



# OVERFLOW

Thrift Store

Give • Shop • Serve



202 South Duff Ave

125 Kitty Hawk Drive

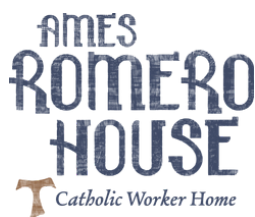
## 2023 Annual Report

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



# Overflow exists...

to transform the abundance God brings us into care for our community. Since we began over 10 years ago, we have given almost \$1,000,000 to organizations serving those in need in Iowa and across the globe. In 2024, we gave over \$216,000 to twenty-five organizations and the individuals they serve.



## Martha's House of Hope

Tiffany's story is one of bravery and perseverance. A former addict, Tiffany took advantage of the many resources provided by Martha's House of Hope, from parenting classes to financial literacy courses and job training programs. She obtained full-time employment, using her income to pay for her own apartment that she was able to furnish with the help of Overflow. In July, Tiffany gave birth to a beautiful baby girl named Cherish. Tiffany's journey serves as a reminder that with the right support, such as the support of Overflow, anyone can turn their life around. She is a shining example of what can be achieved with hard work and determination, and we are proud to have been a part of her journey and are so thankful for Overflow's support!

# Overflow Stories of Impact



In 2023, Overflow's support for Matthew 25 House was enough to pay for groceries for House residents – three meals a day, every day, for five men. "...without that guys would be on their own and either be malnourished or not be able to save money to take care of other debts, or both. Having this luxury helps them to get back on their feet quicker as well as provide a family type atmosphere."

*(Nicholas Dralle, House Manager)*



"All donations given to UCI are used for university scholarships. Investing in the development of Christian leaders is vital to improving the situation in Haiti. Overflow has supported over 20 students in Haiti. Many of those have graduated and are working in their communities throughout Haiti. Overflow has supported future pastors, nurses, agronomists, and doctors. What a gift this is! We know that Biblically-educated students that have the Christian motivation to serve their families, communities, and country can change Haiti.

Thank you for your support!"  
*(Kristie and JeanJean Mompremier)*

**In 2023, Overflow provided over \$38,000 to Story County ministries so those they serve could purchase free merchandise - items like shoes, winter coats, furniture and household items that families need to survive and thrive.**



In 2023, Overflow's "remarkable generosity allowed us to cover 9 months' worth of rent expenses for our maternity home. They have gone above and beyond by offering volunteering opportunities to three of our mothers, enabling them to enhance their skills and prepare for future employment opportunities."

*(Tara Brown, Exec Director)*

*Our soul waits for the LORD; he is our help and our shield. For our heart is glad in him, because we trust in his holy name. Let your steadfast love, O LORD, be upon us, even as we hope in you. Psalm 33:20-22*



## Life to Life Africa

Itai, pictured wearing her Overflow shirt alongside Mrs. Bangira, is one of many life change stories. After her fourth child was born, her husband died leaving her as a widow to care for children and grandchildren. That is when she became a beneficiary of Life to Life Africa receiving food assistance and training in how to grow food for her family. "Most importantly," Itai reports, "is I learned about having a relationship with God through Christ. The Bible studies and individual spiritual mentoring I received changed my life."

# Overflow Year in Review

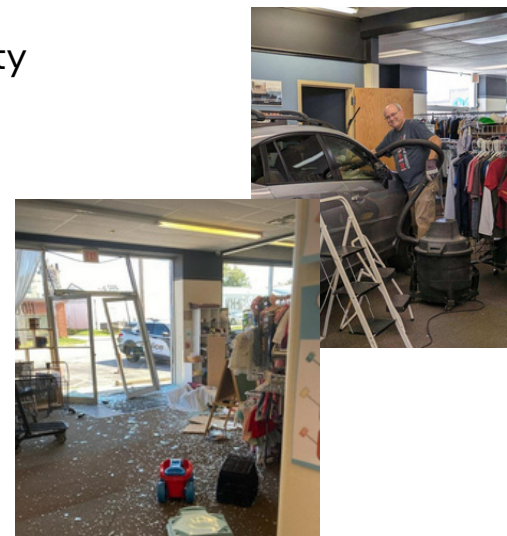
A Year of Blessings!

