



WILL COUNTY BOARD

302 N. CHICAGO ST.

JOLIET, IL 60432

FEBRUARY 8, 2021

County Board Room

Special Meeting

3:00 PM

IN ACCORDANCE WITH PUBLIC ACT 101-640, EFFECTIVE JUNE 12, 2020 AND THE GUBERNATORIAL DISASTER PROCLAMATION ISSUED BY GOVERNOR PRITZKER ON JANUARY 8, 2021, THIS MEETING WILL BE HELD VIA VIDEOCONFERENCE/TELEPHONICALLY THROUGH THE WEBEX EVENTS PLATFORM. WILL COUNTY BOARD MEMBERS WILL BE ATTENDING THE MEETING REMOTELY AND THE GENERAL PUBLIC IS STRONGLY ENCOURAGED TO DO THE SAME.

THE PUBLIC IS INVITED TO COMMENT OR POSE A QUESTION BY EMAIL AT PUBLICCOMMENT@WILLCOUNTYILLINOIS.COM. AT THE PUBLIC COMMENTS PORTION OF THE MEETING, THE EMAILS WILL BE READ INTO THE RECORD. PLEASE GO TO WWW.WILLCOUNTYBOARD.COM/MEETINGS FOR A LINK TO ATTEND THE MEETING VIA WEBEX.

I. CALL TO ORDER

Executive Bertino-Tarrant called the meeting to order at 3:00 p.m.

Attendee Name	Title	Status	Arrived
Sherry Newquist	District 1 (D - Steger)	Present	
Judy Ogalla	District 1 (R - Monee)	Present	
Amanda Koch	District 2 (D - Frankfort)	Present	
Jim Moustis	District 2 (R - Frankfort)	Present	
Raquel M. Mitchell	District 3 (R - Bolingbrook)	Present	
Margaret Tyson	District 3 (D - Bolingbrook)	Absent	
Kenneth E. Harris	District 4 (D - Bolingbrook)	Present	
Jacqueline Traynere	District 4 (D - Bolingbrook)	Present	
Gretchen Fritz	District 5 (R - Plainfield)	Absent	
Meta Mueller	District 5 (D - Aurora)	Present	
Donald Gould	District 6 (R - Shorewood)	Present	
Joe VanDuyne	District 6 (D - Wilmington)	Absent	
Steve Balich	District 7 (R - Homer Glen)	Present	
Mike Fricilone	District 7 (R - Homer Glen)	Present	
Herbert Brooks Jr.	District 8 (D - Joliet)	Late	
Denise E. Winfrey	District 8 (D - Joliet)	Present	
Annette Parker	District 9 (R - Crest Hill)	Present	
Rachel Ventura	District 9 (D - Joliet)	Present	
Natalie Coleman	District 10 (D - Plainfield)	Present	
Tyler Marcum	District 10 (D - Joliet)	Present	
Julie Berkowicz	District 11 (R - Naperville)	Present	
Mimi Cowan	Speaker, District 11 (D - Naperville)	Present	

Frankie Pretzel	District 12 (R - New Lenox)	Present	
Tom Weigel	District 12 (R - New Lenox)	Present	
Mica Freeman	District 13 (D - Plainfield)	Present	
Debbie Kraulidis	District 13 (R - Joliet)	Present	

II. PLEDGE OF ALLEGIANCE TO THE FLAG

Member Cowan led the Pledge of Allegiance.

III. ROLL CALL

IV. DECLARING QUORUM PRESENT

V. MOTION TO PLACE ON FILE CERTIFICATE OF PUBLICATION

RESULT:	APPROVED [22 TO 0]
MOVER:	Rachel Ventura, District 9 (D - Joliet)
SECONDER:	Meta Mueller, District 5 (D - Aurora)
AYES:	Newquist, Ogalla, Koch, Moustis, Mitchell, Harris, Traynere, Mueller, Gould, Balich, Fricilone, Winfrey, Parker, Ventura, Coleman, Marcum, Berkowicz, Cowan, Pretzel, Weigel, Freeman, Kraulidis
ABSENT:	Tyson, Fritz, VanDuyne
AWAY:	Brooks Jr.

VI. PUBLIC COMMENT FOR AGENDA ITEMS ONLY

Public comment emails on record with the County Clerk's office.

