



**Meeting of the Council
April 9, 2024
5:30pm**

**The Community Room will be open at 5pm;
people are welcome to bring food
and eat together before the meeting.**

**Zoom and Community Room
Facilitator: Carl Etnier
Note Taker: Alison Goyette**

Hunger Mountain Cooperative exists to create and sustain
a vibrant community of healthy individuals,
sustainable local food systems,
and thriving cooperative commerce.

Members and Staff Welcome To Participate:

<https://zoom.us/j/97641441406?pwd=aDZGbHJtRnIETDY1VnZUOC9rWIVLdz09>
1 646 558 8656 US
Meeting ID: 976 4144 1406
Passcode: 282095

Agenda	Page	Presenter	Goal	Duration in Minutes	Approximate Start Time
1 Welcome: Meeting Ground Rules, Agenda Review	2	Carl Etnier	Welcome	0:05	5:30 PM
2 Cooperative Community Comments		Carl Etnier	Informational	0:05	5:35 PM
3 Consent Agenda: Minutes 3/7/24, Equity Refund Requests	7	Carl Etnier	Vote	0:05	5:40 PM
4 Review and Approve Ground Rules	12	Carl Etnier	Vote	0:15	5:45 PM
5 Shopper Survey Presentation	15	Rowan Sherwood/Mary Mullally	Discussion	0:15	6:00 PM
6 Monitoring Report: L1 Treatment of Customers & L3 Treatment of Members	22	Mary Mullally	Vote	0:15	6:15 PM
Break				0:10	6:30 PM
7 Resolution for Check Signing	30	Mary Mullally	Vote	0:05	6:40 PM
8 GM Search Process for Council (executive session)	31	Carl Etnier	Vote	0:30	6:45 PM
9 Governance Budget	32	Jeff Roberts	Discussion	0:10	7:15 PM
10 Staff Rep Report		Rick Pereira	Discussion	0:10	7:25 PM
11 Committee Forming Update	34	Eva Schectman	Discussion	0:05	7:35 PM
12 Meeting Evaluation		Carl Etnier	Discussion	0:05	7:40 PM
13 Wrap-Up: Action Items, Calendar, Future Agenda Items	37	Carl Etnier	Discussion	0:05	7:45 PM
14 Cooperative Community Comments		Carl Etnier	Informational	0:05	7:50 PM
Adjourn				2:25	7:55pm

Welcome to the April 2024 Hunger Mountain Council meeting!

To: Hunger Mountain Council
From: Carl Etnier, Council President
Date: April 3, 2024
Re: Packet overview for the April 9, 2024 meeting

I plan to be in the Conference Room at 5 pm on Tuesday, with food from the hot bar of the Co-op. I hope to see many of the Council members and member-owners in person. I also look forward to seeing the rest of the Council and interested member-owners who choose to participate via the Zoom meeting.

After some recent events, I want to emphasize the amount of planning that goes into each agenda item. The Council's time together in its meetings is very valuable, and that time is best used when each agenda item is carefully prepared and thought through. That means extensive pre-meeting conversations about each agenda item.

For example, the general manager (GM) search process item is the product of dozens of person-hours of discussion and writing. The executive committee met several times to hammer out a proposal on a process for the Council to use in evaluating finalists that we get from the search committee. To inform our discussion, I got input from eight people in the co-op world, board presidents and past or present GMs, over the course of an intense day and a half on the phone and on Zoom. After all that, we then realized that the sort of conversations we were having as an executive committee need to happen with the Council as a whole, that we all need to be on the same page about what it means to hire a GM, what we're looking for in a GM, and what a constructive process is for hiring. It wouldn't be sufficient to merely discuss and accept (possibly with some tweaking) a proposal from the executive committee. So, we changed course and decided to use the time in the Council meeting to lay out what we need to do at a special Council meeting, where everyone on the Council can weigh in these bigger issues and help us construct a process that works for us, for the candidates, and the Co-op as a whole.

Similarly, the proposed governance budget may look like a simple one-page document. But it took work by staff to prepare a draft, and then several discussions among CFO Tim Wingate, IGM Mary Mullally, Council Treasurer Jeff Roberts, and then a discussion by the executive committee as a whole to make sure we all understood it and supported it. And staff reports like the shopper survey and the monitoring report are each the result of many, many hours of analysis, writing, and discussion.

I emphasize this to underscore the point that Council work isn't just the gathering and discussion we have each second Tuesday of the month. It's an ongoing series of conversations, sometimes with just two or three people planning an event, sometimes

with a larger group like the executive committee, and often at the weekly meetings the Council president holds with the GM. Or a committee can work for weeks or months at a time, independent of the Council, before delivering its recommendations to the Council. Our work moves forward most effectively when we work in these multiple ways to serve the Co-op.

To that end, I've asked Council members this week to sign up for the standing committees whose structure we approved in March. Thanks to those who have already signed up! Getting these committees up and running in the next month will help us do more work together. We'll discuss the next steps in item #11.

The Council has developed and adapted ground rules for itself and guests, at least since my earlier term in the mid-teens. The most recent ground rules were adopted by the previous Council, in October 2023. We have not taken the opportunity to make them our own, as the new Council, and so this month we're taking a little time to do so. Those will be discussed and, if the Council so wishes, voted on in item #4. Some further evolution of the ground rules is suggested in the document in that part of the packet.

What keeps people coming back to the Co-op to do their shopping? What could get more people to come? We'll get some answers to those questions in the shopper survey presentation in item #5.

How are we treating our customers? And how are we treating our members, considered as member-owners? Those are the questions for this month's monitoring report, item #6.

We have some quite straightforward items of business:

- The resolution for check signing (item #7) is to increase the number of people authorized to sign checks for the Co-op from the current two to four. This provides more resilience for the Co-op if the two people authorized to sign checks are unavailable. It's such a straightforward item of business that we almost put it on the consent agenda, but it's not something that comes up routinely each month, so we wanted to give people an opportunity to ask questions and make sure they understand it.
- The Council's governance budget (item #9) is something we need to approve in May, so staff can incorporate it into the overall FY2025 budget. This month's presentation is just to get you familiar with it and see if there are any questions.

As we have discussed, hiring an excellent new general manager (GM) is the most important function of the Council right now. The GM Search Committee is receiving candidates from Gallagher Flynn and scheduling interviews. It's highly likely that the committee will have sent one or more finalists to the Council before our next regular meeting. That's why the proposed special meeting the week of April 15 is so important to the Council. It's our chance to decide what we're looking for, and how to determine whether candidates have it, before we start looking at individual candidates. (I wrote last month that "we may need a

special meeting before our regular April meeting to decide on the process;” this is that meeting, slightly delayed.) We’ll discuss what to expect at that meeting in item #8.

The staff representative report is item # 10. Once more, the staff representative report is not in the packet. At our March meeting, I “[called in](#)” our staff rep to a process that would lead to the report being included in this packet, and he appeared to agree to that. However, he declined repeated invitations from me and another Council member to meet and discuss that process. Progress on including the report in the packet isn’t possible until we do the work of these conversations outside Council meetings. I hope that we will meet to resolve this in the near future, as the staff representative has valuable ideas to share with the Council.

Circling back to some requests from my March packet cover letter:

- I asked for feedback on the idea of optional Council meetings focused on educating ourselves around various topics related to our work governing a food co-op, and suggestions for ideas. I haven’t received either one. Since we’re focusing on the core work of the Council now, and we’re in a crucial hiring process, I’m going to put this idea in the parking lot for now. Feedback and suggestions are still welcome, of course, and we expect to have plenty of time left in the Council year after we welcome a new GM.
- I invited ideas on increasing the types and amount of Council engagement with other members, and I haven’t seen any. Engaging with other members is part of the GM hiring process, so we’re already on a path to diversify the way we engage. In the future, this is something a Member Outreach/Engagement Committee could work on.

By the time the Council gets together for our April meeting, Central Vermont will have weathered a post-Easter Nor’easter and an influx of eclipse tourists. I hope we will also have experienced a cloud-free full solar eclipse. I can attest from viewing the 2017 full eclipse that Annie Dillard was spot on when she wrote, “Seeing a partial eclipse bears the same relation to seeing a total eclipse as kissing a man does to marrying him.” I’ll invite all the Council members to tell an eclipse vignette in 30 seconds or less at the beginning of the meeting, so we can share our experiences of this rare event with each other. Enjoy, and see you on April 9!

