



Cooperative Center  
Federal Credit Union



Building Brighter Futures

2022

ANNUAL  
REPORT

# Cooperative Center Federal Credit Union 2022 Virtual Annual Meeting of the Members Minutes

Thursday, April 28, 2022, 6:30 p.m.

**Board of Directors Present:** Christina Oatfield, Anthony Hughes, Fadel Hamed, Mike Leung, Celeste McAllister, Shyaam Shabaka and Sushil Jacob

**Supervisory Committee Present:** Larry Hartsough, Tyisha Johnson and Laura Cullom

**Credit Union Management Present:** Fadhila Holman, Mark Suacillo, Leslie Anders, Lindsay Youmans, Francisca Ortiz, Linda Meza, Victoria Davis and Rhonda Yates

At the beginning of the meeting, AVP Linda Meza welcomed members that were attending the 80th Annual Meeting virtually. Linda Meza introduced Board Chair Christina Oatfield, who called the meeting to order.

## I. Call to Order

Chair Oatfield called the 80th Annual Meeting of the Members to order at 6:33 p.m. and introduced EVP Mark Suacillo for the Roll Call and AVP of Business Development and Marketing Linda Meza for the reading of the 2021 Annual Meeting of the Members Minutes.

## II. Roll Call

Roll called and taken by Mark Suacillo. Including members who were attending this meeting virtually, a total of 18 persons were in attendance; a quorum was present.

## III. Minutes

The 79th Annual Meeting of Members Minutes dated April 29, 2021, were read into record by Linda Meza. Those present were Board of Directors: Christina Oatfield, Shyaam Shabaka, Mike Leung, Sushil Jacobs, Celeste McAllister and Fadel Hamed; Supervisory Committee: Larry Hartsough; Credit Union Management: Fadhila Holman, Mark Suacillo, Joseph Jabr, Linda Meza, Lindsay Youmans, Debbie Crowson, Francisca Ortiz and Rhonda Yates. Minutes were approved with any necessary corrections by consensus.

## IV. Annual Meeting Reports

### Joint Board Chair and CEO Report

Chair Oatfield reviewed some highlights from the Joint Board Chair and CEO report. She thanked and expressed appreciation to the Cooperative Center FCU staff that worked through the extraordinary challenges in the last year.

Chair Oatfield shared that our two new locations were a success, especially during the impact of the pandemic. She then reviewed some highlights about the credit union vision statement "Value" and the five-year Strategic Plan that the management team worked diligently to prepare. She spoke about expanding our charter to increase our membership, how the credit union is developing a stronger bilingual team to better serve our community, how we are strengthening our working relationship with other organizations and how we are developing our marketing strategies to strengthen our loans ratio, as well how the credit union is investigating the feasibility of adding commercial business to our lending program. She then introduced CEO Holman to speak about the credit union's Community Development Financial Institution (CDFI) designation and to give more detail on what that designation means.

CEO Holman talked about how CDFI serves low- to moderate-income members and communities. Although in 2020 COVID restricted our in-person meetings, the credit union had a great impact on our members during the pandemic. In 2021, we were

able to offer 2,150 members online learning through Cooperative FIQ online webinars, and we were able to reach members via email and by mail. Also in 2021, we were able to impact 1,461 living in CDFI-investment areas. We provided 151 members individual credit counseling – of those, 103 were in CDFI areas. We worked with about 109 members seeking to either refinance their homes or to become first-time homebuyers.

Although 2021 hindered the credit union in our outreach, we were still able to participate and provide donations to several community organizations. We produced backpacks for the Soulful Sunday Softball Backpack Drive; the staff participated in the Run for Education event; in the rain we celebrated the local community Trunk or Treat celebration of Martinez; we raised money and donated to the Toys for Tots drive and delivered to both Berkeley and Martinez locations; and we participated in the Passion to the Streets foster children program and supported the Richmond Police Activity League. One of our very own Board members welcomed the We Care Socks Kits in our community. We collected socks and hygiene items and delivered about 150 kits for the Homeless Lives Matter out of Berkeley. Overall, we made a significant material impact to many people in the CDFI community.

### Treasurer's Report

New Controller Leslie Anders reviewed the Treasurer's report on behalf of Board Treasurer Mike Leung. Leslie shared that due to COVID, there was a decline in several areas, such as new loans, new membership and income due to the CDFI grant covering expenses. Leslie stated that our current member share increased, as did our year-end asset growth.

