



# Data Integration and Migration

ClientTrack® brings the disparate community provider elements of care management together, breaking down the siloes separating different providers and enabling more comprehensive case management for vulnerable populations. By leveraging industry standard integration and migration technologies, ClientTrack powers seamless sharing of a patients' health information between a network of providers and parses legacy data into a modern database optimized for queries, reports, and data visualization.

## Our Approach

ClientTrack's open APIs and enterprise integration engine power our system integration. Eccovia supports the creation and management of complex integrations using predefined libraries, standardized secure connection management, and a wide range of other features. ClientTrack leverages NextGen Connect as our integration engine to connect health care and other providers.

In planning a data migration, Eccovia brings to the table an experienced team of data conversion specialists and executes best practices to ensure a quick and economical data migration. Eccovia works with our clients to determine what source data will be migrated, working together to ensure a timely and accurate switchover to ClientTrack's secure database.

# Integration

Our integration engine is platform-agnostic, so Eccovia can bring together a wide variety of different software applications, helping our clients integrate with organizations like hospitals, law enforcement, the criminal justice system, education systems, mental and behavioral health, and many more.

Once integrations are deployed, ClientTrack's integration engine supports ongoing monitoring for quick message statistics, in addition to ongoing active connection status. Errors can be quickly identified, assessed, corrected, and reprocessed. Eccovia's integration team can also set up and configure email alerts so that our clients can quickly be made aware of any issues that might arise.

# Migration

Eccovia begins any data conversion with our Discovery process to define the scope and scale of the migration. We work with your team to identify goals and objectives. We outline priorities, risks, dependencies, key milestones, and major tasks and activities, all to make sure that the data migration is completed on time and on budget.

We perform HMIS data migration in stages, following the priorities and other requirements identified in the Discovery process. After critical elements contained in the HMIS CSV export have been migrated, other non-HMIS but essential data elements will be migrated. Non-critical data can be archived for reference. The pattern for HMIS migrations is generally as follows:

- **Data elements critical to reporting.** This should include data that would support all reporting and would most commonly be associated with the HUD-compliant HMIS csv export(s).
- **Data elements critical to compliance.** This would be the information that is not reported directly to HUD but would be reported to any City, County, State, or CoC lead agencies.

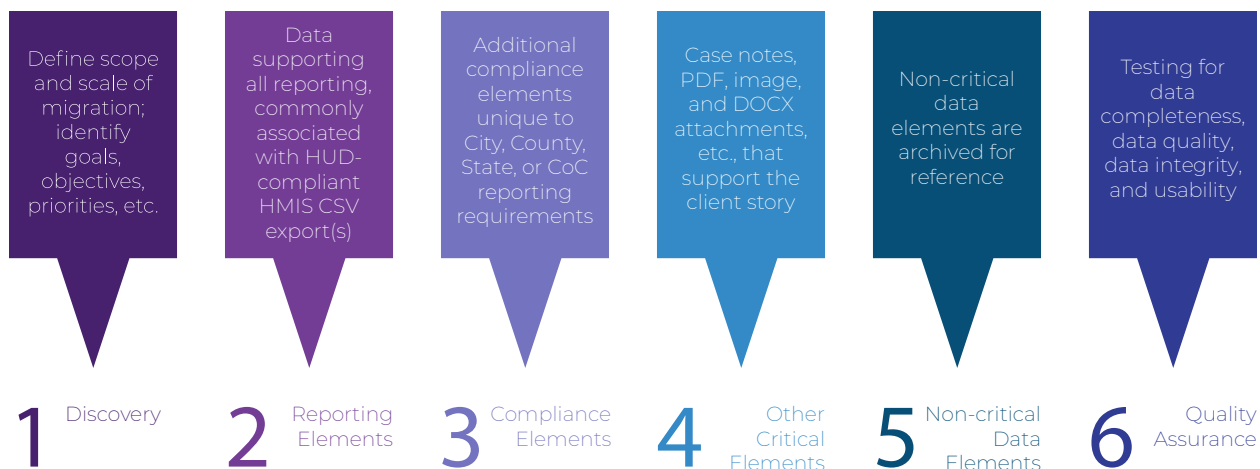
## Data migration strategy considerations

**How far back should the data be?** From a compliance and reporting perspective, the data set should be limited. Client and supplemental demographic data should be retained to ensure the client story is complete. Retaining all data elements without reporting or a data presentation layer will impact the overall database size.

**What is your current data consent/security model?** Early in the implementation process, Eccovia will review your current consent model and create the new security model based your feedback.

**During the contracting phase,** Eccovia will work with you to do an initial review of your current data source and security model. This will help frame the scope of work to be defined for the key data.

- **Any other critical data elements.** This would include case notes, PDF, image, and DOCX attachments, etc. that support the client story.
- **All other data elements.** This would include data in your previous vendor's database. The data should be assessed to maintain for archival purposes if the data does not fit in any of the prior categories.



After the data has been converted into your new ClientTrack database, Eccovia will run scripts against a test ClientTrack environment. We then perform final quality assurance, including:

- Data completeness testing comparing the source and destination records
- Data quality testing to verify valid data is created in the destination system
- Data integrity testing to verify the relationships between data is maintained
- Usability testing to verify that common tasks can be completed with migrated data