VII. OLD BUSINESS

VIII. NEW BUSINESS

- 21-26 Authorizing the County Executive to Execute a Contract with Harris & Harris for a Call Center to Manage COVID-19 and Vaccine Related Calls - Resolution Added**

Member Cowan stated leadership met with the County Executive's Office and with the Executive Director of the Health Department on Friday. This call center would manage the really insane number of calls the Health Department is getting. We're upwards of 1,000 to 1,500 calls a day, which means the Health Department cannot return calls either. This is a major step in making sure that we are able to schedule vaccine appointments and get back to constituents with questions in a timely fashion and assure that this vaccine rollout is as smooth as possible. As we all know, the main (inaudible) factor right now is a lack of vials of vaccine. We are hoping that production is ramped up on a national level and that we are recipients of a greater volume of vaccine doses as the weeks roll on. In the meantime, I know that I am and County Board members I've spoken to, and most certainly the Executive's Office, are dedicated to do what we can do to support preparation for that greater volume of vaccines so that we are ready to vaccinate everyone as soon as we possibly can.

Member Ogalla stated when is Harris & Harris expected to start? I know there will be some time (inaudible) once they do start, and how long do we contract them?

Mr. Mitch Schaben stated Harris & Harris is in the hiring phase right now, so they expect to have this up and fully operational within the next 10 days. The contract length would run six months. I think it will run until August.

Member Traynere stated questions from my constituents. Spanish...that's a huge issue. We have 30 percent of the population in my district is Hispanic. I'm sure plenty of them read both Spanish and English, but we do have a lot of folks that do better with Spanish only and I know that's been an issue from the beginning of this pandemic; that we don't have a lot of things translated in Spanish. Will there be Spanish speaking, and perhaps, other languages at the call center?

Mr. Mitch Schaben stated yes, that's a fantastic question. The call center will have 25 full time employees making phone calls. Twenty-five percent of those callers will be bilingual, focusing on Spanish. The call center will also be utilizing a language translation system that is standard for all call centers, so if there are languages outside of Spanish that do need translation, it will have capabilities to do that.

Member Weigel stated looking at the contract, it talks about registering people but it doesn't say much about scheduling people and calling and telling them when their appointment is. Are they expected to do that also or is somebody else going to do that?

Mr. Mitch Schaben stated in the immediate there is two tracks. There are inbound calls for your basic questions and answers, as well as any assistance needed to complete the registration that's currently being done at the county's website. The secondary set of calls will be outbound calls and they will be done through scheduling. The scheduling portion of this effort will change as the county moves into a state mandated system called EMTrack. There will still be a need to make additional calls for folks that are having difficulty using this EMTrack system, which will be done all virtually. In the immediate, yes, there will be both outbound, inbound calls including scheduling.

Member Moustis stated I find it interesting on how exactly this process is going to work. The county is hiring Harris & Harris. The County Board is going to appropriate money in the County Executive's budget to hire Harris & Harris. So, the expenditure is going to come out of the county and not the Health Department?

Mr. Mitch Schaben stated yes, that's correct.

Member Moustis stated so then the county is going to be responsible for the call center?

Mr. Mitch Schaben stated yes, our office will be the signatory for the contract.

Member Moustis stated you're going to be responsible for the day to day work?

Mr. Mitch Schaben stated yes and no. There's a point person over at the Health Department that will be Harris & Harris' point of contact through this process. Obviously, there's going to be a lot of technicality questions and answers that will need to be addressed by the Health Department, but our office is going to continue to stay as part of this effort.

Member Moustis stated so what is the role of the County Executive's office?

Mr. Mitch Schaben stated our role is going to be just how it's been. As issues and questions come up we're trying to address them any way we can. It's hard for me to specifically say what our role is going to be as this thing gets put together, but we're going to stay in close contact with Harris & Harris and the Health Department on the effort.

Member Moustis stated what's the role of the Health Department in relation to Harris & Harris?

Mr. Mitch Schaben stated Harris & Harris will be in charge of putting together the (inaudible), but the information needed for those (inaudible) will be provided by the Health Department. There will also be a point of contact in the Health Department. If somebody calls in to the call center and it's a question that might be above...it needs to be escalated, there's going to be someone at the Health Department that those elevated questions will be directed to. The scheduling portion of it...that's going to have to be done in direct contact with Harris & Harris because they're going to need to know who specifically they're going to reach out to for scheduling of the vaccination; those vaccination sites.

Member Moustis stated that's my concern. How's this thing going to work? So when it comes to registering, Harris & Harris can just do that. The Health Department...how does that relate to registering at other points of vaccination distribution? For example, Osco, CVS, Silver Cross, St. Joes, or the advocate group...Does Harris & Harris only work with the Health Department? That's the only place we're going to register and try to give vaccines?

Mr. Mitch Schaben stated I'm sure Director Olenek can provide better clarification on this, but right now we're using a system that requires more direct contact for scheduling. Once the Health Department is ready, there will be a transition to the new scheduling platform. For the most part in digital contacts, so you will

schedule all of the appointments online using either a website or applications you download. Again, that's going to require some technical skillset and that's why I think the call center needs will change as we move into this EMTrack system.