To: Council, Co-op and Community Members, Co-op Staff and Vendors

From: Eva Schectman, Council President

Re: Council Ground Rules, Cooperative Community Comments and Council Meeting Ground Rules for Guests

October 2023

Council Ground Rules

To create a sense of community care, the Council will strive to:

- Listen to understand
- Remain curious
- Speak from our own experience
- Step up/Step Back (“share the air”)
- Avoid interrupting
- Practice kindness

Cooperative Community Comments Ground Rules

- To help the Council listen and engage with stakeholders and conduct Council business, the Council has formed the following Cooperative Community Comments and business meeting ground rules for guests:
- Cooperative Community Comments will have ten minutes on the agenda, at the beginning and the end of the Council Meeting.
- Each speaker will have two minutes to speak maximum (each guest gets only one opportunity to speak).
- Speakers will be called on in the order their electronic hand is raised on the Zoom call.
- Please include your full name and preferred pronouns on your screen profile and when introducing yourself when you speak, for accurate minute taking.
- Guests in the queue who aren’t able to speak in the first comment period will be first in line for the second comment period.
- Calling out before being asked to speak, speaking disrespectfully, personal attacks or interruptions by guests will not be tolerated and guests may be dismissed from the meeting at the facilitator’s discretion.

Council Business Meeting Ground Rules for Guests

- Guests will be muted during the Council business portion of the meeting.
- The chat function will stay on during the business portion of the meeting, however, disrespectful chat (disparaging remarks, name calling, personal attacks) from guests will not be tolerated and guests may be dismissed from the meeting at the facilitator’s discretion.
- The chat function will stay on during the Council break (about halfway through the meeting). All participants will continue to be muted. The recording will be turned off during the break, as the break is not part of Council business.

- The Council will not be fielding questions from guests in the chat during the meeting. If guests have questions or concerns, please either plan to stay and speak during the Cooperative Community Comments at the end of the meeting or contact current Council president Carl Etnier after the meeting at carle@hungermountain.coop. (Updated contact info March 6, 2024.)



Council meeting minutes, March 7th, 2024

Present:

Council: Carl Etnier, Eva Schectman, Jeff Roberts, Ashley Muscarella, Catherine Lowther, Dvora Jonas

Staff Rep.: Rick Pereira

Staff: Mary Mullally, Alison Goyette, Annie Coughlin, Jess Knapp, Leo Ormiston

Guests: Billy Donovan, Ed Fox, Gabriella Zeichner, Ken Davis, Kristi Smith, Laurie Veatch, Mary Hoyne, Mary Mullaney, Stephani Kononan

Absent:

Council: Erich Zeichner, Elizabeth Jesdale, Lauren Antler

Facilitator: Carl Etnier

Note taker: Alison Goyette

1. Welcome: Meeting Groundrules, Agenda Review (6:37pm)

Carl noted that the purpose of this meeting is to take up the two agenda items that were skipped at the February meeting in favor of allotting more discussion time for the GM Search Committee update.

2. Cooperative Community Comments (6:39pm)

Comments were contributed by Annie, Billy and Laurie.

3. Monitoring Report, L4: Employee Compensation (6:44pm)

Mary requested additional time to review the portion of L4 under which the Co-op is reporting noncompliance. She is concerned that there may be inconsistencies between this report and the way in which this information has been calculated and presented in past reports. She would like to report on this item at the March council meeting on 3/12.

On the question "Did individual directors receive and read the written report in advance of the meeting and come to the meeting prepared to act," the council voted by hand. Yes.

On the question “Is the Operational Definition/Interpretation reasonable,” the council voted by hand. Yes.

On the question “Is there adequate data to determine compliance/accomplishment,” the council discussed and voted by hand. Yes.

On the question “Does data demonstrate compliance/accomplishment for everything except L4.1 section 7 which will be reported on at the March council meeting (3/12/24),” the council voted by hand. Yes.

Monitoring process is complete.

4. February & March Staff Representative Report (6:57pm)

Rick stated that he would like to put forth a motion regarding the warning of council and committee meetings. Carl said that this agenda item is listed as a discussion and no vote is called for.

Rick asked Carl to answer why the Staff Representative Report is no longer included in the council packet. Carl said he did not think it was appropriate to include the Staff Rep Report in official Co-op communications such as the council packet because it is not vetted for accuracy in the same way other packet materials are.

Dvora noted that a paragraph from the February report was missing from a version that was recently distributed to council members. Eva assumed responsibility for the error and said that the omission was accidental, also noting that all council members had previous access to the full report.

Discussion of the role of the Staff Rep.

Rick said he was punished for inaccuracies in the January report but there were none. Carl maintained that there were inaccuracies.

Ashley asked Rick if there were any issues raised in the February and March reports that he would like to discuss other than whether the reports are included in the packet. Rick declined.

Recording Time 00:20:21,960 > 00:44:27,840

This section was a discussion mostly between Rick and Carl along with some commentary from Eva and Ashley and Jeff and Dvora, involving the nature of the Staff Rep Reports, and a dispute about accuracy and vetting and appropriate content, and the inclusion or exclusion of the Staff Rep Reports in the Council Meeting Packets. Below in the bracketed time-slots is how this discussion was concluded with further discussion needed in order to resolve the differences:

Recording Time 00:31:05,560 --> 00:32:54,160

Jeff: Yes, in some ways I find this particular conversation disturbing on many different levels, and my sense is that perhaps neutral party, because the decisions that were made about the report, I don't recall that the executive committee made those decisions. What I would like to be able to do, given how much work we did at the retreat, is to ask everybody to step back, and we sit down and work through these issues when we have time and energy to focus on them. What I'm hearing is a lot of suspicions and ill will, which is not going to advance us one inch. And I have a lot of respect for Carl, and I have a great deal of respect for Rick in terms of what he's done with his reports. And it strikes me, it has from day one, that his tone and approach has been very constructive. I am more than happy to function, perhaps with one of my colleagues from the council, as a moderator, so that we can work through this and we can get to the other side. The other side, in my opinion, is that we are listening and talking and achieving things together and not having this kind of dialogue, which I don't find at all constructive and not helpful to the two individuals, let alone to the co-op. Thanks.

Recording Time 00:32:54,160 --> 00:33:02,320

Rick: Thank you, Jeff. Yeah, I find the refusal to answer questions that I posed kind of disturbing myself as well

Recording Time 00:44:09,640 > 00:44:34,200

Carl: Okay, well, we are at our time for this agenda item. I don't know how much forward progress that we made, but I hope that we can continue the discussion offline and hopefully make more forward progress to it. And I encourage everyone to be in touch with Rick if you have further comments and questions and me as well.

5. Cooperative Community Comments (7:21pm)

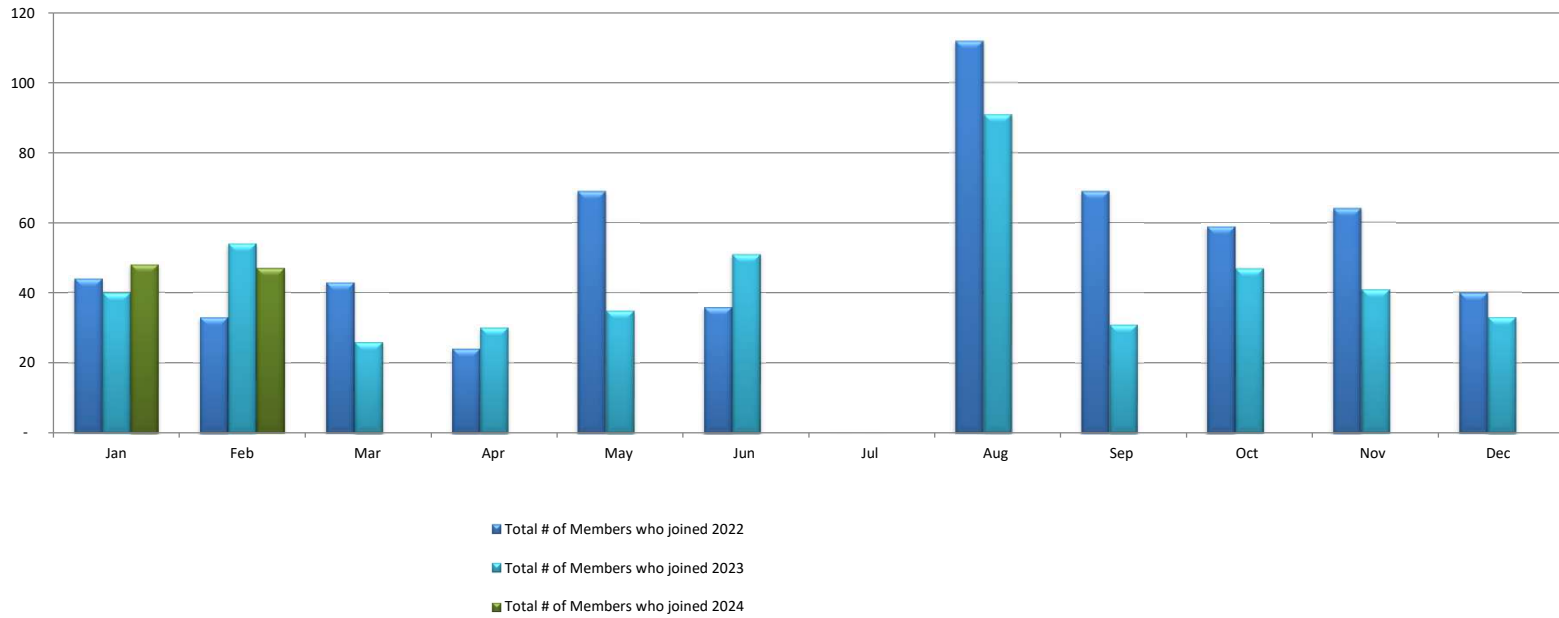
Comments were contributed by Annie, Laurie and Billy supporting the inclusion of the Staff Rep Reports in the Council Meeting Packets, and protesting their exclusion on the grounds presented.

