



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

March 5, 2026

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES for PATH NC USERS

ATTENTION: GROUP 1 CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS, AND INTAKE & ASSESSMENT AND ONGOING CASE MANAGEMENT CHILD WELFARE STAFF

SUBJECT: Intake & Assessment and Ongoing Case Management PATH NC Users and Business Team Partnership Group

REQUIRED ACTION: Time Sensitive, by **April 10, 2026**

As counties continue to roll out PATH NC for Intake and Assessment and begin to roll out for Ongoing Case Management, DHHS remains committed to continuous improvement of the system, in accordance with our Guiding Principles (see attached charter). Achieving this goal requires input from county staff who use the system on a day-to-day basis. A user group was established for Intake and Assessment modules and has proposed and prioritized numerous useful system improvements. As Group 1 for ongoing is rolling out for ongoing case management, Group 1 will also be joining Intake & Assessment or I&A. The same approach will be used for Ongoing modules in PATH NC and will include the following groups:

- In-Home Services PATH NC Users and Business Team Partnership Group
- Licensing PATH NC Users and Business Team Partnership Group
- Adoptions PATH NC Users and Business Team Partnership Group
- Data PATH NC Users and Business Team Partnership Group
- Permanency Planning Services PATH NC Users and Business Team Partnership Group

The Permanency Planning Group should include some participants that currently also complete work in the possible smaller breakout groups. The breakout groups include the following:

- Foster Care 18-21
- LINKS
- ICPC
- Eligibility
- Financials

The purpose of the I&A and Ongoing PATH NC Users and Business Partnership Groups is to develop a coordinated approach to recommended improvements to PATH NC for the different program areas, including testing those changes and enhancements before being released into production. The groups will include key NC DHHS CW Program and Technology program area

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • DIVISION OF SOCIAL SERVICES

LOCATION: 1915 Health Services Way, Raleigh NC 27607

MAILING ADDRESS: 2408 Mail Service Center

Raleigh, NC 27699-2410

www.ncdhhs.gov • Main Tel. 919-527-6340

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subject matter experts and NC County DSS system users (including caseworkers, supervisors and/or program managers from across North Carolina).

As we begin the roll out for PATH NC for Group 1, DHHS is requesting the Directors (or their designee) from Group 1 to provide the names, email address and job title/position for the representatives in the workgroups to Alisha Jackson, HSBIA Child Welfare Business Analyst, at alisha.jackson@dhhs.nc.gov.

All meetings will be virtual and held approximately twice per quarter (up to 8 times per year) with breakout meetings held once per quarter. All meetings will be held from 8:30-10:30am. The table below displays each groups meeting dates.

Group 1:

- Deadline for Submission: **4/10/26**
- I&A Onboarding Meeting: **4/21/26**
- Ongoing Onboarding Meeting: **4/22/26**
- First Meeting:
 - I&A: **5/6/26**
 - IHS: **5/13/26**
 - PPS: **5/12/26**
 - Licensing: **5/19/26**
 - Adoptions: **5/20/26**
 - Data: **5/5/26**
 - Eligibility/Financials: **6/9/26**
 - FC 18-21/LINKS: **6/16/26**
 - ICPC: **6/17/26**

| Group Name | Month in Quarter | Day in Month |
|-------------------------|------------------|------------------|
| I&A | First & Second | First Wednesday |
| In-Home | Second & Third | Second Wednesday |
| Licensing | First & Second | Third Tuesday |
| Adoptions | First & Second | Third Wednesday |
| Data | First & Second | First Tuesday |
| Permanency | First & Second | Second Tuesday |
| Foster Care 18-21/LINKS | Third | Third Tuesday |
| ICPC | Third | Third Wednesday |
| Eligibility/Financials | Third | Second Tuesday |

Below are considerations for Directors as they make their decision for representation. Participants should include:

- Up to 7 staff from each group,
- Regular users of PATH NC for the I&A group and different ongoing groups and smaller groups for Permanency Planning (caseworkers, supervisors or program managers),
- Individuals who will actively participate, obtain feedback from peers, respect the opinions of others and have a goal of improving PATH NC for all I&A and Ongoing users.

Any questions regarding this information should be directed to Alisha Jackson, HSBIA Child Welfare Business Analyst at alisha.jackson@dhhs.nc.gov. Alisha Jackson is also available to assist counties in facilitating membership decisions if requested as well as narrowing down the list of participants if more than 7 names are provided.

Sincerely,

Jennifer Oshnock

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Child Welfare Business Manager

Human Services Business Information & Analytics

Cc:

Michael Leighs, Deputy Secretary for Opportunity & Well-Being

Lisa Tucker Cauley, Senior Directory of Child, Family, and Adult Services

Rob Morrell, Director Human Services Business Information & Analytics

William "Ben" Rose, Lead Regional Director

Donna Fayko, Deputy Director for County Operations

Adrian Daye, Deputy Director for Child Welfare Practice

Peter West, Section Chief for PATH NC Implementation Lead, and Tribal Liaison

Kathy Stone, Section Chief for Child Safety

Kimaree Sanders, Section Chief for Regulatory and Licensing

Heather McAllister, Section Chief for Child and Family Services

Attachments: Charter for the Ongoing Case Management PATH NC Users and Business Team Partnership Group

CWS-15-2026