



Eccovia's HMIS experts offer support and data analysis,

DELIVERING RESULTS for THE CITY of TOPEKA

The City of Topeka serves the dual role of the Continuum of Care (CoC) lead and the HMIS lead for Topeka Shawnee County, having inherited the HMIS lead position several years prior to 2021. Around this same time, the City transferred from their previous HMIS system to Eccovia's ClientTrack HMIS Platform.

As CoC and HMIS Lead, the City of Topeka is responsible for allocating funding from the Department of Housing and Urban Development (HUD), collaborating with social services agencies to assist with housing and rehabilitation, and managing the Shelter Plus Care program, which provides rental insurance for individuals experiencing behavioral or mental health issues, chronic disease, or who may be struggling with substance addiction.

The Problem

The City, however, was experiencing significant problems with data quality issues that had been undermining the agency's efforts to reach out to partner with third party agencies, which in turn was limiting their reach and resources.

But with the challenge came an opportunity: in 2019, HUD announced the HMIS Capacity Building Project NOFA, which made available \$5 million in one-time funding to help CoCs invest in long-term improvements. Because of the data quality issues experienced by the City of Topeka, the agency's application was granted priority, and the grant was issued.

"Make sure this [HMIS Administrative Services] is something you offer right away to new HMIS clients, because the system can get so complicated and overwhelming. If you have that one-on-one, it helps break it down a lot better and it helps you understand everything."

Hilery Lopez-Foster
HMIS Administrator for the City of Topeka

"I've been around for 15 years. I was here during the transition from one software to the other software. And this service, had I known what I know now, I would have certainly done this when we did the transfer.

It almost should be required."

Corrie Wright
Division Director, Housing Services for the City of Topeka



The Solution

The City knew that their challenges stemmed from data quality problems, but it wasn't immediately clear how to fix them. They recognized that they needed help and chose to invest in Eccovia's HMIS Administrator Services offering.

ClientTrack HMIS Administrator Services bring efficiency and turn-key ease to HMIS management, providing CoC and HMIS Lead staff a knowledgeable partner who can help ensure continued compliance with federal partner standards, advise on effective HMIS policy, and administer day-to-day system operations.

Eccovia's HMIS team has over 10 years as ClientTrack HMIS administrators and has intimate knowledge of the unique needs faced by communities large and small in supporting a truly functional and integrated HMIS. ClientTrack HMIS Admin Services include assistance with reporting, training, communication, and setup data.

In addition to providing day-to-day system administration, this offering also provides HMIS consultation services. An Eccovia HMIS expert works to ensure a system's setup conforms to HMIS standards, improving efficiency and compliance now and preventing data quality issues down the road. Consultation services include the following:

HMIS Setup Review

- Identifying conflicting or absent funding sources for federal projects
- Identifying compliance mapping issues
- Helping leverage baseline functionality for local needs and used to ensure you're getting the most out of your existing solution

HMIS Data Analysis

- Data Quality
- Advanced Analysis
- Interoperability with non-HMIS agencies and data

Results

As the City of Topeka began receiving tailored administrative assistance from Eccovia's HMIS team, it became clear that the data quality issues ran deeper than they had realized. With the assistance of a dedicated HMIS expert, the city was able to rectify the data quality issues. The Eccovia HMIS expert also helped better acquaint them with their ClientTrack system and provided instruction on how to improve data quality indefinitely—rather than simply fixing the problem in the meantime, HMIS Administrator Services provided City of Topeka with the tools necessary to fix their issues going forward, providing one-on-one instruction and support as needed to train staff members.

For Hilery Lopez-Foster, HMIS Administrator for the City of Topeka, one of the greatest benefits of HMIS Administrator Services was the availability of one-on-one assistance from a dedicated HMIS expert. "I'm learning how to read the data better," she says. With a direct line of help, she was able to better understand what data was required and what changes were necessary to improve data quality. "I just love it. I love being able to go into my system, understand what I'm looking for, what we're doing wrong, and how to fix it."

Already, the changes are bringing in results. The improvements made possible by HMIS Administrator Services have increased stakeholder confidence and provided the encouragement for other organizations and providers to join the City of Topeka HMIS, including the Topeka Rescue Mission. And it is expected that these changes will improve the CoC's score, which will help the City of Topeka secure additional funding and resources necessary to provide more services to more people in need.

Conclusion

ClientTrack HMIS Administrator Services can make all the difference, providing you with experienced, dedicated HMIS support and data analysis. If you would like to learn more about how HMIS Administrator Services could benefit your organization, reach out to our solutions experts.

To learn more about how your organization can benefit from partnering with Eccovia and our industry-leading ClientTrack software, visit eccovia.com or call **888.449.6328** to speak with one of our experienced Solution Experts.



Eccovia provides an industry-leading, care coordination platform for state and county Medicaid waiver programs, refugee resettlement programs, accountable care organizations (ACO), and community-based provider coalitions. Our platform helps agencies collaborate to address the physical, behavioral, and economic factors that improve the overall well-being of individuals and communities.