



# SPEND MORE QUALITY TIME WITH FAMILIES

## A CASE STUDY

Houston County Department of Human Services

Since implementing **Traverse**®—a content collection and case discovery software solution—social workers in the Child/Family and Adult units spend more quality face-to-face time with families and connect them to services faster. They have a holistic view of critical case information to focus on safety and outcomes, not just paperwork.



### Results & Highlights

- Ease of collecting and viewing information
- Holistic view of cases for clients
- More quality time with families
- Efficient processes that save 1-2 hours per day, per worker
- Less stress on social workers

### Challenges

Inefficient processes, overwhelming paperwork, and redundant work impacted social workers' efficiency, limited quality time spent with families, and added stress. Workers worried "Am I doing enough to help my families?"

**“Cases just seem harder, they take longer and there's just tons of paperwork with everything. That's my biggest challenge, that paperwork piece.”**

— JESSICA REED  
Lead Child Protection Social Worker

### Why Northwoods?

Director John Pugleasa believes Traverse is a tool to support Houston County DHS' mission "to promote and strengthen the health, well-being and quality of life for its residents." Northwoods' expertise in Human Services gives everyone confidence the project will be a success.

"The fact that Northwoods is committed to Human Services and gets that business space is a huge deal to us. The technology is a tool that supports the mission of what we're about here, and not the other way around," said John.

## Implementation

Northwoods' consulting approach to implementation, training, and support helps Houston County DHS embed Traverse into business processes now and in the future. Social workers say the software's user-centric design is easy to learn and it fits into their day-to-day work.



"Northwoods has taken the time to clearly understand our needs and hasn't just come with a pre-made idea of what they wanted their software to do. They have actually taken the time to cater the software and the program to our needs. The interface is easy to understand. It's visually pleasing. It's the whole package," said Cheryl Demet, Foster Care Licenser.

## Results & Benefits

Since implementing Traverse, social workers spend more quality face-to-face time with clients.

They have a holistic view of critical case information, which they can apply to making informed, confident decisions focused on safety and outcomes, not just meeting mandates.

"We're able to take action a lot faster in regards to what our next steps are going to be when meeting with the families, making referrals, getting services in place when needed," said Andrea Onstad, Child Protection Social Worker.

Social workers hit deadlines and feel more efficient and effective, which has reduced their stress.

As a result of this project, families receive services faster and experience better case continuity, which Houston County DHS believes will lead to improved outcomes now and in the future.

“ I honestly remember months ago feeling super overwhelmed with lots of assessments to do, lots of case notes to do, and lots of filing to get done. And now I'm feeling like I'm doing a better job of staying on top of things. I feel much more caught up and at ease. ”

— LYNNSEY STANDAHL  
Adult and Disabilities Services Social Worker



## About Traverse

Traverse empowers Protective Services to make informed, confident decisions about safety. Social workers can collect, view, and share case content from anywhere without duplicative or additional work, empowering them to do more high-value work with families to reduce trauma.

Learn more:

[teamnorthwoods.com/products/traverse](https://teamnorthwoods.com/products/traverse)

## About Northwoods

We specialize in providing Human Services software solutions for Public Assistance, Child and Adult Protective Services, and Child Support agencies. Northwoods' only focus is helping state and county human services agencies increase client service levels and productivity while cutting costs—allowing them to do more with less. Learn more: [teamnorthwoods.com](https://teamnorthwoods.com).

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