

## MINUTES

**Board Members in Attendance:** Debbie, Karen, Collin, Vince, Rhiannon, Belles, Alex, Rësse

**Absent Board Members:** Wendy

**Others in Attendance:** Paula, Ousia, Scott, Abby

**Note Taker:** Rësse

**Facilitator:** Alex

**Time Keeper:** Rhiannon

- **WC UPDATES**

- **Columinate Consulting** (5 minutes)

- { See attached Store Report }
- Paula: I have had two brief conversations with Brittany about the reports and information she wants from us. We are still collecting these things and sharing them with her. We specifically still need the café schedules and wages. There is a conversation scheduled for Monday, August 5th. We should get her all that she's asked for before then so she has an opportunity to look it over before the conversation. (Abby and Rësse will email Brittany the above information in the next few days). At first glance, I think Brittany sees what we see; labor is high, sales are low and margin is non-existent. She was surprised that the café is open for such long hours, especially during times like Sunday nights. She also mentioned that we have a menu that reflects a sit-down restaurant, and that we allow basically all our menu items to be ordered to go. Possible menu revamp would help. Abby is aware of this and is working on these issues as well.
- Debbie: Is the communication only occurring between you and Brittany?
- Paula: It has been thus far, but I think it would be beneficial for Abby to begin communicating with Brittany since the café is the main issue being addressed at this time.
- Abby would like to communicate with Brittany on Monday, August 5th and will continue gathering information to provide her.
- Debbie: is there any specific support you need from the board.
- Paula: Just the continued cooperation of the Financial Committee. Shelly is going to provide information on wages and Collin has provided data as well.
- Vince: Will she be looking at things quarterly?
- Paula: Yes.

- **Store** (5 minutes)
  - { See attached Store Report }
  - Paula: We are changing my hours again. Gretchen will not be working in the store starting basically immediately. We are going to be looking at my position and figuring out what is needed for it to be fulfilled.
  - Ousia: We will be looking at the store's needs and staffing in general.
  - Karen: Are we going to have enough people to cover the needed labor right now?
  - Paula: This is the first week so it's hard to tell. Sara and I have some short days and I am going to have to work more than my original three day/24 hours per week goal. We couldn't really see this coming, so we'll just have to do what's necessary to make it work.
  - Karen: Are we going to be mindful of Paula working more than she wanted to?
  - Paula: We are going to be discussing what the store needs as a whole and figuring out if that means more staff and different roles.
  - Abby: The WC has been discussing this and Brittany can also be of help. Having Gretchen leave the store is lighting a fire under us to figure these things out faster.
  - Ousia: Right now all the store employees are working 40 hours a week so we will be revisiting the idea of a day-time store employee.
  
- **Café** (10 minutes)
  - { See attached Cafe Report }
  - Cold brew and coffee were given away for free during the Riverwest 24. Probably due to a miscommunication.
  - Ousia: The plan was to put the cold brew out but not to give it away. That seemed obvious but apparently wasn't. Perhaps one person assumed it was free and then others just followed. We will need to be completely clear in these situations in the future.
  - Abby: Rachel and I are moving towards the next steps in regards to larger ongoing projects. These are important but not necessarily priority, but it's important not to let them be forgotten. They are moving from just being in my mind to more structured forms.
  
- **Volunteer Coordinator** (5 minutes)
  - { See attached Volunteer Coordinator Report }
  - Vince: Are you leaving soon?

- Ousia: I am leaving relatively soon. There were nine applicants and six phone screenings. We are moving towards in person interviews next. This is both exciting and challenging. I will be working with the co-op for about another month still.

- **Human Resources** (5 minutes)

- { See attached Human Resources Report }
- Collin: I am helping where I can, including some of the ongoing projects, specifically the employee handbook update.
- Debbie: I am glad to see that finalizing Rësse new role/job description is being highlighted. It's important for us to look at the HR report, especially with so much going on and Rachel running out of her projected hours. It's good for us to keep up with it all.

