

## **Board Meeting Minutes**

**2.18.10**

**Attendance:** Jackie, Eric, Joellen (facilitator), John, Suzanne, TJ, Harry, Fern (notes)

**Absent:** Julia, Jessica, Ron, Rob

### **Agenda :**

Agenda Review/announcements/minutes/commitments review	5 min
Expansion Report	15 min
Strategic Plan Update	15 min
Board/BPC sub committee Report	30 min
BPC Report	10 min
Retreat in Portland	10 min
Committee Reports	15 min
Next Meeting Agenda/facilitators/ Eval	5 min

### **Announcements**

Jackie received feedback from a cashier about their discontent surrounding the process of the credit debit decision. This gave her an idea about posting the board agenda prior to meetings to give members a chance to weigh in on decisions.

### **Commitments Review:**

- **Harry commits to drafting a letter to the ST Petes BOD** *yes*
- **Fern will talk to Virginia about the No Stack Proposal deferring to the MCAT and get back to TJ asap.** *yes*
- **Joellen will email all interested in the NCGA training with more details and the deadline for enrollment.** *yes*
- **Harry will check the budget for funds for NCGA training.** *yes*
- **Eric w/ the eco planning committee on a bag implementation proposal** *no*

### **Expansion Report:**

The first Expansion Forum was last night and it was great! There was a great discussion, with fifteen new and old members. There was a lot of listening and understanding, as well as resolving a lot of misconceptions about expansion. It was so great in fact that the Expansion committee would like to have them monthly! Unfortunately the announcement did not make the newsletter, so flyers were posted in store.

The next one is March 9<sup>th</sup> at 7pm.

It would be great to have another board member there, besides Harry.....

Overall, it was a great experience.

TJ gave a positive update on the parking situation.

TJ and Harry are meeting w/ the 'Small Buisness Resource Council'. We have presented them with our pro formas and they were impressed with the amount of financial anaylsis included in our documents.

Harry wrote an 'Expansion Update' for staff and posted it in journals as well as went to work groups for additional feedback or questions. He does think that staff felt a lot better after the clarification. Staff also passed a proposal on the make up of the Expansion Team, to have only one staff coordinator, Harry.

Staff is looking forward to a proposal on how the project will look.

### **Strategic Plan Update:**

TJ emailed out the updated Strategic Plan Update document.

Everyone who has a task to do has now responded. But some have not given an update on where they are with the tasks.

The list is getting longer, and this causes some concern, yet is part and parcel with our structure. There are pieces of the strategic plan, that are more explorations of the ideas, as these are items bring up a lot of concerns on staff.

Additional Updates:

- The accountability system is a month behind schedule.
- Facilities CAT looked at replacing the tiles at the eastside, but have now discovered there are structural deficiencies in the building. They are going to bring someone in to do a structural assessment on the building, including estimates. Facilities CAT is now troubleshooting temporary fixes, to highlight the area in order to avoid accidents.

19 things that have been done in the last two months!

TJ will post the new strategic plan update in the staff journals next week.

Michelle has sent a document 'Eval Process for CATS' (see attached document) for feedback from the board.

- The board likes the idea. But wonders about the "who has time" bit, please assign the task to someone. Thanks for following through on your part of the strategic plan!

### **BPC Report:**

**Merchandising CAT**- has been very busy, the morning huddle and the four time a day 'FFSC' (face, fluff, and sweep) have been happening at both stores. The Scan Genius training proposal has been consented to. Signage Coordinator proposal will be brought to the next round of meetings. No stack left unattended proposal is on the way.

**Finance CAT** – Is starting to check in w/ depts. About the work plans they developed in the budget process. They are also developing training materials and worksheets for depts.

**Scheduling CAT** – The first work group scheduling of the SASSY is happening! The bundling hours process is also moving forward. They have also released a proposal to allot CAT hours

**Facilities CAT**- Has been problem solving around AM/PM and our techie relationship. They are also figuring out how to get the new produce rack for the eastside in the store, as of yet it won't fit through any of the doors.

**Volunteer CAT**- is busy planning our annual Working Member Appreciation party, scheduled for May 22<sup>nd</sup>. To be held at the 'Procession studio' downtown, featuring a secret café with dancing and music.

