



Georgia Department of Community Affairs

GEORGIA STATEWIDE CASE MANAGEMENT SYSTEM

"I have complete confidence in the ClientTrack Administrator Services team. I can't know everything and so I rely on the knowledge they bring and look to them to respond to questions or address issues."

JEANETTE POLLOCK

Special Projects Manager
Georgia Department of Community Affairs

PARTNERSHIP STREAMLINES AGENCIES MULTIPLE HMIS EFFORTS

The mission of the Georgia Department of Community Affairs is to help build strong, vibrant communities where Georgians have the opportunity to thrive. One of Georgia's strategic objectives is to improve the coordination of care and services for individuals experiencing homelessness across the State through the use of technology. With over 450 agencies across the state, this was an enormous undertaking.

In January 2017, Eccovia partnered with Georgia in order to deliver a statewide case management system that improved the ability to track their clients, streamlined intake processes, provided data visibility between Continuums of Care (CoC), and ensured compliance with the HUD HMIS Data Standards. The statewide system also needed to allow for coordination between various agencies to provide specialty areas of care for the homeless population.

In order to ensure the success of this complex project, Georgia chose to have members of the ClientTrack Administrator Services embedded in their team. The ClientTrack Administrator Services team provided Georgia with a knowledgeable partner who helped ensure continued compliance with federal partner standards, advised on federal and state policy, and administered day-to-day system operations. According to Jeanette Pollock, Special Projects Manager for the Georgia Department of Community Affairs, "The ClientTrack Administrator Services team has made a huge difference. They are an integral part of my team and we would not be in such good shape without them."