Member Moustis stated I'm still interested in a system, whether it's the Health Department, Jewel Osco, whatever, that once you register, they're calling you to schedule the appointment. People register and then they have to constantly call to try to get an appointment and then whoever it would be, I'll use our Health Department, and they tell us, "You can't get scheduled for two months." And that's the answer. I think we should be a little bit more active in actually registering the people. Quite honestly, what you're saying up here is confusing to me about who is going to be responsible for what. It's not that I'm going to oppose it, but I think that it's not clear-cut exactly how you're going to make this work and who is going to be responsible for what. When it's not clear-cut, everyone points the fingers and you heard these comments from the public, ultimately, they blame the County Board, something we have no control over. That's one of my other concerns. Unless it's really clear-cut on who's going to be responsible for what, or agencies taking responsibility. No finger-pointing.

Ms. Susan Olenek stated hello everyone. I just want to expound a little bit on what Mr. Mitch Schaben was explaining in terms of making the appointments. Not only are there going to be the staff of Harris & Harris assisting people appointments, there are cancellations that happen, people don't show up, they have to be contacted again to reschedule, so that would be another piece to this. In terms of the day-to-day, the Health Department is going to be the ones working day-to-day with Harris & Harris. The County Executive's staff have assisted us in setting this up and helping us work through this quickly gathering the information. We provided the data and we will also provide the date today. We know what we need to say. We will have the recent FAQ's. Those are changing week to week depending on what's going on, so we provided those to Harris & Harris. Any of the questions that the call center's receiving, that they don't have FAQ's for, we will be responding to those. Our liaison will be working with them on a daily basis to find out what else do you need to know, what kinds of questions are you getting? Through this whole thing, starting with contract tracing and testing, and through the whole process, complaints, compliance, the questions have changed and the nature of the calls have changed greatly. So, that's something you have to stay on top of all the time. We will be the ones to do that.

Member Newquist stated hello everyone. I have two questions. If someone calls in and can't schedule an appointment, they have to call in and register, assuming they're not already registered on the website, and then wait for someone to call them back to schedule an appointment, correct?

Ms. Susan Olenek stated what Mr. Mitch Schaben was talking about was the EMTrack. We're (inaudible) testing that this week, making sure the information

that we put in terms of where the vaccination sites are and it's all working and functioning properly. Once we are complete with our (inaudible) test, we're going to go ahead and roll it out. People will be able to register on their own through that link. If people can't, or they're having issues, if there's problems, if there's a language barrier, then what will happen is the call center will help enable us to make their sign-up and their scheduling possible. We're also going to have staff here working off lists to get people scheduled as well. Everybody has to understand we don't have enough vaccine to schedule months out in advance. A thousand people a day here at the Health Department getting vaccinated. That's part of the reason the public is getting frustrated and they're not able to make appointments. There isn't enough vaccine for these providers to open up their schedules. That's another problem. That's a lot of the questions, "When am I able to get vaccinated?" We just have to work through all of those concerns and questions.

Member Newquist stated my other question is how are other counties managing to do this and we are not? I'm not finger-pointing. I was on Public Health and Safety Committee meeting today and was not able to ask these questions, so do not think I'm finger-pointing. I just really want to understand because I'm getting pretty beat up by people who can't get vaccines and they're going to other counties to get vaccines. How are other counties doing this and Will County isn't?

Ms. Susan Olenek stated they are all having the same issues that we are. I have talked to my peers. Lake County has their issues, DuPage County has their issues. Read the Tribune, the front page of the Tribune yesterday, it's all over the state. It's not that our problem is unique. We do need the call center to help manage the number of calls that we're getting. We need more vaccine.

Member Newquist stated do we know when we're going to get more vaccine?

Ms. Susan Olenek stated no we don't. We're not told. We requested additional vaccine for the county last week and we're not even going to get half of what we requested in terms of extra vaccine. The state Health Department is working on that.

Member Berkowicz stated I was reading through this and perhaps I missed it. What are the hours of the call center? I believe it was stated they are having 25 operators? That sounds like a lot to me unless we had this open for most of the day and into the evening. I hope that we have extended hours that people can call in the evening as well as during the day. The other question I have is, on this EMTrack system, are the vaccination sites at pharmacies going to be available for them to make appointments there? I would think that would be important because I spoke with a pharmacist at my local Jewel and they have the ability to vaccinate more people. They indicated that they do vaccines for the county but it's intermittent. They get an email communication or some kind of electronic

communication with a name and a time and then they have that reserved for that appointment from the county. But, they have the ability to ramp that up and provide more appointments. I just want to make sure that we're bringing them into this and we're taking advantage of that. I do have some neighbors that have managed to get it in DuPage County through different practices there. A lot of people are emailing and saying, "When is this going to happen?" I would like to know about the hours and then also if we're going to be bringing in those other sources like the local pharmacies on to that EMTrack system.