**Cashier coordinators** – are in the process of reviewing cashier issues.

**Eval and Training CAT** – have been conducting on going staff evaluations and strategic plan tasks. They also have been updating the 'Eval manual', as well as assembling checklists from dept managers for training. They have written an 'Evaluation process for CATS' the ETCAT and BPC and ACT have read through the first draft of proposal

**BPC**- has been meeting with the board sub committee, as well as working towards implementing department meetings

**Front End** – credit debit has been very successful and members love it. It has made immediate improvements to cash handling, and has also resulted in a returns policy update.

**Deli** – Two people are off to deli training in Minnesota.

**Gondos and Blue** – have been thinking more and more on a department level and will benefit greatly from department meetings.

Overall, the collective has been working very hard, as expectations are being raised, staff have begun to adjust.

### **Board/BPC Sub Committee Report**

The committee has agreed to go ahead with department meetings, which will be held every two weeks. This idea will be brought to work group meetings starting next week. An update to staff clarifying what the sub committee is and what they have done will be put in the journals, as well as a new tab on staff pages making all of the meeting notes accessible to staff. They also made a list of items that are ‘common ground’, which in hopes will create a firm foundation on which to build upon. The question for the next meeting is, ‘What are the essential shared functions?’

March 2<sup>nd</sup> 12:30.

The committee does feel very hopeful.

### **NCGA Portland Training**

March 27<sup>th</sup> 830-5 pm (Suzanne, Eric, Joellen, Jessica, Julia)

\$500 in the budget,

Decisions must be made by March 12<sup>th</sup>.

People who need hotel rooms will need to make a decision earlier.

Joellen is willing to coordinate it all.

### **Committee Reports**

**Finance committee** - has not met, but reported on Sales,

Eastside sales are down; they were budgeted for 3.72% sales growth and achieved an actual of -2%. Three eastside departments are producing sales; produce, Haba supp, and Deli.

Westside budgeted a 4.68% sales growth and achieved an actual of 3.48%.

We are off 6.2% overall.

**Member relations**- met this week and began working on strategic plan tasks. They are having a hard time with the ‘member feedback for staff’ item. They contacted Jayne to go to the FEMS work group to generate ideas.

**Eco planning**- has not met recently. Eric did get information on Madison Markets ‘Bag fee’ process. It took two referendums to get staff to pass it.

**Personnel committee**- Michelle Weber sent a report as follows,

- We have posted the 2010 labor laws in both stores and at the downtown office, including the OSHA log 300 regarding accidents for 2009. The Co-op had 19 documented accidents, but no time-loss (this all results in a very low L&I rating for our industry).
- L & I came to inspect the Eastside store. We are mostly in compliance, but will need to make a few minor changes. We are still waiting for a final report from them and may incur a fine of under \$1,000. I met with the Facilities Committee to start working on the issues identified. The main problem they found is that we need an Eye Wash Station in the Deli because we use bleach (a corrosive).

- We need to update our personnel policy. I will write a process for this, this month and complete the additions I've been working on.
- We have one Staff member quitting (she wants to move to sunny CA) and another who wants to become a non-collective staff member.

**Local Farm Committee-** meets tomorrow. A new farm map will be at both stores soon. Five restaurants have signed up for the weekly farm updates. And Farm profiles are still in the works. **Outreach and Education** met yesterday. The new classes are up and are amazingly diverse. They have started collaboration w/ GRUB (hosting classes), and Thurston County to advertise the classes together.

**Next meeting Agenda/ Facilitators**

**March 18<sup>th</sup> 2010 6:30**

Board committees (what do we want?)  
 Strategic Plan Update  
 Expansion Update  
 Committee Reports  
 BPC Report  
 Board/ BPC sub committee reports

Facilitator – Julia

**Commitments**

- **Joellen is willing to coordinate the NCGA board Training tasks and will check in w/BPC to see if there are any other interested.**
- **TJ will post the new strategic plan update in the staff journals next week.**
- **Julia will frame the ‘board committees what do we want’ discussion**
- **Eric w/ the eco planning committee will work on a bag fee implementation proposal**

**Attached Documents**

1 – Eval Process for CATS

For: feedback from the board

From – Michelle W

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 To: OFC Staff and Board

From: Michelle W.

February 11, 2010

**PROPOSED EVALUATION SYSTEM FOR CATS**

The Co-op has CATS (Coordination Action Teams) and Committees formed to fulfill specific duties for the organization.