- **COMMITTEE UPDATES**

- **Finance** (15 minutes)

- { See attached Financial Report }
- Collin: June was closest to the previous years which is exciting. We will continue to support Columinate which should be helpful for us moving forward.
- Karen: Paula and I looked into the numbers for the RW24 for this year and last. Didn't make a ton more during those hours compared to last year but the party got folks excited and we made good money.
- Debbie: The party/music/lights drew me back to the co-op even if I wasn't necessarily going to purchase anything. It was very welcoming.
- Belles: If we teamed up with the Polish Falcon and/or the Public House we could offer beer/alcohol to bring in even more people and profit.

- **Building Maintenance** (5 minutes)

- Vince: Two new freezers were purchased and installed. I put some sun shades on the deck. Are the freezers working/being used?
- Paula: Yes, but our inventory is low.
- Debbie: Have they impacted our energy bill?
- Vince: No, they barely use any electricity. If things go as planned and we get some margin we should start thinking about a walk in freezer in the basement. At some point the co-op

should decide if we are going to stay in this building. There needs to be a long term strategic plan. Nice to have a longer lease if viable.

- Debbie: Update on the cameras?
  - Paula: A volunteer checked them and found that the switch on the power box was off. So now it's on and all the cameras are working and recording.
  - Request for Vince to hang power switch box for the cameras on the wall to avoid accidental shut off.
- **Communications** (5 minutes)
    - { See attached Communications Report }
    - Rësse: We won't be serving food at Center Street Daze, in order to give the café (especially Gretchen and Abby) a much needed break.
    - Belles spoke on some details that can be discussed at the Communication Committee meetings. We offered others to join those meetings if they had ideas to share.
    - Vince: October 5th and 6th is the 40th anniversary of the Art Walk. We could possibly look into participating in some way. If not, probably not a good time to plan anything else.
- **Membership** (5 minutes)
    - { See attached Membership Report }
    - Karen: Membership booklets/pamphlets would be cool to make if we had more people. I'm not sure what the priorities are. Can you interest people in doing that?
    - Rësse: Maybe the Membership Committee could work with the Communications Committee to recruit interested volunteers through signage, social media posts? Rather than just by word of mouth.
    - Belles: Maybe the Membership Committee could have a booth at "Clarke Street Fest."? Maybe work in some types of promotions with membership.
    - Karen: With the new Volunteer Coordinator, we hope to retrain volunteers and staff on the membership sign-up procedures. This could also include more specific verbiage/talking points when speaking to non-members.
    - Debbie: A laminated lifetime member card might be a cool little way to celebrate those who are lifetime members.
- **Sustainability Committee** (5 minutes)
    - { See attached Sustainability Report }

- Karen: Let's keep looking for someone who might want to head that committee as Hannah is leaving in October.
- Rēsse: If someone can't step up, I've been talking with Jason about having the Comm. sort of take the Sustainability Committee under its wing for the time being. Rather than letting it completely disassemble.
- Ousia: We are nearly compliant with the plastic group requirements. So it might be relatively easy to get approved.
- Debbie: I have a copy of the Sustainability Bingo so we can revamp it and do it again.
- Belles: I am meeting with Hannah to discuss how we can make the August 17th event more sustainable than usual festivals.
- Vince: We are at the heart of our community. We have solar panels, have made the building as efficient as we can. We promote people working together, living together, biking and walking. We need to be sustainable at all levels or we won't exist in the future.
  
- **Volunteer Liaisons** (5 minutes)
  - Alex: We have been down volunteers so I have been volunteering a lot.
  - Wendy would like us to aggressively remind her to fulfill her volunteer duties.
  