Mr. Mitch Schaben stated Harris & Harris is 8:00 a.m. to 5:00 p.m. Monday through Friday, with potential to extending that to 7:00 p.m. in the evening. We're also exploring 9:00 a.m to 2:00 p.m. on Saturday and Sunday. Those are just discussions with Harris & Harris. We committed right now with 8:00 a.m. to 5:00 p.m. Monday through Friday.

Member Berkowicz stated my concern with that is say somebody gets off work at 5:00 p.m. or they can't call until the evening and then you get that evening rush. We don't want people to be sitting on the line only to find out that they have to call back tomorrow. Is this a Union contract or is there any reason why we can't provide this throughout the evening hours?

Mr. Mitch Schaben stated Harris & Harris will be bringing on full-time employees; they will not be temp employees. Harris & Harris was very adamant that if they need to extend those hours, but will require additional hours from those staff and these are full-time employees working 40 hours per week. As we go through the need, discussing the need to expand the hours, it will just be a matter of them adding employees or adjusting the hours of the current employees. The problem we have right now is the data we have is incomplete so the actual number of calls is being dropped off because there's just nobody there to answer and it's an unknown, so it's going to take a little bit of time for us to try to adjust as we go forward with Harris & Harris. They stressed that they're willing to (inaudible) change.

Member Berkowicz stated if they're full-time employees, are they employees of the county and do we provide benefits to them? I think if we cut this off at 7:00 p.m. and there are people that are going to call up five minutes after seven and get that message to call back tomorrow, we're going to have a lot of angry constituents. I think we ought to be able to provide professional service in the evening, until 9:00 p.m. I just want to throw that out there because I know that lifestyles are different. After 7:00 p.m. might be that time they can take care of these types of personal issues. I really think it's important that we talk about expanding that a little bit.

Mr. Mitch Schaben stated just to clarify these will be employees of Harris & Harris and not of the county.

Member Ventura stated I want to agree with Member Berkowicz on the hours. I think that if it's a matter of the 40 hours, maybe adjusting, maybe a split shift where they alternate, at least in the beginning. I think it's important to try to be flexible or maybe have one or two days later and then a weekend. Harris & Harris is in Chicago, but if they're going to be hiring full-time people for this contract, can we ask them to first look at Will County residents? I understand they're going to be needing qualifications, but is there anything that prevents us from first saying we want you to (inaudible) for any Will County residents so that we can provide jobs for people in our area?

Mr. Mitch Schaben stated we did reach out to Workforce Investment Services and they are working with Harris & Harris to fill those employee needs locally.

Member Ventura stated I'm going to agree with Member Moustis on this. I believe we should be the first ones calling. The reason why is because we're asking our constituents and residents to fill out this survey and they're providing their information. That information is to allow the Health Department to prioritize and make sure people are in 1A or 1B or 1C based on their particular needs. It's not just age, it could be health needs or etcetera. The fact that we are the keepers of that information, we are the ones who should be prioritizing that data. Once it's prioritized of who goes next, we should be contacting those people, not sending an email to 300 people to call now and they end up jamming the phones. It seems to me that we should have a caller, dedicating calling through people in order asking them to make their appointment. If they get a voicemail and can't make their appointment then it makes sense to send them an email the next day or to leave something on their voicemail that this is the number to call back. I think we could be blocking off future appointments based on the minimum number of vaccines that we're getting. If we're getting at least 1,000 a week, we could be planning for 1,000 a week and then with the flexibility of if we get 1,500 a week we could call 500 people that's back on the list and say we have an opening this week and try to fill them. Equally, when we make the appointments, we should be putting the disclaimer on that this is due to availability and we ask people to be flexible, if we need to push back their appointment and we'll do everything to prevent that but (inaudible) we'll need to reschedule. This will give people direction and understanding. Right now everyone's insecure for a lot of reasons so the security and affirmation that yes, we are booking appointments. I book appointments for my dentist three weeks out and if something happens they call and rebook it. Things happen and I think people understand that, but just waiting until we have the vaccine to then book them that puts us in a very rushed and busy mode of trying to get this all out. Some of this stuff could be, at least a bare minimum, the average we're getting could be set beforehand. I am concerned about the automated system when we move to that. There might be issues (inaudible) so I do think there still needs to be an option for calling and saying, "Here's your option. You can book an appointment with me over the

phone, you can go online and find a provider and location and time that meets your needs." I think most people, they get that phone call, and they're going to want to book that appointment right there. They're not going to want to (inaudible) computers. People are desperate to get this vaccine, so if we're signing the contract, I would like to know, is the Health Department getting a list of priority people every week to the call center? Are they calling them out, what is the follow up on (inaudible), what is the follow up on scheduling, etc.?

