

TRAVERSE® IN ACTION

ADULT AND DISABILITIES SERVICES

Building rapport with clients

*“Traverse could easily save
an hour or two a day.”*

— LISA ARNESON



FAVORITE TRAVERSE FEATURE

“It reduces time
significantly that
we can sign forms
electronically.”

LISA ARNESON — Lead Adult and Disabilities Services Social Worker
Houston County Department of Human Services (DHS)

Lisa wants to spend enough quality time with clients to build trust while efficiently collecting and sharing information with other workers. However, she was hampered by inefficient, time-consuming processes.

Now that her agency has implemented Traverse, Lisa can view and share case information in real time in the office or while meeting with clients. She has more time to build rapport with clients and connect them to needed services.

BIGGEST CHALLENGE BEFORE

“It feels like more clerical work than social work. Things weren't consistent, organized, or easy to find.”

BIGGEST BENEFIT

“We're able to spend more time with clients. They're more open to services, because they see we're taking time and listening to them. It's more of a conversation instead of a checklist of 'these are the things that we need to get done today.' Traverse helps build rapport and get services more immediately.”

WHY TRAVERSE?

“Traverse seemed too easy to be true. It really is that simple. It's so user-friendly that you don't need a lot of mentoring.”



Learn more:
teamnorthwoods.com/products/traverse