



Dear Valued Partner,

Element 74, and our Vela Support and Development teams care deeply about the work you do to support survivors, their families, and your communities. It is our goal to assist your organization's ability to navigate the complexities of data reporting with a system that supports your work and keeps survivor data safe.

Part of this process includes data migration, which is the transferring of data from your previous system into Vela. Specifically, a limited data set is exported, matched to Vela's database fields, and then imported into your new Vela site. Ideally, this would easily happen with the click of one button, without headaches or friction. However, because of numerous variables; including differences in system architectures, the condition and integrity of your current data, and limitations of your current platform, it is a very imperfect process that requires thoughtful collaboration between our team and yours.

Given that there are going to be challenges, why would you decide to move forward at all, paying additional costs for a transfer you know is not going to be perfect? This is a question we will answer together, but mostly it comes down to what feels best for your organization, based on staff capacity, reporting timelines, and internal needs.

Below are your current options for consideration:

Client Demographic Only

Some organizations choose to import only their clients' basic information, including addresses and phone numbers, which Vela offers **at no additional cost** to your organization. Because client demographic data is somewhat standard across platforms, we have discovered that there are typically much fewer problems with



this data set. This option also allows organizations the confidence that any client services entered into Vela directly will be accurate.

Programs then continue to run reports out of their old database for previously entered data, and through Vela for newly reported data, as needed for the first year of reporting. Organizations who choose this route often do so until they've completed a full year cycle in Vela and can completely close out of their previous database.

Manual Entry

Alternatively, some organizations choose to enter their legacy data manually. This option has the added benefit of staff really learning how to use Vela thoroughly, but is often not something organizations feel like they can commit to based on advocate capacity.

Full Data Migration

Other organizations choose to move through the full migration process which includes client demographic information, enrollments, and all services provided to survivors. Because of the difference in platform architectures, this is the most challenging data to migrate and will not be 100% accurate. In addition, because of the time and ongoing collaboration required, there are additional costs.

Our team is here to support you in whichever route you choose. We are acutely aware of the challenges, grief, and frustration that this raises, and are committed to continuously working to ensure we create solutions that work for you.

We're very much looking forward to supporting you, however we can, through the process.

Katrina Harnisch
Data Transfer Team Lead



Step 1 – Determining what data migration works best for your program.

With Vela there are multiple options for your data to be migrated. It is important for your program to decide what works best for you. Once you have decided to move forward with Vela, you will schedule a time to meet with the Data Transfer Team Lead to discuss all options before signing a contract.

- Free Migration
 - Allows the program to know their data is the most accurate.
 - Every Vela user can have our team import client demographics, phone numbers, and addresses for free.
 - Client demographics include: name, client id, race/ethnicity, DOB, date of initial contact, gender, veteran status, special classifications, SSN, marital status, pronouns, and alias.
- Full Migration 35 hours
 - Allows the ability to have 2 years worth of data in Vela.
 - Full migration includes:
 - Client demographics (can include offender information)
 - Client phone numbers
 - Client addresses
 - Incidents (victimizations)
 - Enrollments including, bed enrollments
 - Services
- Full Migration with HMIS data 40–45 hours
 - Allows you to have 2 years worth of data including HUD data needed for your reporting purposes.
 - Full migration includes:
 - Client demographics (can include offender information)
 - Client phone numbers



- Client addresses
- Incidents (victimizations)
- Enrollments, including bed enrollments
- Services
- HMIS data includes:
 - Client Disability
 - Client Employment Education
 - Client Health and DV
 - Client Income Benefits Insurance
 - Client Current Living Situation
- Full Migration with Program Level Confidentiality 60 hours
 - Allows the ability to have 2 years worth of data in Vela connected to enrollments for the highest level of confidentiality.
 - Full migration includes
 - Client demographics (can include offender information)
 - Client phone numbers
 - Client addresses
 - Incidents (victimizations)
 - Enrollments, including bed enrollments
 - Services
 - There will be an additional non-residential enrollment for every client that does not have one.
 - Each and every service will be tied to an enrollment for confidentiality purposes.

Step 2 – After Pre-Launch meeting with support.

During your pre-launch meeting, your assigned support person will show you the initial demographic templates. The initial spreadsheets are typically the easiest to complete. We understand everyone has different levels of computer literacy. If you



need additional support do not hesitate to reach out to Katrina at katrina@veladirect.com.

Please select a person to be the point of contact for Vela to reach out to for data migration questions and conversations.

Lots of Vela Users are transferring from a previous database.

Some questions you might hear from our team:

- What platform are you moving from?
 - This is so our data team knows how to best support you with this transition. We have helped many users move from various platforms, including: Apricot, Cap60, EmpowerDB, Osnium, etc.
 - Since we have helped many organizations migrate their data, we have unique tips and tricks depending on which previous database your organization was using.
 - Vela has a dedicated Osnium staff person to help explain to previous users the best way to get the data out of Osnium and into Vela's templates.
- Do you know how to export your data out of your current platform?
 - There are different techniques depending on where you are migrating data from. Our team will do our best to help support you in exporting your data.
 - We do not have the capacity to export for you but will help support you the best we can.

