

Safe Stays & Coordinated Housing:
Tools and Tactics for Serving Survivors



Presented by
Megan Elbin
Senior Partnerships Account Executive

Introduction

Megan Elbin

Victim Services Background: 2016-2023

- DV/SA/S/HT Front Line and Case Management Advocate
- Program Coordinator for County SART, RCC, and DV/SA/S/HT Crisis Hotline/Hospital Advocacy

ReloShare: October 2023

- Partnerships Associate
- Catastrophe Event Lead
- ***Sr. Partnership Account Executive***

Introduction

Why are we a tech company that focuses on social service products?

ReloShare staff bring their experience as **direct advocates for survivors** to creating and implementing **scalable national solutions** to common, day to day, challenges faced by ground level advocates across the country.

Our Mission: Provide innovative solutions that ensure social service agencies can secure safe accommodations for those in need, positively impacting lives.

Our Vision: To ensure no one is left without a safe place when they need it most.

Creating a Coordinated Community Response to Housing

Objectives



- Recognize barriers to housing for trafficking survivors
- Discuss fragmented system challenges and impacts
- Introduce strategies for collaboration
- Demonstrate solutions offered by technology tools (Safe Stays, The Grove)

Big Picture

- 70% of trafficking survivors identified finding a safe place to stay as a top need upon leaving a trafficking situation
 - 59% face difficulty securing housing
- A single survivor may need to physically visit over a dozen different locations to access housing and services
- HUD's recent study stresses that better interagency coordination and integration of services can "greatly improve outcomes for survivors"

Common Barriers to Housing Faced by Trafficking Survivors

- **Complex Applications Process**
 - Lengthy and Confusing Forms
 - Multiple Applications
 - Documentation Requirements
 - Lack of identification
 - Digital Divide
- **Lack of Information & Awareness**
 - Information Gaps
 - Inconsistent Communication
 - Cultural and Language Barriers
 - Outreach Challenges
- **Transportation & Geographic Barriers**
 - Limited Public Transportation
 - Distance to Services
 - Accessibility Issues
 - Safety Concerns
- **Stigma & Discrimination**
 - Social Stigma
 - Fear of Judgement
 - Criminalization
 - Discrimination

What barriers stick out to you — either because you have seen them impact a survivor, OR because they are new to you?

What barriers do we as service providers have the power to limit or reduce?

Fragmented Systems

Hotlines &
Advocacy

Emergency
Shelters

Legal Aid

Mental and
Physical
Health

Transitional
Housing

Real Case Study

An advocate refers a domestic violence survivor with 2 children to a transitional housing program that the advocate has a paper pamphlet about. The program gets the client and her children into housing within 1 week with minimal application/intake process.

A month later, an advocate from the same agency refers a survivor of trafficking with no children to same program and based on prior experience, they suggests that application process will be minimal. Instead, the survivor has to meet with program 2x in person and provide a referral form that advocate was unaware of.

The pamphlet that advocate had was specific to family programming; single male/female housing programs have different processes and requirements that the advocate was unaware of. The program also did not list their requirements online, so the advocate and survivor were not able to find them.

What challenges are at play here?

What could these two service providers (advocacy center + transitional housing program) do to reduce these challenges for the survivor?

Impact on Survivors

“At that time, I wasn’t comfortable telling my story even once, so I didn’t want to tell my story 10 times at 10 different places. If I had one place to go and could tell my story once, that would be much less overwhelming.”

