

2ND CHANCE THRIFT SHOP

Organizational and Community

IMPACT REPORT



Who We Are

MISSION

Create and provide opportunities that support healthy aging, independence, and well-being for older adults in our community.

VALUES

We behave with compassion, respect, and integrity.
We foster an environment of inclusion and continuous growth. We act with a heart of service.

VISION

A community where older adults are empowered to live their lives to their fullest potential.

Executive Director's Message



● **BONNIE ECKLEY**

Director 2019 -Current

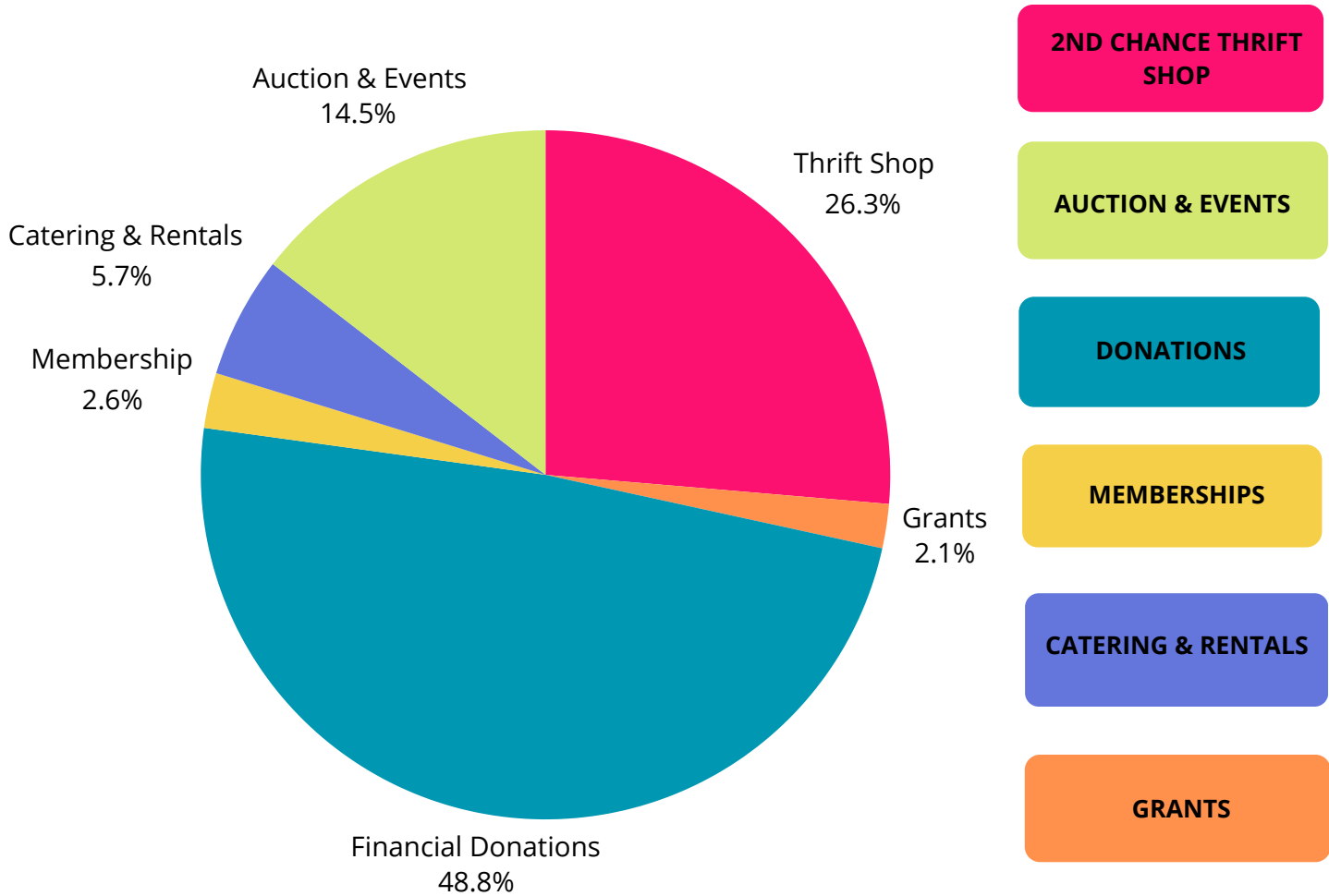
We are thrilled to share the outcomes of our 2020/2024 Thrift Shop Impact Report. In our report we have encompassed several years to illustrate how much has been accomplished since shutting our doors in 2020 due to the pandemic. While the time spent closed for safety presented enormous challenges, fear, and uncertainty, it also allowed us to completely re-group and start from scratch when gradually re-opening one day at a time.