Ms. Susan Olenek stated yes Member Ventura, we're doing that right now with our internal callers. We are making sure that people are in the right phase and prioritize properly and then we're giving that information to our schedulers here. We only have a handful and they're trying to deal with hotline calls and incoming calls and make those outbound calls and that's, of course, why we need the call center. Harris & Harris are going to be making both inbound and outbound calls. We're also working with the county EMA and we're going to be, as soon as we get our EMTrack, our system up and running, we're going to be doing a reverse 9-1-1 so that they will get people on our list that still need to get vaccinated, who have been on the registration survey and we're ready to schedule you. They'll get a text, an email and a phone call, all within seconds of each other.

Member Ventura stated are we able to stagger those so we don't have to send out 1,000 texts and get 1,000 calls?

Ms. Susan Olenek stated we can determine how many in the group we want to call. We can say 500 or 600 or 200 or 1,000.

Member Ventura stated the reverse 9-1-1 thing is great, thank you. Especially after getting a complaint stating that health care workers haven't been provided their appointment yet, so I think that would really help with that.

Member Mitchell stated I do agree that we should do it at the outset. We should definitely have extended hours. The next question is whether or not we've looked at what other counties outside the state are doing. Are we getting a different amount of vaccines than other states? I'm just trying to understand why are we not as prepared as other states are. I'm just curious.

Ms. Susan Olenek stated Illinois is ranked 34th in the nation in the number of vaccines it's getting from the Federal Government. So that's pretty low. We're not getting as much as we need to. Johnson & Johnson will be applying (inaudible) to be able to use yet another vaccine. Hopefully when that is approved, that will open the gates a little bit wider and flow in some additional vaccine. Additionally, counties are not getting the same per capita either. I have acquired to the state Health Department. I wanted to know how many vaccines Lake County is getting and how many DuPage County is getting and see how that compares to us. Our population is very close to Lake County and DuPage County's

is higher than ours. Theirs is almost a million people. I'm just curious as to how that is being calculated.

Member Mitchell stated which begs the next question, is it about how much we requested or this is what the Federal Government decided we were going to get?

Ms. Susan Olenek stated the Federal Government decides what the states get and the states decide what the counties get, except for the city of Chicago and they get theirs directly through the Federal Government. I have no idea what the metric is for them to determine (inaudible) vaccines.

Member Freeman stated so the call center is going to be reaching out to those people who have registered? Are they going to be reaching out to anyone else other than just the registered?

Ms. Susan Olenek stated will we be reaching out to people? Not initially, no. They will be answering incoming calls about the virus and where can they go to do this, etc...all kinds of questions. It's also going to alleviate and work as our hotline call as well. We have all the same kind of calls with all the same people taking inbound calls.

Member Freeman stated I also have to agree with the hours. Knowing that a lot of our residents work outside and come home and 7:00 p.m. is still getting your kids and family settled down for the night, it's a little early, so I would like that to be something that we definitely consider.

Member Kraulidis stated what would be the county comparison as far as how they are handling contacting the residents? Are they doing call centers? For instance, Lake or DuPage counties?

Ms. Susan Olenek stated I don't have an answer to that question. I can find out but I would imagine they are doing something similar. I imagine we are all getting inundated with calls. I know that DuPage County went with a different platform in terms of communicating with the community. That's what they spent their CARES money on and they do have a system where people can make the appointments. I don't know if DuPage is using a call center.

Mr. Mitch Schaben stated I spoke to my counterpart over in DuPage County and they have an internal call center with a staff of about 18 people. They are having the same issues being inundated with calls.

Member Kraulidis stated I was just curious as to what other counties are doing and what we can learn from them. My other question is, Ms. Susan Olenek, is there a response when someone goes off the survey, do they get any type of

response that their information has been collected and someone will be contacting them?

Ms. Susan Olenek stated the narrative that's in the survey states that somebody will be contacting them. When they hit the submit button, there is something that pops up that says, "Thank you for completing our survey." So that means it's complete. We are working with GIS, we discussed it last week, about an extra email that they would get afterwards that would just verify that their information was received.

Member Kraulidis stated I would think that would be very helpful. People are concerned that their getting an auto response, but everyone's looking for clarification, so I think that would be a great idea.