- Pinellas County Survivor (from the CASA Family Justice Center)

- **Increased Trauma and Stress**
 - Repeating → Retraumatization
- **Needs Not Met**
 - Limited Resources
 - Lack of Community Coordination → Inappropriate Referrals
- **The *time and trust* of survivors are precious resources, and every missed referral or duplicative intake squanders them.**

Real Case Study

1. Female survivor with emotional support animal calls a local anti-trafficking organization, seeking emergency housing.
Discloses she has just left a trafficking situation where she was being physically abused and sexually trafficked. Her dog was being physically abused as well, and she was able to flee and get them both out.
2. The organization she calls provides her a safe and comfortable space to take next steps, including advocacy and support services, emotional and spiritual support, tangible items like food and clothing, and referrals for housing and legal aid.
The organization refers the survivor to a shelter 30 minutes away. It is the closest shelter and they have an MOU that has established this as the standard protocol.
3. The shelter cannot accommodate pets or emotional support animals, and refers the survivor to local animal shelter for temporary boarding.
The shelter helps the survivor complete all the referral paperwork for animal shelter and arranges transportation for dropoff.
4. The survivor has a 30-day maximum stay at local shelter, without her emotional support animal.
The survivors receives services from both the organization she called and the shelter, including supportive emotional/mental health services. However, she is only able to see her emotional support animal once a week due to location and lack of transportation. Separation from her animal is a significant barrier to survivor's healing, and she feels isolated.

A few months later at a local resource fair, the anti-trafficking organization meets someone from another local victim service provider. They find out that the other VSP has **funds to pay for pet-friendly hotel rooms** and transportation to services. However, the MOU dictated that all female trafficking survivors in need of housing be referred to the shelter, regardless of specific needs. This protocol created unnecessary barriers for survivor and may have negatively impacted the survivor's healing process.

Impact on Service Providers

- **Outdated Systems and Manual Efforts**
 - Examples:
 - Spreadsheets to track or share things like shelter bed availability often do not get updated in real time—or even daily
 - Real Case Study: A current Safe Stays partner came to us for help after independently navigating agreements with two local hotels
 - One hotel offered them low flat rates but consistently billed them incorrectly; agency was charged 3 times for the same stay
 - One hotel required agency to come in person to put down a credit card, but continued to send receipts to the guest
- **Duplication of Efforts and Services**
 - Example: Completing a new intake packet during each provider's process instead of using time to assess/respond to mental health needs, connecting with legal aid, etc.
 - Real Case Study: When speaking with a DV coalition in 2024, on average their member programs were each calling 27 places daily to get housing updates/attempts to secure shelter beds for people they support
- **Wastes your valuable time – time you could be spending building relationships with and supporting survivors**

Strategies for Collaboration

- **Local/Regional Task Forces**
 - What information is already being shared?
 - How is it shared?
 - What additional information or collaboration could improve survivor response and services?
 - How easy it is for a survivor to be referred to other providers within the task force?
 - Who is **not** at the table but should be?
 - Survivors? Other service providers? Neighboring communities?
- **Cross-Train on Each Other's Services**
 - Lunch and Learns, community partner networking events
 - Dispel myths and build respect
- **Advocate for Collaborative Funding**
 - Apply jointly for local, state, or federal grants that encourage multi sector approaches
- **Examine MOUs and Referrals**
 - Are there gaps? Additional partnerships needed?
- **Streamlined/Shared Communication Platform or Bulletin**
 - Shared Google Group, Slack workspace, or password-protected portal
- **Common Intake or Referral Form**
 - Shared amongst Task Force/MOU partners
 - ROI
- **Adopt or Partner with a Coordinated Entry System**
 - Regional HMIS or Coordinated Entry
- **Creative Tech Use**
 - Assisting with online applications
 - Program requirements listed on website and printed materials
 - Printed materials include contact information to request updated materials
 - Track where pamphlets are!

Exploring Technology Solutions

ReloShare & Beyond

Continuum of Care

The Grove and Safe Stays embody a **tech-facilitated approach to emergency housing requests, shelter management, and referral.**

Provides a **crucial safety net when shelters are at capacity.** This tool, stand-alone, or integrated with The Grove, guarantees immediate accommodation options, respecting the privacy and security of survivors.



Provides a user-friendly interface for social services professionals to **search and refer clients to shelters** with available bed space



Provides a **real-time solution** for social services professionals to **search and refer clients to shelters** with available bed space

Safe Stays by ReloShare

A hotel booking platform for social service agencies that eliminates barriers like credit cards and IDs, providing essential emergency housing solutions

Designed With You In Mind

We've been in your shoes.

