

Senior Corps Work Plan SAMPLE*

Work Plan Name: Thrift Store – Sample 2 (RSVP)	Work Plan ID: NYA15086
Issue Area: Community and Economic Development	Total # Stations: 2
Service Category: Thrift Store	Total # Volunteers: 20
<p>Community Need: KIDS MATTER reports that 13 percent of the population of Calvin County (about 13,000 individuals) lives in families with incomes below the federal poverty level. This includes 8,000 children. Families with such limited resources must make hard choices about which bills to pay, what necessities to go without, etc. 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 see a need for maintaining thrift stores that will serve as a low-cost or no-cost resource for low-income families. The thrift stores provide items that families need at low cost, allowing them to stretch their limited resources.</p>	
<p>Service Activity: RSVP volunteers will serve low-income families at two St. Anthony’s thrift stores in Calvin County. RSVP volunteers will each serve at the thrift stores approximately 12 hours per week for at least six months. They will do some or all of the following activities: receive clothing and household donations, sort and display items, serve customers/clients, accept referrals from area agencies and schools, maintain records of clients served and donations received, provide donation receipts upon request, assist with surveys of clients, and refer clients for other services as needed.</p>	
<p>Anticipated Input: Twenty RSVP volunteers will contribute a total of 5,760 volunteer hours at the thrift stores. St. Anthony staff and seasoned volunteers will train RSVP volunteers in store procedures and policies during the first week of service. RSVP volunteers will be supervised by St. Anthony’s store managers. 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.</p>	
<p>Anticipated Accomplishments/Outputs: Clients will be served at the thrift stores.</p> <p>Indicator: Number of clients served at thrift store quarterly</p> <p>Target: Approximately 1,000 clients (may include repeat customers) will be served (receive goods or slotted to receive goods) at the thrift store each quarter.</p> <p>How Measured? Daily receipt logs; referral forms kept by store manager, <i>Thrift Store Summary Client Log</i></p>	

* This work plan was developed from a common measure work plan used by New York programs. This work plan is available with corresponding instruments and can be found at www.projectstar.org (see *statewide work plan examples*), or call Project STAR at 800-548-3656.

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: customer service, selection of items, affordability, and thrift store business hours.

Target: Sixty-five percent 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 on the survey.

How Measured? *Thrift Store Customer Survey* administered over a one-month period once a year by RSVP 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: Sixty percent of 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 (3 items on the survey).

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