

Durham Co-op Market Board of Directors Minutes

Event: Board Meeting

Date: Wednesday, July 10th, 2019

Location: Lyon Park Community Center

In attendance: Summer Alston, Elizabeth Figgie, Alisa Johnson, Amelia Freeman-Lynde, Jack Hill (Consumer Owner), Lenore Hill, Drew Peng, Leila Wolfrum (GM)

Absent: Yamina Muhammad, Julian Xie, Beth Katz

Meeting called to order: 7:06 pm

Review & approve minutes from June 12th, 2019 meeting: Board reviewed minutes. No concerns or changes.

Motion to approve: Amelia; Seconded: Lenore

GM Monitoring Report – B2: FY2020 Budgeting and Planning; B4: Membership Rights and Responsibilities: Budgeting and Planning report was resubmitted due to minor date changes. Board reaffirmed acceptance of report.

Membership Rights: GM continues to make adjustments to reports, particularly enhancing the communicative components of reports, until they are satisfactory. GM will work in partnership with Meredith moving forward to ensure board reports are effective. GM intends for the reports to include more narrative and a decrease of jargon, and hopes these changes will make assessment of limitation compliance more clear.

GM reviewed changes within ownership procedures this year. Owner materials were rewritten this year and a restructured owner benefits program and marketing campaign was implemented. So far, these changes have had a positive impact! Education and communication around ownership is more effective and clear. GM's hope was to remind owners and provide a clearer sense of the value of ownership. GM reviewed statistics to reflect improvements.

Board commented on report and discussed areas of concern such as worker ownership and eligibility among current staff.

Motion to approve: Amelia; Seconded: Summer

GM FYI Discussion:

Construction: W. Chapel Hill St. is finished! Other areas of the neighborhood remain under severe construction. Work estimated to be done mid-September.

Finance & HR Department Transitions: GM informed the board regarding staff transitions and department restructuring in the Finance and HR Department. GM reviewed changes with external bookkeeping services in establishing new practices, including bookkeeping platform adjustments. The new staff have been great and taken over new administrative responsibilities well. GM looks forward to reestablishing employee assistance services in order to replace previous HR support for staff.

GM has been focusing particularly on ways to establish staff training and educational programs within the store. GM is working with a consultant on this and appreciative of expert input. GM hopes to look very closely at staff skills and areas of growth, and find ways to have more concrete and transferable documentation of staff capabilities. GM expressed current challenges in moving employees up in leadership roles. Board discussed staff development and areas of concern, especially around execution, discipline, and communication, with the primary goal of enabling staff to be successful at future jobs.

NCG Board: Leila is on the NCG board, and the first meeting is coming up soon. The Board discussed particularities of responsibilities and what the GM is looking forward to, including the opportunity for influence. Over the past few years, the GM and other administrative DCM staff have addressed NCG on areas they need to improve. NCG has already made some changes, and the GM is looking forward to continuing this process in a more elaborate role.

Bookkeeping: Tracy just finished the cleanup of all of the books, and is confident that they are solid. Although the cleanup process took longer than expected, the timing is good, given that the fiscal year just ended. GM will present full financial report at next meeting, reviewing the past two fiscal years with new, reliable, and accurate numbers! Board reviewed the process of discovering and fixing inaccurate accounts.

Board Self-Monitoring Survey – C5: Directors’ Code of Conduct: Board reviewed report and responses, noting areas in need of follow-up and improvement. The Board discussed particularities of policies, along with some present issues, upcoming decisions, and best approaches to addressing circumstances.

2019 Board Committees Discussion: Committees provided update.

Policy Register Update: Committee has not yet been able to provide amendments to Board, but expects amendments to be available at next month's meeting.

Member Engagement: Further board interviews will be forwarded to the Marketing Department for promotion and presence on the website. Committee expects to support and collaborate with Nominations & Elections Committee, and will begin the process of nailing down logistics. Board discussed current cohorts, which are phasing out, and how many seats to keep open.

Worker Ownership: Committee has little ability to provide much support until further structures are in place, but made practical suggestions for improving Worker Ownership practices for the near future. Board discussed how to improve external perceptions of Worker Ownership, what Board responsibilities are, and the opportunities present with serving on the Board. Board discussed particularities of nominations process, and highlighted current challenges in the process. Board decided to merge Member Engagement, Worker Owner, and Nominations & Elections committees for support and effectiveness.

FY 2019 General Manager Evaluation: Questionnaire has been sent out. Everyone has respective documents.

Meeting Adjourned: 8:59pm

Attachments:

Reference Materials

DCM 2019 General Manager Monitoring Report Compliance

DCM 2019 Board Calendar

DCM 2019 Board Meeting Attendance Record