Member Fricilone stated I want to clear up some things and make a comment or two. First, the question was asked about why this is going through the Executive's office. When we had our leadership meeting, we looked at ways to implement this. The Executive Director at the Health Department is telling us that (inaudible) giving them the money directly, she would have to wait until the 17th when the Board of Health meets to be able to appropriate the money and then sign contracts. With us having the special meeting today, when we approve this, the Executive will be able to sign a contract effective immediately and get these people going. Leadership decided the best way to go was to get this thing going as fast as possible, so that's why we're taking this route. I've said this to many people, not an excuse but, no matter what we do and what every other county does, it's just not going to happen the way everybody wants it to. We're now seeing that everybody that wants the vaccine wants an answer today and wants to get the vaccine tomorrow. All we can do is as much as we can do. We can look back because hindsight is 20/20. Should the Health Department have done a call center three or four months ago? Probably. Why it didn't happen? I don't know. This is where we're at right now. Our best course of action is to try to get these guys on board immediately. It's going to take them a little while to ramp up. Everyone's got good suggestions on what they can do, but until we can get them onboard and say, "Start doing something," we're not going to even know how much we can do. I'm sure all the suggestions everybody's making can be incorporated once we get a handle on this. We don't have a handle on it yet until we get them working.

Member Pretzel stated call centers are great and are necessary, but it would be great if we could acknowledge after they fill out the survey that you're in the que and here's where you fall and we'll be in touch with you, and give an estimated time. The calls I'm getting are: "I filled out the survey multiple times, I'm calling and can't get through, and I don't know if I'm in the que." If they're still waiting, if we could let them know you are on the list and here's the category you fall under

and we'll be in touch with you as soon as possible. I think that will go a long way and reduce calls to the call center.

Mr. Mitch Schaben stated I defer to Mr. Mike Shay who is on this call. Mike can give an update on that very question.

Mr. Mike Shay stated we have the ability to add. I believe we're just waiting on the final language approval on a response as people register using the GIS signup. We got your information and you're in line. We have the ability to project out emails to all the previous people who have registered. We talked with the Health Department and we're in conversation with them. The best way to stagger out that response...we don't want to dump out 140,000 emails and really blow up the phones all in one shot. We want to have a consistent message by the Health Department. The only thing is, I do not know a way, at the moment, to tell them where they're at in line because we don't know counts on doses or timing. So unless someone else knows something different, I don't know how to tell them where they're at in line. The rest of it is available and being worked on directly.

Member Cowan stated I want to thank all the Board members for their comments and questions. I think these are all really good points that we're discussing and I wanted to especially thank Member Fricilone for his clarifications. I would second everything he said. I wanted to let Board members know I did send you out...I collected some of your questions and tried to answer as many as I could so that you have some assistance in answering some of these questions. If you find yourself getting questions that are not on the list, that we can address directly, get them to me and we can get you answers as best we can, so we'll keep that up. Also, just wanted to clarify for Board members and for the public, that the money to pay for this call center is coming from the Federal CARES Act funding that we received months ago. That money was specifically for helping with COVID-19 related expenses, so we really thought this was a good use in that regard. To that end, I know somebody said is 25 full-time employees in this call center too much? I just want to address that. If we're getting 1500 calls a day, 25 caller's means they're dealing with 60 calls a day on a seven hour shift. That's about 8 calls an hour, so 7 ½ minutes per call. I know when I pick up the phone I know I'm on that call for 7 ½ minutes. Maybe some of the calls will be shorter, but the last thing we want to do is put this all in place and find out that we're falling short. Same thing with the length of the contract. We discussed that at length with leadership and said, "Is six months going to be too long?" We all hope it's too long, but the fact of the matter is this is going on much longer than anyone anticipated and the rollout of the vaccine is going to take months. We want to make sure we are doing this well and we are doing this right and since we have the CARES Act funding to enable us to do that well and right we want to make sure that's the direction we are going. I just wanted to ask Ms. Susan Olenek, do we have any idea at this point have signed up on the registration form?

Ms. Susan Olenek stated I would have to defer to Mr. Mike Shay. He would have that number. Last week it was about 125,000.

Mr. Mike Shay stated we're at about 150,000. We have about 1,000 people in the Spanish language. We could use help in pushing that out. I'd be glad to share a link to the Spanish language survey to the Board so you can share that with your members.

