

Board Members in Attendance: Wendy, Debbie, Quinn, Mark, Karen, Tommasina, Jill

Others in Attendance: Shannon, Mimi, Juniper

Note Taker: Tommasina

Facilitator: Debbie

Timekeeper:

**NOTE: WE WILL START CHECK INS AT 5:30 SHARP**

- Introductions, pronouns, check-ins, and firestarter (10 minutes)
  - Review facilitation style and hand signals
  - Take pause and speak up – accountability and inclusion
  
- Communication check-in (5 minutes)
  - Mimi: please use our work emails and not our personal cell phone numbers to communicate with coordinators.
  - Debbie: the weekly proforma meetings are really helpful. After we have submitted our loan application (hopefully by the end of next week) we will stop with the meetings. Wendy and I will stop the weekly feasibility study update emails then too. The working meetings to crush through our work has been helpful too.
  - Karen: let's keep working meetings **and weekly check-ins** in mind for future work as well
  
- Coordinator reports / strategy / 30/60/90 Day Plans (15 minutes)
  - Grocery Coordinator (3 minutes): Copos updating has been good, we're just getting the prices in there now. Wendy and Juniper have done a lot of work on it, thank you. I didn't realize how time consuming it is. I have the containers for the walk-in but need to switch over during closed hours. I've been looking into misting systems for produce.
    - Debbie: any trouble adjusting prices based on advice from Wynston?
    - Mimi: we've had more volunteers on Monday and Tuesday which is helpful when I'm ordering. I've ordered a few conventional produce items because they're cheaper. It's been great not to be just at the register during my shifts, I can get other things done.
    - Debbie: is doing inventory too difficult during the margin switchover?
      - Mimi: yes, we're skipping inventory this month (coordinators agreed on this).
    - Debbie: do we need to close the store to get things finished like we talked about before?
      - Mimi: maybe. we're putting in the current prices and when we finish the switch to margins, they'll be able to be updated automatically.
    - Karen: the second week of October newsletter will have something from Juniper about the switchover to margins.
  - Café Coordinator (3 minutes):
    - Debbie: Wendy will follow up with Shannon tomorrow about the meeting with Don to figure out some benchmarks for revenue goals once we reopen the cafe if we get the Shared Capital loan. Were you still working towards a more flushed out vision doc?
      - Shannon: Yes, it's kind of broad and I'm closing in on a budget for how much everything will cost. My October goals are to figure that out. End of October is the deadline.
    - Good work on the brunches, Shannon!
    - Wendy: we could use a few more volunteers on Sundays...
  - Admin Coordinator (3 minutes): we're breaking out sales and COGS numbers. all of August is done. I need to get actual margin info especially for the store to see if the numbers could be helpful to people and if we could dig into things more deeply, overall it's gone well. Also, we started using a timeclock in Copos which should be good with helping our labor hours. It seems to be working well so far.
    - Mark: When do we need to have new security cameras?
      - Juniper: We have two internets now, I can switch it over with the alarm system now.

