

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 04.24.23 6:30pm

Board Members in Attendance: Jill, Quinn, Tommasina, Wendy, Debbie, Karen, Ned (on Zoom)

Others in Attendance: Shannon, Juniper

Note Taker: Tommasina

Facilitator: Debbie

Time Keeper:

Minutes

NOTE: WE WILL START CHECK INS AT 6:30 SHARP

- Introductions + Pronouns + Check Ins + Firestarter (10 minutes)
 - Review Facilitation Style + Hand Signals
 - Take Pause and Speak Up – Accountability and Inclusion
- Check In On Communication (5 minutes)
 - Tommasina appreciated Karen's coordination of CommComm budget meeting. Helpful to have a goal in mind for the meeting.
 - **Action Item: Debbie** will re-start sending the update emails on the feasibility study (there was an end-date on her Google Calendar reminder, which she didn't notice)
 - WC met to discuss 30, 60, 90 day goals. Goals are starting like May 1 (goals would be moving forward). WC is meeting tomorrow to finish up and others are welcome to join. **Action Item: Wendy** to share details on future meetings
- Coordinator Reports / Strategy (20 minutes)
 - Store (5 minutes): Store was actually \$54,899 net total for March (wrong number is on the report). We were hoping to hear what the overall loss was from the freezer breaking down in February, but that number wasn't added to the report.
 - Café (5 minutes): Pop-ups coming in and Grab n Go is going up gradually. Higher store spoilage this month due to a cooler door left open all night. \$1700 for events is: Bremen St., and Ladle Lady, Maya Ophelia's and some things were in the case (it's not our money). Maya Ophelia's– the first time we hosted them, we had people pay into our register, but the future times we've hosted them, they're collecting payments and just paying us rent.
 - Have we seen an increase in sales numbers during the pop-ups with Maya Ophelias? We might want to reassess the \$15/hr rental fee if we're only seeing a slight increase in sales. We want to follow up with Shannon and Wendy about this.
 - We want to keep up with the Grab 'N Go for the summer. We have some staff trip plans. Monday morning the cooler is always empty - so we might need to see some labor go up for that. We think there's a good profit margin with Grab 'n Go so that might be a good idea.
 - **Action Item for Shannon:** We want to re-format this table for the cafe board report.
 - Volunteer Coordinator (5 minutes): Going well, about that same. Wendy hasn't had much more capacity yet. Goal for volunteering is for 30 more volunteers by the RW24. What will it take to get there? There's a lot going on– feasibility study, training new employees. Wendy is feeling anxious about the knowledge base in-house for making financial reports.
 - People love getting individual calls for signing up to volunteer.
 - What is the volunteer committee Wendy is starting? It's to help create specialized teams (e.g. repacking bulk items) and help with volunteer recruitment. Give volunteers training with special volunteers to learn about how to treat produce, how to repack, how to maintain the building, etc.
 - Is there a daily checklist for volunteers during their shift? Yes, there's a checklist.
 - Please note the long event list.
 - 53212 Marketplace on May 7 - **Action item: Wendy** to send more info re: need board help to watch table at Amorphic.

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- We want to do a smoothie booth at Locust St Fest on June 11. Smoothies did really well last year.
- If we wanted to have a presence at Skyline, that'd be great for outreach with volunteer membership and board members to talk about the co-op. We've never done food there.
 - Maybe we could do Grab 'N' Go pre-packaged with chips etc for sale at the Co-op during Skyline.. Could be a 'Skyline Special' to be picked up ahead of time.
- Juniper will add the events in the General Co-op calendar.
- o Admin Coordinator (5 minutes)
 - o Got us caught up invoices, working on taking on social media posts, figuring out password manager and time clock for volunteers and staff to use. Juniper is trialing Home Base and a few others. Wanting to find one that's cost-effective and does what we need. Moving forward, Juniper will hopefully be able to help out Mimi and Shannon with data entry and other tasks that she can help with, and doing some more store hours.
 - o Props to Juniper for being responsive and jumping right in.
 - o Thanks to all the coordinators for bearing the weight of the coop, and hopefully you see a light at the end of the tunnel.
- Committee Reports (15 minutes)
 - o Finance Committee (5 minutes): we didn't get the report or financials yet. We had an issue with getting numbers in before Wendy and Jill both went on vacation, and then it was tax time. So Brian was busy because it was the day before tax filing. We got the numbers just yesterday—\$10,000 adjustment for inventory. We lost \$18,000 (\$10,000 was for lost inventory) for the month of March. We had 5 UNFI deliveries—we had a lot of big orders for the month.
 - Juniper has ideas for improving the timing of getting finance numbers in the future by getting numbers in earlier and to Brian earlier.
 - Inventory adjustment—is that a red-flag that we're losing that inventory in 3 months? If not, what do we do to make sure we're paying attention? Do we need to re-inventory?
 - The Board should have some idea of the inventory every period. What department has the majority of losses? What's anomalous?
 - We don't have a report yet, so we need to see what corrections the finance committee has for us.
 - We might have to re-inventory. We'll discuss more once the reports come out.
Action item: Jill to send reports once they are received.
 - o Membership (5 minutes): people are getting notified within a few weeks of their new membership—much sooner than before. Committee is doing data entry (1 person got trained up to help). We gave out 6 sponsored memberships. 14 new memberships. 1 new lifetime membership.
 - **Action Item for Quinn:** can we get a count of lifetime memberships, and equity and sponsorship equity?
 - o Communications (5 minutes):
 - We're looking at splitting into two committees (social media, and events/communications) but really need more volunteers to help either way.
- Schedule June Board Meeting (5 minutes): **May meeting is May 22nd 6:30 at Daily Bird or Falcon Bowl.** At GMM we'll meet with new board members and make sure they can meet with May and June meetings, so these aren't set in stone. **June meeting: Tuesday June 27th at 6:30pm at Daily Bird or Falcon Bowl.**
 - o **Action item for Debbie** (when will we meet with the new board members?) We'll wait to schedule the board orientation until we meet with new board members.
- Break (10 minutes) (end at 7:45)

