion** was made by Dr. Metcalf and **seconded** by Mr. Lauridsen for approval of the Executive Session Meeting Minutes from June 3, 2026 - **Motion carries.**
- A **motion** was made by Mr. Sandoval and **seconded** by Dr. Metcalf for approval of the renewal of Valley View School District Memorandum of Understanding - **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Sandoval for approval of updated Governing Council Self-Evaluation - **Motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Dr. Metcalf for approval of tabling the updated Governing Council Handbook Checklist - **Motion carries.**
- A **motion** was made by Mr. Sandoval and **seconded** by Mr. Lauridsen for approval of the updated Governing Council Orientation Checklist - **Motion carries.**

EXECUTIVE SESSION:

- None

PUBLIC CONCERNS AND COMMENTS

- None

COUNCIL MEMBER'S CONCERNS AND COMMENTS

- None

ADJOURNMENT: A **motion** was made by Mr. Lauridsen and **seconded** by Mr. Sandoval for approval to adjourn the meeting at 6:17pm. **Motion Carries.**

QUALITY COMMITTEE MEETING WILL BE: Wednesday, August 5, 2026, 4:15pm

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

Prepared by:

June Reischer, Administrative Assistant

Vernice Warren - Vice Chairperson