Additional questions you might have:

- Will all of my data transfer over?
 - We can only migrate the data fields that are listed as columns on our templates. There are times when other platforms do not export data well, and significant data is missing from the spreadsheets. If this happens and you find more data in your old database than was



exported into Vela, please talk to the Data Transfer Team Lead and they will help work with you to make a plan to resolve any discrepancies.

- You might have collected more fields in your previous database than we have on our templates. We are only able to migrate the fields on the template. If you feel you have additional needs, please reach out to a Vela team member.
- Will my data import “cleanly”?
 - Some of the data will not import cleanly, as it was not collected in a comparable structure to Vela’s system structure and fields. Here is the most common example in which data does not import as expected:
 - In Vela a survivor’s experience of a victimization is called an incident. A person may experience various incidents throughout their lifetime, and a survivor may have multiple incidents attached to their file. Each incident can only have one corresponding type of violence – they may be a primary victim of domestic violence, and their victimization type would be domestic violence. If the survivor also was a victim of Sexual Assault, that would be considered a separate incident. When providing a service to the survivor, advocates will select whether they provided the service connected to the domestic violence incident, or the sexual assault incident, for true and accurate one-click reporting. Other database systems did not link each individual service to a unique incident, so there is no way to differentiate in your data which services are DV or SA related.
 - When Vela imports services for victims, we must attach an incident, so we link everything to the first incident added by default, which has the frustrating and unfortunate impact of skewing your reports. The only alternative for this: for your staff to go through each service, and link it to the specific incident. When you’re importing 100,000+ services, this alternative is not realistic based on staff capacity, time, and financial commitment.



- Is there a way to make sure that all of our data made it into the system?
 - There is no way for our team to check this. One recommendation we have is running a report out of your old system and also Vela, checking for any discrepancies.
- What happens once our data is submitted to your team?
 - The Data Transfer Team Lead will check to make sure all required fields are completed and begin the cleaning process.
 - When questions arise, the Data Transfer Team Lead will reach out to you and communicate with status updates, questions, and needs they may run into.
- Are we able to run reports right after the data transfer process is complete?
 - You will be able to run reports once the data is transferred into Vela. However, because our team has to tie all services and enrollments to the client's first incident, the data will be skewed. Please make sure you run reports frequently at the beginning so you have a good understanding of how your data is flowing to each unique report.
 - You will need to communicate to funders and auditors the gaps of the data due to migration.
- Is there potential for duplicate records?
 - Some organizations are not able to pull accurate reports out of their old systems. We have had many experiences of client data missing from the export (in the tens of thousands for clients and services), even though the organization filtered reports accurately for appropriate time periods, the client information or services does not come through from the previous system. This is a great sadness for all, and such a loss when experienced.
 - Alternatively, some reports when exported from previous systems include thousands of duplicate records. While our team works to check for duplicates, it is difficult for us to know if the 5th Jane Doe is real or a duplicate, and whether there are services linked to their ID or not to



determine if they can be deleted, making it both frustrating for you all and difficult for our team to clean the data.

- Once all data has been migrated into Vela, your team can start merging any duplicate clients you find.

Step 3 – Day of launch.

On the day of your launch our team will migrate your client demographics the same day. The hope is by the end of day when your team is trained and login for the first time, their client basic information will be easily accessible.

If you choose the free migration, your data is now in Vela. If you chose any of the other migration options, here are the next steps:

- Your program's data will be “cleaned” to go into Vela correctly. We will start with incidents, then enrollments, and finish with services.
- If you have elected to have your HMIS data imported, this will go into your Vela last.
- Data transfer takes more time than feels reasonable in lived experience for an organization. Our support team works diligently to care for your data well, and it is not a straightforward process. It is important that our Data Transfer Specialists are not rushed, as they are looking at each row, each column, and each character, to make sure that it has a match in the system, and that the records do not get split, deleted, mislabeled or mischaracterized when imported. We ask for your patience, and trust, that we are doing the best we can to move forward in a timely way to import your data.
- While the migration process is happening, you will be asked not to merge or delete anything within the system. This is because everything is connected to an id system, and if you merge clients, we might not be able to import their services.
- The Data Transfer Team lead will communicate with you every step of the way so you know where the team is in the process of your migration.



Step 4 – Working with the data within your system

- You may need to run reports out of two systems until you are able to pull an entire report period from Vela.
 - Some programs have the capability to keep their old database for some time. If you launch in the middle of the reporting period, it is ideal to run reports out of two systems and combine them. You then can communicate any discrepancies with funders.
- If you migrated more than the free demographics into Vela
 - Your organization is aware your data will be skewed and imperfect, your team will need to take on the implications of working with the data once in the system. Creating space for gaps in data, as well as editing and correcting when necessary.
 - You will need to prepare your staff to hold space for the imperfection and trust that moving forward, the data they enter will be true and accurate, and their experience in using Vela will be worth the effort in the long run.

Step 5 – Continued partnership

- This partnership does not end the moment your migration is completed. If you see things through the migration process in your Vela you think is incorrect or have questions about, please email our Data Transfer Team Lead Katrina at katrina@veladirect.com.
- As you run reports or have additional support questions, our team is eager and ready to help! Please email support@veladirect.com with any questions that are not directly related to the migration.