



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

May 16, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,
SUPERVISORS**

SUBJECT: CPS History Search in all systems

PURPOSE: To Outline the Steps needed to Conduct CPS History Searches Once PATH NC Goes Live

REQUIRED ACTION: Information Only Time Sensitive Immediate

Currently, to conduct CPS History Searches requires all counties to search the Central Registry (CRCAN), and CWIS. When the first group of counties go live in PATH NC on June 2, 2025, this will add an additional system to search as all three systems will be updated. This will be required until all case management activities are performed in PATH NC and the Central Registry and CWIS are no longer being updated. If searches are not performed in all three systems, it creates a risk that important information is missed and is not considered when making case decisions. It is anticipated that this will be the situation through at least late 2026.

Starting on June 2, 2025, all 100 county Department of Social Services will be required to perform RIL/CPS History searches in PATH NC as well as currently required searches of the Central Registry (CRCAN), and CWIS as part of their normal child welfare case participant background check process until all child welfare cases are managed in PATH NC.

Steps needed to prepare:

1. Identify if additional staff are needed to perform these searches in PATH NC.
 - a. It is recommended that 2-5 staff be identified in each county so there is consistent adequate coverage. In larger counties, more than 5 staff can be identified.
 - b. For those counties not in PATH NC or CWIS, it is recommended the same staff who conduct searches in CWIS be identified to conduct the searches in PATH NC.
2. If additional staff are needed to do searches, they will need to obtain an NCID from the county NCID Administrator, if they do not have one already.

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3. The NCID for each person will need to be provided to your county PATH NC System Administrator (or designee).
4. The county system administrator or county technical champion needs to contact the Child Welfare Help Desk at 919-813-5300 and establish themselves as a Point of Contact (POC) and provide the information regarding the users who will need access to Conduct Case History Searches. A ticket will then be created for the POC.
5. The Configuration Team will notify each POC via the ticket once the users are setup in PATH NC.
6. Each user should also access the Learning Gateway at <https://ncfasttraining.nc.gov> to ensure their profile is up to date so they will be able to access future trainings regarding Person Search and other functionality.
7. County DSS leadership will need to make sure that the PATH NC Person search is incorporated into the county's process starting on June 2, 2025 so that it is performed in conjunction with Central Registry/RIL searches from CWIS and Central Registry. It is important to recognize that this does not change existing policy and/or statute regarding these searches. This is an additional required step to the current process.

If you have questions, regarding Learning Gateway please send an email to ncfasttraining@dhhs.nc.gov.

Sincerely,

Peter L. West

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Section Chief for County Operations
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Cc: Lisa Tucker Cauley, Division Director, Human Services Child, Family, and Adult, Regional Support
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CWS-29-2025