



Street Life Ministries
Effective Date: Feb 01, 2018
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SLM Procedure #: 001
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RWC Clothing Closet

Purpose:
Clothing Closet Procedure

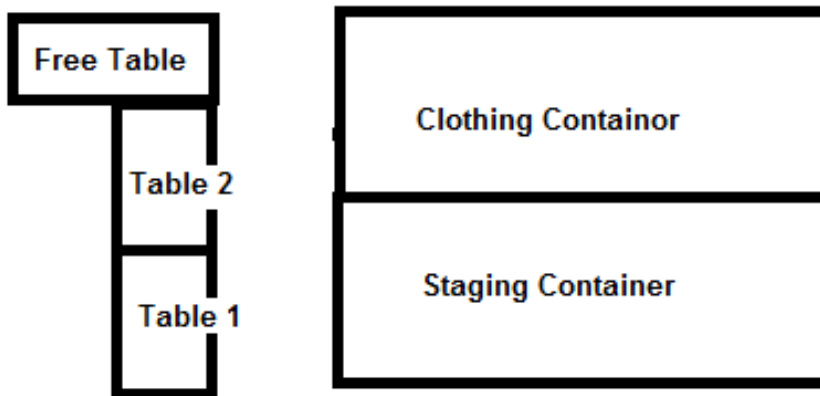
Scope:
To define the operation of the clothing closet

Responsible Party:
Clothing closet volunteers, clothing closet managers and executive director

PROCEDURE

1. Procedure

- a. The clothing closet is open from 8:15-9 PM every Monday and Wednesday
- b. At 7pm the three tables located in the staging container are arranged in the following configuration



- c. Before the prayer circle begins at 7:15 all items that are identified as not needed in the clothing container are placed on the free table, the manager will provide direction
- d. The lights are turned off in the containers during Worship and the Message. All work ceases until after the Message ends
- e. 8:15 the closet opens

- f. There are 5 people required, in addition to a manager, to run a successful night
 - i. Ticket writer
 - ii. Client checker
 - iii. Ticket runner/caller
 - iv. 2 people in the clothing closet filling orders

- g. The order is taken by the ticket writer while the client list checker confirms that the client is within time guidelines to receive the item. Please see section 2 for details regarding the client lists
 - i. The time guidelines are as follows:
 - 6 month items:
 1. Jackets/Hoodies
 2. Sleeping bags-these require an ID to receive and will be filled by a manager
 3. Backpacks
 4. Blankets
 5. Shoes
 6. Tarps
 - ii. Monthly items
 1. S/L sleeve shirt
 2. Jeans
 3. Sweatshirt, Sweater
 4. Sweats

 - h. The ticket writer uses the following ticket form to take the order

Name:		Date:
Anytime Items	Monthly Items	6 Month Items
<input type="checkbox"/> Beanie	<input type="checkbox"/> S. Slv Shirt:	<input type="checkbox"/> Hoodie:
<input type="checkbox"/> Gloves	<input type="checkbox"/> L. Slv Shirt:	<input type="checkbox"/> Jacket:
<input type="checkbox"/> Scarf	<input type="checkbox"/> Sweatshirt:	<input type="checkbox"/> Blanket
<input type="checkbox"/> Hyg. Kit	<input type="checkbox"/> Jeans: x	<input type="checkbox"/> Backpack
<input type="checkbox"/> Socks White / Color / XL	<input type="checkbox"/> Sweats:	<input type="checkbox"/> Sleeping Bag
Undies <input type="checkbox"/> M <input type="checkbox"/> W S / M / L / XL / XXL	<input type="checkbox"/> Other:	<input type="checkbox"/> Shoes: <input type="checkbox"/> Men's <input type="checkbox"/> Women's
<input type="checkbox"/> Bible		<input type="checkbox"/> Tarp
<input type="checkbox"/> Space Blanket		<input type="checkbox"/> Other:
<input type="checkbox"/> Hand Warmer		
Other:		
Notes:		

- i. After the ticket is complete it is handed to the ticket runner/caller
- j. The ticket runner/caller hands the ticket to one of the 2 order fillers
- k. The order is filled and any unavailable items will be circled
- l. The filled order is then handed to the ticket runner/caller along with the ticket
- m. The ticket runner/caller then loudly calls the clients name. The order is then handed to the client and the ticket runner/caller reviews any of the circled items informing the client that unfortunately we do not have that item available. The ticket is then placed in the plastic pouch located near the ticket writer
- n. At the end of the evening the plastic pouch is given to the manager, who will then update the client sheets-see section 2

