

Board of Directors Agenda for the RAFC  
December 19, 2019

President Hannah Abrams called the meeting to order at 6:33pm.

Introduction of guest Lenny Montuori

- Lived in Rutland for 40 years.
- Originally from CT.
- Works in the food industry. 1979 started working for various local restaurants. 32 years selling hot dogs. Opened brick and mortar downtown in 2017.
- Wife, who was a huge fan of the Co-Op was diagnosed with cancer. Passed away in October.

**Attendance:**

**Board** - Hannah Abrams, Steve Peters, Erin Anderson, Chris Littler, Jess Novak, Irene Gold, Matt Poli

**Absent** - Chris Etorri

**Staff** - TJ Allen

Hannah asked for a motion for the November meeting minutes to be approved. Irene Gold motioned. Chris Littler Seconded. Motion passed.

**Committee Reports:**

*Finance Committee*

Treasurer Chris Littler provided the November financial report.

- Sales were down, possibly due to special orders? Looking into the issue.
- Cost of goods also down.
- Waste down - due to unacceptable product not being accepted.
- The question of whether the Finance Committee should meet quarterly or monthly was raised. Chris Littler wondered if the Finance Committee has the power to make the decision to change the meeting frequency on its own or if the Board needs to approve this potential adjustment. The discussion was tabled until next month so the Board can look into the Charter. The belief was that the committee was required to meet quarterly, but can meet monthly if needed. There was no objection to changing the meeting frequency if the charter is met.

*PG Reports*

- D3 - Delegation to GM: Steve Peters
  - Clear policy.
  - Meets compliance.
  - No recommended changes.
- D2 - GM Accountability: Chris Etorri (Postponed from November's meeting)
  - Chris Etorri is absent but the board decided to proceed.
  - The board discussed the historical timeline and the extenuating circumstances of the GM and Assistant GM both leaving at the same time. It was determined that we were in compliance.
- D4 - Monitoring GM Performance: Matt Poli
  - We are compliant but we're not using every piece of the policy to its maximum value.
  - We could be using a third party to also monitor the GM, but we aren't required to.
  - The vague language allows for a wide range of governance, allowing for a large interpretation.
  - No recommended changes.

- B7 - Communication to the Board & B8 - Board Logistical Support: TJ Allen
  - Compliant.
  - TJ feels like things are going well with communication. He's trying to get the assistant GM involved more.

#### *GM's Monthly Update - TJ*

- Policy handbook is ready! Structure and rules will be in place for 2020
- Debbie Colluitui - Market Study Update
  - 186 responses.
  - Many customers aren't comfortable giving addresses.
  - The new goal is 500 instead of 700.
  - The volunteers were a great help. Irene had a great experience while volunteering but suggested adding some signage that there are only minimal questions. The question of having a smoother electronic system to help facilitate actually wouldn't be helpful in this particular circumstance because the large amount of non-member shoppers.
- There was discussion on what to do with the long term non-active members and whether the Co-Op would owe them anything. There wasn't a clear answer at the time.
- Staff dinner went well at the Tap House.
- TJ had a two hour meeting with Community Cupboard to discuss potential collaboration including cooking demos and a concert series that they'd love for us to participate in.
- Lenny asked if the Co-Op works with any commercial accounts/restaurants. People like to see the farm to table menu items. The only account we currently have is Roots because we have a shared space. He also recommends having a cooking class/demonstrations here with take home recipe cards. Hannah explained that the current location doesn't really allow for this at this time. That's why we're doing the market study.
- We're working towards moving Senior Discount Day to a 3% discount for seniors every day program instead. Waiting to make further steps to avoid any potential unease.
- Consistently down roughly \$500 in membership income at present. Not sure people really know what a membership can offer them.
- TJ explained to the board that sales are set by distributors, not by the GM. They get a list saying what's on sale. It's not based on what we have surplus on or what we think would sell well.
- Going to start with WIC after the holidays. More information will come in the January meeting. Actively working on the Rutland area socio-economic scale.
- Jess spoke about a co-op they know about in Missouri who work with other local partners i.e. if you're a member at the co-op you could get discounts at other businesses.
- The lack of convenience is an issue for why people don't shop here.
- Lenny asked if we can have samples to trade for an address for the Market Study.
- The suggestion was made to add a note to the next newsletter saying that we're collecting info to give people a heads up, and to include the questions right in it. Remind people that it will help the possible growth and expansion of the store.
- James will be back in January to work with the manager.

#### *Board Facilitator Update*

- Hannah will be missing next months meeting to be on vacation.
- Name tags needed - Katie Martin

#### **Special Orders:**

None

## **Unfinished Business :**

### ***Outreach Committee Decision (Postponed from November's meeting) - Jess***

- Shift to Outreach and Marketing Committee to broaden perspective and increase membership benefits.
- TJ said we may not need an actual “committee”, but having the board as a resource to reach out to would be just as beneficial.
- Jess said they would be more interested in meeting once a month rather than just feilding emails as they come in.
- Steve said that he would also be interested in meeting but maybe not a full committee.
- Hannah recapped a little history:
  - Education had fallen off the map a bit.
  - When TJ was brought on board, they wanted to start it up again.
  - Now that TJ and Justin are heading up things, the need feels less to form a full committee.
  - Lenny said that social media needs to be more prevalent in the co-op life.
  - Jess said that the co-op does post everyday.
- Jess suggested that because sales are down, outreach is the remedy the situation.
- There's a group coaching program that TJ is going to participate in that may also address the down sales issue. There are many things that are being attempted.
- Irene wondered how much the board should stretch themselves.

### **Announcements:**

None

## **Review of Meeting & Agenda Setting:**

### ***Review of Board Calendar***

- C- Global Governance - Hannah - will submit ahead of time
- D- Global Board of Directors Management - Eric

### ***Request for any new Agenda items***

- Discuss moving finance to quarterly instead of monthly.

### **Adjournment**

## **Executive Session - Personnel**