

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

Board Members in Attendance: **Collin, Alex, Karen, Vince, Debbie, Wendy**

Others in Attendance: **Annica, Abby**

Note Taker: **Collin**

Facilitator: **Alex**

Time Keeper: **Alex**

Minutes

- Check Ins + Pronouns + Firestarter (5 minutes)
- Review Facilitation Style + Hand Signals (5 minutes)
- Update from Columinate (5 minutes)

Abby – Not much to speak on.

Alex – Need to schedule next meeting.

Annica – She will be in Madison soon, will try to get her to Milwaukee to meet

Debbie – How many hours left?

Abby – 5 or 12

Alex – 5 or 6. Planning on meeting with her when Strategic Planning Committee has more solid things to work with.

Karen – Any updates on goals that you are working on? Things going smoothly? Doing well?

Alex – I feel like we are doing decently well. The goals from her have shifted to the SPC, so nothing specific in the past few weeks. Small stuff – moved around stuff in the store, etc.

Annica – Mostly paying attention to store things, the aesthetics.

- Update from Strategic Plan Ad Hoc Committee (10 minutes)
 - Include: working mission for group; goals and order of operations set

Debbie – We weren't able to meet on Saturday so didn't have a chance to put together a formal presentation to the Board. I didn't send notes from last meeting to the Board. We've had two meetings so far.

Alex – Main goal working on is marketing plan, first part of that is to come up with mission that plan would reflect. First meeting was more philosophical, second discussed timelines and more specific things we want to do.

Annica – Timeline working backwards.

Debbie – Tentative "grand reopen date" - everything in store done, marketing things in place as of May 2nd. Talked about having by year end approved plans for new café extra seating renovations. Installed by April 1st.

Collin – Pending contractor's availability.

Debbie - Produce bins, tweaks to countertop by April 1st as well. Painting in café and store – about half of walls - hoping to have it done by January 31st. Talked about bulk storage bins, chalk boards, reassessing the products. Some ideas about marketing strategies

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

Vince – Inventory date?

Annica/Alex – The 29th December)

Karen – Was it discussed when we officially talk to people about this?

Debbie – We talked about the spaghetti dinner, not everything, but some things.

Annica – We would like to have the plans for it. To get people more invested in it.

Karen – I assume committee will talk with Tommasina and CommComm?

(multiple people nodded/affirmed)

Debbie – We want the board to look at the mission statement once we have finalized one for the group. It is different from the one in the bylaws, and it intended mostly to be a guiding force for decisions made by the ad hoc committee, but we might update it in the bylaws later down the line if we all feel good about it.

Vince – It's been incorrect for us to make decisions based on the bylaws, which have goals from 2001 and we can make our own goals. I strongly object (to changing bylaws mission?)

Debbie – That is specifically what we are doing, making our own mission, that's the point.

Vince – The mission then is a broad statement and goals are separate. Goals may fulfill mission. Language communicated properly.

Abby – We understand that, we are using the mission as the bedrock of goals, they should reflect one another. Looking at what we have already (bylaws), something to consider, but not what we are going off of.

Karen - Can the board and committee members receive the minutes weekly?

Vince - Has a capital budget been established for this entire project?

Debbie – We are trying to have weekly meetings so sending minutes to the board and committees every week might be tough. Instead, we would like to give reports monthly at the board meetings.

Karen – Were you keeping in mind an article for the currents, keep in mind that it's a resource.

Debbie – Yes, Josie is on the committee and is taking care of it.

- WC / Committee Updates (30 minutes) (potential order below) (discuss report templates)

- **Café**

- Abby** – I like the template, adding at least one table to it, I want to share numbers that I am working on. If anyone wants me to make things clear...

- See report**

- Abby** – Several of us have been looking at hours – looking to open at 8, first two hours are lowest earning hours

- Debbie** – What time does the café opener come in?

- Abby** – 6

- Debbie** – Shift start time to 7?

- Abby** – Yes.

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Vince – Talked about opening store later as well? Change bread/bakery in store?

Abby – No, not at this point (for bread). The store would open later as well.

Vince – Tablet?

Abby – For streamlining sales in café, having tickets print out, not have to pay and come back. Other idea, could use it for clocking in and clocking out, the way we do it right now is on your honor, often don't write hours down, doesn't make sense to run a business like that. Something I'd like to think about, won't happen anytime soon.

