

Frederick County Consumer Cooperative

Board of Directors Meeting

January 25, 2024

Board Members Present: Megan Schneebaum, Julie Richards, Toby Schermerhorn, Alecks Moss, Armando Martinez, Kai Hagan, Joe Eastwood, Juan Ducos (arrived at 6:30), Merrick McKelvie (arrived at 7:30)

Board Liaison Present: Zoe Brittain

Staff Members Present: Román Diaz, Sarah Lebherz, Nick Fitzpatrick, Grace Scott, Armando Martinez, Zoe Brittain, Lara Ecker, Blair Barnes

Owners Present: None

The meeting was called to order at 6:04pm by Julie Richards via Zoom.

Approval of Agenda: Toby motions to approve the January 2024 Common Market Co-op Board of Directors meeting agenda. Aleck seconds, all board members vote in favor.

Quick Check in.

Consent Agenda:

- December 14 & November 16 minutes
- Owner Refunds: (10564, 10930, 9450 - All Moving)
- Owner refunds approved in December (10056- Moving, 10713- Too expensive, and 9161- Moving)
- Congratulations to Amanda Harmon (Events, Outreach, and Owner Services Coordinator)

Three equity share refund requests, as well as the December 2023 and November 2023 Board Meeting minutes, were approved by the Board of Directors present.

Owner comment period: Appreciation expressed to Zoe and others for handling an Owner's grievances and concerns. Alecks comments as an owner expressing concern around the leaks at Rt. 85. Grace reported that all leaks have been fixed by contractor.

Staff-Board Liaison Update:

- Zoe relays staff concerns about the health and safety around canceling cleaning services, staff not receiving adequate raises for this demand and not have proper PPE or adequate training.

Staff Department Focus: Owner Services: Susan and Amanda give a report on Owner Services and the upcoming February Owner Drive.

Susan welcomes Amanda the New Owner Services.

Amanda discusses Owner drive goals and new incentive programs for ownership referral.

Financial Dashboard update: Sarah Lebherz presents the financial dashboard.

Board Monitoring D1- Governing Style (approval of edited version) Megan shares her screen with attendees to show changes made to Policy D1.

Alecks motions to accept the revision of Policy D1. Toby seconds, all board members vote in favor.

Board monitoring D2 - Board Job Description:

Board Members shared insights on areas of success and areas needing improvement. Ideas for boosting owner recruitment for the board were proposed, including strategic in-store marketing, increased social media presence, and coordinating presentations through the education program. Utilizing feedback from Román and the board was seen as crucial for improving the Board Member-Manager relationship and increasing recruitment efforts. Concerns were raised about owner board recruitment, with suggestions for addressing education requirements and timeline barriers. Strategies such as extending the call for candidates and promoting recruitment efforts sooner and more frequently were recommended.

Board Calendar Finalizing

- Board Calendar - Determine whether C5 should be monitored at the same time as C4
- Megan, Julie, Alecks, Susan and Amanda will discuss Board Calendar 1/26/24 and share dates at next meeting

Break: 7:14pm

Financial Dashboard Update: Sarah and Román present the financial dashboard update.

GM Monitoring - B3 Financial Conditions: Román reports overall satisfaction regarding policy B3 Financial Conditions. All criteria in this report meet standards.

Julie motions to approve the GM monitoring report on policy B3 Financial Conditions. Kai seconds, all board members vote in favor.

GM B1 - Staff Relations, Compensation, & Benefits:

Report indicates overall satisfaction with room for improvement regarding Policy B1 - Staff Relations, Compensation, & Benefits, with all criteria meeting standards. Román presented results from the Columinate staff survey, which reached 79% of employees. Discussion about increasing this percentage, promoting an open-door policy, and incorporating ownership questions into the survey. Common themes of dissatisfaction identified in the survey included issues such as bathroom cleaning, fair compensation, corrective action, employee discounts, and communication between stores.

Merrick motions to approve the GM monitoring report on policy B1 Staff Relations, Compensation, & Benefits. Kai seconds, all board members vote in favor. Armando abstains due to conflict of interest.

Odds and End:

- **Retreat wrap up:** Board members expressed gratitude for fruitful conversation and opportunity to engage in productive and meaningful conversations. Began conversation around improvements that will be made at Route 85.
- **WIC** The necessary paperwork has been submitted; application is pending approval.
- **LGBTQ+ Training Update** Waiting to hear back from The Center. Merrick offered to follow-up with their contact from The Center.
- **In-Store Events** Susan informed the board about upcoming events at both stores. All board members are now subscribed to Tuesday/Saturday emails.
- **Spoonful - February deadline: Julie, April Deadline:** Juan volunteers for April Deadline.
- **Bathrooms update** Román is waiting for necessary communications to take further action.
- **Riverwest Co-op** Sarah gives background and update on Riverwest Co-op. Riverwest is seeking funding and loans to keep their store open.
- **Lunch with Leadership (1/18 @ Route 85 - Toby)** Staff requested more connections and communication with the Route 85 store. Troy suggested other department Managers to lead lunch with leadership. Lunch with Leadership will be held March 14, 2024 with Kai Hagen at Route 85 & March 28, 2024 at 7th with Alecks
- **CBLD Training Calendar** (1/28 - Board Presidents' Round Table, 2/1 - Finance Training for Directors, 2/14 - Leadership Learning Circle, 2/20 - Facilitation Fundamentals, 4/20 - CBL 101) <https://columinate.coop/events/>
- **CCMA 2024** - Event being held in Maine, let Julie know if you want to attend
- **NCBA Policymakers Guide for 2024***** Now available in Google Drive Advocacy Folder
- **CDFs 2024 Co-op 5K on May 4th in Washington D.C.:**
- **Good of the Order:** None

Follow up:

- Merrick will follow-up with The Center on LGBTQ+ Training
- Megan, Susan, Alecks and Amanda to meet to finalize Board Calendar
- Julie to send in Article for Spoonful
- Sign Armando up for Finance Training for Directors
- Román will check in with Susan about DC 5K run promotion
- Julie to send Zoom link to Alecks for Board Calendar Meeting

The meeting was adjourned at 8:58 pm by Julie Richards. Executive session followed. Meeting minutes recorded by Amanda Harmon.