Board members in attendance: Veronica, Amanda, Collin, Shellbelle, Karen, Debbie, Alyssa

Others in attendance: Ousia

Note taker: Alyssa

Facilitator: Collin

Time keeper: Amanda

Agenda

* Check ins + preferred pronouns + firestarter (5 minutes)
* Review facilitation style + hand signals (5 minutes)
* WC updates
  + Store (5 minutes) Ousia, WC representative

The store was a busy place this last week. We kept everything in order/stocked during the RW24 including finding room and re-organizing the walk-in and display coolers. Sales were good, and ordering was done well – little overstock after the weekend and we didn’t run out of anything.

This week was the first shipment from the UNFI sales show. We have very competitive prices on popular products like Cliff bars and Kevita. These pre-sale orders will be shipping weekly until December (although last weeks was the largest). Thanks, Shelly

Local produce has taken off this last week! We now have local; cauliflower, broccoli, peppers, greens, herbs, peaches, blueberries, carrots, corn, celery, garlic, melons, tomatoes and much more from local and urban farms.

Our local Friday sale for the month of August is Scratch.

Our round-up in the store is for the Young Farmers Program. A Groundworks Program

Bulk water was brought up to which we discussed environmental impact, the difference we might make with a system, the want from the membership, the feasibility in the store vs. cafe, Ousia contacted Clare to which her reply was that the research done on the water/filtration system is that the cleanliness/sanitation for the water is only as clean as the user keeps it. What are we looking for in distilled water, do we need a reason if there is an obvious want (sheer number of gallon jugs sold in the store)? What type of system would we follow for cafe customers getting free water with their meal vs. buying a bulk style filtered water at the store?

* + Café (5 minutes)

Seems like not long ago that I sent last month's cafe report!

We had a lot of preparation for the Riverwest 24, we adjusted the amount of wraps and to-go items from last year and didn't have hardly any left over. It turned out to be not nearly as busy as we had expected though. We don't really know why there was a lack of customers this year. I did notice that there were a lot a people that were ordering food around 8:30 and many were sent away. I think we should consider having the cafe stay open until 10pm next year. Victor and Jessica coordinated the meal and I heard it went very well. We will donate a portion of our profit to Mesmer school for letting us use their facilities.

We hired a new cafe staff member, Leah. She will replace Colleen, who gave a months notice and is moving to Michigan! We will miss Colleen!

Victor would like to begin working as the morning cafe manager once the new evening manager has been hired. We still need to readjust the job posting to fit this change again.

The co-management position has been posted, some responsibilities would include: co-volunteer coordinating for the cafe (with Ousia) and act as closing manager. A suggestion was to give the Cafe’s Volunteer Coordinator a cell phone in order to stay organized with phone numbers and separate volunteer contact from private life.

I leave on my trip August 17th and return September 9th. I have gone over all of my duties and ordering with Victor and he seems confident in covering while I am gone. I am making him a schedule of what needs to get done weekly to help him out.

We would like to invite Victor to the next meeting, September 13, 6:30pm. If this date does not work, we would like to accommodate ASAP, vice versa.

* + Volunteer Coordinator (5 minutes)
    - Here is my Volunteer Coordinator report: Thanks, Ousia

RW24: During the 24, we kept the store open all night successfully with a great crew of volunteers.

Coverage: In general, weekdays feel somewhat stable in terms of volunteer coverage. I have been working with volunteers from Meta House again more recently, which is a mutually-beneficial community partnership. Weekends remain challenging on both sides. I am in contact with the service learning coordinators at MIAD, UWM, and Marquette, and am hoping that, during the upcoming school year, an influx of service learners may help a bit with weekend coverage. This year I hope to have a more structured approach to working with service learners. Habitat has been sending over volunteers that they cannot accommodate. Ousia is working on a read and respond assignment for future service learners as she is finding that the energy spent training is not reciprocated, so this might instil a bit more knowledge without the added personalized training. If you have any suggestions on books/short essays about co-ops, racism, community organizing, etc., please send to Ousia.

