

EMERGENCY HOUSING MANAGEMENT- CAN IT BE SIMPLER?

Mackenzie Masilon & Francesca Zarate

OBJECTIVES



- → Discuss using hotels for clients and implications for confidentiality
- →Provide recommendations on running a successful hotel shelter program



THE SAFE STAYS TEAM



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WHY SAFE STAYS?

Resources are limited for government and non-profit organizations when it comes to safe, anonymous, and emergency housing for clients.







BEFORE SAFE STAYS

Limited hotel options for your clients

Hours spent on hotel logistics

ID and credit card required at check-in



SAFE STAYS

The first and only, free-to-use, national, alias approved ⊛ hotel booking platform for social service providers.

Model and procedures developed in partnership with:

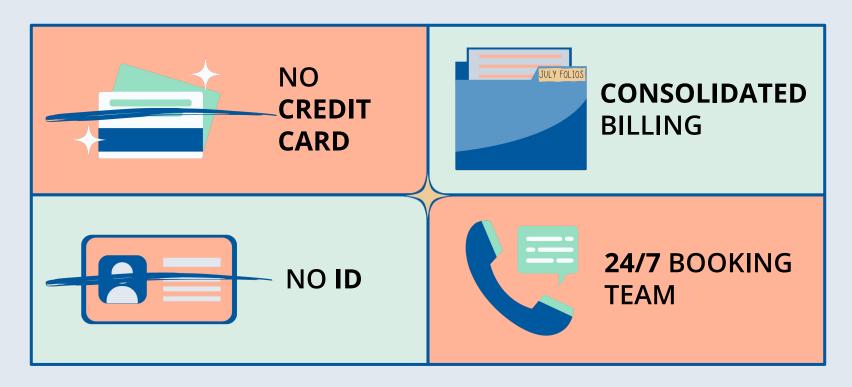


ReloShare has negotiated the proprietary Alias

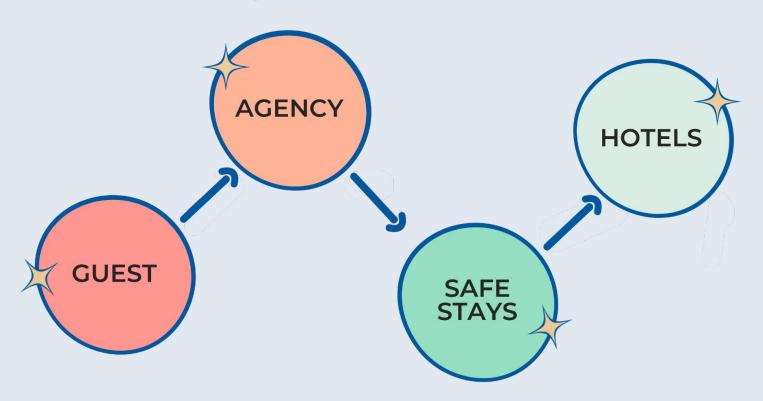
**Approved check-in agreement.



UNIQUE PROGRAM FEATURES



HOW WE WORK



FINANCIAL FLEXIBILITY



PRE-PAID CREDITS

You pre-pay for Safe Stays credit, we issue an invoice for the credits purchased which can be applied to future invoices.

+ Credits must be spent within a calendar year +



GIFT CARD PROGRAM

Create your own custom ReloShare Gift Card page, which can be shared on your agency's website, emailed to donors, and shared on social media.



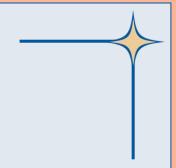
INVOICE PAYMENT

As a reminder, all invoices can be paid by either check or an ACH bank transfer.

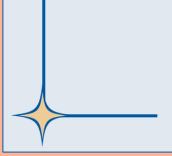
LIST YOUR HOTEL

Core ReloShare Hotel Agreements

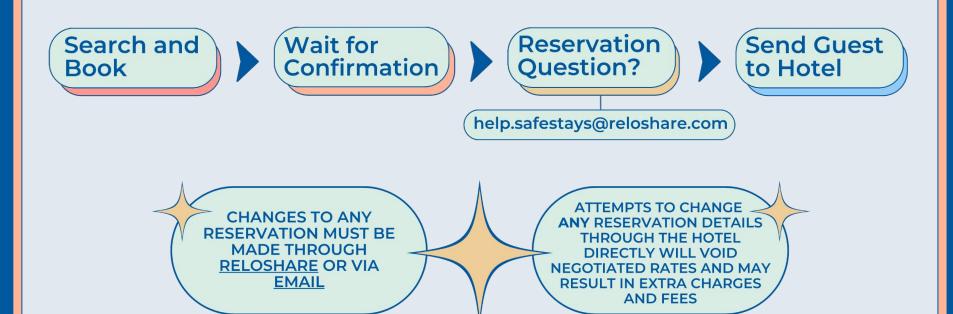
- 1. ALIAS APPROVED
- 2. NO CC OR DEPOSIT FROM GUEST
- 3. RATE LOAD INFO



USING SAFE STAYS



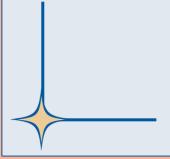
QUICK REFERENCE GUIDE







CONFIDENTIALITY



VAWA COMPLIANCE

VAWA requires that the program not disclose identifying information without survivor consent and that the program does not make consent to disclosure a condition of services. There are three key factors that matter:

- 1. If a program offers both shelter space which is fully confidential within the VSP and the option of a hotel stay, then a survivor can choose which is the better fit for them and which risks are more or less salient for them.
- 2. Programs should design the hotel stay option to require the absolute minimum disclosure of identifying information.
- 3. Hotel stays should be designed to put survivor in control their own information as much as possible. When survivors are directly choosing to share their own information (rather than programs sharing it for them), then VAWA confidentiality is not at issue. VAWA only applies to sharing by the program; VAWA does not apply to voluntary sharing by the survivor.