Debbie – I like this chart that you added, wondering, with trying to push grab and go, seems like sales down in general in November. Anything you can think of why biggest loss was in the deli department?

Abby – Usually the hugest fluctuation is, looking at numbers over past two years.

Collin – Clarifying question, what falls under deli?

Anything – Hot food, grab n go, anything not coffee, smoothies.

Abby – There were some really slow days in November.

Alex – (named specific days)

Debbie – Maybe we should make that a distinction, between grab n go and served food in CoPos so we can track them separately.

Abby – I think so, now just writing it down and recording waste. Should be a subset, like smoothies, etc

Alex – With this reset, I would like to see that in the store as well. Have a grab n go department. There is subset of categories that we don't even use.

- o Evening Store Manager

See report

Vince – The store looks better as far as display...

Debbie – Did we start doing seasonal end caps, seeing if they are working?

Alex – Did thanksgiving type endcaps – squash, etc. Now there are two small holiday type gift items end caps. So yes, but work in progress.

Annica – The two most recent have been more successful than squash shelf.

- o Inventory Coordinator

See report

- o Volunteer Coordinator

See report

- o Finance Committee

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

See report

- Human Resources

See report

Group - would like to see more detail in report, board does not get weekly report, but are the “supervisors” of the position. Rachel could include information from weekly emails in board report. **Debbie will follow up with Rachel.**

Vince - Paula’s review happened. Vince, speaking for Paula reminded the group of how much of a resource Paula can be, to pass on knowledge, etc.

- Communications

See report

Karen - What is going on with the website?

Alex – Right now our website is linked to Rësse’s other ones so it will need to change the email from hers before we can update.

Karen – Minutes not updated on Board Board or on website. Alex or Rhiannon could put on Board Board.

Wendy - Secretary should be the one to do it.

- Membership

See report

Wendy – Question about “split” membership decision/policy.

Annica – People need to get their own instead of ‘split’, I have been working on training people that way.

Wendy – I seem to remember when that decision was made people were told, it was blasted, they’ve had years, it’s not a new thing.

Karen – Yes, but not enforced

- Sustainability

See report

Karen – Justin requested feedback in his October report. Let him know that the retreat was the next month so might not be right away.

- Volunteer Liaisons

Debbie is working on template/report for VLs

- Food Break (end by 7:40!!!) - Luke Warm Enchiladas!
- Schedule January & February Board Meetings & GMM (5 minutes)

January – the 21st 6:30 – 8:30 pm at River Revitalization Center

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

February – the 18th 6:30 – 8:30 pm at River Revitalization Center

GMM – April 5th 4:00 – 7:00 pm at Polish Falcon (tentatively; Wendy will reach out to Lynn for availability)

- Spaghetti Dinner Fund Raiser & General Fundraising Discussion (10 minutes)
 - Include: what type of language should be used when soliciting donations

Debbie – Paula sent out flyer, make sure people know donation not tax deductible.

Vince – Not like people are giving \$1,000, so not tax deductible, make sure it is known.

Karen – Are we talking about soliciting donations?

Vince – Yes.

Karen – Thought it was through ticket sales?

Debbie – Paula was pushing for a fundraiser, my understanding would be profit from ticket sales, but also give a vision of greater strategic plan request if people want to make additional donations.

Wendy – I saw the email talking about it being a fundraiser again, I'm all for raising funds, but I think it's part of a bigger...how do we present it to membership. but I don't see a big glossy plan, a capital issue, a bit cart before horse, which has been done before, even for smaller things. Yes we have been using our savings to buffer, but we have money. Let membership know some of our savings is going toward capital improvements. Questions from members about why we are now asking for money for improvements – if invested earlier, wouldn't have lost maybe?

These are the types of questions will likely ask and if we don't have answers we won't get higher donations.

Debbie – Will be an intro into bigger strategic plan, dinner won't fund a chunk, but get people invested and see how it helps our sustainability. Not that it won't happen, but have flexibility with the plan.

Abby – It will get people involved.

Karen – I'm torn. If we are spending all this money on this, then why do you need this little bit of money. I like getting people invested, but...