Now, we tailor our products to meet the needs of
your team and your clients.



Healthcare



Shelters



Victims of
Crime



Social
Services



Education

Dive Deeper by Scheduling a 1:1 Meeting

Schedule a personal call to discuss:

- Services tailored to your needs
- Implementation strategies for your agency and community
- Answers to specific questions or concerns

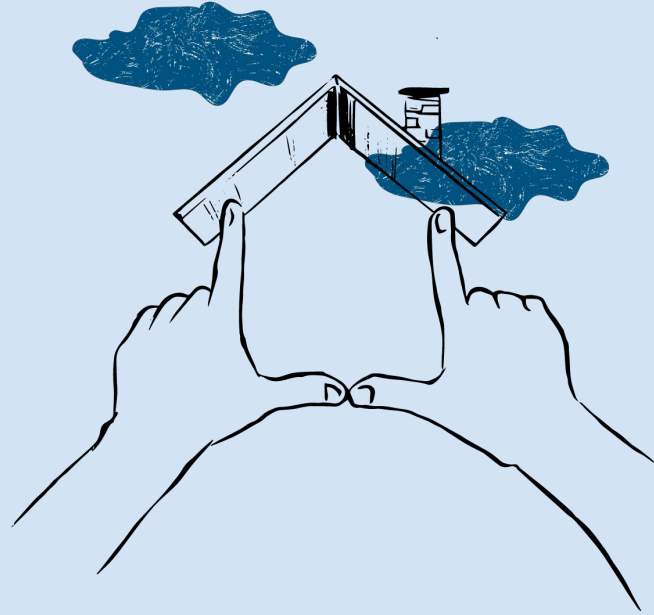


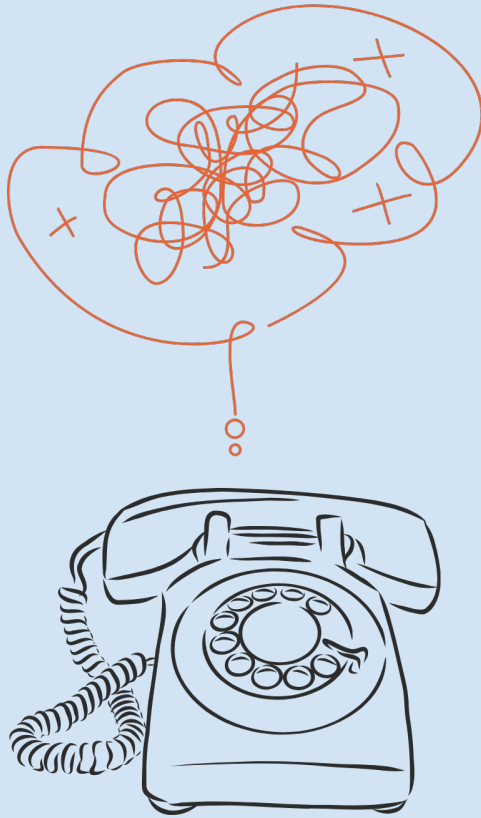
Safe Stays
by ReloShare

[Click Here to Schedule a Personal Demo](#)

What is The Grove?

The Grove is designed to help agencies **instantly** view available beds and housing options across various programs, enabling **faster connections** to safe housing for those in need.