## HIGHLIGHTS OF 2023

- Achieved growth in giving and revenue
- Established relationships with six new ministry partners
- Recruited and on-boarded four new Board members
- Installed heaters at 125 Kitty Hawk
- Implemented new organizational structure with an operations director at both stores
- Implemented fun new marketing activities – July and December Thrift Crawl events were customer favorites!
- Restructured community voucher program to improve experience for ministry partners, customers / clients and staff
- Implemented first-ever employee benefits plan
- Implemented new volunteer & staff discount program
- Obtained donated fixtures from Nevada Ben Franklin, furniture donation from Gateway, and fixtures/merchandise from Bizzy Izzy's
- Supported Sierra Dunn as she participated In Leadership Ames through the Ames Chamber of Commerce
- Achieved recognition as Best Thrift Store in Story County



We are thankful for God's protection - and for the support and generosity of our community - when a car crashed into our 202 S Duff store in July. Thank you to all who assisted in the clean-up and recovery!



# O We are grateful for...

a family of dedicated volunteers - more than 150 volunteers serving nearly 13,000 hours in 2023.



In 2023, Overflow began monthly recognitions of Volunteers of the Month. Thank you Don & Diane Ruyle, Bill & Carolyn Holt, Peggy Dieter, Shari King, and Kala Hill for your service!



We are thankful for these and other volunteers who each provided over 250 hours of service in 2023: Doug Carroll, Paul Ertz, Holly Kellogg, Janet Olson, Lisa Ryan, Sharie Shupp and Kim Swanson.

We are humbled by and grateful for the commitment of ALL our volunteers to the Overflow ministry!



# 2023 By The Numbers

Total Transactions: 70,528

Total Items Sold: 313,688

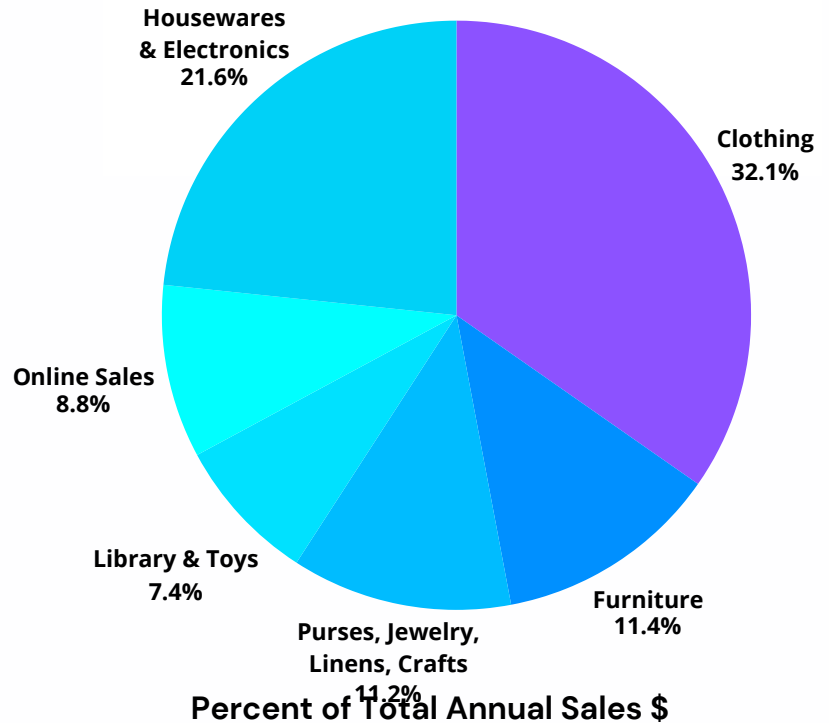
Average Sale:

