



MoCo Board Meeting Minutes
June 26, 2019
5:45-7:15pm
Tegu Building, Morrisville

Board Members Present: Michael Rooney, Carol Lauber, Elly Ventura, Lisa Zinn, Julia Scheier, Nancy Banks (via phone), Tricia Follert, Larry Gibs (via phone)

Board Members Absent: Jack Pickett

Guests: Michael Hauser, Sue Aiken, Lesley Schuster

Elly called the meeting to order at 5:50pm.

1. Approval of minutes from April board meeting, motion made by Carol, 2nd by Julia, all in favor, approval of the minutes from the May board meeting, motion made by Julia, 2nd by Lisa, all in favor.

Discussion regarding action items.

April board action items: Item #3: Mike and Nancy to reach out to Littleton Coop about their help in doing a cost analysis and Keene Coop about the pricing and marketing program they recently did.

Carol to contact Ellen about pricing and branding comparisons, Mike to send Ellen 10 recommended items to compare pricing and branding at MoCo against the local supermarkets. Tricia to talk to the state regarding signage and rk MILES.

2. Rental agreement from Bob Titterton, no increase in the rent for next year. Motion by Mike to approve, Carol 2nd, all in favor. Thank you Titterton's, Lisa to reach out to them.
3. Sponsorships: Lisa
It was recommended there be some language in the sponsorship ask letter that states if there is extra funds from the sponsorships that the funds will be used for a specific purpose i.e.: round it up for change program and that there not be a donation jar out during the event. Sponsorships will be sought but no donation jar will be used at the corn roast. A more formal sponsorship policy will be developed in the future.
4. Communication Expectations: Elly
As a way to continue work started at the retreat, each board member was asked to state one expectation for communication within the group or with the public.
 - 24-48 hour responses to any correspondence whether it be email, text or phone
 - If action items are changed in a committee after a meeting, it be communicated to the entire board and that each agenda has follow-up items from previous month.

- Reduce the amount of emails, chains too long. If you are responding to the same topic keep a chain, if you are bring up a new topic start a new discussion, more discretion about reply all or to individuals. Use cc: if someone just needs to be kept informed rather than expected to respond to the conversation.
- No controversial conversations via email, be respectful and non-confrontational
- Be sure everyone is talking the same talk when speaking about MoCo
- Possibly use Trello; if a Marketing Plan is created this could be a good place to house all of the information for that work, too.
- Minutes with action items sent within 2 days of board meeting, agendas sent out the Friday before the board meeting. Use the GM Report to highlight desired talking points for the Board.
- Celebrate diversity of opinions, once the board agrees on something it becomes a single voice which we all should be that voice when communicating with the public.
- Consistency, communicate about action items, if you need a response immediately call instead of email.
- Ask for time on the agenda for controversial items rather than trying to address those in email, use Doodle for scheduling meetings, and highlight action items in the minutes and even in the email that is sent out with the minutes.

5. Committee Reports

Nominating Committee: Elly

3 positions open, Tricia, Carol and Larry up for reelection- have until Aug 2 to announce you would like to re-run, actively recruiting for new board members, the word is out, please share it and make recommendations of others that you feel would be good board candidates. See document circulated at April meeting and linked at bottom of agenda for charge and timeline for elections. Lesley Schuster is here tonight as a potential candidate.

Finance Committee: Nancy

Met with Mike regarding the present growth slump, proposed budget of 8 ½% does not seem sustainable. Good meeting with CFNE, MoCo is in a good place but they felt the financials could be a bit stronger and they would like to see MoCo break even and increase the amount we are paying them monthly.

Basket size are continually changing and traffic has flattened, the working group for the work plan is working on this task now.

Member Loan Committee: Nancy

We are identifying debt levels and CFNE will refinance our loan as long as we are working in a positive financial direction. Corresponded with the attorney and MoCo can rework loans. Nancy is not interested in being on this committee but has drafted a charge. Member loan committee is Lisa, Tricia, Larry and Susan. The Board is comfortable with the Member Loan Committee moving forward under the charge as drafted by Nancy. Thanks to Nancy for putting this all together.

GM Report: Mike

Both of the remaining items due to the supporters of the Kickstarter campaign have been taken care of.

