eccovia®

REAL SOLUTIONS • REAL PERSON IMPACT

Comparable Database for Victim Services Providers

ClientTrack®

Every day, victim services organizations are faced with immense pressure to provide rapid aid, uphold strict client confidentiality, and maintain compliance with stringent government oversight.

At the moment when people are most vulnerable and in need of immediate help, when their safety is on the line, it is critical to have the tools to respond quickly and efficiently. ClientTrack for Victim Service Providers helps address these needs and provides organizations with the software necessary for secure and effective case management, program management, comparable database administration, HUD compliance, and reporting, allowing service providers to free up time and resources to reinvest in what matters most—the people they serve.

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Regulatory Compliance

ClientTrack meets all HUD checklist requirements

ClientTrack can be used by Victim Service Providers in need of a HUD-compliant Comparable Database that adheres to all privacy and security guidelines while offering the necessary reporting for HUD-funded projects.

- ✓ HMIS (Out of the Box Compliance)
- ✓ HMIS CSV Import and Export Functionality
- ✓ Violence Against Women Act (VAWA) Reporting
- ✓ Victims of Crime Assistance (VOCA) Reporting
- ✓ Family Violence Prevention and Services Act (FVPSA)* – Coming Soon!
- ✓ Community Services Block Grant (CSBG) – Coming Soon!

Powerful Push-button and Ad Hoc Reporting

In addition to standard reports, ClientTrack's Data Explorer enables you to build custom reports to query whatever data you need. Showcase your outcomes with reports, graphs, and charts to help prove the effectiveness of your programs to your community for stakeholders and funding sources, and identify areas where improvement is most needed.

Case Manager

ClientTrack offers a full suite of case management tools

- Program Enrollment
- Referrals
- File Upload
- Goals
- Case Notes
- Location Services (Addresses)

With ClientTrack, case managers can maintain a comprehensive client profile

- Add or remove individuals from a client's household
- Account for children
- Generate ID cards and bar code scanning
- Provide critical services like protection order management.

ClientTrack for Victim Service Providers offers essential assessments

- HUD and Federal Partner Agency Assessments
- COVID Screening
- COVID Vaccination
- Crimes
- Employment
- Expanded Domestic Violence
- Legal
- Lethality
- Transportation

Program Manager

ClientTrack facilitates program management to help our clients keep their program referrals, enrollment, and funding organized.

- Fund Management and Multiple Funding Sources
  ClientTrack allows projects to be associated with multiple different funding sources. The project workflow data collection will adjust automatically based on the projects associated funding sources.
- Coordinated Entry and Customizable Prioritization List
  ClientTrack supports coordinated entry systems across the country and offers a range of features that allow for prioritization of clients, including out-of-the-box wait list features, configurable housing queues for coordinated entry, and query/dashboard features for more advanced presentation of prioritization data.
- Referral In and Out
  ClientTrack provides a single system from which referrals can be made out of any organization into any other participating organization in the network.
- Enrollment
  ClientTrack facilitates prioritization and enrollment, offering both triage and housing assessments, including all SPDAT assessments (org code compliant).
- Services
  In ClientTrack, services can be provided with geolocation. Our system also provides the ability to set a "fee" for services.
- De-identification of Clients
  Client IDs are generated by the system, allowing clients to be de-identified as they are enrolled in programs.

Comparable Database Administrator

ClientTrack empowers database administrators

- User Management
- Customization of Programs
- Customization of Services
- Provider Management for Referrals
- Employer Management
- Duplicate Client Prevention
- Client Record Merge
- Client Historical Data Maintained
- Training videos and documentation built into the system
- Internal ticketing system
- Workflows that allow conditional logic

Robust Security Model

Maintaining a Layered Defense System

Just as a building might have locked doors, security guards, keypads, alarm systems, and cameras to protect the business and equipment, data should have many layers of defense against electronic intrusions. Even if a weakness should manifest in one aspect of the defense system, ClientTrack's redundant coverage remains intact, along with protocols to remediate.