### Supervisory Committee Report

Supervisory Committee Chair Larry Hartsough shared that the former Supervisory Committee Chair, Tom White, resigned due to personal reasons and that he and Laura Cullom joined the Committee. The report was read by Larry Hartsough. The report highlighted the work the Supervisory Committee performs throughout the year.

### Nominating Committee Report

Chair Oatfield reported on behalf of the Nominating Committee Chair. She said anyone interested in becoming a member of the Supervisory Committee should send an email to [SupervisoryCommittee@coopfcu.org](mailto:SupervisoryCommittee@coopfcu.org) or email Rhonda at [Ryates@coopfcu.org](mailto:Ryates@coopfcu.org).

### Teller of Elections Report

Linda Meza introduced representative Trina Lovercheck of the League of Women Voters, Diablo Valley. Trina Lovercheck delivered the final report as follows: total ballots were 285; 13 were invalid. The count for Ashley Boyd was 193 and for Kenneth Jaffe was 91. The winner for our 2022 Board Member is Ashley Boyd. Linda also expressed the credit union's sincere gratitude to the Teller of Elections of the League of Women Voters Diablo Valley for their assistance and presence.

Chair Oatfield shared that there were members who had concerns about ATM locations. She stated that our credit union is a CO-OP® credit union, and there are CO-OP branch ATMs at 7-Eleven, Costco® and other places that are free of charge. Please check our website for ATM locations. She then thanked members for attending the 80th Annual meeting and adjourned the meeting.

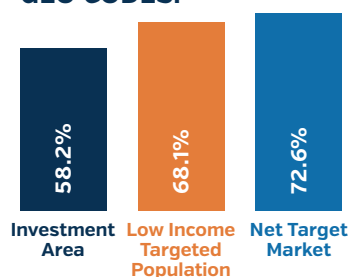
The meeting adjourned at 7:09 p.m.

# Joint Board Chair and CEO Annual Report to Members

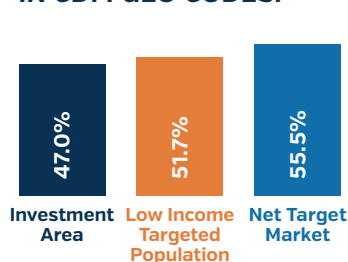
On April 20, Cooperative Center Federal Credit Union celebrated its 81st anniversary. It was chartered in 1942 out of the cooperative movement of the Berkeley Co-op grocery store. Since its inception, the credit union's mission has been to improve the financial well-being of our members by providing convenient, competitive and responsible financial services.

It is my honor and privilege to serve on the Board of Cooperative Center FCU and, as Chair, report on the past year's achievements, challenges and future plans. As a Community Development Financial Institution (CDFI), one key indicator for success is measured in the impact we had in meeting our commitment to preserving our CDFI certification status. The credit union reports to the Treasury and analyzes those impacts in several key areas, including loans and servicing in Investment Areas (IA) and Low-Income Targeted Populations (LITP). Here is how your credit union performed in 2022:

## NUMBER OF LOANS GRANTED IN CDFI GEO CODES:



## DOLLARS FUNDED IN CDFI GEO CODES:



In addition to maintaining our CDFI certification, we're delighted to share that Cooperative Center FCU continues to maintain its certification as a Minority Depository Institution (MDI). The certification process for MDIs involves a financial institution meeting specific criteria. Two of the criteria include: 1) 51% or more minority owned, controlled or directed (minority Board members); 2) serving primarily minority communities. The MDI designation is the outward expression of our resolute commitment to fostering economic growth, financial inclusion and equity for the diverse communities we serve.

Our lending activities demonstrate our unwavering commitment to advancing our mission of promoting economic justice through accessible, affordable credit and building stronger, more resilient communities. We are grateful to our members for their continued support, which enables us to fulfill our responsibilities as both a CDFI and MDI.

During times of uncertainty, such as the COVID-19 pandemic, financial institutions often encounter a "flight to safety" phenomenon. This occurs when investors and depositors move their funds away from riskier investments or institutions towards those perceived as more stable or secure. Cooperative Center, as with most of our credit union peers, experienced this surge in deposits throughout 2021 and as late as the 2nd quarter of 2022. Even with the growth in shares, the credit union was able to advance its strategic goal of increasing the credit union's Loans-to-Shares ratio. Cooperative Center made great strides by ending 2022 with a 56.30% Loans-to-Shares ratio, a gain of 6.51% over Loans-to-Shares ratio of 49.79% at the beginning of the year.

