

Service Category: Thrift Store

Community Need:

Describe the problem at the state level (*written for all*): KIDS COUNT reports that 13% (about 2.5 million) of the population of New York live in families with incomes below the federal poverty level, including 861,000 children. Families with such limited resources must make hard choices about which bills to pay, what necessities to go without, etc.

Describe community need at project level (city, district, county) and client served (*each project writes their own*):

[EXAMPLE] According to the U.S. Census Report 2000, 12.5% of Herkimer County's 64,066 residents, or 8,008 individuals, live below the poverty level. The Herkimer County Risk Assessment Profile, completed in 2000, included Extreme Economic Deprivation as one of the five risk factors identified for the county. The report stated: "As more and more residents on public assistance move off of the welfare rolls due to legislated action, we are seeing an increase in the utilization of non-public services..."

Describe how the need will be addressed, the contribution of the project toward the effort (foreshadow the service activity) (*each project writes their own*):

[EXAMPLE] Area agencies, including Catholic Charities, Community Action, Community Maternity Services, Domestic Violence Program, the American Red Cross, together with local congregations, have received requests for household/clothing items from clients. They saw a need for maintaining thrift stores that would serve as a low cost or no cost resource for low-income families.

What will change (end outcome) (*written for all*): The thrift stores provide items that families need at low cost, allowing them to stretch their limited resources.

Service Activity:

Service description and beneficiaries: RSVP volunteers will serve at (*enter site names*) thrift store(s). They will do some or all of the following activities: receive clothing and household donations, sort and display items, serve low-income clients, accept referral from area agencies and schools, maintain records of clients served and donations received, provide donation receipts for clients when requested, and refer clients for other services as needed.

Scope of service (how often, how long): RSVP volunteer will each serve at the thrift stores approximately (*enter #*) hours per (*week/month*) for (*enter number*) months.

Add details if needed (*each project writes their own*):

Anticipated Input:

Volunteer numbers/number of hours: (*Enter #*) RSVP volunteers will contribute a total of (*enter #*) volunteer hours at the thrift store(s).

Training/supervision: New volunteer recruits will be mentored by seasoned volunteers. Volunteers will be trained in store procedures and policies, (*enter other training topics and duration, if applicable*). RSVP volunteers will be supervised by (*enter title: manager, supervisor, etc.*).

Resources: Supplies such as tags, fasteners, and staple guns will be purchased with revenues from store sales. Brown bags and plastic bags used for packaging will be donated by local retail merchants.

Add details if needed (*each project writes their own*):

Anticipated Accomplishments/Outputs:

Clients will be served at the thrift stores.

Indicator: Number of clients served at thrift store quarterly

Target: At least (*enter #**) of clients will be served (receive goods or slotted to receive goods) at the thrift store each quarter.

How Measured: Daily receipt logs; referral forms kept by store manager, *Thrift Store Summary Client Log* (optional)

Anticipated Intermediate Impact/Outcome:

Clients are satisfied with the help they receive from the thrift store.

Indicator: The percent of clients that report their satisfaction with the staff, selection of items, affordability, and hours of the thrift store.

Target: 65% of clients served will report that the thrift stores provided a satisfactory experience for them by strongly agreeing with at least 4 of the 7 items (question #2a-g) on the survey)

How Measured: *Thrift Store Customer Survey* administered over a one month period once a year by volunteers

Anticipated End Impact/Outcome:

Clients are able to get needed items at minimal cost and use the money saved to pay other bills.

Indicator: Percent of surveyed clients who “agree” that they were able to get clothes and/or household items at very low cost, and use the money saved to pay other bills

Target: 60% surveyed clients will agree that they were able to get items they needed at very low cost and use the money they saved to pay other bills (questions #3a-c).

How Measured: *Thrift Store Customer Survey* administered over a one month period once a year by volunteers

* Number may include repeat customers.

Thrift Store Summary Client Log

Thrift Store Location: _____

Thrift Store Supervisor: _____

For each month, write in the approximate number of clients/customers served at the Thrift Store. At the end of each quarter, write in the total number of clients/customers that were served. It is understood that some numbers may be overestimated because of repeat customers.

	Jan	Feb	Mar	Quarter 1 Total	Apr	May	Jun	Quarter 2 Total
<i>Estimated number of clients/customers served:</i>								
	Jul	Aug	Sep	Quarter 3 Total	Oct	Nov	Dec	Quarter 4 Total
<i>Estimated number of clients/customers served:</i>								

*Developed by Iowa RSVP in cooperation with Project STAR
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Thrift Store Customer Survey



In order to determine how the thrift store might better benefit families in this community, we are asking clients to help us by completing the following survey. Thank you for your assistance!

STOP! Were you asked to complete this survey on a previous visit? If YES, thank you for your input! You do not need to complete this survey again. If NO, please continue...

1. How often do you shop at the thrift store?

- less than once a month
 once a month
 2-3 times a month
 at least once a week

(check one for each item)

2. The thrift store...	Strongly Agree	Agree	Disagree	Strongly Disagree
a. Is open at convenient hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Has affordable prices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Has friendly staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Has respectful staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Is clean and neat.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Carries many items that we need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Is set up in a way that makes it easy to find things.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(check one for each item)

3. How helpful has the thrift store been for you and your family?	Strongly Agree	Agree	Disagree	Strongly Disagree
a. I was able to get/buy household items we need at very low cost.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I was able to get/buy clothing we need at very low cost.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I was able to pay other bills with the money I saved at the thrift store.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I received referrals to other needed services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have other comments, please write them on the back of the survey.

Thank you for completing this survey!

Please return it to the person who gave it to you when you have finished.