

# What's the Value of Traverse in Child Welfare?

An overview of Northwoods customers' time savings, benefits, and ROI.



# MEET TRAVERSE

Traverse® is cloud-based, commercial off-the-shelf (COTS) document management, forms management, and mobility software purpose-built for human services agencies, from the experts in human services software.

Agencies across the country use Traverse in child welfare to empower caseworkers and social workers with the right information at the right time to make informed, confident safety decisions.

Traverse also helps these agencies minimize administrative burdens so caseworkers can focus on high-value work like engaging families or mining case history.

## POPULAR FEATURES FOR CHILD WELFARE

 Document Management

 Forms Management

 Mobile

 Client Self-Service

 Case Discovery

 Integration

 Staff Management

[Visit our website to learn more.](#)

# ANTICIPATED OUTCOMES

Traverse customers realize return on investment in as early as 12 months and achieve outcomes like:



Empowering social workers to quickly link families to services and reduce additional trauma



Repurposing caseworker time to focus more quality time on children and families



Uncovering hidden or buried information to support making confident decisions



Providing all caseworkers access to forms when working remotely



Reducing foster care length of stay and related costs



Reducing costs for storage, mileage, and overtime



Lessening caseworker burnout and slowing the rate of turnover



Improving timeliness in all aspects of child welfare work

# But don't just take our word for it.

Over the past several years, we've talked to frontline workers, supervisors, directors, and commissioners about how Traverse helps agencies improve operational efficiency while creating meaningful outcomes for families.

This eBook is a sampling of their responses and examples.

---

“

A system like this is absolutely needed to support caseworkers to do what I believe they are walking through the door to do. That's to keep kids safe, to find them permanency, and to assist families in being healthy and self-sufficient.

”

—**JOE KELLERBY**, Child Welfare Director,  
Mesa County Department of Human Services

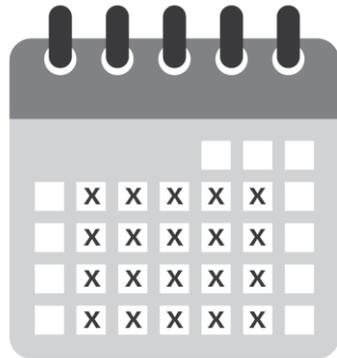
# Lessening administrative burdens on child welfare caseworkers

Caseworkers using Traverse save two hours per day completing paperwork and other administrative tasks. This section highlights some of the specific time savings that caseworkers and supervisors have shared.

---

# TIME SAVINGS: FILING DOCUMENTS

BEFORE TRAVERSE:



**1 MONTH**

AFTER TRAVERSE:



**4 HOURS**

When their agency was getting started with Traverse, one caseworker said they were able to enter an entire month's worth of documentation into the system in just four hours because it was so easy. They would have spent at least one hour per day completing the same work with their previous tools.

“

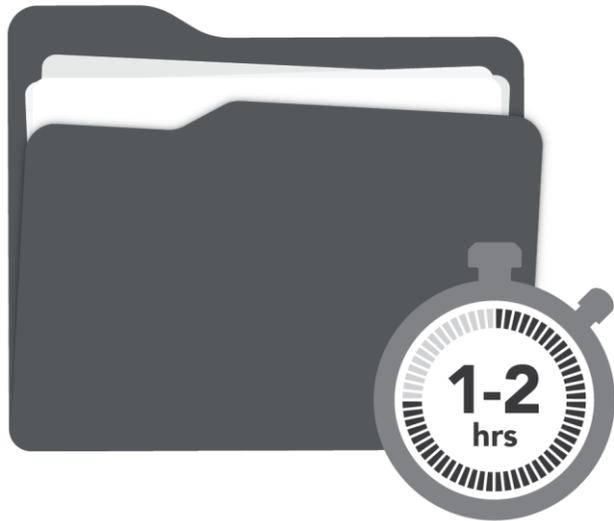
Traverse has allowed the staff to focus less on the daunting amount of paperwork that we have. All documents are in one location and they are easily accessible.

”

—**MAE MAJOR**, Director of Children & Family Services,  
Seneca County Children's Services

# TIME SAVINGS: LOCATING DOCUMENTS

BEFORE TRAVERSE:



AFTER TRAVERSE:



Since Traverse automatically turns the entire case file into searchable text, caseworkers regularly say they can quickly and easily find anything they need in minutes.

“

I can go into Traverse and just search for the document I'm looking for or the date within minutes versus spending half of a day digging through a file.

”

—**KELLY ROHLAND**, Child Protection Social Worker,  
Houston County Department of Human Services

# TIME SAVINGS: COMPLETING FORMS

BEFORE TRAVERSE:



AFTER TRAVERSE:



Caseworkers quickly complete digital, always up-to-date forms. They save time previously wasted on manual, duplicate data entry because Traverse features autofill and autosave.

“

Traverse creates consistency, which is an issue we've had in the past. Forms have a clear format so it's quicker and more intuitive to fill them out.