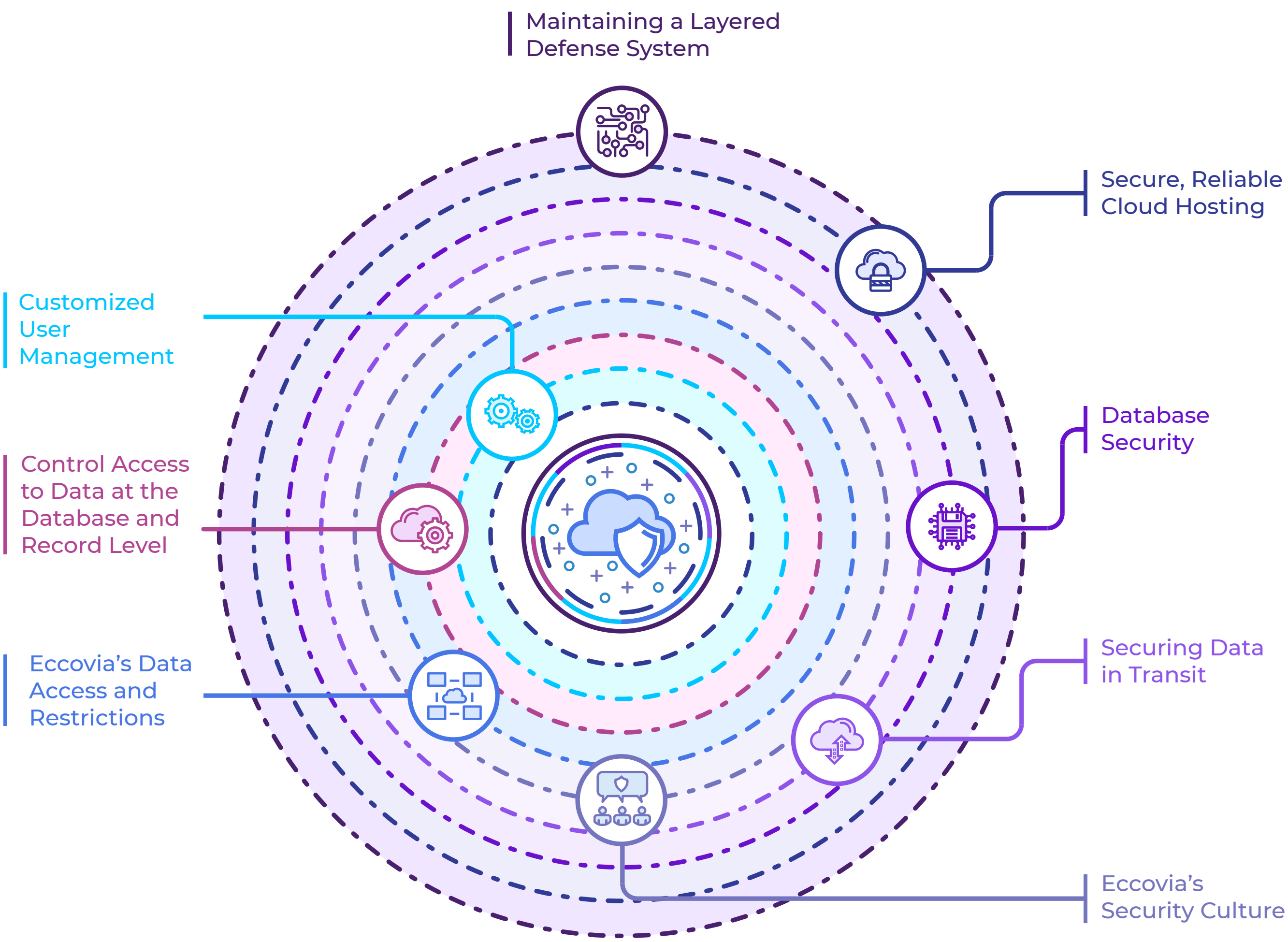
Secure & Reliable Cloud Hosting

Eccovia uses industry best practices for hosting and partners with companies that meet stringent standards for uptime, security, and performance.

ClientTrack is hosted in Microsoft Azure, which has a FedRamp High classification, ensuring the highest levels of security and privacy in a hosting environment. The redundant hosting environment also allows for very little unplanned downtime. ClientTrack has had better than a 99.5% uptime over the past several years.

Data is protected across physical data centers, infrastructure, and operations, with state-of-the-art security controls integrated into the hardware and firmware components, as well as added protections against threats such as distributed denial of service (DDoS). Microsoft has a team of more than 3,500 global cybersecurity experts who work together to help safeguard the ClientTrack databases and client-level data.

