ClientTrack®
by eccovia

Case Management for
Workforce Development

> "I can pull up the employment intake on my iPad and enter information right then and there. It is very efficient."

QUIANA JIMERSON
Education and Workforce Development Manager
at Room In The Inn

The need has never been greater for workforce development activities that improve the quality of the workforce in our communities. While workforce programs have been available for many years, we now understand that the best way to help individuals on their path towards meaningful employment is to focus on addressing their unique needs rather than program eligibility and compliance. State, county, and nonprofit organizations are collaborating on innovative employment initiatives designed to build on participants' strengths and address any barriers to employment. Case workers are given the flexibility to offer a variety of services, including:

» Comprehensive guidance and counseling

» Dropout recovery services

» Education and workforce preparation activities

» Entrepreneurial skills training

» Financial literacy education

» Mentoring

» Occupational skills training

» Tutoring or study skills training

» Preparation for post-secondary education and training

» Paid and unpaid work experiences

Supportive services, including access to drug and alcohol abuse counseling, healthcare, transportation, child care, and housing

Workforce development agencies manage complex sets of participant information and must maintain compliance with multiple funding sources (e.g. WIOA Youth Program and TANF). To add to the complexity, there are a handful of states who are submitting Medicaid waivers that include work requirements for able-bodied individuals. As these waivers are approved, they will require a new level of collaboration among workforce development and other community support providers.

Advanced Case Management

ClientTrack is advanced case management software that empowers workforce services organizations to meet the needs of employers, job-seekers, and entire communities. The ClientTrack platform enables collaboration with multiple agencies and programs to maintain a whole-person care view of an individual and provide key information about jobs, training opportunities, and other support services to employers and other partner agencies. ClientTrack enables:

» Improved data quality

» Consistency in data collection and reporting

» Decreased administrative burden

» Data-driven decision support

» Real-time referrals and provider communication

ClientTrack assists case managers at every step of the process, including intake and assessment, barrier identification, eligibility, development of an individual employment plan, and referrals to community resources. In addition to the multi-agency, multi-program collaboration functionality described above, ClientTrack can be used as a standalone case management solution. ClientTrack includes:

» Flexible intake and assessment tools

» Standard data collection and reporting functionalities

» Workflows that enforce compliance data collection at every stage (entry, update, annual, exit, and post-exit)

» Individual Employment Plans (IEP)

» Client and provider engagement portal

» Performance measurement tools

Employer Engagement

Employers play a key role in providing stability and upward mobility for vulnerable populations. Workforce programs need to know and incorporate the needs of local employers for their participants to have meaningful employment. ClientTrack enables case managers to track employer engagement services, show employers the business value of creating lasting partnerships, and promote positive outcomes for job seekers with barriers to employment. Our client Room In The Inn Nashville uses ClientTrack to meet with employers to set up referral programs. "When I meet with the employers," says Quiana Jimerson, Education and Workforce Development Manager at Room In The Inn, "I can pull up the employment intake on my iPad and enter information right then and there. It is very efficient."

Eccovia is proud to play a key role in the success of our clients in coordinating care for individuals in their communities. Our ClientTrack solution give you a knowledgeable technology partner who can do the heavy lifting so you can spend your time focusing on your clients.

To learn more about how your organization can benefit from partnering with Eccovia and our industryleading ClientTrack software, visit eccovia.com or call 888.449.6328 to speak with one of our experienced solution 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.

©2022 Eccovia

MAR-1315

eccovia.com