

The Cooperator



The Newsletter of CSI Support & Development
People Working Together to Help Each Other

June 2012

The United Nations Declares 2012 as International Year of Cooperatives

Cooperatives all around the world have received a gift. The United Nations has proclaimed the year 2012 as the *International Year of Cooperatives (IYC)* and the theme is “*Cooperative Enterprises Build a Better World.*” The UN recognizes that, “....cooperatives, in their various forms, promote the fullest possible participation in the economic and social development of all people including women, youth, older persons, persons with disabilities and indigenous peoples, are becoming a major factor of economic and social development and contribute to the eradication of poverty.” The cooperative business model has empowered people around the world to improve their lives through economic and social progress.

Cooperatives are a major economic force in developed countries and a powerful business model in developing countries, and they employ 100 million people worldwide. Millions of cooperatives operate in every nation and are owned and governed by more than 1 billion members. Co-ops are a fundamental part of the world economy. The economic activity of the largest world-wide 300 cooperatives equals the 10th largest national economy. There are more than 29,000 cooperatives in the United States and these co-ops generate 2 million jobs and make a substantial contribution to our own economy.

So, what is CSI Support & Development doing? Board of Directors passed a resolution in support of *2012: Year of the Cooperatives* and the theme “*Cooperative Enterprises Build a Better World.*” We will be using the logo and theme for our conferences, annual meeting, and other events and publications throughout 2012. We are sponsoring a “My Co-op Rocks” video competition for our co-ops. There will be one \$500 prize awarded in each region. We will continue to provide ongoing resources for our leaders in our co-ops to promote the IYC. All of staff and volunteers are encouraged to be ambassadors for the cooperative movement. We have been promoting CSI’s philosophy and the IYC throughout the year through press releases, publications and events. We sponsored a co-op principle poster contest and inserted the IYC logo and theme on all of them (they will be rotated monthly at all of our co-ops).

So, for all of us, members of CSI, a national consumer cooperative, the year 2012 marks a once-in-a-lifetime opportunity to promote and celebrate our cooperative difference.



New Logo for CSI Support & Development

For some time now you have probably heard that we were changing the CSI logo. This is not something we do lightly. Our logo is the symbol of who we are and it represents our organization to the world. When someone looks at our old logo, they know that we are a cooperative but nothing more. We need our logo to tell the story of who we are and what matters to us, and we need it to tell this story with one simple design.

Our new logo was a collaborative effort of staff and board members working with a professional marketing firm. It is designed to reflect who we are on many levels. It shows that we have multi-



apartments in multiple locations, with their own distinct personalities, separate but also part of the whole. It reflects the diversity and strength of our members who are the heart and soul of our organization. Finally, it includes the familiar co-op green symbol of our special cooperative management system. We hope you like it.

CSI's New Website Coming Soon

The rebranding portion of our corporate strategic action plan that involves creating a new website is near completion. Since last fall, a number of staff from all four regions and several board members have feverishly worked to create a modern yet user-friendly website.

Now we are in the home stretch of the website inception and implementation. One of the biggest highlights of the new website will be a *Current Members* section that is specifically dedicated to information for our resident members. We hope it will serve as a central location for fostering communication, education and promoting the sense of community among all co-ops, in all regions.

There will be many other new features yet to come, and more and more staff continues to help with this project. We expect the website will be ready and running by early summer. We look forward to a year filled with a re-energized co-op spirit through a fresh logo, contemporary website and celebrating the International Year of Co-ops!

CSI's New E-Newsletter

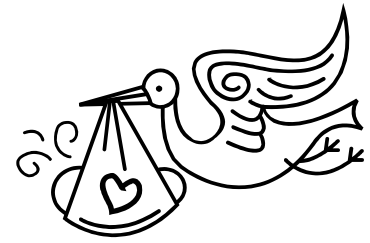
CSI has a new and exciting way to share CSI news with you: our e-newsletter! It focus on up-to-date CSI news, relevant co-op and housing related articles, opportunities to ask questions, win prizes, etc... To receive this fresh new e-newsletter, just give your email address to any CSI staff member and we'll be happy to add you to our mailing list. You may also email us directly at seniorhousing@csi.coop to be added. Happy reading!!!

Greening Our Massachusetts Co-ops

This has been the year of reducing the carbon footprint of the Massachusetts co-op's!