Azure has enabled the physical, technical, and administrative safeguards required by HIPAA and the HITECH Act on their cloud hosting infrastructure, and is VAWA/VOCA compliant.



Database Security

The underlying database layer plays a significant role in ClientTrack's platform security. For example, the database protects passwords by storing and using a 256-bit encryption. Databases are configured in accordance with security benchmarks provided by industry best practices and required standards for government markets. Eccovia pays third parties to complete periodic vulnerability assessments and penetration tests.

Securing Data in Transit

Data is vulnerable to unauthorized access as it travels across the Internet or within networks. For this reason, Eccovia makes securing data in transit a top priority. The ClientTrack platform supports strong encryption protocols such as TLS to secure the connections between Eccovia customers and ClientTrack's Integration Platform.

Eccovia's Security Culture

Employee Background Checks. For each prospective hire, Eccovia verifies an individual's previous employment, performs internal and external reference checks, and conducts criminal background checks.

Security Training for All Employees. All Eccovia employees undergo security training as part of the orientation process and receive ongoing security training throughout their careers. During orientation, new employees agree to our Code of Conduct, which highlights our commitment to keep client information safe and secure. Depending on their job role, additional security training may be required—for instance, new engineers learn about secure coding practices and vulnerability testing practices.

Configuration and Change Management. System changes and maintenance are documented in Eccovia's change management system as a routine process. Changes require review and approval by a Change Advisory Board, testing, and security impact analysis prior to deployment. Significant changes require additional analysis to determine impact to client environments.

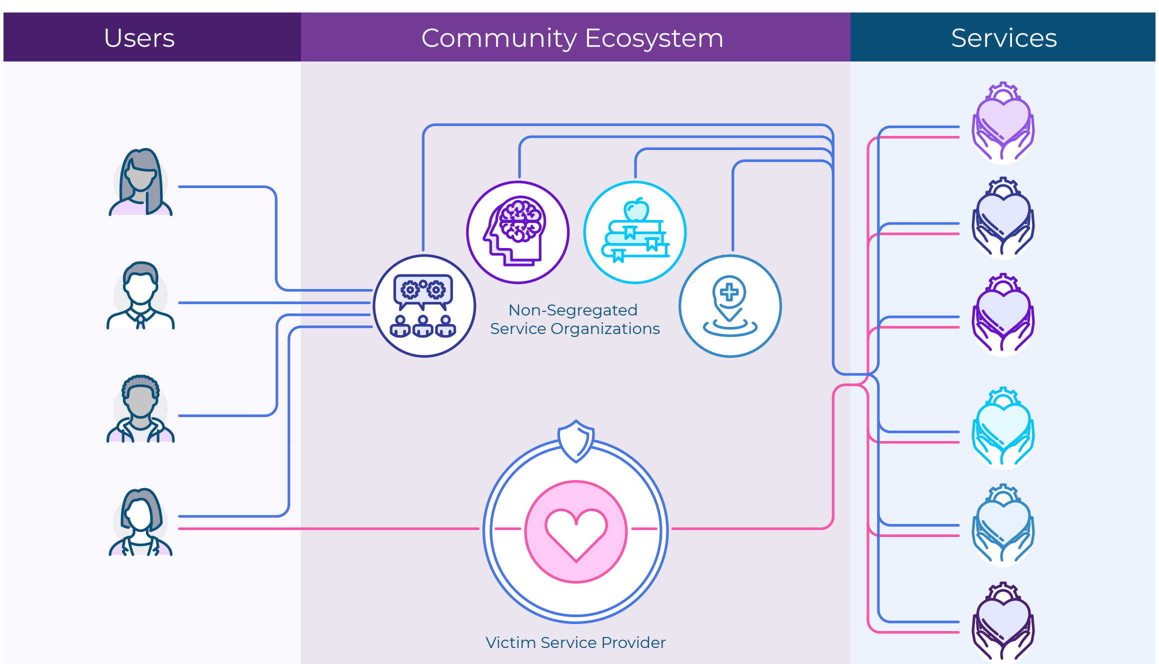
Eccovia's Data Access and Restrictions

Eccovia enforces strict control over access to client data: An individual must have business justification to be allowed access; after business justification, authorized users are granted production access only after manager approval and passing an ability test. Terminated users are removed within one hour of termination.