Being the new Executive Director with less than 6 months under my belt of retail experience, actually proved to be beneficial. It enabled me to look at the operations and road blocks that were present prior to closing with fresh eyes with no preconceived notions of how things had always run. I used the skills I had learned in healthcare of looking at inventory throughput and what steps in the process were value-added in the customer's experience. Instead of patients moving through the system efficiently with little wait time, it was donated goods. Quite different I know...but really the same goals. We needed to get more goods in, priced fairly, sold, and more goods to repeat. In healthcare it was to get as many patients in to see their provider for hopefully beneficial outcomes, and for the thrift shop it was to process as much donated items in order to earn money for valuable programs and services.

With the most amazing and dedicated volunteers and staff you could ask for, we tackled the process with the goal to clean & price items quickly and at a low cost. The more we move out the door to happy customers, the more we can bring in from the public. By moving product fast, the volume is able to be processed, no backlog occurs, which means there is always space to keep taking donations. Volume is the key to our success. When an item reaches the customer it's valuable...not until then.

In this report I hope you will see that not only are we achieving the financial goals that our donors expected during our expansion, but we are providing so much more to our community than meets the eye. This shop is a truly magical place where volunteers find purpose and friends, all walks of life can afford to get quality items for their homes, other non-profits and re-sellers fulfill their goals, we're providing job experience for all learning abilities, repurposing countless items, reducing waste, and enabling thousands of older adults to benefit from the resources the Camano Center is able to offer because of 2nd Chance Thrift Shop financial contributions! If you ever had doubt of whether we are valuing your donations you bring in, I hope this will alleviate those fears. Your donations are touching MANY lives in so many ways!