Constitution Co-op started the region off by upgrading to a high efficiency heating system. This new system runs at approximately 95 percent efficiency compared to the system that had been operating at approximately 60-65 percent. What does this mean for Constitution Co-op? It means that 35-40 percent of the heat that was being generated by the co-op was basically wasted energy. In addition to the new heating system at Constitution Co-op regional staff and members have been hard at work trying to upgrade as many low efficiency building systems as possible. Our team has been extremely successful working through our co-ops' utility providers to receive grants through the Low Income Multi-Family Energy Retrofit Program. This grant program has provided the following items at no cost to the co-ops.

Co-op	Approved work
Admiral's Tower Co-op Grant total to date: \$115,000	Replaced 21 refrigerators. Lighting upgrades: all new common area light fixtures on sensors, all new exterior LED lighting and all units received new light bulbs.
Blue Ledge Co-op Grant total to date: \$55,000	Replaced 52 refrigerators. Lighting upgrades: all new common area light fixtures on sensors, all new exterior LED lighting and all units received new light bulbs.
Castle Cove Co-op Grant total to date: \$72,500	Replaced 44 refrigerators. Lighting upgrades: all new common area light fixtures on sensors, all new exterior LED lighting and all units received new light bulbs.
Constitution Co-op Grant total to date: \$182,000	Lighting upgrades: upgrades some of the common area light fixtures on sensors, all new exterior LED lighting and all units received new light bulbs.
Everett Villa Co-op Grant total to date: \$168,820	Replaced 77 refrigerators. Lighting upgrades: all new common area light fixtures on sensors, all new exterior LED lighting and all units received new fixtures and light bulbs. They are also receiving new boilers and domestic hot water system.
Franklin Park Villa Co-op Grant total to date: \$94,000	Lighting upgrades: all new common area light fixtures on sensors, all new exterior LED lighting and all units received new fixtures and light bulbs.
Friendly Garden Co-op	Friendly Garden Co-op is in the process of having a very similar package to Everett Villa Co-op.



CSI's Co-op Family Is Growing

Arlington II, Baltimore, MD

The Arlington II development is in full swing in the Maryland region. It will be the sister co-op to Arlington Estates Co-op (AEC). Arlington Estates was built in 2004 on land bought from the Chizuk Amuno Cemetery. Due to the success of AEC, we decided to “go back to the well” for a second co-op. The 57-unit co-op will be located on a 3 acre parcel of land on the opposite side of the cemetery grounds from AEC and the address will be 5500 Wabash Ave., Baltimore, MD 21215.

Since the opening of AEC in 2004, Baltimore City has implemented a Green Building Standard (BCGBS) setting a bar for energy efficient and green construction in Baltimore City. The code says that all new construction in Baltimore City must meet at a minimum Leadership in Energy and Environmental Design (LEED) rating of Silver or the BCGBS equivalent. To ensure the LEED requirements are being met on Arlington II we have retained the services of Steven Winter Associates (SWA), an expert in green building and LEED certification processes, as a consultant during the design phase of the project.

Traditionally, CSI builds a high quality building that is weather tight, well-insulated and energy-efficient. During the kick-off meeting with the representative from Steven Winter, we detailed the approach CSI uses when building its co-ops. We talked about the quality of windows used in CSI buildings, the desired HVAC systems, the building insulation, the roofing systems, the appliances and materials to be used, and the construction methods. The representative from SWA was very impressed with CSI's approach and was excited to work with a team that placed such importance on these areas. Due to the high level of our base building quality, the Arlington II building will easily reach the LEED Silver certification and may be able to achieve LEED Gold if the budget allows.

Currently, the Arlington II project is coming to the end of the schematic design phase. During schematic design we work with our architects and engineers to determine where the building will sit on the site, set the size of the building (the footprint) and decide the size and location of the apartments, offices and common areas within the building (the layout). After the schematic design is complete the team will begin a more detailed design. This phase, called design development, includes the design of the mechanical, electrical and plumbing systems that will be in the building. The final stage is construction document design. During this phase the architects



and engineers prepare the building plans to a very detailed level so construction workers in the field can build to them.

Based on the current schedule the Arlington II project will begin construction at the beginning of October 2012.

Colony Lane, Pontiac, MI

CSI was awarded over \$10 million to build Colony Lane Senior Cooperative Apartments. The funding is being provided by the Department of Housing and Urban Development's Section 202 program. This development will be CSI's 57th cooperative.