ClientTrack enforces segregation of duties and limiting employee access to only the data needed to perform assigned job functions based on role. Infrastructure logging is enabled to capture system activity; logs are forwarded to a central logging system.

Control Access to Data at the Database and Record Level

Access to functionality and data within the ClientTrack system is highly configurable and all data in a victim service provider organization is restricted to just that organization. The data is not shared with and cannot be seen by any other organization, even if there are several organizations that share a single account and utilize the same programs and services.



All data created or imported into ClientTrack by your organization is owned and controlled by you.

Access to the data is controlled by the Administrator of the victim service provider organization. Only users that have been invited by the Administrator can see the client level data, and even that data access can be limited.

If desired, you can further restrict access to an individual client record to only the user who created the record.

Customized User Management

Along with controlling access to the data, an Administrator can also create and manage users in the system. An Administrator can:

- ✓ Establish roles and grant access based on roles
- ✓ Grant or revoke access to specific tools
- ✓ Grant or revoke access to the organization
- ✓ Grant or revoke access to workgroups
- ✓ Force a user password change at the next login
- ✓ Review user login history
- ✓ Remove a user from the system

Concurrent user logins are prevented, meaning multiple logins from a single account are not allowed and usernames and passwords remain uniquely assigned to each user. Users are automatically logged out of the system after a period of inactivity.

Audit Trail Logging for Compliance

For auditing purposes, ClientTrack captures and stores user activity. This includes record views, record updates and other interactions with the system. The following audit trail information (and more) is stored:

- ✓ Username
- ✓ Date
- ✓ Time
- ✓ Activity

This feature supports investigations of a possible internal data breach or unlawful viewing of client information. For Victim Service Providers, audit logging can be maintained for seven years, with the ability to archive after seven years.

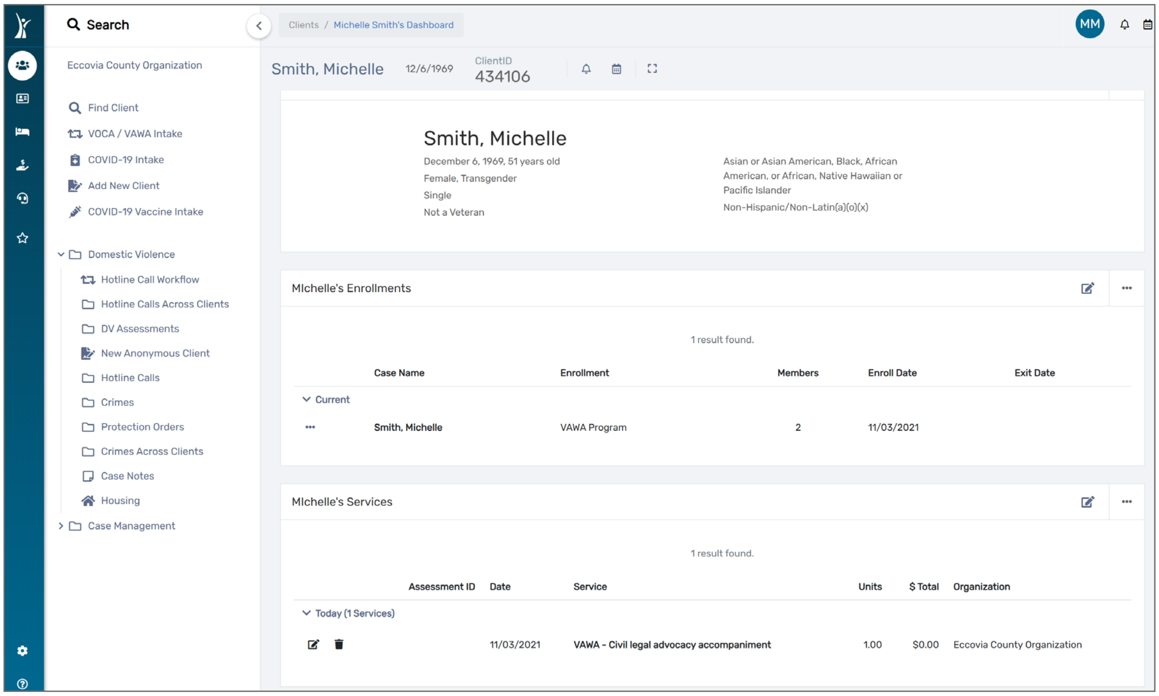
Disaster Recovery and Business Continuity