Adjourned at 7:26pm.

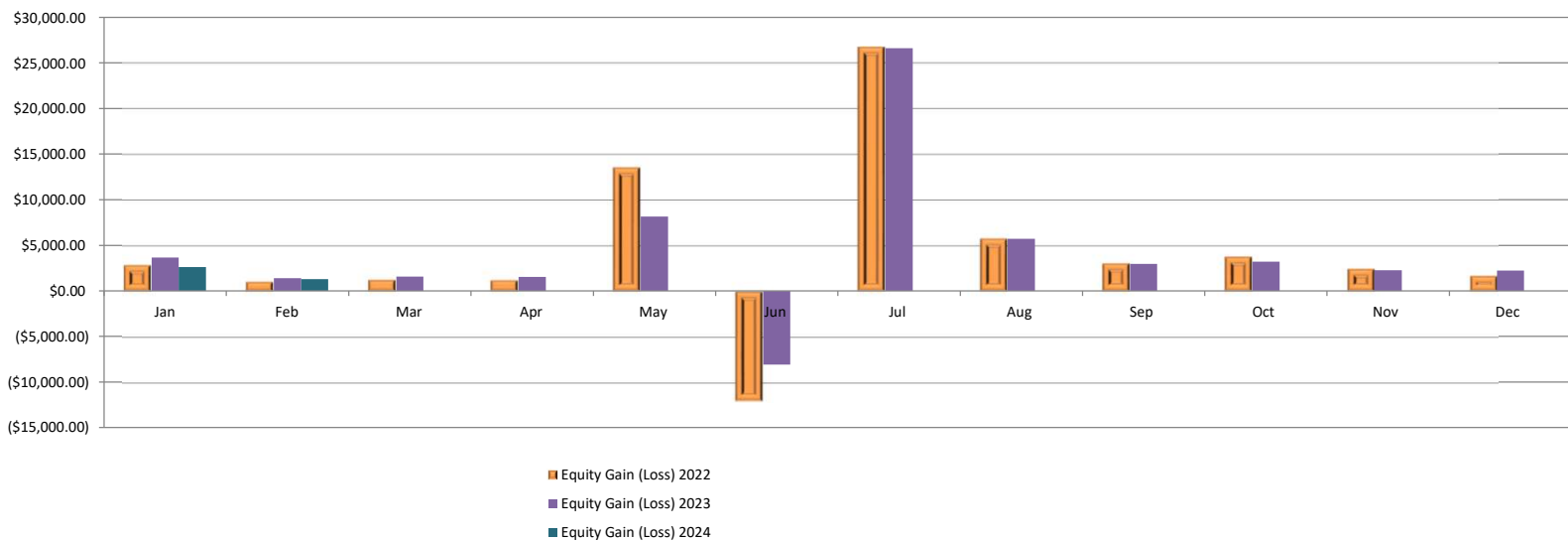
Membership and Equity Monthly Report CY2022 - CY2024

2022	<i>Jan</i>	<i>Feb</i>	<i>Mar</i>	<i>Apr</i>	<i>May</i>	<i>Jun</i>	<i>Jul</i>	<i>Aug</i>	<i>Sep</i>	<i>Oct</i>	<i>Nov</i>	<i>Dec</i>	YTD 2022
Total # of Members who joined 2022	44	33	43	24	69	36	No Report	112	69	59	64	40	593
Members in good standing	9,684	~9,700	9,790	9,838	11,079	11,108	Run	9,056	9,325	9,495	9,625	9,716	
As of Date	2/4/2022	3/4/2022	4/1/2022	5/2/2022	6/3/2022	6/27/2022		8/26/2022	10/3/2022	11/4/2022	12/5/2023	1/9/2023	
Submitted Refund Request	4	6	6	6	8	4	-	15	3	5	2	3	62
Total \$ Submitted Refund Requests	\$555.00	\$782.50	\$750.00	\$1,080.00	\$465.00	\$375.00		\$1,795.00	\$240.00	\$230.00	\$270.00	\$380.00	\$6,922.50
												Est.	-
Total \$ Paid Out/Donated	(\$180.00)	(\$555.00)	(\$782.50)	(\$600.00)	(\$1,080.00)	(\$585.00)	(\$375.00)	(\$1,795.00)	\$0.00	(\$240.00)	(\$330.00)	(\$270.00)	(\$6,792.50)
Total \$ Paid In	\$3,066.52	\$1,604.98	\$2,030.08	\$1,800.00	\$14,634.65	\$14,738.59	\$27,127.56	\$7,588.12	\$3,075.11	\$4,039.67	\$2,787.66	\$1,950.00	\$84,442.94
Equity Re-classed to Income per By-Law								(\$26,208.97)					(\$26,208.97)
Equity Gain (Loss) 2022	\$2,886.52	\$1,049.98	\$1,247.58	\$1,200.00	\$13,554.65	(\$12,055.38)	\$26,752.56	\$5,793.12	\$3,075.11	\$3,799.67	\$2,457.66	\$1,680.00	\$51,441.47
YTD Rolling Equity Gain (Loss)	\$2,886.52	\$3,936.50	\$5,184.08	\$6,384.08	\$19,938.73	\$7,883.35	\$34,635.91	\$40,429.03	\$43,504.14	\$47,303.81	\$49,761.47	\$51,441.47	
												Est.	-
Total \$ Paid Out/Donated	(\$380.00)	(\$650.00)	(\$225.00)	\$0.00	\$0.00	(\$360.00)	(\$395.00)	(\$1,215.00)	\$0.00	(\$315.00)	\$0.00	(\$405.00)	(\$3,945.00)
Total \$ Paid In	\$4,042.32	\$2,043.04	\$1,793.04	\$1,519.58	\$8,152.86	\$14,656.43	\$27,001.28	\$6,924.91	\$2,942.66	\$3,529.20	\$2,281.74	\$2,624.01	\$77,511.07
Equity Re-classed to Income per By-Law								\$0.00					
Equity Gain (Loss) 2023	\$3,662.32	\$1,393.04	\$1,568.04	\$1,519.58	\$8,152.86	(\$8,075.57)	\$26,606.28	\$5,709.91	\$2,942.66	\$3,214.20	\$2,281.74	\$2,219.01	\$51,194.07
YTD Rolling Equity Gain (Loss)	\$3,662.32	\$5,055.36	\$6,623.40	\$8,142.98	\$16,295.84	\$8,220.27	\$34,826.55	\$40,536.46	\$43,479.12	\$46,693.32	\$48,975.06	\$51,194.07	
												Est.	-
Total \$ Paid Out/Donated	(\$765.00)	(\$180.00)											(\$945.00)
Total \$ Paid In	\$3,380.15	\$1,450.74											\$4,830.89
Equity Re-classed to Income per By-Law								\$0.00					
Equity Gain (Loss) 2024	\$2,615.15	\$1,270.74	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,885.89
YTD Rolling Equity Gain (Loss)	\$2,615.15	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	\$3,885.89	

Members Who Joined



Net Equity Gain \$ (Loss)



To: Hunger Mountain Council
From: Carl Etnier, Council President
Date: April 3, 2024
Re: Council ground rules, agenda item #4 for the Council April 9 meetings

If memory serves me right, the Council had no explicit ground rules for visitors when I began my first term, in 2015. Ground rules were adopted after a spike in the number of visitors to our meetings and a sharpening of the tone of the community comments. The Council desired to provide some opportunity at the meeting for communication from members while ensuring the discussion was civil, and without a discussion or debate taking overly much time from the meeting agenda.

In the time since then, many changes have happened to Council meetings, and the Council has adapted the ground rules to the changing circumstances, including all-Zoom meetings and meetings where members repeatedly interrupted Council deliberations. The most recent ground rules were adopted by the previous Council, in October 2023, and I think they have served us pretty well. I'm glad the current ground rules also include a section for the Council, to create a sense of community care.