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Mimi Cowan, Speaker, District 11 (D - Naperville)
SECONDER:	Mike Fricilone, District 7 (R - Homer Glen)
AYES:	Newquist, Ogalla, Koch, Moustis, Mitchell, Harris, Traynere, Mueller, Gould, Balich, Fricilone, Brooks Jr., Winfrey, Parker, Ventura, Coleman, Marcum, Berkowicz, Cowan, Pretzel, Weigel, Freeman, Kraulidis
ABSENT:	Tyson, Fritz, VanDuyne

2. **21-27 Transferring Funds within FY2021 Corporate Budget to Cover Expenses for Harris & Harris Contract for Call Center to Manage COVID-19 and Vaccine Related Calls**

RESULT:	APPROVED [UNANIMOUS]
MOVER:	Mimi Cowan, Speaker, District 11 (D - Naperville)
SECONDER:	Mike Fricilone, District 7 (R - Homer Glen)
AYES:	Newquist, Ogalla, Koch, Moustis, Mitchell, Harris, Traynere, Mueller, Gould, Balich, Fricilone, Brooks Jr., Winfrey, Parker, Ventura, Coleman, Marcum, Berkowicz, Cowan, Pretzel, Weigel, Freeman, Kraulidis
ABSENT:	Tyson, Fritz, VanDuyne

IX. OTHER NEW BUSINESS

X. PUBLIC COMMENT RELEVANT TO MATTERS UNDER THE JURISDICTION OF THE COUNTY

XI. COMMENTS BY COUNTY BOARD MEMBERS

Member Traynere stated I am just looking for more and more information in multiple languages, especially Spanish. I heard Mr. Mike Shay say that they have the survey in Spanish. Is that going to be emailed to us, that link? If you have any other documents or information in Spanish because I noticed it leaked on the Facebook site. Nothing is (inaudible) it's all in English. Thank you.

Ms. Susan Olenek stated I'm just wondering what kind of information are you looking for in Spanish? Information about the vaccine?

Member Traynere stated for one thing, the FAQ's we got as Board members...obviously I read English, but sometimes I get calls from somebody else. I guess I could try to put it into Google Translate, but I'm not sure it would actually translate to say what it needed to say. I would definitely like to see more things translated in Spanish; just in terms of

what community members would need from the Health Department. Definitely the registration piece.

Ms. Susan Olenek stated the survey is available in Spanish.

Member Traynere stated great. I'm looking forward to getting it.

Member Fricilone stated Member Cowan mentioned when we first started that this is one of several things that we're going to need to do for the Health Department. It was critical that we got this done today so that we can get that contract signed. There will be other things, which we'll discuss in subsequent meetings. Thank you.

XII. ANNOUNCEMENTS BY THE MAJORITY LEADER, MINORITY LEADER AND COUNTY BOARD SPEAKER

XIII. EXECUTIVE SESSION

XIV. ADJOURNMENT

Lona R. Jakaitis

From: County Board
Subject: FW: Vaccinations

From: Diana Northcutt <diana.northcutt@outlook.com>
Sent: Monday, February 8, 2021 7:58 AM
To: County Board <CountyBoard@willcountyillinois.com>
Subject: Vaccinations

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Dear Sir or Madam

I am a resident of Plainfield Illinois. I have lived here for 17 years .

My property tax last year was a little less than \$8,000.

For that investment, I have received very little. NO school for my kids, no testing for the disease and no vaccinations for my community.

I opened up the Tribune to find out there is no money in Will County for vaccinations, but there is \$1.5 million for a call center. They also reported that Will County did not request any funds from The Care Act. Lake County requested \$5 million dollars for their vaccine roll out. Yet, we have no funds. Sad, so very sad.

The \$1.5 should be spent on vaccinations, not answering the phone to answer the question of when can I have my vaccination. It is wreckless to spend funds on anything that does not result in a shot in someone's arm.

I am 57 years old, I have heart failure, I am on disability and I have been trapped in my house since March 16th. I am patiently awaiting my turn, but I feel like The Will County Board is NOT doing right by us.

You may all find yourselves at the wrong end of the ballot box if you continue to run this county as you are currently. I will make it my personal mission to hit every town in this county to persuade others that each and every one of you should be replaced for your inaction.

I am only one person now, but I WILL grow my base, I WILL organize the residents of this county and we WILL ensure you are held accountable for your inadequacy and lack of foresight to fund our vaccinations.

so eliminate
The next paragraph has a couple of obscenities in it, so it has been slightly modified -- This is a matter of life or death. Quit **messing** around, get your **stuff** together, and help the people who voted you into your position.....

Thank you

Lona R. Jakaitis

From: Doug Wilmoth <wildug14@gmail.com>
Sent: Monday, February 8, 2021 11:49 AM
To: County Board
Subject: COVID Call Center

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Ask for volunteers. I, as a senior waiting for action on getting a vaccination, will gladly volunteer for 1/2 day, 4 days a week. I am sure other seniors and churches will volunteer to make calls and schedule appointments. That way when everyone willing to be vaccinated, is vaccinated, it can be disbanded with no continuing costs for a permanent under utilized call center. Try it, you may like it.

