

Lake County Illinois

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



Meeting Minutes - Final

Tuesday, June 10, 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 5:30 p.m.

2. Roll Call of Members

Present 9 - Chair Fornero, Vice Chair Smith-Taylor, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham, Member Scheurer and Member Young

Absent 2 - Secretary Lara and Member Aaroneaux

3. Pledge of Allegiance

This matter was presented.

4. Approval of Minutes

4.1

May 13, 2025, Meeting Minutes

Attachments: [GC Meeting Minutes 5.13.25 - DRAFT](#)

Member Bejster expressed concerns regarding the lack of detail in the meeting minutes from the last meeting, noting that certain discussion points were omitted. Member Bejster requested that future meeting minutes include detailed summaries of all comments made by Council members, emphasizing their importance for HRSA audit purposes and accurate record-keeping. Chair Fornero concurred, stating that the minutes lacked sufficient detail and emphasized the importance of documenting all participation and discussions accurately.

Chair Fornero had requested corrections to be made to section 4.1 of the April 8, 2025, meeting minutes, with the following details added to the updates:

- 9.1 - Environment of Care (EOC) Plan Update - Smith

Director of Human Resources, Lorraine Harris, presented the Environment of Care (EOC) Plan on behalf of Angela Smith. There were no questions from the Governing Council Members.

-9.2 - 2025 Health Center Annual Needs Assessment - Burke

Director of Healthcare Operations, Kim Burke, presented the 2025 Health Center Annual Needs Assessment, as included in the packet. There were no questions from the Governing Council Members.

-10.1 - Director of Healthcare Operations Report - Burke

Director of Healthcare Operations, Kim Burke, reviewed the healthcare operations report and the monthly metric dashboard provided in the meeting packet. There were no questions from the Governing Council.

-11.1 - Director of Finance & Administrative Services Report - Cooper

Director of Finance and Administrative Services, Angela Cooper, reviewed the finance report included in the meeting packet. There were no questions from the Governing

Council.

Chair Fornero inquired if the April 8, 2025, meeting minutes had been posted with these corrections. Executive Director Assistant, Khiabet Mata, confirmed that the minutes were posted with the corrections.

Chair Fornero requested the following additional corrections to the May 13, 2025 meeting minutes to ensure formality and consistency in the minutes:

- Replace Executive Director Christopher's name with his title as "Executive Director Hoff" throughout the minutes.

- Include the word "None" under sections 8 (Presentations) and 9 (Discussion Items) to indicate that no items were discussed.

- Update the wording in section 11.1 from "Angela Cooper, Director of Finance & Administrative Services" to "Director of Finance & Administrative Services, Angela Cooper."

- Add the title "Director of Provider Operations" to Toni Steres in section 12 of the meeting minutes.

Executive Director Assistant, Khiabet Mata, assured that the suggested revisions for the May 13, 2025, meeting minutes would be applied. Vice-Chair Smith-Taylor emphasized the importance of detailed minutes as they serve as documentation to HRSA, reflecting the Governing Council's active engagement in discussions. Executive Director Hoff agreed, reiterating the value of incorporating these detailed discussions into the minutes going forward.

Chair Fornero called for a motion to approve the May 13, 2025, meeting minutes with the following changes:

- Replace Executive Director Christopher's name with his title as "Executive Director Hoff" throughout the document.

- Include the word "None" under sections 8 (Presentations) and 9 (Discussion Items) to indicate that no items were discussed.

- Update the wording in section 11.1 from "Angela Cooper, Director of Finance & Administrative Services" to "Director of Finance & Administrative Services, Angela Cooper."

- Add the title "Director of Provider Operations" to Toni Steres in section 12 of the meeting minutes.

Motion by Member Scheurer, second by Member Bejster. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham, Member Scheurer and Member Young

Absent: 2 - Secretary Lara and Member Aaroneaux

5. Public Comment to the Council

None

6. Executive Director's Report

1. The HRSA onsite visit was highly successful, resulting in only four findings. While we await the final written report, we are proactively addressing the findings as outlined below:

- Form 5A Scope of Services: Director of Healthcare Operations, Kim Burke, will present the proposed adjustments during this meeting. Details have been included in the meeting packet.

- Hardship Policy: Revisions will clarify the criteria used to provide hardship approvals for clients utilizing the sliding fee scale. Director of Finance & Administrative Services, Angela Cooper, will present these changes during this meeting. This information is included in the packet.