I asked in the packet cover letter last month for suggestions for revising the ground rules. I've received some through conversations, and I've pulled them together with ideas of my own in some tweaks to the ground rules. Those are reflected in the following proposed memo on ground rules. Here's an overview of the substantive tweaks proposed:

- Council meetings will be conducted orally; Council members will not use the chat to converse with the entirety of the Zoom meeting or with each other. I've already spoken and written about this for previous meetings, and most Council members have complied. This is inspired by how the Vermont open meeting law has evolved during the digital age; Montpelier city councilors were reprimanded some years ago for texting each other during their meetings, thereby communicating secretly during what was required to be an open meeting. By keeping all the communications of Council members accessible to everyone at the meeting, everyone present benefits from the give-and-take of the deliberations, and we fulfill our obligations from the bylaws to conduct open meetings.
- Reverting the time for Cooperative Community Comments from ten minutes to five minutes each, at the beginning and end of the meeting. This time was expanded to ten minutes in 2023 to accommodate an upsurge in interest by member-owners in communicating to the Council at the meetings. Now that we no longer have fifty or more member-owners at the meeting, reverting to the previous five-minute limit gives us more time to do our work as a Council. Member-owners can always communicate their views via email or phone; our contact information is on the web site.
- Recognizing that it's helpful for the Council to hear from a diversity of member-owner voices, the chair is given discretion to call on members who haven't been heard from recently at previous Council meetings, even if they're not the first to raise their hands. I exercised that discretion in March to allow comments from a member who needed to log into the meeting via phone and had trouble raising their hand via the Zoom phone app, as well as a UE union representative who I hadn't seen at the meeting before; I was glad to hear from the different voices.

A motion will be in order to accept the tweaked ground rules; discussion may include proposal to amend them in various ways. I hope that we can make these, or some improved version of this draft, our own by voting to approve them. If we can't agree on revised ground rules, the October 2023 ground rules remain in effect.

To: Council, Co-op and Community Members, Co-op Staff and Vendors

From: ~~Eva Scheetman~~, Carl Etnier Council President

Re: Council Ground Rules, Cooperative Community Comments, and Council Meeting Ground Rules for Guests

~~October~~April 2024~~3~~

Council Ground Rules

To create a sense of community care, the Council will strive to:

- Listen to understand
- Remain curious
- Speak from our own experience
- Step up/~~s~~Step ~~b~~Back (“share the air”)
- Avoid interrupting
- Practice kindness

The Council will hold its conversations with each other orally, so all Council members can be part of the deliberations. Council members shall not participate in chat discussions with the entirety of the Zoom participants or other Council members during meetings, as that constitutes a separate conversation outside the meeting that is not accessible to all Council members.

Cooperative Community Comments Ground Rules

To help the Council listen and engage with stakeholders and conduct Council business, the Council has formed the following Cooperative Community Comments and business meeting ground rules for guests:

- Cooperative Community Comments will have ~~ten~~five minutes on the agenda, at the beginning and the end of the Council Meeting.
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- Speakers will generally be called on in the order their electronic hand is raised on the Zoom call, though the chair will also make an effort to call on a diversity of voices.
- Please~~Speakers are requested to~~ include ~~your~~ their full name and preferred pronouns on ~~your~~their screen profile and when introducing ~~yourself~~themselves when ~~you~~they speak, for accurate minute taking.
- Guests in the queue who aren't able to speak in the first comment period will be first in line for the second comment period.
- Calling out before being asked to speak, speaking disrespectfully, personal attacks, or interruptions by guests will not be tolerated. ~~and g~~Guests may be dismissed from the meeting at the facilitator's discretion.

Council Business Meeting Ground Rules for Guests

- Guests will be muted during the Council business portion of the meeting.
- The chat function will stay on during the business portion of the meeting. The ground rules above also apply to the chat., however, disrespectful chat (disparaging remarks, name-calling, personal attacks)-

~~from guests will not be tolerated and guests may be dismissed from the meeting at the facilitator's discretion.~~

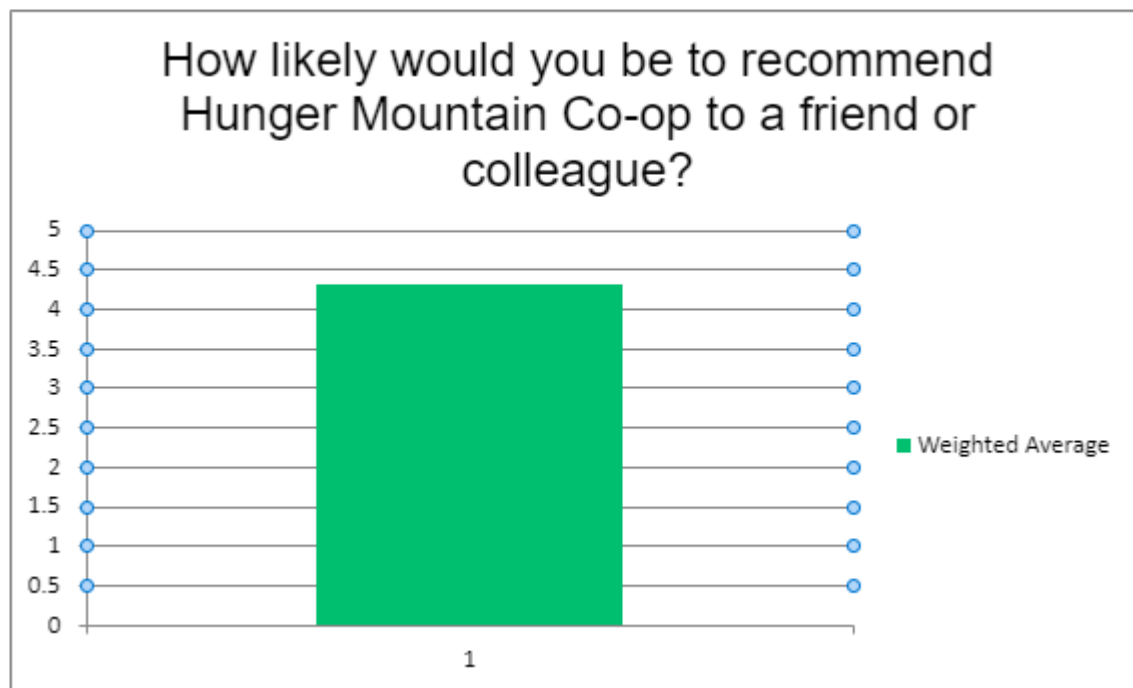
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2024 Shopper Survey Analysis

The 2024 Shopper Survey ran from February 2 to March 17. The survey was offered electronically through Survey Monkey, and paper surveys were available in the store's exit way. The survey asked a series of questions related to shopper satisfaction on a 5-point Likert scale with 1= “very unsatisfied” to 5= “very satisfied”. We received 1,139 responses, representing 11% of our membership. Seventeen staff members responded to the survey. The overwhelming majority of respondents were members (90%). Our typical respondent was female (73%), white (88%) and between the ages of 55-84 (67%.)

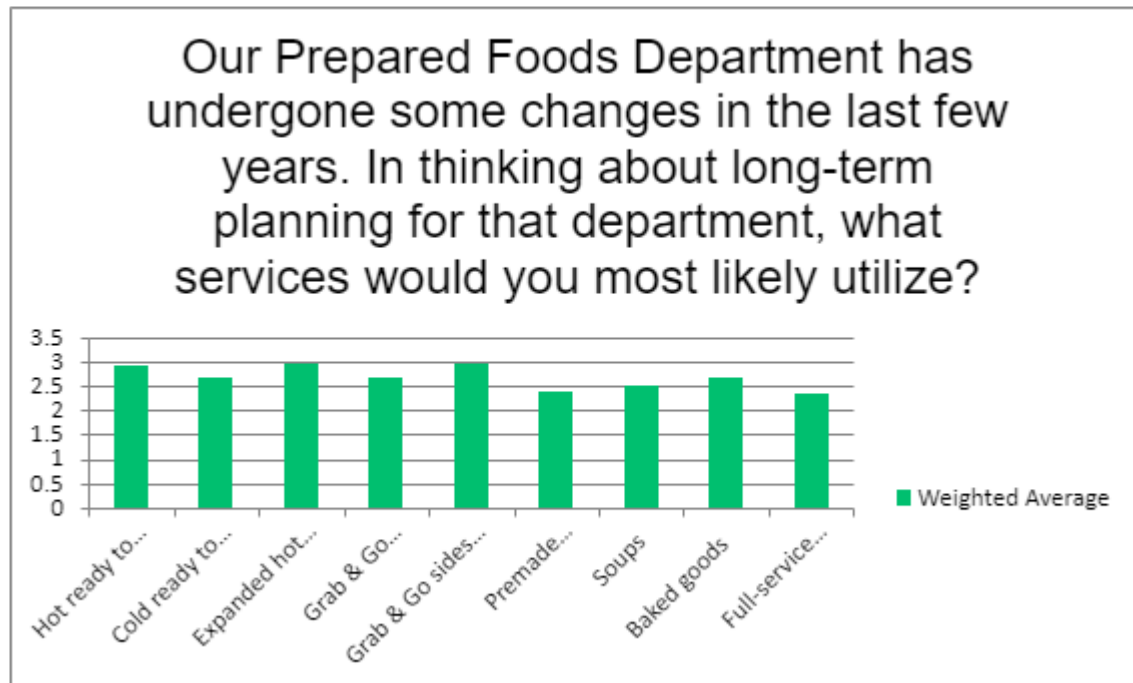
Over 80% of respondents said they were likely or highly likely to recommend the Co-op to a friend or colleague, giving an overall rating of 4.3 out of 5.