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- Wendy: two of the cameras flicker. updating the alarm is important.
    - Juniper: We just got the lock changed. we at least have new locks which is good
  - o Volunteer Coordinator (3 minutes): Wendy: sorry for not getting a report to you, I'll get one out soon. We lost a few people due to school, we gained a few people. We have the Falcon Flea block party.
    - o Mark: how's it going?
      - Wendy: Monday morning has been solid so that's been great. We have a bunch of dates for events so that's great. Oct 21 is the Pumpkin Patch. Oct 29 is the Falcon Flea fruit bowl outside. November 3 will be our birthday party block party. Jan 27 is spaghetti dinner out there. February 24 is a bowl-a-thon,
    - o Quinn: concerned about meeting expectations for recruiting volunteers.
      - Wendy: we'd need to do an employee review which we haven't done in a long while.
      - Karen: the job description is split between volunteers and events.
      - Wendy: it's not between 50:50.
      - Debbie: Wendy's been doing so much work for the proforma and the consultant work, and that should be wrapping up so soon she should have more capacity.
      - Karen: Are you able to find time for volunteer calls? Do you have enough support?
      - Wendy: I know this is something that always gets pushed down on the priority list. I'm hoping to create those volunteer committees.
      - Mark: how many volunteers is ideal?
      - Wendy: I think two at any given time, gives us the space to do well. My goal was 15 new volunteers a month and I think I hit 7 or 8 so I missed that goal.
      - Debbie: would we be able to get a volunteer report earlier next month so we can make sure we hit the ground running?
      - Wendy: I need help from other coordinators to get more involved with Copos.
      - Karen: Do you want to do a check-in in a week or help with getting those calls done? A reminder?
      - Debbie: This next week is our last crunch week.
      - Wendy: Yes, weekly check-ins help.
- Committee reports (10 minutes)
  - o Finance (4 minutes): we did good for August with our gross profit percentage up in our 35% range. The reason we lost money was tied to our payroll expenses. I was calculating it so I broke down what our payroll expense was for August vs. July and the percentage of payroll expense was higher for the cafe than for the store. In July the cafe payroll as a percentage of sales was 39% and in August went up to 43%. In July store payroll as a percentage was 19% and then August shot up for 30%. The good news is our pricing adjustments are working, the bad news is we still lost 5k due to labor costs.
    - Wendy: Most of us are below 40 and sometimes below 32 hours a week.
    - Jill: our wages are up as a dollar figure the most we've ever done.
    - Wendy: We need to check on hours and how much we can have on the schedule, otherwise I don't know how we can do this otherwise. How was it compared to what we had budgeted?
    - Shannon: We could have a couple extra events in August that could have affected it?
    - Jill: Our actual payroll was 19k. Our budget was 19,300, but remember our sales are down significantly as well.
    - Debbie: Can you drill into this outside of the meeting?
    - Wendy: seems to be a disconnect— in August you said these projects are priority, going over is not a big deal but the finance report now says we need to watch overtime.

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 09.27.23 5:30pm

- Debbie: Still an expectation that you tell us when there was overtime. The board was not made aware of any overtime.
- Juniper: the board retreat definitely contributed because that was 48 hours in addition to having extra store staff. We had some training with two people. Things like that will hopefully shore up in the future so staff can close by themselves etc. I also need to take responsibility for not reporting overtime. A lot of us didn't get days off so a few of us went over then. It shouldn't have been too much but we can drill into it.
- Karen: I like having the numbers split out. Could we do that for events as well?
- o Communications (3 minutes):
  - Karen: Jessica is new and going to do the newsletter now. Juniper is showing her the ropes. Yard signs are out! Hooray. We can do more. We had a question on when to do the mural?
  - Debbie: we put off doing the mural until Q1 for 2024 but that was a rogue decision on my part to wait until we know whether or not we will receive the Shared Capital funds.
  - Wendy: The proposal is mostly written. if/when we get the loan, we can start soliciting applications.
  - Quinn: I think Jessica could chair the committee. And maybe Karen you could do the HR committee.
    - ❖ Karen: she wants to check it out first. and the HR committee is technically a board committee as stated in our bylaws.
    - ❖ Wendy: staff know they can come to coordinators or talk to any board member with HR concerns.
    - ❖ Quinn: staff can all review each other.
    - ❖ Wendy: We are missing that. Coordinators have disciplined staff etc., but we're missing reviewing each other and so on.
    - ❖ Quinn: I think the board would want some level of accountability.
    - ❖ Wendy: 30-60-90 goals are that.
    - ❖ Quinn: those seem more like a list of tasks not performance goals.
    - ❖ Debbie: maybe having an external person help come up with goals would be helpful so that's not all on individual coordinators to come up with a tracking system to report and record goals etc. It's valuable but not something we can do right now, I don't think. Can someone help chair a subcommittee for this?
    - ❖ Karen: I can talk about this outside of the meeting.
- o Membership (3 minutes): Quinn: nothing to add but we've gotten about a new member a day and a renewed member a day. Almost \$1k a month.
  - Juniper: I'm worried about new members' getting input, they're not getting in the system. I could be trained on how to do that. It's been a holdup on getting the monthly numbers out.
  - Wendy: I've been chatting with Amy about inputting the new members who got left behind when she was out.
  - Juniper: Maybe I could be cross-trained so it's not holding us up.
  - Mark: Is there a sense of why it's working well to have people join?
  - Wendy: our new staff members are really excited to invite people to join. Having the brunches have been helpful too. People have been renewing at the brunches.
  - Tommasina: I'm wondering whatever happened to the iPad that we got for this purpose.
  - Wendy: we wouldn't need it if we could just enter straight into Copos.
  - Quinn: that could be used for special ordering.
  - **Action item:** Juniper will reach out to Tommasina to figure out securing ipad for special ordering.
- Schedule November Board meeting (5 minutes): Monday, November 27 at 5:30pm

