

Board of Directors Meeting  
**Monday, April 18th, 2022**  
6:04pm open | 7:47pm adjourn

**6:04 Opening**

- Attendance: Brock Auerbach-Lynn, Mike Strode, Troy Martin, Whytnee Bush, Christine Bucheit, Suzanne Keers, Victoria Birkbeck
- Owners: Paul Spata
- Facilitator: Brian Solem
- Staff: l'Talia McCarthy (GM), Robert Curtis, David Nobel, Alexis Figueroa
- Rounds question: What's your favorite pickle?

**6:10 Meeting Agenda**

- Mike would like to add two minutes to discuss the owner linkage report.
- Can we approve the move from Liberty Bank to Chase Bank and approvals? It's going to be a business checking account.

**6:12 Owner comments**

- No owner comments.

**6:14 April Operations Report**

- March what's a rough month for the co-op with the theft and vandalism investigation and the terminations we had to have. This left us short staffed. We saw a slight increase in sales. We saw a huge increase in new owners in March. We would like to see that increase in May with the ownership drive.
- We saw a slight Mercado sales lift. The weather attributed to that (snow, rain, cold).
- Brock: quick question for David. Did we get the five photos of the owners before the deadline?
- David: No, we didn't receive any inquiries. We are hoping to get more people involved. I reached out but no one has gotten back to me.
- Troy: I saw we made progress with the gift card process. What supplies do we need if any?
- Italia: The machine isn't connected to the SMS system. It's connected to Worldpay so we need to meet with our CPA to make sure we have a correct way to account for the specific transactions.
- Victoria: We have a high number for share withdrawal. What's going on there?
- Italia: we have had lots of people move out of the neighborhood lately.
- Alexis: Some are from before. There was an emergency pay out because she had to separate on her numbers so we only paid half so we had to pay out the rest of this month. Then the rest of

the money is from the past three purchases. We were waiting for confirmation from some of the owners.

- Italia: we are reporting share withdrawal differently than before. This is the amount for the month not when they requested the money. Unfortunately they don't get paid immediately because we have to budget our money to pay vendors.
- Suzanne: What's different about the May owner Drive?
- David: I got new swag for the Owner Drive.
- We are modeling this drive after other co-op owner drives.
- Italia: Starting in May the discounts of 20% will happen every other month instead of quarterly. The new owners also get a new coupon book. We are also working on the owner referral program. We are trying to build as many owner benefits as possible to make it enticing. We are trying to make ownership more accessible for everyone.

### **6:37 Store Turnaround and Refinancing**

- Italia: I had a meeting with Steve Cobbs who I hope can get CCLS to agree to accept as our turnaround specialist.
- He had some ideas but I don't feel comfortable discussing them publicly at the moment. He is writing a proposal for CCLF which I will send to the board.
- There are multiple plans and scenarios. The board and I should meet again next week to discuss.

### **6:42 B6: Staffing Treatment and Compensation**

- Brian: Italia has reported non-compliance.
- Italia: I'd like to discuss what's not in compliance. I would also like to discuss using some of the ERC money to conduct a third-party staff survey. I feel strongly that they should be third-party surveys.
- Victoria: What are your hopes the survey will accomplish?
- Italia: we need to earn the public trust back in her stash treatment. This is the first step towards doing so. Staff morale is important. Staff feedback is extremely valuable. I believe it will pay back dramatically.
- Troy: What's the difference between the third-party survey versus the Paylocity survey?
- Italia: there isn't a lot of trust in management right now. When I was a cashier I appreciated the third-party survey. I felt safer knowing there would be no retaliation or be fired for what I need to say.
- Mike: B6. I I needs to be flagged for review by the policy committee.
- Brock: the things flag need to be revised.
- Italia: the finance committee needs to approve the cost before the survey is done.
- Brian: Do we accept non-compliance?

\*Everyone thumbs up

### 6:57 **Board Monitoring: C4: Board Meetings**

- Are we in compliance?  
Thumbs?  
\*Everyone thumbs up.

### 7:02 **Board Retreat Goals Check In**

- The leadership team and the board SWOT analysis were very similar.
- We will track owner linkage tasks in the meetings each month.
- Owner linkage and marketing will merge for some of these things.
- Let's keep updating this chart every month

### 7:23 **Board Leadership Succession**

- Christine is willing to step into Agela's vacant seat.
- There is a short term vacancy.
- Would anyone be willing to reach out to people to fill the seat from May to October. Yes, Brock will.
- Whytnee: I would love a staff member to be on the board.
- Peter is not running again.
- Is anyone interested in taking over committee chair roles or executive roles?
- Brock Christine and Suzanne..... Yes they are all flexible.

### 7:38 **Approvals**

- Finance Committee notes
- Chase bank update
- Motion to approve Christine taking over Agela's seat

### 7:39 **May Events and Agenda**

- B I I Community Responsibility
- C8 Governance Investment

### 7:43 **Meeting Assessment**

7:47 *Meeting adjourned.*