

# Lake County Illinois

*Lake County Health Department and Community Health Center  
3010 Grand Avenue  
Waukegan, Illinois 60085  
Conference Room #3112*



## Meeting Minutes - Draft

**Tuesday, March 11, 2025**

**5:30 PM**

**3010 Grand Ave., Waukegan, IL 60085**

**Lake County Community Health Center Governing  
Council**

**1. Call to Order**

Chair Fornero called the meeting to motion at 5:32 p.m.

**2. Roll Call of Members**

**Present** 7 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Ross Cunningham and Member Scheurer

**Absent** 4 - Member Aaroneaux, Member Chuc, Member Hernandez and Member Young

**3. Pledge of Allegiance**

This matter was presented

**4. Approval of Minutes**

**4.1**

February 11, 2025, Meeting Minutes

**Attachments:** [GC Meeting Minutes 2.11.25 - DRAFT](#)

*Chair Fornero requested clarification on the ARPA grants mentioned in the Interim Executive Director's report. Kim Burke, Director of Health Care Operations, explained that ARPA refers to the grant provided by HRSA, which was awarded during the Covid-19 pandemic.*

*Member Argueta expressed gratitude to Member Ross Cunningham for proposing her reappointment.*

**Chair Fornero called for a motion to approve the February 11, 2025, meeting minutes as presented. Motion by Vice Chair Smith-Taylor, second by Member Ross Cunningham. Voice vote, all in favor, motion carried.**

**Aye:** 7 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Ross Cunningham and Member Scheurer

**Absent:** 4 - Member Aaroneaux, Member Chuc, Member Hernandez and Member Young

**5. Public Comment to the Council**

*None*

**6. Executive Director's Report**

*Christopher Hoff, Executive Director, shared his enthusiasm for beginning his tenure with the Lake County Health Department, expressing his eagerness to lead the organization and make a meaningful impact. Chris also conveyed his commitment to learning from the team and fostering a collaborative relationship with the Governing Council and the Lake County Health Department Staff.*

**7. Action items**

**7.1**

Annual Compliance Work Plan Review and Approval - Harris

**Attachments:**    [Compliance Work Plan 2024 - Annual Summary for BOH and GC 1.14.202](#)  
                              [Compliance Work Plan 2025 - FINAL](#)

*Lorraine Harris, Director of Human Resources and Interim Compliance Officer, presented the Annual Compliance Work Plan included in the packet.*

*Vice Chair Smith-Taylor inquired whether the trauma-informed curriculum was included in the Compliance Curriculum. Lorraine clarified that this is a separate training program from compliance, but all staff members complete both trainings on an annual basis.*

*Member Bejster raised a concern regarding the recently implemented role-based access control system and whether it would restrict staff's access to internal systems, potentially disrupting daily operations. Lorraine assured the members that access would be granted based on employees' roles and the specific needs of their positions. Lorraine further noted that a team of experts from the Health Department is currently addressing the details of this system to ensure appropriate changes are implemented effectively.*

*Member Argueta suggested incorporating an employee recognition initiative within the work plan. Lorraine explained that while the plan is specifically focused on compliance, the organization has several programs in place to acknowledge and commend staff for their contributions. For instance, an annual Employee Recognition Breakfast is held, with the upcoming event scheduled for April 11, 2025. During this event, employees with 10 or more years of service are formally recognized by their supervisors, the Executive Director, and the Board of Health President.*

**Chair Fornero called for a motion to accept the summary of accomplishments for the 2024 Compliance Work Plan and approve the proposed 2025 Compliance Work Plan. Motion by Member Ross Cunningham, second by Member Scheurer. Voice vote, all in favor, motion carried.**

**Aye:** 7 - Chair Fornero, Vice Chair Smith-Taylor, Secretary Lara, Member Argueta, Member Bejster, Member Ross Cunningham and Member Scheurer

**Absent:** 4 - Member Aaroneaux, Member Chuc, Member Hernandez and Member Young

## **8. Presentations**

### **8.1**

2025 Strategic Plan Update - Hargett

**Attachments:**    [StrategicPlanUpdate\\_2025](#)

*Buddy Hargett, Director of Organizational Development, presented the 2025 Strategic Plan provided in the packet.*

*Vice Chair Smith-Taylor extended congratulations to the team and expressed gratitude for being involved in the meetings. Vice Chair Smith-Taylor inquired about whether there is a*

*structured action plan for employee retention. Buddy confirmed the existence of a formal people strategy document that outlines several initiatives. Buddy noted that retention efforts specifically focus on providers and employees with two years of service, as trends indicate a higher likelihood of departure around that time-frame. Buddy highlighted improvements observed following the recent compensation study, which addressed challenges among entry-level positions. Buddy added that the numbers are being actively monitored to ensure progress continues.*

