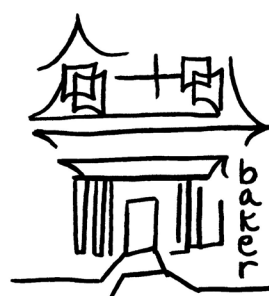
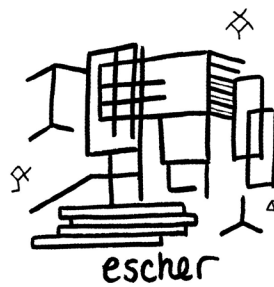




# 2018-2019 Annual Report Inter-Cooperative Council

at the University of Michigan | Founded 1932



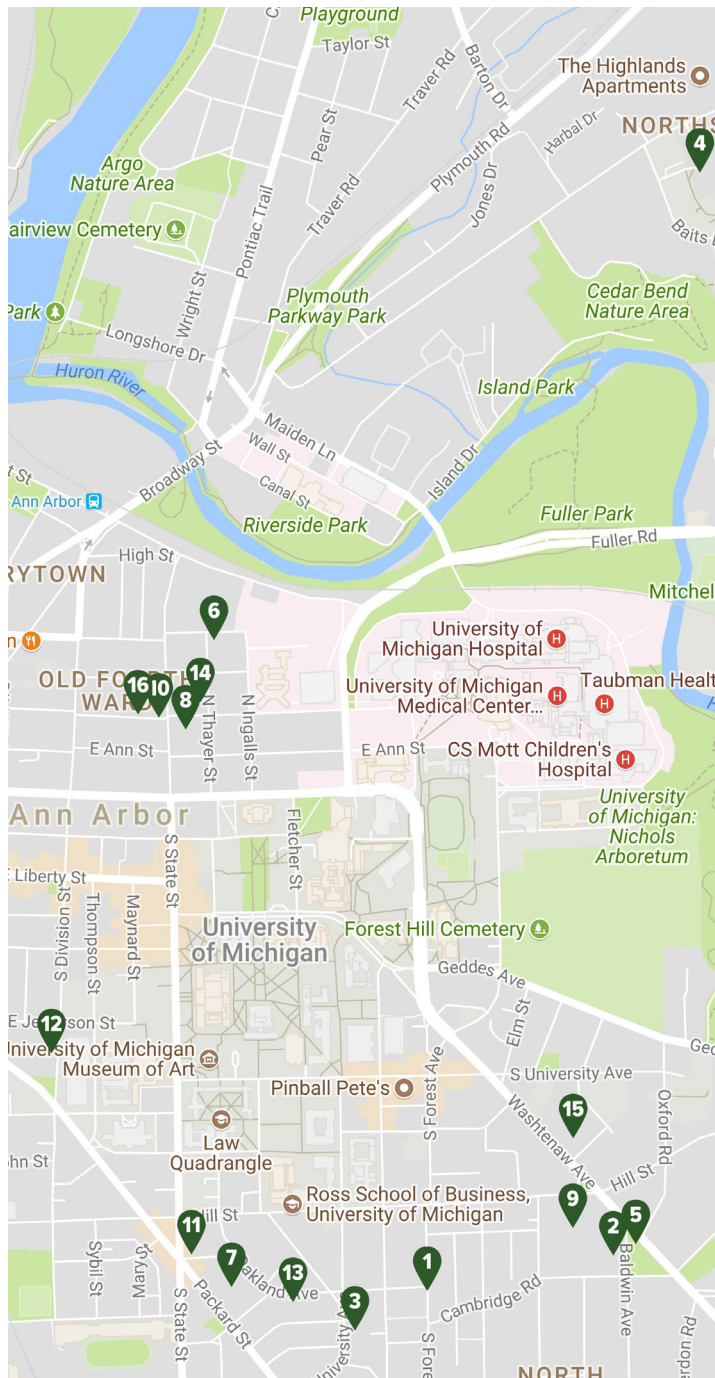
# A Brief History

During the Great Depression, the first cooperative house at the University of Michigan was organized by graduate students in the Student Socialist Club in 1932. The Michigan Socialist House on East Ann Street managed to cut their room and board costs down to \$2 a week through group buying and hard work.

By 1941, 11 co-ops had been established and the Inter-Cooperative Council (ICC) was started in 1937. Next in 1944, the ICC was incorporated as non-profit organization with its first Board of Directors and its first house named A.K. Stevens.

The ICC now manages 16 co-ops and 21 properties that provide low-cost community living to over 500 students. The ICC is member owned and operated, with assistance of non-resident, full-time, and part-time staff members. The ICC continues to provide homes for students (and a few non-students) that embody quality living, community and social equality, safety and affordability, ongoing education, shared work, and life-long friendships.

- 1 Ella Baker Graduate
- 2 Black Elk
- 3 Eugene V. Debs
- 4 Escher
- 5 Karl D. Gregory
- 6 Coretta Scott King
- 7 Muriel Lester
- 8 Benjamin Linder
- 9 Luther Buchele
- 10 MichMinnies
- 11 John Nakamura
- 12 Harold Osterweil
- 13 Robert Owen
- 14 Ruths'
- 15 Sojourner Truth
- 16 Stephan T. Vail



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## **ICC Mission**

“We, the member-owners of the ICC, provide a home for students that equally embodies quality living, community and social equality, all within the cooperative movement. We continuously strive to maintain and improve our organization and our houses through shared work. We are committed to furthering our education by building life skills, a strong community, and personal relationships. We create and maintain a safe and affordable environment where our members feel comfortable and at home.”

**Adopted August 18, 2002**

## **ICC Vision**

“We, the member-owners of the Inter-cooperative Council, envision an affordable living community in which equal, and educated members work together to further the cooperative movement.”

**Adopted August 4, 2002**

# Cooperative Principles

The ICC abides by the following principles of cooperation, recognized globally:

## **1. Voluntary and Open Membership**

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political, or religious discrimination.

## **2. Democratic Member Control**

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner.

## **3. Members' Economic Participation**

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

## **4. Autonomy and Independence**

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

## **5. Education, Training, and Information**

Cooperatives provide education and training for their members, elected representatives, managers, and employees so they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

## **6. Cooperation Among Cooperatives**

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional, and international structures.

## **7. Concern for Community**

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

# Our Board of Directors



## Back Row

Miranda Schaffer ..... VP for Education  
William Marshall ..... Baker Rep  
Sarah Saks-Fithian ..... Debs Rep  
Aliza Gersing ..... Black Elk Rep  
Seth Gable ..... King Rep  
Nathan Kimmel ..... Lester Rep  
Jacob Zuiderveen ..... Escher Rep

## Front Row

Andrew Twohey ..... Vail Rep  
Adam Udovich ..... Linder Rep  
Maggie O'Connor ..... ICC President  
Katie Marshall ..... MichMinnies Rep  
Sam Siegel ..... MichMinnies Rep  
Alex Tye ..... Ruths' Rep

Kevin Dunn ..... Escher Rep (not pictured)  
Emmie Grody ..... Owen Rep (not pictured)  
Sheldin Wilks ..... VP for Operations (not pictured)

Nick Coquillard ..... General Manager  
Laura Dzubay ..... Nakamura Rep  
Annemarie Carlson ..... VP for Finance  
Rebecca Penny ..... VP for Marketing  
Drew Manson ..... Gregory Rep  
Yo Gheresus ..... Truth Rep  
Suneel Joglekar ..... Escher Rep

Dylan Baker ..... Osterweil Rep  
Keith Hildwein ..... VP for Facilities  
Kaitlyn Bell ..... Luther Rep  
Annah Kendall ..... Minutes Taker from Luther  
Angelique Henry ..... VP for Diversity

# Maggie O'Connor, ICC President



When I came into this position at the start of the year, I knew I had a lot of learning to do. Ostensibly not the most qualified person for the role, I was nevertheless eager to do the work, find my place, and make a difference. I wondered if spending so much time at the co-op would burn me out or jade me, yet I was delighted to find exactly the opposite. Serving as ICC President this year has only deepened my commitment our coop, to cooperative principles, and to the concept of cooperation altogether. This I can firmly attribute to the amazing people I have had the honor to work with and to our members who regularly inspire me with their ideas, compassion, and love for the community. What a truly special group of humans--even with the high turnover we experience as a student coop, these traits run strong through our membership.

As a federally-recognized non-profit, we are non-partisan by nature and formally support no specific political party or politician. However, I firmly believe the way we choose to live in our homes is inherently political. In a world that can so often be callous, lacking in empathy and/or isolating, our homes provide refuge for many. The conversations we have at dinner are important--whether they be about something monumental or mundane. The labor we do on behalf of one another is powerful--whether it be leading a

committee or cooking a nourishing meal for your housemates. Our community holds the power for change and I see our members access that power every day.

The cooperative spirit is goofy and loving; it challenges and questions; it demands the betterment of us all as individuals and together as a community. We may not be perfect, but that's the best part of all: life in general, but particularly life in the coop, is a process of learning, personal development, curiosity and self-discovery. I have witnessed members, both individually and collectively, overcome trauma and adversity in all forms and am humbled by their strength and resilience. I have so much faith in our members to tackle issues in their homes and greater community and create something amazingly positive in the process.

Now on the precipice of our 75th Anniversary, we can look fondly upon what came before us and continue to lay bricks for future coopers, hopefully with another 75 years in mind. We must continue to prioritize what makes us great: our belief in affordable housing, our commitment to creating just spaces for all identities, and our use of cooperative principles to navigate our journey.

Cooperatively Yours,

Maggie O'Connor

ICC President, 2018-2019

# Nick Coquillard, General Manager

## Welcome to the ICC Annual Report: A Heartfelt Story of our Year

Dear Champions of the ICC:

The Inter-Cooperative Council Annual Report is different than a typical AR because it's organic, co-operative, and a creation made up of contributions of a large number of young adults and staff members sharing heartfelt, real updates of our experiences. Far from only a statistical snapshot of charts and a letter or two from a couple executives, the ICC Annual Report hits the heart of the cooperative experience by sharing stories of real accomplishments by the true owners of this organization. I appreciate the awesome opportunity to serve as the ICC General Manager and to invite you to experience some of our accomplishments as well as to preview our exciting future.

I share only a bit of our journey -- please disseminate this report with others you know as all are invited to engage with us as we shape our members' lives and inspire a greater, community-based perspective of our world to be lived out after their time at the ICC.

The ICC is a movement of primarily postsecondary young adults living as owners with shares in cooperation to live affordably in group housing. Through four or more hours of shared work per week per member everyone has a constant stake in the success of the ICC. A small staff team supports much of the work -- a diverse team of true passionate, caring, intelligent people the ICC is so blessed to have. I thank the ICC and house leaders as well as every member of our staff for a truly amazing year.

The past year witnessed the creation of a new five-year Strategic Plan inspiring our growth in the areas of finance, infrastructure/maintenance, membership, operations, and partnerships. During most of this past year, we evaluated our previous four-year plan and created a clear vision toward a remarkable future that can and will be implemented by the next half-decade of cooperators.

ICC leaders will leverage many amazing aspects of its organization including owning outright all but one of its houses, being one of the oldest housing cooperatives in the nation with a rich history, a truly impressive social justice focus, as well as its very stable



*General Manager Nick Coquillard*

financial standing, to provide safe, affordable community living and also to contribute to the greater cooperative movement as one of its leaders. Members will live and grow here and they will do so by partnering with our friends in our community, the cooperative movement, the University of Michigan and other educational institutions. More than housing, the ICC is a community of caring, thoughtful people growing through successes and conflict; ideas and accomplishments; partnerships; and achievements of goals. The ICC is a place to invest in, and I look forward to meeting new members and new partners in the coming year.

Finally, I invite you to connect with and support the ICC by visiting its (almost) brand new website at [www.icc.coop](http://www.icc.coop), where you will be able to actively engage with our organization. From all at the Inter-Cooperative Council, please enjoy this Annual Report and let it inspire you as it has me.

In Cooperation,

A handwritten signature in black ink, appearing to read 'Nick Coquillard', written in a cursive style.

Nick Coquillard  
General Manager

# Committee Reports



# Coordinating Committee



## Members

- Miranda Schaffer ..... VP for Education
- Marlee Anderson ..... Minutes Taker from Luther
- Annemarie Carlson ..... VP for Finance
- Becca Penny ..... VP for Marketing
- Nick Coquillard ..... General Manager
- Keith Hildwein ..... VP for Facilities
- Angelique Henry ..... VP for Diversity
- Maggie O'Connor ..... ICC President
- Shell Wilks (not pictured) ..... VP for Operations

The Coordinating Committee (CoCo) serves as the ICC’s executive committee. It is comprised of the ICC President, 6 Vice Presidents (Operations, Facilities Management, Finance, Diversity, Marketing/ Recruitment, and Education) as well as the General Manager. CoCo is primarily tasked with managing

organizational goals and planning, also sitting on the Board of Directors as non-voting members where they empower Board Representatives to make organization-wide decisions. CoCo creates/vets proposals, supplies information to the Board for consideration, and generally ensures that the ICC continues to honor our collective goals, cooperative values, and our mission with current & future membership in mind.

