

Safe Stays by ReloShare

*Temporary Housing
Solutions for Newcomers*

Presented by:

Kaela Gearhart, MSW, Strategic Partnerships Senior Associate
Megan Elbin, Strategic Partnerships Senior Associate

August 4, 2026

Introductions

Megan Elbin (tech/chat support)

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-Present

- Partnerships Team
- Catastrophe Event Lead
- ***Strategic Partnerships Senior Associate***

Kaela Gearhart, MSW (presenter)

Community + Victim Services Work:

2021-Present

- Ohio Domestic Violence Network Training Specialist + Hotel Assistance Program Coordinator
- Recovery Choices Counselor
- Chicago Women's Health Center
- Community Yoga Teacher

ReloShare: November 2022-Present

- Partnerships Team
- Partnerships Team Lead
- ***Strategic Partnerships Senior Associate***

Agenda:



- Introduce ReloShare
- Explore Safe Stays
 - Overview of features, process, and billing
 - Demo walkthrough
- Provide next steps
- Q&A



Tools for emergency and temporary housing coordination



In partnership with 1,000+ social service agencies nationwide



Grounded in a trauma-informed, confidentiality-first approach

Built in close partnership with advocates and our Trust and Safety Advisory Council





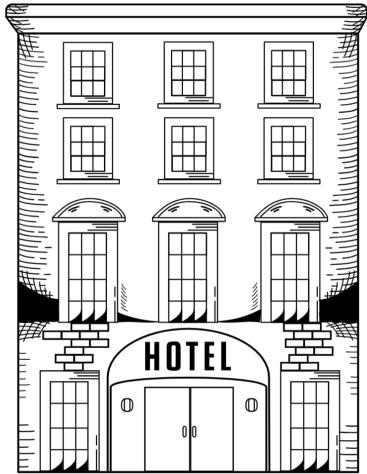
Why are we a tech company that focuses on social service products?

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.