BEST PRACTICES FOR CONFIDENTIALITY

- To ensure no client information is being shared, utilize Alias-Approved hotels
- If no Alias-Approved hotels are available, obtain a Release of Information from the client giving your agency approval to share their name to book the hotel
- Every reservation shows as a ReloShare reservation, therefore no VSP information is ever shared with hotels
- Safe Stays app data is encrypted and all client and agency booking information is purged from our system 120 after the end of the reservation







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 your user login under "Hotel Booking Folios"

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



USE FRE

Safe Stays by ReloShare



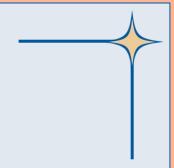
ONLY PAY FOR THE STAYS YOU BOOK



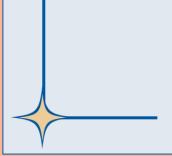
+ ANY TAXES AND FEES ASSOCIATED WITH YOUR RESERVATION

Agencies are responsible for covering room damages, cancellation fees, and taxes associated with reservations. All additional charges will be communicated to you right away and reflected in your monthly invoice.





WHY HOTELS?



HOTELS \(\rightarrow

SHELTER ALTERNATIVE

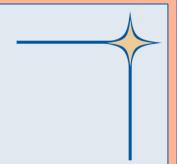
Hotels can provide alternatives to shelter for agencies who have shelters at capacity / do not operate shelters



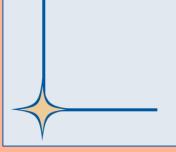
ADDITIONAL USES

- → VAWA compliance
- → Exiting clients
- → Quarantine for illness
- → Altercation at shelter
- → ADA needs





USING HOTELS FOR SHELTER



HOW TO USE HOTELS

Guidelines

- →Who is eligible?
 - o Individual vs family needs
- **♦VAWA Compliance**
 - Alias-Approved vs.Non Alias-Approved

Assessing Needs

Consider:

- **♦** Safety
- → Anticipated length
 of stay
- **♦** Self-sufficiency
 - Medical needs
 - Health concerns

Other Considerations

- ♦Access to food
- **♦ Laundry**
- → High lethality
- **→**Transportation
- **♦In-room options**
 - Kitchenette
 - Pet friendly



INTAKE PROCESS♦

INTAKE

Develop a low-barrier screening tool

- Need for shelter
- # in household
- Current location
- Transportation options

TRAUMA-INFORMED DECISION MAKING

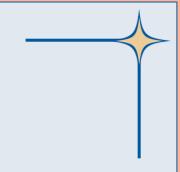
Determine if hotel is an appropriate fit based on considerations mentioned before



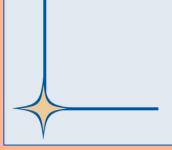
PLACEMENT

Once client is selected for hotel placement, agency will go over the hotel placement agreement with client and obtain signature or verbal agreement. ROI required for non Alias-Approved reservations.





RECOMMENDATIONS



STAFF CONSIDERATIONS

- → Does your agency have the staff capacity to support clients who are in hotels?
- How many clients can you support max?
- →Will you provide the necessary ongoing case management support with clients using hotels?



CASE MANAGEMENT

- →How will you be in touch with the client?

 - In person, via phone, virtual?
 - If in person, where will you meet?
 - Establish availability via 24.7 hotline or other advocacy resources
- →Establish protocol for how often a client is checked on and how
- **♦** Safety planning before hotel stay and upon exit



CASE MANAGEMENT

- →What resources will be provided to the client while they're staying in the hotel?
 - Packet of info related to court advocacy, appointments, relocations, etc.
- → How will essential needs be handled while in hotels?
- →Address exit plan with client prior to end of stay
 - 1-2 days prior to end of stay to assess for extension



CRISIS MANAGEMENT

- →Is there a plan for if/when a crisis occurs?
 - Drug related
 - Perpetrator related
 - Law enforcement involvement
 - Children being left alone
 - Mental health needs
- →How will you handle if the client stops responding?



AGENCY CONSIDERATIONS

- What funding will be used for hotel stays?
 - Give billing team access to account to view folios in real time
- How are you keeping track of client stays?
 - Daily review of client stays/check-ins
- How will essential needs be addressed?
 - Food, laundry/clothing, transportation
 - Gas cards, uber/lyft cards, food delivery, hotel restaurant, staff supplying items, etc.





SCHEDULE A DEMO HERE

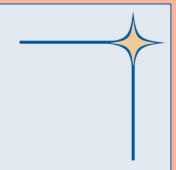
READY TO SIGN UP?



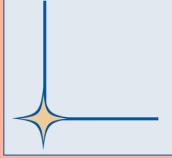
WEBINARS, FUNDING, CONFERENCES, AND MORE ♦

SIGN UP FOR OUR NEWSLETTER





QUESTIONS?



EMAIL US

GENERAL QUESTIONS

- → mmasilon@reloshare.com
- → fzarate@reloshare.com
- → safestays@reloshare.com

+24/7 TEAM+

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