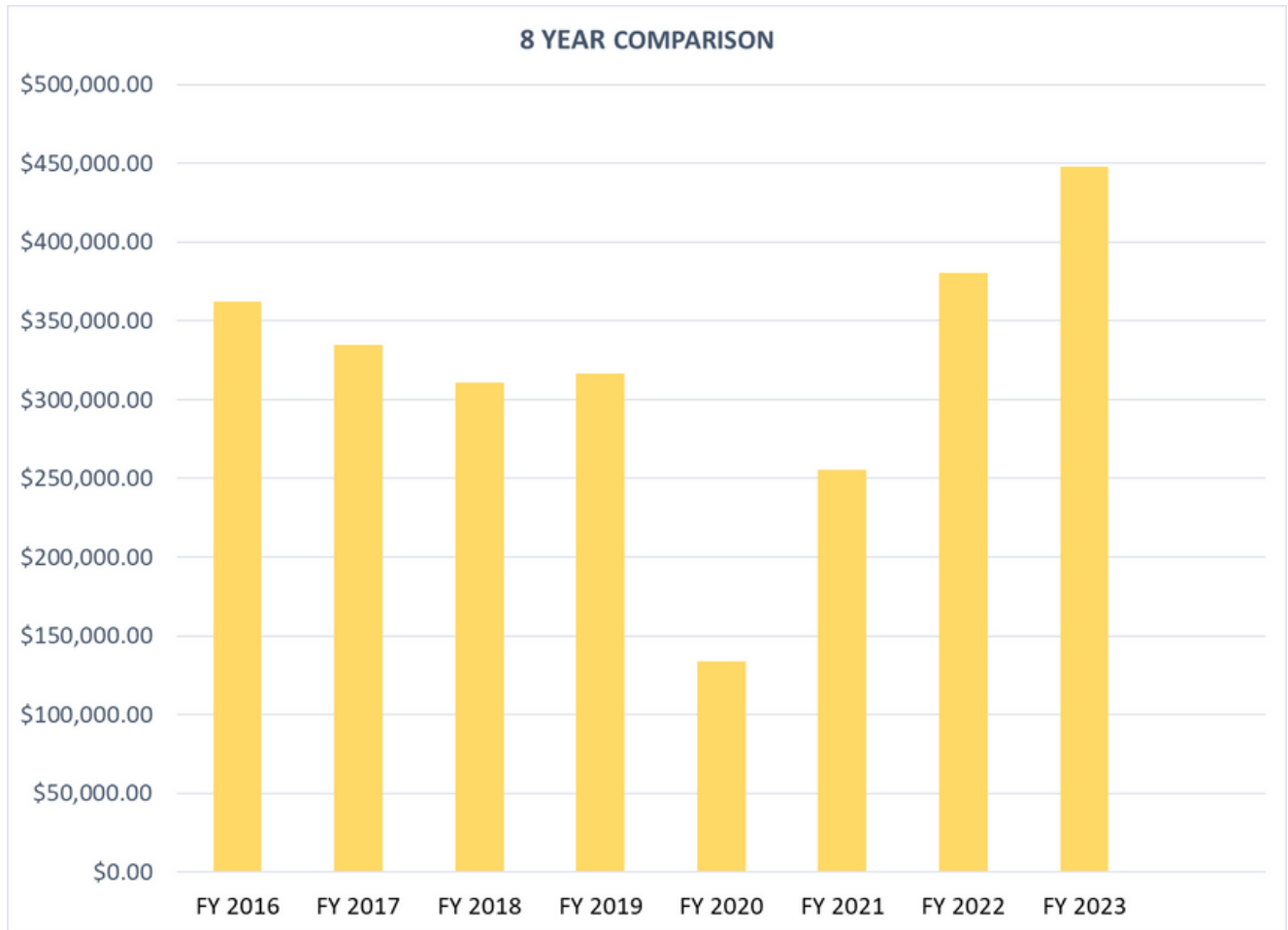
2023-2024 Revenue



Diverse Income Streams

By diversifying income sources, the dependency on any single revenue stream becomes less critical to the success of our non-profit. The Camano Center and 2nd Chance Thrift shop have strategically managed multiple incomes to achieve greater financial health, sustainability, and impact. As you can see, the shop contributes significantly to this model. In most years it has been up to 45% of our overall revenue. Due to a large bequest in 2023 the financial donations percentage has increased. We are so thankful for all of the pieces of this pie!

Financial Contribution



- **2016-2019** Shop was operating 6 days per week
- **2020-2021** COVID closure- opened up 1-3 days per week
- **2022-2024** Shop is open 4 days per week
- **2024** On target to surpass 2023's contribution

