

# The County of Yuba

## Health and Human Services Department

---



**TO:** Board of Supervisors

**FROM:** Jennifer Vasquez, Director  
Tony Gordon, Deputy Director  
Health and Human Services Department

**SUBJECT:** Approve First Amendment to the Service Agreement with Northwoods Consulting Partners, Inc.

**DATE:** June 11, 2024

**NUMBER:** 323/2024

### *Recommendation*

It is recommended that the Board of Supervisors approve the First Amendment to the Service Agreement with Northwoods Consulting Partners, Inc. (Northwoods) for Traverse® Connect software for the period of July 1, 2024, through June 30, 2025, and authorize the Chair to sign.

### *Background*

The Child and Adult Protective Services (CAPS) Division identified a need to transition to an electronic file system for storage and retrieval of foster youth's case information, which was previously only available in paper case files. To address this need, HHSD contracted with Northwoods in 2018 for the use of Traverse® software and transitioned to an electronic document and forms management system. Traverse® supports child welfare for the lifecycle of the case, including Investigation, Intake, Assessment, Ongoing, Case Management, Foster Care, Kinship, Adoption, and Children's Behavioral Health. Northwoods is the sole provider of Traverse® and the sole source of support for implementations of Traverse® in the State of California. On July 11, 2023, the Board of Supervisors approved the renewal of this Agreement.

### *Discussion*

Northwoods has developed software solutions specifically designed to meet the needs of human service agencies. Traverse® Connect is an additional tool available to empower clients and service providers to participate with CAPS in the case planning process. Traverse® Connect is a secure portal built for clients, providers, and anyone outside of the agency that has a stake in the case. It simplifies collaboration and significantly reduces the time it takes to exchange information. This tool is the next step in the ongoing effort to remove barriers and inefficiencies so that caseworkers can focus on planning and providing the right care for the clients they serve. Through Traverse Connect®, caseworkers share specific documents and request signatures on forms. External collaborators then use any device, wherever they are, to create a secure account so they can securely view shared documents, sign forms, and upload case content. No in-person visit or interaction is required, which accelerates

caseworkers' ability to connect clients to services. The tool can help streamline various important, yet time-consuming tasks, such as:

- Completing releases of information with parents to obtain medical records from doctors
- Allowing therapists to securely submit behavioral health reports or progress reports to be added to the case file
- Completing licensing agreements with prospective foster parents
- Collaborating on case plans, safety plans, or referrals for services (and routing the documents to the pertinent parties in real time)
- Sharing court reports
- Sharing summaries with participants after a family team meeting
- Collecting grade cards or individualized education plans from parents to demonstrate that case plans are being followed
- Submitting an application for a daycare center to approve and return or collecting attendance reports once a child starts going
- Empowering cross-county collaboration or information sharing between multiple program areas
- Giving auditors secure access to the specific case files and content they need

Utilizing Traverse® for electronic storage of case documents has lessened the burden of paper case files, streamlined the case management process and increased productivity and organization. HHSD would like to further enhance the case management process by including the subscription to Traverse® Connect in the contract with Northwoods for the term of July 1, 2024, to June 30, 2025.

*Committee Action:*

The Human Services Committee was by-passed as the item is routine in nature and there is no impact to the General Fund.

*Fiscal Impact:*

Budget

- Included in the FY 24/25 Budget Appropriation

Total Projected Cost

- One (1) year term at \$21,800.00

Source of Funds

- \$21,800.00 State and Federal funding
  - Child and Adult Protective Services

*Attachments*

323/2024 Northwoods Traverse Agreement 2023 – 2025  
323/2024 Northwoods First Amendment - Traverse Connect 24-25