- North store - \$14.89
- South store - \$14.60

Average cost per item sold: \$3.32

Average cost of:

- A piece of clothing = \$3.83
- A piece of furniture = \$31.39
- A pair of shoes = \$7.34



**2023 Total Income: \$1,126,901**

**12.6% increase in total income over 2022!**



- Overflow sold 1,587 items through its Ebay store in 2023 - a five percent increase over 2022
- Ebay sales resulted in \$78,930 in revenue for Overflow's ministry in 2023  
**A 36.5% INCREASE OVER 2022!**

## Recycling

- Saved a total 593,118 lbs from the landfill in 2023
- Clothing and linens made up 277,294 lbs of the total amount sold and recycled  
**A 10.6% INCREASE OVER 2022!**
- Overflow sent bale for recycling a record five times in 2023 and earned over \$34,000 in recycling revenue - **a 32% increase over 2022**



## Matthew 25 House

William has charted a new course for his life while living in Ames at Matthew 25 House, one of the ministries supported by Overflow Thrift Store. After leaving jail, William knew he needed to surround himself with a stable system to help avoid pitfalls that might lead to the unhealthy habits of his former life. At Matthew 25 House, he has found a family environment that encourages him to grow spiritually, maintain healthy relationships and serve in his community. He has also maintained employment at ISU, become a regular attendee at a local church, and volunteers weekly at Overflow. Through Matthew 25 House and Overflow, the trajectory of William's life is forever changed - he has a new family, new friends, new skills, and is a witness to the healing power of Christ.

# Overflow is...

looking toward the future!

## Opening May 2024!

A new store at 919 East Lincoln way in Ames



We are thankful for:

- Expanded space for retail services, recycling programs and online sales
- Improved donation experience
- Increased space for donations processing
- Opportunity to decrease facility costs and increase giving
- More comfortable work environment for volunteers and staff

- 14,700 sf building
- Replacing Overflow Furniture & More at 125 Kitty Hawk
- Offering all products - clothing, shoes, toys, household goods, linen, decor, furniture, books

Please pray for:

- Sale of land at 202 S Duff and transition of lease at 125 Kitty Hawk
- Community support for a \$1.5M capital campaign

*The LORD has done great things for us; we are glad! Psalm 126:3*

# Our Leadership Team



**TAMI HICKS**

Founder & Board  
President



**MIKE SULC**

Founder & Board  
Secretary



**MATT SWANSON**

Board Member &  
Treasurer



**MIKE SHUPP**

Board Member



**AARON FOPMA**

Board Member



**KEVIN GEIS**

Board Member



**MIKE  
HAVERDINK**

Board Member



**MARNIE  
JOHANSEN**

Board Member



**SANDY SWANSON**

Managing Director



**JAMES CHIDISTER**

Sr Operations Dir



**PATTY MOHR**

Operations Director



Thrifting is our  
connection.  
Helping people is our  
purpose.

## How can you engage with Overflow?

### GIVE

- Donate secondhand items at both Overflow locations
- Sign-up for a furniture pick-up
- Donate toward Overflow's capital campaign so we can expand our giving to those in need in our community and beyond
- Partner with Overflow on a Thrivent Action Team grant

[overflowthriftstore.org/give](https://overflowthriftstore.org/give)

### SHOP

- Shop weekly at our stores
- 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](https://overflowthriftstore.org/shop)

### SERVE

- Volunteer on an occasional or regular basis - sign-up for shifts online around your schedule
- Share the Overflow story with friends, at your workplace, or at your church - [overflowthriftstore.org/about](https://overflowthriftstore.org/about)
- Invite a friend to join you as a regular volunteer

[overflowthriftstore.org/serve](https://overflowthriftstore.org/serve)

*And God is able to make all grace overflow to you, so that in every way, always having everything you need, you may excel in every good work.*

*2 Corinthians 9:8*