



OVERFLOW

Thrift Store

Give • Shop • Serve

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Thrift Store

202 South Duff Ave

OVERFLOW
Thrift Store
FURNITURE & MORE

125 Kitty Hawk Drive

2022 Annual Report

OUR MISSION - Overflow is a community effort to care for people in need, locally and globally, through recycling and reselling clean, affordable goods.



Overflow Is...

A mission-driven organization where the community's time, talents, and donations are valued!



We value your **TIME and TALENT!** We partnered with 348 volunteers in 2022 to sell 342,449 items - 11% more items sold than in 2021!



We value your **DONATIONS!** We make the most of your donations, re-selling 99% of sellable items at affordable prices back to the community. In 2022, we also diverted over 150,000 pounds of clothing to upstream recycling - helping our community practice sustainability.



We value **OUR COMMUNITY!** As part of our mission, we keep prices affordable - the average cost of an item of Overflow clothing is \$2.67 and the average cost of a piece of Overflow furniture is just over \$30.

How can you engage with Overflow?

GIVE

- Donate secondhand items at both Overflow locations
- Sign-up for a furniture pick-up
- Donate towards special projects and infrastructure so we can expand our giving capacity
- Partner with Overflow on a Thrivent Action Team grant

overflowthriftstore.org/give

SHOP

- Shop weekly at both locations - 202 S Duff Ave & 125 Kitty Hawk Drive
- Follow us on Instagram and Facebook to stay connected
- Tell your friends and family about Overflow
- Shop our Ebay and online stores

overflowthriftstore.org/shop

SERVE

- Volunteer on an occasional or regular basis - sign-up for shifts online around your schedule
- Plan a group volunteer opportunity with friends, workplace, or church
- Invite a friend to join you as a regular volunteer

overflowthriftstore.org/serve

Our Leadership Team



TAMI HICKS
Founder & Board
President



MIKE SULC
Founder & Board
Secretary



DIANNA HENNING
Board Member



MIKE SHUPP
Board Member



MATT SWANSON
Board Treasurer



SANDY SWANSON
Managing Director

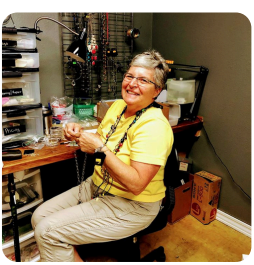


SIERRA DUNN
Operations Director



PATTY MOHR
Operations Director

Volunteers with more than 500 hours of service!



SHARIE SHUPP
Jewelry Team



DOUG CARROLL
Receiving Team



SHARI KING
Clothing Team



DIANE RUYLE
Linens Team



SONA CORNELIS
Toy Team



PEGGY DIETER
Shoe Team

348 volunteers serving **over**
15,314 volunteer hours
(23% more hours than in 2021)!



Total Giving Since 2014:
\$619,926

Overflow Is...

committed to growing our impact!



\$20,750



\$21,578



\$19,705



\$20,750



\$4,000



\$8,250



\$3,750



\$8,250



\$8,750



\$2,367



\$11,000



\$2,139

In 2022, Overflow also donated over \$23,000 in free merchandise to numerous local organizations, including Home 4 Awhile, Obria Medical Clinic, the Ames Interfaith Refugee Alliance, Boys & Girls Clubs, and Ames Community Schools

Total 2022 Giving: \$160,558

38% increase over 2021!



Overflow Is...

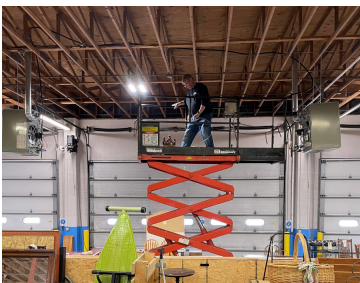
An organization with so many moments to celebrate!



We added **local giving partners** in 2022 - Ames Community School District, Boys & Girls Clubs of Story County, Community & Family Resources and the Ames Interfaith Refugee Alliance



We added **Mondays!** Overflow began offering retail hours on Mondays, effective April 2022. This was an additional day to accept donations, too. **Thank you** to volunteers and staff who helped make this possible.