Volunteer Issues: A troubling situation was brought to my attention during the weekend of the RW24, involving a volunteer and a customer. While I am navigating that situation, I have taken the volunteer off of the schedule, to prioritize the safety and needs of that customer, and others. I may ask for HR support on this. The Board asked general questions related to navigating a situation like this. Ousia held a private meeting in which they concluded the volunteer would be taken off the schedule until further notice.

I'm working on putting together a Volunteer Coordinator budget for 2018, mostly for use at the end of the year, to plan for next year's needs. So far it is comprised almost entirely of fees and costs associated with sports and special events. Looking forward to this development

Coming up, on September 3rd, is Labor Day, and I'm planning to organize the co-op's Labor Day Potluck again, at Kern Park. Last year the board covered the registration cost ($90 for the day), which I am requesting again. I'm not sure which budget that came out of (part of the reason I'm working to create the VC budget).

I would also like to request $15 to buy a volleyball for the Creatures. Consensus for Ousia’s requests of $105 total. Action for Collin to determine where this fits in the budget.

Cafe Volunteers: While Gina is on vacation, I will be covering her cafe volunteer coordination. Cafe volunteers and staff should contact me on my work phone about volunteer needs. After Gina returns, she will resume this task until her replacement is hired. We need more Store volunteers on the weekends, send help!

* Committee updates
  + Finance (5 minutes) Store lost money in July anticipating a higher Summer projection. Small profit in the Cafe with labor under 40% goal. Board briefly discussed budget adjustments and cutting expenses. Board snack person would like a budget for the meetings.
  + Building Maintenance (5 minutes)

It is still there! The basement door does not lock anymore.

* + Communications (10 minutes)
    - Comm Com meets the last Wed of the month at 630pm this will be posted on the Board-Board.
    - Talk with Karen or Paula if interest in working on a project but can’t make a meeting.
    - Review retreat topic and directives of increasing sales and specifically relating to Comm Com.
    - Broader conversation evaluating the goals on this subject from the retreat
    - WC
    - Communications - outreach to customers The board discussed a marketing position and the future aspirations of a growing co-op. Discussed and tabled the want/need for a job description related to events coordinating, marketing campaigns, weekly specials/interesting products, website maintenance, social media managing. Would this be a reasonable request, budget-wise? What type of adjustments can be made to the current wages of employees to accommodate these specified duties?
    - Board
    - Finance
    - Certain things are not happening. Lots of volunteers with great ideas have found they were too busy to follow through or stopped volunteering. Looking for interest on any of these small to larger projects, not limited to this list. Please give it some thought. Communications comm does not have enough people power to follow up on: Bring attention to members and customers - reasons to shop, sales, specials, interesting product
    - Newsletter - Need Interesting, relevant articles A call for interested people to research some relevant articles related to co-ops.

Another call for any pictures you may have at the Co-op for the website! Looking for pictures from long time members, new members, #riverwestcoop .. What kind of blast do we want to do? Alyssa will make a small sign for the board-board asking for pictures.

* + - FB/Instagram - overlaps with WC but extremely helpful to have a Comm volunteer to coordinate as our presence is spotty. Relevant and consistent presence on social websites, necessary? What type of presence do we want? Definitely reminding people we are a cafe and grocery with weekly specials, what else, co-op sports? Local events? Is the lens obscured?
    - And then lots of work these past few weeks updating sections for the website. Need to access pictures not easily found on the co op computers.
    - Haven’t used the survey info. Let’s collect the data and get it organized! (Collin?)

**Communication: Last Wednesday of every month, 6:30pm @ the Co-Op**

* + HR Committee (5 minutes) Shelly’s annual review, Victor’s 3-month review beginning Sept. Would like to work together and get the online documents all synced up.
  + Membership (5 minutes)
    - Extensive meeting with Sheryl, Courtney, Katie Jesse, Karen. Main topics:
    - - $120 for membership starts 1/1/2019

What type of campaign, if any, should we run for this? Will need help getting the word out… We could use updates in the store! We need a volunteer corner (space?), hopefully the Board-Board will suffice. What kind of signage/training manual can we make for volunteers, a manual with pictures and very straightforward order of operations for new volunteers and old. Alyssa would volunteer in this effort. This could hang on the wall behind the register.