## A Year in Review: 2018-2019

In addition to our expected duties such as running committees, fulfilling Strategic Plan objectives and honoring various organizational deadlines laid out by Standing Rules and policies, CoCo:

Rang in the 2018-2019 fiscal year with a brand new Strategic Plan covering 2018-2023. All future plans are expected to follow the 5-year model. This was a collaborative process and each committee was instrumental in refining each point and ensuring members’ wishes were represented in the plan.

Operations Committee facilitated numerous house inspections at the end of the Summer; CoCo helped out in inspecting the Escher suites so we could get them all done in time!

Started out the Fall term strong with a Board Training that heavily emphasized respect, communication, and non-violent conflict resolution. Traditionally-used Board hand signals were modified with this in mind.

Education Committee brought forward a Social Chair proposal that was passed by the Board with flying colors! The full proposal will be implemented starting Fall 2019.

At the end of Fall term, CoCo presented the Board with 2 proposals both aimed at reducing the financial burden of low Summer occupancy in the ICC. While one proposal did not pass, a proposal authorizing an Airbnb hostel at Minnie’s for Summer 2019 was and work has been steadily done by Marketing Committee on hiring a manager.

Strongly recommended that house charges not be capped by central during the Summer of 2019 as they were in 2018, returning to the usual system of house-dictated charges.

Beyond these tangible accomplishments, it’s my feeling that the unofficial “theme” of CoCo this year

seemed to center around process, data, and making highly informed decisions. This revealed itself first while creating the Strategic Plan, and later during budget discussions. There was a heavy emphasis placed on collaboration during the Strategic Plan process, and each portion of the plan was worked on gradually and systematically. We had several member nights where anyone could come and workshop objectives; this started with a session to simply brainstorm and gather thoughts on what members would really like to see from our organization, which culminated in a “Member Wishlist” used to inspire the actual plan objectives. Each committee was responsible for a particular section of the plan, yet we ensured there was adequate opportunity for committees to work on other sections they were not assigned to. I believe this resulted in a well-rounded and thoughtful plan that everyone should be proud of. Budget discussions went a similar route with the Board being supplied data from multiple sources (member surveys, housing, financial, etc.) and hearing a variety of presentations on these topics. The Board engaged heavily with these materials, asked excellent questions, and often worked collaboratively in small groups to understand complicated financial matters and our history of not always making the most responsible financial decisions as an organization. Consensus formed gradually among the Board and the budget was passed seamlessly, on time, and with little contention. I firmly believe this is not only due to the intelligence and work ethic of the Board, but also the intentionality of the process and the use of supporting data/materials.

As a team, I feel confident saying that we have bonded well over the year and enjoy each other’s company. We have barely missed a week in our meeting schedule (probably 3-4 times since May) and I think this positively contributed to a sense of continuity, collaboration and trust amongst ourselves. We have fun and we get things done! It’s been a blast.

### **With 2 Months Left...**

With just a few months left in the fiscal year, CoCo has a few things on our plates to finish off:

Finish the General Manager evaluation process by the last Board meeting on 3/31. This involves sending out a survey to all members/community partners who interact with our GM, collating the data from the survey and staff interviews, and drafting a formal report to be approved/not approved by the Board. Continue to support Marketing Committee in their

Airbnb hostel project, which will hopefully have a hostel manager hired and ready to start training by early/mid-April.

Analyze any and all work started or completed on the Strategic Plan, particularly the annual objectives assigned to this year.

Prep to train the next VPs/ICC President to take over starting in May 2019.

### **The ICC Today & Going Forward**

The ICC today remains a truly special place with its own unique strengths and weaknesses. We continue to struggle with communication--both interpersonally and between houses and central leadership. I believe access to information has increased with our updated website, but I wonder if trust impacts our ability to communicate effectively as well as be receptive to information. As always, there is more work to do in making our homes accessible and safe for all identities, yet I see the progress we’ve made and look forward to continuing this progress going forward.

In terms of the direction of our organization, I feel positively about it from many perspectives. Between this year and last, I sense an urgency to prioritize the ICC’s financial health and longevity in what can only be described as true fiscal responsibility that any Board of Directors should seek to uphold. Fiscal responsibility and the heartfelt passion of our org sometimes appear to be in opposition, yet it is simply uncooperative of us as current members to short-change future members by not taking appropriate action regarding our budgetary practices. Though this inevitably means charges must increase each year, I am inspired by the creativity of our Board and members and have good reason to believe we can prioritize the financial health of the ICC while still remaining committed to providing affordable housing to those who need it.

In Cooperation,

Maggie O’Connor

ICC President, 2018-2019

# Diversity Committee



## Members

Angelique Henry ..... VP for Diversity  
Sethe Zachman .....Black Elk’s Member Assistant

Alex Tye .....Ruths’ BoD Rep  
Dylan Baker.....Osterweil’s BoD Rep

There is much more work that still needs to be done with regards to empowering and celebrating diversity in the ICC, and yet Diversity Committee (DivCom) has made many strides this year. At the beginning of my term in Summer 2018, DivCom combined with the Education Committee (EdCom) to form the Diversity and Education Committee (DivEd). In conjunction with Miranda Schaffer, VP for Education, and her amazing members, our committee focused on its contributions to the Strategic Plan which outlined long-term membership goals until 2023 as well as annual goals for 2018-2019 more specifically. These goals varied from training development to increased inclusivity within the ICC community. In addition to our work on the Strategic Plan, we organized and enacted the Queer Potluck in order to reflect the goals we hoped to improve on in the coming year with regards to inclusivity. Thank you to all who participated in DivEd and the construction of the Strategic Plan! None of what we accomplished could have been done without our hard working members or the input we received from everyone involved.

In Fall 2018, DivEd split back up into their respective Committees and DivCom commenced work on our newly outlined annual objectives. During this time, we focused on preparing Cooperative Leadership Training facilitators for more engaging presentations and finding outside collaborators for a better CLT experience. While DivCom worked on CLT training, Emergency House Operations Team (EHOT) handled multiple cases in an effort to maintain house and member safety. Our final project was creating the “Neurotypicals guide to a more inclusive house meeting.” This guide was developed to help accommodate those outside of the neurotypical spectrum who find it difficult to sit through long house meetings. It included information on how to structure agendas, sending out agenda and information prior to house meetings, taking breaks, as well as tips on how to keep members engaged and present.

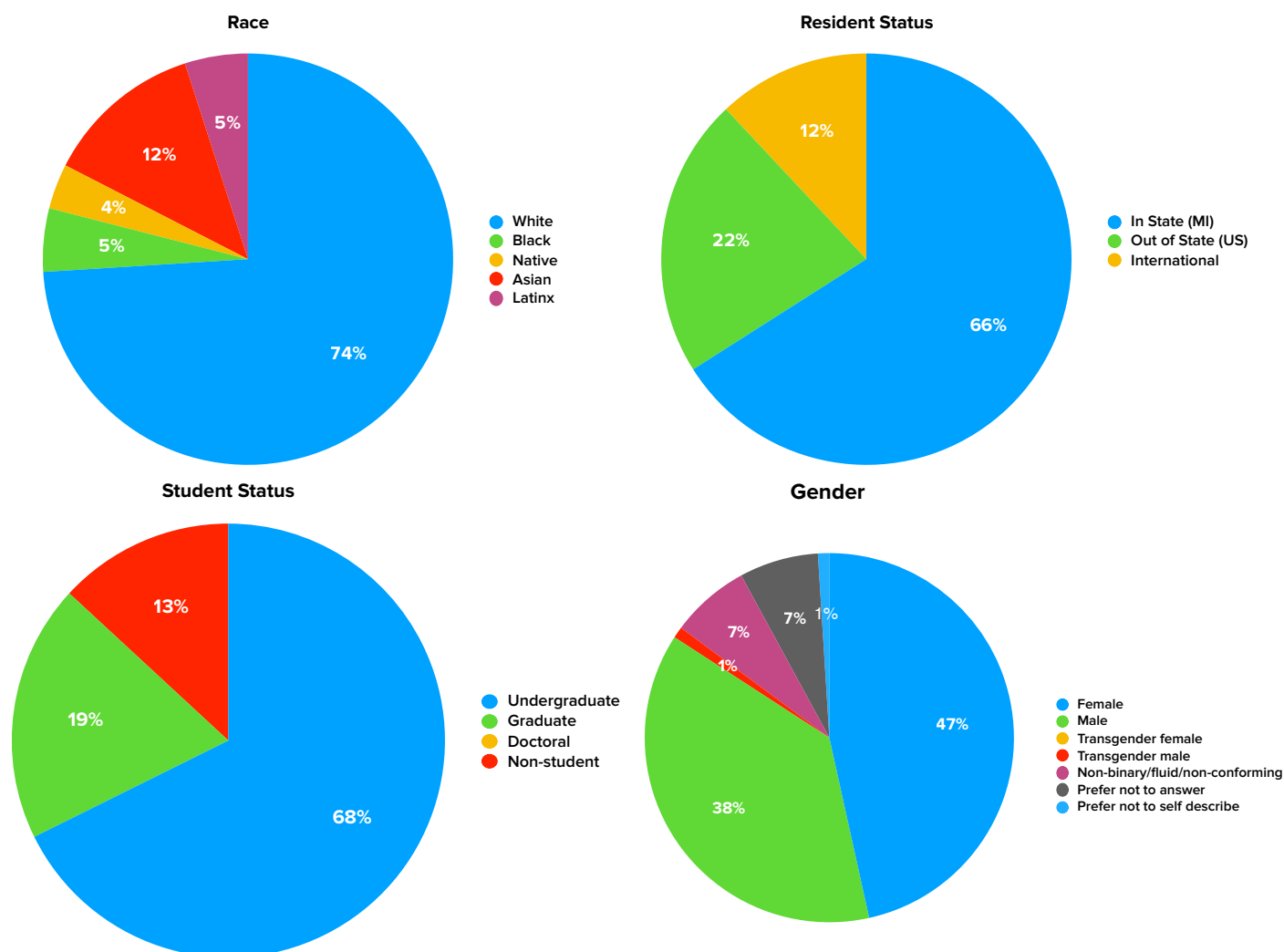
From January 2018 until now, DivCom has been working hard on multiple projects that we hope to have solidified action for by the end of the semester.

While working with EHOT in the previous semester, I recognized concerns with lack of EHOT member preparedness, as well as a need for more detail regarding EHOT proceedings. In order to address these problems, DivCom has started working on a 3 part training that involves a better understanding of sensitivity when handling cases and implements mock cases for active practice. In addition, DivCom has started taking a closer look at our DivCom Policy in order to outline structure for future DivCom in conjunction with EdCom. This effort aims to create a better standard for future policies and will hopefully roll over into other committee's policies for more consistent committee cooperation. Finally, DivCom is putting together our last event for the year, the Speak Out Against Racism event. This event's goal

is to let marginalized groups within the ICC express their trauma and how it affects everyday co-op living. Once again, the members of this committee cannot be thanked enough for all their hard work. A special shout out must go to Patti Kardia who has worked consistently with me and my committee to ensure our success from all our efforts. Thanks to everyone's hard work, we hope to have ensured positive momentum for future DivCom endeavours.

In Cooperation,  
Angelique Henry  
VP for Diversity

## Who Are We?



# Education Committee



## Members

Jacob Zuiderveen.....Escher’s BoD Rep  
Annah Kendall.....Minutes Taker from Luther

Miranda Schaffer ..... VP for Education  
Aliza Gersing..... Black Elk’s BoD Rep

## Background

Education plays a vital role in the ICC community--from providing inclusive leadership exercises, training house officers and Board members to fulfill their respective roles, to hosting sociable events for all members such as the Winter Annual Meeting, education provides us with a strong foundation on which to build our homes and communities. This year, the Education Committee has furthered the goals of the ICC through the hard work and dedication of each member.

