



Department of Children and Youth Memo 25-021

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

FROM: Brittaney Carter, Chief Information Officer

DATE: March 18, 2025

SUBJECT: Traverse Quarterly Deep Dive Training Webinars

What problem are we trying to solve?

To better equip caseworkers with helpful tools to do their jobs, DCY is providing ongoing quarterly Traverse training webinars on specific Traverse features to maximize the benefits of the State's technology investment. The goal of the Traverse Feature Deep Dive Quarterly Training Webinars is to provide an in-depth Traverse training for specific features (such as Traverse Mobile, Forms, Case Discovery, and Reports) for county staff. We encourage those that register to have previously attended one of our monthly Traverse 101 Training Webinars.

What can you expect?

Starting in March, DCY will host live Traverse Feature Deep Dive Quarterly Training Webinars on the fourth Thursday of each month at 2:00 p.m. During these hour-long training sessions, Traverse users will learn the ins and outs of specific features of Traverse. Our first Feature Deep Dive will cover Mobile and Case Discovery where we'll learn how workers can collect information in the field and have Traverse analyze what's collected to uncover case and document insights.

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

New or existing Traverse users are welcome, but we recommend having attended at least one of the Traverse 101 Training Webinars. Quarterly webinar registration links will be communicated both in Traverse, Ohio SACWIS Broadcast Messages, and via Tuesday Times communications from DCY.



The first Traverse Feature Deep Dive Training Webinar on Thursday, March 27 at 2:00 p.m., where we'll focus on Mobile and Case Discovery. [Click here to register.](#)

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