- Procurement Policy: Updates will ensure that minority- and female-owned businesses receive preferential consideration. Director of Finance & Administrative Services, Angela Cooper, is currently working on these internal revisions, which will later be submitted for approval.

- Grant Fund Access: Two language updates are required, and Associate Director of Finance, Jean Haag, has already begun addressing these revisions.

2. Last week, we received notification from the Illinois Labor Relations Board that the American Federation of State, County, and Municipal Employees (AFSCME) has petitioned to represent approximately 600 employees of the Lake County Health Department. This marks the beginning of a structured process toward potential union recognition. The process involves several prescribed steps overseen by the Labor Relations Board, with the State's Attorney's Office and legal labor attorneys actively collaborating with us. Updates will be provided as developments occur.

3. Medicaid revisions have been a prominent topic in the news and on social media, with proposed changes suggesting increased requirements, such as verifying patient eligibility twice a year. These modifications could significantly impact many of our clients. Our organization is closely monitoring these developments and addressing concerns by meeting with local legislators to advocate for our clients' best interests.

Member Scheurer inquired whether this is an appropriate time to consider lobbying on behalf of those affected by the proposed Medicaid changes. Executive Director Hoff

confirmed that lobbying is especially crucial now. He noted partnerships with other organizations and the County's lobbyist to elevate advocacy efforts.

Chair Fornero inquired about the involvement of Governing Council members with the HRSA surveyors during the onsite visit. Executive Director Hoff affirmed that Chair Fornero and Vice-Chair Smith-Taylor met with the surveyors in accordance with visit requirements. The session was positively received, with surveyors expressing appreciation and being impressed by the council's engagement and responses. Vice-Chair Smith-Taylor commended the efforts of all individuals involved in making the HRSA onsite visit a success. Member Argueta expressed gratitude for the communication regarding lobbying efforts and welcomed future opportunities to contribute and participate in advocacy for the Health Center's needs and policy changes.

7. Action items

7.1

Scope of Project Adjustment, Form 5A: Services and Service Delivery Methods - Burke

Attachments: [Action Item](#)

Member Ross Cunningham inquired about the transportation accommodations available. Director of Healthcare Operations, Kim Burke, clarified that these arrangements are specifically for uninsured patients. Kim Burke advised that patients should reach out to their case manager to facilitate the necessary arrangements. For insured patients, Kim Burke noted that they are required to coordinate transportation services through their insurance provider, as this is typically a service covered by insurance plans.

Chair Fornero called for a motion to approve scope of project adjustments as presented.

Motion by Member Ross Cunningham, second by Member Scheurer. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham, Member Scheurer and Member Young

Absent: 2 - Secretary Lara and Member Aaroneaux

7.2

Approval of Hardship Fee Reduction for Medical Dental and Behavioral Health Services - Cooper

Attachments: [Hardship Fee Reduction - Redline Version](#)

[Hardship Fee Reduction for Medical Dental and Behavioral Health Service:](#)

Member Ross Cunningham sought clarification, noting that while it is understood this item reflects a fee reduction, the specific amount of the reduction is not stated. Director of Finance & Administrative Services, Angela Cooper, explained that the reduction amount depends on a request form submitted by the patient. This form undergoes a review and assessment process, after which the appropriate reduction amount is determined.

Chair Fornero called for a motion to approve the Hardship Fee Reduction for

Medical Dental and Behavioral Health Services as presented. Motion by Member Ross Cunningham, second by Member Scheurer. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham, Member Scheurer and Member Young

Absent: 2 - Secretary Lara and Member Aaroneaux

7.3

Clinical Risk and Patient Safety - Lake County Health Department and Community Health Center's Clinical Risk and Patient Safety Management Plan - 2025
- Smith

Attachments: [Clinical Risk and Patient Safety Management Plan - 2025](#)

Member Bejster inquired if there were any significant changes to the plan and requested that any such changes be highlighted for the council. The Clinical Compliance Manager, Angela Smith, responded that there were no major significant changes. She explained that the plan follows a template provided by HRSA, and the updates applied were primarily related to trainings outlined in the plan. The updated trainings include sterilization training, women's health training, and areas identified as high risk. Member Bejster added that she noticed the word "regularly" was frequently used in Sections 5 and 6 of the plan and requested clarification or elaboration on its meaning, as the interpretation of "regular" or "regularly" can vary from person to person. Angela Smith thanked Member Bejster for the feedback and stated that she would reassess the appropriateness of these terms. Member Bejster commented on the language used on page 6 regarding "authority across operational lines," noting that it felt like silo language, which the organization aims to avoid in its efforts to maintain unity. The Director of Healthcare Operations, Kim Burke, responded that all operations are implemented across the board, adhering to uniform standards agency-wide rather than selective criteria.