A certain factor in successfully accomplishing the credit union's loan growth was our focus on improving the member experience when applying for loans, whether in person, over the phone or online. Through a robust training program, we created a

universal frontline team capable of completing initial loan interviews and entering applications and we improved the online loan application process.

- The new Martinez location completed 36% of all member loan applications in its first full year.
- The use of the online loan application technology increased 65% over the prior year.

One of the most impressive outcomes of these changes is the dollar amount of loans made to members through these improved channels more than doubled, from \$2.9M in 2021 to \$7.3M in 2022. These figures demonstrate the success of our efforts to streamline and enhance our loan application processes. While these results in and of themselves are something to celebrate, the real winners are our members, who were able access affordable loan products to help build their credit, buy that car, or repair or remodel their home.

In 2023, the focus will be on raising awareness of and revamping the credit union's checking products, including a dividend-bearing checking account to replace the previous Green Rewards accounts. Additionally, the credit union will continue to offer and develop innovative loan products that meet the needs of our members, while managing risk and maintaining adequate reserves. By increasing the use of these products, the credit union maximizes return-on-assets and generates sustainable revenue, allowing Cooperative Center to maintain lower loan rates, offer low-to-no fee services and provide technology improvements including robust cyber security to protect member data and support improved delivery channels.

We'd like to take a moment to acknowledge our credit union staff's dedication in providing uninterrupted service to the membership despite the unprecedented challenges of the COVID-19 pandemic. Credit union staff remained resilient, responsive and innovative in meeting the evolving needs of our members.

This report would not be complete without acknowledging the dedication and commitment of our outgoing Board members: Shyaam Shabaka, former Board Chair and Board member since 2000; Sushil Jacob, Board member since 2014; and Reverend Anthony Hughes, Board member since 2020. All three of these Board members have made significant contributions to the Board and served on Board Executive Committee positions. We give our thanks for their service to our membership, and we wish them well in their new endeavors.

The resulting vacancies meant the Board had three (3) open seats to fill. Several members heard the call and expressed an interest in running for the Board of Directors – thank you! Three members returned their applications, were vetted and ultimately nominated by the Committee. With three open seats and three candidates, I'd like to introduce the membership to its newest Board of Directors members: Laura Cullom, Deborah Matthews and Michael J. Thompson. Each will begin their three-year term effective as of the Annual Meeting 2023. Welcome!

As a financial services provider, we are aware members have numerous options to choose from. Therefore, on our 81st anniversary, we thank you for choosing Cooperative Center Federal Credit Union as yours. We are committed to serving you and your family for many years to come.

*Celeste McAllister*  
Board Chair

*Fadhila Holman*  
CEO

# Treasurer's Report

BALANCE SHEET	Year End 12/31/2021	Year End 12/31/2022
<b>ASSETS:</b>		
Total Cash	\$2,204,016	\$973,392
Total Investments	\$66,951,295	\$57,135,279
Total Loans and Leases	\$67,330,397	\$72,370,085
Allowance for Loan and Lease Losses	\$[473,590]	\$[254,292]
All Other Assets	\$8,359,941	\$8,511,007
<b>Total Assets</b>	<b>\$144,372,060</b>	<b>\$138,735,471</b>
<b>LIABILITIES:</b>		
Total Other Liabilities	\$404,280	\$716,846
<b>MEMBER SHARES:</b>		
Regular and Club Shares	\$66,452,221	\$64,660,329
Share Drafts	\$49,815,399	\$46,752,406
Money Market Shares	\$8,257,426	\$7,015,868
IRA Shares	\$1,216,884	\$1,022,071
Regular and IRA Certificates	\$8,663,148	\$8,091,486
Non-Member Share Certificates	-	\$997,000
Total Shares and Deposits	\$134,405,077	\$128,539,160
<b>EQUITY:</b>		
Total Other Equity	\$8,168,399	\$9,003,703
Secondary Capital	\$1,459,385	\$559,000
Net Income	\$[65,081]	\$[83,238]
Total Equity	\$9,562,703	\$9,479,465
<b>Total Liabilities, Shares and Equity</b>	<b>\$144,372,060</b>	<b>\$138,735,471</b>