- **OTHER**
  - **2018 Board Retreat & 2019 GMM Recap** (10 minutes)
    - Tabled for next meeting
  
  - **Plan Date & Location for 2019 Board Retreat** (5 minutes)
    - Wellspring, or any location that isn't biking distance from Riverwest might not be the best idea. Last year none of the WC could make it.
    - Possibly have it at the Hostel, an AirBnB, the Vibe, the UEC, the River Rev. Center.
    - Karen: October or early November
    - Vince: October seems too soon, I suggest November if we need to book a location.
    - Suggest sleeping over if available.
    - Debbie: I'll be planning but would greatly appreciate others' ideas and opinions. Still need to pick a date.
    - The tentative date chosen for the board retreat is November 15th - 17th.

- **Board, WC, & Staff Social Gatherings** (5 minutes)
  - Jessica has offered to have it in her yard.
  - Tentatively planned for Friday, September 20th. Approximately 6pm - midnight so that closers can join. Going to share this date with the rest of the staff and go from there.
- **September & October Board Meetings** (5 minutes)
  - Scheduled next Board Meeting: **Tuesday, August 20th at 6:30** at the River Rev. Center.
  - Scheduled September Board Meeting: **Tuesday, September 17th at 6:30** at the River Rev. Center.

## Reports

### Store Reports:

Sara: Summer is in full swing! It's good to see more customers coming through our doors. I am staying busy juggling all the new available local produce, keeping everyone's summer favorites in stock, and stocking customer requests.

Belles has coordinated 2 Sidewalk Sessions since our last meeting. They were both beautiful events! The first was sparsely attended due to rain and the fact that it was during Summerfest, but we're learning! A big thank you to Belles for all her effort and creativity in planning these events.

We are looking forward to the 24 this weekend. As usual, we will be open all 24 hours of this event thanks to the dedication of so many volunteers!

Inventory is coming up on August 4th.

Rësse has been working on a spreadsheet to track our labor hours in the store and café. This will be helpful to communicate with the FC, should help Abby keep the café labor hours on track, and will hopefully make things a little easier for Shelly when she does payroll. Thanks Rësse!

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Paula: I have begun conversations with Brittany Baird with Columinate. She is looking at our financial reports, labor schedule, sales trends as well as how we price items and recipe costing. Abby will participate in these conversations and help provide information to Brittany.

She has a few questions about why we split equally some expenses between the cafe and store and not a percentage of the expenses based on sales. Because, we missed the target date for the second quarter inventory, due at the end of June, not the end of July, she will wait until we can provide the financial statement that includes the inventory figures to analyze that quarter. In the meantime, she will look at our schedule, Abby will share a link with her, and we will send her the spreadsheet we are using for labor tracking. She suggested we project sales in that spreadsheet.

Gretchen's store status has changed due to staffing needs in the Cafe. She will need to work full time in the Cafe which means the store will need more coverage, to cover the shifts left open by Paula's reduced hours. The immediate plan is for Sara and Paula to work half a day on Sundays to fill the gap left by Gretchen.

Setting sales goals has been discussed at the WC meetings, nothing concrete has been talked about, just the need to set goals for planning for future growth. This will be an ongoing topic.

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## **Café Report:**

Abby: **Labor**

### New Hires/Training

We have two new hires for the month of July- one part time and one full time. The positions have been filled to 1) lessen the amount of time the Cafe Manager has to spend in the Cafe itself and 2) to fill the labor gaps that were left after a cafe employee was let go at the beginning of the month. Both individuals have solid kitchen experience and have positive work ethics. The Cafe Manager has strategies for bringing out the strengths of each new individual while also making sure that training is well-rounded.

An ongoing project is the collecting, editing, and revamping of training procedures for Cafe staff.

We are still struggling with a serious lack of volunteer coverage in the Cafe, and with the fact that Volunteer Coordinating for the cafe is an unrealistic expectation of the Cafe Manager at this time. The Cafe Manager has been doing what they can to recruit/train/schedule volunteers in addition to the myriad of other responsibilities and challenges involved in managing/addressing the concerning condition of the Cafe.

