

Case Management & CARE COORDINATION

Our in-depth knowledge of the complex requirements for health and human services has enabled us to link social services to primary care and behavioral health data enabling agencies, governments, and communities to coordinate a seamless journey for individuals.

For over 20 years, Eccovia has played a critical role in helping community and government organizations across the country improve outcomes for their most vulnerable through case management software.

Our ClientTrack[®] platform represents one of the leading case management software solutions in the United States, helping health and human services organizations track, manage, and report on populations with complex needs. ClientTrack helps break down barriers separating siloed care and services so that providers can coordinate to put patients at the center of their own care.

Critically, ClientTrack provides more than essential case management functionality: ClientTrack is purpose-built to provide flexibility and scalability which address the constant change that you'll be faced with, such as regulatory requirement changes, shifting business needs, or exploration of new programs. ClientTrack can accommodate and change to meet these needs. This allows ClientTrack to serve a wide variety of case management needs and program sizes, from small community nonprofits to statewide government agencies. With ClientTrack, you never need to narrow your vision to work around a limited platform.

ClientTrack® provides you with everything you need to provide comprehensive case management, ease your administrative burden, and extend your platform to meet future needs:

Client Intake and Assessment

ClientTrack's intake process facilitates efficient and rapid capture of the client information necessary to perform assessments, enroll the client in services and programs, and track and report on outcomes. ClientTrack's assessment and eligibility tools provide you with sophisticated, configurable eligibility rulesets, as well as a standardized assessment library, coupled with the ability to configure or build assessments. ClientTrack enables you to determine which services the client needs and qualifies for, helping you connect people to needed services quickly and efficiently.

Design Tools

ClientTrack's powerful suite of design tools allow you to create your own workflows, forms, queries, logic rules, and eligibility requirements, empowering you to build on your baseline ClientTrack solution as new needs arise. ClientTrack allows you to add value to your solutions without the need for coding changes.

Referral Management

ClientTrack 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 track referrals, confirm that clients receive referred services, and plan future steps to help them achieve improved outcomes. With ClientTrack, you have the tools you need to ensure that nobody falls through the cracks.

Reporting

ClientTrack provides real-time reporting tools to all users within the system to measure progress and provide accountability to stakeholders and funding sources. Our powerful reporting tools provide vision into your data, with data visualization tools, dashboards, and the ability to drill down to the individual client level. Reports can be scheduled and automated to alleviate administrative burden, and ClientTrack's ad hoc reporting functionality give you the tools you need to run custom queries and reports as your needs may dictate.

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 is a trusted provider of industry-leading software and services for health and human service organizations. As an innovator in cloud-based technology, we are at the forefront of case management solutions for organizations of all sizes. With diverse partners in the non-profit, private, and public sectors, Eccovia is dedicated to providing compliant, collaborative, outcomes-oriented solutions to those who create a lasting impact in the lives of the people and communities they serve.