



YEARS

*of people helping people*



## 2021 ANNUAL REPORT

Cooperative Center  
Federal Credit Union



# Cooperative Center Federal Credit Union

## Minutes from the Annual Meeting of the Members - April 2021

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

**Supervisory Committee Present:** Larry Hartsough

**Credit Union Management Present:** Fadhila Holman, Mark Suacillo, Joseph Jabr, Linda Meza, Lindsay Youmans, Debbie Crowson, Francisca Ortiz and Rhonda Redo

At the beginning of the meeting, AVP of Business Development and Marketing Linda Meza welcomed members that were attending the 79th Annual Meeting virtually. She said there will be no Q&A session, but attendees were invited to submit their questions via email and would be addressed in the days following the meeting. There was also an FAQ document posted to the website for members to reference. Ms. Meza introduced Board Chair Christina Oatfield, who called the meeting to order.

### I. Call to Order

Chair Oatfield called the 79th Annual Meeting of the Members to order at 6:30 p.m. Roll call was taken. Including members who were attending this meeting online, a total of 28 persons were in attendance; a quorum was present.

### II. Minutes

The Annual Meeting of Members minutes dated April 30, 2020, were read into record by Ms. Meza and were approved with any necessary corrections by consensus.

### III. 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 spoke about the specific loan products that were launched to assist members impacted by the pandemic. She spoke about how the credit union controlled expenses to balance the losses resulting from the decreased investment and non-interest income, while completing relocations and maintaining service to the members.

Chair Oatfield stated that during the midst of the pandemic, the credit union team lost a devoted five-year employee to a non-COVID-related illness, and a more positive note, they celebrated the retirement of Atlean Evans, a 49-year Loan Supervisor.

Chair Oatfield addressed the credit union's relocation and spoke about the two new locations. She then reviewed some highlights on how the credit union saw an increase of electronic services over the past year, and then proceeded to speak about what's ahead in

the upcoming year. 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 the Cooperative Center FCU, a CDFI, works with low- to moderate-income members and communities with lending products and other services that may not be available to those with less-than-perfect credit.

Treasurer's Report Controller Joseph Jabr reviewed the Treasurer's report on behalf of Board Treasurer Mike Leung. Mr. Jabr went through the 2020 financials and touched on areas such as asset growth, loan growth and the need to improve net income. He also stated the credit union strives to provide quality services that offer the best returns to members.

Mr. Jabr invited members to think of the Cooperative Center as their lending solution, so the credit union can be financially successful.

#### Supervisory Committee Report

Debbie Crowson read the Supervisory Committee report on behalf of Supervisory Committee Chair Tom White. The report highlighted the work the Supervisory Committee has done in the past year, who sits on the committee and the work to be completed in the upcoming year.

#### Nominating Committee Report

Linda Meza reviewed the report on behalf of the Nominating Committee Chair. She said, each year, the Nominating Committee vets and nominates potential candidates for the credit union Board of Directors. This year, two (2) incumbent candidates and one (1) applicant for the vacant seat were vetted and nominated. No additional Board member applications were received. Per the credit union by-laws, no ballot was required. The three (3) seats are now occupied by Fadel Hamed, Christina Oatfield and Celeste McAllister.

#### 2020 Recap

AVP of Business Development and Marketing Linda Meza touched on some 2020 highlights. She spoke about the online learning tools that were made available to members.

Ms. Meza stated the credit union 2020 outreach has been severely impacted by the pandemic, but as restrictions are relaxed, the credit union will strive to be more visible where our members work, live and play.

Chair Oatfield then thanked members for attending the 2020 Annual Meeting and adjourned the meeting. The meeting adjourned at 7:07 p.m.



# Joint Board Chair and CEO Annual Report to Members

As it was for many people and institutions in our community, this past year was another challenging one for Cooperative Center Federal Credit Union. Similarly, we've been making strides as we cautiously emerge from the pandemic, with many reasons for optimism about the future of Cooperative Center Federal Credit Union.

## Pandemic Relief Grants

In summer 2021, we received a \$1.278 million pandemic relief grant from the US Treasury's emergency fund for Community Development Financial Institutions (CDFIs), financial institutions such as ours that develop and offer products, services and programs focused on serving low- to moderate-income communities and communities historically underserved by financial institutions. These funds were used in three ways: to 1) strengthen our capital position as the credit union worked through pandemic-related losses, meanwhile realizing a surge in member deposit growth; 2) fund our Allowance for Loan Losses; and 3) partially offset the expenses involved in serving our many members who weathered the pandemic without the benefit of Unemployment Insurance or other forms of government-provided support services.

