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REAL SOLUTIONS • REAL PERSON IMPACT

*Eccovia's*

# DATA PHILOSOPHY

## Data Ownership

At the core of Eccovia's data management philosophy is the belief that data is not just information, but an extension of the individual. Within this philosophy, the question of data ownership transcends mere legalities and delves into the very essence of individual rights and autonomy. Eccovia firmly holds that acknowledging and upholding the rights of both the individual to their data and the organization serving as its custodian is an inviolable principle.

relationship, the organization acts as a steward, entrusted with the responsibility to safeguard the individual's data while harnessing the power of data-driven insights to achieve greater outcomes.

Eccovia's commitment to data ownership and individual agency informs every aspect of its practices, technologies, and partnerships. By prioritizing the sanctity of data ownership, Eccovia not only empowers individuals with control

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The transformative potential of data is realized by establishing clear ownership and delineating the associated rights. This serves a dual purpose: to nurture the well-being of each individual by ensuring that their data remains under their control, and simultaneously enabling the extraction of collective insights and trends from aggregated data. In this symbiotic

over their personal information, but also fosters a culture of transparency, accountability, and ethical data utilization. This approach resonates with the larger narrative of data's potential—enabling personalized care, informed decision-making, and societal progress through a balance between individual rights and the collective pursuit of knowledge.

# Data Sovereignty

Over the last three decades of providing case management and solutions serving a diverse range of vulnerable populations, Eccovia has developed an in-depth understanding of the importance of data sovereignty. Eccovia has extensive experience working with Indigenous Americans and is honored to be a partner in supporting tribal data sovereignty efforts. Through our longstanding collaboration with Indigenous American communities, we have witnessed the importance of upholding their rights to control and govern their own data. We are committed to continuing our work to empower Indigenous nations in managing their data, preserving their cultural heritage, and fostering self-determination.
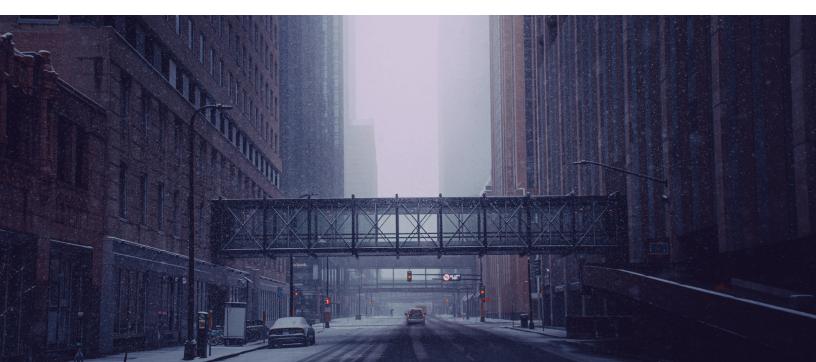
To Eccovia, data sovereignty includes more than just ownership of the data—it includes the right to determine how data is used, who can access it, and the stories told through the data. Ultimately, data sovereignty is about respecting the right to self-determination.

As a key component of effective data governance, a well-defined understanding of data sovereignty ensures technology is best positioned to support the collective needs of Native Americans, which include safeguarding traditional knowledge, empowering community-driven decision-making, and fostering sustainable economic development. By respecting and upholding the sovereign rights of Indigenous communities, technology can

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One of Eccovia's foundational principals of data governance is the belief that data represents the digital manifestation of the individual and collective; as such, data must be treated with the same respect as that directed to the person and group. This includes recognition of the sovereign rights of those from whom data is collected.

play a vital role in strengthening their self-determination and promoting equity. Ultimately, this collaborative approach to data sovereignty enhances the ability of technology to serve as a powerful tool for positive social change and inclusive progress.

# Data Justice

Eccovia's philosophy of data justice is centered on the fair and equitable treatment of individuals and communities in the collection, use, and management of data. Data is not neutral, and Eccovia recognizes that data collection, analysis, and decision-making processes can and will impact groups differently; at the same time, it is only through the ethical and careful use of data that true social change is possible. The right data dispels misconceptions and brings to light the addresses the unequal power dynamics present within communities. Effective data governance policy includes careful consideration for how data justice is represented throughout the system governed, including the use of technology, data collection methodologies, privacy safeguards, data sharing agreements, and decision-making processes. By integrating principles of data justice into the fabric of data governance, we can ensure that data practices prioritize fairness, inclusivity,

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hard truths that communities must face to address systemic inequity. It also enables the services and interventions needed to uplift marginalized populations, create targeted solutions, and foster evidence-based policies that promote social justice and equal opportunities. In this way, data becomes a powerful tool for empowerment, advocacy, and transformative change, guiding collective efforts to build a more inclusive and equitable society.

The challenge is in finding the right governance model that amplifies the voices of the disadvantaged and and ethical use, leading to more equitable outcomes and fostering trust between data custodians, communities, and stakeholders.

Eccovia's three decades of expertise working with marginalized populations, coupled with the extensive professional direct service experience of the Eccovia team, ensure a deep understanding of the unique challenges faced by vulnerable communities and our commitment to respecting their data sovereignty rights shape our approach to data management, technology utilization, and service delivery.

# User Experience

The challenges facing the social and health services sector are growing, and resources are becoming more finite; at the same time, the pace of change is becoming increasingly frenetic. With a strong governance structure in place, one which centers the rights of the individual, technological innovation will meet the growing need and ensure that service organizations are prepared for the challenges of today and in the future. Eccovia believes technology must be accessible, intuitive, adaptive, and responsive to the needs of case workers and service providers, in order to meet the needs of vulnerable populations. Eccovia embraces these values in its product philosophy and as guiding principles in the development of its product ecosystem. Eccovia views its clients as strategic partners and stakeholders and vital to

ClientTrack and ClientInsight, are mobile optimized and available wherever they're needed.

Intuitive technology is that which logically follows workflows and processes established by social service organizations and the community they serve. The limited capacity and growing caseloads faced by social workers also requires that social services technology have a low learning curve and is readily understandable and usable by non-technical audiences.

Technology must also be adaptive to the ever-changing needs of the organization and community. ClientTrack's Designer Toolset empowers communities and makes possible near limitless configurability to accommodate new programs, workflows, assessments, reports, and the other data needs driving modern case management.

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the continuous improvement mentality that guides the development of Eccovia's products and services.

To Eccovia, making technology accessible means ensuring that all community contributors, regardless of visual impairment or other conditions, are able to participate. To that end, ClientTrack is 508 compliant. Being accessible also means availability where case management is happening. Eccovia's products, including

Finally, technology must be responsive. Eccovia believes that responsiveness includes features and capabilities that manage many of the rote tasks that detract from relationships with clients. ClientTrack and ClientInsight include a broad range of features intended to automate and manage tasks that sap caseworker capacity and impede the relationship building that is so critical to reaching outcomes.

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