

**WILL COUNTY COMMUNITY HEALTH CENTER
GOVERNING COUNCIL MEETING MINUTES
Wednesday, August 5, 2026**

MEMBERS PRESENT

Dr. Matthew Glowiak – Chairperson
Nicole Luebke – Treasurer
Dr. Tracy Metcalf – (out at 6:58pm)
Dr. Julia Koklys
Paul Lauridsen
Nag Jaiswal
Dr. Vernice Warren – Vice Chairperson
Alejandra Zamudio

MEMBERS ABSENT

Frank Sandoval - Secretary

WCCHC STAFF PRESENT

Stacy Baumgartner, Chief Executive Officer
Dr. Byrd, Chief Medical Officer
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
Ericka Burklow, Certified Medical Assistant
Dolly Agba, APRN
Guadalupe Stukel, Certified Medical Assistant

WCHD STAFF PRESENT

Elizabeth Bilotta, Executive Director
Denise Bergin, Assistant Executive Director

OTHERS PRESENT

Sabrina Trevizo, Assistant State's Attorney
Noemi Mora

CALL TO ORDER:

- Dr. Glowiak called the meeting to order at 5:15pm
- Pledge of Allegiance
- Mission Statement: Ms. Zamudio

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 July 8, 2026.
Motion Carries. Dr. Koklys, Mr. Jaiswal, Ms. Zamudio and Dr. Warren abstained.

CHAIRMAN'S COMMENTS:

- Members were reminded to schedule their appointments at the health center; they must be seen by the end of September in order to maintain compliance.
- Dr. Glowiak reminded members to complete the survey that Ms. Reisner emailed.

PUBLIC COMMENT FOR AGENDA ITEMS ONLY:

- None

WILL COUNTY HEALTH DEPARTMENT UPDATES:

- Ms. Bilotta presented an update of the Health Department.

WILL COUNTY COMMUNITY HEALTH CENTER STAFF PRESENTATION:

- Ms. Ericka Burklow and Ms. Dolly Agba spoke to the council about the weight loss clinic at the health center.

REPORT FROM THE GOVERNANCE COMMITTEE CHAIRPERSON:

- Dr. Warren presented the report from the Quality Committee where Philip Jass, the Quality Improvement and Risk Management Coordinator presented Quarter 1 - 2026.
- Mr. Jass also presented and reviewed the 2025 Risk Assessment Report which included:
 - 2025 Quarterly Risk Assessments
 - 2025 Performance Report/Quality Indicators
 - 2025 Patient Satisfaction Surveys (Electronic, Paper and School-Link Health Center)
 - 2025 Incident Report Data, Risk and Patient Safety Activities (Complaints/Grievances)
 - Other Risk Management Activities (Plan, Do, Study, Act)
 - Risk Management Training
 - Claims Management
 - Findings/Quality Improvement
 - 2026 Performance Goals.

Discussion on the 2025 Report followed. Mr. Jass explained the FTCA requirements regarding the Full 2025 Annual Risk Assessment Report needed to be reviewed and approved by the Governing Council. Dr. Warren mentioned this was on the Governing Council agenda for approval later in the meeting.

- The committee focused on the centers 2026 goals which are:
 - Continue to reevaluate 2025 risks and maintain a reduced risk score
 - Develop risk reduction plans for other identified risk areas from CQI meetings.
 - Monitor workflows supporting performance improvement, indicators, and quality measures
 - Train, retrain, and report all outcomes to the Quality Committee and Governing Council
 - Work with GBS regarding data concerns to ensure correct mapping and avoid UDS reporting complications.
 - Monitor adherence to PDSA's and risk assessments, including new items like nutrition assessments
 - Address any improvement projects identified by the Quality Committee or Governing Council

CHIEF EXECUTIVE OFFICER REPORT:

- Ms. Baumgartner discussed National Health Center Week and it started off with:
 - Staff appreciation day; the managers hosted a "Scoops of Appreciation" event for the staff to create their own ice cream Sundays.
 - Tuesday was patient appreciation day and we celebrated by sharing heartfelt patient testimonials with staff and patients.
 - Wednesday was Wellness Wednesday and management hosted a food drive to benefit the micro pantries at both the health department and the health center.
 - Thursday was Health Conditions Focus Day where health education was provided throughout the center with informational pamphlets of services available at the health center. There was an educational display highlighting health conditions and resources were available to support healthier lives.
 - Friday we ended the week with Partner Appreciation Day, we hosted a Stakeholders event and welcomed partners for a tour of both buildings.
- The Community Health Center expanded the Eastern Branch Service by adding additional behavioral health services to the Monee location one additional day a week.
- A new roof top unit was installed over the Joliet Behavioral Health area, and a second one was replaced in the first week of August over Joliet Primary Care Clinic.
- The mobile unit will be decommissioned. Most of the supplies were removed at the end of the 2025 season. Remaining supplies, technology equipment and dental equipment will be removed and repurposed within the existing health center locations.

