vela BY E74 **CASE STUDY**

CAHUILLA CONSORTIUM VICTIM ADVOCACY PROGRAM – Riverside, CA

Type of Program: Dual domestic violence & sexual assault program. Also serving survivors of child neglect, elder abuse, and human trafficking. Supports approximately 30 survivors each month.

Your Role: Joseph Yanez, Victim Services Manager—4 years in advocacy.

How long have you been using Vela? 20 Months.

How did you keep track of your cases and clients before Vela? We used physical case files, lots of Excel spreadsheets, and various program forms.

What were the biggest challenges before Vela? Before implementing Vela, our team faced several significant challenges. Managing paperwork was a constant burden, requiring careful organization across multiple programs and physical files. The absence of a centralized case management system made it difficult to track case activity efficiently, often forcing staff to use multiple platforms and forms to gather information. Reporting was particularly time-consuming and tedious, involving days of compiling data and reviewing financial records to ensure completeness. Additionally, if an advocate was out for the day or otherwise unavailable, it became extremely challenging for another team member to pick up their cases. Without a single system containing all case details, it was difficult to know exactly where the original advocate had left off — adding stress and increasing the risk of delays or oversights.

What areas of your program were most impacted?
Our stress levels and overall job satisfaction were significantly impacted. Although we managed to make our outdated processes work, the absence of a case management system greatly increased the pressure on our team. Relying on multiple programs made it difficult to stay organized, and it was easy to fall behind on work, which added even more stress and anxiety.

What made you realize you needed a change? We realized we needed a change as our program began to grow rapidly. With an increase in clients, additional staff, and new grants coming in, it became clear that our outdated processes were no longer sustainable. We needed a centralized system to keep up with the expanding workload and ensure that everyone could access the information they needed efficiently.

W**hat made you choose Vela?** We chose Vela because its one-click reports and specialized reporting features are designed to meet the unique needs of DV/SV programs. The system helps ensure accountability and consistency across staff and programs while improving data collection and reporting.

How did the Vela onboarding process make you and your team feel? We felt supported and confident that we were being equipped to use the system. The platform training that we completed with Marie equipped us with the foundational skills needed to launch our Vela platform. I knew that we would be supported should any concerns or questions raise.

What tools or features of Vela do you use most?

- Activity Time Tracking
- Service Tracking
- One-Click Reports
- Enrollments
- Custom Forms
- Flex Reports
- Hotlines

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.
- Vela has changed the way I organize client information.
- Vela has changed the way I track outcomes and measure impact.

How has using Vela affected your ability to help survivors? It helps ensure that my documentation is more accurate and consistent. It makes reporting to funders faster and easier. Additionally, the ability for our team to send custom forms via a link has been extremely helpful and effective when working with clients in crisis. When we place clients in hotels, we require an acknowledgment form to be signed by the survivor, which previously took extra time and required the use of multiple programs. Now, with Vela, we can send the form for signature immediately—saving time and reducing stress for both survivors and our advocates.

Vela has impacted you personally? My work-life balance, job satisfaction, and stress levels have all improved since using Vela. I no longer have to take my work home with me during reporting periods. This is something I used to do often.

What has been the MOST meaningful change that Vela has brought to your work? We now have greater confidence in the data we share with funders and stakeholders. Vela has shown us just how much more we accomplish as advocates. Since its implementation, we've seen an increase in both the quantity and quality of the data we report, and we no longer have to question its accuracy — everything is backed by solid proof. This data is vital for our grantors and allows us to fully demonstrate the scope and impact of our work.

If a fellow advocate asked whether they should use Vela, what would you tell them? 100% do it. I recommend Vela to anyone who is looking for a case management system.

By Advocates For Advocates™

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