Adapting Strategies for Sustainable Success

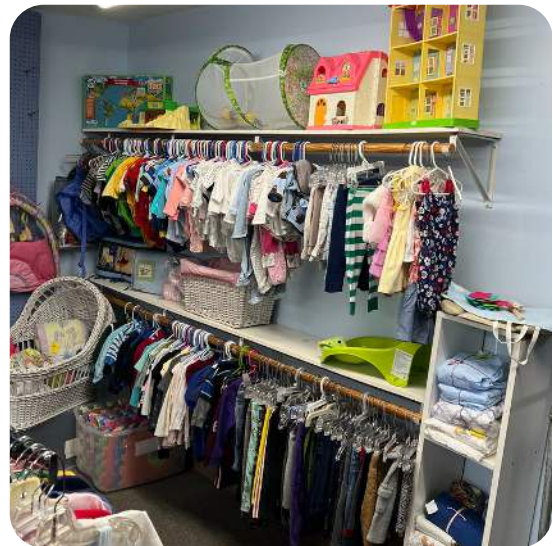
The journey of our Thrift Shop's financial performance over the years underscores this sentiment vividly, as we have navigated through changing circumstances, adapting our strategies to optimize outcomes.

The data from our financial table, spanning from 2016 to the present, unveils a compelling narrative of resilience and ingenuity. From the outset, our Thrift Shop embarked on a mission to generate revenue by supporting programs and services for older adults in our community. However, it wasn't merely a matter of keeping the doors open; it was about doing so effectively and sustainably.

From 2016 to February 2020, our Thrift Shop operated diligently, open six days a week, serving our community. Yet, the tale takes a notable turn with the onset of the COVID-19 pandemic. As the world grappled with many challenges, we too had to reassess our approach. Gradually, with a team of dedicated volunteers, we adapted by holding outside sales, until we could safely open the store from 1 day to the current 4 days per week.

We knew opening back up to 6 days per week could not be sustained. Keeping the operational days at 4, with 1 day to process inventory, we keep the throughput of new items continually cycling through to our customers. Relying on almost exclusively a volunteer staff, the expenses decreased dramatically. This shift to less operational days did not reduce our financial performance, it actually improved it!

Looking ahead, we remain committed to evolving and innovating, constantly watching thrifting trends with all ages, and seeking new ways to maximize our impact. By working together we can continue to create a brighter future for all!



The Power of Donation-Based Sales: Building Community & Impacting Lives

Donation-based sales are powerful tools for social impact and community engagement. Events such as our **Everything Christmas Sale**, serve as more than just an opportunity to sell merchandise, it represents a collective effort to support causes, foster connections, and make a difference in the lives of others.

Supporting Our Non-Profit

Our decision to host a donation-based (pay-what-you-wish) sale was driven by a dual purpose: to raise funds for our programming with less physical work of pricing every item, and to foster a stronger sense of community involvement. The response from shoppers exceeded our expectations, with proceeds matching those from traditionally priced sales. This financial success demonstrates the effectiveness of leveraging community support and goodwill to further our mission.

Empowering Individuals and Communities

Donation-based sales empower both donors and recipients alike. Donors experience the satisfaction of decluttering their spaces, knowing that their contributions will benefit others. Meanwhile, recipients gain access to affordable goods and essential resources, enhancing their quality of life and fostering a sense of dignity and self-worth.



Empowering Lives: The Impact of a 2nd Chance

The 2nd Chance Thrift Shop stands as more than just a Shop. It offers second chances and a sense of belonging to all who enter its doors. In a society where older adults often grapple with feelings of loneliness and isolation, the Thrift Shop serves as a lifeline, offering a space for socialization, community engagement, opportunities such as AARP Foundation's Senior Community Service Employment Program, and finding purpose again.

Terry, one of our great Thrift Shop volunteers shares:

“My husband died in 2019 and after being his caregiver for two years, naturally I was devastated. I sat at home being very depressed and feeling sorry for myself for several years. One of my grandchildren said, “Grandma, you need to get out of the house and volunteer somewhere.” I took the Aging Mastery class at the Camano Center and while there they mentioned there was always a need for volunteers. I decided that the 2nd Chance Thrift Shop sounded like fun. What a great choice! I love working at the Thrift Shop. My managers Sylvia and Nicole are so helpful and so nice, and I really enjoy those I work with. I have made new friends and I enjoy pricing items on Thursday afternoons when I go to work. I would love to work more when it works out.”