The lack of volunteer coverage is a huge labor issue.

### OT

This is the busiest month of the year. In the past it has been expected that cafe employees make themselves available during the RW24, and that time off is highly moderated. One challenge this year has been the number of requests for time off and the lack of availability of senior staff members. Some employees have gone into overtime out of necessity. While it is advantageous that we prepare heavily special events, there needs to be equilibrium between the cost of labor leading up to events and the actual profits of said events.

The necessary loss of a cafe staff member in tandem with a management transition during the most challenging time of the year while the cafe is still in a financial crisis has been a lot for the Cafe manager to step into. The cafe manager has gone into overtime.

It is of utmost importance that we get the labor situation under control. The Co-op cannot afford labor costs as it is.

### Restructuring

One strategy for dealing with the labor crisis is to create more accountability in the Cafe. We need to have clear expectations and we need to hold staff accountable to those standards. Since the role of the Cafe Manager is such that they need to spend a large portion of their time doing administrative work outside the kitchen (which has been a tremendous challenge in lieu of the lack of training of staff/lack of staff availability/labor gaps), it has become clear that we need strong leadership in the cafe every day. In order to create and uphold stricter quality, efficiency, and performance standards in the Cafe, we've agreed that it would behoove us to promote a full-time, senior staff member to an official leadership position. This would come with a raise.

Another aspect of labor restructuring would be to establish a minimum weekly work- load that is considered acceptable for any cafe employee. We have several employees who have extremely inconsistent and/or

limited availability. It is not feasible that we continue to employ individuals who work less than 10 hours a week.

1. Quality control becomes an issue. When staff members are not present for changes in cafe protocol, they often repeat mistakes and/or simply work in a way that does not make sense anymore.
2. A lack of availability in conjunction with a claim to specific cafe shifts makes it harder to train other employees. Employees who work more often ought to have more claim to shifts.
3. A lack of availability means that certain employees will never be able to fill in for their peers. The same few individuals pull the majority of the weight of labor in the cafe. This damages morale and puts certain people into OT. It simply does not make sense that we have a staff of 10 employees and we still have labor gaps.

#### Raises and Reviews

There are some employees who continue to receive raises but whom have also made themselves relatively unavailable and/or they have not been performing at an adequate level. The Cafe Manager plans to improve accountability by scheduling regular reviews with all staff.

The FC, WC, and HR have begun to discuss the topic of adjusting the way we do raises at the RW Co-op.

#### Tracking Hours

The new labor spreadsheet is super awesome (thanks Rësse!!). The Cafe Manager has begun to play with scheduling apps which can help break down labor cost by day. This will help the Cafe Manager to strategically schedule employees in a way that will keep labor cost in a healthy zone. The WC discussed adding more to the spreadsheet. It would be helpful to track profits/sales and to create projections and goals for these figures. The conflict between labor and sales continues and we will have to make decisions about how to stay afloat.

#### Columinate

The Consultant has asked to see labor, scheduling, and wage breakdown in the cafe. She has also requested access to the way previous managers have costed out recipes. Cost analysis for recipes has not been done in several years.

Inventory is due Aug 4. The consultant has asked to see the accountant's inventory report.

Abby is excited about this.

#### Events

The RW24 is currently underway and we can discuss the recap at the Board Meeting. The Cafe followed a prep list that was based off of what was done last year. The amount of prep needed and the lack of available/trained staff meant that certain staff members went into OT to accommodate the need. The Cafe Manager has ideas about how to do things differently and more cost- effectively next year, in terms of Cafe prep.

Meal prep went very smoothly and we should be well under budget.

