



Ensuring Equitable and Effective

Healthcare and Human Services Delivery



Using Whole-Person Data and Analytics to Focus Social Determinants of Health (SDoH) Interventions and Transform the Beneficiary Healthcare Journey

Abt is a global consulting and research firm that combines data and bold thinking to improve the health and economic well-being of individuals and communities worldwide. For almost 60 years and counting, we partner with clients and communities to solve some of the world's toughest challenges, such as working collaboratively with state health and human services agencies, community-based organizations, and all major U.S. Department of Health and Human Services operating divisions to strengthen and promote resilient, strong, and economically self-sufficient families. Abt's mission and values are more than who we are; they are integral to our decades-long track record of successful delivery. Our focus on an equity-centered SDoH framework sits at the core of our solution as the central tenet of an operating model designed to meet the goals of state Medicaid agencies by identifying and mitigating the impact of structural barriers to health and economic well-being.

Our work as a trusted partner to federal and state agencies allows us to better understand and address barriers to health equity not just through a technology solution and an operating model, but as a societal solution that is enabled through the better use of technology.

In our experience, technology by itself cannot be the sole solution. To be effective it must be grounded in health policy, program expertise, community relationships, and societal empathy. As a technology delivery team staffed with individuals who have centuries of combined experience in public sector and social services delivery settings, we act as the glue that marries a closed-loop referral system (CLRS) technology solution, the user experience, the associated data and reporting, and state Medicaid programs. *This approach ensures state Medicaid agency solutions achieve a view of the whole person and whole community through analytics that drive the right outcomes to the right people at the right time, by the right providers.*



Leading-Edge Technology To Support Your SDoH Work

Abt's ready-to-deploy, data-driven operating model places a health equity-focused, SDoH framework as central to identifying and mitigating the impact of long-standing structural barriers to health and economic well-being.



Closed-Loop Referral System

A ready-to-deploy, customizable, and interoperable CLRS customer portal that transmits and tracks the status of service referrals.



Case Management

Dashboard summaries of client interactions, notifications, and referral outcomes.



Customized Experience

Multi-lingual solution focused on the user's journey with optional, AI-based chatbots to assist user queries in real-time.



Predictive Analytics

Analytic scoring to tailor recommendations, focus agency resources, and provide a probabilistic view of social services needs.

Modern and Modular Technologies Tailored to Your Environment

The marriage of equity-centered SDoH analytics, computing power, automation, big data, and policy-driven solutions to identify and dismantle long-standing structural barriers to health and economic well-being.



Cloud-Hosted Solutions

Single and hybrid cloud deployments to provide scalability and flexibility to meet current and future needs.



Process Automation

Use of AI technology to automate manual processes, including the ingestion of paper-based forms.



BI and Reporting

BI that prioritizes real-time, transparent reporting and features "at-a-glance" visualizations and geospatial analytics that allow users to get command of complex data quickly.



Curated Data Store

Differentiated cross-domain data and a primary data collection capability result in targeted insights into beneficiaries and communities



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Abt Global is a mission-driven consulting and research firm. For almost 60 years, Abt has tackled society's toughest problems, pioneering evidence and innovation that improves policy, systems, and lives. We partner with clients and communities in 50+ countries to advance solutions in health, technology, environment and social policy—empowering people with the tools, resources, and expertise they need to realize equitable futures, build resilient systems, and create sustainable economic opportunities for healthy, secure lives.