



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 2, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

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

SUBJECT: PATH NC INTAKE & ASSESSMENT GO-LIVE ANNOUNCEMENT

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Immediate

Dear County Directors,

Today marks the beginning of the PATH NC implementation and use of our new Structured Decision-Making (SDM) tools for Intake and Assessment modules with Group 1 counties. This launch is a key step in our efforts to provide a user-friendly system that aligns with our guiding principles and supports NC child welfare staff in their efforts to promote the safety, permanency, and well-being of children and families.

PATH NC is now fully operational, and the modules are designed to improve our Intake and Assessment processes. By the time PATH NC rolls out to each group of counties, all Intake and Assessment staff will have completed the SDM tool e-learning and the in-person SDM tool training in order to understand the changes made to the revalidated tools and their functionality in the system. Here are some of the key features of this rollout:

- PATH NC streamlines data collection with an intuitive, user-friendly interface.
- Using data entered by child welfare staff, PATH NC provides essential reports and dashboards.
- Mobile app for Intake and Assessment with offline capabilities, starting with an offline safety assessment, and more offline capabilities to be released over the next several months.
- Newly revised SDM tools built into PATH NC incorporating the principles of Safety Organized Practice.
- Cross-functional capabilities, including person search, match, and registration with Common Name Database Services (CNDS) integration, and dynamic global search capabilities.
- Quicker turnaround times on enhancements and improvements.

This achievement is the culmination of extensive collaboration between county staff, county leadership, NCDHHS, and Deloitte. The feedback you provided through PATH NC discovery sessions, work groups, demonstrations, exploratory testing, and user acceptance testing has been invaluable to support the design and development of PATH NC. We extend our sincere gratitude to everyone who played a role. Your hard work and commitment have been instrumental in reaching this milestone.

As we proceed with implementation, we strongly encourage Group 1 counties utilize the online SDM tool and PATH NC training materials, on-site and virtual support, Help Desk Support, and other available resources to address any questions or issues you may experience while navigating the PATH NC system. As a reminder, PATH NC is a statewide system, and staff will have access to more information than they may have previously. Please ensure your staff are aware of the [Acceptable Use/Code of Ethics](#) policy as they begin to work within the system. Should you have any questions or require further information:

- PATH NC system implementation questions – please reach out to your PATH NC Readiness Liaisons.
- SDM tools/policy questions – please reach out to your Regional Child Welfare Specialist.

Intake and Assessment Rollout for Groups 2 – 6:

See below for anticipated Go-Live dates for the remaining rollout groups:

- Group 2: July 14, 2025
- Group 3: August 11, 2025
- Group 4: September 8, 2025
- Group 5: October 6, 2025
- Group 6: November 3, 2025

Group 2 counties have completed their 60-day Readiness Assessments in preparation for their Go-Live on July 14. In addition, training in the new SDM tools has begun for Group 2. County leadership needs to be strategic in planning to ensure all of their CPS Intake and Assessment staff participate in this training before go-live.

Group 3 completed their kick-off meeting on May 27. Readiness Liaisons will be reaching out to introduce themselves and to schedule a 60-day Readiness Assessment meeting. Additionally, as we move toward rollout for Groups 4 – 6, kick-off meetings will be scheduled with each group to initiate the readiness process, which will include change management activities, training, go-live support, and post-go-live support.

Ongoing Case Management Rollout:

Ongoing Case Management rollout dates have not yet been finalized but are planned to begin in early 2026.

Thank you in advance for your participation and for the critical role you play throughout this process.

Sincerely,



Rob Morrell
Director of Human Services Business Information & Analytics (HSBIA)



Lisa Tucker Cauley
Division Director, Human Services
Child, Family, and Adult, Regional Support

Cc: Dr. ClarLynda Williams-DeVane, Chief Deputy Secretary
Michael Leighs, Deputy Secretary
Adrian Daye, Deputy Director for Child Welfare Practice
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