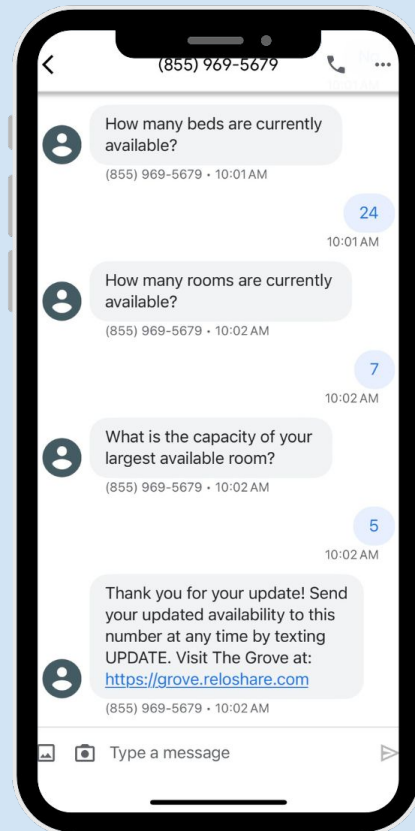
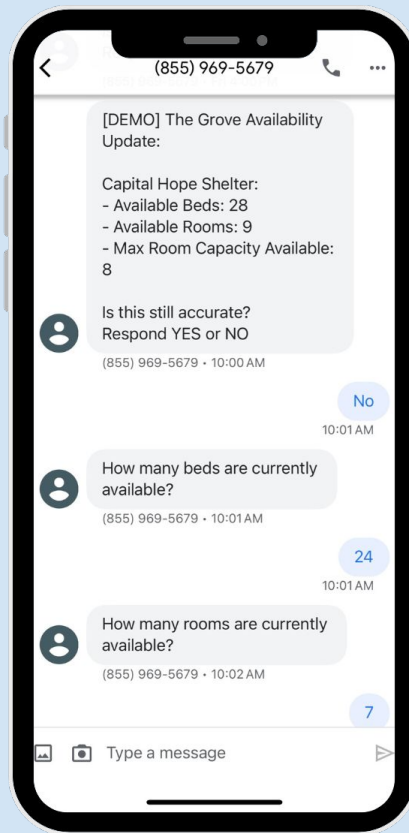




Many agencies still rely on **outdated methods** like phone calls and emails to track bed availability, **leading to delays and confusion**. This slow, manual process can prevent people from being connected to safe housing when they need it most.

Easy Updates

Housing programs can **quickly** update their bed availability by sending a text, so they don't have to log into the platform every time something changes.



Unique Program Features



Specialized filters to find the **best fit** for the person you are serving



Searchable housing:

- Emergency shelter
- Transitional housing
- Agencies with hotel funds
- Permanent supportive housing



A **full picture** of the housing program including services, accessibility features and intake process



Support and Accountability team to assist throughout your Grove experience



What The Grove **is** Meant to do

- Share Real-Time Bed Space
- Provide a List of Services
- Request Intake Process information
- Access to Reports



What The Grove **is Not** Meant to do

- Hold Bed or Room Space
- Obtain any PII of clients
- Work Directly with your clients
- Police/Regulate Agencies

Everyone Deserves Safe Shelter.

The Grove **connects agencies**, fostering a sense of community and shared responsibility in serving people experiencing homelessness. By working together, we can ensure that **no one falls through the cracks** due to lack of communication or outdated systems.



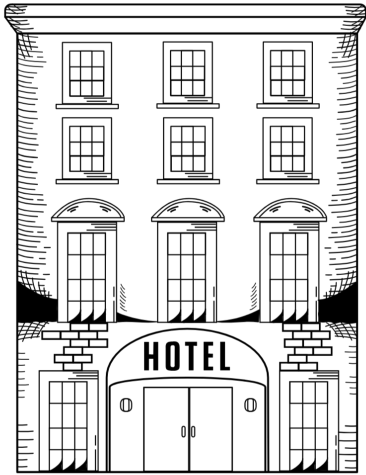
Cost



We are excited to now be offering The Grove **free** for one year to human trafficking, domestic violence, and sexual assault housing programs.

- Operates on a yearly subscription, with different pricing options for housing programs and affiliated agencies.
- Our team can assist with grant applications and funding proposals to help bring The Grove to your community.

Hotels: A Necessary Safety Net



**When Shelters
Are Full**

**When Options
Are Far**

**When There Isn't
a Great Fit**

**When The Stay
is Brief**

What is Safe Stays?

The first and only, free-to-use, national, **Alias Approved** hotel booking platform designed specifically for social service agencies.

