



WASHOE COUNTY

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STAFF REPORT

BOARD MEETING DATE: *October 14, 2025*

DATE: September 18, 2025

TO: Board of County Commissioners

FROM: Ryan Gustafson, Director, Human Services Agency
(775) 785-8600, rgustafson@washoecounty.gov

THROUGH: Kate Thomas, Interim County Manager

SUBJECT: Recommendation to approve a contract amendment increase of [\$20,270] with CaseWorthy, Inc. for the FY26 subscription period for a total FY26 amount not to exceed \$128,000 and a total aggregate contract amount not to exceed [\$561,055] for the original contract period that commenced for a term of 36 months (August 1, 2023 through July 31, 2026), and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement and subsequent amendments and related change orders. (All Commission Districts)
FOR POSSIBLE ACTION

SUMMARY

Recommendation to approve a contract amendment increase of [\$20,270] with CaseWorthy, Inc. for the FY26 subscription period for a total FY26 amount not to exceed \$128,000 and a total aggregate contract amount not to exceed [\$561,055] for the original contract period that commenced for a term of 36 months (August 1, 2023 through July 31, 2026), and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement and subsequent amendments and related change orders.

Washoe County Strategic Objective supported by this item: Vulnerable Populations

PREVIOUS ACTION

No previous action as the annual amounts of the subscription did not warrant BCC approval. However, the aggregate total of the agreement for the full three-year subscription requires that any amendments must be approved by the BCC.

BACKGROUND

Prior to 2023 the Human Services Agency (HSA) utilized the myAvatar platform from Netsmart as our primary case management system. In 2023, the agency was notified that Netsmart would be ending service and support for myAvatar. As a result, HSA began reviewing alternative programs to replace myAvatar to ensure adequate time was

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available to integrate the new platform and transfer existing data in advance of the myAvatar sunset.

After a thorough review of multiple products, CaseWorthy was chosen for its platform that is specifically designed for the business process of human services agencies. Among the options reviewed, CaseWorthy was the most tailored to agency needs and had the greatest ability to add and remove additional programs when necessary. It also has report writing functions that streamline efforts for workers and supervisors to produce critical reports.

The Human Services Agency (HSA) transitioned to CaseWorthy in 2023 in order to provide a centralized case management and workflow software program. The system automated day-to-day process and increased efficiency across the agency.

This agreement is subject to a sole source procurement exemption under NRS 332.15.1(h) and 332.15.1(i)(2): software, computers, and maintenance and support for software and computers are exempt from competitive solicitation.

FISCAL IMPACT

Should the Board approve this agreement there will be no additional impact to the FY26 Human Services Agency, Indigent Fund (F221) adopted budget as there is sufficient authority in IO 61118 in General Ledger 710212 (Software Subscription).

RECOMMENDATION

Recommendation to approve a contract amendment increase of [\$20,270] with CaseWorthy, Inc. for the FY26 subscription period for a total FY26 amount not to exceed \$128,000 and a total aggregate contract amount not to exceed [\$561,055] for the original contract period that commenced for a term of 36 months (August 1, 2023 through July 31, 2026), and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement and subsequent amendments and related change orders.

POSSIBLE MOTION

Should the Board agree with staff's recommendation, a possible motion would be: *"Recommendation to approve a contract amendment increase of [\$20,270] with CaseWorthy, Inc. for the FY26 subscription period for a total FY26 amount not to exceed \$128,000 and a total aggregate contract amount not to exceed [\$561,055] for the original contract period that commenced for a term of 36 months (August 1, 2023 through July 31, 2026), and if approved, authorize the Purchasing and Contracts Manager to execute the Agreement and subsequent amendments and related change orders."*