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 09.27.23 5:30pm

- Break (10 minutes)

Debbie asked what of the below is priority to discuss for the rest of the meeting.  
Juniper asked for a good closing number and understanding as they transfer funds
- Columinate feasibility study / Shared Capital loan check in (20 minutes)
  - Proforma
    - Jill, Wendy and Debbie met with Don earlier today and made some good rough estimates based on all the feasibility study info, and adjusting for inflation and made some assumptions of the cafe.
    - Wendy will be talking to Shannon tomorrow to make sure that estimates are good and get any changes to Don tomorrow before noon
    - Assumptions: double grab-n-go revenue, plus \$5,000 per week in breakfast/brunches in Q2
    - If anyone has changes or questions about anything major they need to be made clear tonight/tomorrow morning
    - Debbie/Jill/Wendy Left meeting with Don that we have reasonable numbers and a strong narrative for the Shared Capital loan
    - Proforma will be finalized by noon with Don and any other changes before Shared Capital will be made by us
    - Sara Shaw has made great headway and will be finishing up before she leaves
    - Mark and Sara will be meeting tomorrow morning and need the numbers from Don to finish up narrative - Wendy will get to them after coordinator meeting tomorrow morning
  - Timeline
    - On track for Oct 6th submittal
    - Don will be back on the 9th if Roderick needs to see more tweaks
- Retreat action item check in (30 minutes)
  - Report tracking & margins performance
    - If there is a valuable place that data entry could happen from board members - let them know the needs, and update on the timeline for switching over to margins.
  - Strong café vision
    - Goal is to have something flushed out more by October 31st
    - After cost project is done, Shannon will be able to refocus
  - Fundraising
    - Member loan update- Jill has reached out to businesses, Bliffert gave \$1,000 and Lakefront sent someone to make sure we aren't selling their project so they can donate
    - Bliffert will also sell things to us at cost - products that they sell - we should get an account with them in order to secure that pricing on an ongoing basis
    - Future loan \$1,000 being talked to
    - \$1,000 anonymous loan given
    - Sub committee has not formalized
  - Role clarity
    - Updates can be had at the October meeting, after margin/cost project then roles can be clarified and job descriptions gone over
    - Within the grocery realm, Shannon and Mimi have been dividing up some of the areas of the store.
- Review the "closing list" / parameters (15 minutes)
  - We need to get to December financially so we can see if we are getting the Shared Capital funds

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 09.27.23 5:30pm

- o Landlords have asked us for a meeting and Debbie and Jill will be setting up a meeting with them.
  - will need a lease to receive any loan funds
  - will be going over the proforma with them
  - ask Tommasina about Nola meeting
- o If we do not get the loan, then in December we need to track the benchmarks
- o Cash in hand is between \$20-35k combined is where we would need to start looking at implementing the closing list.
  - At that point inventory and equipment would bring in some funds for cash flow and to pay off the debts.
- o All board members need to look through the closing list.

If we wanted more chairs from Bliffert to match, 8 more would be \$400 - staff said yes - Jill will get them ordered.

Debbie thanked everyone and said that while there is tons of more work to do she is feeling optimistic.

Wendy says Come Eat Brunch!

- Reflection time (? minutes)
  - o Recap major topics and action items
  - o What surprised us?
  - o What still puzzles us?
  - o What questions are not yet answered?
  
- Action items / future discussion
  - **Volunteer Liaison Positions / Volunteer Committee**
    - ❖ Events / Networking / Sports
    - ❖ Board & Committee Recruitment
    - ❖ Volunteer Appreciation
  
  - **Communications Policy**
  
  - **Board role in staff and coordinator on-boarding**
    - ❖ Draft talking points including:
      - o State of the Co-Op
      - o Role of Board /Coordinators/Staff
      - o 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
  
- o Community Contacts List
- o Retreat Garden Plot Items

Next Board Meeting: October 24<sup>th</sup> at 6:30pm

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