We asked shoppers where they are likely to shop when not at the Co-op, and what they are most likely to purchase. Fifty-three percent said they most often go to Shaw's. Price Chopper (14%) and Hannaford (13.6%) were almost tied for a distant second, followed by CSA's (7.6%) and online subscription services (4.4%.). They are most likely to purchase meat and fish, frozen, dry grocery and produce from other outlets. The most common

reason to go elsewhere is price (53%.) This thread was supported in the comments, with many folks citing price as an area for improvement.

We also asked people what services they would most likely utilize from our Food Services department. There was not a lot of variance in these responses, meaning that no one or two things stood out as clear preferences. The following numbers include highly likely and likely to utilize and were the top 5 services: expanded hot bar options (48%); hot, ready to go meals (46%); grab & go sides and salads (46%); grab & go proteins (40%) and full-service butcher counter (33%.)



- Hot ready to eat meals
- Cold ready to eat meals
- Expanded hot bar options
- Grab & go proteins
- Grab & go sides and salads
- Premade sandwiches
- Soups
- Baked goods
- Full-service butcher counter

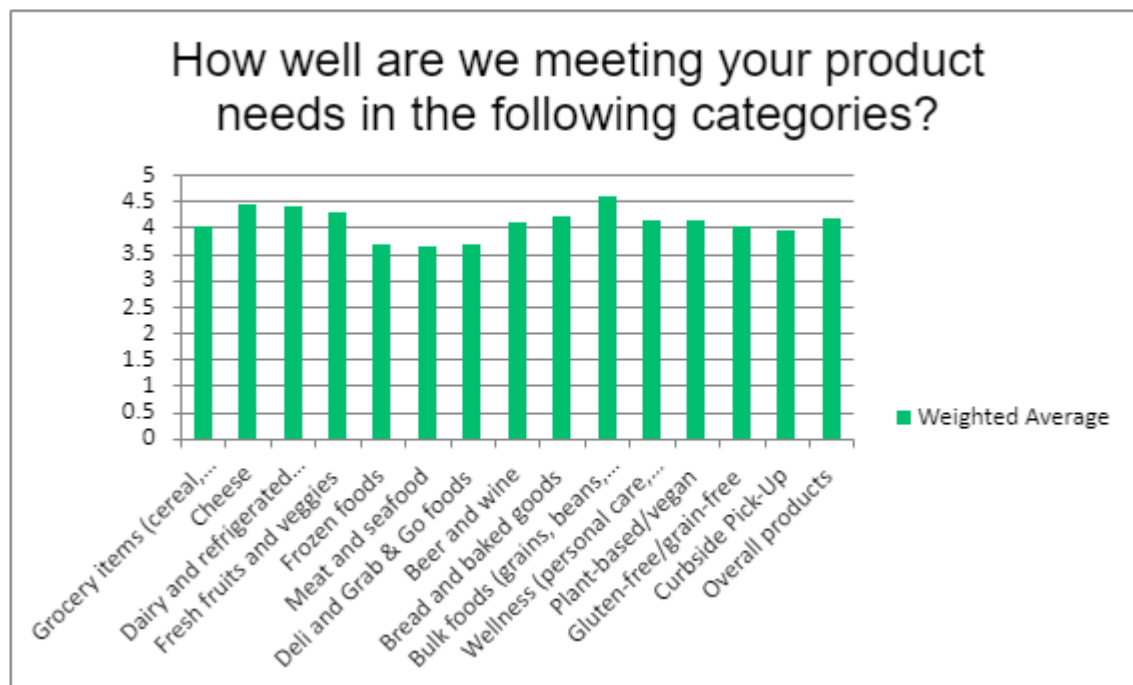
Customers are generally quite satisfied with the Co-op, with the notable and persistent exception of prices which comes in with a rating of 2.94 out of 5. The average of all categories in this section is 4.3 out of 5. Notable successes include availability of natural and organic foods (4.6), availability of local foods (4.5), and quality and freshness of products (4.5.)



- Product selection/variety
- Product quality
- Freshness of products
- Prices
- Cleanliness of store
- Store hours
- Availability of natural/organic foods
- Availability of local foods
- Information about our products and related topics

Overall store

It seems our product mix is meeting our community's needs in most categories. Bulk (4.5), dairy and refrigerated (4.4) and cheese (4.4) were our highest scorers. Meat and seafood, deli grab and go and frozen products received the lowest scores (all 3.6 out of 5) but none were rated as unsatisfactory. Given our clientele and our niche to provide harder to come by items, it is surprising that the plant-based and vegan and gluten/grain free categories scored highest in the "no opinion" category (54% and 62%, respectively.) Eighty-three percent of respondents had no opinion of our Curbside Pickup program, indicating a lack of demand that justifies our current scaled back approach.



Grocery items (cereal, juice, canned goods, etc.)

Cheese Dairy and refrigerated (milk, eggs, yogurt, soy, etc.)

Fresh fruits and veggies

Frozen foods

Meat and seafood

Deli and Grab & Go foods

Beer and wine

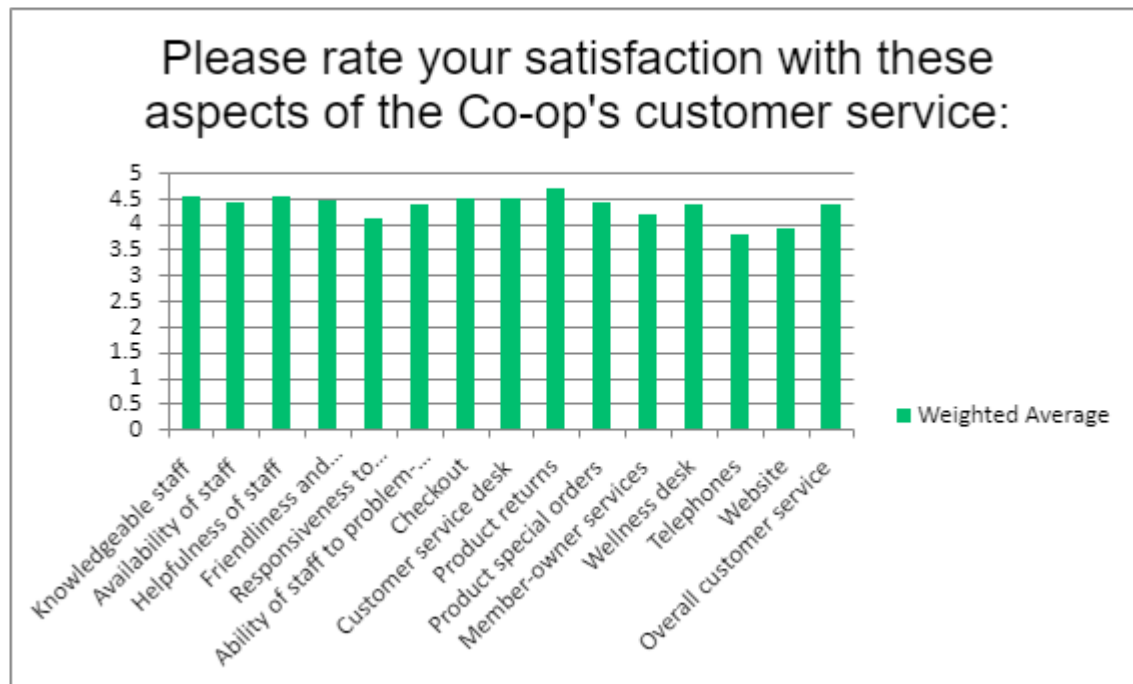
Bread and baked goods

Bulk foods (grains, beans, nuts, coffee, etc.)

