



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

ROY COOPER • Governor

KODY H. KINSLEY • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 5, 2025

DEAR COUNTY DIRECTOR OF SOCIAL SERVICES for PATH NC USERS

ATTENTION: GROUPS 2-7 CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS, AND INTAKE & ASSESSMENT CHILD WELFARE STAFF

SUBJECT: Intake & Assessment 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 Intake and Assessment, 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 the previous CWIS I&A modules and has proposed and prioritized numerous useful system improvements. The same approach will be used for PATH NC and the user group has been titled the "Intake & Assessment PATH NC Users and Business Team Partnership Group" (or I&A Feedback Group" for short).

The purpose of the Intake and Assessment (I&A) PATH NC Users and Business Partnership Group is to develop a coordinated approach to recommended improvements to PATH NC for I&A, 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 2-7 to submit the names, email address and job title/position for the representatives in the workgroup to their Regional Directors for final approval. A schedule for each regions deadlines and meetings for this workgroup are listed below. All meetings will be held on the first Wednesday of the month from 8:30-10:30 am. After the first meeting, ongoing meetings will be held approximately twice per quarter (up to 8 times per year). All meetings will be virtual.

Group 2:

- Deadline for Submission: 7/3/25
- Deadline for Approval: 7/14/25
- Onboarding Meeting: 7/23/25
- First Meeting: 8/6/25

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

MAILING ADDRESS: 2401 Mail Service Center, Raleigh, NC 27699-2401

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Groups 3-5:

- Deadline for Submission: 10/3/25
- Deadline for Approval: 10/13/25
- Onboarding Meeting: 10/22/25
- First Meeting: 11/5/25

Group 6:

- Deadline for Submission: 10/31/25
- Deadline for Approval: 11/10/25
- Onboarding Meeting: 11/19/25
- First Meeting: 12/3/25

Group 7: To Be Determined

Below are considerations for Directors as they make their decision for representation.

Participants should include:

- Up to 7 staff per region,
- Regular users of PATH NC for Intake and/or Assessments (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 I&A 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 within the region if requested.

Sincerely,

Jennifer Oshnock

Jennifer Oshnock,
Child Welfare Business Manager
Human Services Business Information & Analytics

Attachments: Charter for the Intake & Assessment PATH NC Users and Business Team Partnership Group

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Cc:

Michael Leighs, Deputy Secretary for Opportunity & Well-Being

William "Ben" Rose, Lead Regional Director

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

Rob Morrell, Director Human Services Business Information & Analytics

Donna Fayko, Deputy Director for County Operations

Adrian Daye, Deputy Director for Child Welfare Practice

Peter West, Section Chief for County Operations

Kathy Stone, Section Chief for Child Safety

Jennifer Oshnock, Child Welfare Business Manager

CWS-36-2025

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