We protect all our production servers against disaster using Azure Site Recovery. We host our servers in the two separate geographic locations in the Western United States. The disaster recovery site is a secondary, warm site intended to contain equal capacity of the primary production site (host, network, storage, data). Data is transmitted between the primary and disaster recovery data centers across encrypted links. Additionally, back-ups of data are performed, and data is retained on backups at the geographically separated disaster recovery data center location. Critical services that cannot be replicated this way are hosted in both regions.

Backup Type	*Frequency*	*Retention*
Full Database	Once per week	Six Weeks
PiTR	Every 5 to 30 minutes	Two Weeks

All production databases are configured for automatic full backup as part of the agreement. A full backup of the database is taken weekly and in between the full backup of the database, the transaction log or point in time recovery (PiTR) backups are completed frequently.

All your backed-up data is encrypted at rest using 256-bit AES encryption, one of the strongest block ciphers available, and hosted in a HIPAA-compliant environment. In addition to encryption at rest, all your backup data in transit is transferred over HTTPS. It always remains on the Azure backbone network. The backups are redundant and secured with 256-bit encryption via the Azure Managed Backups feature. Keys for encryption are managed on the Azure platform.



ClientTrack's interface is designed to comply with industry-best design standards for accessibility and ease of use, helping optimize your case management experience, facilitate your work, and ensure you are able to find what you need when you need it.

Design Standards for Accessibility

Eccovia is committed to providing an accessible platform that enables access to information and usability of features. To Eccovia, Web accessibility encompasses all disabilities that affect access to the Web, including visual, auditory, physical, speech, cognitive, and neurological disabilities. Eccovia makes every reasonable effort to accommodate users by following the W3C recommendations and 508 guidelines. The following is a list of these Design Standards:

✓ **Straightforward Design**
Persistent navigation and breadcrumbs to provide consistency to the user and an easy way to navigate back to the home page regardless of location

✓ **Images With Alternative Text**
text to provide further detail for an image or destination of a hyperlinked image, typically for screen readers

✓ **Relative Font Sizing**
Font size of ClientTrack can be modified to small, medium, or large

✓ **Navigation**
Navigation, located on the far left, uses lists for the use of screen readers

✓ **Style Sheets**
Cascading Style Sheets (CSS) centralize the style information for the website

✓ **Layout**
The use of a flexible layout to accommodate any screen resolution, mobile, or tablet device

✓ **Accessibility Validation**
Our design work is checked using tools, checklists, and guidelines at WebAim: Web Accessibility in Mind

✓ **Use of Color**
For those with limited vision or color blindness, color is not the only indicator of information and there is sufficient contrast between the color of text and background

✓ **Keyboard Navigation**
Ability to use keyboard shortcuts for use with assistive devices

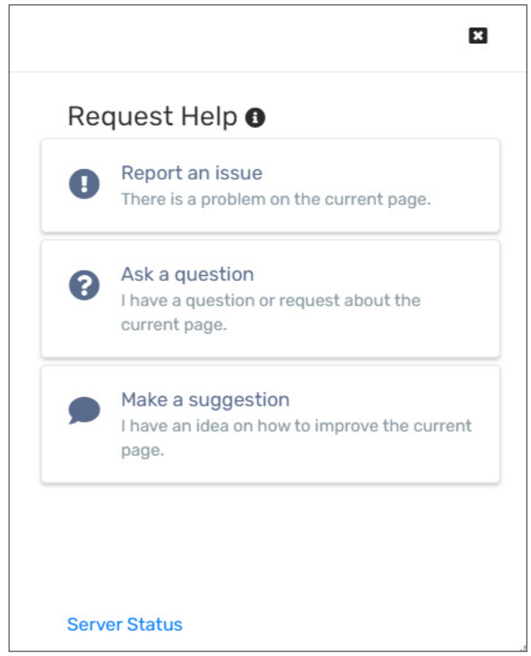
Support

Support is available through two different channels: via phone and our online ticketing system. Both options are supported by Eccovia's expert Software Support Engineers.