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- Discuss Planning General Membership Meeting (GMM) (15 minutes)
 - Date & Time: April 30, 2023 – Noon to 3pm (board try to stay an hour after)
 - Location: Falcon Bowl
 - 2021 / 2022 Annual Reports (CommComm)
 - **Action item: Tommasina** is still working on it. She'll get some physical ones from Co-op with Wendy tonight, Debbie will email some too. **Debbie** can help on Friday/Saturday too.
 - Determine Agenda & Discussion Questions (breakout groups): **Action Item: Karen, Quinn, Wendy** will figure out this week.
 - Wall posters:
 - ❖ If we have a ranking of importance of food (local/vegan/organic/etc.)
 - Breakout group:
 - ❖ What could we do to get more people to shop here?
 - ❖ What is a barrier for volunteering?
 - Assign an Facilitator and Note Taker
 - Juniper can take notes, yay!
 - **Action Item: Quinn** is working on recruiting someone and Karen also has someone in mind. Quinn will also reach out to Mimi to see if she has someone in her network.
 - Food: Shannon is planning on sloppy joes.
 - Everything should get set up by 11:45 (food, post-it notes, etc.)
 - Board candidates will introduce themselves (bios will be up in the room).
 - **Debbie** will draft pre-determined questions but we'd like to get questions from the membership too.
 - We can look more at votes equating length of terms at a later meeting. Debbie shared about the Outpost board election.
 - Report section: grocery and cafe coordinators will really need to look at the past year's numbers and make sure to have a report to give. There will be a finance committee report as well. (Annual report will need these/create these as well.)
 - **Action Item: Wendy** will talk to Amy about a discount for beer pitcher/jukebox.
 - **Action Item: Wendy** will talk to Ross about the microphone. Quinn has a backup system.
 - **Action Item: Wendy** will talk to Karl about needing something for live-streaming.
 - Advertise!
 - **Action Item:** (who can own this?) We will gather with new board members and take a picture! and discuss dates.
 - **Action Item: Debbie** to add member loan info to the GMM agenda. Jill can talk about that.
- Check In on Financing Options (5 minutes)
 - Member Loan Program
 - Fundraising Efforts
 - Shared Capital
 - Tenant Lease Agreement: **Action Item: Tommasina** will call Nola.
 - Next month, let's follow up and see if we need to find a new lawyer or pay her a retainer.
- Check In on Columinate Feasibility Study (15 minutes)
 - Market Study (Debbie): Wendy sent out the CAT study stuff.
 - Financial Feasibility (Don)
 - Leadership and Capacity Assessment (Wynston): Wendy met with Wynston this morning. It was hard (couldn't locate the cafe operations job description). She asked how we came

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up with those jobs. Wendy said it was a yearlong discussion. She asked who does HR? Wendy gave the history of staff turnover, Covid, etc. She already had some great ideas for division of labor and how things could look differently. One thing Wendy didn't express is that coordinators spend time at the register. Like how many reports are pulled, how much time is spent looking up pricing strategy, it's not that they haven't been doing the work, just that they've been stuck behind the counter. Columinate might not really understand how small our store is. The in-person time with Wynston hasn't been scheduled yet. Wendy will add it into the next report.

- How many labor hours so far? hard to say, not too many. mostly data entry so far.
 - How's it going so far? Going well, not too many meetings yet. We feel comfortable with them. Pleasantly surprised. We're hoping to learn what tweaks we can use in our store, not looking to build a 10,000 square foot store. They were excited about that. They gave us an example in Boston that they thought was more our level in terms of small-scale co-op.
 - Next Wednesday, there's another hour with Wynston with Mimi, Shannon, Wendy and Juniper.
- 2023 CommComm Budget Proposal (15 minutes)
 - Pause digital advertising for now
 - Refocusing efforts on local outreach at events and marketing materials for around the neighborhood
 - See attached proposal
 - Sidewalk sessions cost is covering 3 sessions with 5-6 musicians per event.
 - This is \$4500 for the rest of the year. We've spent \$0 in marketing for this year.
 - **VOTE: unanimous approval for budget**
 - MAY AGENDA ITEM: PLAN BOARD RETREAT!
 - Reflection Time (5 minutes)
 - Recap major topics and action items
 - What surprised us?
 - What still puzzles us?
 - What questions are not yet answered?
 - Reminder of Action Items
 - **Communications Policy**
 - ❖ Debbie is supposed to take a stab at it; anyone else willing to give it a go?
 - **Board role in staff and coordinator on-boarding**
 - ❖ Debbie is supposed to draft talking points including:
 - State of the Co-Op
 - Role of Board /Coordinators/Staff
 - How to communicate with the board
 - ❖ All new staff meets with a board member within first 2-3 weeks
 - ❖ What is the process for assigning a board member to the new staff member
 - **Structure for Volunteer Liaisons**
 - ❖ Timeline to bring this back?
 - ❖ Communication between liaisons?
 - ❖ Reporting to the Board?
 - Community Contacts List
 - Retreat Garden Plot Items

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Next Board Meeting: May 22nd at 6:30pm

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