The third Sidewalk Sessions went well. It was the most profitable day of the month, but the Cafe Manager wants to look at the breakdown of sales for that day. It seemed that brunch was very busy that day but that the cafe was not as busy as expected during the event itself. A balance needs to be struck between the amount of prep/labor that goes toward the event and the profitability of the event itself. It is agreed that the Sessions are

positive for the Co-op and the community, and the Cafe is in full support of the event. Communication and support between the event planner and Cafe staff has been strengthened. To be continued....

### **Ongoing Projects/Ideas**

#### Expansion

Remodel the building to facilitate more seating/business/generate mood?

#### Menu Changes

Eliminate items that don't sell and create a more cost-effective/ competitive menu

#### Retaining

A manual  
Clearer guidelines for quality control

#### Hour Changes

Close the Cafe one day per week??  
Schedule people when the cafe is closed to do baking/prep???

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### **Volunteer Coordinator:**

Ousia: This past month I have been focusing on maintaining volunteer coverage in the store, assisting with cafe coverage, working on special events, creating training materials for my successor, and participating in the hiring committee for the next VC.

Store coverage has been fairly good, with no huge regular gaps. Some gaps have appeared on a week-to-week basis, but we've been able to handle it fairly well, even with Paula on vacation last week.

Cafe coverage has been lacking, partially due to the very low number of on-call cafe volunteers. I have had some discussions with Abby about this issue, and she has revisited the idea of hiring dishwashers for the cafe. I think that one thing that should be a top priority of the next VC is to work with the cafe manager and staff to improve cafe volunteer training and support, to help with overall retention and morale.

I have been working to staff the store all night and weekend for the 24, and I believe that we will have everything under control. We have a great group of current and veteran volunteers holding it down, and I think it will be a lot of fun.

Inventory is scheduled for August 4th, so as soon as this weekend is over, I will need to recruit volunteers quickly for that (if any board members are available at all that day, please let me know!).

I've been working to create training materials for the next VC, and to consolidate information that I have personally saved into shared files, as well as participating on the hiring committee for that position.

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### **Human Resources:**

Rachel: Here is the HR Committee report for July. Sorry for the long task list. Something important I want to highlight is that we are on schedule with the Volunteer Coordinator hiring process. Currently, we have

candidates selected to move on to the phone screening, which Ousia will conduct by July 29. Details on the timeline, including next steps, are found [here](#).

#### Completed

- Responded to emails.
- Met with HR Committee (Collin).
- Created and sent a VC Hiring Process and Timeline proposal to the WC. Revised and finalized.
- Sent an email following up to Rësse's webmaster job proposal to the WC. Waiting on a response from WC to proceed setting up a meeting with her since she has already started this role but this was not communicated to HR--need to establish accountability practices and how to split time between responsibilities.
- Reviewed and provided suggestions for the VC job description. Finalized and posted on job sites.
- Met with Ousia for her review, discussed next steps in VC hiring process. Provided WC with meeting notes.
- Sent email to board about VC hiring process + requested hiring committee members.
- Created hiring committee schedules, assigned tasks.
- Accepted applications from candidates, created a folder, shared with hiring committee.
- Facilitated the selection of the first round of candidates to go on to the phone screening.
- Put together phone interview questions. Finalized.
- Talked to Abby about cafe staff onboarding responsibilities--to be discussed further in August.

#### In progress

- Will respond to candidates not selected for the phone screening.
- Will send the hiring committee the updated list of in-person interview time slots. Designate who will call and schedule in-person interviews once selected.
- Will respond to candidates not selected for the in-person interviews.
- Employee handbook updates/research current labor laws to ensure co-op is compliant

#### To do

- Once the WC comes up with a proposal for how to reshape the cafe management/staff structure, I will review and provide recommendations from an HR standpoint.
- Send request to attend August board meeting to discuss progress in HR role and make recommendations going forward.
- Come up with a confidential system to log complaints, grievances, write ups for WC managers and staff.