Hotels: A Necessary Safety Net



**When Shelters
Are Full**

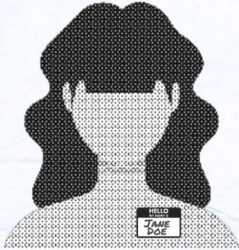
**When Options
Are Far**

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

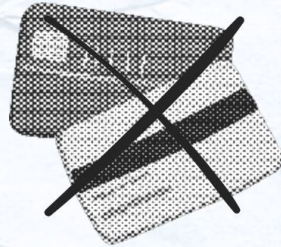
**When The Stay
is Brief**

Safe Stays by ReloShare

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



Alias Approved Hotels



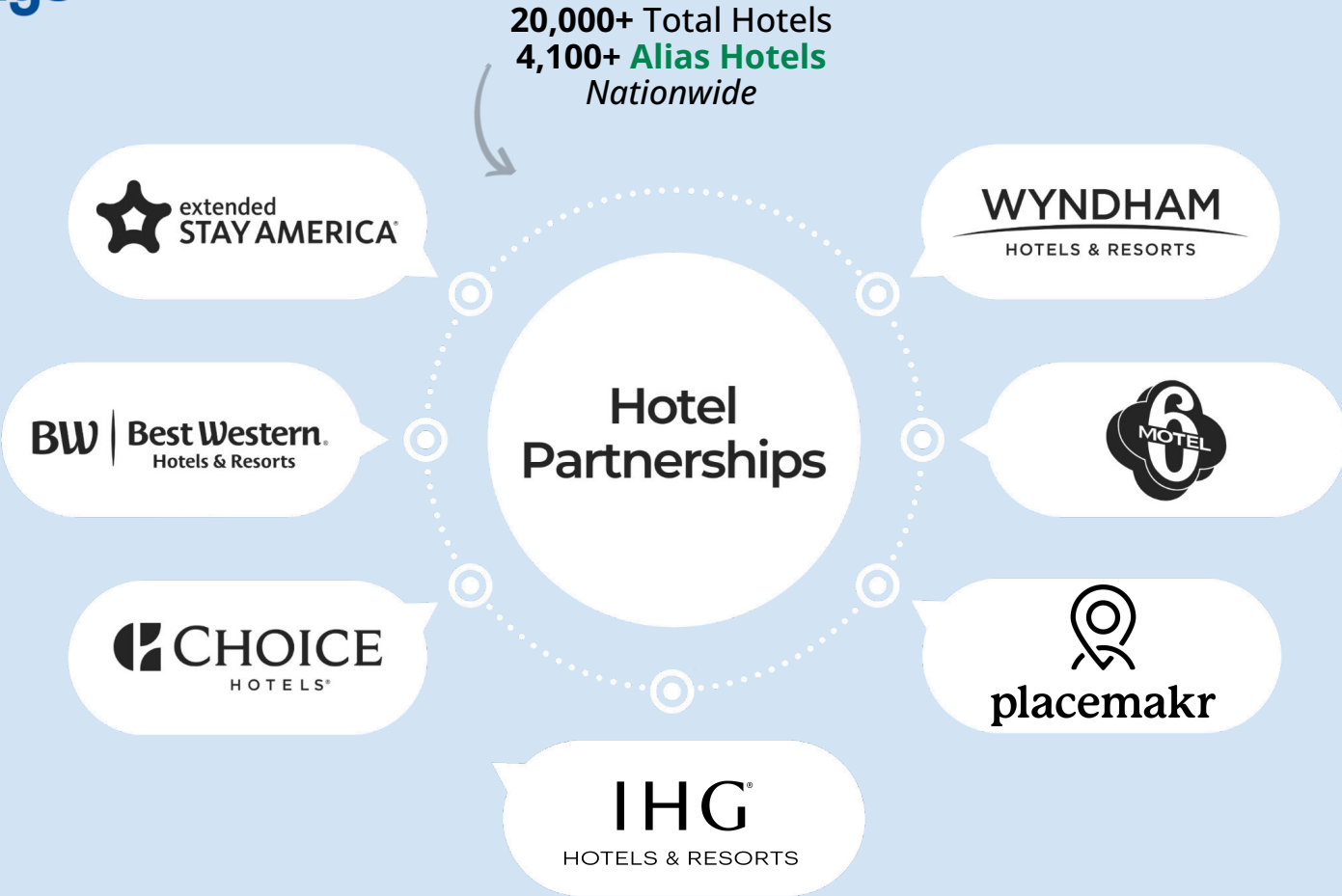
No Credit Card/ID
at Check In



Free to use



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.

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

Safe Stays+

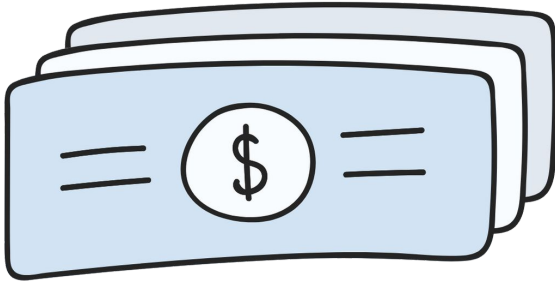
a new level of protection

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

* You can indicate your interest in Safe Stays+ by filling out [this form](#).



Financials

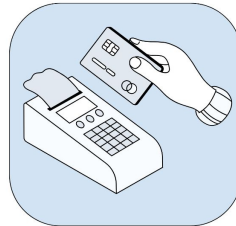
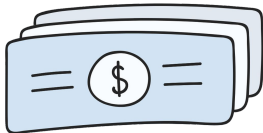


Invoices can be paid via check or ACH bank transfer. Our standard net terms are 14 days – **please let us know if an adjustment is needed.***

- Free to use, no minimum booking requirements
- **Standard** Safe Stays folios ([sample](#)) will itemize all items charged by the hotel to ReloShare:
 - Taxes, Fees (parking, pet), Damages, Incidentals (room service, resort fees)
- **Bespoke/special project** Safe Stays accounts can allow for:
 - Tax-inclusive rate (taxes not itemized on folio/invoice) ([sample](#))
 - Damages included (Safe Stays+) ([sample](#))
 - Flat nightly rates
- 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 Billing Center and the "Stay Detail" page of each reservation

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

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 ✦

Billing Center

Statements typically go out by the 10th of the following month

\$6,303.03

Outstanding Balance ⓘ

\$6,303.03

July Invoice

\$10,000.00

Available Credits ⓘ

Apply credits

Purchase Credits

\$0.00

Overdue Balance

- Download ReloShare's W-9

Pay by check

Billing details

Invoices

Folios

Q Search

Status ▾

INVOICE	INVOICE DATE	DUE DATE	STATUS	TOTAL	PAYMENT	BALANCE DUE	
July SS20260780	07/31/2026	08/15/2026	UNPAID	\$6,303.03	\$0.00	\$6,303.03	Pay invoice ↗
June SS20260680	06/30/2026	07/15/2026	FULLY PAID	\$13,515.06	\$13,515.06	\$0.00	View invoice

Watch a Safe Stays Demo Walkthrough

Quick Reference Guide



Search and
book



Wait for
confirmation



Reservation
question?

help.safestays@reloshare.com



Send guest
to hotel

Agency Considerations and Support



- **Hotel bookings**
 - Location: proximity to food, transportation, school
 - Amenities and needs (pets, kitchen, accessibility)
- **Conversations with clients**
 - Check-in process
 - Hotel policies and expectations
 - Use of hotel facilities
- **Guides and tools provided**
 - Weekly open door onboarding and team tutorial calls
 - Program support and guest resources
- **24/7 Booking Support**
 - Available for hotel question/issue resolution

Interested in creating a Safe Stays account for your agency?

You will need:



Agency
Address



W9
Form



Company
EIN



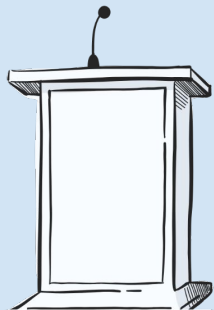
Contact
Information



**Begin the
application here**

1. Fill out the [application](#).
2. Your signer reviews and **signs the Operational Agreement (OA)** sent by email via DocuSign.
3. After the OA is signed, **complete the quick Part 2** follow-up form sent to your email.
4. Once you submit Part 2, our team will complete the **application review**. If your agency is approved, your Safe Stays account will be activated and you'll be ready to start booking.

SIGN UP FOR OUR
Newsletter



Conferences



Funding Opportunities



Webinars +more!





Questions?

melbin@reloshare.com
kgearhart@reloshare.com