During the pandemic, like many financial institutions, we experienced declines in revenues. Nonetheless, we remained focused on serving our members, offering quick turnaround special pandemic emergency loans at more affordable rates than other emergency resources offered by for-profit or hard money/payday lending sources and at less than half the rate of many credit card options. Additionally, we offered hardship waivers on a great deal of loan and transaction account fees, such as late fees, pay-by-phone and overdraft fees. We also provided special payment plans for members who already had outstanding loans with us and faced the loss of income due to the pandemic. Through a second, smaller CDFI grant, we were able to provide pass-through COVID Loan Payment Forgiveness Grants to members with no other financial safety nets. As a credit union, being there for our members in times of need is of utmost importance. The grants we received from the US Treasury and through Inclusiv, an organization for CDFI credit unions, helped us do just that without jeopardizing the financial stability of our credit union.

We are currently pursuing additional grants to enable us to expand the services we provide to low- to moderate-income members in the East Bay region.

## New Locations a Success

You've been patient as we've adjusted hours and availability of services as part of our pandemic response and as we completed the transition from a single location to two in the first quarter of the year. The pandemic made this a bit more challenging, and we thank you for your support and flexibility as we completed the moves. We're settling into our two new locations, and we hope you've had the chance to visit one or both.

Remember, in addition to our brick-and-mortar locations, your virtual branch is always open and available from your desktop, laptop or mobile device when you sign up for Online and Mobile Banking. Additionally, members with the Cooperative Center Visa® Debit Card have access to fee-free ATMs when using any ATM in the CO-OP® Network.

## New Vision Statement and Strategic Plan

Our Board adopted a new Vision Statement and Strategic Plan in late 2021. Given how much has changed within our credit union and the world around us, this strategic planning process felt especially timely and important. Our new and more robust Vision Statement articulates where we'd like to be in five years and is as follows:

*"Cooperative Center FCU is a financially sustainable, community-rooted, financial institution that enhances the financial well-being of our members through accessible, affordable and unbiased products and services. The credit union contributes to the financial*

*empowerment of those in low-to-moderate income brackets, people of color, historically underserved populations and individuals of modest means who may be credit challenged.*

*We build long-lasting member relationships by educating our members on the value and benefits of using the credit union as their primary financial institution. We actively demonstrate respect and empathy, and carry out our business interactions with the highest levels of integrity, ethics and honesty.*

*Cooperative Center provides consumer lending, including innovative credit-building products and financial empowerment to individuals, business owners or aspiring business owners, to improve their credit, financial literacy and preparedness to pursue business financing. Further, we support these members by acting as a bridge to business financial resources such other Community Development Financial Institutions (CDFIs), government economic development offices, and business incubators."*

## A few highlights from our new five-year Strategic Plan include:

- Expand our charter to serve a larger geographic area encompassing the East Bay including parts of Alameda, Contra Costa and Solano counties.
- Continue to recruit and develop bilingual staff members to better serve the credit union's growing number of Spanish-speaking members.
- Develop and strengthen working relationships with mission-aligned organizations to supplement our own operations.
- Develop dynamic and effective marketing strategies to attract new and younger members while continuing to honor and serve our existing members.
- Achieve and maintain operating profitability through several strategies, including increasing the loans to shares ratio.
- Continue to innovate, expand and improve upon our products and services to individuals, including technology, delivery channels and overall member experience.
- Investigate the feasibility of relaunching a commercial business lending program, either by using third-party partner(s) in underwriting, originating and servicing or through the development of an internal program, or a combination of both.

We would like to extend our deep appreciation for the service of exiting Board member Mike Leung. Mike has committed over ten (10) years on our Board of Directors, including serving as Treasurer on the Executive Committee, active participation in the Asset/Liability Management Committee (ALCO) and contributions to the development of a Limited Equity Cooperative Housing Share Loan.

With two candidates on this year's ballot for the one vacant seat, we look forward to welcoming new leadership to our Board of Directors. There is much work to be done, and we look forward to implementing our new Strategic Plan in service of our members.

We know that members have endless options when it comes to financial services providers. As we celebrate our 80th year, thank you for choosing to be a part of the cooperative movement and specifically, a member of Cooperative Center Federal Credit Union. We look forward to serving you and your families for generations to come.

