

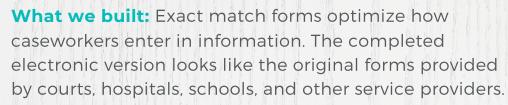
## WHAT'S NEW IN 2021?

## USING CUSTOMER FEEDBACK TO PRIORITIZE NEW FEATURES.

We value agencies' feedback and insight into how Traverse® can provide more value for caseworkers. Here are the top new features we've released so far in 2021 based on requests from our customers.



What we heard: The way a community partner form looks when it's completed and put away in the file matters. Third parties may reject forms that aren't formatted properly.





**STAFF MANAGEMENT** 

What we heard: Supervisors and administrators are not usually assigned to cases, but need to be able to easily find and access their unit's caseload to provide proper oversight.



What we built: A new Staff tab is visible so designated users can clearly see a real-time view of workers' caseloads. It provides supervisors with a searchable list of workers and their cases, which they can use to navigate to individual cases for more information.

FORMS VISIBILITY

What we heard: Supervisors want more visibility into cases to support better collaboration.

What we built: Caseworkers and supervisors can now see all in-progress forms—regardless of who started them. Displaying in-progress forms is a first step to make working with forms more efficient and shareable.



HIGHLIGHTING WITHIN A PDF

What we heard: Being able to see in context where terms are mentioned in a piece of content makes the information much more usable.

What we built: Caseworkers previously had to view the text version of a document or form to see anything highlighted. Now, Traverse highlights on the PDF to make it easier for caseworkers to view keyword searches and concepts in context.





## **WANT TO LEARN MORE?**

Watch our Traverse Feature Preview for a closer look into how the software helps our customers prioritize high-value work and engaging families.