This 77-unit development will bring much needed affordable housing to low income seniors in northern Pontiac. The location of this new development was specifically chosen for its proximities to services beneficial to seniors. It is within walking distance to a grocery store, urgent care clinic and bus line. McClaren Hospital (formerly Pontiac Osteopathic Hospital) is just 3 miles away.

This development will also have all of the amenities that CSI offers: laundry facilities, lounges, library, sundry shop, and computer room. New to CSI is a partnership with Area Agency for Aging 1-b for a service coordinator for the Pontiac site. This service coordinator will help members access services necessary to maintain their quality of life.

CSI will use high quality building materials and systems to meet and exceed the energy efficiency codes recommended. This will help the co-op maintain lower utility costs and be environmentally friendly. We are hoping to break ground for this development in early fall.

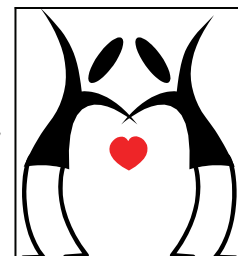
Redwood Gardens, Redwood , CA

Redwood Gardens is a beautiful 169-unit property that was developed by CSI and opened its doors in November of 1986. The property sits adjacent to the UC Berkley Campus, and is nestled in the historic Claremont district of Berkley, CA. Because Redwood Gardens had been the lone CSI property developed in northern Ca, for a number of years CSI felt the members of the community were best served by utilizing another managing agent in the Bay area to oversee the management processes. However, since we have expanded our co-op family through years of development and our strategic plan calls for continued growth, CSI recently determined that it was time that we bring Redwood back into the fold of our co-op family where we serve as managing agent. And we did just that beginning January 1, 2012. Like other co-op communities Redwood is alive with activity. Volunteers donate, organize and maintain the 2nd floor library with their own volunteer member as head librarian. Additionally, the community enjoys a hot lunch program on Tuesdays and Thursdays in their community room through a city sponsored congregate meal program with the help of member residents volunteering and serving the meals to others in their community room. Redwood Gardens also receives pallets of fresh produce which are delivered on Mondays and Wednesdays by the Alameda County with volunteers working to allow member residents to enjoy a variety of fresh fruit and vegetables. The members of Redwood Gardens enjoy these and a number of other advantages brought to their community with the assistance of their service coordinator who has been with the property for a number of years. Chances are like most of our co-op communities, if you were to meet a member resident during a visit to the building they would tell you that "there is no place like home and our home is wonderful." Welcome home Redwood!

Welcome to the new CSI employees at Redwood Gardens: Denise Fore, Andrea Brown, Donna Miles, Marcella Logwood, Curtis Asher, Vernon Wallace, Johnny Trujillo, Esther Williams, Mary Kirk and Vita Robinson.

FCRC and Service Coordinators

The Family & Community Resource Committee (FCRC) is a unique peer-to-peer committee of compassionate and caring members that provide resources to members to assist them with a particular challenge and/or to age in place. This small committee of volunteers will now have a partner with the addition of service coordinators at many of our co-ops.



A service coordinator will be an on-site subcontracted employee who will provide comprehensive services to members responding to their needs and requirements to ensure a positive living experience while residing in the co-op. The service coordinator will be able to assess the needs of the member and set up the necessary services required and /or desired. The service coordinator will also present education programs promoting health and well being specific to the co-op while developing and supporting member activities within the co-op with the goal of improving the overall quality of life for our members. Studies show that service coordinators help to decrease social isolation of members through planned activities; decrease non-treatment of chronic conditions through education; reduce legal fees for the co-op and the number of evictions and reduce vacancies because people are able to age in place longer.

The service coordinator has the ability to service a member in many ways by not only setting up medical or chore-giving services, but being able to monitor the services for the member which will ensure the best of care and quality of life. The service coordinator can also locate benefits for members and assist with completing paperwork, deal with Medicare, Medicaid and other insurance situations, balance checking account, bill reconciliations and complete or help with understanding forms, including certification paperwork. This is just a small list of the many areas a service coordinator can assist a member.

FCRC will remain the first line of service by continuing to provide the same peer-to-peer service to our members. If the member that is visited by FCRC is having a difficult time reaching a positive outcome, the matter will be referred to the service coordinator. The members of FCRC believe that joining forces with the service coordinators will enhance the mission of FCRC with the extension of services that a service coordinator can provide.