At your service,  
**Christina Oatfield**  
Chair, Board of Directors

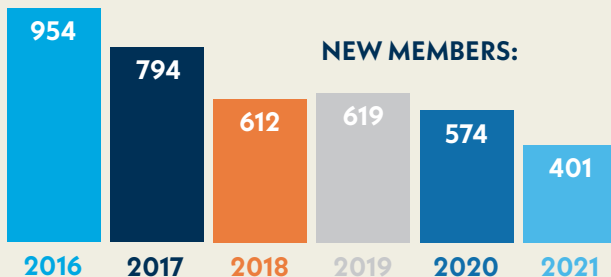
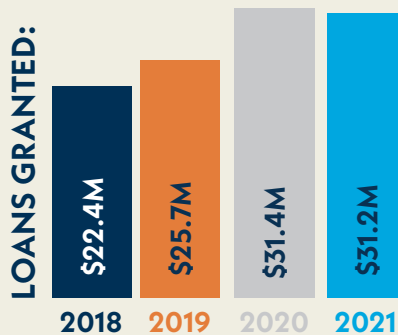
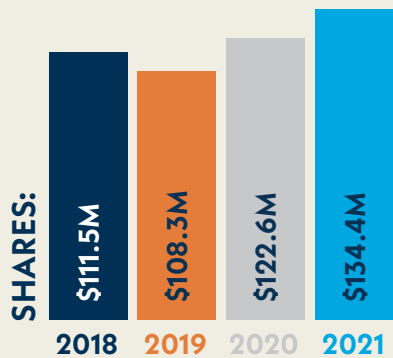
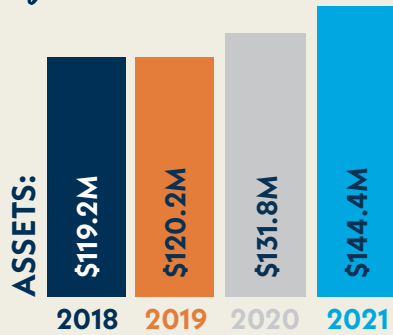
**Fadhila Holman**  
CEO

# Agenda

Thursday, April 28, 2022 – 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. Teller of Elections Report and Election Results
- VI. Adjourn

## By the Numbers



# Treasurer's Report

BALANCE SHEET	Year End 12/31/2020	Year End 12/31/2021
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### ASSETS:

Total Cash	\$1,743,485	\$2,204,016
Total Investments	\$57,864,338	\$66,951,295
Total Loans and Leases	\$67,251,579	\$67,330,397
Allowance for Loan and Lease Losses	\$(424,593)	\$(473,590)
All Other Assets	\$5,396,573	\$8,359,941
<b>Total Assets</b>	<b>\$131,831,382</b>	<b>\$144,372,060</b>

### LIABILITIES:

Total Other Liabilities	\$433,266	\$404,280
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### MEMBER SHARES

Regular and Club Shares	\$60,391,110	\$66,452,221
Share Drafts	\$44,939,814	\$49,815,399
Money Market Shares	\$6,324,437	\$8,257,426
IRA Shares	\$1,053,863	\$1,216,884
Regular and IRA Certificates	\$9,961,494	\$8,663,148
<b>Total Shares and Deposits</b>	<b>\$122,670,717</b>	<b>\$134,405,077</b>

### EQUITY:

Total Other Equity	\$8,442,160	\$8,168,399
Secondary Capital	\$559,000	\$1,459,385
Net Income	\$(273,762)	\$(65,081)
<b>Total Equity</b>	<b>\$8,727,399</b>	<b>\$9,562,703</b>
<b>Total Liabilities, Shares and Equity</b>	<b>\$131,831,382</b>	<b>\$144,372,060</b>

INCOME STATEMENT	Year End 12/31/2020	Year End 12/31/2021
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Interest on Loans	\$2,874,023	\$3,013,665
Income from Investments	\$908,799	\$606,562
<b>Total Interest Income</b>	<b>\$3,782,822</b>	<b>\$3,620,227</b>

Dividends on Shares	\$70,428	\$76,324
Interest on Borrowed Money	\$82,907	\$50,412
Total Interest Expense	\$153,335	\$126,737
Provision for Loan & Lease Losses	\$459,344	\$152,323
<b>Net Interest Income After PLLL</b>	<b>\$3,170,143</b>	<b>\$3,341,168</b>

Non-Interest Income		
Fee Income	\$444,651	\$428,225
Other Operating Income	\$348,532	\$393,747
All Non-Operating Income	\$(60)	\$1,400
<b>Total Non-Interest Income</b>	<b>\$793,123</b>	<b>\$823,372</b>

