

**WELCOME
WE'RE SO GLAD
YOU'RE HERE.**

**VIOLET KEEPSAFE STORAGE
TEXAS CONFERENCE ON ENDING HOMELESSNESS
SEPTEMBER 27, 2023**



VIOLET
KEEPSAFE
STORAGE
Supporting Your Path Out of Homelessness



INTRODUCTIONS

Robert Kingham

Court Administrator
Downtown Austin Community Court

Mark Janchar

Service Designer
Lead for research and design
Violet KeepSafe Storage

Steven Potter

Violet KeepSafe Storage employee
Local Homeless Advocate
Former Austin Homelessness Advisory Council Member

Violet KeepSafe Storage



**VIOLET
KEEP SAFE
STORAGE**
Supporting Your Path Out of Homelessness

Looking for a secure place to keep the things that matter the most?

As part of the Clean City Strategy, The City of Austin has created a **free** downtown **storage facility** with weekday access morning, afternoon and evening to lighten your load during challenging times. At Violet KeepSafe, you will have a **secure, personal bin** where you can store items for a few hours or months at a time, making it the perfect spot to keep your **vital documents, family memories, clothing, bedding, and more.**

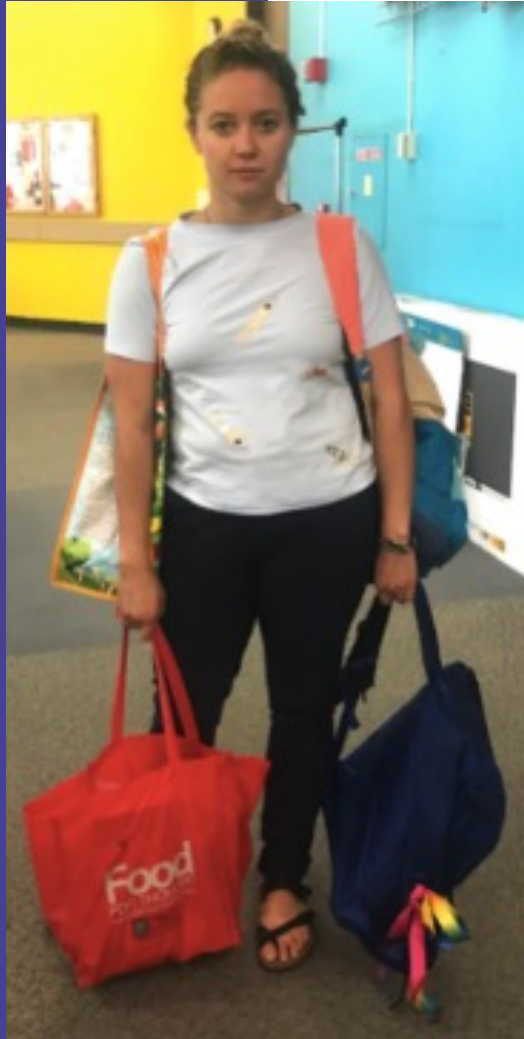
Location:
612 E. 12th Street in the former Health Parking Garage
Hours:
Monday - Friday, 7 a.m. - 10 a.m., 3 p.m. - 7 p.m.
Access:
Walk-in or call 512-974-4360



How it Works:

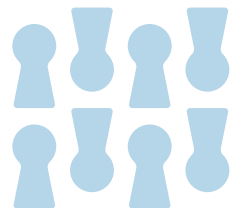
- Bring this flier to Violet KeepSafe Storage or tell the attendant the name of the agency that referred you.





