

# Proposed Locker Management Strategy

## General administration/management

- **Overall management.** Friends of the State Street Family (FSSF) will voluntarily manage the lockers as a part of the “Keys to Dignity” Pilot Program. (see Attachment A for more information on the Keys to Dignity)
- **Locker ownership.** FSSF will be the locker owner and will allow each registrant to sign up for usage for a 6 month period.
- **Distribution of lockers.** There will be a minimum of 5 and maximum of 10 lockers at each approved site
- **Locker assignments.** All lockers will be kept locked and assigned to a specific person (see Attachment B for DRAFT of Keys to Dignity Registration agreement)
- **Site requirements.** All sites will be well-lit, allow a small communication board on the side of one of the lockers, and will have a secured 55-gal sized waste receptacle nearby, that gets emptied regularly.
- **Ombudsman procedures.** There will be **one** point of contact phone number for any complaints or concerns about the locker program, its registrants or the sites.
  - This number will be set up as a Google voice-to-text and will disperse an instant voice to text to a team of 4 outreach leaders.
  - The first leader available will call the person with the concern back or will go out and assess and address the problem in person within a pre-designated period (depending on severity of the concern) and will alert the rest of the team to the issue and follow up with site host for more frequent monitoring.

## Site host responsibility

- Each site will have a “Site Host”
  - Briarpatch
  - Tellurian
  - Porchlight
  - The Road Home for Families
  - OM Build
  - Homeless Services Consortium
  - Madison Helping Hands
  - Friends of the State Street Family.

- **Contact person.** Each agency site host is responsible to manage the registrants using the lockers on the site, and will work using existing programming to help each registrant get into housing and other programs identified as appropriate to help registrant move off of the street.
- **Locker inspection**
  - Site host will spot-check locker sites they are responsible for throughout the week
  - Site Host and K2D Manager will reserve the right to open and investigate said locker if there is a concern for sanitation or safety and the Registrant cannot be located in a reasonable amount of time (depending on concern) to enter locker with Host.
- **Supervision.** Outreach teams will drive by and assess the locker sites at night 5 nights a week (M,W, R,F,S) and pick up any debris, ask any people loitering on the property without reason to move to another location.

### **Locker user responsibilities**

- Registrants must agree to
  - Keep locker locked at all times
  - Be responsible for any item left in their locker (cannot share with unregistered person).
  - Help keep site clean and respect the property and other persons on site
  - Report any suspicious behavior or harassment to Site Host
  - Sleep off property
  - Release locker if and when they get into housing
- **Noncompliance.** If the Registrant will not comply with agreed upon rules, they may lose their locker or other Keys to Dignity privileges- depending on the severity of the offense.
- **Use of locker beyond 1st 6 months.** If the Registrant complies with rules, and is still homeless, they may register for another 6-month period

## Procedures/timeline for setting up lockers

- **Site selection and approval.** When a list of approved sites has been provided, FSSF will photograph each site and superimpose the lockers in suggested locations on the site.
- **Locker design.** Sector 67 will then design “Urban Camouflage” for the lockers to make them “disappear” into the building structure
- **Locker installation.** Sector 67 will retro-fit lockers with legs to keep them off of the ground and any standing water or snow, and a hood to keep precipitation from damaging lockers or contents. Depending on findings of the Keys to Dignity working group, the lockers may also have a slot for mail delivery.
- **Selection of location at each site.** Manager of the property will select preferred location from those provided.
- **Date of placement.** Lockers will be placed as drawn and approved by March 1.
- **Registration period.** Registration will commence from March 1-31, at which time lockers will be gradually put into use and site hosts will make in-person contact with each registrant to give them their keys and reinforce rules and explain how to reach their host if they have any kind of problem.
- **Length of use.** The term of the locker usage will be for 6 months. Released lockers will be let to others who have registered based on site desired and date they were added to the list. Lockers let in March will be either released or re-registered to the current Registrants between September 1st-30th \*

