

Giving Survivors of Domestic Violence Their Best Chance for the Future: Women Against Abuse

POPULATION SERVED:

Survivors of Domestic Violence

INDUSTRIES SERVED:

Human and Social Services, Domestic Violence Organizations, Homeless Services, Legal Services, Financial Counseling, Safety Planning, 24/7 Hotline



Introduction

Women Against Abuse (WAA) began in 1976 as a volunteer-led hotline. Fifty years later, WAA is the city's leading domestic violence provider, running two confidential emergency shelters, transitional housing, a legal center, community-based case management, prevention education, and the Philadelphia Domestic Violence Hotline. The organization served 11,701 adults and children in FY26 and answers about 10,000 hotline calls a year in collaboration with its partners, offering a full continuum of care that is unmatched in the city.

The Challenge

Even as overall homicides in Philadelphia have declined, a higher percent is attributable to domestic violence. Meanwhile, most of WAA's revenue comes from government contracts that have stayed essentially flat while costs have risen.

That funding pressure translates directly into how the Evaluation and Learning team (E&L) must operate. Evaluation at WAA is funded mainly through administrative support; WAA's unrestricted dollars cover the cost of the team itself, so maximizing staff time is important.

Confidentiality expectations have continued climbing too. Shelter locations are unpublished; the Legal Center is walled off from every other program in ClientTrack. Files are redacted before every monitoring visit.

And the reporting landscape keeps shifting. Customized funder report definitions change and evolve, requiring the organization's data tracking software to be nimble and adaptive.

SINCE WAA's 2023 CASE STUDY:

Ameya's Place, one of only two domestic violence shelters in Philadelphia, underwent a \$3.6 million renovation **that preserved this crucial refuge and allowed the organization to serve 33 more people each year.**

A Domestic Violence Homeless Coordinator role situated within the city's centralized intake center **is accelerating referrals and streamlining help for those in need.**

The Legal Center's attorneys are achieving life-saving protections for survivors, and working with the justice system to improve Philadelphia's response to intimate partner violence.

Economic empowerment and relocation supports continue to be a strategic priority as case managers partner with survivors to increase their income, apply for jobs, and assist with relocation as they move out of shelter.

WAA is deep into rebuilding how the city's DV hotline captures and shares data across four partner agencies.

CaseWorthy: A Platform Flexible Enough to Match Every Program's Rules

WAA operates programs that legally cannot see each other's data. ClientTrack by CaseWorthy was built for exactly that kind of program complexity. **It offers HMIS-compliant standards and role-based security, environment-level separation for programs that need firewalls, and enough flexibility to build custom reports and workflows for state and federal funders.**

Power BI Dashboards That Put Data in Leadership's Hands

Today, WAA runs three data refreshes per month, pulling de-identified extracts out of ClientTrack and building dashboards for different audiences.

- » **A Theory of Change dashboard** supports the leadership team.
- » **A board and executive dashboard** tracks enrollments, positive housing outcomes, census and bed occupancy, demographics, etc.
- » **The advancement team** can pull anonymized grant-writing data directly from Power BI without ever needing ClientTrack access.
- » **Analyzing hotline geography by ZIP code** helps WAA identify neighborhoods where outreach and advertising can be targeted where the need is greatest.

One Platform Across an Expanding Community of Care

Since 2023, WAA has deepened its use of ClientTrack across nearly every corner of the organization. Case managers and direct-service staff enter their own client data, giving them ownership of their story.

- » **The DV Homeless Coordinator role** now tracks its own numbers inside ClientTrack
- » **Case management after exit is captured** so WAA can track the success of housing placements for clients after their 90-day shelter stay
- » **Medical advocacy referrals from hotline calls** are logged per with the state coalition's definitions
- » **Indirect services tracking** has grown to include staff initiatives, volunteer hours, and VS3 (victim satisfaction) survey distribution and response

A Custom Report That Matches Funder Definitions Exactly

WAA commissioned a ClientTrack by CaseWorthy project to rebuild the state funder report from the ground up, going through every single definition to match the state coalition's rules.

A Hands-On Support Partnership with Admin as a Service

WAA leans on CaseWorthy's Admin as a Service team for a set number of monthly maintenance hours, helping identify improvements, prepare for compliance changes, and roll out new features.

Impact: Time Back for Staff, Better Data for Funders

Better data has helped WAA retain funding and prepare for the frequent monitoring that comes with government contracts. **It arms the executive team with the current numbers they need when meeting with elected officials or funders and it lets the advancement team pull grant-writing figures on demand.** When PCCD, the Pennsylvania Commission on Crime and Delinquency, transitioned VS3 from paper to digital and response rates dropped across the sector, WAA was able to identify the drop quickly, work on it, and lift response rates back up. **This was so successful, WAA was invited by PCCD to share the strategies it used with other agencies in the state.**

