



THE POWER of INSIGHT

Advanced Data Analysis to
See the Whole Picture



Real Data. Real People. Real Insight.

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ANSWERS IN THE DATA:

Solving Complex Problems with Strategic, Effective Solutions

Health and human services continue to converge to provide more comprehensive care, improve patient outcomes, and reduce costs, accelerated by government initiatives to increase access to care, value-based payment models, and digitization of healthcare information.

But change brings complications. Social service organizations are confronted with a flood of data and sky-high expectations for analyzing and using that data. To make strategic decisions, organizations need to parse, analyze, and understand client data—but it's easily overwhelming.

States also continually try to better aggregate and report on homelessness data, but that improvement requires better reporting functionality than any homeless management information system (HMIS) can offer. And within each continuum of care's (CoC's) geographic region are other community-based organizations or state agencies that serve homeless populations and at-risk individuals not funded by the US Department of Housing and Urban Development (HUD), which further complicates the data issue.

Today, advances in data analytics technology can help answer these needs. Social service organizations are already collecting a lot of data, so why not use advanced data analysis to gain actionable insights? Decades past couldn't even have imagined the way probabilistic analysis could address root causes of social problems and of inefficient resource use.

Better Data Means Better Strategy

The more data you have, the more empowered you will be to make wiser decisions. When an organization begins to make critical decisions such as resource allocation, risk stratification, and overall strategy, it's more important to have as much information as possible about needs, risks, and likely outcomes. Without sufficient data, decisions will carry increased risk, and the higher the stakes, the more of a gamble each strategy will ultimately be. Data provides the guidance to take the guesswork out of strategy.

However, gathering and storing data isn't enough—it's one thing to have access to numbers and quite another to understand them. One of the great challenges faced by anyone seeking to make more data-driven decisions is to make sense of the data gathered and aggregated. Data warehousing and analytics tools can both fulfill the need to securely store and aggregate data as well as parse the data, teasing out patterns and narratives that would otherwise be lost in the noise. When data can be analyzed and visualized, these patterns will become clearer, providing the necessary insight.

The power of data analytics tools in facilitating health and human services efforts is proven by many successful, verifiable applications. Across the country, data analytics give organizations, governments, and agencies the power they need to address crucial issues and disparities in overall well-being and health.

What Is ClientInsight?

ClientInsight allows partners to integrate data from multiple providers and services into a single source of truth with a single, secure point of access for reporting and analysis.

We created ClientInsight as a platform to complement ClientTrack. ClientInsight provides a strategic data approach for our partners to look at data from beginning to end, enabling them to spot trends, patterns, and important factors that provide a more holistic look at the people they serve, their needs, and where resources could be more strategically invested.

More than a Traditional Data Warehouse

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Looking beyond a simple data warehouse, our data strategy is to build a platform at scale capable of accommodating statewide data ingestion.

ClientInsight provides a secure, configurable data warehouse with a single point of access, utilizing a data pipeline architecture to integrate data from multiple sources.

Unlike other HMIS vendors, ClientInsight ingests client records from multiple sources and services, including any HMIS or any other source via a standard file format. ClientInsight can combine data from any CoC, regardless of your current HMIS provider. CoCs can partner with other agencies and combine views of data to provide meaningful outcomes for their community.

ClientInsight's admin portal enables HMIS administrators to securely configure access for data integration and reporting. Data access is fully customizable, empowering admins to determine the necessary access.

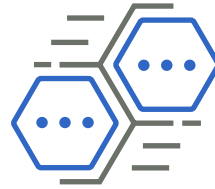
ClientInsight leverages Microsoft's Business Intelligence Semantic Model—a rich, scalable, and flexible model that includes reporting, analytics, scorecards, dashboards, and custom applications—enabling organizations to tell stories by presenting the facts.

- ✔ Secure, Configurable Data Warehouse with Flexible Ingestion Pipeline
- ✔ AI-Derived Probabilistic Client Record Matching
- ✔ Automated Notifications and Data Monitoring
- ✔ Machine Learning and Predictive Analytics
- ✔ Import Data from Any and Multiple Sources
- ✔ Platform for Whole Person Care and True Care Coordination
- ✔ Powerful, Configurable Data Visualization Toolset
- ✔ Public and Private Dashboards



De-identified Data for Protected Analysis

All data ingested is anonymized for public reporting. PII is stored separately to allow for privacy preservation.



Match client records with AI and machine learning

To help identify potential duplicate client records, ClientInsight provides client matching reports utilizing probabilistic matching.



Understand the Client Experience

Get real insight into your clients and what program might serve their needs best by understanding all the organizations and programs they access across all communities.



