

# TRAVERSE® IN ACTION

## ADULT AND DISABILITIES SERVICES

Repurposing time to focus on clients

*“I feel much more caught up and at ease.”*

—LYNNSEY STANDAHL



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### FAVORITE TRAVERSE FEATURE

“It's really handy to do my case note while I'm at a meeting. I would say on average it saves me 45 minutes to an hour because otherwise I was coming back to the office and typing up a case note and now I can just do it as we go along.”

**LYNNSEY STANDAHL**— Adult and Disabilities Services Social Worker  
Houston County Department of Human Services (DHS)

Lynnsey wants to focus her time connecting her clients to necessary services. However, she was daunted by the volume of clerical tasks and inefficient processes.

Now that her agency has implemented Traverse, Lynnsey focuses more time and energy meeting with clients and completing assessments to ensure they get needed services. She captures case notes more accurately and in real time, which alleviates stress and helps Lynnsey feel more accomplished.

### BIGGEST CHALLENGE BEFORE

“Trying to find time to get everything done in the number of hours we have.”

### BIGGEST BENEFIT

“I am able to focus more on setting up visits, and getting caught up on my MN Choices Assessments. It's given me a lot more time.”

### WHY NORTHWOODS?

“I think it was huge, knowing that everybody that's been here has an understanding of what a Human Services agency does. That's been very important.”



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