The Support Engineers are ready to help you via phone during our regular business hours (Monday through Friday, 7:00 am–7:00 pm Mountain Time). Emergency 24/7 support is available at no additional cost for the following rare issues:

1. Unplanned server outages including inability to access the ClientTrack platform.
2. Perceived security breach where data may have been accessed by unauthorized users.

In addition to accessing help desk staff via phone, ClientTrack includes an internal support ticketing system to enable end users to submit tickets to the local administrator as well as the tickets to be submitted to Eccovia technical support when a system issue is confirmed. Tickets are submitted by selecting Help on the form in which the error is occurring to include metadata to aid in resolution of the ticket. Support enables the ability to search, edit, add notes, and update status.



ClientTrack's internal ticketing system automatically captures salient metadata to help our technical support team provide quick resolution.

> Whenever the legal team asks me about security, I know I have the confidence to say "We've tested this five different ways; no one is seeing legal center data. The only team who can see everything is my team and we have no client contact. It's specifically designed that way."
>
> Jeanne-Marie Hagan
> Director of Evaluation and Learning
> Women Against Abuse

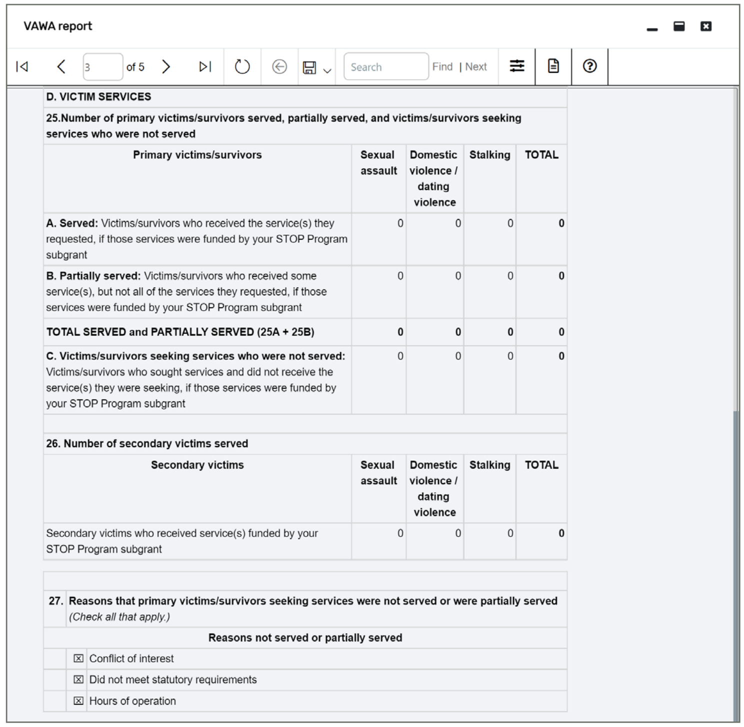
Learn More • • •

ClientTrack for Victim Service Providers is the solution to help you deliver and advocate for life changing services. At Eccovia, Respect for the privacy and security of data you store in ClientTrack remains our priority. To learn more about how ClientTrack has supported victim service provider organizations, feel free to review our case study with our client Women Against Abuse, or request more information at sales@eccovia.com or contact our Head of Community Engagement at dlewis@eccovia.com.

ClientTrack meets all requirements of the Comparable Database Vendor Checklist

HUD has released a set of guidelines for Victim Service Providers to use in evaluating a Comparable Database vendor to ensure that the software "meets the minimum privacy standards and data collection/ reporting requirements in addition to meeting the needs of the community." These guidelines include both a checklist of requirements, mostly pertaining to stringent privacy and security compliance, as well as a list of common helpful features that simplify and support the work of Victim Service Providers.

ClientTrack's robust security and privacy capabilities not only fulfill every requirement of HUD's guidelines, but also every one of the common helpful features (the sole exception is the documented data dictionary; however, this is expected to be added to ClientTrack by 2022). With ClientTrack, Victim Service Providers can rest assured that they will be able to protect the people they serve, and with ClientTrack's powerful case management and reporting tools, the challenge of their task can be that much lighter.