## Summer

In the Summer of 2018, the Education and Diversity Committees met and worked together as one to tackle the membership concerns of the Strategic Plan. Through attending brainstorming sessions, thoughtful discussion, and meticulous editing, the joint committees helped create a Strategic Plan for the next five years for the ICC to be proud of. Some notable plan details include: furthering the ICC as a survivor-centered organization through more extensive policies and trainings, rolling out in-house workshops on the topics of inclusion and bystander intervention, and utilizing the membership survey to become a more data driven organization. DivEd Committee also planned and hosted the ICC’s Pride Event during Pride Month in the Summer of 2018 to celebrate and

support members who may feel marginalized in our communities. Lastly, DivEd, in conjunction with the Member Services Coordinator, planned and facilitated Board of Directors Training, Cooperative Leadership Training, and New Member Orientation.

## Fall

In the Fall term before the Education Committee was formed, the Member Services Coordinator, myself, and VP for Diversity Angelique Henry planned and facilitated trainings and events such as: Fall Annual Meeting, Board of Directors Training, Cooperative Leadership Training, and New House Officer Training, etc. When the EdCom was formed as BoD representative were assigned, EdCom dove into their responsibilities as outlined per the Strategic Plan. To address objective 8.1.3, EdCom spent much of their time co-authoring and reviewing a proposal to create a continuous team of Social Chairs to the Board of Directors. EdCom then presented the proposal to the Board, answered questions, and the proposal passed. After, EdCom began co-authoring, reviewing, and updating the Education Policy. Budget

## Winter

After the Social Chair proposal was passed by the Board, Luther, Baker, and MichMinnie’s social chairs joined EdCom for the winter term! Work on the ICC

Education Policy also continued into the Winter Term. Concurrently, EdCom also began work on the EdCom Visioning Statement as well as the Winter Annual Meeting. After several more weeks of deliberation and thoughtful discussion, the EdCom Policy (three years in the making) finally passed! EdCom is now finishing up the term by hosting WAM and preparing materials for the Social Chair Team. With all the hard work of EdCom members over two semesters, the ICC will be able to implement a major Strategic Plan goal by utilizing a continuous team of Social Chairs to host in-house workshops so every member will be able to access inclusive living and bystander intervention strategies. As outlined in the Education Committee vision, we hope that this additional training carries through into everyday interactions, and that our ICC homes and community will be an inclusive place for anyone seeking to join the cooperative movement.

### **Thanks & Recognition**

A special thanks and recognition to Member Services Coordinator Patti Kardia, Vice President for Diversity Angelique Henry, and members of the Education Committee: Aliza Gersing, Kevin Dunn, and Annah Kendall for their respective contributions.

### **The ICC: Next Steps**

From my position as VP for Education, I see many organization strengths. First of all, the ICC has a dedicated, caring, and helpful Staff members who go above and beyond to serve the organization. Current ICC President Maggie O'Connor and the other members of the Coordinating Committee are also driven individuals with the long-term goals of the ICC in mind. The Strategic Plan has further assisted the passions of leadership focus into long-term goals that will benefit members of the ICC many years from now, and are actively making strides toward those goals.

By nature of aspiring to be an affordable housing organization in Ann Arbor, the ICC faces many long-term challenges. From my position, we must learn from and avoid pitfalls from past decisions regarding budgeting. We must also develop a more progressive and efficient way to allocate scholarships to support our members in financial need so that we all may enjoy our homes together. I also believe that future Education Committees have the ability to play a crucial role in redefining our organizational policies to better align with our mission and vision.

## **Strategic Plan Progress: AOs Assigned to Education Committee in 2018-2019**

8.1.1. Maintain and expand scalable, repeatable and measurable educational opportunities for leaders to learn particular information relevant to their House Officer position (NHOT), as well as cooperative leadership strategies (CLT) on conflict; power, privilege & oppression, mental health, and bystander intervention. Implement engaging and well attended introductions of cooperative living through new member orientation (NMO/FAM). // **Complete**

8.1.2. Discuss structure of Ed and Div Committees. Explore combining the committees (DivEd) for the duration of the Strategic Plan. // **Complete**

8.1.3. Formalize a continuous team of social chairs to be overseen by VP for Ed as it's implemented. **Complete**

8.2.1. Achieve the goal of all houses electing Board of Directors (BoD) Representatives and House Presidents (HP) by the end of Winter contracts or as specified in house constitutions. Explore electing officers, especially HP & BoD representatives, even earlier. // **In-Progress**

In Cooperation,  
Miranda Schaffer  
VP for Education

# Facilities Committee

## Members

Andrew Moran ..... Maintenance Coordinator  
Keith Hildwein.....VP for Facilities Managment  
Kaitlyn Bell ..... Luther’s BoD Rep  
Seth Gable..... King’s BoD Rep  
Nathan Kimmel ..... Lester’s BoD Rep  
Kyle Storey ..... Truth House Member  
Harsha Gouda .....Escher Member Assistant (Fall 18)  
Joseph Kubais.....Escher Member Assistant (Fall 18)  
Wilka Carvalho Baker Member Assistant (Winter 19)

## Introduction

The year started in the Summer of 2018 with most of our ground work consisting of AC-unit inspections, assisting OpsCom with room inspections, and touring a handful of major maintenance project that were occuring at the time. A majority of our Summer was spent working closely with the maintenance staff on the infrastructural sections of the 2018-2023 Strategic Plan. After a number of brainstorming sessions, committee meetings, Board meetings, and five official drafts, the infrastructure section was boiled down to three member wish list items that contain five long-term objectives. In brief, the infrastructure section addresses these main concerns: the strategic management of assets through data driven research and planning; increasing house safety by developing emergency action plans and preventative measures; improving member stewardship of houses through education, house-officer support, concrete expectations, and the optimization of house systems; and, the betterment of our technological infrastructure through the development of an evolving, staff-supported IT Department.

The new plan’s objectives set the course for the rest of the year. Over the course of the following months, FamCom pursued the implementation of centralized, environmentally conscious grease-waste management as well as providing each house with OSHA compliant emergency preparedness supplies and resources. Throughout this time, FamCom also fulfilled their regular duties of providing mock kitchen inspections, feedback to kitchen managers, writing content for the Conifer Chronicle, having discussions regarding the current BoD operations, creating pro-

cedural documents for future FamCom’s, and more.

## Grease-waste Management

FamCom has been working to find a more ecological and sustainable solution to disposing of the oils/fats/grease waste we accumulate in our kitchens (after cooking our delicious co-op dinners). Rather than collecting it in random containers and disposing of it in nearby landfills, FamCom found Detroit Grease - an Ann Arbor start-up that serves as thee regional middleman between local Universities and restaurants and the handful of Biodiesel plants located across the Midwest. Due to some of their employees’ prior affiliations with the ICC and (mostly) how often they’re in the area, the company had generously offered their services to us completely free of charge. Unfortunately, the company hasn’t gotten back to us in over two months even after leaving several voicemails. We are now considering alternatives: (1) using a different company by the name of Mahoney Environmental or (2) asking the university if we can dispose of our grease-waste in their containers. The latter would be a more convenient option for us under the consideration that the university has many collection units in across campus.

Regardless of the company we use, the logistics for the project remain the same. It’s essentially just going to require some coordination/systematizing on our part. Of which FamCom has worked out the details. A large (50G) collection unit will be placed at Escher and Luther. Small (5G) collection units will be provided to each house (and suite at Escher) by the ICC. Each collection unit will have laminated instructions provided with them. All members will need to do is pour their spent oil from cooking into the small collection units. When the small units are full (or close to full), they will need to be dumped into one of the large collection units. When the large collection units are full, all someone will have to do is call/text the number on the side of the unit. FamCom will monitor the large units to ensure that they are picked up. FamCom will also collect feedback after the project is initially implemented to ensure everything is going smoothly and it is here to stay.

## Emergency Preparedness

Originally, FamCom had the goal of procuring new

OSHA compliant first-aid kits for every house after noticing that most houses either did not have many supplies or the supplies were as old as the house itself. Overtime, the goal blossomed into providing each house with both a mounted OSHA Complaint first aid kit and a comprehensive emergency preparedness resource guide. Each house will receive a binder with a variety of safety info, i.e. basic first aid how-to, fire safety resources, MSDS resources, contact info and hours of operation for poison control and local hospitals/clinics, and a blank, formatted spreadsheet for house-member specific emergency contact information.

### **Institutionalization & Misc.**

Both projects are currently still underway with plans to reach full completion by the end of the semester. As directed by the Strategic Plan and our advisors, we are taking our time to follow through with the institutionalization of both of our projects. That is to say, we are trying to making sure these projects are here to stay for the long run. To meet this objective, we are taking steps that include establishing clear house and House Officer (HO) expectations, amending the mock inspection process to include first aid supplies, creating the institutional memory of the inspection process through Google Drive forms, as well as other measures.

A large goal of FamCom that has been largely completed by DMS McKinney V. Parrish is the establishment of clear House Officer expectations on a formalized ICC document. With assistance, McKinney has drafted a page on the ICC website that we have planned to collaborate on in late March. This document will not only provide for member accountability, it will also allow future committees to amend responsibilities of house officers on a ICC-wide level. Measures are being taken to begin the process of accurately defining what expansion means for our organization, starting with meetings with our General Manager and Director of Maintenance. The goals of which are to answer questions such as what expansion looks like, when is it feasible, and constructing a detailed procedural framework for how expansion should happen.

### **Future Directions & Goals**

While sustaining their timeless character and beauty, our old homes continue to require major infrastructural work that is always costly. Our current budget and overall available funds allow us to chip away

at these issues at a snail's pace, which is fine in the meantime. It is hopeful that we were able to pass this fiscal-year's budget with increases in maintenance, which essentially just got us back to where we were five years ago in terms of inflation. In the future, it would be beneficial for us to stay on track with inflation on a yearly basis and increase our maintenance budget and operational reserve even further to put us in a good, more comfortable position if disaster were to ever happen.

In regards to the non-financial but important matters of our organization, I'd just like to share a quote I gathered during one of my regular meetings that I strongly agree with:

*"Historically, we (the Board) have been predominantly focused on centralized operations and high level policy discussions rather than house-based systems. [In the future] we would benefit the most from focusing on house system operations. Our bread-and-butter is being able to run effective, smoothly running houses. And cleaner and more functional supports better social environment, community, family, marketability, etc."*

- Geoff Mayers, Director of Maintenance  
(November 19, 2018)

The future directions of FamCom and the ICC as a whole are outlined in detail in our new strategic plan. A few objectives that would be beneficial to our institution to follow up on within the next few years include:

Continuing to improve and institutionalize standardized emergency preparedness (Substance Abuse Emergencies) - collaboration with student legal services.

Internal house system and officer support through collaborative, idea-sharing events. The idea that all house systems are generated internally and that certain houses may have systems in place that could benefit other houses.

Alumni donation fundraising - the creation of a shopping list or GoFundMe-like page on our website that allows alumni to view house specific ongoing or future projects along with their total cost and have the option to donate directly to them.

### **Escher Suite-level Kitchen Inspections**

Through speaking with co-ops from around the nation at NASCO Institute, I learned that we're actually doing very well here. We tend to get hung up on our faults and areas we need to improve, moving

from one problem to the next. Which is great, it's how we move forward and improve. But it's important to look back and recognize our achievements and what it is we are doing every day. We've become so accustomed to an awesome and unique lifestyle that many people aren't even aware exists. We have an amazing community here with a lot of potential that will undoubtedly be seen in the future. I can not begin to express how proud I am of this institution, my committee, and this community. I have thoroughly enjoyed my time here and I'd like to thank the members of CoCo, the Board, FamCom, and our staff for being so amazing. I am extremely grateful for my time here and for having the opportunity to serve as the VP for Facilities Management.

In Cooperation,  
Keith Hildwein  
VP for Facilities Management

## How to Handle Grease in Your Kitchen

Reduced Footprint Recycling



**You Have Grease!**

Pour the grease into the designated container in your kitchen. Any type of oil, fat, or grease is acceptable! Try to keep large left over food particles out.



