



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

May 30, 2025

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS,  
SUPERVISORS, AND SOCIAL WORKERS**

**SUBJECT: TECHNOLOGY USAGE POLICY MANUAL**

**REQUIRED ACTION:** ☐ Information Only ☒ Time Sensitive ☐ Immediate

NCDHHS DSS is committed to ensuring that counties are provided with policy that supports compliance with the law and best practices for providing child welfare services to children and families. As Group 1 goes live on June 2<sup>nd</sup> and all 100 counties make the transition to using the Partnership and Technology Hub of North Carolina (PATH NC), support is needed to ensure ethical use of confidential information.

All 100 counties will have access to an entire state's worth of case records and data which will make it easier to ensure the safety of children and easier to identify practice issues for improvement. The expansion of access also means there needs to be clearly outlined expectations for consistent and ethical use of a family's confidential information. This will also provide a framework that enables the local county child welfare agency to hold workers accountable for violations, especially those that go beyond current confidentiality law (such as viewing confidential information when not a part of a work process).

### **Next Steps**

In preparation for the roll out of PATH NC, the *CW PATH NC Technology Usage Manual* is being added to the "Welcome to PATH NC" course as a requirement for course completion in the Learning Gateway. Additionally, the policy manual has been published on the Division's web page under the section titled "PATH SDM Tool Manuals" that can be found at <https://policies.ncdhhs.gov/divisional-n-z/social-services/child-welfare-services/cws-policies-manuals/> for your review. This policy will become effective as each county transitions into PATH NC.

If you have any questions, please contact your Regional Child Welfare Specialist.

Sincerely,

*Kathy Stone*

**Kathy Stone**

Section Chief for Safety

NCDHHS Division of Social Services

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

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Attachment: CW PATH NC Technology Usage Manual

**CWS-32-2025**