

A Care Management Approach

Supporting the unhoused with integrated care and technology



The challenge

In 2018, Sonoma County, California, declared a crisis among their unhoused population. Meeting the complex needs of this vulnerable population required more than homes. Sonoma needed organization, collaboration and a technology partner attuned to social services.

21,400

PEOPLE IN UNSTABLE HOUSING

4%

OF THE COUNTY POPULATION

4th

HIGHEST UNHOUSED POPULATION IN THE U.S.

Changing lives

The county formed Accessing Coordinated Care and Empowering Self Sufficiency (ACCESS) Sonoma. They piloted Cúram's™ integrated care solution with 6,500+ people. For the first time, caseworkers accessed integrated care management data across agencies – directly from mobile devices.

As a result, participants connected with primary care providers, reduced ER visits, lowered prescription costs, accessed behavioral health services and found permanent housing.

“We needed place-based services and the mobility to meet clients where they were and to effectively coordinate care.”

Carolyn Staats
Director of Innovation
County of Sonoma

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6,545

PEOPLE ENGAGED IN THE PROGRAM



32%

DECREASE IN COSTS FOR FREQUENT ER HOSPITAL USERS



85%

RECEIVED NEEDED SOCIAL SERVICES



72%

PARTICIPANTS HOUSED