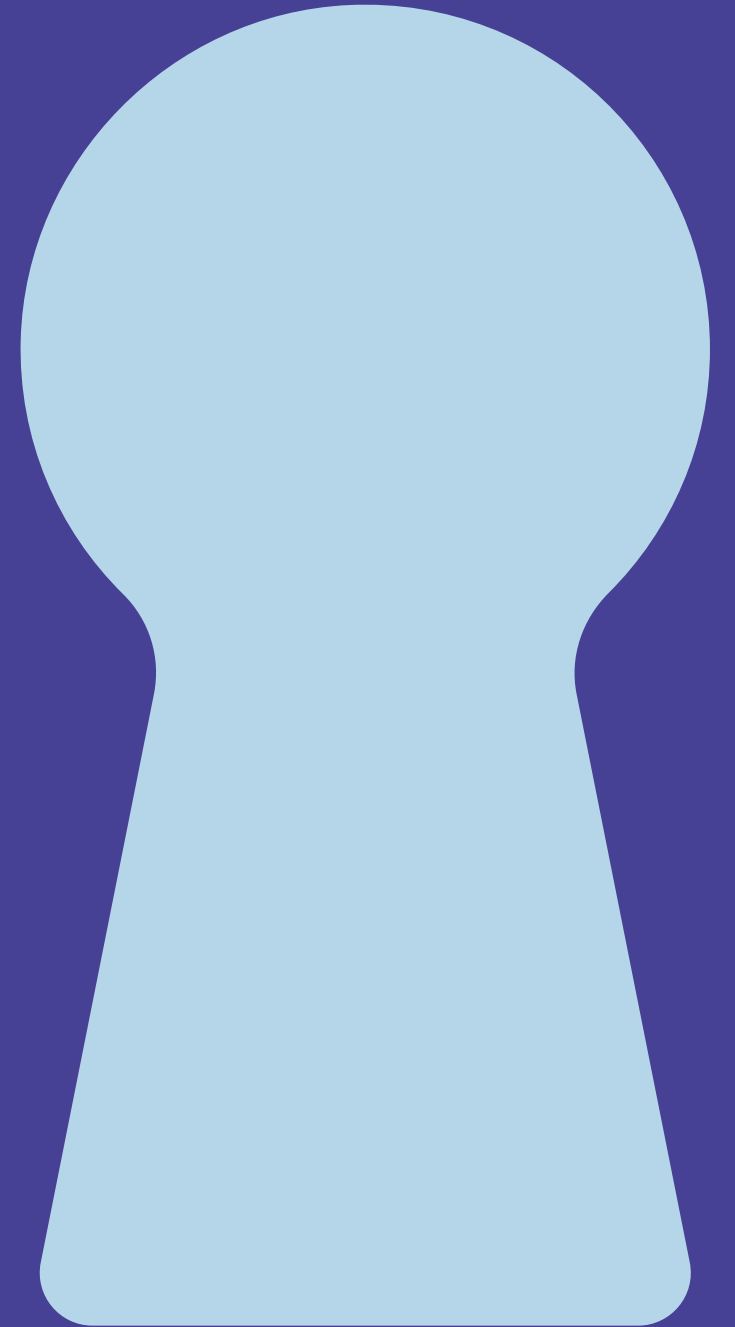
Why storage?

- Identification
- Medication
- Hygiene items
- Clothing
- Winter / rain clothing
- Pet items
- Money
- Work boots / clothing
- Sentimental items
- Vital documents
- Bedding



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**DEVELOPMENT OF
VIOLET KEEPSAFE
STORAGE**