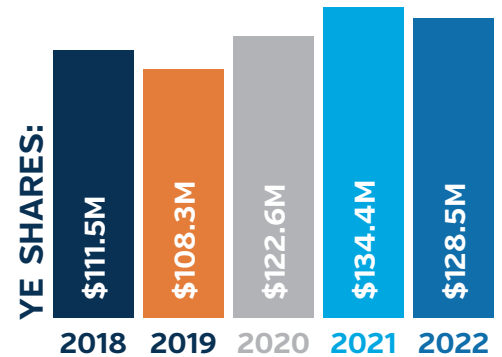
INCOME STATEMENT	Year End 12/31/2021	Year End 12/31/2022
Interest on Loans	\$3,013,665	\$2,905,830
Income from Investments	\$606,562	\$719,390
<b>Total Interest Income</b>	<b>\$3,620,227</b>	<b>\$3,625,219</b>
Dividends on Shares	\$76,324	\$72,679
Interest on Borrowed Money	\$50,412	\$50,166
Total Interest Expense	\$126,737	\$122,845
Provision for Loan and Lease Losses	\$152,323	\$85,420
<b>Net Interest Income After PLLL</b>	<b>\$3,341,168</b>	<b>\$3,416,955</b>
Non-Interest Income		
Fee Income	\$428,225	\$403,979
Other Operating Income	\$393,747	\$385,361
All Non-Operating Income	\$1,400	[1,150]
<b>Total Non-Interest Income</b>	<b>\$823,372</b>	<b>\$788,190</b>
Total Non-Interest Expense	\$4,229,620	\$4,288,382
<b>Net Income [Loss]</b>	<b>\$[65,081]</b>	<b>\$[83,238]</b>
Capital Ratio [Equity / Assets]	6.62%	6.65%
Capital Ratio Excluding Secondary Capital	5.61%	6.26%

# Agenda

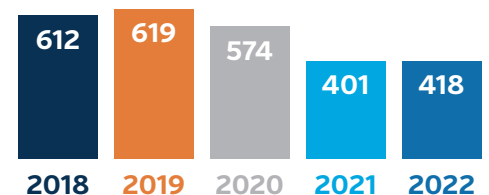
Thursday, April 27, 2023  
6:30 p.m. – 7:30 p.m.

- I. Call to Order at 6:30 p.m.
- II. Roll Call
- III. Annual Meeting Minutes
- IV. Annual Meeting Reports: Board Chairman, Treasurer, Supervisory Committee, Nominating Committee
- V. Adjourn

## By the Numbers



### NEW MEMBERSHIPS:



# Supervisory Committee Report

Per the Federal Credit Union Act, National Credit Union Administration (NCUA) regulations and Cooperative Center FCU Bylaws, the Supervisory Committee (Committee) is appointed by the Board of Directors and tasked with ensuring that credit union practices and procedures are sufficient to safeguard member assets. The Committee develops and implements an annual work plan, completes training and works closely with the CEO and management team to gain the operational insights necessary to meet our responsibilities. As part of the Committee's obligation to complete a Supervisory Audit, we contract with an independent CPA firm, review the audit outcomes and act as a liaison between credit union management, the auditors and federal examiners to ensure that any audit exceptions are addressed. Further, the Committee reviews NCUA examination results, oversees management responses and reports to the Board of Directors.

The Committee is also entrusted to perform or oversee audit, accounting and operational functions including but not limited to:

- Reviewing monthly corporate account reconciliations
- Verifying cash and negotiable instruments
- Coordinating any additional regulatory audits included in the Committee's work plan or required by the Board
- Responding to all questions or concerns submitted to us by members regarding account discrepancies or governance of the credit union

Turner, Warren, Huang and Conrad (TWHC), a professional corporation of Certified Public Accountants, completed the annual Supervisory Committee audits effective June 30, 2022.

Further, the National Credit Union Administration annual examination showed that the credit union is adequately capitalized and the financial statements accurately represent the financial condition and performance of your credit union.

Should you require the assistance of the Supervisory Committee, you may contact us directly via our designated Committee mailbox or by emailing us as follows:

Supervisory Committee, Cooperative Center FCU:  
**P.O. Box 1583, Martinez, CA 94553**

Email: [SupervisoryCommittee@coopfcu.org](mailto:SupervisoryCommittee@coopfcu.org)

During 2022, the Committee was composed of the following members:

Larry Hartsough, Chair | Tyi Johnson | Laura Cullom

We are actively seeking interested member volunteers for our Committee. Your contribution of time, talent and skills can make a meaningful difference to the credit union. If you would like to learn more about the Committee or to be considered, please email [SupervisoryCommittee@coopfcu.org](mailto:SupervisoryCommittee@coopfcu.org), or call Rhonda Yates, Administrative Manager, at **510-845-6428, ext. 1645**.