*\*If registrant cannot be located during the release or re-up period, they have signed their registration form which will indicate other designees that claim their property or what can be done with their property in this situation.*

## Registration for Keys to Dignity

- Locker    
  Bike or Bus Pass    
  Phone and Data Plan    
  Mailbox  
 CityPak Back Pack   
  Sanctuary Storage   
  St. Vincent Du Paul Voucher Exchange

Contact Information	
Name:	
Nickname:	DOB:
Have you completed the VII-SPIDAT Interview?    Y    N	Housing First Ranking:
Cell Number:	Other Number:
E-Mail:	
Is there another place to reach you during the day?	
Locker	
Is there anyone else you want to allow to access your locker if you cannot be reached?	
Emergency Contact if something happens to you and you are unable to claim your property at the end of the 6 month period:	
If my site host cannot locate me during the month of _____ <i>(after the 6 month period is over)</i> I understand my belongings will be released to my emergency contact, and if they cannot or will not take possession, I give my permission for Friends of the State Street Family to donate or dispose of the property in my locker.	
Signed _____	Date _____
Location of Locker:	
Site Host: _____	Locker Number: _____
His/Her Contact Information is:	
Is there anything you would like your site host to help you with?	
<input type="checkbox"/> Apply for SSI/Disability <input type="checkbox"/> Free Health Insurance <input type="checkbox"/> Employment <input type="checkbox"/> AODA Issues <input type="checkbox"/> Prenatal Care <input type="checkbox"/> Mental Health/Counseling <input type="checkbox"/> Advocacy with a provider <input type="checkbox"/> Move out of State <input type="checkbox"/> Reconnect with my family <input type="checkbox"/> Resolve tickets I've been issued as a result of being homeless and performing basic, life-sustaining activities.	

<b>Initial</b>	<b>Locker Agreement</b>
	By signing this agreement, I agree I am responsible for whatever is in my assigned locker, and I will not allow anyone else to use it.
	The term of this locker's usage is 6 months ending _____
	If I want to renew the usage at that time, I will contact my site host via e-mail before the end of the month of _____. If I do not, and cannot be reached, I understand that my property may be released to my designee, or, if they cannot or will not be able to claim my property FSSF may donate or dispose of it as appropriate.
	I will give my key back to the Site Host if, at any time during the usage period I am able to move into housing
	I will not leave my locker unlocked at any time
	I will not sleep on host property
	I will do my part to help keep the area clean
	I will not store any perishable food in my locker (unopened cans ONLY)
	I will respect the people and property at my locker site and will expect the same consideration to be returned to me
	If I lose my key, my site host can change my lock. If this happens more than 1 time in a 6-month period, I may be charged up to \$12 to replace it again.
	Any non-Keys to Dignity Lock placed on a locker will be cut off with bolt cutters, and I will lose my locker
	I will let my site-host know if there is a problem with the people or site
	I will let my site-host know if I am going to be out of the area for more than one month.
	I will not store any illegal or dangerous substances in my locker
	If there is a problem with my locker, and my site host cannot reach me or my designees in a reasonable amount of time, they may enter my locker to address the problem
	I understand if I violate any part of this agreement, I may lose use of my locker or possibly another part of the Keys to Dignity program, depending on the severity of the violation.
I have read and understand the agreement I am signing.	
Signed	Dated
<b>Transportation</b>	
<input type="checkbox"/> 6-Month Bus Pass* <b>or</b> <input type="checkbox"/> Bicycle	
*Must have a photo ID Buss Pass, Bus Passes are non-transferrable	
<b>Cell Phone/Free Data Plan</b>	
Current make/model of cell phone:	

Do you want to keep your current cell number?

Current number:

New number:

Make/Model of new cell phone issued:

Locate my cell activated (in case it's stolen)

**Mailbox**

Do you have a current mailing address?

**CityPak**

Color Issued?

Registration Number:

**Items that won't fit into my CityPak or Locker**

I have Seasonal items I can't use right now

I have household things I can't use right now, but want to have for when I get into housing

Other