Why **Alias** ?

Safe Stays by ReloShare

ALIAS APPROVED HOTELS



ID is **not** required at check-in



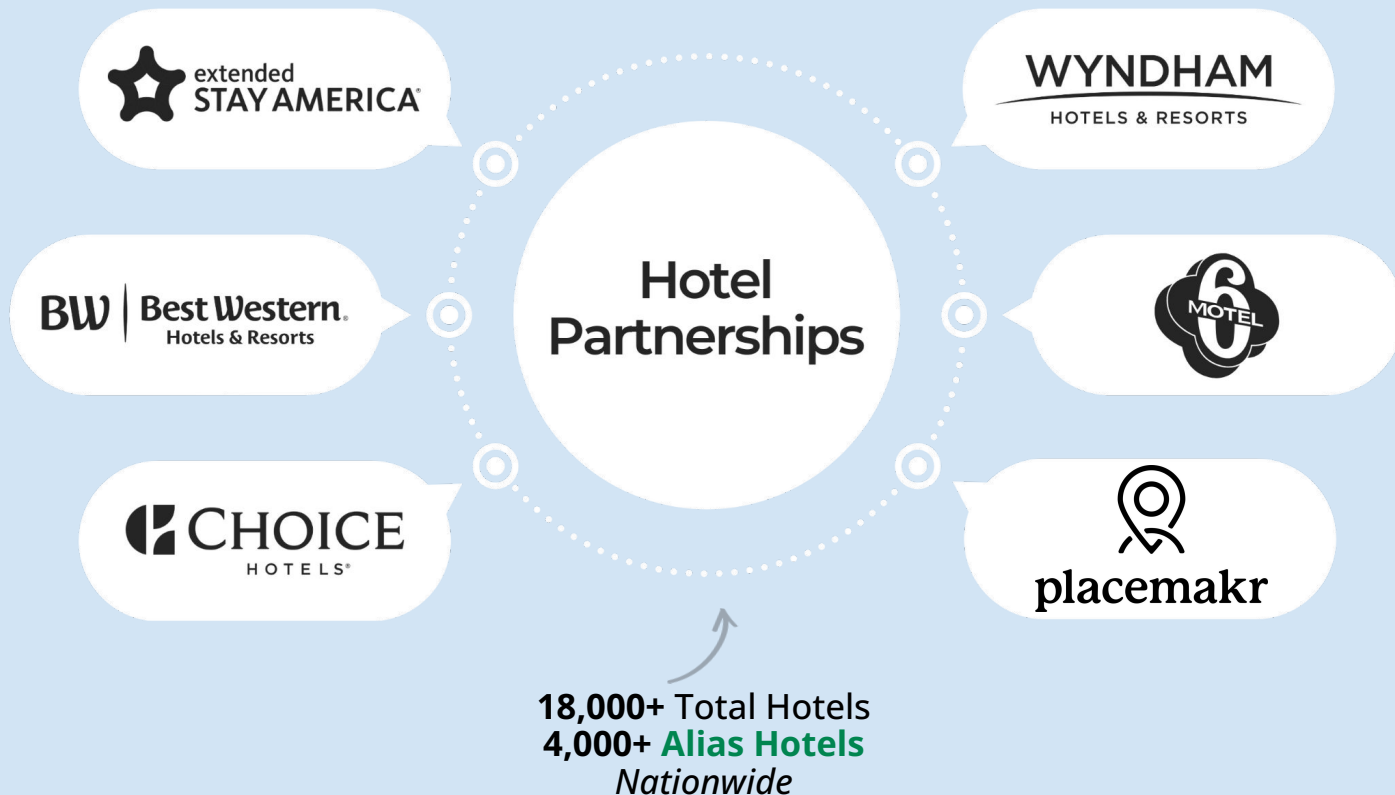
Real name is **not** required for reservation