”

—**RICHARD OHMER**, Social Work Program Administrator  
Brunswick County Department of Social Services

# TIME SAVINGS: COMPLETING CASE NOTES

BEFORE TRAVERSE:

1-2  
HRS



AFTER TRAVERSE:

20  
MIN



Social workers using Traverse often say they feel more efficient and effective. For example, they can complete case notes and paperwork immediately and from anywhere.

“

Workers are able to do case notes, case closings, and obtain collateral information out in the field.

”

—**MAE MAJOR**, Director of Children & Family Services,  
Seneca County Children’s Services

# Finding time to focus on children and families

Because Traverse simplifies administrative work, caseworkers have more time to focus on building trust, minimizing delays, coordinating services, and collaborating on decisions with children and families. Here's how.

---

# ENGAGING FAMILIES

BEFORE TRAVERSE:

30%

of time spent  
with families



AFTER TRAVERSE:

70%

of time spent  
with families



Caseworkers consistently say Traverse allows them to spend 70% of their time with families and the remaining 30% on paperwork. Prior to Traverse, it's typically the opposite.

“

We can work more in depth with families when we're in the homes. We can focus on talking things through and giving them the attention that they need to help get them the services that they need. And we can do it all right there.

”

—**SHANNON MARCUCCILLI**, Senior Caseworker,  
Seneca County Department of Children's Services

“

When some of our administrative work can be done right there with families, there's more conversations, there's more brainstorming in regard to solutions with families, and that's where our caseworkers want to be.

”

—**JOE KELLERBY**, Child Welfare Director,  
Mesa County Department of Human Services

# LINKING SERVICES FASTER

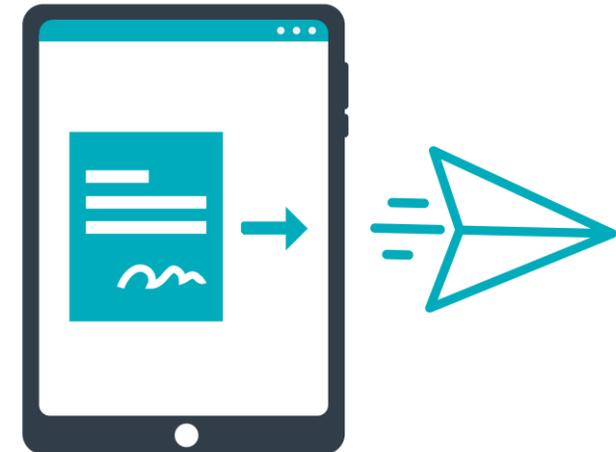
BEFORE TRAVERSE:

2-3  
DAYS



AFTER TRAVERSE:

1-2  
HRS



Because they can complete digital forms with families and obtain signatures from service providers, caseworkers can make referrals and complete releases of information before leaving their homes. Previously, it required the agency, client, and service provider to pass the form back and forth multiple times, which took several days.

“

I can open Traverse on my iPad and I'm already taking notes, already working, and just have them initial the information right then and there. I can streamline services faster. I can walk out of their house with all the information to do what we were talking about in that moment.

”

—**ERICKA SEBRING**, Social Caseworker II,  
Mesa County Department of Human Services

# FOCUSING ON HIGH-VALUE WORK

In addition to engaging families, caseworkers say they have more time to focus on purposeful interactions and activities that support meaningful social work, such as:



Engaging collateral contacts



Increasing the value of home and school visits



Spending time preparing for court



Holding productive child and family team meetings



Creating safety and support plans for families in real time



Finding resources and supports for parents or caregivers



Recruiting and training foster parents



Focusing time on complex or intense cases

# Uncovering information to support making confident decisions

Traverse makes information more accessible, discoverable, and useable. Here are some ways caseworkers have been able to save time finding what they need so they can spend more time using it to make informed, confident decisions.

---

# UNCOVERING INSIGHTS

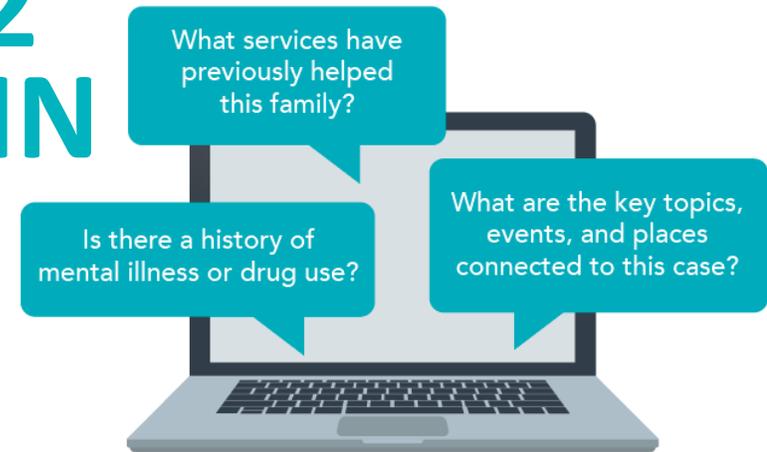
BEFORE TRAVERSE:

2-3  
HRS



AFTER TRAVERSE:

1-2  
MIN



Caseworkers can uncover critical insights and case history in a matter of minutes. Armed with this information, they can quickly make safety decisions for each child based on the family's unique situation and circumstances.