Member Scheurer raised a query regarding the financial aspect of the sliding fee scale, specifically referencing a mention of a 10% discount and how the remainder would be covered. Member Scheurer expressed concerns about how this would impact the organization's many uninsured and low-income clients. Director of Finance & Administrative Services, Angela Cooper, clarified that the sliding fee scale is determined by income and is not based on the poverty level.

Chair Fornero called for a motion to review and approve the LCHD/CHC Clinical Risk and Patient Safety Management Plan as presented. Motion by Member Scheurer, second by Member Ross Cunningham. Voice vote, all in favor, motion carried.

Aye: 9 - Chair Fornero, Vice Chair Smith-Taylor, Member Argueta, Member Bejster, Member Chuc, Member Hernandez, Member Ross Cunningham, Member Scheurer and Member Young

Absent: 2 - Secretary Lara and Member Aaroneaux

8. Presentations

None

9. Discussion Items

9.1

UDS Measure: Statin - Steres

Attachments: [GC Statin 06.25](#)

Vice-Chair Smith-Taylor asked how she could remain actively involved and informed as a member of the Governing Council. Vice-Chair Smith-Taylor also questioned whether, based on the HRSA recommendation, all members should maintain a working knowledge of these medications and their applications. Director of Provider Operations, Toni Steres, responded that she is available to meet privately with any Governing Council Member to address specific questions or provide necessary information.

Member Ross Cunningham, drawing on her background in the medical field and personal health experiences, remarked that having medications targeted toward these health concerns is a valuable resource.

Member Bjester asked if the UDS measures could be presented more consistently. Director of Provider Operations, Toni Steres, clarified that these measures are challenging to pull with pinpoint accuracy if reported monthly. Director of Healthcare Operations, Kim Burke, then asked the Governing Council to share their preferences for the frequency of these presentations. The Governing Council collectively agreed that quarterly reporting on these measures would be highly beneficial.

10. Director of Healthcare Operations Report

10.1

Director of Healthcare Operations Report - Burke

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

Director of Healthcare Operations, Kim Burke, reviewed the information provided in the packet. Kim Burke reported that as of May 21, 2025, there are 2,870 individuals on our general medicine new client waitlist, 2,594 adults and 276 pediatrics. The total new client wait list has been increased by 169 individuals, 116 adults and 53 children were added to the wait list since the May 13, 2025, report to Governing Council. There are currently 21 new patient appointment slots/week.

Vice-Chair Smith-Taylor asked what the recruitment process and timeline is from when applicants submit an application to when they can expect to hear back from the agency. Director of Healthcare Operations, Kim Burke, deferred the question to Deputy Executive Director, Sam Johnson, who responded that he was unaware of the exact timeline but that there is a process in place where recruiters are actively in contact with the applicant and the hiring manager. Director of Healthcare Operations, Kim Burke, also added that when it comes to the hiring of providers the Healthcare Operations team is quick to act as they understand that it is an aggressive hiring market and the turnover is high for these positions.

11. Director of Finance & Administrative Services Report

11.1

Director of Finance & Administrative Services Report - Cooper

Attachments: [FQHC Apr 25](#)

Director of Finance & Administrative Services, Angela Cooper, provided an overview of the financials through April 2025 included in the packet. The FQHC is currently reporting a loss of \$201,703 due to vacancies and the loss of revenue-generating provider positions. Chair Fornero noted that the financial loss was significantly lower last month but has now tripled, seeking clarification on how this is being addressed. It was explained that certain expenditures remain fixed and are being reviewed monthly. While efforts have been made to stabilize costs, some expenses are beyond control as they are contractually obligated.

12. Added to Agenda

1. Vice-Chair Smith-Taylor extended recognition to Karley Scott and Cristina Thorton, with whom she engaged in conversation during an event featuring a station and table hosted by the Lake County Health Department. Vice-Chair Smith-Taylor remarked on the pleasure of speaking with Karley and Cristina and commended their exceptional efforts in promoting the Lake County Health Department.

2. Executive Director Hoff announced an addition to the agenda, sharing that Sam Johnson has accepted the position of Deputy Executive Director. Executive Director Hoff, along with the Governing Council, extended their congratulations to Sam Johnson on his newly appointed role.

13. Old Business

None

14. New Business

None

15. Executive Session

None

16. Adjournment

Chair Fornero adjourned the meeting at 6:44 p.m.