Wendy – Not saying we shouldn't fundraise. We do not want to spend our whole savings on these capital improvements. People will ask more questions, even if just a few people.

Debbie – Good to keep in mind it's similar...not far since Public House has done scream outs that "we need money, we need money". Making sure it's clear that it's a choice, exciting stuff, but not that we are out of money.

Karen – Want to do anything like, for people who donate specifically toward bulk stay in loop, get updates and pictures.

Wendy – Hard enough time communicating as it is, should be communicated to all members. How we want to fund, regardless of final dollar amount, should be thought about in strategic manner. Raise half? Supplement? Get members excited? Advertising? Or do we need to raise \$15,000. That's a different way to go about things. Not that we shouldn't use... or are we kicking off fundraising season.

Debbie – Show visuals that "if we need this many bins, then we need this amount of money". Haven't figured out how much we need.

Abby – Important questions, haven't figured it out yet. Don't have specifics yet, it would be exciting, how we say it is important – hashing all of this stuff out – how to communicate.

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Wendy – without those answers we could still do kickoff, education, raise extra money without it being so specific of an ask. Tell people that we are in this phase, have images, have visual display. Have an old bulk bin, seed it with dollar bills, a feel good thing versus promoting it as fundraiser for big capital plan. People like it, stress free

Alex – Never been to a spaghetti dinner, but envisioned it as you do, Wendy. If you want to chip in, then..

Collin – I'm confused, I thought it always was about the bins, not a large capital project.

Abby – An opportunity to talk about changes we want to make, not specifically expand in this way, what will you give us. Should be feel good, give what you can. If we do anything different, then why are you sitting on this money? Just clarifying for now, get people involved, but not dependent on anything specifically.

Vince – Be careful about talking about what we have in the bank. Anecdote about freezer. Good to get from members, don't have that much money. How you sell this.

- Follow Up on Retreat Action Items (10 minutes)

Tabled.

- Board Member Candidates & Call for Candidates Progress (5 minutes)

Debbie - Two people have applied, both are very new members and volunteers. I will be more communicative with them. Make sure it's on the website, in the newsletter, etc.

Vince – Down two?

Debbie et al: Yes

Wendy – Three for GMM?

Debbie – Yes, we will have the two interim spots up for election, as well as Collin. Would be great to have three on three off consistently to make sure a bunch of people's terms do not end at the same time.

Karen - Make sure people stick around, we don't always educate and screen candidates very well.

Wendy – Nominations due thirty days before meeting, fourteen before that announce that there are seats. Could do that at the spaghetti dinner – give information, need to notify in store and stuff, but start in January – give deadline, March 8th? Between now and spaghetti dinner figure stuff out. Quarter page flyer, one side GMM, backside next two Board Meetings, one next week, one in February. Give them a couple months to think, maybe get involved sooner. That's a simple way, fliers can live in the co-op.

Debbie – Did the math, nominations by March 6th, announcement by Feb 26.

Wendy – Every newsletter between now and then should have two sentences – info info info. That would meet bylaw requirements,

Debbie – need to make sure the space (Falcon Bowl) is available.

Wendy – Sent Lynn message.

- 2020 Tentative Budget Approval (10 minutes)

Sorry folks, I wasn't able to get much down at this point.

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

Collin summarized finance report – met last Saturday, discussed how to address budget. Decided to look at final 2019 numbers and make adjustments as needed. Want to calculate and project sales, purchases, and labor numbers in the store and café, more so than in previous years. Abby will lead this for café, Sara for the store. Collin and Alex will assist, along with others.

We want to present a realistic and researched budget at the GMM. We may not see great numbers the first part of the year, but with changes are hopeful we will see improvement throughout the year. The budget will be analyzed quarterly to see what things may need to be adjusted.

Debbie – Our bylaws require a board-approved budget before year-end. Is the request that we approve a “budget” that matches 2019 sales, and then re-vote on it in January when things have been fixed and it is more realistic?

Wendy – We are out of compliance with our bylaws sometimes. I would feel more comfortable being transparent with membership and show that we are getting one together in good-faith, but we are just a little behind

Vince – I would feel more comfortable with that as well

Debbie – Agreed. It would be a great goal to have the budget ready before year end. I don't think you should need the exact year-end numbers for 2019 to have goals outlined for 2020.

