



M E M O R A N D U M
HEALTH AND HUMAN SERVICES
CHILDREN'S SYSTEM OF CARE
County of Placer

TO: Board of Supervisors

DATE: June 8, 2021

FROM: Robert L. Oldham, MD, MSHA, Director of Health and Human Services

SUBJECT: Approve Contract with Northwoods for a Traverse subscription and implementation project

ACTION REQUESTED

Approve a contract with Northwoods for a Traverse subscription and implementation project from June 1, 2021 through June 30, 2024 for a total amount not to exceed \$1,059,540 and authorize the Purchasing Manager to sign the agreement with Risk Management and County Counsel concurrence and to authorize change orders not to exceed \$100,000.

BACKGROUND

Children's System of Care has identified a need to transition from a physical file management system to an electronic file system for storage and retrieval of records and documents for Child Welfare Services. The social workers spend most of their time in the field, and they often must quickly make decisions and do not have the luxury of time to go back to the office to gather information.

Northwoods is a technology company that is focused on providing customized software to human service organizations that have social workers and case workers. The Traverse software is a content collection and case discovery solution that integrates with case data providing an easy to use and searchable document management system that will assist social workers to collect and view content regarding abuse, neglect, foster care, and adoption cases more effectively and informatively.

The software has several unique features that will not only save staff time, but it will also provide continuity of key information as cases are reassigned to different social workers over time. One of these features is the ability to cull information from voluminous case files assisting social workers in case discovery and in uncovering correlations throughout all case related documentation and data in a matter of seconds versus manually combing through volumes of prior case history. The software will improve our service delivery, maximize productivity, and make informed decisions to achieve better outcomes. The Placer County Information Technology Governance Committee has reviewed and approved this project moving forward.

The Procurement Policy Section 3.5e allows for the purchase of goods or services where competitive proposals do not produce an advantage or is impractical. These services meet this exception due the unique nature of how the system handles the documents. The Procurement Services Division and Health and Human Services are in agreement that a full Request for Proposal will not provide a different solution and will negatively impact the ability to implement the system in the timeline provided.

The agreement covers implementation and three years of Traverse subscription.

FISCAL IMPACT

Funding for the first year of this contract includes \$300,000 (63.4%) in In-Lieu CARES Act funding and \$173,180 (36.6%) in State funding and is included in the Department's FY 2020-21 and FY 2021-22 Budgets and will be included in the FY 2022-23 Budget. FY 2021-22 and FY 2022-23 will be funded with State funds. No additional County General Funds are required.

The agreement is on file with the Clerk of the Board for review.

