

OKLAHOMA FOOD COOPERATIVE  
Board Meeting  
Operations Center  
May 1, 2011

Board Members Present: Aaron Killough, Deedra Hovey, Jacki Morton, Eric Lyons, Kara Joy McKee, Ann Young, Anne Nicholson, Chelsey Simpson, Quentin Bomgardner, Lisa Weissenbuehler.

Board Members Absent: Bob Waldrop, Greg Parker, Dawn Mahiya

Others Present: Adam Price, Tricia Dameron, Annie Smith, Jess King, Emily Buchanan, Charlie Lau.

Chelsey Simpson, President, called the meeting to order at 4:36pm.

The agenda submitted by Chelsey was approved by unanimous vote with the following changes: Report by Michael Risley was added; Addition of car repair expense approval as requested by Anne Nicholson; Addition of approval of Constant Contact expense as requested by Chelsey; President's remarks were moved up to follow guest introductions.

The consent docket was approved unanimously and included (1) Acceptance of 59 new members and issuing of stock; (2) Approval of the minutes of the previous meeting.

### **INTRODUCTIONS**

Annie Smith, a coop member of three months, was there to represent the Joshua Foundation; Jess King is a new coop member and has a marketing consultant business and was at the meeting to see if she could offer her services to help the coop management team with marketing and sales.; Emily Buchanan, a coop member, is newly charged with Customer Care.

### **REMARKS OF THE PRESIDENT**

Chelsey intends to clarify agenda items for board meetings. She would like to have a definite policy on what sorts of items require a vote of the board. If anyone is confused about the duties expected of their position on the board please ask Chelsey. Bob says there is a leadership vacuum but Chelsey does not agree. She thinks lack of focus is the problem that keeps things from getting done. There is too much to do by too few. If any management issues arise please tell Chelsey as she meets with Kara Joy weekly.

Kara Joy asked if anyone had been able to change the settings on the smf forum so that an email is sent when the forum is updated. Deedra will look into it. Deedra said she can set up a discussion group on the forum for any committee. **Add Use of Forum as an agenda item for next month.** Deedra will opt in all board members to receive emails regarding updates so we can try it out for the next few weeks.

### **FINANCIAL REPORT (attached)**

Anne has finalized the additional insurance binder for rental U-Hauls. Our cash flow this month was helped by new memberships. Problem areas with high expenses in the last

quarter include: equipment rental, toner and ink (Kara Joy explained that a large amount intended to last many months was bought at one time), and backlogged producer inspection expenses (should be ended except for one more request made by Yukon who did not receive notice of the deadline). There was a \$15,000 loss the first quarter of 2011. Eric noted that if this continues we will be down \$60,000 by year's end. Lisa noted that sales are typically lowest in the first three months of the year and that April sales were up as usual.

Kara Joy noted that damaged goods expense was way down as well as expense for the food for volunteers as this is now mostly donated. Chelsey said that a large number like \$15,000 deficit can't be removed by small cuts; no amount of penny pinching will get us there. Kara Joy is auditing the work credits and would like to see the single work credit line split into three to distinguish delivery day work credits over which she has control from those she does not—Finance Team expenses normally authorized by Lori and Site Managers' expenses.

Anne stated that we need a clear policy on approving expenditures over a certain amount and to establish a threshold to implement extra layers of approval. This is in place for delivery day but not for expenses incurred at other times such as by the Financial Team. **This should be added to the agenda at the next meeting.**

Anne moved to authorize the expense of repairing the car damaged in the parking lot at the OKC NW delivery site by the driver of one of our U-Hauls last month. The cost is estimated to be \$2277.16. Anne asked for an extra \$250 cushion in case the final bill is higher. Lisa seconded and it passed unanimously.

## **OLD BUSINESS**

The second Visioning session will be held on May 28<sup>th</sup> from 9-5 at Channing Unitarian Church in Edmond, the same venue as last time.

## **NEW BUSINESS**

**Delivery Driver Payment Policy:** Kara Joy suggested implementing an award of work credits for the time it takes customer members to drive TO the operations center if they are coming to get orders to take to a pick-up site. All drivers currently are paid mileage (\$.51) for the drive FROM the operations center to the pick-up sites. Producer members who have been doing the majority of the driving up until now have not normally been paid for the time to drive TO the op center because they were assumed to have had to make the trip anyway to deliver their own orders. Customer members on the other hand are not normally coming to the op center. This could help us find more drivers and we need them. Anne asked how much this would cost and how work credits would compare to paying straight mileage both ways. She thinks paying mileage both ways would be best, but can we afford it? **The item was tabled until Kara Joy can provide more information on cost and number of drivers involved.**

**Farm Labor Program:** Kara Joy has found that both Producer and Customer members are interested in participating as hosts or volunteers to help with farm tasks. How formal a program should this be? Does the board want her to spend time developing a type of internship program modeled on similar ones elsewhere? After some discussion the consensus was that it should not be an official coop project but that we should act as a conduit to connect farmers with volunteers by promoting the use of our classified ads. Kara Joy feels strongly about also making people on both sides aware that their expectations of the work to be performed and any compensation (lodging, food, cash if any) should be explicitly agreed upon in advance of the project(s).

