vela BY E74 **CASE STUDY**

COMMUNITY HEALTH OF EAST TENNESSEE – LaFollette, TN

Type of Program: Domestic Violence Shelter Program. Supports approximately 30 survivors each month.

Your Role: Elizabeth White, Chief Operating Officer—8 years in advocacy.

How long have you been using Vela?
We are just getting started.

What were the biggest challenges before Vela? Finding resources and reporting were our biggest challenges.

What areas of your program were most impacted?

- Grant Reporting
- My Stress Level and Job Satisfaction
- The Survivors We Work With

Describe the impacts on the survivors you work with:
Sometimes when we have to spend time looking for resources or spend extra time working on reporting it takes away from the time we have to spend helping the client.

What made you realize you needed a change? The main thing that led us to changing is that our former program was very slow and old. We were not able to get the proper data for reports.

What made you choose Vela?

- Vela's ability to do one-click reports.
- It was supported/recommended at the state level.
- It improves data collection and reporting.
- It includes outcome tracking.
- It addressed specific issues we had with our former system.
- Vela was developed specifically for domestic violence programs.
- I had previous experience with Vela and trusted its effectiveness.

How did the onboarding process mske you and your team feel?
Confident—Felt capable and equipped to use the system.

In which areas has Vela changed the way you work the most? Vela has changed the way I work to create change in my community.

How does Vela make it easier to create change if your community? We love the reporting features and the support that we receive.

How has using Vela affected your ability to help survivors? We are still getting the hang of everything, so it is a work in progress. However, I can imagine that once we are totally fluent with everything, it will allow more time for working with the folks we serve instead of sitting and counting up numbers for reports.

Vela has impacted you personally?
Vela has positively impacted my stress levels. We were introduced to this new program around the same time that I started my job as director. Vela has actually helped me to be better at reporting and that was one of the things I was the most stressed about.

In your own words, how would you describe what Vela has meant to you and your work?
It has been helpful and efficient.

If a fellow advocate asked whether they should use Vela, what would you tell them? I would tell them to go with the program because it is super helpful and the transition process is easy with a lot of support.

By Advocates For Advocates™

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