

# TRAVERSE® IN ACTION

## CHILD PROTECTION

Engaging families and building trust

*“It helps us in our jobs, but  
it helps the families too.”*

—JESSICA REED



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### FAVORITE TRAVERSE FEATURE

“My favorite feature is forms. I've been able to just go out and meet with the families and I have all the forms and releases that I would have had back at the office.”

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**JESSICA REED** — Lead Child Protection Services Social Worker  
Houston County Department of Human Services (DHS)

Jessica wants to spend quality time earning trust and engaging the families she works with to keep kids safe. But the administrative burden kept her from maximizing that face-to-face time.

Now that her agency has implemented Traverse, Jessica spends more quality time with families to build trust and identify when families need more support. She also captures more complete and accurate case notes, and feels less stressed trying to meet all the demands of her job.

### BIGGEST CHALLENGE BEFORE

“Cases just seem harder. They take longer and there's just tons of paperwork with everything. That's my biggest challenge, that paperwork piece. It's stressful when you're always the person who isn't getting stuff done.”

### BIGGEST BENEFIT

“It's more time that I can spend with families. In our work, making those connections with the families, and building that rapport is where I'm going to see the things that they are struggling with, where do I need to bump up supports or services, or if they are doing well.”

### WHY NORTHWOODS?

“To have somebody come in who understands our job is a really big deal. We're going to get a better product because it will actually work for us and help us do our jobs.”



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