Comparative Research



**Think Dignity
Transitional Storage
Center**
San Diego, CA



**St. John / Salvation Army
Temporary Storage
Center**
Louisville, KY



**Downtown Day Storage
City of Eugene
Public Library /
St. Vincent De Paul**
Eugene, OR

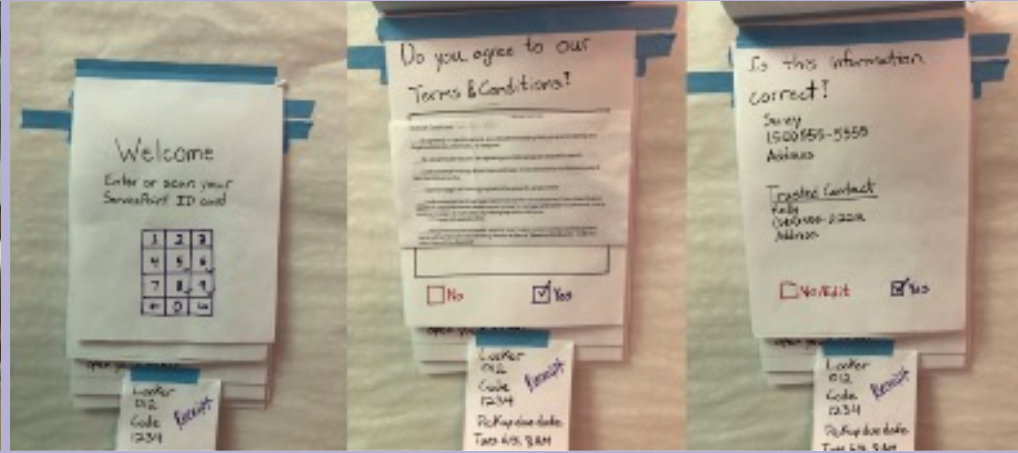
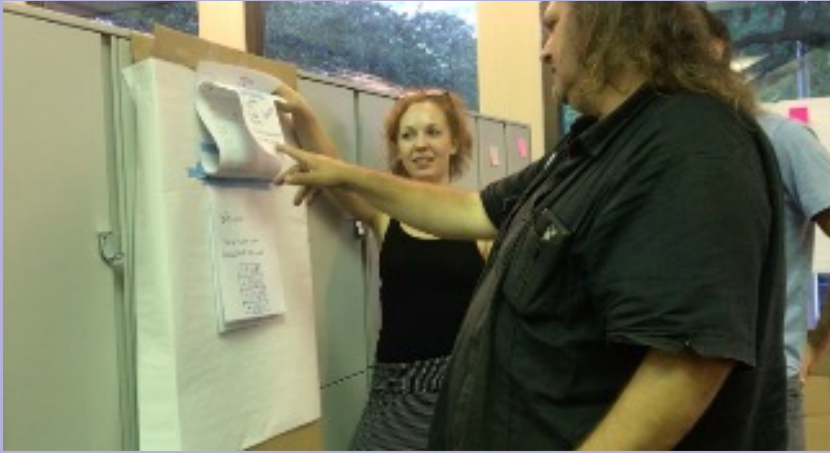


Community Engagement & Design





Community Engagement & Design



Multiple group discussions about the need for storage began with Austin's Homelessness Advisory Council.

