



NEVADA COUNTY CALIFORNIA

Health and Human Services Agency

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DEPARTMENT OF SOCIAL SERVICES

NEVADA COUNTY BOARD OF SUPERVISORS

Board Agenda Memo

MEETING DATE: September 10, 2024

TO: Board of Supervisors

FROM: **Rachel Peña**

SUBJECT: Resolution approving execution of a Contract with Northwoods Consulting Partners Inc. for the provision of case management software as a service to provide hosting ETL Server in the maximum amount of \$332,423 for the term beginning on execution date and remaining active for three years from date of execution.

RECOMMENDATION: Approve the attached Resolution.

FUNDING: Funding for these services is provided through the IHSS Admin Allocation fund and Department Realignment funds. Services are within the Department's FY 2024/25 budget and there are no county general funds required in the Agreement.

BACKGROUND: The IHSS Program provides assistance to eligible aged, blind and disabled individuals who are unable to remain safely in their own homes without this assistance. It is an alternative to out of home care, such as skilled nursing or board and care.

Child Welfare Services investigates reports of child abuse, screens and assesses families, provides case management and other services to help families stay together. The goal is to help parents and children remain together or reunify by providing a sense of hope and information about the system, expectations and requirements.

Traverse® is software that empowers human services agency caseworkers with timely and relevant information at the right time. Caseworkers collect, view, and share case content from anywhere at any time using the web-based application and companion mobile apps to paint a full picture of the case instead of using paper case files or outdated technology. Because Traverse simplifies administrative work, caseworkers have more time to focus on building trust, minimizing delays, coordinating services, and collaborating on decisions with the community members they serve.

It is recommended that the Board approve this contract, as the services provided will improve service delivery by easing the administrative burden of case management and referrals to services and will increase the safety and privacy of confidential information by eliminating the need for paper files and forms in the field.

Approved by: Rachel Peña, LCSW Director of Social Services