Wellness (personal care, vitamins, supplements, and herbs)

Plant-based/vegan
 Gluten-free/grain-free
 Curbside Pick-Up
 Overall products

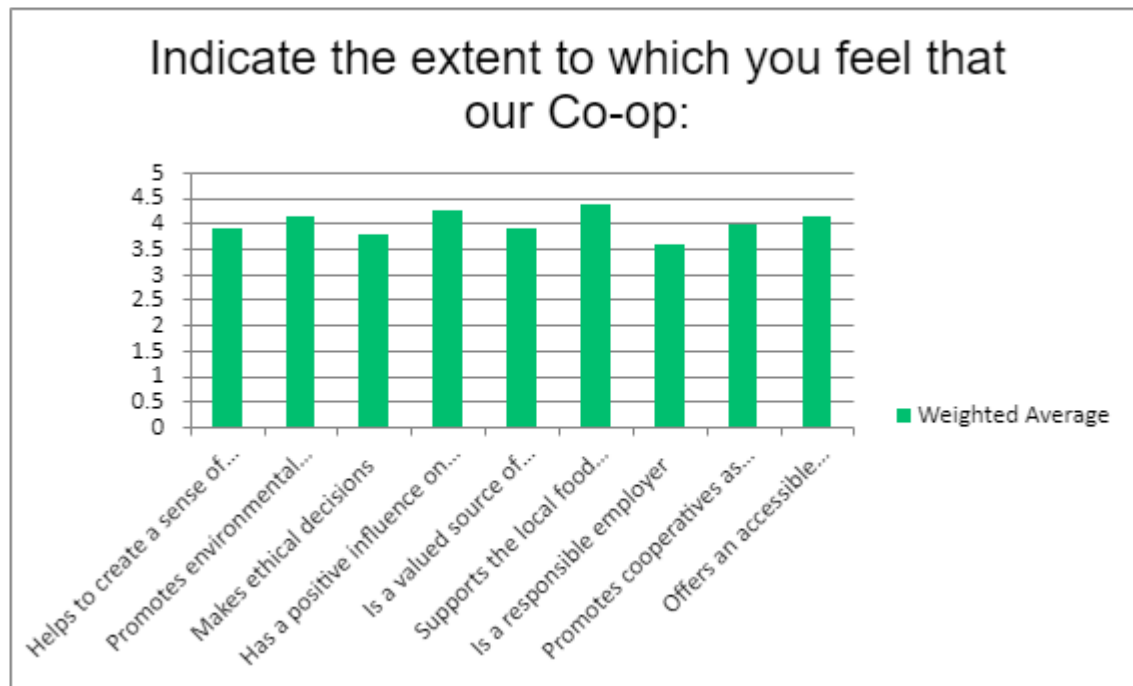
Our Customer Service ratings were commendable, speaking to the quality of our staff. 87% of respondents are satisfied or very satisfied with our overall customer service. According to our shoppers, we have knowledgeable and helpful staff, the customer service desk is helpful and product returns are easy, as evidenced by a 4.5 rating or higher. The only areas that we scored below a 4 were “Telephones” and ‘Website” and for both items there were a high number of “no opinion” responses.



Knowledgeable staff
 Availability of staff
 Helpfulness of staff
 Friendliness and courteousness of staff
 Responsiveness to customer comments, suggestions, and feedback
 Ability of staff to problem solve issues on the spot
 Checkout
 Customer service desk
 Product returns

Product special orders
 Member-owner services
 Deli
 Telephones
 Website
 Overall customer service

Our shoppers believe that we do a good job supporting the local food economy (4.38), have a positive influence on their health (4.25) and promote environmental stewardship (4.18.) They are only slightly less convinced that we create an inclusive community, are a valued source of information and promote cooperatives as a model, all coming in at 3.9 out of 5.



Helps to create a sense of inclusive community
 Promotes environmental stewardship
 Makes ethical decisions
 Has a positive influence on your health
 Is a valued source of information about food and health issues
 Supports the local food economy
 Is a responsible employer
 Promotes cooperatives as a business model
 Offers an accessible shopping experience

We asked two open-ended questions this time around: [general suggestions](#) for improvement and what would make the Co-op [more inviting](#) to new members. The linked spreadsheets categorize responses by department or general topic. Comments were copied to more than one sheet if they were relevant to more than one topic. We had an almost even number of positive and negative comments. There was a mix of perceptions about staff, with both accolades for friendliness and helpfulness and a sense of aloofness and judgement. The perennial triad of prices, parking and plastic made a strong showing, as did a fair amount of specific product requests.

Please let me know if you have any questions or would like to see more detailed information.

Respectfully submitted,

Rowan Sherwood



April 2024 Monitoring Report

Submitted by Mary Mullally, Interim General Manager

I report compliance with all aspects of the following policies.

I certify that the information contained in this report is true.

Signed: 

Supporting Evidence: 2024 Shopper Survey Summary, Membership Guide

L1- Treatment of Customers

The General Manager shall not allow store conditions to be unsafe or unhealthy and shall not fail to meet and monitor reasonable customer needs and expectations.

Interpretation: Our Cooperative exists to meet the needs of our Member-Owners including the desired outcomes defined in our Ends policies. At a minimum, the Co-op will provide shopping experiences that are safe and provide products and services that reasonably satisfy customers. Furthermore, the Co-op shall maintain a system to continually assess what customers are seeking and the degree to which they are satisfied. Success in these areas will result in the Co-op at least maintaining its sales volume and membership over the longer term.

Operational Definition: Specifically, compliance will be demonstrated by:

1. Description of how Co-op safety program addresses customer safety through staff training and systems including regular inspections and incident reporting and follow up. This must include a statement from the General Manager that no significant safety hazards exist at Co-op facilities.
2. No significant customer safety incidents in most recent year, defined as those requiring emergency medical treatment or potentially life threatening, due to Co-op negligence.
3. Co-op passes all government safety and consumer-protection inspections in past year.
4. Satisfactory ratings (3.5 or greater on 5-point scale) on at least 90% of pertinent questions in recent Shopper survey. This demonstrates that the Co-op is reasonably meeting the perceived expectations of members and customers.
5. Shoppers will provide an average rating of at least 4.0 on a 5-point scale to a survey question if they would recommend the Co-op to others.
6. Co-op will maintain a system for soliciting customer requests and feedback and monitoring success in meeting needs and expectations.

Data:

1. Safety- Co-op has comprehensive safety program which includes written policies, an active safety committee, initial and ongoing training for all employees. Our safety team does regular inspections to monitor safety hazards including in retail areas and parking lot and there is subsequent reporting and follow up action as needed. I am not aware of any significant safety hazards.
2. Safety- In calendar 2023 there was one safety incident involving a customer recorded and this required medical attention. The customer was moving quickly and caught their foot on another person’s shopping cart, causing them to fall to the floor.
- 3.

Customer Safety Incident Summary

Calendar Year	Incidents	Required Medical Attention
2023	1	1
2022	5	2
2021	4	0

4. Health and Safety- The Co-op passed our most recent State Health Department inspection of our prepared foods department in February 2024 with a score of 93 of 100. In November 2023, the Co-op passed the annual inspections of our scales, weights and prices conducted by the State Agency of Agriculture. They let us know that we needed to install a customer facing screen at the new customer service register, which was addressed immediately. In January 2019, we underwent a voluntary State safety inspection.
5. Shoppers expressed high degree of satisfaction with Co-op in 2024 survey (1139 responses, 90% from members, 46 more responses than previous year) with most categories receiving an average score of 4 or higher on a 5-point scale with 5 = “meeting your needs very well”. Here is a summary of the average ratings for characteristics overall:

Overall Store	4.3
Overall Products	4.2
Overall Customer Service	4.4

6. Shopper Recommendation- In the 2024 survey, shoppers gave an average rating of 4.3 to the question “How likely are you to recommend the Co-op to a friend or colleague?” (5 = “highly likely”). 82% of respondents indicated “likely” or “highly likely.”
7. Monitoring Needs and Expectations- See L1.1 below.

Accordingly the General Manager shall:

L1.1 Not operate without a system for soliciting and considering customer opinion regarding preferences, product requests, complaints, and suggestions.

Interpretation: The ability to systematically gather and respond to customer feedback and questions is essential to sustaining shopper satisfaction. The Co-op must have in place a program which provides a reasonably thorough, timely and accurate assessment of shopper satisfaction and it must include direct input from shoppers.

Operational Definition: Compliance will be demonstrated through:

1. a description of an ongoing shopper feedback system and a periodic evaluation system
2. “good” or better average rating (>3.5 on 5-point scale) on relevant shopper survey questions.

Data:

1. In addition to the verbal feedback we receive, currently our shopper satisfaction monitoring program has these primary components:
 - Written customer comments and suggestions are compiled along with buyer/manager responses and posted regularly on the Member-Owner bulletin board and website. Shoppers also submit written feedback and questions via email.
 - Since 2018, our co-op has been collecting customer experience survey data, whereby we monitor more immediate feedback from customers on specific aspects of their shopping experience.
 - A reasonably robust annual shopper survey to collect satisfaction data, requests and preferences.
2. Shoppers gave the Co-op an average rating of 4.1 (out of 5) for the characteristic “responsiveness to feedback”.

Accordingly the General Manager shall:

L1.2 Neither cause nor allow customers to be without publicized access to information and educational opportunities regarding products sold at the Co-op, food, nutrition, health, and consumer and environmental issues.

Interpretation: In keeping with Cooperative Principle 5, Co-op will make available useful information and education relevant to the values expressed in the Co-op's Ends policies.

Operational Definition:

Specifically, compliance will be achieved through:

1. description of information distribution systems and educational activities
2. a satisfactory rating (>3.5 on 5-point scale) for relevant questions from recent shopper survey.