## **CATS**

Big Picture  
Evaluation & Training  
Facilities  
Finance  
Merchandizing  
Scheduling  
Volunteer

## **COMMITTEES**

Anti-Oppression  
Conflict Resolution  
Eco-Planning\*  
Expansion\*  
Hiring\*  
Finance\*  
Local Farm\*  
Member Relations\*  
Newsletter\*  
Personnel\*  
Outreach & Education\*

\*With Board involvement

This proposal, a strategic plan identified by Expansion and the Board and agreed to by Staff, will only address Evals of CATS. Accountability systems for the Committees will be taken on at a later date. The process for this proposal is:  
By March 1, 2010: Gather feedback from Staff and Board  
By April 1, 2010: submit draft

## **Evaluations**

Annual eval of each CAT with input from the Staff and Board

### Eval Coordination Steps:

The Big Picture CAT (BPC) and either the Evaluation and Training CAT (ET) or Personnel (depending on who has time) will co-coordinate; maintaining the yearly schedule, initiating & co-facilitating group evals. They can ask for support from Conflict Res, if needed.

1. In preparation for their eval, each CAT prepares a summary of their work from the last year, which is then given to Staff and Board with an evaluation survey.

Fictional Example: In 2009 the ET Cat Coordinated

- 1000 evals

- 3 Evaluation Support Processes
  - 5 Follow-Up Evals
  - Trained Staff in loving kindness techniques & kick boxing
  - Developed new cyber forms and virtual evals
  - We completed all our strategic plan tasks
2. Staff and Board members can send in feedback about group performance of the CAT only at this time. (Feedback for individual members can be given directly, to the (ET) as eval feedback or to the CAT the person belongs to at any other time during the year.)
  3. One ET/Personnel rep and one BPC rep (the group facilitator, as per their job description below\*\*) summarizes & presents the feedback, along with relevant metrics and benchmarks to help evaluate group success. (For example: Staff turnover or legal procedures, retention of volunteers, audit results, etc).
  4. Goals are created, based on feedback received, and a strategic planning session follows the eval at the next CAT meeting. The Reps (ET/Per and the Facilitator) and the Strategic Plan Coordinator facilitate.
  5. The Reps prepare a report for the Staff and Board including: feedback summary, response and goals.

### **PERFORMANCE ISSUES FOR GROUPS**

On-going feedback for CATs is accepted anytime by the BPC from Staff, Board, Volunteers, Shoppers or Community Members.

BPC will give feedback directly to CATs and help resolve issues.

Feedback and resolutions will be shared with the Staff, documented and given to Personnel to file.

If BPC receives repeated feedback for issues that do not get resolved through this process, they can initiate an Evaluation Support Process with the group.

### **Evaluation Support Process**

1. BPC contacts Personnel/ET and a rep from each group coordinates the process.
2. The issues are shared with Staff and feedback is solicited.
3. The group is presented with the issues and comes up with measurable, time-tied steps to improve performance and a signed contract.
4. The Reps meet with the group at least once a month to evaluate improvements, make recommendations for future steps and give reports to the Staff/Board.
5. Support for meeting goals will be offered (coaching, conflict resolution, counseling, restorative justice, training, retreats...)
6. If monthly improvement goals are not met or the contract is broken, members may be asked to leave or the entire group disbanded with full consent of the BPC and ET/Personnel.

## **APPEALS**

Any group or individual in an evaluation can make one appeal to the Appeals Committee (created in our new accountability procedures) to review decision making processes.

### **\*\*Job Description for CAT Facilitators**

**2-07-08**

**Purpose** to facilitate the over all work of the committee

1. Act as committee convener and coordinate meetings scheduling, agendas, note taking, and follow through on commitments
2. Facilitate committee planning and development
- 3. Coordinate regular and ongoing evaluations of the committee's work**

### **Big Picture C(oordination) A(ction) T(eam) Job Description**

**Make up** The big picture CAT is made up of work group coordinators from each work group.

#### **Purposes**

- Coordinate the restructuring process
- Coordinate ongoing strategic planning process for the collective
- Coordinate all Information and Communication activities and procedures within and between Work Teams and ensure that all Info/Com systems are compatible among all work teams.

**Responsibilities**

1. Monitor the Big Picture at the Co-op and report to Staff & Board
2. Act as overall Staff Coordinator to insure that operations run smoothly
3. Coordinate the overall restructuring process
4. Coordinate the evaluation and strategic planning for each individual work group and the collective as a whole.
5. Develop and maintain systems of communication to and from all work groups, ensuring that staff in each group are well informed and have access to all pertinent information.