



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: GROUP 1 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 JUNE 30, 2025

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 for Group 1, DHHS is requesting the Directors (or their designee) from Group 1 should provide the names, email address and job title/position for the representatives in the workgroup to Alisha Jackson, HSBIA Child Welfare Business Analyst, at [alisha.jackson@dhhs.nc.gov](mailto:alisha.jackson@dhhs.nc.gov) by **June 30, 2025**. An onboarding meeting for this workgroup will be held Wednesday, July 23, starting at 8:30 with the first meeting being held Wednesday, August 6, 8:30-10:30, with ongoing meetings approximately twice per quarter (up to 8 times per year). All meetings will be virtual. Below are considerations for Group 1 as they make their decision for representation.

Participants should include:

- Up to 7 staff from Group 1,
- Regular users of PATH NC for Intake and/or Assessments (caseworkers, supervisors or program managers),
- Represent a variety of counties and sizes within Group 1 (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.

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

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

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Any questions regarding this information should be directed to Alisha Jackson, HSBIA Child Welfare Business Analyst at [alisha.jackson@dhhs.nc.gov](mailto:alisha.jackson@dhhs.nc.gov). Alisha Jackson is also available to assist counties in facilitating membership decisions within the region if requested as well as narrowing down the list of participants if more than 7 names are provided.

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

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  
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-37-2025

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