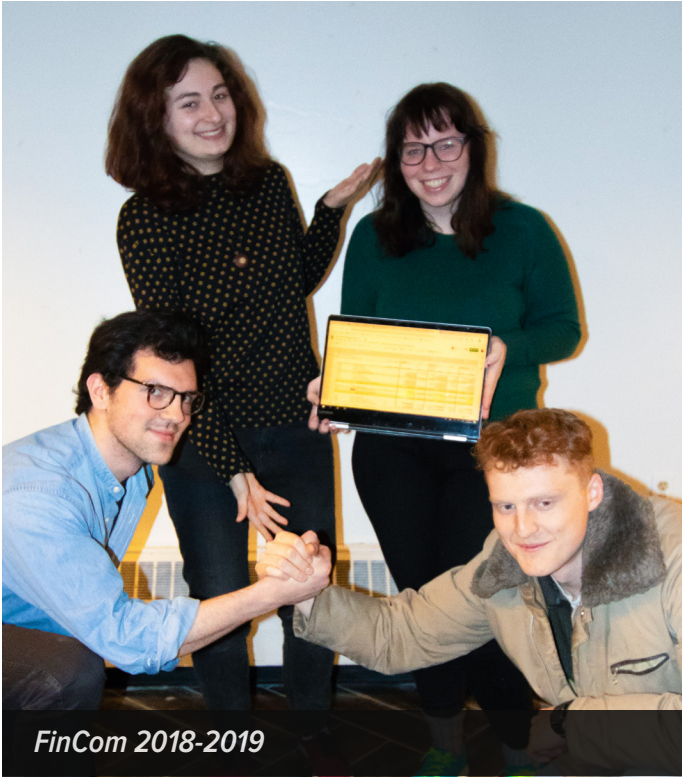
**The Large, Central Grease Container is Full!**

Call (313) 769-8645. This number will be located on the large container. After that Detroit grease will come and pick up our grease for use!

**Your Designated Grease Container is Full!**

Contact your Kitchen Manager or Work Manager to delegate someone to bring the container to the large central grease drop off points (Luther and Escher).

# Finance Committee



## Members

Laura Dzubay ..... Nakamura's BoD Rep  
Annemarie Carlson ..... VP for Finance  
Adam Udovich ..... Linder's BoD Rep  
Andrew Twohey ..... Vail's BoD Rep  
Harry Altman ..... Member Assistant from Escher  
(not pictured)

## Introduction

The Finance Committee continues to be an integral part of the ICC, and it would be impossible for it to function without considerable help. Karin Kiem serves as Director of Financial Services, and Annemarie Carlson is the current VP. FinCom has been able to accomplish many goals this year including work on the strategic plan, scholarship analysis, and continuing to budget as accurately as possible.

## FinCom

Over the past year many people have served on the FinCom including but not limited to: Laura, Andrew, Wilka, Harry, Adam, Jerod, Carlos, and Russell. FinCom has been able to accomplish so much because of the amount of work these people have put in. The committee has met regularly. Most of the members

have also been present in the Board meeting and have given the Board valuable financial insight.

## Budget for Fiscal Year 2019-2020

FinCom crafted the budget for 2019-2020 using the work that past FinComs have done. It is crucial to budget based on actuals from the previous years. Unfortunately the budget does have significant charge increases, but FinCom feels as though every increase is justified. For transparency's sake this report will go over the major increases:

## Maintenance

Geoff requested that FinCom raise the maintenance budget in order to keep up with inflation, and that is what FinCom did. This is a bare minimum increase given the age of our houses.

## Payroll

Every year the cost of living goes up, so it is important to make sure staff wages are in line with these increases.

## Scholarships

FinCom recommends that members contribute to the scholarship budget once again. The Board also approved an additional \$7,000 increase in the scholarship budget above what is mandated by the standing rules.

## Operating Reserve

FinCom has also increased the operating reserve. It is important to have a robust operating reserve in case of an unaccounted for emergency.

Overall, FinCom is very happy with the way the budget processing went and how dedicated the Board is to accuracy.

## Scholarships

This was a big year for scholarships! FinCom reviewed over 50 scholarship applications and awarded about 30. Scholarships can range from \$50/month to \$300/month. FinCom is attempting to streamline the process to make the application more accessible, so that even more people can apply for the upcoming year. The committee also is looking at updating the website and making the information more clear. FinCom has also been reviewing how we account for work in order to make it a more fair process. FinCom encourages anyone reading this to fill out a

scholarship application for the 2019-2020 school year if they feel as though it's applicable to them.

Strategic Plan

Strategic planning took up the whole Summer. FinCom has numerous objectives which we have attempted to work on. FinCom intends on using the remaining months to work diligently on the strategic plan. It can be challenging for FinCom to complete annual objectives because of stresses from scholarships and the budget. However the committee is ready to deep dive into the Strategic Plan soon.

Misc.

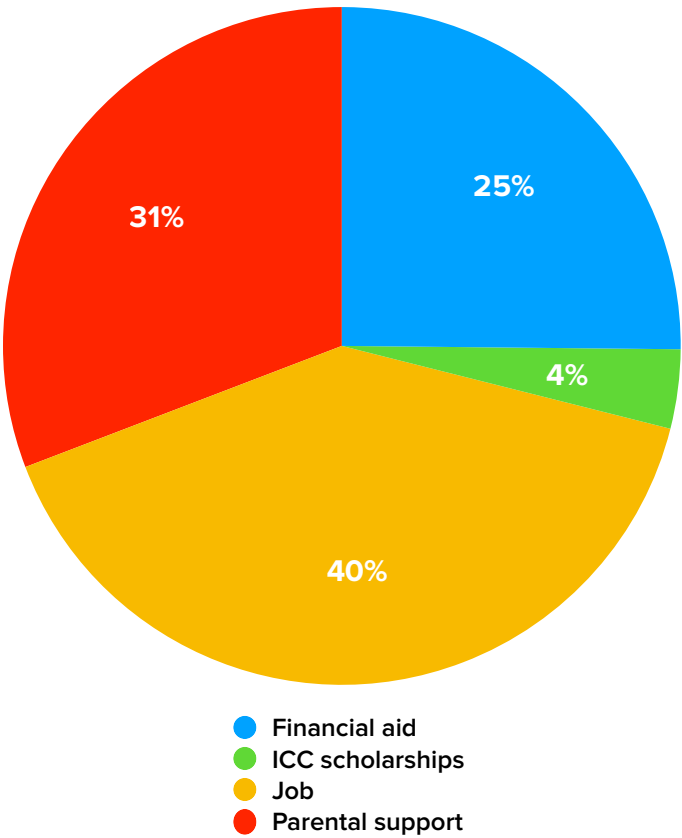
FinCom is also responsible for administering payment plans, house fines, and assisting treasurers. The Finance Committee has kept up with all of these duties for the past year. The committee is also regularly informed about the size of the endowment fund. As of February 2019 it is nearing \$800,000. This is money that is set aside to be used for scholarships. It is meant to continuously grow for years to come.

Closing Thoughts

It has been an honor to serve as the VP for Finance this year. I have learned so much, and I only feel positive about the future of the ICC. There are so many dedicated people who keep the organization running smoothly, and I've had the pleasure of working with most of them. I hope that we continue to budget accurately in the future, so we can stay financially healthy for years to come.

In Cooperation,  
Annemarie Carlson  
VP for Finance

How Do Our Members Pay for Charges?



# Statement of Financial Position

*As of April 30, 2017*

## Assets

### Current Assets

Cash and cash equivalents.....	\$413,552
Cash held for houses .....	\$13,661
Accounts receivable.....	\$143,265
Prepaid expenses .....	\$86,876
Total current assets.....	\$657,354

Fixed Assets - net of depreciation .....	\$5,010,875
--	-------------

### Other Assets

Deposits .....	\$43,806
Notes receivable .....	\$80,898
Investments-endowment fund.....	\$700,671
Total other assets .....	\$825,375

Total Assets.....	\$6,493,604
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## Liabilities and Net Assets

### Current Liabilities

Current maturities of long term debt.....	\$76,847
House funds held in trust - amenities and operations .....	\$54,074
Accounts payable and accrued expenses.....	\$168,312
Total current liabilities .....	\$299,233

Long Term Debt - less current maturities .....	\$1,587,067
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### Net Assets

Unrestricted.....	\$3,837,599
Temporarily restricted .....	\$769,705
Total Net Assets .....	\$4,607,304

Total Liabilities and Net Assets.....	\$6,493,604
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# Statement of Activities and Changes in Net Assets

For the Year Ended April 30, 2017

## Revenue and Support

Membership charges - net .....	\$3,095,603
Membership fees.....	\$50,560
Interest income .....	\$35
Surcharges.....	\$27,309
Contributions.....	\$7,726
Rent and other .....	\$3,863
Special program fees .....	\$6,500
Scholarship fund support .....	\$7,403
 Total revenue and support.....	 \$3,198,999

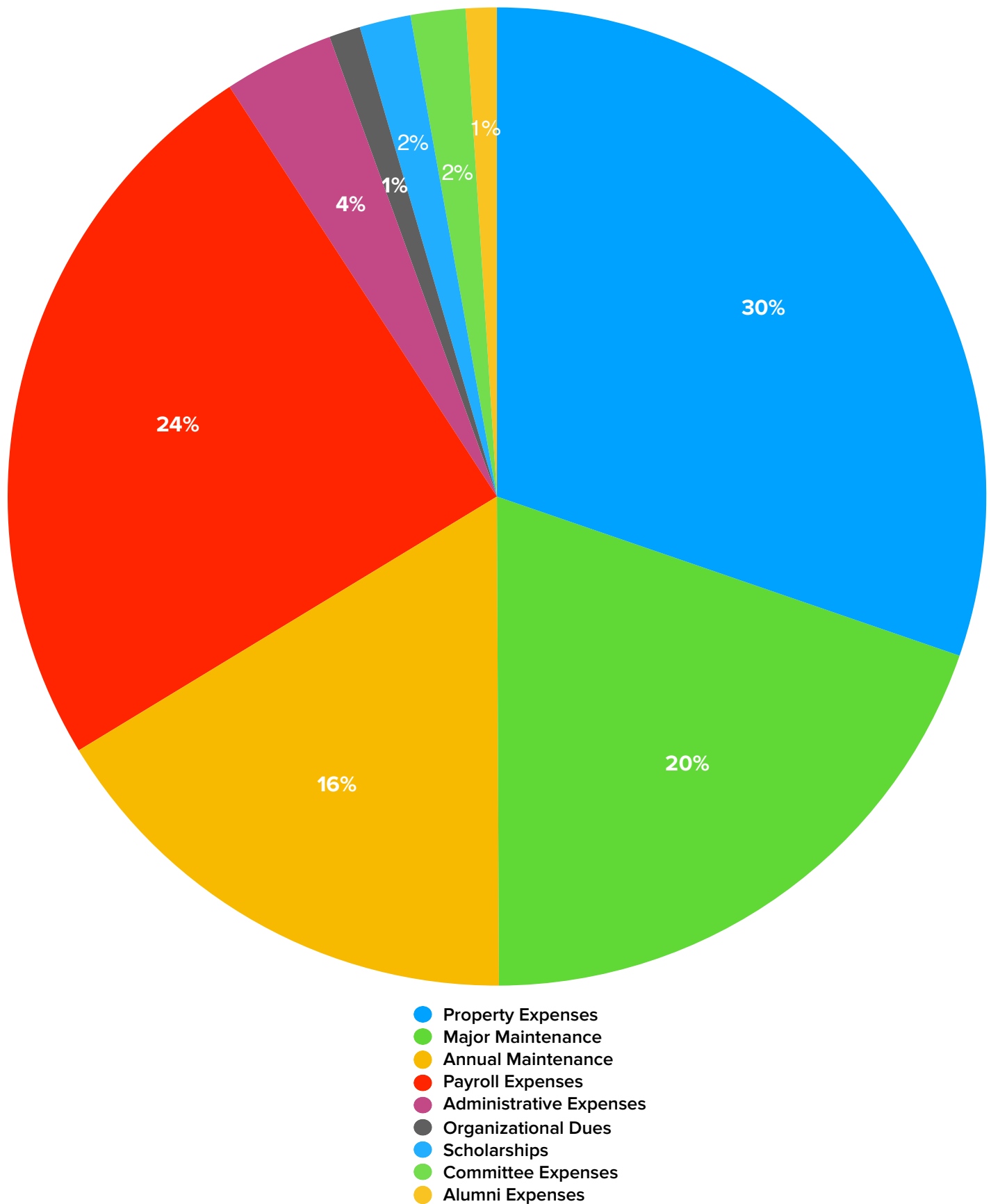
## Operating Expenses

Program .....	\$2,470,931
Management and general .....	\$736,471
Fundraising .....	\$26,756
 Total operating expenses .....	 \$3,234,158

## Other Income (Loss)

Gain (loss) on investments.....	\$71,678
 Total other income (loss).....	 \$71,678
 Change in net assets .....	 \$36,519

# Disbursement Breakdown for Fiscal Year 2016-2017



# Marketing Committee



## Members

Becca Penny .....	VP for Marketing
Sharika Elahi .....	Luther’s Member Assistant
Katie Marshall .....	MichMinnies’ BoD Rep
Sam Siegel.....	MichMinnies’ BoD Rep
Drew Manson.....	Gregory’s BoD Rep

First, it’s been a joy to work closely with everybody these past few terms. I have enjoyed contributing to the ICC immensely and feel closer to the cooperative movement after this experience. I am proud of the accomplishments of my fellow members, especially my committee members on MarCo who have helped realize many ICC goals regarding recruitment and retention.