We **received grants** from both the National Association of Realtors and the Iowa Association of Realtors upon the selection of our Board Chair, Tami Hicks, for a 2022 Good Neighbor Award. Tami was selected from hundreds of realtors across the nation for an award in celebration of her philanthropic work through Overflow Thrift Store. Grant proceeds were **used to add much-needed furnaces, ceiling fans and lighting in our south store.**



2022 By The Numbers

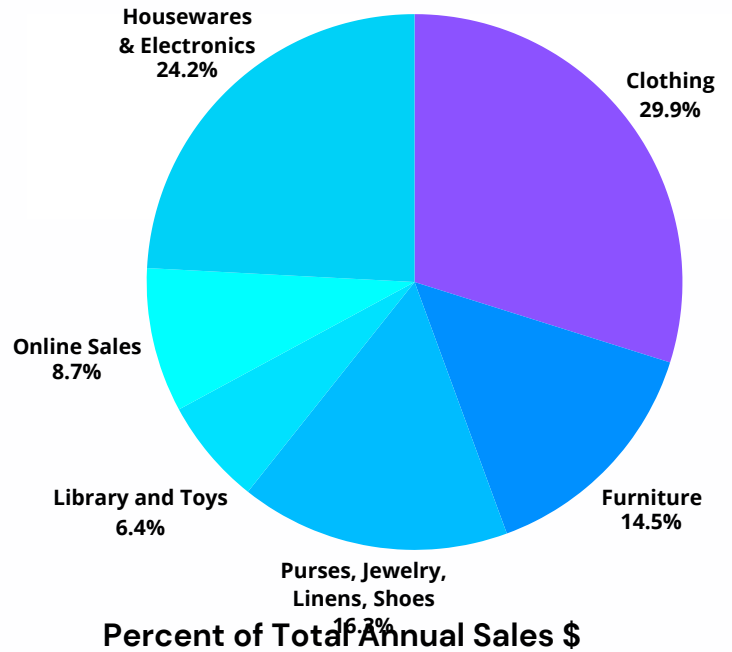
Total Transactions: 70,621

Total Items Sold: 342,449

Average Items Per Day: 1,180

Average Sale: \$13.25

Average Cost Per Item
South store - \$3.40
North store - \$2.37

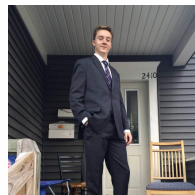


2022 Total Income: \$1,000,963

24.8% increase in total income over 2021!

+ \$26,933 in Contributions & Grants

The Overflow Team



Our thanks to:

Brooke Bacon

Natalie Canessa

Abigail Chinn

Sierra Dunn

Aaron Eckley

Caitie Hohensee

Amaria Johnson

Brooke Lundy

Katie Mihelich

Mitch Meinert

Patty Mohr

Mike Rice

Mari Russo

Hannah Seitz

Billy Short

Sam Stueven

Amy Wesselman

Heather Young



Overflow Is...

An organization looking towards the future!

10-Year Plan



1 Sustain optimal number of volunteers and staff

2 Increase sales by 15% annually

3 Double the number of people we help

4 Reduce waste through repurposing and recycling programs

5 Bring our two stores back into one

2023 Goals



Create a strategic marketing and community outreach plan



Grow giving percentage to at least 17% of total gross sales



Fill 75% of mission critical volunteer hours



Create Plan for New, Combined Facility



Implement an Employee Benefits Program



Expand Board of Directors



Overflow Core Values

Demonstrate the Fruit of the Spirit –

(Love, Joy, Peace, Patience, Kindness, Goodness, Gentleness, Faithfulness, & Self Control)

We demonstrate these qualities in all our interactions with each other, with our volunteers, and with our customers. Do more for others than you would have them do for you.

Be a Servant-Minded Teammate –

We work selflessly as a team of staff and volunteers, serving one another for God's glory. We respond with grace and always assume the positive intent of our teammates. In challenging situations, we ask, "How can I help?"

Be Adaptable & Flexible –

We adjust quickly and positively to change and challenges, and communicate openly and honestly about concerns.

Empower Creativity –

We encourage our team to explore and embrace ways to better serve our community and achieve the Overflow mission. What's new? What's next?

Be Inviting and Responsive –

We invite our customers into a hospitable and clean retail environment. We are respectful and attentive to our customers and to each other.