



Department of Children and Youth Memo 25-014

TO: New or existing Traverse users from Public Children Services Agencies (PCSAs)

FROM: Brittaney Carter, Chief Information Officer

DATE: March 4, 2025

SUBJECT: Traverse 101 Training Webinars

What problem are we trying to solve?

In an effort to support PCSAs as they continue to hire new staff and to better equip caseworkers with helpful tools to do their jobs, the Department of Children and Youth (DCY) is providing ongoing monthly Traverse training to maximize the benefits of the State's technology investment. The goal of the Traverse 101 Training Webinars is to provide basic Traverse training for new staff or refresher training for tenured staff.

What can you expect?

Starting in February 2025, DCY hosted the first of the Traverse 101 Training Webinars. Ongoing Traverse 101 Training Webinars are scheduled on the second Thursday of each month at 11:00 a.m. During these 45-minute training sessions, Traverse users will learn the basics of Traverse: The content management system designed for human services agencies. On the web platform, users will be shown how to add finished content (scans, uploads, and virtual prints) to the system and work with forms. User will also be shown how to collect information in the field, using the mobile platform.

At the end of the webinar, we'll have a bring-your-own-problem (BYOP) session where participants can ask the technical folks about how Traverse can improve their business processes.

How can you prepare?

DCY will host the next live Traverse 101 Training Webinar on Thursday, March 13 at 11:00 a.m. [Click here to register.](#)

If you have additional questions pertaining to this Deployment Communication, please visit the [Customer Care Center](#) for assistance.