One of our overarching goals and a historical pillar of MarCo philosophy was to create opportunities for members to connect, participate, and derive value from their membership. MarCo took action to meet these lofty ideas in big and small ways. Creating a GroupMe for ICC members this Summer was a small action that made a big impact. This central channel of communication opened the doors for members to plan events, ask for help, exchange food, share jokes, and so much more. I am still amazed by how this

simple tool has brought our houses closer together. Some larger relationship-building ideas that came from MarCo include a T-Shirt design contest that produced amazing graphics from our members, a time-capsule burying for co-op month in October, and a tailgate in partnership with Student Housing Cooperative. Much work has also been put into ICC Prom 2019, which will take place the day after this WAM. It’s MarCo’s hope that these events bring value to members.

As always, merch is very popular within the ICC! It was clear early on that new merchandise was desired by members and staff. Again, the T-Shirt design contest yielded amazing artwork from our membership which was then used for new merch. By this time, MarCo would have ordered new shirts, zip-up jackets, canvas bags, mugs, folders, and stickers. Additionally, every new member at FAM got to leave with an ICC drawstring bag, which I still see being used quite a bit! Plans are in place to expand merch even further. The MarCo closet has been cleaned out (not an easy task) and is being primarily used as an inventory closet and an online shopping web space has been purchased. The big picture for merch is to have a working online store and a more appealing storefront in the main office before this term is over.

Another focus of MarCo’s this term was placed on the resurgence of the ICC’s monthly newsletter. In partnership with ICC-T, MarCo has helped produce a monthly news zine every month since July. These newsletters are delivered digitally and physically to houses and provide updates from ICC Central and other fun articles and pictures. We’ve had many people reach out to us that they enjoy the Conifer Chronicle and we hope more people continue to read and contribute to it!

Continuing, the membership survey is conducted every two years by MarCo, DivCom, and Patti Kardia. Much time was spent crafting the questions, administering the survey, and reporting out the results. Something unique that we did with the survey this year was hosting an Escher Outreach party. Members from MarCo and DivCom went to Escher with iPads and laptops to encourage our biggest house to take the survey.

MarCo has also had its hand in the continuation of the Airbnb project, spearheaded by past VP Julia

Selig Beltré. At this moment, MarCo has done work to outline compensation, recruit applicants, and plan interview logistics. Interviews will take place soon and will be a big part of the future work MarCo will have to complete this term. After hearing some concerns from last Summer, MarCo was happy to address these and create a communication plan for MichMinnies' to create more transparency around the process.

Traditionally, MarCo participates in many tabling events, and that was no different this year. The ICC had a presence at Winterfest, Festifall, Freshman Orientation, So Cool So Just, LGBT Wellness and Resources, and Off-Campus Housing fairs, to name a few. We also advertised on various online Boards and spaces, diag banners, and flyers. Another big focus this term was to create a larger ICC presence online. A lot of energy was spent creating more content and posting on the ICC's social media platforms. We hope dedicating more time to these spaces helps with recruitment as prospective members can easily see we are a lively community through our sites. Current members can also enjoy the increased communication that is easily achieved through platforms like Facebook and Instagram.

Lastly, it was very cool to be a part of the strategic planning process. MarCo continues to follow the long term objectives and annual objectives laid out for the team. Many of our annual objectives are related to creating partnerships with other organizations. At this moment, we are working to reach out to potential partners and we are exploring the scope of what we can offer others. We have created fortified information packets so that we can give partners these packets in hope that they can pass them on to people who may be interested in joining the ICC. These packets include information about what a co-operative is, what the ICC is, and how to join.

Thank you for reading! Thank you to ICC-T, Aleah and McKinney, for being awesome. Thanks to Katie Marshall, Sam Spiegel, Drew Manson, and Sharika Elahi for all their work and patience this term :-)

In Cooperation,  
Becca Penny  
VP for Marketing

## **Housing Fairs MRC Attended This Year**

### **June-July: UM Freshman Orientation Event (4x)**

The purpose of orientation is to provide students with a smooth and helpful transition to college life.

### **September 3rd: Northfest**

North campus fest boasts over 200 student organizations and departments that keep supporting north campus in mind throughout the event.

### **September 7th: Festifall**

Our largest student organization fair that includes attendance of over 5,000 people on the first Friday of classes.

### **September 19th: So Cool So Just**

This is a space for students to learn, connect, and network with social justice organizations.

### **October 11th: Beyond the Diag Off Campus Housing Fair**

Beyond the Diag aims to educate off-campus students about the various resources available to them.

### **October 24th: North Campus Off-Campus Housing Fair**

The housing fairs are meant to simplify the search for students seeking off-campus housing.

### **January 14th & 16th: Winterfest**

Winterfest features crafts, performances, and food.

### **February 13th: Beyond the Diag Off Campus Housing Fair**

Visit Beyond the Diag's Off-Campus Housing Fairs to simplify the process of finding a new home! You will have the opportunity to meet landlords face to face, talk to current off-campus students about their communities, and explore many housing options.

### **February 19th: LGBTQ Health & Wellness Week Resource Fair**

This event features several organizations at the University of Michigan and in the Ann Arbor/ Southeast Michigan area who are working to improve and support LGBTQ+ individuals with regards to health and/or wellness.



# Operations Committee

## Members

Shell Wilks..... VP for Operations  
Jose Mendez ..... Member Assistant from Baker  
William Marshall..... Baker's BoD Rep  
Jacob Zuiderveen..... Escher's BoD Rep  
Emmie Grody..... Owen's BoD Rep

## Background

Operations works in many different areas of the ICC, and plays an important role with how we operation on a daily, monthly and yearly basis. Some of the Operation functions that Operations work on are contract issues, dates, and deadlines; non-student status and membership; Parties, Pets, ICC Key Performance Indicators across the broad range of house operations. This year in particular, Ops has focused on policy re-working, Summer operations schedules and procedures, Spring/Summer contract information on financing, among other things that arise.

## Fall 2018

The beginning of the Fall semester, I again was not in office. It was not until the end of September that I was elected. After starting the position, I have worked with the Operations committee on planning the procedures and timeline for Spring turnover inspections, end of Summer Interim, establishing increased responsibilities of Spring/Summer presidents or House Managers. During the Fall semester, we have discussed a lot about the future and permanent changes to the University of Michigan's academic calendar which makes our availability to complete traditional Summer operations much harder. Ops has also re-written the Pet Policy in SR.Chapter 12. We have not presented any proposals to the Board due to the Strategic Plan stating that any changes should be put into a trial run before being presented with the Board. Some concerns with this Strategic Plan Objective have arised due to the inconsistent need of using some policies that have been amended based on past/present/predicted issues. Another issue with this STO is that some of the changes that we are planning or suggesting are hard to implement or are said to not take precedence over more current events/issues.

## Winter 2019

At the start of the Winter semester, Operations has worked to finalize the Summer operations schedule, finish with first round revisions to SR Chapter 12 and SR Chapter 13. We also had a meeting where we spent time discussing proposed changes to the budget to gain a better understanding of it. We also further discussed the charge increases which allowed the operations committee members to go into the Board meeting prepared for discussion. We are working to establish some of the responsibilities for Spring/Summer house presidents, how they will be tracking, and how they will hold members accountable.

## The ICC: Next Steps

With some of what I have said before about creating a standard procedure as to how things are to be carried out, this is an Strategic Plan objective [12.1 Long Term Objective]. One of our next projects will be to work with MSD to direct people to the website as primary means of communication and this is Strategic Plan objective 13.2. One of the first steps in the process will be to thoroughly go through the sections of the website and see where it needs to be updated and improve user interface. I know that this is something that McKinney is currently looking at and working on, but before we and an organization can confidently tell members to check the website our information needs to be accurate and clear as to what it means. Along with this objective, another project that I would like to start is Strategic Plan objective 12.1, which might entail a first draft of the business operations manual or an outline of how we would like it to work. This draft might include condensing our information, utilizing the age of technology and finding a way to have the methods of reporting, among everything else, work together with one another versus multiple dead ends after forms or smaller procedures are completed.

## Strategic Plan Progress: AOs Assigned to Operations in 2018-2019

12.1.1. Create a proposed outline of an Business operations manual (including defining what departments contribute to this manual). Ideally, all departments will draft operating manuals in the Departments of Finance, Housing, Maintenance, Member

Services, and Technology. //

12.1.2. Explore developing and publicising a flow-chart or other method of sharing information on our organization and operations, including a lists of people responsible for the various areas.

12.2.1 Determine clearly WHAT we are trying to achieve and what are the crucial operational process and changes that are required (look at length, specific room signing, and cost - as in ON the contract). Solicit member feedback on the contracting process from new and returning members. Simplify the contracting process to make it faster and more transparent with better communication. This will be finalized over the next two years and then implemented and assessed over the final years. //

12.2.2. Develop and publish an operational calendar. Housing provides detailed outline for reviewing said calendar, and this outline will be used and referenced in years to come.

12.2.3. Review in-depth contract details/processing- and work on the development of providing room-specific contracting procedures in order to facilitate contracting speed.

12.1.1. Create a proposed outline of an Business operations manual (including defining what departments contribute to this manual). Ideally, all departments will draft operating manuals in the Departments of Finance, Housing, Maintenance, Member Services, and Technology.

12.1.2. Explore developing and publicising a flow-chart or other method of sharing information on our organization and operations, including a lists of people responsible for the various areas.

13.1.1. Empower ICC-T to manage communications, including a plan to get information about upcoming events out to more members and begin developing email templates.

13.1.2. Institutionalize the Conifer Chronicle as the ICC monthly newsletter.

13.2.1 Develop a documented strategy for maintenance and management of the website.

14.1.1. Intentionally structure comprehensive conversation topics about ICC membership in light of our 501c3 status, history, and social identities, including but not limited to: ability status, race/ethnicity, age, socioeconomic status, gender identity/expression, sex, nationality, and student status (students, non-traditional, non-students)

14.2.1. Form an ad hoc committee whose sole responsibility is to investigate this issue, including the legal ramifications. The ad hoc committee should include members of the Co-ops for Healthy Relationships Team, and other members who are interested in legal nuances, etc. Create standards of practice for the committee that may consist of a minimum commitment to the committee, signing non-disclosure agreements, and so forth. The committee will determine which information areas are incomplete and delegate work to appropriate bodies. Explore sharing information in a centralized system.

15.1.1. Discuss how the MAP currently fines houses, and generate other ideas around fining and/or incentivising to get members on board and fully supporting the organization.

15.1.2. Formalize the Member Assistant Coordinator (MAC) position that will report to BoD on demographics, challenges, and successes at least annually.

15.1.3. Flesh out and review MA descriptions and fining procedures through manuals that also addresses overlap between MA jobs.

15.1.4. Create a standardized, clear flow chart of addressing labor issues - with space for houses to have flexibility in managing these issues, and to best support house labor as needed.

15.2.1. Evaluate staff, and all aspects of each department and area, and each staff member's typical roles, including the systems inherent currently in our work; create flow chart and ask if our core needs are being met.

15.2.2. Establish that every department has its systems in place to run its operations, and that they are clear, share-able, published.

In Cooperation,  
Shell Wilks  
VP for Operations

# Team Reports



# Alumni Team



## Members

Nick Coquillard ..... General Manager  
Lorraine Furtado ..... Lester’s Member Assistant  
Suneel Joglekar..... Alumni Team Chair  
Hayk Hambardzumyan..... Truth’s Member Assistant  
Susan Caya..... Alumni Relations Coordinator

Mo Mrocca .....Black Elk’s Member Assistant  
Victoria Freel.....Gregory’s Member Assistant (not pictured)  
Kaitlyn Vapenik .....Escher’s Member Assistant (not pictured)  
Kelly Fin..... Escher’s Member Assistant (not pictured)

“Once a member, always a member!” This is our defining vision as the ICC’s Alumni Team, and define our main objectives and key functionalities. Originally, our goals were to maintain the Alumni Association and develop an Alumni Program. Since then, we have taken on a lot of additional responsibilities both to meet those goals and to expand Alumni participation in the ICC. With ICC Membership in a constant state of flux, we are developing programs to keep Alumni engaged in our organization. The Alumni Team itself is no exception to this change. In the past year, the Alumni Team Chair has changed, as well as our membership between the Fall 2018 and Winter 2019 semesters. Despite this, we have set out on a bold agenda, with the primary focus being the ICC’s 75th Anniversary Reunion Extravaganza event taking place from October 18-20, 2019.