Total Non-Interest Expense	\$4,237,029	\$4,229,620
<b>Net Income (Loss)</b>	<b>\$(273,762)</b>	<b>\$(65,081)</b>

Capital Ratio (Equity / Assets)	6.62%	6.62%
Capital Ratio Excluding Secondary Capital	6.20%	5.61%

# 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 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:

- Review of monthly corporate account reconciliations
- Verification of cash and negotiable instruments
- Coordinate any additional regulatory audits included in the Committee's work plan or required by the Board
- Respond 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, 2021. Further, the National Credit Union Administration annual examination showed the credit union to be safe and in good condition, adequate controls exist to protect member assets and that 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 2021, the Committee was composed of the following members:

- Tom White, Chair
- Laura Cullom
- Tyisha Johnson
- Larry Hartsough

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 510-295-1645.

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 ongoing global pandemic. 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 2022 Elections has completed the vetting and selection process for two (2) 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:

Ashley Boyd | Ken Jaffe

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

## Community & Membership Impacts

During what was another pandemic-restricted event year, Cooperative Center FCU was able to provide financial education and credit counseling through a combination of online self-paced courses, live webinars and one-on-one meetings:

### FINANCIAL EDUCATION

Members served: **2,152**

Impact to CDFI Investment Areas: **1,461**

### CREDIT COUNSELING

Members served: **151**

Impact to CDFI Investment Areas: **103**

### HOMEOWNERSHIP COUNSELING, EDUCATION & TECHNICAL ASSISTANCE

Members served: **109**

Impact to CDFI Investment Areas: **74**

### THE 2021 COOPERATIVE CENTER FCU CDFI LOAN ANALYSIS SHOWED:

**\$46,881** funded in Persistent Poverty Counties (PPC)

**\$3.374m** funded in Lending Opportunity Zones

**\$6.645m** funded in High Poverty Areas (HPA)

**\$16.6m** funded in Community Development-Defined Markets

### LENDING IN LOW- AND MODERATE-INCOME (LMI) COMMUNITIES

Low Income #930 / **\$11,212,638**

Moderate Income #709 / **\$8,607,350**

Upper Income #496 / **\$8,896,844**

### 2021 COMMUNITY INVOLVEMENT

- Soulful Softball Sunday Backpack and School Supply Drive
- Richmond PAL Tournament
- Run for Education
- Trunk or Treat Celebration
- Toys for Tots
- Passion to the Streets Christmas Stocking Project
- We Care Sock & Hygiene Kit Drive & Distribution in Partnership with Resources for Community Development (RCD) and Consider the Homeless (formerly Homeless Lives Matter)

# Memorable Member Moments

“

I remember opening my first savings account at the age of 12 at Cooperative Center Federal Credit

Union in Berkeley. I was so proud and felt adult-like depositing my birthday money every year. It instilled the value of saving, and came in handy many times when I had to take out money for emergencies. And even through all my moves – school in southern California, moving to Massachusetts for two years, moving back to Berkeley, then to Dublin – I always kept my accounts at CCFCU. I always get personal service, and vowed to never join a big bank, which I have yet to do. I have been a member for at least forty years, and though I started small, I know I can rely on credit unions.

– Gabrielle

”

“

This credit union gave me my first credit card back in college. You gave me the first chance to build my credit and build a solid financial foundation.

– Britnie

”

“

I can honestly say that I am thankful for the opportunity Cooperative Center Federal Credit Union gave me by supporting my loan request to my very first vehicle. Despite the challenges I had with my credit at the time of purchasing the vehicle, they approved the loan. I just needed a financial institution to trust me, and they did. I promised myself that I wasn't going to let them down, and my focus was to pay that loan as soon as possible – and I did it. I was able to complete all my payments on time and ahead of schedule. I completed my last car payment on March 14, 2022. I own my very first car, my credit improved significantly, and most of all, I feel that I belong to a strong and reliable financial institution.

– Alegda

”

Cooperative Center Federal Credit Union was the first bank account I opened as an adult living away from home, being a UC Berkeley college student. For that alone, it will forever be special. I signed up and created my accounts digitally, since I hadn't moved over yet, and I had it all solidified before my first day of school.

– Karishma



**Cooperative Center  
Federal Credit Union**

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

## BRANCH

3015 San Pablo Avenue, Ste. A  
Berkeley, CA 94702

## LOAN CENTER | HEADQUARTERS

Mailing Address: 634 Ferry Street  
Martinez, CA 94553