Establish Confidence in Operational Data Quality

Proactive dashboards designed to find issues with federal compliance the day they become a problem, not months later. Reports to help you drive data integrity and governance.



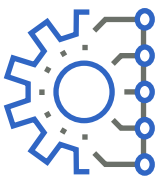
Embed and Extend Analytics

Leverage our expertise and distribute those data experiences to stakeholders through your website or social media accounts.



Program Performance Analysis

Analyze the how long clients are enrolled in programs and the break down by geospatial region, organization, and project type to measure how well each project is doing.



Data as a Service

Quickly access, provision, and combine data that extends your capability to predict efficacy.



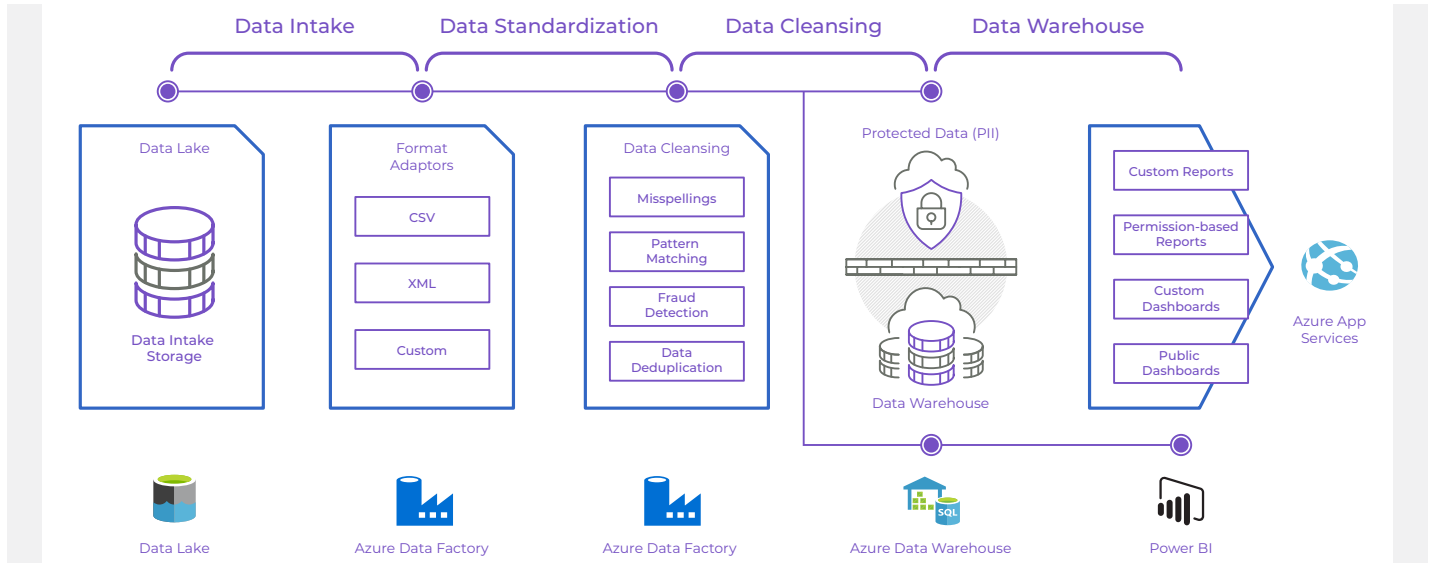
Service Mapping

Utilize location intelligence to display where the exact services are being provided and where projects are located by zip code.

ClientInsight allows organizations to get a unified view of clients by cleansing and joining all relevant data regardless of system or format; improve decision making and quality of programs, services, and outcomes by reporting and sharing relevant and anonymous client path and program performance data; and achieve HIPAA and HUD compliance by quickly identifying and eliminating data quality issues.

The visualization of data provides a common language to center efforts around a shared goal. It allows even the smallest HMIS organizations to micro-target solutions to specific problems or individuals and provide precision on decisions where low investments can yield high impacts.

ClientInsight Overview



The Power of ClientInsight

We do what we do to improve the well-being of your clients. While analytics can seem abstract, parsing and manipulating numbers that represent real peoples' lived experiences, the whole point is to impact lives for the better, to yield superior outcomes for the people in our communities.

The power to make data-driven decisions offered by analytics platforms like ClientInsight enables organizations to improve outcomes and create lasting change in ways that would not otherwise be possible, optimizing resource deployment, improving cost effectiveness, and making a more profound, targeted impact on the lives of the people they serve.

We want to help you bring together meaningful, real-time data to assist with decision-making and approaches to solving homelessness in your community.

For more information about how our powerful data analytics platform can help your organization gain greater vision and insight into how to best answer the needs of the people you serve, feel free to reach out to us at sales@eccovia.com.



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