

Home Health Care Cooperative Organizing Team Meeting

AGENDA

Video: *Made in the USA: American Worker Cooperatives*

Discussion: What made these businesses different from other places you've worked? How did the workers feel about their cooperative? How did they resolve problems? Who is responsible for the success of the business?

Introduction to cooperative boards of directors

What are the responsibilities of a cooperative board?

- Represent the membership
- Govern the cooperative
- Financial oversight
- Monitor and control

Short case studies of board decision-making in a cooperative

- Hiring a manager
- Making financial decisions
- Dealing with the needs of different members

Discussion of each of these cases – Q&A

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Short Case Studies

Hiring a manager

You are at a board meeting and the manager announces that she has taken another job. She will be leaving the co-op in four weeks. She's been with the co-op for three years, and has done a great job. The board president asks if the board can take 30 minutes to discuss next steps. **What questions should you ask? What are some possible next steps?**

Making financial decisions

The board of directors is reviewing the end-of-year financial statement for the cooperative. You had a good year, and the profit was \$35,000. All the bills have been paid, so now you need to decide what do with that profit. The manager has several suggestions:

- Purchase a software system that will improve scheduling. It will save time in the office, and allow co-op members to get scheduling information much more quickly. Cost: \$3,000
- Decrease the health insurance co-pay for members from \$100 to \$50 per month. Cost: \$5,000
- Put \$10,000 into savings for next year, in case of unexpected expenses
- Return \$17,000 to the members as profit-sharing (patronage refund)

What questions should you ask the manager? What do you think of this proposal?

Dealing with problems

You are on the board of the co-op. Your phone rings one night and it's a member calling. He believes that he's been treated unfairly by the person who does the scheduling. He needs more hours, and feels he's been shorted over the last 2 months.

The cooperative has set up a process for handling problems like this. He hasn't heard about the process. **What should you tell him?**