



Giving Survivors of Domestic
Violence Their Best Chance for the Future

WOMEN AGAINST ABUSE

WAA'S HUMBLE BEGINNINGS

In 1976, Women Against Abuse (WAA) took its first steps as a grassroots organization in Philadelphia seeking to address the issue of domestic violence and provide services to help protect and assist victims. WAA began with a hotline and a small house in West Philadelphia, from which the entire operation was run.

From those humble beginnings, WAA went on to become the largest domestic violence service provider in Pennsylvania, operating the city of Philadelphia's only two dedicated domestic violence shelters. WAA runs an additional 15 units of transitional housing for survivors to live with their families, and offers their services to survivors of all genders, moving beyond older notions of domestic violence exclusively as a women's issue.

WAA is also one of the first organizations to have a legal center dedicated to domestic violence survivors, and embeds attorneys in courts five days a week, so anyone requiring rapid legal assistance, such as a protection from abuse order, is more likely to get the help they need as quickly as possible. Meanwhile, WAA's prevention team engages with communities to

inform and educate groups on patterns in healthy relationships, providing workshops for professionals, teens, and children, providing the tools needed to recognize in advance behaviors that may lead to abusive relationships.

Further, WAA provides a variety of community-based case management services, including the Safe at Home program that provides rapid rehousing to survivors with housing support to help keep them safe, adjust to their new communities, and develop critical life skills to help them get back on their feet and lead fulfilling, self-sufficient lives. These services are provided on an as-available basis, including affordable housing units, relocation assistance (first and last month's rent, security deposits, furniture), rental subsidies, advocacy, education, and financial empowerment counseling.

GROWING PAINS

But the transition from a grassroots organization to a professional social services agency was not easy. As Women Against Abuse grew and took on more funding and more government contracts, the need for increased cohesion and reporting become more pressing.

"ClientTrack is very user friendly and easy to navigate, so even if I identify an issue, we are always able to find a workaround."

ALEXIS HARRIS
Data and Reporting Manager

"Looking at the people we're currently serving, we're asking ourselves how we can give them everything they need to be successful."

JEANNE-MARIE HAGAN
Former Director of Evaluation and Learning

The issue arrived at a tipping point with a dizzying array of funder requirements, compliance issues, and insufficient staff to manage the sheer quantity of data. Different departments operated on different systems, a relic of an earlier era when each program was reporting to each individual funder. It was clear that a centralized system was required to ensure that performance was uniformly measured, to authenticate data, and to have a single source of truth.

The new platform would need to offer HUD compliance and run specific reports like APR and CAPER and offer certain HMIS requirements for WAA's services, despite WAA not being permitted to function as a homeless management agency. The system would also have to provide unique privacy and data partitioning functionality to provide for the needs of WAA's legal center, which requires a firewall between that department's data and all others.

To meet these needs, Women Against Abuse selected ClientTrack as their case management system, which offered a greatly facilitated HMIS compliance, a unified system for all departments, and the necessary security and privacy features to meet all federal requirements and guidelines.

IMPROVING EFFICACY AND EFFICIENCY WITH CLIENTTRACK

ClientTrack is Eccovia's web-based Software-as-a-Service case management platform. Hosted in Microsoft Azure, ClientTrack brings together the disparate community providers with elements of care management by breaking down silos, separating different providers, and enabling more comprehensive case management for vulnerable populations. Based on an organization's needs, as in the case of Women Against Abuse and other Victim Service Providers, ClientTrack supports the privacy and security necessary to safely and securely handle data of individuals with sensitive needs.

ClientTrack has enabled WAA to save vast amounts of time and resources through push-button APR. In the past, to complete the required APR, WAA had to export large amounts of raw data in Excel spreadsheets, requiring administrators to manually build complex charts and incorporate the annual HUD rule changes,

which could take days of intense work. ClientTrack's new APR CAPER review also facilitated drill-down into the data to find any errors. "I want my staff to always have the most effective reporting mechanisms possible," says Jeanne-Marie Hagan, former Director of Evaluation and Learning at Women Against Abuse. "We're still very comfortable in Excel, but that's where we have human error. The ability to have push-button reports has really come in clutch for us."

Additionally, ClientTrack's robust security features provide certainty that WAA's legal center data remains separate within WAA's database. ClientTrack is hosted in Microsoft Azure, which has a FedRamp High classification, ensuring the highest levels of security and privacy in a hosting environment. ClientTrack's databases are configured in accordance with security benchmarks provided by industry-best practices and required standards for government markets, and all data in a Victim Service Provider organization is restricted to just that organization. The data is not shared with and cannot be seen by any other organization, even if there are several organizations that share a single account and utilize the same programs and services, and configurable role-based security allows administrators to restrict access to data according to business needs. "Whenever the legal team asks me about security," says Hagan, "I know I have the confidence to say 'We've tested this five different ways; no one is seeing legal center data. The only team who can see everything is my team and we have no client contact. It's specifically designed that way.'"

LOOKING FORWARD

Women Against Abuse has come a long way from its early years. After opening its second shelter, WAA nearly doubled its size, and its subsequent growth has been remarkable. Now, having expanded its services and resources, the organization is seeking to shift from scaling up to improving the quality of its services, strengthening its current services. Going forward, the organization is focusing on improving dashboards, importing ClientTrack data into Power BI to examine critical metrics and identify ways to improve outcomes and impact on the people they serve.

"Looking at the people we're currently serving," notes Hagan, "we're asking ourselves how we can give them everything they need to be successful."

- To learn more about how ClientTrack can support victim service provider organizations in their mission to deliver and advocate for life-changing services, feel free to request more information at sales@eccovia.com or contact our Head of Community Engagement at dlewis@eccovia.com.



Eccovia is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.