**Activities During 2018**  
This past year, we have continued holding our Coffee Hours with local alumni in the Winter, Spring / Summer, and early Fall 2018. These smaller events help to engage alumni with the ICC in an informal setting. We also held ICC Goodbye parties at the end of the Winter and Fall 2018 semesters, where we gathered at Rochdale over hors d’œuvres, said goodbye to ICC Members graduating or moving out, and met with local alumni. We also awarded the David L. Smith Scholarship to an Owen House Member and served as the selection / confirmation committee for that scholarship. Our main focus this year, though, has been planning for a major expansion of the Alumni Team’s activities and roles.

## Planned Projects for 2019-20

As specified in the most recent Strategic Plan, we are implementing many new projects going forward. We are officially starting our Alumni Mentorship Program for Alumni to mentor current ICC Members to help smooth House and ICC operations, as well as develop a sense of continuity in an organization with such a high level of turnover. We will also be starting an official Fundraising Program to solicit Alumni donations. Specifically, we will be working with the Facilities Management Team to develop a donation program to fund major maintenance projects, which could help offset our spiraling maintenance expenditures. We also want to increase House participation in Alumni events, and are currently developing policy guidelines for Houses to hold their own small reunion events, with support from the Alumni Team. We also plan on making the goals and activities of the Alumni Mentorship Program more concrete, and will draft policy guidelines for these events.

## Planned Events for 2019-20

- Two Coffee Hours this Semester, with at least two each term (Spring/Summer, Fall, and Winter terms).
- Continued ICC Goodbye Parties (April and December 2019)
- Ann Arbor Alumni Bar Night
- Detroit area Alumni meet-up
- Chicago area Alumni meet-up
- House-specific meet-ups

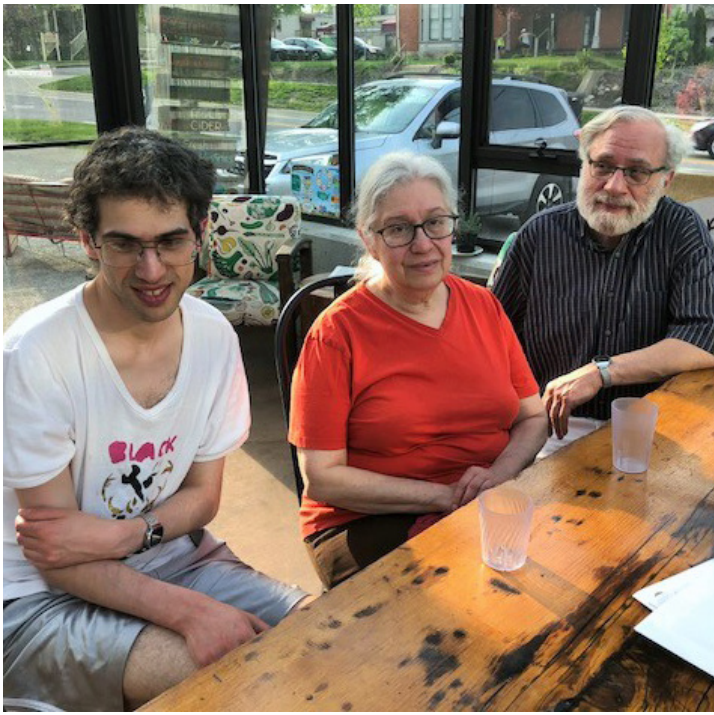
The major event planned for this year is the ICC's 75th Anniversary Reunion Extravaganza. This is a three-day event that will take place from Friday, October 18 to Sunday, October 20, 2019. It will feature a meet and greet at Rochdale, followed by House Tours / Reunions and a dinner on Saturday, October 19. We are still working out the event details, but an RSVP link will be sent out by early April. We will also be encouraging participants to stay in touch with the ICC and to donate to the organization.

If you are interested in helping the Alumni Team or donating to the ICC, please reach out to us at [at@icc.coop](mailto:at@icc.coop). We look forward to hearing from you!

In Cooperation,  
Suneel Joglekar  
ICC Alumni Team Chair

# Thank You to Our Generous Donors

Margery Cleveland ..... Mark VIII 1960-61  
Lydia(Pick)Miner ..... Stevens 1948-51  
Stanley K. Hoo .....Owen 1961-65  
L. Jorn Dakin..... Michigan 1959-61  
Susanna(Finton) Pinyuh..... Stevens 1958-61  
Vincent C. Lai .....Owen 1958-60  
Nick Kuilema ..... Gregory 1999-2002  
Russ Lyons ..... Bag End 1979-83  
Bernard Choden .....Nakamura 1947-54  
Valentin Cocco.....Truth W/SP 2018  
Darian Radzar ..... Ruths' 2016-18  
Stanley Finkel..... Michigan 1949-52  
Anita (Zerpoil) Finkel..... Stevens 1948-52  
Amy (Fried) Belasco ..... Lester/Vail 1967-69  
Warren Belasco .....Mich/Vail 1967-69  
John S. Gourlay..... Tri-House 1969-71  
Marian Schulman .....Lester 1973-74  
Lenore (Frane) Sternlight ..... Stevens 1946-48  
Aldis Lapins.....Nakamura 1965-71  
Jonathan Kahl ..... Stevens/Lester 1979-83  
Elizabeth Post..... MichMinnies 2017  
Kristina (Spitale) Rudolph..... Vail 1999  
Alvin Levine .....Owen 1950-51  
Allison Sharrar..... Vail 2014-15  
Shelley Rose..... Joint 1971-74  
Judith Fuller ..... Lester/Osterweil 1958-62  
Kathryn Jackson .....Jones 2004  
Michael McReynolds  
James R. Noble  
Ivan Gluckman ..... Michigan 1951-52  
Paul Strauss..... (Mich/Owen 1954-58) Trust Bequest  
Mr. Charles Sewell and the Sewell Family  
Philanthropic Fund of the Greater Cincinnati  
Foundation



# Co-ops for Healthy Relationships

## Members

Sarah Saks-Fithian..... Team Chair

Brianna Jackson ..... Gregory's BoD Rep

This year we've had some transitions in CHR which resulted in a behind the scenes year. Our Fall chair was elected as House President so we are now helmed by our Debs Board Rep Sarah. In the Fall we focused on banning and the importance of language around this process. Our General Manager was able to meet with our lawyer and review some questions we had in regards to legal liability. CHR would like to focus on non-member banning that would result in prevention from signing a contract based on demonstrated uncooperative behavior. This will take a bit to delve into as it may result in some bylaw changes. Over the Winter term we switched gears towards our Sexual Misconduct Report Form. We are aiming to have this available by Spring/Summer for testing

and Fall for an official roll out. This is a large project as we are not only creating a form, though resources and communications to go along with the process. We will have further announcements for our community once we return from Spring Break and recover from the Board budget vote. Please take some time to review the Diversity Committee report and attend the Speak Out Against Racism March 14th at 6:30.

In Cooperation,  
Sarah Saks-Fithian  
CHR Chair

# Dispute Assistance and Resolution Team

## Members

Victoria Adkins..... Team Chair  
Preetraj Kaur ..... Escher's Member Assistant

Derek Esty ..... Lester's Member Assistant

This year has been a behind the scenes process year for DART. We were fortunate to have former ICC President Victoria Adkins take on the role as chair and utilize her experience to further the teams Goals. We spent time reviewing the work of the previous chair and furthering the documentation and accountability pathways. We now have a centralized list of folks on referral or expelled as well as a record in Rent Manager to notify housing that contracts may not be issued to folks who have demonstrated uncooperative behavior. We have seen first hand our accountability system held up in court, which provides further confidence that we are on the right path. Our future work lies in proactive communication, awareness of pathways, and implementation.

As a committee we have been contemplating the powers, limitations of DART as well as the perceptions of DARTs abilities being part of ICC central. How this plays into what we can offer in terms of support and how we can present as a support in context of house culture and group dynamics.

In Cooperation,  
Victoria Adkins  
DART Chair

In Cooperation,  
McKinney V Parrish  
DART Advisor

# Creative Communications Team

## Members

Sia Ma..... Ruths' Member Assistant  
Mo Zebdi .....Baker's Member Assistant  
Becca Penny ..... VP for Marketing

This year ICC-T has focused on 3 areas: Communi-  
cation, Technology & Support, and Principle 6.

## Communication

We spent the Spring/Summer terms reviewing our central/house communication streams and imple-  
mented some changes. After visiting every co-op we  
discovered very few had ICC mailboxes. We located  
yellow mailboxes, ordered weatherproof stickers and  
installed them at every co-op house. In addition to  
the boxes, we created a delivery guide with maps,  
aerial shots, and delivery counts. Once we had the  
delivery system outlined we focused on re-instituting  
the newsletter. Our former newsletter was called the  
Weekly Reporter and delivered through MailChimp.  
We've now progressed to The Conifer Chronicle that  
is printed monthly and posted digitally on our web-  
site. Our last project involves beta testing the numer-  
ous Slack channels that exist and creating a pathway  
for access to all members.

## Technology & Support

Over the Spring/Summer terms we gutted the Ed  
Center of defunct technology and updated both  
floors for efficient productivity for the Board of  
Directors and Maintenance Staff. Both floors now  
have screens, Chromecast, and Apple TV. We've  
purchased a new projector for the second floor and  
have all connections routed through one A/V receiv-  
er. We are currently working on cleaning up some  
older MacBook and chrome books for central use.  
We purchased a few iPads and had some donated for  
our ongoing interim inspection work. It seemed to  
be very helpful for OpsCom to have access through-  
out the Spring/Summer. Once the Fall term began,  
we turned our focus on developing webpages for our  
current officers. There is a gap between house con-  
tent, training, Google Drive, and duties. Our hope is  
by collating all of the resources in a user friendly site  
will assist in the on boarding and support of critical  
officers within our co-ops. Pages in development are  
House Presidents, Food Stewards, Treasurers, Mem-

McKinney V Parrish ..... Director of Member Services  
Aleah Pisarz..... Communications Coordinator

ber Assistant Program and Co-ops for Healthy  
Relationships.

## Principle 6

Through our partnership with NASCO we secured a  
Sustainability Sponsorship for the 2018 Co-op Fes-  
tival on October 6-7th on the National Mall in DC.  
We spent two days with NASCO staff and our fellow  
sponsors College Houses and Santa Barbara Student  
Housing Cooperative. Stop by our Flickr page to take  
a peek at the blast we had!  
Partnered with MSU SHC for some intentional  
website analysis and traffic work. Their goal this year  
is internal education and we discussed how to help  
prospective members learn more about the cooper-  
ative movement prior to move-in. We hope to keep  
these conversations moving forward.

In Cooperation,  
McKinney V Parrish  
Director of Member Services



# Technology Team

## Members

John Simpkins ..... Team Chair

The 2018-2019 year was one of strategic evaluation, capacity-building, continuous improvement, and the first year with a budget line item dedicated to keeping the ICC connected with modern infrastructure. We focused on fixing long-standing issues in house networks, making networks more resilient to failure, began and completed the process of replacing the first generation of managed WiFi equipment (purchased in 2013-2014) that is now obsolete, and on increasing member engagement in the context of our new organizational structure.

### As of February 2019:

- ICC spaces provide service to over 1480 Wi-Fi devices every day. This is a 14% YoY growth rate.
- Member/users transfer over 55 terabytes of data per month - that's about 18,333 hours of HD Netflix, or 17.4 million photos! This is a 41% YoY growth rate.
- ICC eduroam locations (Rochdale Office, Minnie's Airbnb, and the Education Center) provided service to thousands of users from over 25 US institutions and 30 different countries.

## Highlights

The ICC Telecom group, led by contractor John Simpkins and IT staffer Mohammad Esmaeili, leveraged its first-ever budget line item to fund the replacement of remaining obsolete 802.11n Wi-Fi equipment in all houses and the ICC office, to purchase additional Wi-Fi APs, cable modems, gigabit ethernet power injectors to replace obsolete 100 Mbps injectors, uninterruptible power supplies for houses with power quality issues, and equipment purchases for a high performance managed wired switch fabric at Escher House. These infrastructure upgrades ensure continuous improvement in the performance and stability of Wi-Fi and wired network service across the ICC.

