From Crisis to Stability

Pioneering Housing Programs for Survivors of Sexual Violence

Introduction





Victim Services Background

- Sexual Assault Hospital Advocate
- Rape Prevention Education Coordinator
- Public Policy & Communications Coordinator



ReloShare: March 2022

- Partnerships Associate
- Senior Customer Success

Introduction





Victim Services Background

- SRO Program Manager
- Residential & Non-Residential Manager
- Director of Programming



ReloShare: June 2023

- Partnerships Associate
- Senior Grove Account Executive

Objectives



Discuss current challenges in accessing shelter for sexual assault victims



Explore how a hotel shelter program model can be instrumental in accelerating options for survivors



Conclude with action steps and tips on implementing a hotel shelter program

Current Challenges

Lack of Statistics for Sexual Assault Victims Seeking Emergency Housing

> "In a study of residents in domestic violence shelters across the country, 84% reported that they needed help finding affordable housing."

from Meeting Survivors' Needs: A Multi-State Study of Domestic Violence Shelter Experiences

Source: Lyon, E., Lane, S., & Menard, A. (2008)

"In a national survey of victim service providers, one third of providers reported that up to 20% of victims and survivors struggle to find or keep housing because of sexual violence."

from Housing and Sexual Violence: Overview of National Survey: January 2010

Source: National Sexual Violence Resource Center (2010)

"A range of factors increase homeless women's risk of adult sexual victimization...[they] coexist, interact with, and exacerbate each other over time, creating a complex and distinctive context for each woman."

from "No Safe Place: Sexual Assault in the Lives of Homeless Women"

Source: National Resource Center on Domestic Violence (2006).

> "Thirty-eight percent of respondents to a national survey reported receiving reports of landlord sexual assault; in these cases, 79% of women reported that their landlords refused to repair locks, supply heat, hot water, or make the space 'safe.'"

from Landlord Sexual Assault and Rape of Tenants: Survey Findings and Advocacy Approaches via Housing, Homelessness, and Sexual Violence Statistics handout from NSAC 2011

Source: Keeley, T. (2006).

"In one Florida study, 78.3% of homeless women in the study had been subjected to rape, physical assault, and/or stalking at some point in their lifetimes."

from The Experience of Violence in the Lives of Homeless Women: A Research Report

Source: Jasinski, J. L., Wesely, J. K., Mustaine, E., & Wright, J. D. (2005)

> "Among mothers with children experiencing homelessness, more than 80% had previously experienced domestic violence."

from Homeless Children and Youth: Causes and Consequences

Source: Aratani, Y. (2009)

> "In just one day in 2016, over 41,000 adults and children fleeing domestic violence found refuge in an emergency shelter or transitional housing program."

from Domestic Violence Counts: 11th Annual Census Report

Source: National Network to End Domestic Violence. (2017).

"In a 2006 study of rape crisis centers and legal aid providers, 58% of respondents stated that at least one tenant reported sexual assault by a landlord during the survey period."

from National Survey of Advocates on Sexual Violence, Housing, and Violence Against Women Act

Source: National Sexual Violence Resource Center (2011).

Specific Housing Needs for SA Victims



Living on the streets puts individuals at an increased risk of additional assaults.



Survivors may not feel safe or comfortable at home right after an assault, whether or not it occurred in their home.



Survivors of sexual assault may need a place to stay to process what to do next (forensic exam, report, etc.).

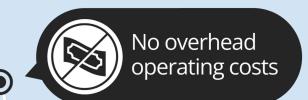
Costs of Hotels vs. Shelters

With a nightly average cost of \$131 for hotel rooms across the U.S., \$541,000 could provide 4130 nights annually for clients.

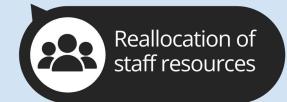




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Hotel Shelter Program Model

STEP

Financial Planning & Funding Sources



Operational Procedures & Trauma-Informed Care

How to Use Hotels

Guidelines



Who is Eligible?

• Individual vs. family needs

VAWA Compliance

 Alias-Approved vs. Non Alias-Approved

How to Use Hotels

Assessing Needs

CONSIDER







Medical needs, health concerns, etc.

How to Use Hotels

Other Considerations



Kitchenette, pet friendly, etc.

Intake Process

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



Intake





Placement



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



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.

Leveraging Technology for Efficient Operations

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.

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

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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

How We Work





Safe Stays





+any taxes and fees associated with the 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.

Safe Stays Impact

- 800+ agencies nationwide
- Agency Types
 - Domestic Violence
 - Sexual Assault
 - Human Trafficking
 - Refugee Resettlement
 - Healthcare
 - **Education**
 - > TRC
- Sexual Assault Agencies
 - 228 total
 - 147 active (have booked)



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







Searchable housing:

- Emergency shelterTransitional housingAgencies 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



The Grove brings all stakeholders together—so no matter where someone first seeks help, they can be quickly and safely connected to housing.





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.

VAWA Compliance

VAWA only applies to sharing by the program; VAWA does not apply to voluntary sharing by the survivor.



Programs should design the hotel stay option to require the absolute minimum disclosure of identifying information.



Hotel stays should be designed to put survivors in control of 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.

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



Best Practices for Confidentiality





Safe Stays app data is encrypted and all client and agency booking information is purged from our system **120 days** after the end of the reservation

Client Communication and Support Systems

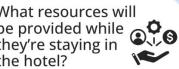
Staff Considerations

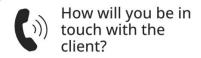


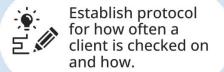
- In person, via phone, virtual?
 - If in person, where will you meet?
- Establish availability via 24/7 hotline or other advocacy resources

Packet of info related to court advocacy, appointments, relocations, etc.

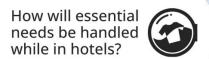
What resources will be provided while they're staying in the hotel?













Address exit plan with client prior to end of stay.



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.



Conclusion



Identify resources for housing & funding sources



Implement hotel shelter programs within rape crisis centers and sexual assault agencies to ensure housing options for survivors





Questions?

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