**Intellectual Property Standard:** Jacki moved to request the Standards Committee to develop a standard for intellectual property such as music and video as well as products from other coops that could be sold through our coop. Lisa seconded and it passed unanimously.

**Committed Crediteer Incentives and Consequences Policy:** Crediteer is the new word to indicate volunteers who work for work credits as distinct from volunteers who work for free. Kara Joy would like to have some way to reward those special crediteers who always show up no matter what. She suggests one extra hour of work credit per shift. Jacki suggested that instead we start to pay for contract labor rather than give any work credits to these devoted few. **Kara Joy will look into this further and make a comparison of costs from work credits vs costs for contract labor.**

Kara Joy has also drawn up a set of rules that must be adhered to before any aspiring crediteer is awarded work credits. These include: sign in, participate fully, take appropriate breaks, tell the supervisor when they are finished or must leave and sign out on the time sheet. She also recommended that pick-up site volunteers continue to sign up on the website for volunteering during the regular order cycle by using the volunteer position product in their cart so that site managers will know who is coming. However, she is encouraging Delivery Week volunteers for the Operations Center to sign up on a separate Committed Crediteers list by emailing her at gom@oklahomafood.coop. Chelsey moved to suspend the rules and amend the agenda to add Jacki's agenda item regarding missing items from producers. Lisa seconded and it passed unanimously.

**Missing Items from Producers:** The current policy is that producers can mark items out of stock anytime up to Tuesday at 5:00pm before delivery day without penalty. If an item is found to be missing on delivery day a \$1.00 fee plus 10% of the cost of the item is charged to the producer per missing item. There is a gray area whereby producers who find items to be out of stock after Tuesday at 5:00pm have been calling or emailing requests for the items to be marked out of stock (as they can not access the website after Tuesday at 5:00pm) as late as Wednesday midnight with no penalty. This is being routinely abused by a few producers. Producers of vegetables are especially vulnerable to last minute short stock. Jacki would like to clarify this gray area and make a policy that from Tuesday at 5:00pm to 5:00pm Wednesday producers could report missing items for a penalty of \$1.00 per item with no 10% added. The current existing language of the policy now in place could not be located and it was decided to **table this for**

**consideration at the next meeting once the current policy language is located.** See below as supplied by Bob as a revision.

The missing item ticket rules are found at <http://www.oklahomafood.coop/producers.php> in the Delivery Day Section, #6:

"If an item that a customer has ordered is missing, we create a Missing Item Ticket. You will be charged \$1 for each missing item ticket, plus the coop will still charge you the amount of commission the coop would have received on the missing items. You will not be able to get your check on delivery day. It will be mailed to you within 2 days of Delivery Day."

**Attorney's Report:** Michael Risley reported on his investigation into Kara Joy's evaluation procedure—a six months review by committee. He met with her last week and has sent an email request to committee members for prior evaluation material. His review of this material will inform his opinion of how Kara Joy's future review process should proceed and from there we will create a review process for appointed board members. As to the matter of whether we should reincorporate under the new coop statute he will develop a set of shadow documents for this but wants to wait until after the next visioning session so that he has the full picture. Regarding whether our volunteers who receive work credits are actually employees—he has spent more time on this issue without arriving at an opinion and research is ongoing.

The board went into executive session and included Charlie, Tricia and Adam.

**Constant Contact Budget Request:** Lisa moved that we spend \$55.00 per month for Constant Contact for members' email contact and review the results after three months. Eric seconded and it was approved unanimously.

### **QUESTIONS REGARDING REPORTS**

Lisa asked Kara Joy if the producers' late arrival last delivery day was reported to Producer Care for follow up action and KJ said it was.

Anne asked Kara Joy if there are check lists in place for pre-delivery day activities and Kara Joy said there are and that regarding the freezer/ice snafu the one Crediteer who was asked to check on that told her someone else had done it and they were mistaken. Kara Joy will be taking on this duty herself next month and it will be assigned to someone else in future.

Meeting adjourned at 7:12pm  
Minutes submitted by Ann Young 5/2/11