County Champions

Information for County Champion Selection

County Champions are an integral part of change management as they are responsible for building awareness and ensuring acceptance of PATH NC. Additionally, as they are their agency's primary point of contact (PoC) with the Child Welfare (CW) Services Team, County Champions are critical to a county's successful PATH NC implementation.

Responsibilities

Communications

Ensures that project communications reach impacted county staff and important information is emphasized

Readiness Assessment

Works with County Child Welfare Leadership and Readiness Liaison(s) to maintain an accurate Readiness Assessment

Point of Contact

Direct PoC for Readiness Liaisons and responsible for ensuring that all PATH NC project requests are responded to timely

County Champion Calls

Attends the County Champion Calls and ensures information is shared with all appropriate staff

Advocate for Staff

Gathers feedback and communicates any concerns to the County's assigned Readiness Liaison(s)

Engagement

Promotes the PATH NC project across their agency's Child Welfare Team, working to build excitement for the new system. (e.g., Go-Live Kick-off/Celebration

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Frequently Asked Questions

Who should be a County Champion?
A County Champion should be someone you anticipate being with the agency through Intake, Assessment, and Ongoing Case Management implementation. This person should be positive and determined to be a champion for PATH NC. They act as a bridge between county staff and the PATH NC project team. Typically, Supervisors or Program Administrators are chosen since they do not carry caseloads, but workers can also be County Champions. This decision is up to your county.

Can there be multiple county champions for one county?
Yes, but it is recommended to have 1 to 2 per county, depending on county size. Consider who shares responsibilities within your team and plan for effective information sharing.

Does your PATH NC County Champion have to be the same person who champions CWIS?
No, the County Champion can be anyone you choose and should be familiar with Child Welfare policy and practice. Pick someone who can lead your team before and after PATH NC goes live.

What are the activities required of a County Champion?
A County Champion is responsible for attending County Champion calls, keeping record of important communications, having a strong understanding of the system, reviewing and communicating system changes, supporting peers with questions, working with other county POCs to submit HD tickets, and assisting with other readiness activities.

How do County Champions communicate with the CW Services Team?
They communicate by attending calls and trainings, emailing/calling their Readiness Liaison/County Support Resources, and submitting Help Desk tickets.

Should County Champions between counties interact?
Counties can communicate with each other, but it's advised to share PATH NC-specific information (like updates and job aids) strictly through the project to avoid outdated or inaccurate information.

What happens if I miss a County Champion Call?
The call slides and link to the recording are sent the following day. Review these items as they critical information. If you know you will miss a call, designate a backup to attend and take notes. Presentation slides are also posted on the Learning Gateway.