No credit card required at check-in



No credit card required at check-in for **any** reservation



Unique Program Features



No Credit Card



No ID



24/7 Booking
Team



Consolidated
Billing



Only Pay for the Stays You Book

*+any taxes and fees
associated with the
reservation*

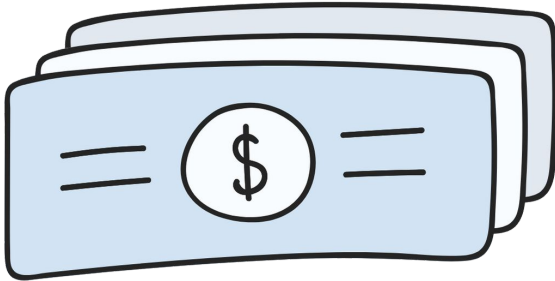
1

Agencies are responsible for covering room damages, cancellation fees, and taxes associated with reservations.

2

All additional charges will be communicated to you right away and reflected in your monthly invoice.

Billing



Invoices can be paid via check or
ACH bank transfer within 14 days*

- Invoicing is once a month for all of the previous month's stays
- EX: If you book 3 hotel stays in December, they will appear on your January invoice, which you will receive mid-January
- Individual folios are available via the "Stay Detail" page of each reservation

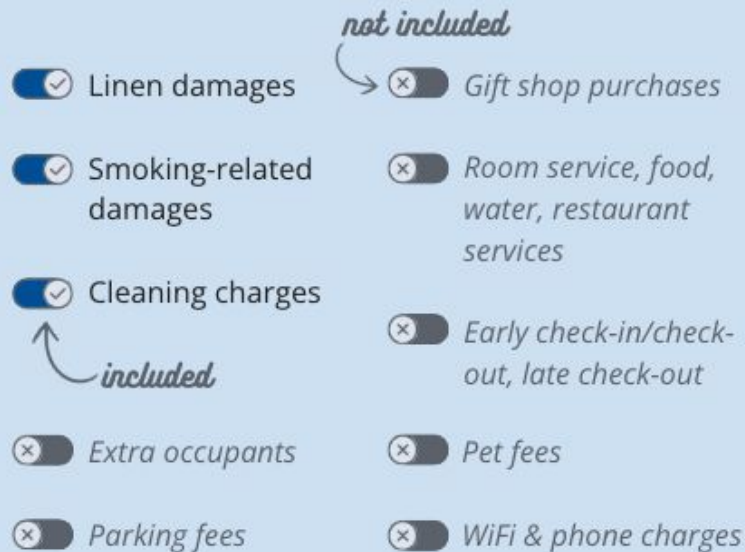
*Adjusted Net terms available on case-by-case basis

Safe Stays+

a new level of protection

Safe Stays+ is an **enhanced protection** program designed to offer agencies peace of mind by covering a range of potential damages during stays.

*If interested, let us know, or complete [this interest form](#)!



How Safe Stays Works



Guest



Agency



Safe Stays

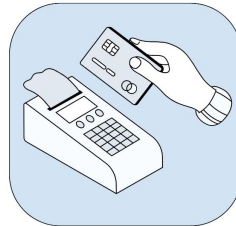
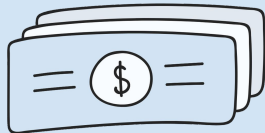


Hotels

Together



Safe Stays Credits Program



Pre-Paid Credits

You request to pre-pay credits and we'll issue an invoice for the credits requested. Once purchased, apply the credits to future invoices.

Gift Credits

Create your own gift credits page, which can be shared on your agency's website, emailed to community members, and shared on social media.



✦ Credits are non-refundable and do not expire ✦

Steps to Safe Stays

Apply for
Free Safe
Stays
Account

You will need:



Agency
Address



W9
Form



Company
EIN



Contact
Info

**Onboarding
Team**

Can provide team training,
help with program
development, grant
information, and more.

Gain Access to:

Safe Stays Hotels
(no credit card + Alias Stays)
24/7 Booking Team
Ongoing Support

Q&A



Questions?

melbin@reloshare.com

[Meet with Megan](#)