- Physical features
- Locations service
- Connections
- Lease terms
- Cost

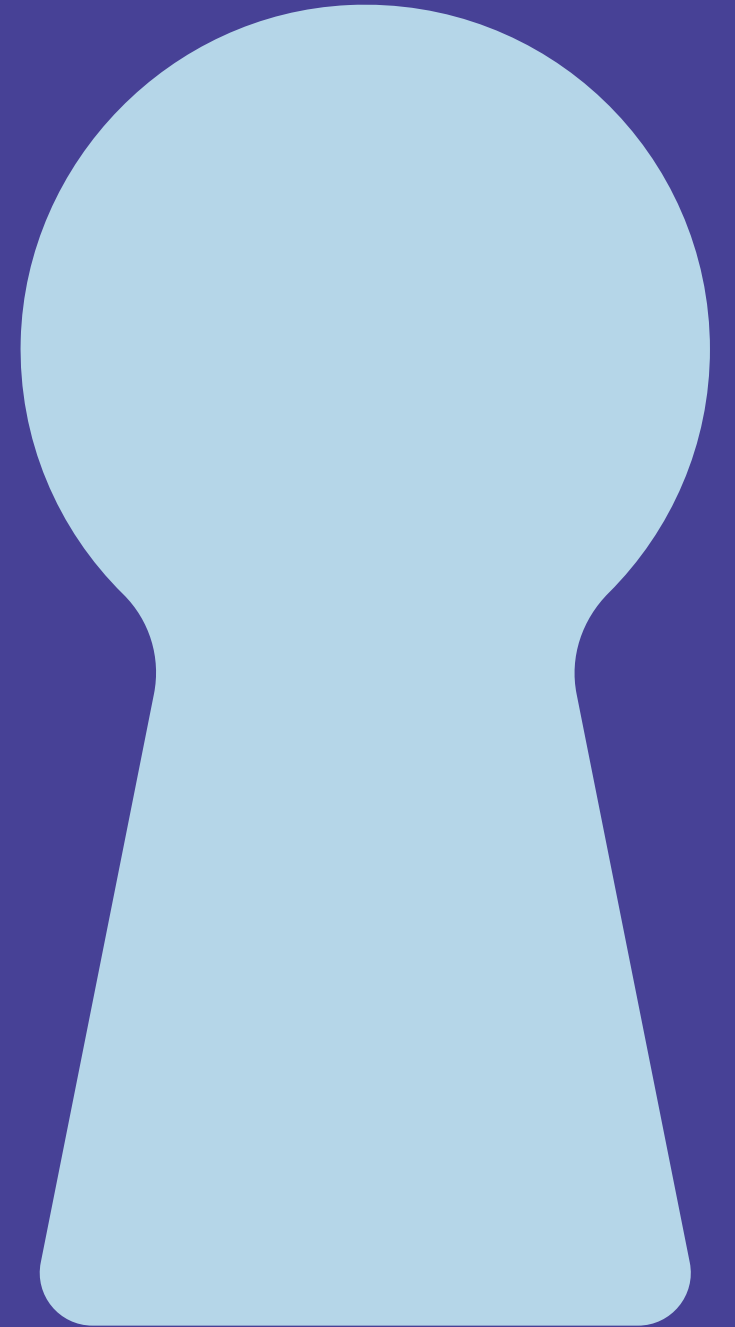




A City Priority



4 IMPLEMENTATION



Adjacent Services





Program Oversight


Austin Resource Recovery (ARR) launched VKS in early 2020

- 100 bins
- Open 7:00am-10:00am and 3:00pm-7:00pm, Mon-Fri
- ARR staff supervision, 2 staff with lived experience

DACC took over operations in December 2020

- Good fit for DACC's mission and values
- Continued partnership with ARR for staff and supplies
- Over time, increased to 350 bins
- Expanded hours to 7:00am-7:00pm, 7 days per week
- DACC staff supervision, 6 staff with lived experience





Program Design

- Low barrier program
- Centrally located
- Employes individuals with lived experience
- Sign-up process
- Bin turnover





Austin Homelessness Advisory Council



Initial Program Design



Initial Program Design



VIOLET KEEPSAFE STORAGE
606 E 12th St.
HOURS
7 Days a Week
7 días a la semana
7 a.m. - 7 p.m.
To Reserve, Walk-In or Call
Para Reservar, Entrar o Llamar al
512-974-4879

VIOLET KEEPSAFE STORAGE
Supporting Your Path Out of Homelessness

THE BELOW ITEMS ARE PROHIBITED IN STORAGE CARTS
ESTA PROHIBIDO ALMACENAR LOS SIGUIENTES ARTICULOS

- NO Firearms or Other Weapons
- NO Animals or Plants
- NO Food or Alcohol
- NO Potentially Injurious
- NO Drugs or Drug paraphernalia
- NO Firearms, Explosives, or Lighters
- NO Bicycles
- NO Shopping Carts or Similar Items
- NO Hazardous Materials Including Batteries, Compressed Cylinders or Flammable or Combustible Liquids or Gases

EVERY ONE ENTERING ESTABLISHMENT MUST WEAR A MASK NO EXCEPTIONS

VIOLET KEEPSAFE STORAGE
Supporting Your Path Out of Homelessness
7 Days a Week To Reserve, Walk-In or Call
7 a.m. - 7 p.m. **512-974-4879**

NO FIREARMS OR WEAPONS
ALL TOWED ON THIS PROPERTY

PARKING ONLY
NO EVENT PARKING - NO BRACKENRIDGE PARKING
Unauthorized Vehicles will be towed at owner or operator's expense
All vehicles must be registered at Front Desk
Estacionamiento Para Patients/Visitors
Todos de vehículos necesariamente registrar a l'oficina.
Top of Garage can be accessed from 12th Street.
Towing Company # 512-873-7898