2. Client lists

- a. There are 2 client lists, 1 for sleeping bags and 1 for all remaining items. Sleeping bags require an ID unless the manager knows the client. Sleeping bag orders need to be filled by a manager
 - i. Sample section of sleeping bag list

SLEEPING BAGS					
		DATE	ID CHECKED	BAG ISSUED BY	
Alo	Gaef	1/4/18	Y	VL	1
Alo	Lolita	1/4/18	Y	VL	1
Alo	Maria	1/4/18	Y	VL	1
Alward	Mark	11/6/17	Y	VL	1
Amesqua	Rosa				
Angalo	Oscar				
Antonio	Juan				
Antonio	Marco				
Arango	Lucia				
Arroyo	Rosemary				
Avarca	Consuela				
Averite	Curtis	11/6/17	Y	VL	1
Avery	Kirt				
Ayees	Allen				
Ayella	Juan	11/13/17	NONE	VL	1
Baka	Robin				
Baldo	Melissa	11/27/17	Y	VL	1
Balsley	Dena				
Bega	Magaret	11/13/17	Y	VL	1
Benton	Joe	11/15/17	NONE	VL	1
Bernal	Albert				
Bibbs	Henry				
Bibbs	Jeanine				

ii. Sample of client list

EVERY 6 MONTHS							EVERY 30 DAYS				
		BACK PACKS	COAT/HOODIE	SHOES	TARP	BLANKET	PANTS	SHIRT	SWEATSHIRT	UNDERWEAR	
Alo	Gaef	1/4/18	1/4/18				1/4/18	1/4/18	1/4/18		
Alo	Lolita	1/4/18	1/4/18	1/4/18			1/4/18	1/4/18	1/4/18		
Alward	Mark		12/5/16	9/25/17			9/25/17	12/5/16		9/25/17	
Amesqua	Rosa			2/13/17		2/13/17					
Angalo	Oscar		7/31/17					7/31/17	7/31/17		
Antonio	Juan						11/21/16	11/21/16			
Antonio	Marco			8/7/17							
Aquilar	Aurora	1/15/18				1/15/18	1/15/18			1/15/18	
Arango	Lucia		10/2/17			10/2/17		10/2/17			
Arroyo	Rosemary		6/26/17			6/12/17			7/17/17		
Avarca	Consuela		10/16/17	10/16/17		10/16/17	10/16/17	10/16/17		10/16/17	
Averitta	Kurt	12/6/17									
Avery	Kurt			6/19/17							
Ayees	Allen					9/4/17	9/4/17	9/4/17		9/4/17	
Ayella	Juan		6/26/17	1/15/18		5/8/17	6/26/17	11/13/17	11/13/17	5/8/17	
Baka	Robin		11/28/16								
Balsley	Dena	1/9/17	1/9/17	10/2/17	1/9/17	8/7/17	8/7/17	11/6/17		8/7/17	
Barross	David						11/1/17	11/1/17		11/1/17	
Bega	Margaret		11/13/17	11/13/17			11/13/17	11/13/17			

iii. Both lists are located in Google sheets and updated by the manager before the next gathering

3. Sorting

- a. Sorting days take place when a large donation is received and scheduled by the manager. Sorting also typically happens before each evening before the closet is open
- b. Items that are not needed in the clothing bin
 - i. Shorts
 - ii. Miniskirts
 - iii. High heels
 - iv. Dresses
 - v. Suits
 - vi. T-shirts that are a bright blue or red color
 - vii. Suggestive clothing
 - viii. Children’s clothing

- c. Items that are not needed are either saved for the free table every Monday and Wednesday or bagged to give to Salvation Army.

4. **General Rules**

- a. All volunteers should be friendly to our folks on the streets. We are there to make everyone feel welcomed and loved
- b. We are there to provide a vital service. If someone has shoes that fell apart or a jacket that was stolen or lost and we have those items, then please give them out. Sleeping bags and backpacks do need to be monitored. Exceptions in needing those items before 6 months need to be approved by the manager
- c. All volunteers are limited to 3 clothing items a week. Please do not bring personal backpacks or bags into the clothing bin. Please leave any personal items on the desk in the staging container
- d. No animals are allowed in the staging container or the clothing container