Working with members across the ICC, we doubled the number of Wi-Fi access points at Escher House, replaced obsolete access points at Nakamura, Debs, Osterweil, Ruths, Linder, Black Elk, and Minnie's, added outdoor Wi-Fi access points at Mich House

and Luther 1520 to provide Wi-Fi service to porches (popular gathering spaces), added an access point to improve coverage at Lester House, and added eduroam to the ICC office. We purchased and deployed high performance DOCSIS 3.1 cable modems for Gregory, Truth, Baker, and Debs. We deployed new wired switches to multiple central campus houses and worked with Comcast to improve cable plant/address line quality issues at Gregory, Truth, Osterweil, Owen, and Baker.

With the flexibility of our new organizational structure and a budget line item, we were able to leverage resources to invest in ICC members with specific skills. We hired Escher member John Traylor, who has significant experience in deploying networks in refugee camps and Puerto Rico, to work with us on deploying network equipment, repairing network issues, and improving the physical characteristics of house networks. By being able to pay for this highly skilled member labor, we adequately recognize the value of this work to the ICC.

We completed a cost exercise, working with McKinney Parrish and ICC Finance, to break out and evaluate the costs over time for telecom service and equipment purchases as the ICC telecom strategy has formed. Data from that exercise is available below in the five year view, and demonstrates the high cost-effectiveness of the ICC's telecom strategy: each ICC member pays approximately \$8/month, or about 1% of monthly charges, for high quality Wi-Fi network service, fiber at Escher House, telephone infrastructure that serves over 400 calls per month and e-fax service to the ICC's housing, finance, and other staff departments.

While negotiations with Merit Network continue, we were able to remove the rate shaper on the Escher House fiber circuit to assess the true demand for network capacity at the house. We hope to arrive at a longer term service agreement that delivers the full capacity that Escher House members demand while keeping costs affordable. We also continue to evaluate the possibility of deploying a dedicated fiber circuit to at least one central campus location and did draft engineering for point to point wireless links that would be able to serve ICC houses more reliably and with faster speeds than are currently available from Comcast.

We deployed a new network equipment monitoring tool that provides real-time data and alarm capability for devices that handle complex network routing functions at Escher and the ICC Office.

We delivered an easy-to-use guest Wi-Fi network to Minnie's Airbnb in the Summer of 2018, with a customized, branded ICC guest web portal and eduroam.

We continued engagement with ICC membership across ICC houses using the ICC Tech Slack workspace. This platform provides a flexible, real-time method for ICC members to discuss tech and telecom/network topics, and collaborate on solutions.

## **Next Steps**

For next year, priorities will be the evaluation and deployment of a true ticketing system for all ICC IT, web, and telecom requests - currently evaluating Zendesk for this, finalize VoIP conversion for Escher House's remaining analog landlines and cancel TDS Telecom service, continue negotiations with Merit Network, execute the next round of negotiations with Comcast, continue to explore better connectivity options for central campus houses (within the current cost structure), and deploy a new logical network architecture at Escher to remedy performance issues caused by the current flat network design.

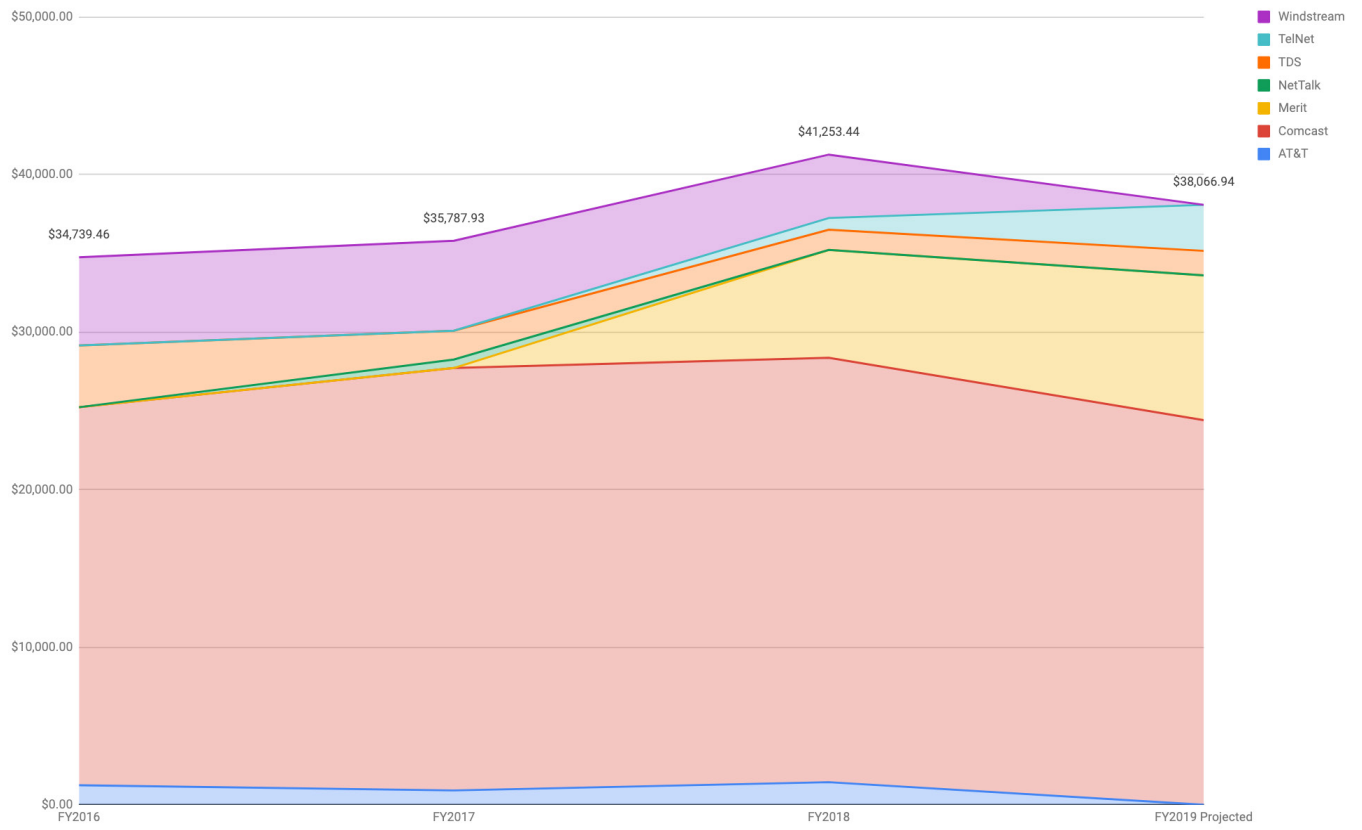
## **Five Year View**

Since 2014, we have completely replaced all house Wi-Fi equipment, materially increased the ICC's internet capacity, service reliability, and improved performance, migrated office phones from analog landlines to VoIP (reducing cost and increasing quality), deployed eduroam to shared ICC spaces, and deployed a dedicated fiber optic circuit to Escher House. We have done this while holding telecom service cost increases under \$5,000/year by removing analog landlines from houses and fire alarms, changing/consolidating providers, and holding productive negotiations with Comcast.

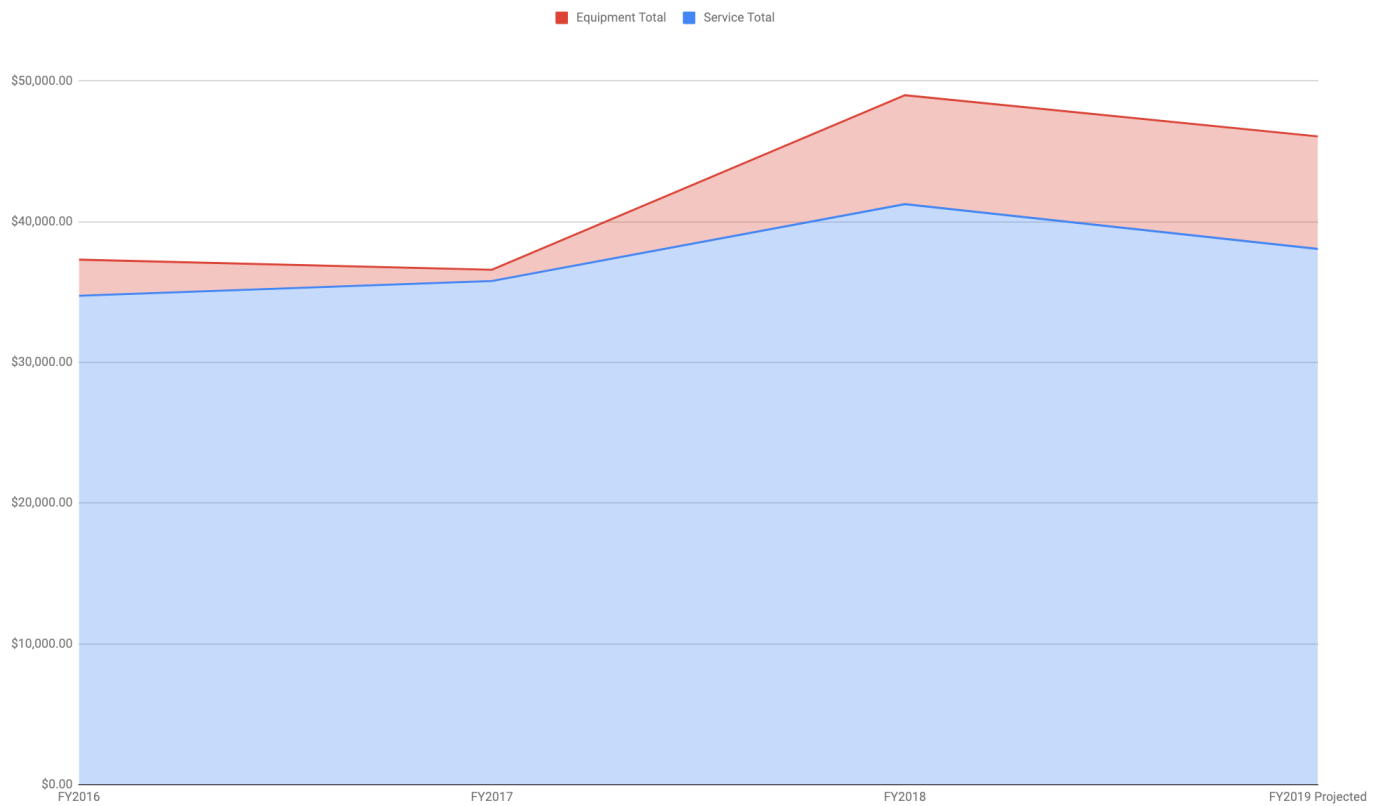
The ICC Board has centralized the funding and purchase of house network equipment (accounting for the increasing equipment costs shown in the chart below) so that houses no longer have to use amenities resources to fund this utility, and has helped us evolve the way we engage members on telecom projects (being able to pay members for skilled work).