Program Evolution

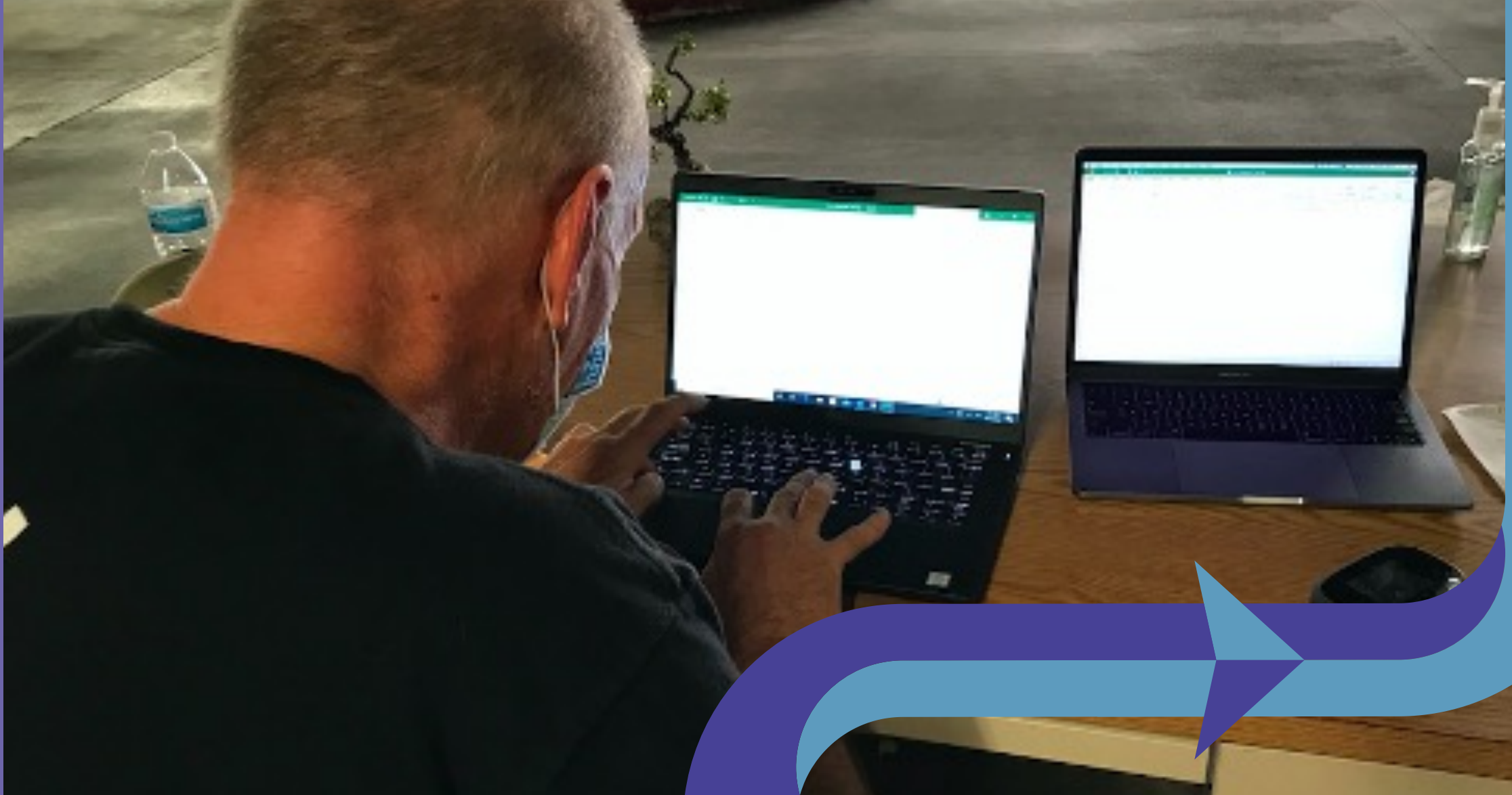


Program Evolution





Program Evolution



Program Evolution

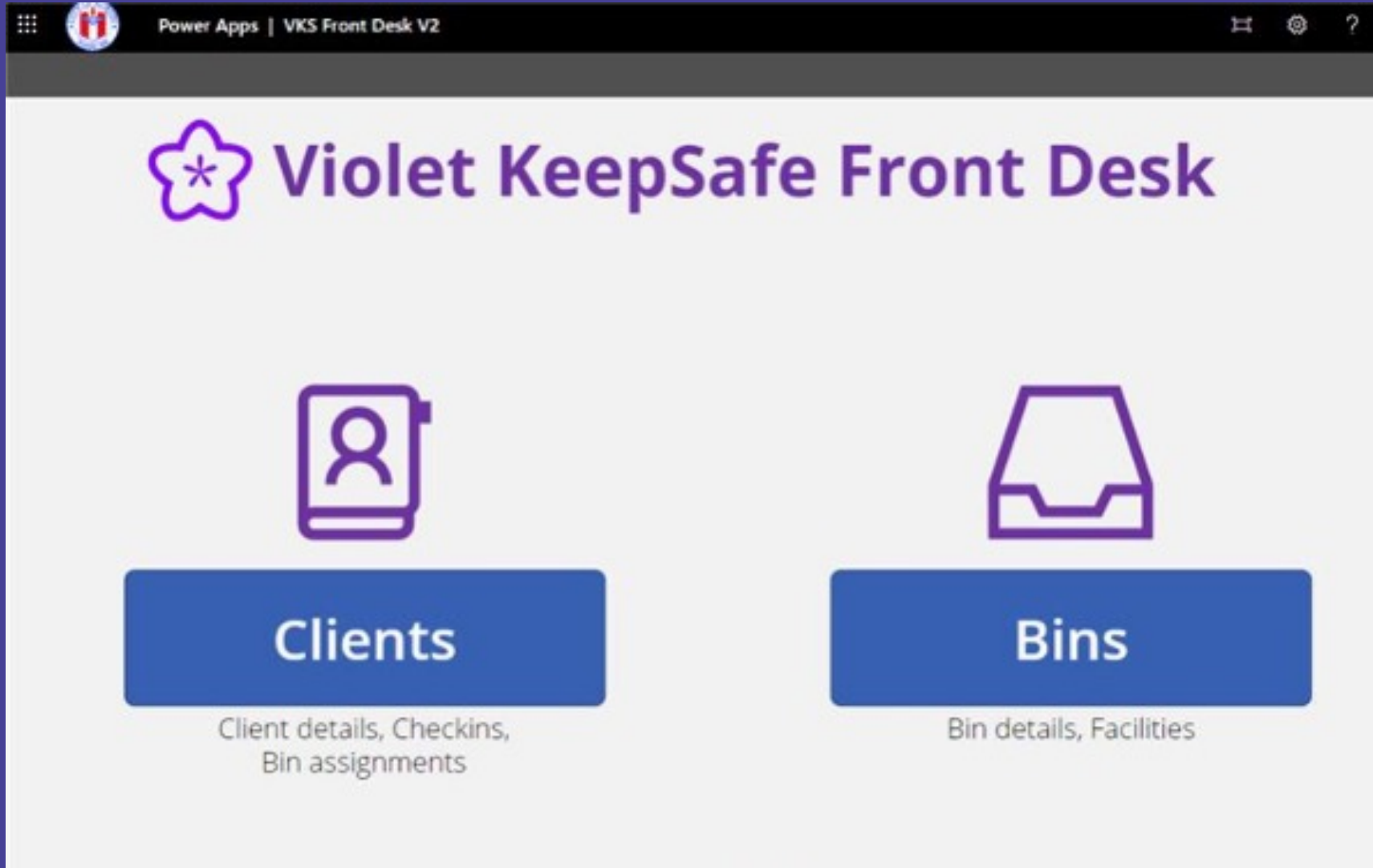
Client list

Violet KeepSafe Storage Client List						
DATE	BIN #	LOCK/Key Number	Cart Location	Service Point Card: (Yes/No)	Referrals:	* NOTES
	153	4744	ROW D		FLYER AT TRINITY	
October 13	142	5654	ROW D		OTHER CLIENT	
October 12	139	826	ROW D		OTHER CLIENT	
October 12	138	1976	ROW D		OTHER CLIENT	
October 9	137	6889	ROW D		OTHER CLIENT	
October 8	135	3672	ROW D		DACC	
October 8	118	2213	ROW D		APL TERRAZAS	
October 7	117	1966	ROW D		OTHER CLIENT	
October 5	109	1546	ROW D			
October 5	95	1101	ROW C			
October 5	44	0420	ROW B			
October 1	94	1943	ROW C			
September 30	89	3920	ROW C			
September 28	86	2146	ROW C		ANGEL HOUSE	
September 26	90	4444	ROW C		DACC	
September 24	80	3880	ROW C			
September 23	23	6767	ROW B			
September 23	24	8654	ROW B			
September 23	77	2322	ROW C		APL-TERRAZAS	
September 22	48	3456	ROW B			
September 22	46	4806	ROW B			
September 18	44	1111	ROW B		DACC	*left program
September 16	43	4099	ROW B			
September 16	39	2099	ROW B		DACC	
September 16	37	LOCK 12	ROW B			

