

Missoula Community Food Co-op Annual Owner Meeting
Thursday, October 29, 2015
5:30-8:30

Meeting Minutes

- **Introduce current board:** Cheyenne Rivers, Steffen Brown, Nick Grener, Emily Lincoln, Kim Bostrom, Brian Smith, Christian Russell, and Terri Roberts
- **Business discussion (Terri)**
 - **Double Snap Dollars:** DSD enables food stamp participants to double their money on produce and bulk items. At the current rate of DSD reimbursement, we have funded this program through the end of 2015, and there should be some extra in the jar for 2016. Much of this fundraising has come through the donation jar at the register. 9/30/15 was the end of our fiscal year- we used \$750 of the \$3,000 we raised for the DSD program to that point. We have been doing collaborative work with CFAC as well as Missoula and Clark Fork Farmer's Markets to keep this program going into next year. Co-op owner Kim Gilchrist has been hired by CFAC to head their DSD program, so we should be able to collaborate easily with her.
 - **Member Loan** push – right now we have \$23,500 borrowed from owners. November will mark our first month with the new push to pay out interest. These loans are interest only for 3 years. This is an ongoing program – see Terri if you're interested.
 - \$16,000 of these loans that we still need to pay back are from our original program, which was not interest only payback. We are essentially paying double interest on those loan payments, so this was a learning opportunity.
 - As far as our line of credit goes, we are in a pay back period. This is really a long-term loan at this point and not a line of credit, meaning we don't have a lot of cushion. This means we really have to be on target when ordering inventory and with produce/dairy waste. When you see a shrinking inventory, think of the fact that we don't have much of a cushion.
 - **Prepaid gift cards** have been a success!!
 - **Community dinners:** We have given away a significant amount of food through our dinners. The people attending live in our neighborhood in compromised living situations, this is helping us meet our mission. The next dinner is on 11/22/15- please join us! Look for the volunteer sign up in the Co-op emails – you can earn credit for working at these events. We will be collaborating with the Roxy on our next event helping support youth in creating film.
 - **Business Relationships:** If you are a business owner and would like to buy supplies through the Co-op, we have this down to a science and can offer you a discount. Please contact the coordinators if you're interested.
 - **What happened in the last fiscal year?**
 - Our accounts payable on the fiscal year-end balance sheet was \$17,000 more than last year, but this has been dwindled down in the recent

month, so now it's comparable to last year. This means sales are coming up. Summers are a challenge for us – this year especially. If the numbers look sad it's because the 2nd half of our year showed we are decreasing in sales. We have had a decrease in sales since May, but anticipate this will change with the seasons – it's also a great time for outreach!!

- We are a small organization, so when core people leave (as has happened in recent months with some folks moving away from Missoula), it affects us. We need to grow – all of us need to participate in outreach and talk about the Co-op. Talk about “why” instead of “what” so that people know the story about the Co-op.
- **We had about a 17% gross profit margin this year. It should be around 19% given our mark-up structure.** This means we cannot have a lot of spoilage – so please don't reach behind the milk in front to get gallon with a later sell-by date. The most spoilage occurs in dairy and produce.
- Food not bombs comes in every Friday and picks up our expired foods.
- **What do we do...**
 - ...when we have a \$7,000 loss followed by a \$3,000 loss and we have unpaid bills? Please know there's a lot going on behind the scenes and we'll have more financial statements posted on the web site monthly. We'll also be bring back the carrot so everyone can see what our sales are.
 - Question from owner: what other strategies do we have to reduce waste including having products with longer shelf life?
 - **Anne:** Thanks the board for all their work. There are some owners who would like to propose that at this point we have a 5 year re-assessment of the model, the location, the finances, the inventory, the marketing, and the volunteer system. [There is objection to the use of the word volunteers – the appropriate terminology is owners.] Can we do a re-assessment of where we are and where we would like to be? Can we tap into our ownership who has expertise in these fields and see who can help evaluate?
 - Can we restructure our mark-up plan? If we are not marking up prices every time we have a price increase – this is a problem, stockers: please be aware of this.
 - If you do not have an additional shopper (AS), let us know – we can increase our sales with each AS!!
 - Starting in November there will be a “Google hang out” for people who would like to participate in monthly meetings but cannot make it in person – look at the 11/9 newsletter.
- **Coordinator report (Christian):**
 - Dairy is maddening: sales patterns are irregular and there is no way of knowing how much we are going to sell week to week, which is why we've been having issues in this category with low inventory and spoilage.
 - Question about carrying Dairygold again – there are issues with how they treat animals and because they do business with the Fresh Markets they are not as interested in selling to us. We are no longer able to get their products.

- We currently have 282 working owners and some of them do childcare and some are exempt for disability. There are 82 additional shoppers.
- Question from owner: Can the AS fee be applied towards ownership?. Yes – any fees paid in the past 12 months can be applied to ownership.
- Question from owner: Can you have more than one AS? Not at this time.
- Community Dinner: we served 200 people this summer. There are 130-140 people in fall and winter. There are many more organizations donating, too!
- First Fridays: Jazmine from the Clay Studio has spear-headed this and it has been a huge success. Our owners have been putting their own art up.
 - Bike challenge has included Real Goods, Draught works, Bike Doctor, Clay Studio, the ZACC and the Co-op as sponsors.
- Inventory proposal changes: More people working the store would enable the coordinators to focus more on this, but there are often times when there are so many open shifts that we have to take over on this end. Sometimes we're right and sometimes we're wrong. **WORK YOUR SHIFTS SO THAT THE COORDINATORS HAVE THE TIME THEY NEED TO DEVOTE TO ORDERING!!**
 - Make the Co-op the first place you shop so you spend more money here and we have a bigger selection
- Question from owner: Does the amount we charge for processing credit cards cover the cost for running it.? NO. Can we have a minimum credit card/debit card requirement? Would this be in violation of our contract with the companies?
- This organization has been around since 2006 when it started as a buying club and it has grown to this. We have been swimming against the current. Our mission is about access to high quality foods. We have done something great here.
- How is it going with filling shifts? There is ebb and flow. Currently we have 21 people on leave and a lot of people move away. We need more owners.
- **Update on policy organization:** The board has been working on going through all of our old minutes, bylaws and policies, which are now collected in one place in a binder in the office; it is also posted on our web site.
- **Raffle:** By the end of the night, we ended up raising \$648