Finalize budget by January 14th – and send to the board (Finance Committee)

Approve official budget at January board meeting

- Board Goal Setting (10 minutes) *as per request from the retreat

Tabled.

Next meeting: **Tuesday, January 21st @ 6:30** at the River Revitalization Foundation

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

Reports

Board Meeting Report

Department/Committee

Café Management

Reporting on activities for **November 2019**

Contact Name

Abigail Campbell

Preferred Email Contact

Abigail.riverwestcoop@gmail.com

Next Meeting Date

12/17/2019

Change in Sales from Last Month:

Cafe Numbers/Comparisons

	Nov 2019	Oct 2019	+/- from last month	Nov 2018	+/- from last year
Deli	21,475.82	25,057.42	-3,581.6	22,123.02	-647.2
Smoothie	1,278.3	1,498.5	-220	1,646.40	-368.1
Coffee/Tea	1,524.97	1,504.8	+20.17	1,724.64	-199.67
Bakery	2,351.9	2,774.63	-422.73	2,439.6	-87.7
Total Sales	26,630.99	30,835.35	-4,204.36	27,933.66	-1,302.67

Total Labor Hours Scheduled: **937.25 (\$11191.37)**

Total Labor Hours Worked: **914.16 (\$11303.88)**

Cost of Waste: **work in progress**

Staff Transitions: **Lost one employee. Some staff worked OT to cover this, including cafe mgr. OT increased labor cost from projection.**

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

Notable Wins (projects, food specials, events...)

Introducing \$5 Philly Fridays, first Friday of every month. New stellar granola bars. Staff retraining was a success. Manager's first Thanksgiving went ok.

Narrative:

This month I began tracking sales and labor numbers much more closely. I've created spreadsheets and tables to help keep this information organized and shareable. This has already helped me to see clear trends and to understand how and where to make strategic changes. Although our numbers continue to be negative, I've been able to see that we can increase sales significantly through production of grab n go products and bakery. The numbers from October were especially promising.

We've had more staff transitions. Some of us had to fill in for an employee who was put on leave due to performance issues/health. This employee has been let go. I was initially excited about our labor projections for the month. Even though fewer labor hours were worked in all, labor was still more expensive than my projections. This had to do with the large expense of management/employee overtime, which should be avoided whenever possible. I went into overtime for two reasons 1) covering for a lost employee 2) baking pies for the holiday. If I hadn't worked so much overtime, we would've been below our projections for the month. Next year I will know how to plan ahead/delegate much more effectively for the holiday.

I've interviewed (and plan to hire) an exceptional volunteer. I feel very positive about our current staff.

I received an extensive proposal from a long-term employee. The proposal is regarding changes we can make to the cafe. I agree with a lot of the content and it echoes ideas that myself and others have imagined. I am looking forward to putting together a group of cafe workers (including the leads) to actively take steps toward planning and costing out our new menu. This feels very collaborative and democratic, and I feel supported by staff in new and wonderful ways.

I feel that I dropped the ball regarding winter holiday planning. I know I will do better next year, and that we can make the holidays quite profitable if we plan ahead.

I've made arrangements with Troubadour bakery. The Cafe plans to switch from Wildflour to Troubadour products based on the need for consistency of product. All prices haven't been set, but it looks like we will end up saving money on food cost (price-wise, plus we won't have as much product loss if the quality remains consistent). We are waiting on a finalized hoagie recipe.

I think we should **consider** opening the store/cafe at 8am instead of 7am on weekdays during our slow winter months (Nov-Feb). Average sales for that hour are the lowest of every day BY FAR.

Upcoming Events/Happenings

Put together a Cafe Innovations Committee to develop/cost out our new menu

Explore the possibility of having staff clock in via CoPos- save on labor round ups/compensate people fairly for their actual hours

Begin discussion about using a tablet for all cafe sales- streamline orders and easy tracking. Shorten counter service time. Eliminate stamping/excessive paper/material cost. Clock-in via tablet? Technology cost? Practicality/compatibility with our current CoPos system?