“

Being able to click on something and learn from it has been really beneficial when it comes to determining whether we have enough concern that we need to open a case or we've already taken enough steps to back off based on patterns in the family.

”

—**ERIKA SEBRING**, Social Caseworker II,  
Mesa County Department of Human Services

“

Traverse really allows us to become familiar with the case and get any of the important information to be able to make a decision on the next steps.

”

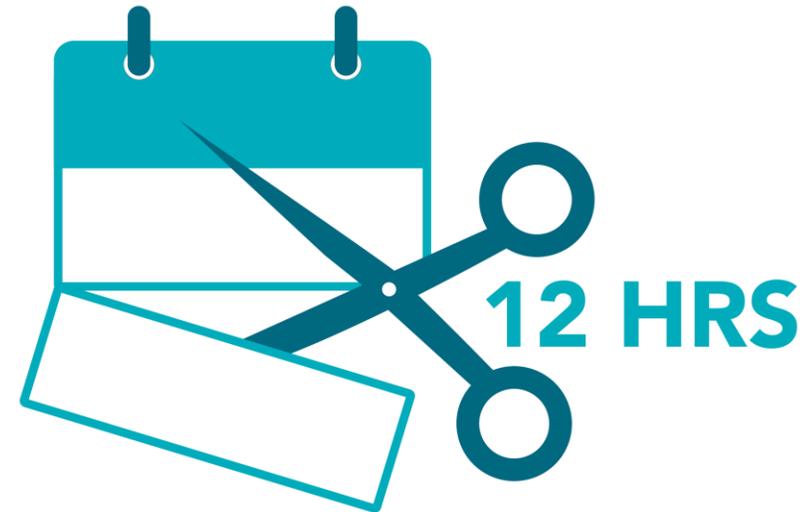
—**AMANDA HOPKINS**, Child Protective  
Services Supervisor, Seneca County Children’s Service

# UNDERSTANDING A CHILD'S WHOLE STORY

BEFORE TRAVERSE:



AFTER TRAVERSE:



One caseworker said it used to take them over 24 hours to complete a child study. Now, because they can access case history so quickly with Traverse, they're able to cut that time in half.

“

I can just go right in and pull up the child I'm looking for, find the medical records and it's all right there. It's a huge timesaver that way.

”

—**JESSICA REED**, Lead Child Protection Social Worker,  
Houston County Department of Human Services

# DEFINING A FAMILY'S SUPPORT ECOSYSTEM



Another caseworker said they were able to define a family's support ecosystem before even having a conversation with them. This is because Traverse helped them understand the nature of relationships between all the people mentioned in the case and their willingness to support the family.

“

Traverse helped me find and locate an extended family member who had previously had a minor relationship with the child. It allowed me to find their contact information, reach out to them, and end up placing the child in their care.

”

—**CHASE SIMS-EKREM**, Social Caseworker II,  
Mesa County department of Human Services

# SOCIAL ROI

Here are some additional examples of information that Traverse can help surface to give caseworkers a more complete picture of a child's or family's past and present to safeguard their future:



Identify the root cause(s) contributing to risk factors in each case



Help families identify natural supports they hadn't considered



Provide unique insight into the specialized needs of a child



Find out what interventions have occurred, and which have been successful (or not) in helping the family



Understand a child's complete medical and social history



Create a timeline of significant life events and previous disruptions to anticipate when things may become stressful for the family

# Supporting agency goals

Agency leadership attributes their caseworkers' ability to engage families, streamline services, and find and use critical case information with being able to support agency goals around permanency, timeliness, and retention.

---

“

We have actually seen a four percent decrease in the number of children who are in shelters or other care facilities, and we attribute a lot of that to our ability to spend more time with families.

”

—**MICHAEL WHITNEY**, Administrator of Intake and Placement Services,  
Erie County Office of Children and Youth

“

We can go through an entire file in a matter of minutes.  
That has saved a lot of time, made things go smoother with the families, and we've gotten better at placing children with family.

”

—**MAE MAJOR**, Director of Children & Family Services,  
Seneca County Children's Service

# TIMELY SAFETY ASSESSMENTS

BEFORE TRAVERSE:

52%

of safety assessments  
completed on time



AFTER TRAVERSE:

97%

of safety assessments  
completed on time



One agency said that only 52% of their safety assessments were previously completed on time because of the amount of paperwork required. Since implementing Traverse, 97% of safety assessments are completed on time.

“

If we can reduce some of the stress of paperwork,  
it is true we are going to retain staff.  
We keep this as part of a retention strategy.

”

—**BETHANY MOEN**, Social Services Supervisor,  
Houston County Department of Human Services

“

If we can use our resources to prop the family up and mitigate risks to keep the children in the home, that's an agency win for us at all levels—financial, resource support, workload management. That's what we strive to do as an entire child welfare division.

”

—**HANNAH WEBSTER**, Child Welfare Manager,  
Mesa County Department of Human Services

# Ready to get started?

[Request more information](#) or a personalized demo from a Northwoods technology expert to see what Traverse can do for your child welfare caseworkers and clients.

---