D. VICTIM SERVICES

25.Number of primary victims/survivors served, partially served, and victims/survivors seeking services who were not served

Primary victims/survivors	Sexual assault	Domestic violence / dating violence	Stalking	TOTAL
A. Served: Victims/survivors who received the service(s) they requested, if those services were funded by your STOP Program subgrant	0	0	0	0
B. Partially served: Victims/survivors who received some service(s), but not all of the services they requested, if those services were funded by your STOP Program subgrant	0	0	0	0
TOTAL SERVED and PARTIALLY SERVED (25A + 25B)	0	0	0	0
C. Victims/survivors seeking services who were not served: Victims/survivors who sought services and did not receive the service(s) they were seeking, if those services were funded by your STOP Program subgrant	0	0	0	0

26. Number of secondary victims served

Secondary victims	Sexual assault	Domestic violence / dating violence	Stalking	TOTAL
Secondary victims who received service(s) funded by your STOP Program subgrant	0	0	0	0

27. Reasons that primary victims/survivors seeking services were not served or were partially served *(Check all that apply.)*

Reasons not served or partially served

- ☒ Conflict of interest
- ☒ Did not meet statutory requirements
- ☒ Hours of operation

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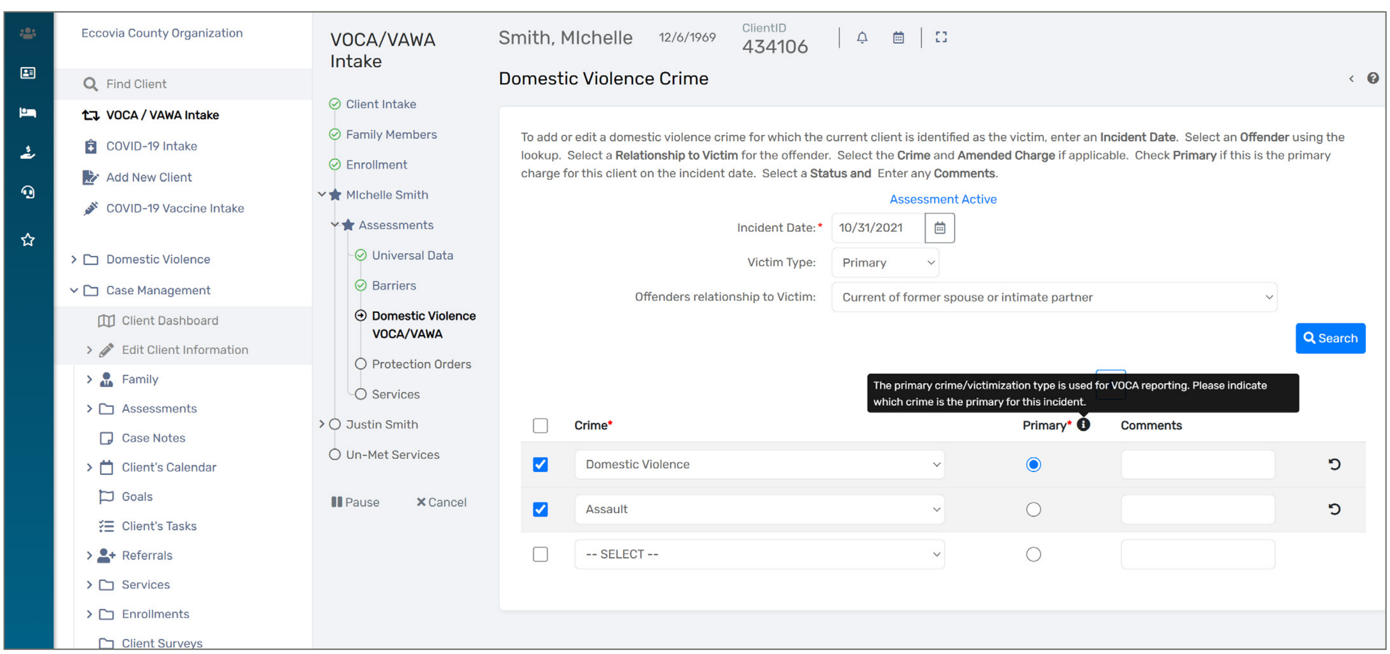

ClientTrack's intake workflow is designed to capture all required data for assessments and reporting according to HUD's Comparable Database Vendor Checklist.

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