Jill, a long time volunteer tells us:

“Working at the Thrift Shop gives me a sense of accomplishment and pride when I arrange shelves to look as attractive as can be. I work alongside other volunteers and have made friends with several of them, meeting outside of work for lunches, dinners and various events. I arrived on Camano knowing nobody and now I have a lot of friends! Another important aspect of working at 2nd Chance is the knowledge I now have about just how much the shop supports the community. We enable so many people to purchase items they might not otherwise be able to afford, while at the same time providing major support to the Center an its programs. That makes me feel good!”



Making a Difference Beyond Our Walls

In the world of thrift shops, where every item holds a story and every purchase makes a difference, 2nd Chance Thrift Shop stands out not just for its affordable prices but for the ripple effect it creates in the community. We have discovered an unexpected consequence: our customers not only benefit from our Thrift Shop deals but extend their support to other charities, creating a network of goodwill that amplifies our impact.

"I have been volunteering at the Camano Center serving lunch on Wednesdays for some time. I frequent the 2nd Chance Thrift Shop and purchase especially coats and shoes for The Caring Place charity in Stanwood. Because the cost of coats and shoes is so high I concentrate on those two particular items. It is very gratifying to be able to donate to a local charity that is open to anyone needing clothing items and I have seen the number of people who are lined up, especially in the winter months when they can use those items for themselves and their children. I have found the quality of the items donated to 2nd Chance is very high and it is very gratifying to help people in need." - Heather

At the heart of our mission lies not only the provision of affordable goods but also the facilitation of acts of kindness and generosity. By pricing our items, like coats which usually cost only \$2, at a fraction of their retail value, we empower individuals to stretch their dollars further, enabling them to support other charitable causes in the community. Our customers, whom we affectionately refer to as 'smart shoppers,' understand the value of a dollar and leverage their purchases to make a meaningful impact beyond our Shop's walls.

The symbiotic relationship between the 2nd Chance Thrift Shop and its patrons extends far beyond the exchange of goods for money. Every purchase made at our thrift shop translates into tangible support for numerous charities, churches, and non-profit organizations in the area.



Craft Projects at Josephine using supplies found at 2nd Chance Thrift Shop

"My neighbor and I volunteer teaching crafts on a weekly basis to a group of residents at Josephine's Assisted Living. With our class gaining popularity and growing in size, we often rely on craft supplies purchased from the 2nd Chance Thrift Shop. Finding household items to repurpose and general craft supplies at 2nd Chance has kept our craft class not only affordable, but allows us to provide very creative projects. Josephine's Activity Director has also started shopping the 2nd Chance Thrift Shop on a regular basis for puzzles and bingo prizes. All these activities are such a blessing and promote a healthy and happy life for the residents." - Linda B.



Blankets for CASA

***“Towels and blankets that may be a bit worn or singletons, find a new purpose when given to thrift volunteers that also work with Camano Animal Shelter Association. By repurposing these items, we help CASA in fulfilling their mission of caring for animals until they can unite them with caring people.”
- Staff***



Quilt for Lutheran World Relief

“We at Mission Quilters (Our Saviour’s Lutheran Church, Stanwood) love 2nd Chance Thrift Shop! I regularly shop for gently used sheets that we use for the backs of our quilts which, through Lutheran World Relief, reach thousands of people worldwide in need of warmth and shelter. Our group relies on donations and with the price of fabric reaching \$13/yard, bed linens are an excellent source of inexpensive backings for our quilts. Thank you for helping us help those in crisis beyond our community.”

-Candace S.

“I always wanted to volunteer once I retired. I started over a year ago working on Thursdays. It has been a blessing and pleasure to go in and price items, get to know my coworkers and for friendships that are so special. It has also been a benefit to a side mission I have been doing for several years. I sew little dresses for the Shoe Box (operates by Samaritans Purse in Boone NC). I got involved by sewing dresses and shorts for my cousins that pack over 200 boxes each year. As I have talked with people or opportunity’s have come up I have also sewed for three missionaries and other Shoe Box packets. How I have benefited is by being able to buy lot of fabric that comes through the thrift shop. The fabric that I get from the thrift shop is a blessing to so many little children out in our world. “

-Cammie C.