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

I am happy to be part of this wonderful Cooperative :)

Board Meeting Report

Department/Committee

Membership Committee

Reporting on activities for the month & year of: October and November 2019

Contact Name

Karen R

Preferred Email Contact

-

Next Committee Meeting Date: As needed

Current Membership Base: Around

Number of current memberships: around 1700

Memberships payed: Oct 2019 2018 Nov 2019 2018

New Memberships: 38 24 24 25

New Lifetime: 0 2 1 2

Renewed Memberships: 42 25 24 23

Current Projects / Initiatives: Finishing a complete manual on procedures for keeping the data base and communicating Welcome emails and renewal times.

Narrative:

Memberships always drop over the holidays.

October equity for new memberships and renewals: \$1600

November equity in: \$1080.

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

MembCom received a request to “split” a membership by a second person listed on a membership.

Background: Several years ago, the Board gave the Membership Committee discretion in matters regarding judgements on how to handle disputes or requests regarding membership equity.

At one time “2nd cardholders” were added to memberships for \$10 per year In order to share the discount. Years ago, we decided to get back to 1 membership, 1 person, 1 vote and gave those 2nd cardholders, the ones that signed up properly, their own memberships with the same equity. Please ask if you’d like more info.

Annica and Paula were consulted as well as some past MembCom volunteers and the current MembCom members Came to consensus for the following to be the policy and procedure in instances where a \$100 lifetime membership has a 2nd name listed:

If there is a request to “split” or start a separate membership for the 2nd person listed on the lifetime membership, the new membership will be credited at \$20 equity with a pay-off amount of \$100. We are taking the second name off and starting a new membership and we should avoid referring to it as “splitting”.

We will emphasize the importance of individual memberships and thank them for becoming a voting member to participate in our democratic structure.

Part of the reasoning behind crediting \$20 is that 2 names were allowed to be put on a membership when either it was allowed at the time or it wasn’t noticed/disputed which is our error. Please ask if you’d like to know more.

Proposed edit to the template:

Since it is complicated to come up with an accurate number of current members, we can figure out and share that number when doing so for the GMM. For Board meetings, keep track of the number of memberships paid and number of expired ones losing their discounts for each month. I’m still working on getting that 2nd number.

Here is a forwarded message from Katie I'm addition to the Membership Committee report:

...three projects that I completed in the last month were 1. I added notes into all expired memberships in COPOS so that when they ring anything up they will get a note at the register stating their memberships have expired. I went back as far as 2015 and it included several hundred people. 2. I went through our old volunteer tracking list and removed discounts from around 20 people who had been volunteering and are no longer.

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

There was a little bit of a gap between Ousia and Annica. And 3. I cleaned out the filing cabinet in the office so that it only includes member forms for the last 5 years. All older forms were placed in a filing box and put on the top of the shelving unit in the office. I had to do this because our one drawer in the filing cabinet was getting so full that we were struggling to add new paper to the existing files.

Upcoming Events/Happenings

Board Meeting Report

Department/Committee

Human Resources Committee

Reporting on activities for the month & year of: November 2019

Contact Name

Rachel Messenger

Preferred Email Contact

Rachel.J.Messenger@gmail.com

Next Committee Meeting Date

N/A we currently meet over email. Ad hoc meetings set as needed.

Tasks Accomplished:

- Responded to emails.
- Met with Abby (review) and Alex (employee orientation)
- Attended and presented at Oct 28 cafe staff meeting.
- Put together a draft of Paula's review questions and sent to WC for feedback. Coordinated review.
- Took minutes for the board retreat, made edits, sent out for review and approval.

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

- Started working on editing the employee manual.

Narrative:

Let me know of any questions!

Upcoming Projects:

Shelly's review, edits to the employee manual

Board Meeting Report

Department/Committee

Inventory Coordinator

Reporting on activities for the month & year of: **October & November 2019**

Contact Name

Sara Schueneman

Preferred Email Contact

sara.riverwestcoop@gmail.com

Next Meeting Date

12/11//2019 WC

12/17/2019 Board

*Do you have any questions on the minutes or wish to attend a future meeting? Please contact
board@riverwestcoop.org for more information.*

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

Sales Change from Last Month: **Oct. sales: \$81,874.21(-\$266.17), Nov. sales: \$75,848.38(-\$6,025.83)**