Doug Wilmoth
Manhattan, IL
wildug14@gmail.com



**RESOLUTION OF THE COUNTY BOARD
WILL COUNTY, ILLINOIS**

***Authorizing the County Executive to Execute a Contract with Harris & Harris for a
Call Center to Manage COVID-19 and Vaccine Related Calls***

WHEREAS, the Governor has declared a Gubernatorial Disaster Proclamation for the entire State of Illinois, which includes Will County, due to the COVID-19 pandemic; and

WHEREAS, COVID-19 is a novel severe acute respiratory illness that can spread among people through respiratory transmissions and present with symptoms similar to those of influenza; and

WHEREAS, the COVID-19 pandemic requires an immediate emergency response to adequately respond to the adverse impact it has had on all aspects of society, but especially on the health and economic welfare of Will County, its local governments and its residents; and

WHEREAS, pursuant to 55 ILCS 5/5-1052, in any county that has a county health department, a county board may; (1) do all acts and make all regulations which may be necessary or expedient for the promotion of health or the suppression of disease, (2) provide gratuitous vaccination and disinfection; (3) require reports of dangerously communicable diseases; (4) incur expenses necessary for the performance of these powers; and

WHEREAS, the Will County Health Department (WCHD) seeks to enhance its call center response to the SARS-CoV-2 ("COVID-19") pandemic, specifically its ability to support individuals seeking to register for vaccine administration and other services related to Covid-19 inquiries; and

WHEREAS, Harris & Harris Ltd., Chicago, IL, is qualified and trained to assist entities such as the WCHD through its vast experience in call center management; and

WHEREAS, Will County and the WCHD desire the assistance of Harris & Harris, Ltd., and Harris & Harris, Ltd., is willing to provide the aforementioned call handling services; and

WHEREAS, funding for these services is available in the County Executive's FY2021 budget.

NOW, THEREFORE, BE IT RESOLVED, that the Will County Board authorizes the Will County Executive to execute a contract with Harris & Harris, Ltd., Chicago, IL, for call center management services to handle COVID-19 and vaccine related matters, in substantially the form attached hereto.

BE IT FURTHER RESOLVED, that said contract is subject to the review and approval of the Will County State's Attorney's Office.


BE IT FURTHER RESOLVED, that the Preamble of this Resolution is hereby adopted as if fully set herein. This Resolution shall be in full force and effect upon its passage and approval as provided by law.


Adopted by the Will County Board this 8th day of February, 2021.

AYES:	Newquist, Ogalla, Koch, Moustis, Mitchell, Harris, Traynere, Mueller, Gould, Balich, Fricilone, Brooks Jr., Winfrey, Parker, Ventura, Coleman, Marcum, Berkowicz, Cowan, Pretzel, Weigel, Freeman, Kraulidis
ABSENT:	Tyson, Fritz, VanDuyne

Result: Approved - [Unanimous]

Approved this 10th day of February, 2021.


Lauren Staley Ferry (SEAL)
Will County Clerk


Jennifer Bertino-Tarrant
Will County Executive



**RESOLUTION OF THE COUNTY BOARD
WILL COUNTY, ILLINOIS**

Transferring Funds within FY2021 Corporate Budget to Cover Expenses for Harris & Harris Contract for Call Center to Manage COVID-19 and Vaccine Related Calls

WHEREAS, a request for an internal transfer of funds has been received from the County Executive's Office to cover necessary expenses for the Harris & Harris contract for a call center to manage COVID-19 and vaccine related calls, and

WHEREAS, pursuant to 55 ILCS 5/6-1003, budget amendments may be made at any meeting of the board by a two-thirds vote.

NOW, THEREFORE, BE IT RESOLVED, that the Will County Board hereby amends its FY2021 Budget by transferring funds as follows:

Decrease: 1010-599010-110-10000-10 Anticipated New Expenses \$2,000,000

Increase: 1010-541090-120-21009-40 Other Professional Services \$2,000,000

BE IT FURTHER RESOLVED, that the Will County Finance Department is directed to make the necessary line item and fund adjustments, in accordance with the above-referenced statutory authority.

BE IT FURTHER RESOLVED, that the Preamble of this Resolution is hereby adopted as if fully set herein. This Resolution shall be in full force and effect upon its passage and approval as provided by law.

Adopted by the Will County Board this 8th day of February, 2021.

AYES:	Newquist, Ogalla, Koch, Moustis, Mitchell, Harris, Traynere, Mueller, Gould, Balich, Fricilone, Brooks Jr., Winfrey, Parker, Ventura, Coleman, Marcum, Berkowicz, Cowan, Pretzel, Weigel, Freeman, Kraulidis
ABSENT:	Tyson, Fritz, VanDuyne

Result: Approved - [Unanimous]

Approved this 10th day of February, 2021.


Lauren Staley Ferry (SEAL)
Will County Clerk


Jennifer Bertino-Tarrant
Will County Executive