



# HMIS

ClientTrack® is Eccovia's HMIS platform. ClientTrack's baseline is built to accommodate the new and changing requirements of your community.

**ClientTrack** delivers on day one:

- » HMIS
- » Social Services Case Management
- » Comparable Database
- » Co-Responder / Crisis Response
- » Medically-tailored Meals
- » Coordinated Entry
- » Real-time referrals and bed management

## ClientTrack® HMIS Platform

Communities require the flexibility to adapt to new business needs, to scale and grow, and adapt to ever-changing requirements. Our HMIS gives your community a powerful, extensible platform built to grow. Our team brings together many years of practitioner experience, which informs every aspect of our solution. ClientTrack supports integration with third-party systems, enabling seamless data sharing and interoperability, with open APIs that allow for custom integrations. With our Designer Toolset and comprehensive reporting tools, your community can do more: You can build out new functionality, new workflows, create forms with custom fields, and develop custom reports, all with in-app tools requiring no coding knowledge.

It's impossible to know the future, but with ClientTrack, you can rest assured your system can handle it. ClientTrack gives you a secure, responsive platform that can serve your future needs, accommodate new programs and initiatives, and fulfill new reporting needs. It adds value over time without adding cost.

# Our Pillars for HMIS Success



## Going Beyond HMIS

Eccovia believes that HMIS compliance alone isn't enough. Communities of care need more than compliance—they need flexibility. With its extensive customizability, powered by the intuitive Designer Toolset, ClientTrack can serve any social services need—adapting to the specific needs of the hundreds of communities that rely on it every day. The adaptability of ClientTrack ensures ease of use and scalability to grow and expand based on the ever-changing needs of the social services safety net and the clients that depend on it. At the same time, the powerful ad-hoc and built-in reporting capabilities, that come standard with ClientTrack, empower communities with the actionable data needed to move from reacting to acting. Altogether, ClientTrack allows communities to move beyond HMIS to serve the entirety of the social services need.



## Flexibility

ClientTrack grows with your organization, and we work closely with you to expand data collection that connects community partners and providers across your ecosystem. ClientTrack's ability to integrate with other data systems provides your continuum with a comprehensive solution to meet your specific community needs. As your needs change, ClientTrack's Designer Toolset enables you to customize your solution without requiring changes to code, adding value without adding cost.



## Reporting

ClientTrack HMIS comes with pre-built reports, assessments and dashboards. You also get a charts/graph designer, and an ad-hoc and advanced query tool for real-time reporting directly in the system. ClientTrack's real-time ad hoc reporting tool, Data Explorer, is specifically designed for end user data query activities. Our platform's Query Designer tool will give admin-level users the ability to create more technical and complex queries.



## Security

ClientTrack is deployed and managed in Microsoft Azure, ensuring the highest levels of security, scalability, and compliance. Our security model enables organizations to set rules for sharing data across programs and between multiple agencies. All information is encrypted and protected with multiple levels of data security to enable compliance with HIPAA and 42 CFR Part 2.



## Coordinated Entry

ClientTrack's Coordinated Entry functionality is built into the platform and operates natively within the system. Coordinated Entry provides a single system that matches people with person-centered services based on need and vulnerability. ClientTrack closed-loop referrals grant visibility into referral outcomes, so you can ensure that nobody falls through the cracks.

To learn more about how ClientTrack meets the needs of HMIS continuum member agencies and their community partners, visit us at [eccovia.com/hmis](https://eccovia.com/hmis), reach out to [info@eccovia.com](mailto:info@eccovia.com), or call **888.449.6328** to speak with one of our experienced solution experts.