In Cooperation,  
John Simpkins  
Tech Team Chair

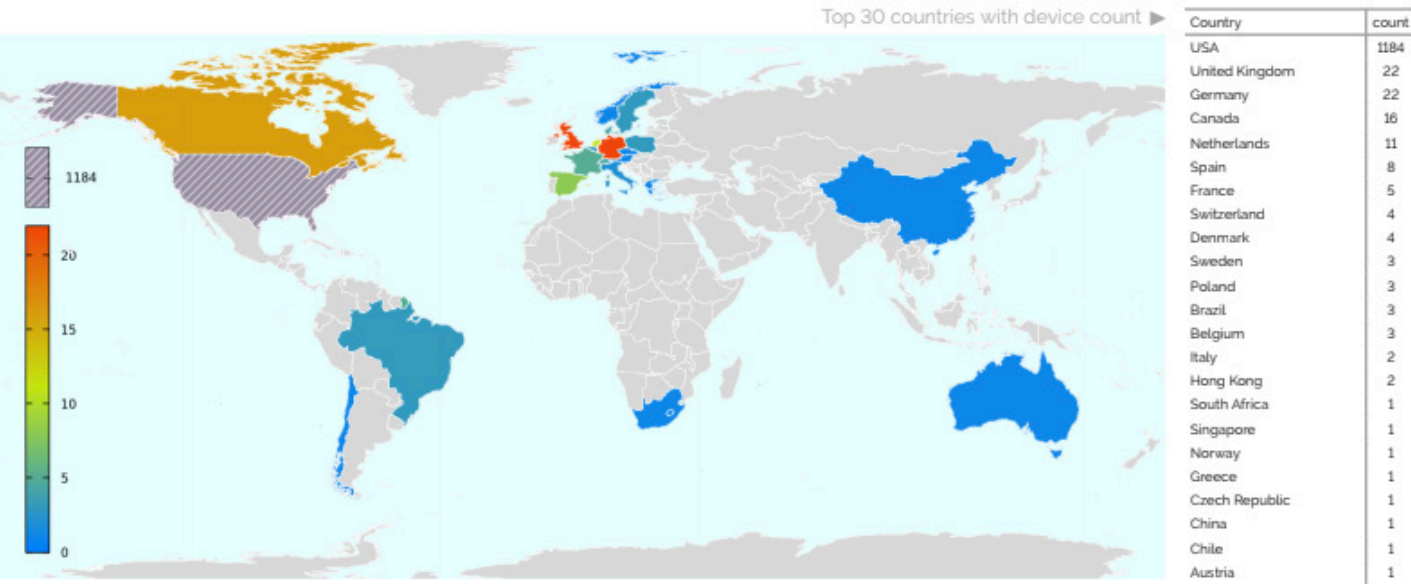
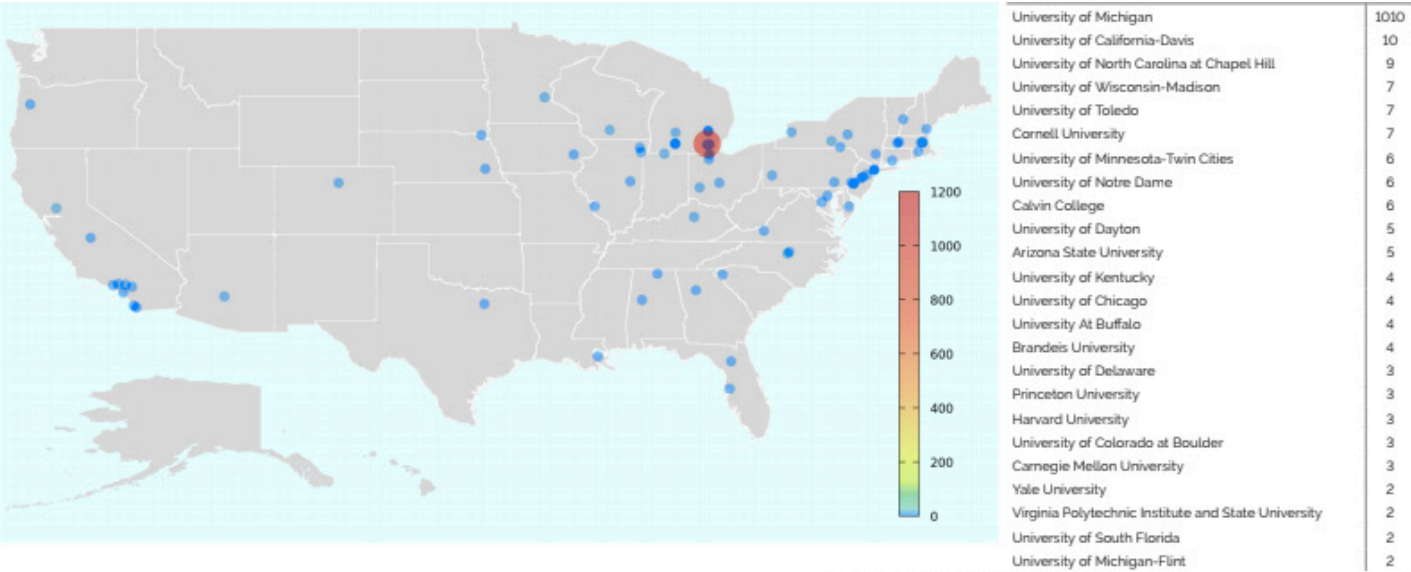
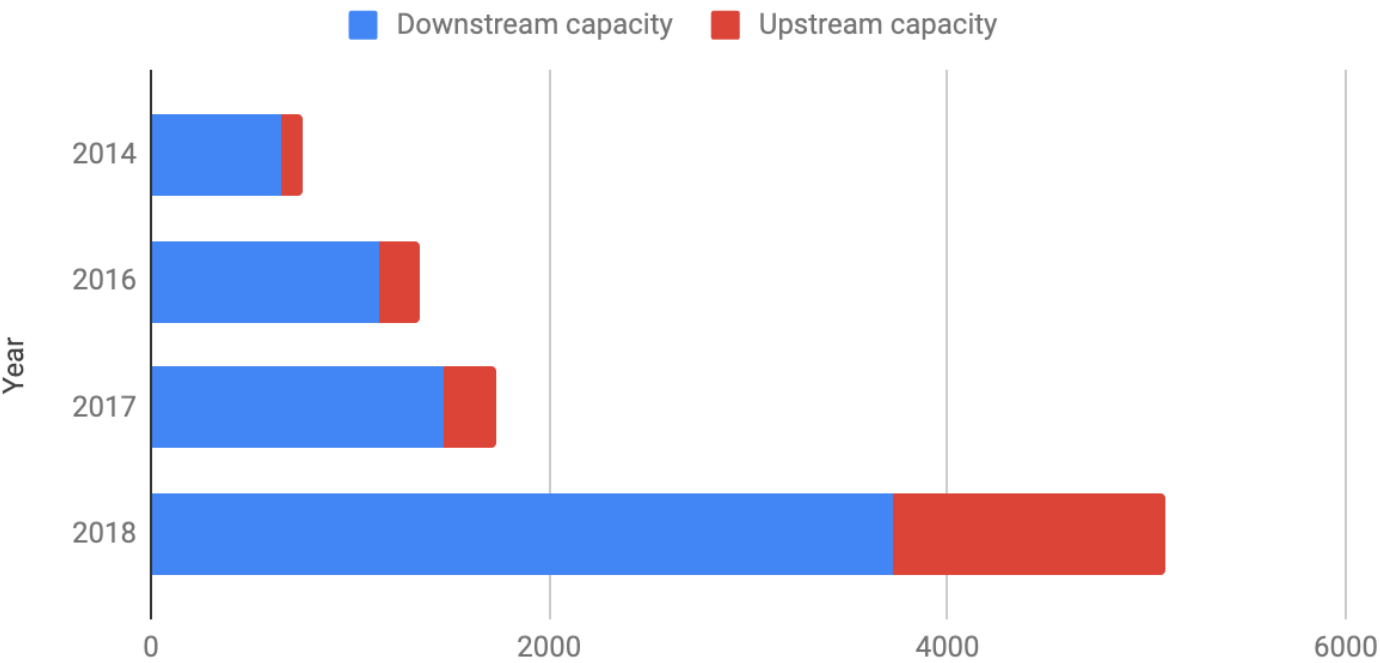
## Telecom Service Cost by Provider




## Telecom Spend by Category



# ICC Internet Capacity



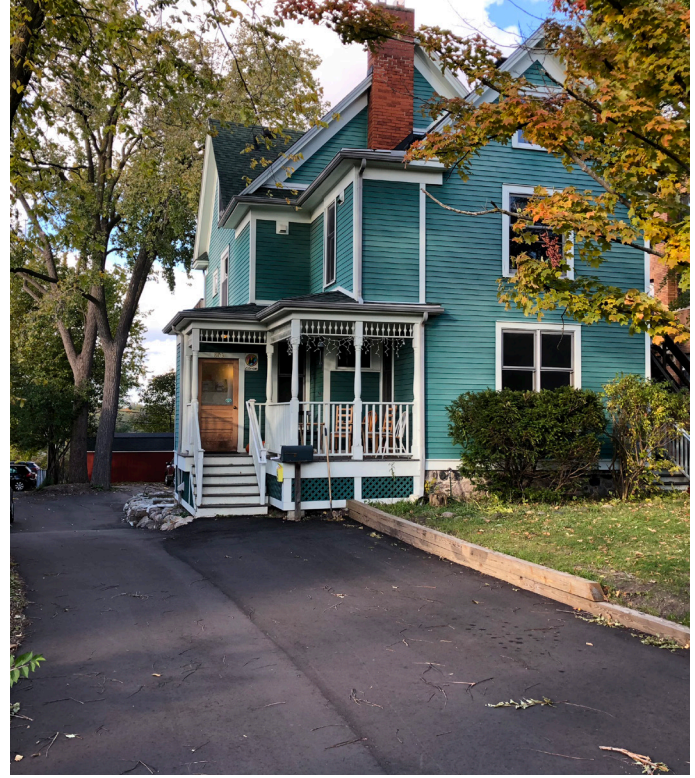
# ICC Properties

	Name & Address	Max # Residents	Year Built	Floor Area (ft <sup>2</sup> )	Co-op Est.
	Ella Baker Graduate House 917 S. Forest Ave.	16	1909		1956
	Ella Baker Graduate House 923 S. Forest Ave.	16	1892/93	9,057 Total	1956
	Black Elk 902 Baldwin Ave.	23	1895	5,293	1986
	Eugene V. Debs 909 E. University Ave.	23	1904	4,022	1967
	Escher 1500 Gilbert Ct.	150	1970	48,514	1970
	Karl D. Gregory 1617 Washtenaw Ave.	29	1909	7,254	1996
	Coretta Scott King Apartments 803 E. Kingsley St.	9	1889	3,145	1953

	Name & Address	Max # Residents	Year Built	Floor Area (ft <sup>2</sup> )	Co-op Est.
	Muriel Lester 900 Oakland Ave.	15	1909	3,150	1940
	Benjamin Linder 711 Catherine St.	20	1894	3,344	1989
	Luther Buchele 1510 Hill St.	25	1884	6,181	1986
	Luther Buchele 1520 Hill St.	25	1897	5,200	1986
	Michigan 315 N. State St.	19	1874	4,578	1932
	Minnie's 307 N. State St.	24	1882	4,903	1970
	John Nakamura 807 S. State St.	29	1906	5,624	1948

	Name & Address	Max # Residents	Year Built	Floor Area (ft <sup>2</sup> )	Co-op Est.
	Harold Osterweil 338 E. Jefferson St.	12	1926	2,724	1946
	Robert Owen 1017 Oakland Ave.	23	1900	6,031	1938
	Ruths' 321 N. Thayer St.	12	1901	3,000	1993
	Sojourner Truth 1507 Washtenaw Ave.	53	1963	13,299	1970
	Stephen T. Vail 602 Lawrence St.	23	1853	5,498	1961
	Moses Coady Education Center 1522 Hill St.	Meeting Space	1897	2,196	1986
	Rochdale 337 E. William St.	Offices	1896	2,286	1939
Total:		546		145,299	

# Major Maintenance



## King House

Big fixes occurred at both King and Nakamura houses this year. At King house, we replaced the entire sewer main running from the house to the street, replaced the driveway and parking lot, basement stairs and entry door, and fixed up the fence around the back yard and all the fire escapes. We also fixed up the sheds in the back.





## Nakamura House

Nakamura was our largest project this past year, receiving a house-wide interior make-over. The whole house received upgrades to its plumbing, heating, and electrical systems. Throughout the building we replaced the flooring, radiator covers, and door hardware. We repainted the walls and ceilings and installed window curtains. We replaced outlets, switches, light fixtures, bath fans, and faucets. Throughout the basement we restored concrete walls and floors, refinished cabinets, and replaced shelving and equipment. Before renovations we emptied Nakamura and used the best of the furniture to restock other ICC houses. After renovations we restocked Nakamura with all new solid bedroom furniture that should last for decades. We were able to fix many long-standing issues of this 113-year-old building, improving aspects of function, efficiency, and aesthetics.



# Full and Part-time Staff



*Full and Part-time Staff 2018-2019*

McKinney V Parrish ..... Director of Member Services  
Nick Coquillard ..... General Manager  
Nick Maue ..... Housing Coordinator  
Karin Kiem ..... Director of Financial Services  
Mary McCune ..... Finance Coordinator  
Patti Kardia ..... Member Services Coordinator  
Aleah Pisarz ..... Communications Coordinator

Deric Dropulich ..... Maintenance Technician  
Geoff Mayers ..... Director of Maintenance  
Danny Edwards ..... Maintenance Technician  
Ron Nelson ..... Director of Housing Services  
Mohammad Esmaeili .... Information and Technology Coordinator  
Susan Caya ..... Alumni Relations Coordinator (not pictured)

# Maintenance Staff



*Maintenance Staff 2018-2019*

Danny Edwards.....Maintenance Technician  
Geoff Mayers .....Director of Maintenance

Deric Dropulich.....Maintenance Technician  
Andrew Moran .....Maintenance Coordinator



*House Presidents 2018-2019*



*Black Elk's holiday photo*



Lester's holiday gift exchange



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ICC at University of Michigan (public)

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Inter-Cooperative Council-Ann Arbor (members-only)

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Co-ops in Conversations

[facebook.com/groups/coopersinconversation](https://facebook.com/groups/coopersinconversation)

Alums of the Ann Arbor Inter-Cooperative Council

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Annual Report compiled by Aleah Pisarz, Communications Coordinator