Dresses received through Samaritans Purse

Championing Inclusivity: Transforming Lives Through Collaboration

“These are work skills that students can transfer to future paid employment. To date, two of these students are now working in our community at other establishments in paid employment positions.”
- Sara S.

2nd Chance Thrift Shop is dedicated to embodying our mission of inclusivity in every aspect of our work. Through our collaboration with programs like the Stanwood High School Transition Program, we have the privilege of making a profound impact on the lives of young adults as they journey toward independence and success.

The Stanwood Transition Program is a vital resource for young adults, providing them with essential skills and real-world work experience to prepare them for the future. Our partnership with this program allows us to offer invaluable internship opportunities to students like Thomas, Karen, and Elijah.

Elijah's words, ***“I like that I get to help people. It makes me feel proud,”*** serve as a poignant reminder of the profound impact our work has on the individuals we serve. His sense of pride and fulfillment reflects the essence of our value statement - we behave with compassion, respect, and integrity. We foster an environment of inclusion and continuous growth.

Sara Stiers, Transition Specialist, shares: **“The Stanwood Transition Program is a division of Stanwood High**

School which serves young adults aged 18-21 who received special education services in high school. The program aims to serve these students after high school by teaching a variety of adult skills and by providing them with opportunities to volunteer at unpaid internships out in the community. This provides them with real world work experience and helps develop their resumes. We have been fortunate the last 3 years to be able to offer 3 separate students the opportunity to participate in unpaid internships at 2nd Chance Thrift Shop - Thomas, Karen, and Elijah.



Elijah restocking items

These students worked throughout the school year at weekly shifts organizing, sorting and stocking the Thrift Shop with help from a job coach at the Transition Program. These are work skills that students can transfer to future paid employment. To date two of these students are now working in our community at other establishments in paid employment positions. It is partnerships like these that make it possible to prepare students for success in future employment. We are grateful for these internship opportunities at 2nd Chance and for the transferable skills they teach our students.

Thank you 2nd Chance Thrift Shop for partnering with our program and providing these invaluable learning opportunities for our Transition students. We are grateful for your support which allows our students to achieve future success in the workforce. It is community partners like you that make our program successful.”

-Sara Stiers, Stanwood High School Transition Specialist

“I have learned how to manage myself, do things on my own, and be punctual. It makes me happy that I worked there and made a difference.”
- Thomas K.



Village Community Services is another incredible partner organization dedicated to empowering individuals living with diverse abilities, helping them unleash their unique talents and potential through real-life experiences and unwavering support. One shining example of the positive impact of this partnership is exemplified through Thomas, a retiree with a wealth of life and work experience. Seeking to spend his retirement giving back to the community and expanding his knowledge, Thomas found fulfillment through volunteering at our Thrift Shop. The inclusive and supportive environment provided by Village Community Services enables Thomas and others like him to thrive, making this partnership truly a win-win situation. We are immensely grateful for the opportunity to collaborate with Village Community Services and for the enriching experiences it brings to retirees like Thomas.

“Thomas and I started volunteering this year, 2024, as Thomas was looking for a way to spend his retirement time in the community and giving back with his skills and learning more.

We have been in the electronic, tool and household area. This has been a wonderful experience as Thomas makes contact with customers and the conversations are great with learning and providing information from each other. Thomas has a wealth of information in these areas.

We enjoy the easy paced and comfortable environment that is there. Learning about the different items that come in as donations and checking to see if they work or not.

The volunteers have been so welcoming and the customers who come back again and again to look for their treasures are simply the best. We are starting to learn names as we integrate into our roles.