#### List of other projects, not on current priority list

- Work with WC to come up with training processes that establish necessary hard and soft skills.
- Review current procedure for how personnel documents are maintained and kept safe/confidential. Revise and update procedure as necessary.
- Conduct regular reviews (annual, probationary) -- the WC mentioned they might want to stop giving automatic raises and instead make sure there is a positive review first. This would mean that the reviews would need to be completed in a much timelier manner or the WC would have to accept that this may result in delays and back-pay.
- Develop a process and documentation for handling performance issues and complaints.
- Review how overtime requests are managed. Should HR be notified for an added level of accountability and record-keeping purposes?
- Work with café to develop best practices going forward with management practices, staff training, staff scheduling, etc. Review recent exit interviews, current staff/manager feedback.

Please let me know of any questions, project suggestions, or if you have anything you need to talk about.

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**Finance Committee:**

Collin: Attached are the Profit and Loss and Balance Sheets for June.

The cafe sales were up, but labor costs were high due to turnover. The store made a profit. The WC is working on improving efficiency and the FC will help. Overall, everyone is working to get us back to being profitable.

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**Building Maintenance Committee:**

Vince: No Report

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**Communications Committee:**

Rÿsse: Here's the most recent Communication Committee Report. It highlights our upcoming events. In addition to this information, we are still working on solidifying a scheduled, bi-weekly meeting time to create consistency within the committee.

I am also hoping to create some signage and social media posts that inform folks about this committee and also gives them an opportunity to join us, as we are often overloaded with events and tasks pertaining to those events.

RIVERWEST 24 STREET SANCTUARY *Friday, July 26th 2019:*

- The sound permit has been approved.
- Belles created a flier for this event + had copies printed.
  - She had Clarke Graphics bill the Co-op and has the receipt. We will pay for this using the Comm. Comm. budget.
  - We can still use help hanging fliers locally.
- Belles has musicians booked for 7:30pm-12:30am (permit permitting).
  - Musicians' compensation is still being discussed. Ideally, we would like to use part of the Comm. Comm. Budget to pay the performers.
  - Although we will not be providing alcohol to the neighborhood during this block party, we would like to provide free beer to the performers via a private cooler/keg (again, using the Comm. Comm. Budget).
- Belles created a small invitational package that explains in detail the co-op's upcoming outdoor events. She will go door to door, handing these out and talking with those she can. This will not only invite + include our neighbors but also give them a heads-up.
  - Belles has collected all necessary signatures for the upcoming Clarke Street Daze.
- Sara has ordered specific/extra items for the store (extra beverages, snacks, etc.) in prep for the RW24
  - We will need volunteers to help set up (7pm - 8pm), monitor, and clean up (1am).
  - Wendy has mentioned she can help by sending us, volunteers
  - We should coordinate with Ousia to help recruit as many (reliable) volunteers as possible.

## RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 07.30.19 6:30pm

- A giving "tree" (or table/shelf) would be a fun additive, in which neighbors could give/take small items.
- We can all help Belle's out by lending, donating, grabbing from the side of the road, the following things:
  - Soft lounging furniture (chairs, couches, ottomans, etc.)
  - sidewalk chalk
  - rugs + carpets
  - pillows + bean bags
  - string lights, preferably white (we need 350 feet total)
  - tea lights
  - projector
  - kiddie pool(s)
  - shelving + coffee tables
  - canopies (in case of rain)
- Belles also met with Abby and discussed a special menu + the possibility of extending the cafe hours.
- We need to come up with a projected cost for the above items (compensation, fliers, etc.) so that we can have a better understanding of what is needed from the Comm. Comm. Budget.