CSI Staff News

In Michigan, Claudette Finn and Summer Tabbi have been promoted to senior accounting clerks; Nicole Sroka has been promoted to senior accountant; Motaz Alnakhalah has been promoted to junior accountant; Brandon Brehmer has been promoted to facilities liaison and Denise Bryson has been promoted to certification supervisor. Jackie Worthy retired after working at CSI for over 25 years.

In Maryland, Tiffany Nicolette has been promoted to education coordinator and Andrew Crummy had a baby girl.

Congratulations to all!

'Tis the Season for Elections

It is election season in the co-op. Unlike the other presidential election coverage that we watch on TV, co-op elections have the ability to impact our daily lives in a direct and positive way. Have you ever thought about what you would do if elected? Stop. Don't think about the responsibility. Think about the possibilities. Have you always wanted a floor where members came to the floor meeting and stayed to socialize? This is your chance to make that happen. Have you wanted to see your co-op office run differently? Have you seen a co-op president present a great idea but you have thoughts on how to expand their idea to include even more members? This is your chance. The co-op term of office is 1 year. It isn't enough time to change the world but it is enough time to give of yourself, to create a team with the council who will be fair and proactive.

As for the responsibilities, you will be supported by other council members, the liaison and all the CSI staff. An officer's orientation will get the officers off and running. Floor reps and alternates receive training on their duties and the entire council will participate in a council training. Presidents and vice presidents will support each other through regularly scheduled meetings. Know that your willingness to commit some of your time to your fellow co-op members is appreciated.

Management Conference 2012

Yes! it's that time of the year again and the education department is ready to kick off the management conference season with its new theme! We are proud to announce that in honor of the International Year of Cooperatives we will be using this special event as our theme for the management conference this year! So bring your co-op spirit pride and celebrate with us throughout the year and as we gear up for another wonderful management conference!

Remember, there are many benefits of attending the management conference. We provide a wide range of educational workshops that are vital to the training of our members in the management of their co-ops. Members and staff will share cooperative inspiration and will return from the conference re-energized and refocused with a unified spirit. We encourage both new and seasoned members to apply to attend the conference, but they must be willing to make a cooperative commitment to their co-op during this next fiscal year.

More CSI Staff News

Please welcome the following new CSI employees: Toysa Rogers (Certification Specialist, MI); Edna Tavera (Receptionist, CA); Kathleen Sucaet (Certification Specialist, MI) and Rezarta Malaj (Accounting Clerk, MI).



Welcome Aboard Facilities Department!

The Michigan region has a new department! Please welcome the new members of our facilities department: Phil Gawel as facilities manager; Craig Steimel as field coordinator and Brandon Brehmer as facilities liaison. The department was brought together to support the growing technical needs of our co-ops. The primary goal for the team is to work with co-ops and liaisons by providing support in scoping, contracting and execution of new work and repairs at the co-ops. The second goal is to assist in identification and projections of immediate and long term construction related projects and repair needs for each co-op.

Over the past few years officer feedback painted a clear picture of need for this type of support. The reoccurring message was that the most challenging parts of being in office were oversight of vendors and obtaining bids as well as the difficulty of projecting all of the future needs of each co-op for the purpose of budget writing and maintaining adequate balances in reserves.

The facilities team will be performing the annual physical inspections and will provide the co-ops with a report that identifies immediate needs and 15 year projections of needs showing estimated costs. The additional information will be a very useful tool at budget writing time and when a decision needs to be made about large projects. Having a facilities team has also proven to be a valuable resource during emergencies to assist in swift and appropriate repairs.

The goal is to maintain co-ops to their highest potential in quality and financial strength by providing additional assistance where needed with repairs, contracting and projecting needs to each of the co-ops.



CSI Support & Development is a resident/member controlled organization which utilizes a cooperative management system and engages its resident membership in decision-making at every level of its operations.

For 47 years as a mission-driven non-profit, we exist solely to provide the highest quality, affordable housing communities possible for seniors.

California:	Massachusetts:	Maryland:	Michigan:
201 E. Huntington Dr. Ste.#100 Monrovia, CA 91016 1-800-500-7725	110 Florence St. Ste.#204 Malden, MA 02148 1-800-225-3151	3600 O'Donnell St. Ste.# 2 Baltimore, MD 21224 1-800-362-0548	8425 East 12 Mile Road Ste.#100 Warren, MI 48093 1-800-593-3052

TDD: 1-800-348-7011

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Equal Housing Opportunity