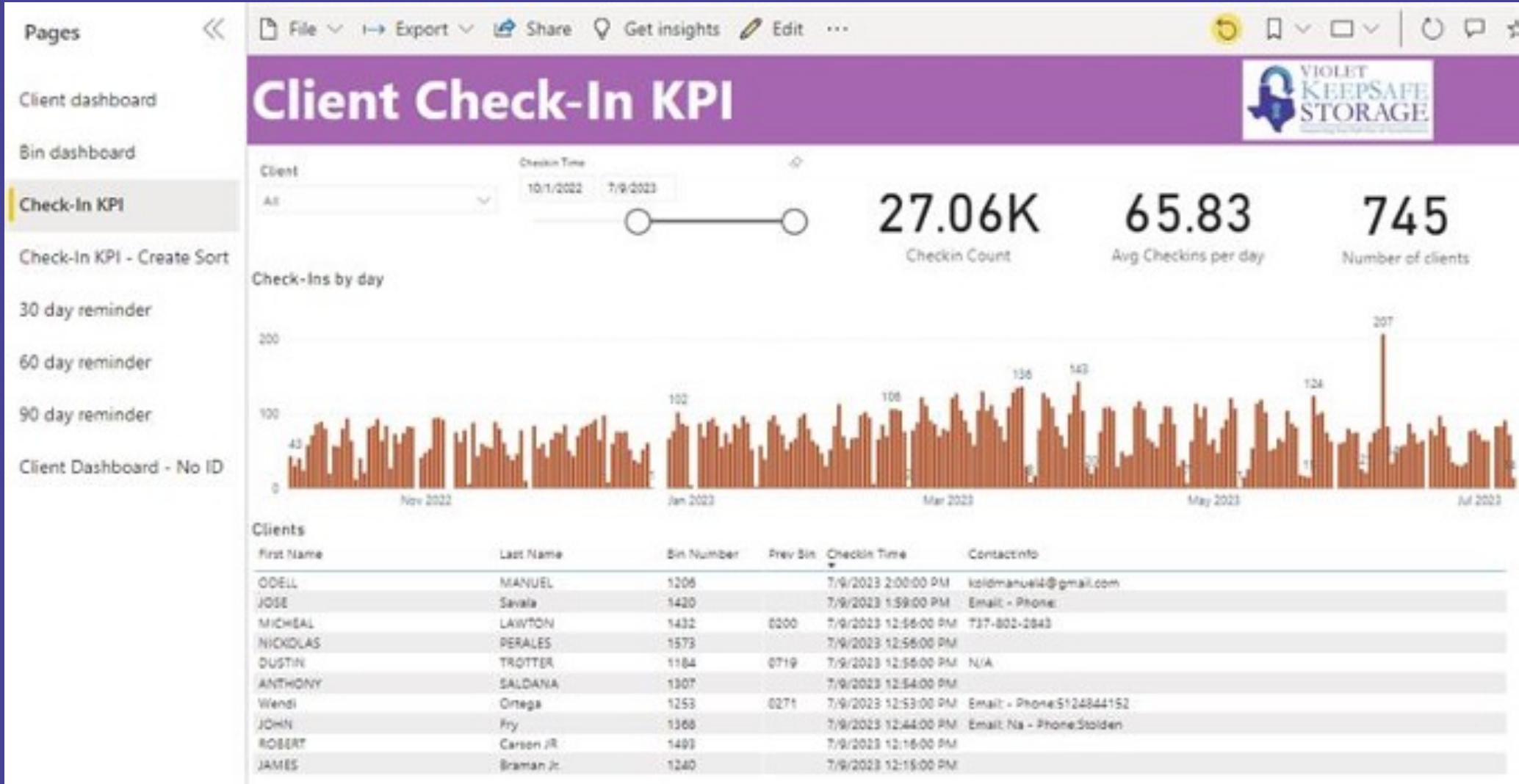
Visitor log

DATE	BIN #	VISIT 01	VISIT 02	COMMENTS: (Life Update)	RESOURCES: (Yes/No)
October 13	153	12:20:00 PM			
October 13	39	10:07:00 AM			
October 13	138	9:47:00 AM			
October 13	142	9:19:00 AM			
October 13	14	8:55:00 AM			
October 13	20	8:54:00 AM			
October 13	118	7:22:00 AM			
October 12	139	6:29:00 PM	----		
October 12	138	9:45:00 AM	----		
October 12	43	9:45:00 AM	----		
October 12	39	9:45:00 AM	5:19:00 PM		
October 12	20	9:39:00 AM	4:16:00 PM		
October 12	118	7:46:00 AM	6:07:00 PM		
October 12	77	7:01:00 AM	----		
October 9	137	6:27:00 PM	----		
October 9	14	6:27:00 PM	----		
October 9	20	9:26:00 AM	6:27:00 PM		
October 9	39	9:26:00 AM	5:29:00 PM		
October 9	86	9:08:00 AM	----		
October 8	33	6:21:00 PM	----		
October 8	135	2:26:00 PM	----		
October 8	86	9:34:00 AM	----		
October 8	20	8:21:00 AM	5:50:00 PM		
October 8	43	7:53:00 AM	----		
October 8	94	7:27:00 AM	----		
October 8	39	7:20:00 AM	9:29:00 AM		
October 8	118	7:15:00 AM	4:30:00 PM		
October 8	117	7:09:00 AM	3:25:00 PM		

Program Evolution



Program Evolution





Current Location





Current Location



Adjacent Services





VKS by the Numbers

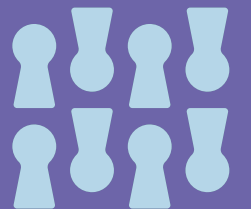
- **Total bins: 350**
- **Employees with lived experience: 6**
- **Average daily interaction: 68**
- **Fiscal Year to Date:**
 - **Number of Active Violet KeepSafe Storage (VKS) Participants: 795**
 - **Number of Interactions with VKS Participants: 31,649**





Lessons Learned

- Design and implementation
- Operational
- Lived Expertise Perspective



Meaningful Impact

“I’m currently making \$65,000 a year... All it took was a little bit of help and some great people.”



“KeepSafe helps with being in control of what we can save. No one has access to what we consider treasures.”





**THANK YOU!
QUESTIONS?**

Robert.Kingham@austintexas.gov

Mark.Janchar@flyaustin.com

Steven.Potter@austintexas.gov