



What growth looks like

Sales at the Closet are growing. Staff and volunteers are learning and making changes to accommodate the growth and advance our mission. While numbers are often displayed and communicated through charts and graphs, here are some of the visible signs of change throughout the workroom and retail floor.

Growth looks like shoes organized by size. Customers shop by size because it is the most efficient way to shop. When they see the whole collection by size, they are more likely to buy and to buy multiple items so the move to shoes organized by size was logical and just made a lot of sense for the customer. Since implemented three months ago, the stress of inventory pressure in the workroom as well as in donation receiving has been relieved, staff and volunteers have more room to work, and sales have grown!



Growth looks like double hung infant-toddler racks. Clothing for infants and toddlers had the same issue as shoes—a surplus of inventory in the workroom was backing up donations. With the retail floor maxed to capacity, staff decided to go up, literally. A double rail was added to double inventory capacity in the department and decrease pressure on processing areas.



Growth looks like enhanced volunteer management. Each arrival, each service impacts the capacity of the shop. With the addition of a volunteer sign-in kiosk, we are able to better measure the impact of our volunteers' service. More than 12,000 hours were logged during three summer months. That's the important impact of a community of service! Over time this addition will improve the volunteer experience by providing an easy way to change work schedule, initiate new shifts, and help staff notice where investments are occurring and where more is needed.



Growth looks like new signage promoting our mission. Bare windows looking into the unfinished portion of the shop revealed storage of extra fixtures and seasonal items. Covering the windows with vinyl assured customers passing by would not be able to see in and transformed it into a focal point of the customer parking lot. The images were designed to promote the work of Mennonite Central Committee (MCC) and coordinate with other images and colors throughout the shop, continuing the overall brand aesthetic.

Meet Jardely

Jardely is passionate about community. Her lifelong community building has extended from Colombia to Guatemala to Mexico to Georgia and Iowa and beyond. For Jardely, community is the center of life. Community embodies the curious, uncomfortable, genuine belonging of accompanying one another in life. Alone our impact in the world is small. Together we extend our potential beyond our imagination. Jardely is ready to build community at Crowded Closet where she sees people who live their faith and extend their lives toward others. Curious what community means? Ask Jardely.



Jardely Martinez joined the Closet community in April and currently serves as Processing Lead. She is shown here (front row, third from left) with fellow cross-cultural trainees in Mexico.





Changing lives locally and around the world. Shop. Donate. Volunteer.

Director search update

The Crowded Closet Board of Directors began a search for a new director. They appointed a task force to develop a job description and a list of qualifications. Task force members include Ron Schieffer (current Board member), Jane Schlabaugh, Diane Funk, and Sarah Fleming (MCC Thrift Shop Coordinator). In order to construct a comprehensive job description that fits the needs of Crowded Closet, the Task Force sought input from staff and did market research. The proposed job description was presented to the Board's Executive Committee for their review and input. It was approved by the full Board at their July meeting.

In early September, the Task Force began screening applications to identify the top candidates. The Crowded Closet Board will conduct interviews by late September and oversee the hiring process.



JOIN US FOR AN
Appreciation Event
FOR THE VOLUNTEERS OF CROWDED CLOSET!

Come-and-go Meal and Fellowship
Friday, October 27th | 4:30-7:30 pm
Park Lodge at Terry Trueblood Recreation Area
579 McCollister Blvd, Iowa City

Please RSVP by Friday, October 13th
to Christine at 319-337-5924,
or email crowdedcloset.volunteer@gmail.com.
Guests are welcome. Event held rain or shine.

Find your volunteer service home at the Closet



Meet Roger! Roger celebrated one year of service at the Closet this summer! After retirement, Roger started volunteering at Crowded Closet. He found his volunteer home behind the scenes helping to process donations. He enjoys the people and the fun environment. He keeps coming back because he believes it is a great place to volunteer and the funds raised do a lot of good work.

New and returning volunteers are welcome to join the Crowded Closet service community! Contact Christine, Volunteer Coordinator, to plan a visit to see what makes service at the Closet special.

Ph. 319-337-5974 | Email crowdedcloset.volunteer@gmail.com