

1 The Program

- **What is a Hygiene Vending Machine?**

Street Team Movement Inc. purchased used vending machines, stocked them with hygiene items, and equipped them only to be accessed by the homeless community

- **How do you make sure that only the homeless have access to the machines?**

The machines are accessible via a Hope Card (think of it as similar to a debit card that does not operate with money), registered to homeless individuals/families.

- **How is the Hope Card used on the machine?**

The card is swiped at the vending machine then the machine is used as normal to select which item they want at no cost to them.

- **How do you keep homeless people from using their cards to empty the machine?**

Our homeless friends get 3 swipes (transactions) per week per person. The number of swipes is automatically loaded to each card Sunday evening. Extra swipes if they have dependents (children/pets). Additional swipes are issued on the card holder's birthday.

- **What goes in the Hygiene Vending Machines?**

The machines are stocked with several types of items:

- **Hygiene Pouches:** includes 21-24 personal hygiene items such as toothpaste, chapstick, toothbrush, razors, shaving cream, Lotion, hand sanitizer, face mask, [@dreambly](#) laundry sheet, etc.
- **Feminine Hygiene Pouches:** Includes enough sanitary napkins, tampons, liners, and wipes to carry a woman through 5 days of her cycle.
- **Rotating Staple Items:** includes such as bar soaps, first aid kits, hand wipes, dental kits, insect repellent, and cold compress.
- **Seasonal Items:** Sunscreen, aloe, hand/foot warmers, ponchos, etc.
- **Pet Supplies:** Dog and cat food, and pet shampoos are all donated from Woof Gang Bakery and Spa
- **Small items:** Lip balm, gum, sanitizers, band-aids

2 The Logistics

- **How much money is on each Hope Card?**

The machine reads the Hope Cards as "transactions" not money. 1 Swipe = 1 transaction

- **How does a homeless person get a Hope Card?**

Hope Cards are issued through Street Team Movement Inc. volunteers and our community service partners (other nonprofits, churches, and community groups).

- **Where do the Hygiene Vending Machines go?**

We have vending machines in places frequented by the homeless community or near a homeless service provider. Hygiene Vending Machines can go either inside or outdoors and we generally choose locations that have 7-day a-week access, are well-lit, and are under 24-hour video

Hygiene Vending Machine for the Homeless FAQ

surveillance. Should a machine be outside, we have the option to drill it into the ground to keep the machine and its users safe.

- **What if a homeless person vandalizes a machine or machine location?**

All Hope Card users have to agree to service agreements which include terms of use and a code of conduct. Although this doesn't keep vandalism and damage from happening, our clients understand that failure to follow the rules will result in the immediate termination of their Hope Card benefits.

- **What information can you see about the Hope Card on the back-end system?**

Transactions, machine inventory, and Hope Card usage can all be tracked online.

- **Did you purchase the machine already painted?**

No, Street Team Movement Inc. actually worked with local muralists to paint our machines.

- **Who keeps the Hygiene Vending Machines stocked?**

The hygiene pouches are used to keep the machine stocked. Donations are rotated throughout the machine to fill in the rest of the machine. Street Team Movement Inc. volunteers refill machines as they are needed.

- **How can a homeless person receive laundry services since switching to this model?**

Laundry services are still provided 7 days a week. By vending out a green Dreambly 6-in-1 laundry sheet, our homeless friends can go to one of our laundry partners to launder (full wash and dry) a load of clothes at no cost to them.

- **How do you choose your laundromat partners?**

We partner with laundromats that are near our hygiene vending machines that have a laundry attendant there during their operating hours. Street Team Movement Inc. works with the owner of these laundromats to set up the laundry program for our homeless friends.

- **How often do you refill a Hygiene Vending Machine?**

Each machine is different, so depending on the location and use, we stock the machines every 4-8 weeks.

- **How often would you restock a machine at a "busy" location?**

Our busiest machine is stocked every 4 weeks.

- **How do you prevent abuse of the Hygiene Vending Machine program and items?**

We have had this program for a year and have experienced no "abuse" of the system.

- **What happens if a machine breaks/malfunctions/an item gets stuck?**

On the inside of each machine, there is a sign with a service number, email, website, and social media details in case someone experiences issues

- **What happens if someone loses their Hope Card?**

Should someone lose their Hope Card, we can deactivate Cards online (select volunteers can even do it from their phones).

3 The Expansion

- **How can I start something like this in my community?**

We WANT you to do this in your community! We only ask that you sync your payment processing system under our account, which means all of the Hope Cards in the nation are instantly synced. The same Hope Card (regardless of how it's branded) can be used at ANY Hygiene Vending Machine location!

- **What do you mean by “sync your payment processing?”**

As mentioned before, machines aren't run on money, they run on “transactions”. We have partnered with a specific payment processing company that allows us to do this. In the spirit of collaboration, we would like to make sure that all Hygiene Vending Machine, regardless of location or organization affiliation, work together.

- **My organization already has a vending machine; now what?**

Send us an email, and let's discuss the next steps. The next steps include finding a machine location, payment processing sync up, issuing Hope Cards, and having a sustainable machine restock plan.

- **Do the Hope Cards for my machine have to look like Street Team Movement's?**

Absolutely not! We encourage each organization that launches its own Hygiene Vending Machine to have its own Hope Card design that is branded for their organization. Street Team Movement Inc. understands that you have taken the time to build relationships with those that you serve; that's why you can brand your Hygiene Vending Machine, and Hope Cards how you want to.

- **We want a machine, but don't know where to start. Can you help?**

If you would like Street Team Movement to source a machine for you, our price is \$3,500 which includes the machine, one order of hygiene pouches of your choice filling your machine, painting of your machine, and 500 Hope Cards branded for your organization.

- **If I launch a Hygiene Vending Machine in my community, how do I keep it stocked?**

Street Team Movement Inc. has hygiene kits available for sale to restock your machine. \$1.50 = one personal OR feminine hygiene kit. See section 1 for a list of what is inside each Hygiene kit.

- **I have a question that wasn't answered in this report, how can I contact someone?**

For more information, go to Streetmovement.org, email info@streetmovement.org or call/text 407-901-7930