There are some repairs that need to be done in the store, Lisa and Elly to work with Mike to create an actions plan for finding ways to get the work completed.

6 & 7. Budget & Staffing: Mike

Presented 2 budgets, one balanced, one with a \$5,000 deficit. The revised balanced budget has some personnel changes and reduced the growth to 5%. Mike is optimistic for a better rate of growth by making investments in the store and adding staff. This budget will put more money into marketing and will de-emphasize the café. Some priorities are shifting, the new budget will add an additional 5 hours to marketing. It is important that the store buyer focus more on buying to have more store stock consistency. The new sales flyer has been going out. Creation of the work plan will create some targets and give some measurements. The changes are with the goals in mind and are for the long term success of the coop. Great job Mike with the sustainable basis budget.

Tricia left at 7:18pm.

Carol asked for the next year's fiscal Budget to come in May going forward. The Board Development Working Group will add this to the Annual Calendar as part of their deliverable. Michael motioned to accept the Draft Budget Proposal 1 for approval. Carol seconded. Six yes, one abstain. Budget passed.

8. Use of Committees: Elly

Asked the Board to think about the current committee structure and how that parallels the Working Groups. We seem to have governing committees and store-accessory committees to varying degrees of success so it may be useful to discuss how to best utilize the energies and resources available. Board members should consider this and share thoughts with Elly as they arise. The Board Development Working Group will review what has been developed in the past for committee structure and charges and bring that forward to help inform this discussion in the future.

9. Working Group Reports:

Work Plan: Have not met yet. A template has been found that will be good for driving the work. The work plan will set targets for one year to align with the budget goals and will be a way to measure impact and set a framework for establishing budget objectives in the future. This group is excited to get started.

Defining Roles: They will work on updating the Business Plan to align with paying back Member Loans if the Board supports that effort. This will need to be a group effort between the GM and the Board and will align with the Work Plan group as well. The BizPlan will be updated for accuracy and renegotiating member loans. The Board supports this group updating the Business Plan.

Board Development: Will be meeting July 11. Have gathered documents and will begin reviewing, editing and recommending new ones or ones for approval. Will also be developing Annual Calendar for Board dates.

10. Other Business: Michael Followed up on a previous Item of Sharing Board Packet: There have been requests from members outside of the Board to receive the Board packet as a way to stay informed on what the Board is discussing and it is unclear as to what the policy is on this. Board meetings are open to all members all the time. Currently, agendas are being printed and posted on the store bulletin board as well as draft and approved minutes. Approved minutes are also posted on the website. Elly will research what is currently in the bylaws and policies about this and bring it to the next meeting.

Carol suggested having a poster presentation type activity at the Annual meeting with information from the store from buyers or vendors to inform attendees about how store operations happen. Other suggestions were to have vendors there with product info or samples. Annual Meeting details will be on the July agenda.

Carol recommended being cognizant of including a plan for Employee Development and HR practices as we continue planning for the future of MoCo. There should be a plan for working towards paying \$15/hr, professional development and training for staff and benefits considered in planning that is happening now.

It was suggested to re-evaluate the format of the GM report to be more purposeful for the needs of the Board now to reflect the operations of the store and the message Mike would like the Board to relay and know to share. Lisa and Elly will work with Mike and reformatting the monthly GM report.

Talking points for upcoming store transitions will be shared with the group via email. It was advised that Mike seek advice on language and methodology for smooth employment transitions and all board members present offered support in this area for Mike to take advantage of if asked.

The role of HR Liaison was reviewed. Michael Rooney will remain in this position and will draft some protocol to clarify the role of this position. The HR liaison must respond quickly (within 24 hours) to the employee and be sensitive to the timeliness of any reports that come to this position. The HR Liaison must also directly communicate with the GM, either via phone or in person, within 24 hours after meeting with a staff member to brief the GM on the nature of the meeting. A written summary of the staff meeting should also be composed. A report to the Board should occur monthly from the HR Liaison. Mike will be sure that Michael Rooney is identified to the Staff and the HR Liaison by ensuring an updated contact list is posted in the office. Mike will ask if he needs assistant with completing this within the week.

Julia motioned to adjourn the meeting. Michael seconded. Meeting adjourned at 8:05pm.

Respectfully Submitted,
Tricia Follert, Secretary