### SIDEWALK SESSIONS:

- Our last Sidewalk Session was Sunday, July 21st. The weather was nice + there was a good turnout.
- I'm planning on printing off some sales reports to look at numbers and compare them with labor costs during those specific hours.
- Abby has communicated with Belles in hopes of smoother operations + a better sense of moral from the café. There are still some disconnects between the café's needs/abilities + these events.
- Sidewalk Sessions to come:
  - Sunday, August 4th 4:00-7:00pm
  - Saturday, August 24th 4:00-7:00pm
  - Sunday, September 1st 4:00-7:00pm

### CENTER STREET DAZE *Saturday, August 10th 2019:*

- I have printed off and filled out and turned in the application at Truly Spoken.
  - We will need volunteers for set-up (including drivers), throughout the festival + then from clean up (including drivers).
  - The festival is from 11am - 7pm. We can begin setting up at 8:30am and can break down at any time.
  - Understanding which staff members will be working the booth that day will help us to know what type of volunteer coverage we need.
- Abby is beginning to think about the food we will be serving.
  - A vegan dog bar may be a good idea as it wouldn't be too much stress on the café.
  - We will continue to discuss this at the next W.C. meeting.
- I will also ask Sara (at the W.C. meeting) about what she thinks we should sell from the store (what sold/didn't sold at Locust St. Festival).
  - We want to nourish our community + have a variety of items that cover a range of prices so there are options available to everyone.
- We would like to contact Jess to see if she would be willing to create a flier for this event.
  - We would need to come up with content to provide her.
- As we get closer to this event, we can begin to discuss decorating our booth in a fun + inviting way.

## RIVERWEST COOPERATIVE BOARD OF DIRECTORS MEETING 07.30.19 6:30pm

- We need to do some research on the legality of having a raffle or drawing.
- I believe we need to email them directly to inquire about the ART Cart Race.
  - Tommasina has volunteered to be the point person for the ART Cart Race.

### CLARKE STREET DAZE (working title) *Saturday, August 17th 2019:*

one block, coop could have a booth. figure out number of vendors. do we want other food vegan vendors. chatting with abby. kinda late but we are gonna slam it together. ambitions but fine.

D: other food vendors, we have good connections.

do we want other food vendors. open to what coop wants.

O: maybe not other vegan vendors. other events do that. maybe we could have place that do things very different.

B: open to that

A: highlight our own food, and create a multi faceted events. music, tarot, art, etc. clothing swaps, really really free market.

- Belles would like to have a block party from 10am-8pm
  - Possibly an after-party at the Polish Falcon
- This would include a stage with bands performing +local vendors (art, crafts, food, etc.)
  - Possibly a vendor fee
- Advertising + Sponsorship would be necessary to fund this event most likely.
- Belles is working on getting signatures for the permit required to do this.

### LABOR DAY POTLUCK *Monday, September 2nd 2019:*

- Ousia will be coordinating this as her last project here at the co-op.
  - We can be ready to help her in any ways she needs.

### DANCING IN THE STREET (working title) *Saturday, September 28th 2019:*

- This would be our last outdoors event of the season
- Possibly Equinox themed
- Possibly tied into a final Sidewalk Session

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### Membership Committee:

Karen: One volunteer didn't work out. The other may not have availability.

Alex will be training with Katie, yay!

Courtney's last week and she trained me on flagging and concern form tips.

Committee is working on finding at least one more volunteer.

The usual data entry, welcome letters and renewal emails are generally covered by two people.

Need to train someone more thoroughly to help with concern forms and other tasks.

Anything beyond that like outreach will need volunteers interested in that.

We want to meet with the new volunteer coordinator so they thoroughly understand aspects that are complicated or common mistakes for volunteers and ways to reduce the need for concern forms.

**Sustainability Committee:**

Hannah: I have little to report for the SusCom, just a couple of things

- We have created a bulk survey that we want people to complete, it will be going in the next newsletter (it's very short) [Survey](#)
- We have made our first zine; a number of copies will be in store in the next couple of weeks.
- Plastic Free MKE has created a lake friendly business certification program that the cafe may be interested in (it's free). They would be very close to getting it (a decal would go on our door and the cafe would be heavily promoted). I haven't sent it to Abby yet, seeing as she is so busy getting up and running as the new manager.