



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: GROUPS 2-6 CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS, AND ONGOING CASE MANAGEMENT CHILD WELFARE STAFF

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

REQUIRED ACTION: **Time Sensitive**, by Dates Below per Regional Group

As counties begin to roll out PATH NC 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.

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

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

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

The purpose of the Ongoing PATH NC Users and Business Partnership Group 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 group will include key NC DHHS CW Program and Technology program area 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, DHHS is requesting the Directors (or their designee) from Groups 2-6 to submit the names, email address and job title/position for the representatives in the workgroups to their Regional Directors for final approval. A schedule for each region's deadlines and meetings for these workgroups are listed below. 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.

Groups 2:

- Deadline for Submission: **5/8/26**
- Deadline for Approval: **5/18/26**
- Onboarding Meeting: **5/27/26**
- First Meeting:
 - IHS: **6/10/26**
 - PPS: **7/14/26**
 - Licensing: **7/21/26**
 - Adoptions: **7/15/26**
 - Data: **7/7/26**
 - Eligibility/Financials: **6/9/26**
 - FC 18-21/LINKS: **6/16/26**
 - ICPC: **6/17/26**

Groups 3:

- Deadline for Submission: **7/2/26**
- Deadline for Approval: **7/13/26**
- Onboarding Meeting: **7/22/26**
- First Meeting:
 - IHS: **8/12/26**
 - PPS: **8/11/26**
 - Licensing: **8/18/26**
 - Adoptions: **8/19/26**
 - Data: **8/4/26**
 - Eligibility/Financials: **9/8/26**
 - FC 18-21/LINKS: **9/15/26**
 - ICPC: **9/16/26**

Groups 4:

- Deadline for Submission: **8/7/26**

- Deadline for Approval: **8/17/26**
- Onboarding Meeting: **8/26/26**
- First Meeting:
 - IHS: **9/9/26**
 - PPS: **10/13/26**
 - Licensing: **10/20/26**
 - Adoptions: **10/21/26**
 - Data: **10/6/26**
 - Eligibility/Financials: **9/8/26**
 - FC 18-21/LINKS: **9/15/26**
 - ICPC: **9/16/26**

Groups 5:

- Deadline for Submission: **10/2/26**
- Deadline for Approval: **10/12/26**
- Onboarding Meeting: **10/22/26**
- First Meeting:
 - IHS: **11/11/26**
 - PPS: **11/10/26**
 - Licensing: **11/17/26**
 - Adoptions: **11/18/26**
 - Data: **11/3/26**
 - Eligibility/Financials: **12/8/26**
 - FC 18-21/LINKS: **12/15/26**
 - ICPC: **12/16/26**

Groups 6:

- Deadline for Submission: **11/4/26**
- Deadline for Approval: **11/13/26**
- Onboarding Meeting: **11/24/26**
- First Meeting:
 - IHS: **12/9/26**
 - PPS: **1/12/27**
 - Licensing: **1/19/27**
 - Adoptions: **1/20/27**
 - Data: **1/5/27**
 - Eligibility/Financials: **12/8/26**
 - FC 18-21/LINKS: **12/15/26**
 - ICPC: **12/16/26**

Group Name		Month in Quarter	Day in Month
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 per region for each of the above partnership groups (for a total of up to 56 staff from each region),
- Regular users of PATH NC for the different ongoing groups and smaller groups for Permanency Planning (caseworkers, supervisors or program managers),
- Represent a variety of counties and sizes within the group region (when possible),
- Individuals who will actively participate, obtain feedback from peers, respect the opinions of others and have a goal of improving PATH NC for all Ongoing users.

Any questions regarding this information should be directed to Alisha Jackson, HSBI Child Welfare Business Analyst at alisha.jackson@dhhs.nc.gov. Alisha Jackson is also available to assist counties in facilitating membership decisions within the region if requested.

Sincerely,

Jennifer Oshnock

Jennifer Oshnock

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

Jennifer Oshnock, Child Welfare Business Manager

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

CWS-16-2026