*Member Scheurer raised a concern regarding youth wellness, specifically the increasing prevalence of childhood and adolescent obesity. Member Scheurer asked if the Health Department has strategies to promote healthier lifestyles among this demographic. Buddy affirmed that addressing youth wellness remains a priority. Buddy explained that, for patients under their care, providers actively collaborate to deliver appropriate health recommendations tailored to individual needs.*

*Member Argueta acknowledged several significant accomplishments by the Lake County Health Department over the past year. Member Argueta commended the Human Resources department for achieving a 50% reduction in the vacancy rate, describing the achievement as remarkable. Additionally, Member Argueta praised the work of the Mobile Crisis team, sharing a positive personal experience with their services and highlighting their impactful contribution to the community.*

*Member Lara pointed out that younger parents could exhibit hesitancy toward vaccinating their children. Member Lara asked if there is a standardized protocol or outreach strategy to encourage vaccination, especially since these parents often engage with clinic clerks and social media platforms. Kim Burke responded by confirming that communication regarding the importance of vaccination is standardized during appointments. Additionally, she explained that if a parent declines vaccination, certified nurses are trained to follow up, provide detailed explanations, and encourage scheduling appointments. Kim noted that parents generally respond more positively to these interactions with nurses, ensuring clarity and comfort during the process.*

*Member Bejster inquired about the meaningful contributions the Strategic Planning Committee could make and asked if more frequent meetings should be considered to enhance collaboration and effectiveness. Buddy acknowledged the Committee's valuable role and expressed a desire to identify the most effective ways to involve the Committee's input in strategic planning efforts, emphasizing its significance in shaping future initiatives.*  
**This matter was presented.**

## **9. Discussion Items**

### **9.1**

2024 UDS Table 6B Quality of Care Measures - Steres

**Attachments:**    [UDS Quality of Care Annual Comparison 2025.03 GC 3.11.25](#)

*Toni Steres, Director of Provider Operations, provided an overview of the 2024 UDS Table 6B Quality of Care Measures included in the packet.*

*Member Scheurer inquired whether achieving our outlined goals results in additional funding or grants from the State. Kim Burke responded, clarifying that no quality dollars are received from the State or Federal Government. Instead, quality-related funding is solely obtained from Managed Care Organizations.*

*Member Argueta posed a question about the two new metrics being introduced in 2025. Toni Steres explained that one of the metrics is focused on substance use disorder. However, Toni noted that the organization is still determining how to effectively meet this metric, as it is common for these metrics to lack sufficient information or guidance upon enforcement. The second metric pertains to pregnancy and prenatal care. Toni added that further details on this metric are still pending and will be shared once available.*

## 9.2

2024 Annual Report - Hargett

**Attachments:**    [2024 Annual Report DRAFT 20250213](#)

*Buddy Hargett discussed an overview of the 2024 Annual Report, which was included in the packet.*

*Member Argueta noted that she has observed the evolution of the Annual Report over time but expressed a desire to see the inclusion of patient story sections reinstated in future reports. Furthermore, Member Argueta inquired about the Behavioral Health Strike Team's role at the National Summits and sought clarification on its purpose. Sam Johnson, Director of Behavioral Health, explained that this initiative stems from the disaster recovery efforts undertaken during the Highland Park Shooting. The team's work garnered significant national recognition, prompting their summit presentation, which aimed to assist other agencies in replicating the approach.*

*Member Scheurer asked if there are any educational programs or resources available for clients and patients diagnosed with HIV, as well as how testing can be facilitated more effectively. Toni Steres clarified that a dedicated department exists to address these needs and provide related support services.*

## 10. Director of Healthcare Operations Report

### 10.1

Director of Healthcare Operations Report - Burke

**Attachments:**    [FQHC Healthcare Operations Metric Dashboard 3.11.25](#)

*Kim Burke, Director of Healthcare Operations, reviewed the report provided in the packet.*

*There were no question from the Governing Council members.*

**11. Director of Finance & Administrative Services Report**

**11.1**

Director of Finance & Administrative Services Report - Cooper

**Attachments:** [FQHC Jan 25](#)

*Angela Cooper, Director of Finance & Administrative Services, reviewed the information provided in the agenda packet. There were no question from the Governing Council members.*

**12. Added to Agenda**

*None*

**13. Old Business**

*None*

**14. New Business**

*None*

**15. Executive Session**

*None*

**16. Adjournment**

**Chair Fornero adjourned the meeting at 6:35 p.m.**