We absolutely enjoy our time. We are very thankful for being able to volunteer at 2nd Chance Thrift Shop as the opportunities are amazing and thanks to Sylvia for being so kind and understanding when working with us.”

-Patti & Thomas



Empowering Tomorrow's Leaders: Fostering Intergenerational Connections

We believe in the power of intergenerational connections to create meaningful experiences and foster personal growth. Through our commitment to embracing younger volunteers, we empower them with valuable work experience and cultivate an environment where generations come together to learn from one another.

Our Thrift Shop is a vibrant hub where younger and older volunteers work side by side, sharing their knowledge, skills, and life experiences. This intergenerational collaboration not only enriches the volunteer experience but also helps combat ageism by breaking down stereotypes and fostering mutual respect and understanding.

For younger volunteers, working alongside older adults provides invaluable insights into different perspectives and ways of approaching tasks. They learn from the wisdom and experience of their older counterparts, gaining valuable mentorship and guidance that will serve them well in their personal and professional lives.

Likewise, older volunteers benefit from the energy, enthusiasm, and fresh perspectives that younger volunteers bring to the table. Through their interactions, they find renewed purpose and connection, combating feelings of isolation and contributing to their overall well-being.



These intergenerational partnerships create a supportive and inclusive environment where everyone feels valued and empowered to make a difference....and we have FUN!

“The experience at 2nd Chance is a great experience for any new helper or people who want to work in that kind of work environment. I have learned so much from being a volunteer and part of 2nd Chance.”

-Corina L.



“I originally wanted to volunteer to get job/working experience and better social skills and I’ve gotten that and more! I love volunteering with the people I’m scheduled with and helping the public with questions and stuff. It’s definitely an amazing opportunity for anyone who wants better social skills or slower paced environment to get work experience.”

- Elli F.

Enhancing Safety, Well-Being, and Environmental Responsibility



As we reflect on our organizational and community impact, we take pride in highlighting the many ways we are not only improving safety and overall well-being but also championing environmental responsibility.

Safety and Well-Being Initiatives:

Our Thrift Shop leadership has undergone remarkable transformations aimed at enhancing the safety and well-being for our volunteers and customers. The success of our Thrift Shop is not merely a coincidence; it's the culmination of collective efforts and unwavering dedication to our mission as well as the result of tireless efforts to evolve processes and enhance practices across the board. One of the most impactful improvements has been the meticulous approach to displaying, organizing, and merchandising. Understanding the pulse of trends, implementing strategic cross-merchandising, and optimizing shop layout have not only increased foot traffic but also improved the shopping experience. Our mantra "quality over quantity" echoes through all departments, ensuring that items are sorted, priced and displayed with care.



Our commitment to not overcrowding the shop floor is not just about aesthetics; it addresses a crucial safety issue for volunteers and customers alike. By allowing ample space for maneuvering and ensuring clear visibility of merchandise, we mitigate potential hazards while enhancing the shopping experience.

Environmental Responsibility:

Sustainability isn't just a buzzword; it's a way of life. Numerous initiatives have been implemented to divert as many items as possible from landfills and promote environmental stewardship.

Scrap metal recycling, donation bins for clothes, electrical recycling, and recycling of cardboard and paper are just a few examples of our commitment to reducing waste. Additionally, to safeguard donated furniture from the elements, we constructed an extra furniture barn.

Moreover, we have implemented innovative solutions for items that don't sell or are no longer suitable for sale. Our free items pile provides another opportunity for goods that wouldn't otherwise sell. Additionally, towels and blankets in unsellable condition are repurposed at CASA, our local animal shelter, giving them a new lease on life.



Construction of the furniture barn



Margaret takes scrap metal for recycling

Volunteer Communication:

With nearly 100 volunteers working different days and shifts at the thrift shop, maintaining cohesion amidst change can be challenging. However, change is fundamental to our growth, and every decision is carefully considered. Fortunately, the alterations we implement consistently yield positive outcomes for the store. To bolster communication, we have initiated a monthly newsletter, facilitating updates on essential information with our volunteers. We have integrated whiteboards, with plans to expand their usage universally, fostering central communication across shifts and departments to ensure consistency and alignment among all team members.



