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~ Notes from The Director

Change is never easy. But as the saying goes, “nothing is constant except change”.

So, what does this have to do with a year end newsletter? Well, around SCCO and Hero's Attic, we are constantly experiencing and undergoing changes. Some good, some difficult, some unexpected, some out of our control. Sound familiar?

Hero's Attic is introducing some new policy changes regarding our hold/payment plans, which are detailed on the back of this letter. These changes have been a long time coming and are necessary for us to allow for a flow of inventory. It seems that every time we feel like there's a little breathing room upstairs, in comes a new load of items which were unexpected and fills back in the voids! Not a bad thing, because it shows that our services are needed, but challenging for us to find a place to display everything.

It would be much easier for us to simply abandon all holds and payment plans altogether, which has been discussed. After all, most thrift-type stores do not usually offer these things. It's typically a “first come-first served/cash and carry” policy, with NO pick ups or deliveries available. So, in that aspect, we are somewhat of a hybrid.

Which brings me to the topic of our core beliefs. From our very beginning, SCCO has been an “animal of a different color”, not quite fitting into a particular classification of non-profits. For our first grant which we received, we were asked to choose a category as a Faith Based or Community Based organization. This was difficult because we felt like we were both. “Faith Based at our core which causes us to be Community Minded in our actions”, has been our mantra ever since then.

This also affects the way in which we operate. Are we a “Ministry” or a “Business”? Well, to answer that question...YES! Again, somewhat of a hybrid or mixture of both. We strive to develop policies along the way that cater to both aspects of our organization, which is sometimes a very delicate balance. It would be much easier to make every policy lean toward what is best from a business point of view, but that would take us away from our core belief system of helping people in need.

That's why our founding service of Small Home Repairs functions the way it does. Materials are the homeowner's responsibility, while the labor is provided on a free will donation basis. No one is turned away because they don't have the resources to pay a particular dollar amount per hour. This leans in favor of the Ministry end of SCCO, but also puts more pressure on the need for financial partners to make up the difference.

So, what a better lead in to asking for your help! Would you consider becoming a monthly or annual donor to SCCO to allow us to continue serving the communities of Shelby County? All donations of any size are needed and appreciated. Just use the enclosed response sheet and mark the appropriate box. Remember, bank information is only if you are signing up to become a monthly EFT partner. As always, contact us if you have any questions or concerns about anything.

Blessings to each of you this Christmas season! ~ Ron French, SCCO Executive Director

Hero's Attic Policy Changes:

Hold Policy: We will hold items for **Only 2 business days**. (No down payment needed) At the end of the second day, the hold tag will be removed.



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Payment Plan: With a **down payment of at least 30%**, an item can be put on a 90 day Payment Plan. **Items will not leave the building until payment is made "in full"** unless arrangements have been made by Hero's Attic management. If, after 90 days, the item is not "Paid in full", and there has been no communication between Hero's Attic Personnel and the customer, we will make one courtesy call or text to notify you that the item will be put back into inventory, and the down payment will be forfeited.

Hero's Attic Open Hours:

Tuesday, Wednesday Thursday 10:30-6:00.

Friday & Saturday 10:30am-3:00pm

**Testimonial:**

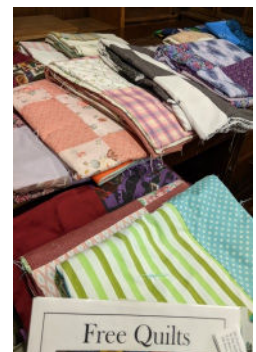
I want to show my appreciation to the Staff and the Organization that gives our community the opportunity to "repurpose" items we no longer need~ and more important, to make these items available to our friends and neighbors who have need, and can give these items a New Home!

From initial phone call to the truck drivers and helpers who pick up/deliver items, I say "Thanks" - You are all a Great Asset to our Community.

~ A Friend ~

Comforting with Quilts

Quilting friends from Harlan and the Elk Horn Lutheran Church Quilting Club have blessed over 50 families with quilts, handmade with love! SCCO has been privileged to be the location designated to give them away. We gladly partner with this creative and very generous endeavor. Thank you!!



Choose SCCO as your designated charity when you shop with **"AmazonSmile!"** and they will donate 0.05%

We are thankful for all the support given to SCCO through **faithful donors and charitable businesses**. We are also grateful for grants received from **Shelby County Community Chest** which provided new laptop computers for our offices, and from the **Community Foundations of Southwest Iowa** which provided generously for operational expenses over the past year. It is because of these funding sources that we here at SCCO are able to continue **"Putting our Faith to Work"** for the people of Shelby County.

