

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 Merative's Watson Care Manager 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



6,545

PEOPLE ENGAGED
IN THE PROGRAM



32%

DECREASE IN COSTS
FOR FREQUENT ER
HOSPITAL USERS



85%

RECEIVED NEEDED
SOCIAL SERVICES



72%

PARTICIPANTS
HOUSED

