

# The County of Yuba

## Health and Human Services Department

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**TO:** Board of Supervisors

**FROM:** Jennifer Vasquez, Director  
Jessica Garcia, Deputy Director  
Health and Human Services Department

**SUBJECT:** Approve the Software as a Service Renewal Agreement with Northwoods Consulting Partners, Inc.

**DATE:** April 22, 2025

**NUMBER:** 187/2025

### *Recommendation*

It is recommended that the Board of Supervisors approve the Software as a Service Agreement with Northwoods Consulting Partners, Inc. (Northwoods) for Traverse® software for the period of July 1, 2025, through June 30, 2028, 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.

### *Discussion*

Northwoods has developed software solutions specifically designed to meet the needs of human service agencies. Traverse® helps social workers collect, view and share content regarding abuse, neglect, foster care, and adoption cases from their desk or remotely in the field. In addition, Traverse® automatically analyzes the information collected in real time, allowing social workers to have insight into specific detailed information related to a particular person, case, or topic, empowering social workers to make informed decisions. Traverse® Connect is an additional tool available to empower clients and service providers to participate with CAPS in the case planning process, simplifies collaboration and significantly reduces the time it takes to exchange information. Traverse® Connect is a secure portal built for clients, providers, and anyone outside of the agency that has a stake in the case.

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. Examples of case content and information collected includes, but is not limited to:

- Assessments – Behavioral Health, Substance Use, Adoption, Commercially Sexually Exploited Children (CSEC), Safety Organized Practice
- Juvenile Court – Orders, Reports, Petitions, Notices, Memos/Letters, Motions
- Education – School Attendance, Grades, Incidents, Individualized Educational Plans
- Investigation – Referral Documents, Cross Reports, Forensic Evidence, Mappings
- Media – Audio/Video Interviews, Photos, Child Drawings and Artwork
- Health – Medical, Dental, Medication and Immunization Records
- Vitals – Birth Certificate, Social Security Card, ID's, Health Insurance Card, Paternity
- Financial – Funding Authorizations, Foster Care Eligibility, Transportation Requests
- Case Plans, Safety Plans, Releases of Information, Service Providers

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 continue utilizing this software and renew the contract with Northwoods for July 1, 2025, to June 30, 2028.

*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

- Will be included in the Board approved FY 25/26 Budget Appropriation

Total Projected Cost

- Three (3) year term for a total cost of \$437,828.00

Source of Funds

- \$437,828.00 State and Federal funding
  - Child and Adult Protective Services

*Attachments*

187/2025 Northwoods Agreement - Traverse 2025-2028