Average # customers per day - Oct: 195.32, Nov: 176.80

Average basket - Oct: \$13.23, Nov: \$14.00

Cost of Waste: **Oct. \$771.38(retail) .80% of sales, Nov. \$708.05(retail) .92% of sales**

New Products **Planners and organizers, new gift items, espresso CBD shots, 8mg CBD add-on for cafe.**

Store Specials:**Local Friday spotlight - Oct: local body care(3 brands), Nov: Rishi**

Customer Requests / Complaints: n/a

Narrative:

- The produce cooler is fixed and working great!**
- Excited for the work the WC and Strategic committee are working on.**
- Increasing social media presence to bring more people in.**
- WC is switching our CC processor to Clear Pay. Will save a little money; offer better support.**

Upcoming Events/Happenings

-**I am meeting with Pam Mehnert from Outpost on Friday Dec 20th to catch up and see how our co-ops can support each other in the coming slower months...**

-**Spaghetti Dinner in January, tentatively the 18th.**

Board Meeting Report

Department/Committee

Evening Store Manager

Reporting on activities for the month & year of: November 2019

Contact Name

Alex Handwerker

Preferred Email Contact

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

alex.riverwestcoop@gmail.com

Next Meeting Date:

Not sure what you want but I will be attending the following meetings

Finance Committee - Saturday 12/14/19 or Sunday 12/15/19

Strategic Plan Committee - Saturday 12/12/19

Board Meeting - Tuesday 12/17/19

Workers Collective Meeting - 12/18/19

Current Projects:

-Sales year to date for all products in the store.

-Clearing up space on shelves and moving product to the basement if necessary. This is to make the shelves look less cluttered and more organized.

-Working with the rest of the staff and possibly volunteers to paint the back wall.

Customer Requests / Complaints:

Nothing comes to mind.

Narrative:

November was my first full month as the Evening Store Manager. It feels great to be more involved and I am excited (like everyone else) about the changes and improvements that we are doing,

I have started tracking sales year-to-date for all the items in the store. The goal is to find out exactly what we are and are not selling. We will use this information to possibly eliminate products that are not selling as well their counterparts. That way we will not have products that are eating up space on the shelves. This info will also come in handy when we move the produce and have to create more space. This is, unfortunately, a time consuming task because each item needs to be scanned individually to run the report. Once all the info has been collected (or possible sooner), I will put all the info into a google spreadsheet so it can be viewed by anyone who would like to see it.

As some of you may have noticed, I have moved some products around in the store. We are trying to make the products on the shelves thoughtful and purposeful. As a result, I have moved some excess products into the basement. This has caused some minor issues. Volunteers and staff are not accustomed to going into the basement for products when there are none on the shelf or when a new shipment comes in. I am planning on making a google sheet to track what is in the basement and update it weekly. In addition to that, Annica and I have discussed having a whiteboard on the side of the beverage cooler by the basement door that has an overview of all the products in the basement. We believe that that will help volunteers and staff when stocking shelves.

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

The WC has decided to change our credit card processing company. We had a meeting with Kristin from ClearPay and afterwards decided to go with them. I have been in communication with them since then and have filled out an application. The application was just approved. I do not have a timeline for the changeover yet but it will be in the next few weeks and hopefully before the new year.

That is really all I got right now. I apologize if this was a bad report. Please let me know what else you would like to know and other questions you have.

-Ales

Upcoming Events/Happenings

Spaghetti Dinner is coming up but you all know that.

Festivus is just around the corner as well. 12/23/19

FESTIVUS FOR THE REST OF US!!

Board Meeting Report

Department/Committee

Volunteer Coordinator

Reporting on activities for the month & year of: **November 2019**

Contact Name

Annica Mandeltort

Preferred Email Contact

annica.riverwestcoop@gmail.com

Next Meeting Date

12/17/19

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RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

Number of Current Volunteers: **74**

Total Number of Open (Un-Covered) Shifts: **17 (store), 19 (cafe)**

Number of No-Shows: **I usually have 3 to 6 volunteers that miss their shift or cannot make their shift, but most make sure to schedule a make-up shift to complete their hours for the month.**

Volunteer Outreach Opportunities Engaged with: **Marquette Service Day (2 volunteers)**

