

HMIS

Administrator Services

We do the heavy lifting so you can focus on your clients

RECORDING & ACCOUNTING FOR SERVICES

Continuums of Care across the country rely on ClientTrack HMIS to help end homelessness in their communities. ClientTrack enables CoCs to manage intakes, perform assessments, and report on outcomes while collecting all Federal Partner data. ClientTrack also provides the Data Management Tool set and training that enable HMIS administrators to customize their system to meet their unique requirements. However, what about the HMIS agencies that don't have enough time, resources, or technical knowledge to support their HMIS platform and ensure compliance with HUD?

ClientTrack HMIS Administrator Services bring efficiency and turn-key ease to managing your HMIS so you can take care of your community. ClientTrack HMIS Administrator Services give CoC and HIMS Lead staff a knowledgeable partner who can help ensure continued compliance with federal partner standards, advise on effective HMIS policy, and administer day-to-day system operations.

Our HMIS team has over 10 years as ClientTrack HMIS administrators and has intimate knowledge of the unique needs faced by communities large and small in supporting a truly functional and integrated HMIS. Jeanette Pollock, Special Projects Manager for the Georgia Department of Community Affairs said "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."

"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

HMIS Administrator Services include:

Reports

- » Generating, reviewing, and inputting PIT, HIC, AHAR, and System Performance Measures
- » Working collaboratively with HMIS agencies to resolve any data quality issues with AHAR and System Performance Measures
- » Coordinating with CoC's PIT/HIC efforts to generate Point-in-Time data for annual CoC NOFA submission
- » Providing end-user training on federally required reports

Training

- » Training end users on HMIS compliant data entry in accordance with CoC Guidelines and Policies
- » Training a dedicated, core group of end users as "super users" to assist with local support needs, facilitate training, and increase HMIS knowledge in the CoC

Communication

- » Communicating new requirements and federal HMIS guidance to CoC and end users
- » Facilitating communication between CoC Lead, HMIS Lead, HMIS End Users, and Eccovia staff
- » Providing end user support and basic configuration
- » Providing first or second line of support for end users
- » Collaborating with "super users" to research and coordinate solutions
- » Providing adjustments for configured forms, workflows, and workgroups

Setup Data

- » Creating new organizations, projects, funding sources, facilities, and service codes in HMIS for new organization or project entry
- » Managing existing organization and project setup data for compliance, adjust as needed (i.e. new service offered)

- » Policy maintenance, implementation, and enforcement
- » Making recommendations for data quality, privacy, and security policy updates based on current HMIS standards and ClientTrack software
- » Assisting with CoC policy enforcement of Data Quality, Privacy, and Security plans, such as regular data quality review

HMIS Administration Consultation Services

In addition to providing day-to-day system administration, we also provide HMIS consultation services. An HMIS expert will work with you to ensure your setup conforms to HMIS standards, improving efficiency and compliance now and preventing data quality issues down the road. Our consultation services include the following:

HMIS Setup Review

- » Identifying conflicting or absent funding sources for federal projects
- » Identifying compliance mapping issues
- » Helping leverage baseline functionality for local needs and use to ensure you're getting the most out of your existing solution

HMIS Data Analysis

- » Data Quality—Working with the service desk to ensure as few DQ errors as possible
- » Advanced Analysis—Working with your CoC on advanced queries for analysis. Developing research plans to apply just in time intelligence to your CoC
- » Interoperability with non-HMIS agencies and data—Working with community partners to integrate local configuration and data needs into the larger HMIS CoC

Eccovia is proud to play a key role in the success of our clients in ending homelessness in their communities. Our ClientTrack HMIS solution and administrator services 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 industry-leading ClientTrack HMIS 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 of all sizes. Our leading ClientTrack platform is an advanced case management and housing solution that focuses on meeting the needs of HMIS continuum member agencies and their community partners to address all aspects of a homeless individual's needs. ClientTrack is configured to meet the latest HUD HMIS Data Standards, and comes with all the latest HUD compliance reporting requirements preconfigured.