Joan, Joanne & Sheila enjoying social time!

Board President's Message



● **JEFF HIGHLAND**

President 2023/2024 Board of Directors

The 2nd Chance Thrift Shop is vital to the success of the Camano Center. It supports the Vision and Mission of the Center, provides financial support for the organization, and illustrates the guiding Values of the Center—compassion, respect, integrity, inclusion, continuous growth, and acting with a heart of service.

The 2nd Chance Thrift Shop was opened in the summer of 1982, shortly after the incorporation of Camano Senior Service Association, to provide financial support for the Association. It initially operated out of the building that is now the Camano Island Yacht Club. In 1985, the Thrift Shop moved to its current location on State Highway 532, renting the property and an old residential building until both were purchased in November 1988. A lot contiguous to this property was purchased in April 1994 in anticipation of future expansion. In 2009, the existing building (now called the Old Building) was remodeled both inside and outside, with painting, new carpeting, ramps for ADA compliance, and paving.

Gradually the Old Building reached its capacity, and following a major fund-raising campaign which raised \$605,000, the New Building was erected in 2017. It provided an additional 4,000 square feet of space, including reorganized sales rooms, and workstations for receiving, pricing, and check-out. Since then, based on feed-back and in anticipation of increased use, additional improvements continue to be made to the 2nd Chance Thrift Shop to maintain the facility and keep it user-friendly.

The 2nd Chance Thrift Shop has experienced significant growth in both the size of its business and its value to the community since it opened. The Thrift Shop has established a regional reputation for offering a wide variety of gently-used inventory, displayed in easy-to-access surroundings, and priced-to-sell. The Thrift Shop serves a varied clientele, from shoppers looking for name-brand apparel, to those who shop for the necessities of daily life, including clothing, household items, and furniture. The inventory changes regularly, and many loyal customers return often to find needed items and new treasures.

While the 2nd Chance Thrift Shop has paid staff in management, receiving, and custodial services, the backbone of the Shop is its regular volunteers, currently numbering over 100, who keep the Shop running smoothly with a sustained commitment to serving the community and supporting the Camano Center's Vision and Mission. As someone who volunteers weekly at the Thrift Shop, I can speak from personal experience about the pleasures of being part of a group of people who are purpose-driven, service-focused, cheerful, and respectful. The volunteers truly enjoy each other's company. Respect is extended to every individual who interacts with volunteers, including those who drop off items to be recycled and customers who shop and make purchases. And the bonus is that the income made from sales at the 2nd Chance Thrift Shop allows the Camano Center to provide needed programs and services to aging adults in the community. Volunteers at the Thrift Shop donate on average over 12,500 hours of work per year!

The 2nd Chance Thrift Shop was nominated for the Business of the Year Award by the Stanwood/Camano Chamber of Commerce in 2022. In the spring of 2023, the website The Best of Washington, named the 2nd Chance Thrift Shop one of the best Thrift shops in the State. For the past 2 years it has been named the Best Thrift Shop in Stanwood and Camano by SCNews. These recognitions are well-deserved and are unsolicited confirmation that the Thrift Shop is a recognized and important part of the Camano Center and is making a positive contribution to the local community.

Thrift Store



WINNER



2nd Chance Thrift Shop

**Best of Stanwood-Camano
2023 & 2024**





2nd Chance Thrift Shop

Hours of Operation:
Wednesday through Saturday
10:00am - 4:00pm

Donations of gently used items accepted:
Thursday through Saturday 10:00am - 4:00pm

Financial donations are gratefully accepted:
<https://camanocenter.org/donate/>

Location: 1335 E. SR 532
Camano Island, WA 98282
(360) 629-6142