On behalf of your Supervisory Committee, we want to take a moment to recognize the hard work and dedication to the membership by Cooperative Center's team during the last few difficult years. And to our members, thank you for your membership and active participation in using the many products and services offered by Cooperative Center Federal Credit Union.

At your service,

**Supervisory Committee**

# Nominating Committee Report

The appointed Nominating Committee for Cooperative Center FCU Board of Directors 2023 Elections has completed the vetting and selection process for three (3) candidates. No additional members submitted applications for nomination, and no petitions to be included on the ballot were submitted.

The names of the candidates who were voted by the Nominating Committee to be "eligible candidates" are put forth to stand for election to the Cooperative Center FCU Board of Directors. Their names appear below in alphabetical order:

Laura Cullom

Deborah Matthews

Michael J. Thompson

To contact the credit union Nominating Committee, you may write to: Cooperative Center Federal Credit Union, Attention: Nominating Committee Chair, **634 Ferry St., Martinez, CA 94553** or email [ryates@coopfcu.org](mailto:ryates@coopfcu.org).



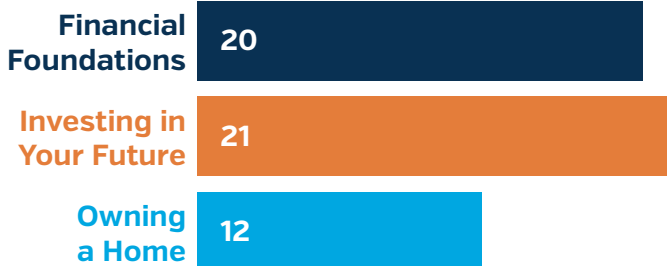
**Annual Stuff the Bus Backpack and School Supplies Drive**

# Financial Literacy 2022

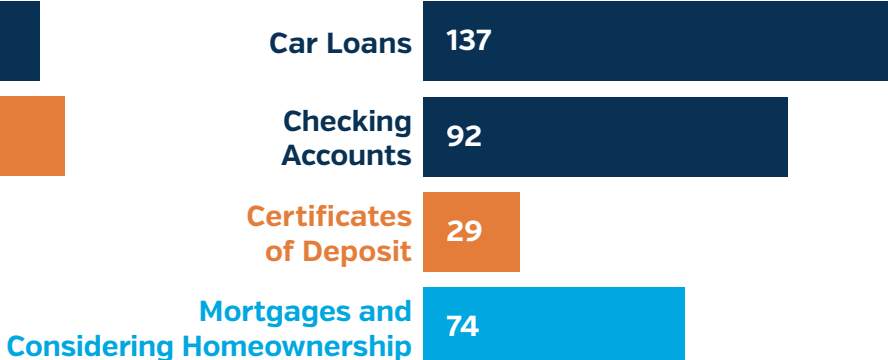
Financial literacy is a critical life skill that empowers individuals to make informed decisions regarding their finances, leading to smarter money choices, and plays a critical role in advancing the mission of Community Development Financial Institutions (CDFIs). Cooperative FIQ's free financial literacy modules provide members with tools to help develop and enhance their financial knowledge. With an understanding of key financial concepts such as budgeting, credit scores and investment strategies, members are better positioned to make informed decisions. Here is a snapshot of what members were learning about in 2022. If you or someone you know is interested in learning more, please visit [www.coopfcu.org](http://www.coopfcu.org) under Financial Education, or **scan this QR code**.



## TOP PLAYLISTS:



## TOP CONTENT:



## Cooperative Center in the Community



Stuff the Bus Backpack and School Supplies Drive at Las Juntas Elementary



Soulful Softball Sunday and Backpack distribution at Nicholl Park, Richmond



Annual Toys for Tots Drive benefiting the El Cerrito and Martinez Fire Department Drives



4th of July Parade Downtown Martinez



ICU Day and Shred Event in Berkeley and Martinez



Cooperative Center  
Federal Credit Union

### BRANCH

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Berkeley, CA 94702

### LOAN CENTER | HEADQUARTERS

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[www.coopfcu.org](http://www.coopfcu.org)