Notable On-Going Coverage Needs: **Cafe weeknights (6-9pm) and weekend midday. Store Tuesday 9-12 and Thursday afternoon.**

Narrative:

- **Volunteers are getting much better at signing themselves in on my "Hey I'm Here Today!" sheets in the back hall, so I am slowly getting a better handle on recording volunteer hours. This is particularly important as I increasingly have volunteers completing service learning and community service hours.**
- **The number of new volunteers joining the ranks each week has gone down since my last report. I am continuing to brainstorm ways to recruit from a wider pool than just those who walk into the Co-op or read my Tort Report.**
- **The Tort Report and the Member Newsletter have proven to be great resources for me to communicate with the Co-op community. I have had good success with both volunteers and members contacting me to see how they can get involved in things like Inventory Day and committee work.**
- **I have rewritten the Volunteer Service Agreement that all volunteers sign to better reflect the policies around volunteering at the Co-op that the Workers' Collective has agreed upon.**
- **This past month I successfully recruited new members to the Membership Committee and the Communications Committee.**
- **Bowling got off to a great start because of our birthday party, but the weeks since have been struggling a bit. I have sent out emails some of Mondays prior to the event, which has helped attendance slightly, but next year I think there will have to be more advertising and conversation with the Co-op community to get more people on the lanes for Lynn.**

Upcoming Events/Happenings

Currently working to staff the following events with PLENTY of volunteers:

- **Inventory Day (December 29, 2019)**
- **Spaghetti Dinner (January 18, 2019)**

Board Meeting Report

Do you have any questions on the minutes or wish to attend a future meeting? Please contact board@riverwestcoop.org for more information.

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

Department/Committee

Finance Committee

Reporting on activities for the month & year of: November 2019

Contact Name

Collin LaVallee

Preferred Email Contact

collinl@riverwestcoop.org

Next Committee Meeting Date

TBD

Profit / Loss for Month: **Café: -\$1,321.15 Store: -\$912.29 Overall: -\$2,233.44**

Profit / Loss Year-to-Date: **Café: -\$37,730.76 Store: \$10,882.28 Overall: \$-26,848.48**

Balance Sheet to-date: **\$250,156.50**

Bank Account Balance at Month-End: **\$187,407.26**

Notable Account Fluctuations: **None**

Projects / Initiatives: **Strategic Plan**

Communication with WC: **3 members of the WC are active on the FC.**

Narrative:

The Finance Committee met on 12/14 to discuss the 2020 Budget. In attendance were Sara, Abby, Ales, and Collin.

We discussed how to adjust the 2020 budget based on 2019 numbers as well as new initiatives/needs. We also

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board@riverwestcoop.org for more information.*

RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 12.17.19 6:30pm

discussed using one FC meeting each quarter to review and adjust the budget as needed. Abby will look at what

reasonable sales and labor projections might be for the cafe when the final budget is approved as well as purchasing goals.

Sara will do the same for the store, especially with the new staffing structure and a rise in labor costs. Ales and Collin

assist with researching and calculating numbers, along with others (didn't want to volunteer anyone).

Other budget items that will need attention include insurance costs, credit card fees, and advertising & promotion.

For advertising & promotion, the Strategic Planning Committee, along with others, will look at what costs might come

from new marketing strategy. This will be an important area of investment, while being fiscally responsible.

Upcoming Events/Happenings

Next Strategic Planning meeting

Board Meeting Report

Department/Committee

Sustainability Committee

Reporting on activities for the month & year: December 2019

Contact Name

Jason Clark

Preferred Email Contact

*Do you have any questions on the minutes or wish to attend a future meeting? Please contact
board@riverwestcoop.org for more information.*

norqii@gmail.com

Next Committee Meeting Date

Tuesday, 12/17/19

Number of New Boomerang Bags Created: 18, another session happening on Tuesday

Event and Workshop Attendance: 5

New Signage / Materials: n/a

Consistency of Compost / Recycling: n/a

Narrative:

Hello, lately we have been focused on garnering solid membership and steady attendance. Currently we have 5 solid

members. We've also worked on establishing our social media team and looked into ideas for content. Outside of

that, we have had great showings with the Bring Your Bag - Riverwest group in making Boomerang bags. Future

plans include working on another edition of our Zine and community events/workshops for summer.