vela BY E74 **CASE STUDY**

CADV
Building Resiliency in our Community through Empowered Advocacy
CITIZENS AGAINST DOMESTIC VIOLENCE

CITIZENS AGAINST DOMESTIC VIOLENCE (CADV), INC. – Camdenton, MO

Type of Program: Dual Domestic Violence & Sexual Assault Program Serving Approximately 117 Survivors per Month in Four MO Counties

Your Role: Executive Director—40 Years in Advocacy

How long have you been using Vela? Since 2021

What were the biggest challenges before Vela? The software program we previously used didn't fit the nature of our work and made reporting extremely difficult. It was much harder to tell our story through data because the system wasn't flexible enough.

What areas of your program were most impacted?
- Grant Reporting
- Stress Level and Job Satisfaction
- Organizational Health and Culture
- The Survivors We Serve

What made you realize you needed a change? Sharing our story is vital—not only for grants but also to inspire and empower our team. Staff often expressed how difficult and time-consuming it was to gather accurate data for reports, sometimes spending 8–10 hours and still feeling uncertain about the results. This caused a great deal of frustration. When we learned about Vela, our staff was eager to get on board, and we immediately saw its potential. Vela has since become an incredible asset to our organization.

What made you choose Vela?
- It addressed specific issues we had with our former system.
- Vela's ability to do one-click reports.
- Its reporting features are tailored to DV/SV program needs.
- It was developed specifically for DV/SV programs.
- It ensures accountability & consistency across staff and programs.
- It was recommended or supported at the state level.
- It improves data collection and reporting.
- It offers a better flow from client intake to service documentation.

How did the Vela onboarding process make you and your team feel?
- Anticipation—excited about what Vela could do
- Curious—eager to explore Vela's features and potential
- Empowered—capable and in control of our work
- Overwhelmed—so much information delivered at a fast pace

What elements of the transition process led to these emotions:
Anytime there's change, it brings up emotions. Although our previous system wasn't meeting our needs, staff had become proficient in using it. When you work with trauma every day, even positive change can feel overwhelming. Now, as new team members join, staff train one another. The new system is intuitive—and we love its logic

What tools or features of Vela do you use most?
- Activity Time Tracking
- Enrollments
- Hotlines
- Service Tracking
- One-Click Reports
- Flex Reports
- Custom Forms

In which areas has Vela changed the way you work the most?
- Vela has changed the way I report to funders.
- Vela has changed the way I document my work.

How has using Vela affected your ability to help survivors?
- It helps ensure my documentation is accurate and consistent.
- It gives me more time to focus on survivors instead of paperwork.
- It helps clearly demonstrate the impact of our work.
- It increases accountability and helps protect funding.
- It makes reporting to funders faster and easier.
- It strengthens alignment between daily work, payroll, grant reporting, and service tracking.
- It improves access to both individual and agency-level statistics.
- It saves time on service entry and documentation.

Describe how else Vela affected your ability to help survivors.
We hold an annual fundraiser each October, attended by around 700 local supporters—even though it takes place on a Wednesday in the middle of the day! Our community is deeply committed to helping its own, and I'm able to share data from our services that clearly shows the impact their donations have on local victims of domestic and sexual violence. People are always amazed by the results.

Vela has impacted you personally?
- Vela improved my work-life balance.
- I have greater job satisfaction.
- Vela reduced my stress levels.

What aspects of Vela improved your personal well being?
It's an intuitive and logical system, which makes it easy to teach others. Data can be entered promptly—and that makes a world of difference. The activity tracking feature is excellent for our grants and has made that process much easier. I now feel confident in our reports when the state comes onsite for a visit.

In general, how much time does Vela save you per week? 2-4 Hours

What has been the MOST meaningful change that Vela has brought to your work? Improved ability to pull accurate, consistent reports

Describe what Vela has meant to you and your work? CADV has a 41-year legacy, and before my time here, we rarely shared the stories of local victims. The information in the system now allows me to access and share key data whenever I need it. It's also incredibly helpful that whenever I'm unsure how to do something, I can simply email your team and receive quick, helpful feedback. As someone from an older generation who sometimes struggles with technology, I can't say enough about how amazing and supportive the Vela team has been. I truly appreciate you all.

If a fellow advocate asked whether they should use Vela, what would you tell them? Transition to Vela. It is absolutely the best system on the market for our work!

Learn More About Vela