* + - -Looking into sign up for membership online. Who should we check with? PayPal. Katie Jesse can show us how the PH does it. Hoping for fewer mistakes than at the register. Does the co op want to do this? Katie Jesse volunteered to help train new volunteers behind the register. It was discussed that we were unsure about the time spent at the register.
    - - Ousia and WC aware that the #1 issue with membership is forms not being submitted. The WC, Reese and Katie from membership will be reviewing the steps to signing people up and renewing.
    - - # 2 issue - people that think they are lifetime members. (Happened because of when COPOS issue removed all discounts includes those that should have renewed long ago). Guidelines to make the judgement call? Is this something we need to tell the collective membership, do we need signage about lifetime membership? Could address these in other ways if another volunteer to help.
    - - Sheryl can’t do as much, more than 3 hours per week. Courtney is being trained on everything and writing up instructions. Renewal emails… is this a thing of the past or the future? Is this solely an issue based on the tiresome POS system we use for keeping memberships straight, what type of future do we want related to the ease of memberships, renewals, discounts?
    - - Volunteers help to keep forms stocked? Would it be too obvious to just put the forms in front of each computer screen?
  + Volunteer Liaisons (5 minutes) To reiterate, update the volunteer processes
  + Bylaws Ad Hoc (5 minutes)
    - We met on Sunday, August 5th
    - Vince, Debbie, Courtney, Karen, and Veronica we in attendance
    - We discussed record keeping as it pertains to updates in the bylaws, the board rotation verbiage, and some grammar mistakes on our current bylaws. We will be working together to go through these things and have updates as they occur. Next meeting is scheduled for Wednesday, September 5th at 5pm.

Is this something we want to post for optional participation?

* + Sustainability Committee (5 minutes)

We have been less active throughout July due to time constraints and commitments. An event is now planned for August: a neighborhood trash pickup, with a hope to continue this on a regular basis. This is on the 25th of August at 11am.

Our September event is to be confirmed (perhaps a tour of the MSF or a workshop on plastic free living). Signage for plastics and waste management has increased but we are not sure it is improving behavior. Any updates from the store and cafe on this issue? We are playing with the idea of an education program (yet to be discussed with staff, please watch this space. I will discuss with Paula before your meeting).

As for recruitment, we are low in numbers and hope to have some interest in the group soon with encouragement from Ousia. Any further questions, please direct to myself, Hannah. Discussed the need for a Sustainability Committee after Hannah leaves for home.

* Other
  + - Scheduling: (5 minutes)
      * Future Board Meetings Thursday, September 13 @6:30pm ~prioritize Victor’s presence.
  + Karen - Determine locations so members know where they can look for important info to make it their responsibility to stay updated. Clear noticeable signs may need to be put up in the store and cafe as well as fb and newsletter. (5 minutes)This might include GMM date & topics, communications committee updates, important changes for membership, etc..

Board-Board, who will maintain? Shellbelle, Amanda, Debbie, Alyssa all said they could check on it at random.

* + Veronica - Request from Gregory for Co-Op info meeting.A request has been made by the future Rufus-King Co-op for information relating to starting a co-op and staying successful. Suggestions were made for Vince, Paula, Shelly, Nikolai, and Gibson. Anyone willing to participate? RW Cooperative Alliance?
  + Announcements: (5 minutes)
    - GMM scheduled for Sunday, April 7th 2019
    - Board Retreat – Nov. 10-11th is available Veronica booked the date with Mary Ann at Wellspring. The deposit is $275 and Veronica will coordinate with Shelly to get them the check for that.

Free Bowl @ Falcon Mon-Fri… ask Lynn for more details

Parking Lot:

Retreat Topics: bylaws, communication committee actions, employees vs. volunteer roles

Potential gathering of WC and Board for a fun time on the river. Alyssa will speak with Vince about reserving some time on some canoes/kayaks at the RRF. Action would be to create an invite on facebook as well as a sign in the office.

--M**eetings--**

**Board of Directors: Thursday, September 13th 6:30pm**

**Bylaws Ad Hoc: Wednesday, September 5th @ the Co-Op**

**Communication: Last Wednesday of every month, 6:30pm @ the Co-Op**

**Neighborhood Trash Pickup: Saturday, August 25th, 11am @ the Co-op**