CHIEF MEDICAL OFFICER REPORT:

- The Chief Medical Officer recognized August as Breastfeeding Awareness month and gave some statistics.
- The Clinical Leadership is working with the clinical staff to beta-test updated clinical workflows; the goal being to improve data entry and increased measurable health outcomes.

- They also conducted routine and ongoing competency testing of all clinical staff; this used to be done annually.
- The CHC has responded to the Joint Commission's findings and continues implementing the necessary compliance changes.

CHIEF DENTAL OFFICER REPORT:

- Dr. Garg reported that the Dental Clinic does quarterly water line testing and it was done on July 16, 2026, and received the result that the bacteria count is well below the accepted 500 CFU/ml and passed.

REVENUE AND EXPENDITURES REPORT

- Overall revenue improved from a negative 13% last month to a negative 4.1%, current revenue is "right on target" compared to last June, with only a 0.1% difference.
- Commodities continue to climb steadily; most expenses are from salaries and benefits.

PATIENT & VISITS REPORT

- Total patients increased from the previous month and by 262 from last year.
- Clinical visit increased from 18,000 to 19,000.
- Management are exploring ways to leverage telehealth capability, especially when the school-based health center is not fully operational.

OLD BUSINESS/ACTION ITEMS:

- None

NEW BUSINESS/ACTION ITEMS:

- A **motion** was made by Dr. Metcalf and **seconded** by Ms. Zamudio for approval of the Renewal of The Second Amendment Optum Pharmacy 702, LLC Agreement - **Motion carries.**
- A **motion** was made by Dr. Warren and **seconded** by Dr. Koklys for approval of the Renewal of The Ryan White Aids Foundation Agreement - **Motion carries.**
- A **motion** was made by Dr. Metcalf and **seconded** by Dr. Warren for approval of the Sunny Hill Tuberculosis Clinic Agreement- **Motion carries.**
- A **motion** was made by Dr. Warren and **seconded** by Ms. Zamudio for approval of The Memorandum of Agreement with Community Aspire - **Motion carries.**
- A **motion** was made by Dr. Warren and **seconded** by Dr. Koklys for approval of the updated Renewal of Dr. Mutengwana Kasapu-Mwaba's Agreement- **Motion carries.**
- A **motion** was made by Dr. Warren and **seconded** by Dr. Koklys for the approval of the Illinois Primary Care Association 2027 Organizational Membership Dues – **motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Ms. Luebke for the approval of the First Quarter, Quarterly Risk Assessment – **motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Dr. Warren for the approval of the 2025 Risk Assessment Report – **motion carries.**
- A **motion** was made by Dr. Warren and **seconded** by Dr. Koklys for the approval of the Governing Council Candidate Noemi Mora– **motion carries.**
- A **motion** was made by Mr. Lauridsen and **seconded** by Dr. Warren for the approval of the Credentialing of Arif Khan – **motion carries.**

EXECUTIVE SESSION:

- Council entered Executive Session at 6:45pm and exited it at 7:10pm, minutes are separate.

PUBLIC CONCERNS AND COMMENTS

- None

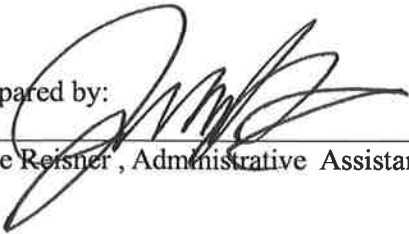
COUNCIL MEMBER'S CONCERNS AND COMMENTS

- None

ADJOURNMENT: A **motion** was made by Dr. Koklys and **seconded** by Ms. Luebke for approval to adjourn the meeting at 7:11pm. **Motion Carries.**

FINANCE COMMITTEE MEETING WILL BE: Wednesday, September 2, 2026, 4:30pm
GOVERNING COUNCIL MEETING WILL BE: Wednesday, September 2, 2026, 5:00pm

Prepared by:



June Reisner, Administrative Assistant



Vernice Warren – Vice Chairperson