Data:

0. In FY2024, the Co-op continued to make information available through a wide variety of channels:

- For a variety of reasons, including lack of community interest, staffing levels, and crisis management, we did not offer workshops in FY2024. It is unlikely that we will return to this model as our primary educational format. We are exploring ways to cultivate community partnerships in order to meet this part of our mission. In the meantime, we are focusing on sponsorships such as with the North Branch Nature Center for their River Walks and Naturalist Journey Series and Good Beginnings Wellness workshop series. We also continue to offer educational materials on our website in the form of blogs and on social media.

- This fiscal year will feature nine local nonprofits through our Give Change register round-up program: Community Harvest of Central Vermont, The Vermont Foodbank, NOFA-VT Farmer Emergency Fund, Capstone Community Action, Good Samaritan Haven, 350 Vermont, Central Vermont Humane Society, and Outright Vermont, Additionally, two of the Co-op's programs were featured at the register, Hunger Mountain Cooperative Community Fund and Neighbors Helping Neighbors benefiting the Vermont Foodbank. With four months left in the FY, Give Change has raised \$11,438.13 so far.

- Sponsored 25 community events, including the Hunger Mountain Co-op Brown Bag Summer Concert Series through Montpelier Alive, the Cabot Arts & Music Festival, Parkapalooza with music and activities in Hubbard Park, and Taste of Montpelier Food Festival.

- eNews subscribers: 7594

- Co-op website sessions: 65,124 sessions, 38,850 new users, and 174 transactions with revenue of \$20,303.06 with a 0.26% conversion rate. The steep decline in Curbside Pickup usage over the last year accounts for the drop in revenue.

- Social Media channels: Facebook 11,287 followers, Instagram 4,379 followers, LinkedIn 287 followers (30% increase/66 new in the last year), and Pinterest 536 followers.

1. In 2024 shopper survey, respondents on average agreed (3.9 on a 5-point scale) with the statement "The Co-op is a valued source of information about food and health issues."

L3 – Treatment of Members

The General Manager shall not allow Members to be misinformed or uninformed of their financial investment in the Cooperative, and of their rights and responsibilities as members.

Interpretation: As owners of Hunger Mountain Cooperative, our members have specific rights, privileges and responsibilities that must be effectively communicated to have an informed membership. These include investing equity, receiving patronage refunds, attending the Annual Meeting, voting in Co-op elections, running for the Council and more.

Operational Definition: Compliance will be demonstrated through:

1. A description of system and documents for notifying members of ongoing rights and responsibilities
2. A description of adequate communications to notify members of cyclical and one-time events including member meetings, Council meetings, referenda and other events.
3. See sub-policies 3.1-3.2 for further interpretations, definitions and data related to equity and patronage refunds.

Data:

1. New members are provided a copy of “Your Guide to Member-Ownership” which explains Co-op history, organizational structure, voting, equity, patronage refunds, other Member benefits, and responsibilities. The information is also posted on our website. The bylaws are posted in store and on the Co-op website.
2. Per Co-op Bylaws, all members receive a mailed annual meeting packet that includes notification of the meeting, Council election voting and other referenda. Per our bylaws, members with a payment due are notified prior to the new fiscal year. Members eligible for a patronage refund distribution are notified in years when a refund is provided. Over 7500 members receive our biweekly eNews which includes announcements about events, products, vendors and more. The Co-op’s website contains key documents and descriptions of Co-op programs. See L3.3 below.
3. See 3.1- 3.2 below

Accordingly, the General Manager shall:

L3.1 *Not allow the Cooperative's equity system to operate without:*

- *A determination from the Council of the fair share equity rate for Members, which may be adjusted annually.*
- *Provision for educating Members about the nature of a Cooperative business structure.*
- *Provision for informing Members that their equity investments are at risk.*
- *Provision for informing Members that their equity investments are refundable when they terminate their membership, subject to the Council's right to withhold refunds when necessary to protect the Co-op's financial health.*

Interpretation: The GM is responsible for maintaining a fair and transparent system for amassing Member paid-in equity; the Council retains the authority both to set the equity amount (currently set at \$180) and to control equity refunds. The GM is also responsible for informing the Members of our system and for providing Members with a reasonable level of information about the Cooperative business model.

Operational Definition: Compliance will be demonstrated through a description of the system for:

1. Council determination of the required equity share.
2. Educating members about the Cooperative business structure
3. Informing members that their investment is at risk.
4. Informing members that they may request an equity refund at the Council's discretion.

Data:

1. Council determination- The Council typically reviews the equity investment requirement in the fall at the same time as the patronage refund decision. Per the October 2022 and 2023 meeting minutes, the Council did not reaffirm the equity level either year. The Council did vote to leave the full equity investment at \$180 in November 2021.
2. Co-op business structure- The membership guide contains information about our business structure, specifically the Council, our organizational structure, ownership rights and democratic control. This information is also covered in Co-op bylaws and on the website under the "Membership" tab.
3. Risk- Currently the bylaws, the web site and the equity refund request form address the fact that member equity is at risk and refunds are at the Council's discretion. Member Services staff will add such language to the membership guide at the next printing.
4. Refunds- Equity refunds are described in the membership guide, bylaws and on the web site.

Accordingly, the General Manager shall:

L3.2 *Not allow the Cooperative's patronage refund system to operate without:*

- *Complying with IRS regulations.*

- *Presenting to Council a recommendation, plus additional options, for allocating all, a portion, or none of annual net profit of the current fiscal year, and any prior years still pending allocation, as a patronage refund to Members, including all financial and tax implications of each choice.*

Interpretation: It is the GM's responsibility to create and implement a patronage refund system that complies with IRS regulations and allows the Council to make an informed decision as to how much of the Co-op's net income to allocate as refund and how much of that refund to distribute to members.

Operational Definition: Compliance will be demonstrated by evidence of:

1. In conjunction with an annual financial audit or review, the Co-op's tax return including any patronage refund will be prepared by a licensed accountant.
2. Upon substantial completion of the annual review/audit, the GM will present a report to the board that shows:
 - the maximum patronage refund allowed according to Co-op financial statements and IRS regulation,
 - a recommendation for patronage income to allocate to a refund,
 - a recommendation for that dividend to refund to members (at least 20% refunded in order to meet IRS requirement), and
 - a rationale for the recommendations.
3. Distribution of the refund within 8½ months of the end of the fiscal year per IRS regulation.

Data:

1. Consistent with previous years, Wegner and Associates conducted the Co-op's FY2023 financial review and prepared our federal and state tax returns. Wegner serves many food co-ops nationally and is generally regarded as experts in co-op tax rules.
2. For the October 2023 Council meeting, I provided a memo that included all the components outlined above.
3. Members were notified of the FY2023 refund distribution in March 2024. Members received notification of a credit at the Co-op and the option that a check could be mailed upon request. Members could also request their refund in cash at the Co-op.

Accordingly, the General Manager shall:

L3.3 *Not fail to publicize to Members the discounts to which they're entitled and all Co-op events and activities in which they can participate.*

Interpretation: The General Manager is responsible for publicizing information about discounts available to Members and Co-op events and activities.

Operational Definition: Compliance will be demonstrated by description of reasonable systems for:

1. Communicating Member discounts
2. Announcing Co-op events
3. Communicating other Member participation opportunities

Data:

1. The Co-op posts discount information in many places:
 - Membership guide and Membership is Ownership rack card
 - Website under Participate and Sales and Deals
 - Bi-weekly eNews
 - Facebook posts
 - Sales flyers
2. During normal times, the Co-op publicizes events via:
 - In store posters, including sandwich boards and table tents
 - Event posters on community boards in downtown Montpelier
 - Bi-weekly eNews, website blog posts & web calendar
 - Social media channels, including promoted posts on Facebook
 - Advertising through print, radio, and digital ads
 - Local newspaper community calendars
 - Front Porch Forum posts
 - Press releases
 - Annual meeting mailing
 - Membership guide & Why Join brochure
3. The Co-op publicizes participation opportunities, including workshops and labor options
 - In store posters including bulletin board sign-up sheet
 - Bi-weekly eNews, website blog posts and web calendar
 - Social media channels
 - Direct emails and phone calls to members who had indicated their interest in member labor
 - Membership guide & Why Join brochure

All documents are available upon request.



COUNCIL RESOLUTION
Adding Signatories to One-Write Checking

WHEREAS this Council deems it desirable and in the best interests of this cooperative to add additional signatories to the Co-op's One-Write Checking account RESOLVED, that Timothy Johnson, Manager on Duty and Giles Brule, Information Systems Manager, shall be added as signatories to the Co-ops One-Write Checking account.

