

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

INDUSTRIES SERVED:

Survivors of Domestic Violence, HMIS, Adult Education, Financial Assistance



Introduction

In 1976, Women Against Abuse (WAA) began as a grassroots organization to help protect and assist victims of domestic violence. WAA started with a hotline and a small house in West Philadelphia, but would go 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.

The Challenge

As WAA grew, it began to face issues like funder requirements, compliance issues, insufficient staff to manage the quantity of data, and different departments operated on different systems. To uniformly measure performance, authenticate data, and establish single source of truth, WAA needed a new software platform that would offer HUD compliance and run specific reports like APR and CAPER and offer certain HMIS requirements for WAA's services.

Crucially, this platform needed to provide 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.

Women Against Abuse needed a platform that:



A single source of truth that unites data from disparate systems



HUD compliance with specific reports, e.g. **APR and CAPER**



Certain **HMIS requirements**



Data partitioning functionality to protect the privacy and safety of those receiving WAA's services

The Solution

To meet these needs, WAA selected ClientTrack by CaseWorthy, a platform that 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. ClientTrack's new APR CAPER review also facilitated drill-down into the data to identify errors.

ClientTrack's security features ensure that WAA's legal center data remains separate within WAA's database. Hosted in Microsoft Azure, 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.

Privacy & Security

Data protected behind industry-best security and privacy controls.

Time & Effort Saved

Push-button reporting saving days of manual report-building work.

HUD Compliance

Simplified reporting assists in complying with annual HUD rule changes.

Segregated Databases

Discrete legal center database helps protect individuals.

“Whenever the legal team asks me about security, 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.’”

— **Jeanne-Marie Hagan**

Former Director of Evaluation and Learning

Conclusion

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.