Date:

President

Secretary

To: Hunger Mountain Council
From: Carl Etnier, Council President
Date: April 3, 2024
Re: The Council's GM hiring decision, agenda item #8 for the Council April 9 meeting

The Council's most important work this year is to hire a new general manager (GM). What qualities are we looking for in a new GM, to lead us at this point in our history? How do we determine whether a given candidate has those qualities? What mix of objective and subjective measures is appropriate to use? At a time when one GM reports to us that there's a 30% annual turnover in food co-op GMs, how do we attract and retain talent? These are some of the questions we need to address as a Council.

The purpose of this agenda item is to discuss how we're going forward and address any questions about the process, in preparation for a special Council meeting the week of April 15 to discuss the above questions and others.

Council members have begun to fill out a Doodle poll, to set the date for this special meeting. From the start of his work on the GM Search Committee, chair Paul Ohlson has underlined the importance of the Council deciding how it will evaluate candidates, before our views are influenced by looking at the actual candidates. I hope to settle on the date for the special meeting before the end of this week.

The Executive Committee (EC) has been preparing a draft process to present to the Council, plus doing research to find and create useful background material on GM hiring. We look forward to feedback on the proposal and the help of the Council in filling in the many blanks in the process that the EC hasn't yet addressed.

Look for a bunch of material to review, to be shared with you shortly after our April 9 meeting. It looks like it will include suggestions for the GM search process from others in the co-op world, some information on how the GM Search Committee is thinking about candidates, qualities that members and staff identified as important in the survey earlier this year, notes from a very rich series of conversations I had with other co-op GMs and board presidents about how their boards have done recent hires, and probably more.

Please bring your curiosity and questions to this part of the Council meeting.

Background reading

You may find the following documents useful in thinking about the GM hiring process:

The US Department of Agriculture put out a bulletin, "Who Runs the Cooperative Business? General Manager and Employees" that includes a section on selecting a GM:

https://www.rd.usda.gov/sites/default/files/publications/CIR_45-6.pdf

Carolee Colter has been writing on hiring GMs for food co-ops since at least 1995. She helped the Middlebury Natural Foods Co-op hire their current general manager, and both the board president and the GM speak highly of the help she provided. With the support of two of the national co-op organizations that we belong to, she put together a detailed toolbox for co-op boards on hiring a general manager:

<https://columinate.coop/wp-content/uploads/2019/07/Hiring-a-General-Manager-Toolbox-2019.pdf>

Governance Budget

April 2024

From: Jeff and Mary

Each year the Council determines its budget for the following fiscal year which starts in July. This month we will review the current budget along with anticipated changes and discuss possible additions or changes for Fiscal Year 2025 proposed budget. Based on our discussion, we will create a final draft for the Council's approval in May.

1. Current Year's Budget

Category	FY2025 Proposed Annual Bud	FY2024 Annual Bud	2025% Change from 2024 Bud	Comments
Council Development	15,000	23,100	-35.06%	CBLD, CCMA (2x \$1750), NFCA
Council Meetings	6,500	6,500	0.00%	Food, Retreat, Zoom Fees, Facilitation
Insurance	6,000	6,000	0.00%	Director & Officer Policy
Member Engagement	28,000	26,500	5.66%	Annual Meeting, PR, Member meetings, GM Search
Professional Services	45,000	15,000	203.33%	Accountant (Audit year), Attorney
Council Compensation	24,250	<u>20,000</u>	21.25%	Stipends, Discounts, Reimbursement
Total	125,250	97,910	28.99%	

2. Known and/or Anticipated Changes

Professional Services: increase of \$21,400 due to next year being a financial audit year.

Compensation: increase of \$4,250 if Council maintains year 2 compensation rates (see below)

Member Engagement: increase of \$1500 to account for increased costs, especially annual meeting (facility, supplies, food, tech, facilitation)

3. Other Possible Changes

There will be an opportunity to suggest other changes during our discussion.

Year 2, beginning December 2023

1. Non-president Council Member: 10% discount and \$1000 stipend
2. President: 10% discount and \$2,500 stipend
3. Non-Council Committee Members: 6% discount and \$50 per meeting
4. Budget allocation of \$2000 for reimbursement for council and committee members for child/elder care expense and mileage (we will evaluate the need for increasing this based on Year 1 utilization)
5. Estimated budget impact: Additional \$4500 plus reimbursement over Year 1

To: HMC Council

From: Eva Schectman, for the Executive Committee

Re: Committee Charters (and related items for forming committees)

April 2024

All Council committees should have a charter – a description of the committee’s purpose and authority.

It’s recommended that one person on the Council should have primary responsibility for drafting charters as directed by the Council. This helps the Council have a consistent approach for how charters are written. We may want to consider this approach, but if that’s not practical for this Council, another route to take is to advise committee chairs to be responsible for drafting charters for the committees the Council is currently forming.

Committee charters should include:

- The lifespan of the committee (An ad hoc committee should exist only as long as the job requires. In general, a standing committee should be re-chartered as necessary).
- An outline of the committee’s job, specifying what the committee is authorized to do on its own and what work it is doing for Council approval.
- The Council’s expectation about committee reports
- Any resources the committee is authorized to use
- Committee roles and responsibilities (chair, note taker, staff liaison, etc.) and community role (Council member, member-owner, management and/or staff)
- Number of committee members, how many from each category, and necessary experience/background, if any

Additional Committee Forming Processes to Consider (that aren’t included in charters):

- Scheduling Meetings; length and frequency of meetings
- Minutes and recommendations/decision keeping practices
- File sharing practices

Committee Charter/Committee Membership Ratification:

Committee chairs (elected by committee members, ratified by the Council) will ask the Council to ratify their committee’s charter and to ratify the Council members who have joined those committees by the Council at the next Council meeting or as soon afterward,

in a subsequent Council meeting, as is practical. Committee chairs will subsequently seek ratification of additional members (member-owners and employees) to committees as they are populated.

SAMPLE COMMITTEE CHARTER:

COMMITTEE: **POPCORN FOR MOVIES COMMITTEE**

DATE CHARTERED: January 14, 2055

END OF TERM: December 31, 2055

Chair: Gilgamesh Smith

Committee roles: Note taker, time keeper, vibes watcher (to revolve among committee members)

Committee Member make-up: 2 Council Members, 1 Staff Liaison, 1 Member-Owner

The job of the POPCORN FOR MOVIES COMMITTEE will be to (with logistical support from staff):

- Make recommendations to the Council on movies to run at the Co-op sponsored outdoor movie screening season, soliciting suggestions from member-owners and staff.
- Recommend refreshments to the Council to be provided at the movies
- Report back to Council results of the committee's work, as needed

To: HMC Council

From: Dinner and Discussion Ad Hoc Committee

Re: Update

April 2024

On March 26, 2024, Catherine Lowther and Ned Swanberg, (one of 15 commissioners from the Montpelier Commission for Recovery and Resilience) joined Rowan Sherwood and Eva Schectman (from here on known as the Dinner and Discussion Ad Hoc Committee members) to start planning the discussion portion of the May 17 Dinner and Discussion at MSAC, based on these questions,

“What is resiliency in a challenged environment? What would it look like for our communities to become more resilient and what is the Co-op's role in weaving that fabric?”

We discussed resilience in the context of recovering from the flood, individuals/organizations who had a big impact in the Central Vermont area, and how they could briefly present their experiences/expertise and then engage member-owners in discussion on the questions above, capture ideas/themes, summing up/potential next steps.

Rowan will follow up on potential guest presenters/facilitators. The committee will continue developing the agenda/program with the facilitator and guest presenters, as their attendance is finalized.

Next meeting of the ad hoc committee TBD.

Respectfully Submitted,

Eva Schectman

Council Calendar 2024

date	facilitator	monitoring report	standing agenda items
January 9	Carl Etnier	L9	Retreat Plan, Committees
Feb 13	Carl Etnier	L4	Workplan, Renew Line of Credit, Annual Meeting, Dinner&Discussion
March 12	Carl Etnier	L5/L7	Q2 Financials
April 9	Carl Etnier	L1/L3	Shopper Survey, Governance Budget
May 14	Carl Etnier	L2	Employee Survey (HR/Operational)
June 11	Carl Etnier	L5/L7	Q3 Financials, Business Plan Preview
July 9*	Carl Etnier	L6	Business Plan, Annual Meeting Agenda
September 10	Carl Etnier	L5/L7	Year End Financial Statements, Annual Meeting Plan
October 8	Carl Etnier	Ends	Ends Discussion, Patronage Refund/Equity, HMCCF Grants, Award decision
November 12	Carl Etnier	L8	Self-evaluation, Financial Audit/Review Report, CBLD Enrollment
December 10	Carl Etnier	L5/L7	Welcome New Members, New Year Admin, Officer Election, Committees, Q1 Financial Statements, Retreat Prep

events

NFCA Annual Meeting	16-March	
Dinner & Discussion	17-May	
*Council Meeting Break	August	
CCMA	May 30 - June 1	https://ccma.coop
Informal Council Gathering?	TBD	
Annual Meeting	TBD	

Notes
 review frequency of quarterly asset protection report