

NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEVPUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

June 26, 2025

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**ATTENTION: CHILD WELFARE PROGRAM MANAGERS AND SUPERVISORS**

**SUBJECT: PATH NC TRAINING EXPECTATIONS**

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

This is an exciting and busy time for all of Child Welfare in North Carolina. With the rollout of PATH NC and the implementation of Policy that includes revalidated SDM Tools, there is much for county staff to be involved in with both initiatives. We want to be responsive and supportive as you prepare your staff to fully utilize the PATH NC technology as you go live. We want to offer some clarity and explanation for what is expected in order to be ready to utilize both the new SDM Tools and PATH NC effectively.

**Training Requirements**

All staff need to be trained in the revalidated Structure Decision Making (SDM) Tools. This training is more than the Tools; it incorporates new policy created from the revalidation process with the Safety Design Team as well as recent legislation. It also incorporates Safety Organized Practice (SOP) and is the next step in adopting North Carolina's Practice Model. The tools and definitions are built into the system, and staff will struggle to fully understand the tools in PATH NC if they have not been trained in the new policy.

All staff will also need to participate in training in PATH NC technology. There are Web-Based Trainings (WBTs) that are required for all staff and are a prerequisite to Instructor Led Training (ILT). We strongly suggest that counties plan for all staff that complete Intake and Assessment tasks to attend ILT if possible.

**Training Logistics**

Training for county staff is taking place by a rollout group. As shown on the attached calendar, the SDM Tool training is first. These trainings are for 4 days. There are 8 training sessions held over 4 weeks (two running concurrently each week), with a capacity of 40 in each training session. There are e-learnings that are required prior to attending the classroom training. These e-learnings are currently available and can be accessed from the attached calendar.

PATH NC Instructor Led Training (ILT) begins as SDM Tool training wraps up. The PATH NC ILT is also 4 days. There are 12 sessions held over the 3 weeks prior to Go-live for each group (four running concurrently each week).

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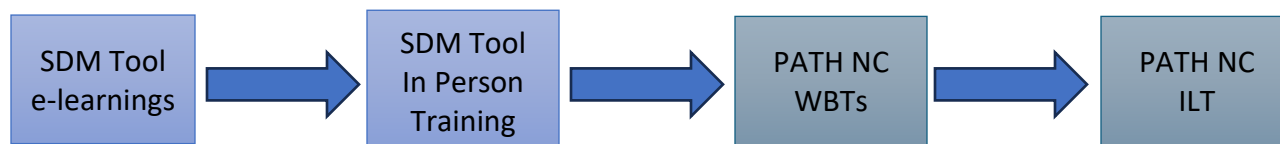
LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603

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The sequence for training is as follows:



NCDHHS DSS recognizes that counties are experiencing challenges sending Intake and Assessment social workers and supervisors to two sets of in-person training for a variety of reasons. NCDHHS DSS does not want these limitations to be a barrier to being prepared to use the tools in PATH NC. In order to ensure that each county is prepared to fully utilize the full functionality of the tools, NCDHHS DSS strongly encourages Directors to determine if they are able to send all of their staff to the SDM Tool training and/or PATH NC ILT. If not, the Director should develop a plan that includes identifying the county staff who will attend and become “super users.” This could include supervisors, managers, and workers who will be able to support those who have not yet attended the training until they are able to be trained. The “super users” should ensure they observe and guide staff who have not been trained through the tools to ensure they are using them appropriately. The Regional Child Welfare Specialist is also available to assist county leadership in developing this plan.

### Ongoing Support

NCDHHS DSS will continue to support county staff as they go live into PATH NC. Regional Child Welfare Specialists will provide onsite and/or virtual support as county staff begin to utilize the tools. In addition, NCDHHS DSS plans to provide 3 Train the Trainer sessions, allowing counties to send select staff to be trained so they can in turn train and support staff as they strengthen their skills in using the SDM Tools. Also, there will also be additional trainings scheduled to ensure staff have the opportunity to participate in training.

Attached you will find a breakdown of when each group is scheduled to participate in the SDM Tool training, the PATH NC ILT, and their go live dates. You will also find a list of the e-learning that are required prior to the SDM Tool training as well as the required PATH NC WBTs.

If you have questions about the SDM Tool training, please reach out to Kathy Stone at [kathy.stone@dhhs.nc.gov](mailto:kathy.stone@dhhs.nc.gov). For questions about PATH NC Training please reach out to Lisa Ashley at [lisa.ashley@dhhs.nc.gov](mailto:lisa.ashley@dhhs.nc.gov).

Sincerely,

*Peter L. West*

Peter West  
Section Chief for County Operations  
PATH-NC Lead Implementation Coach  
Division of Social Services, Child Welfare Section  
North Carolina Department of Health and Human Services

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Attachment: SDM TOOLS AND PATH NC TRAINING COURSES

Cc: Lisa Cauley, Division Director, Human Services  
Rob Morrell, Director, Human Services Business & Information Analytics (HSBIA)  
Adrian Daye, Deputy Director for Child Welfare Practice  
William "Ben" Rose, Lead Regional Director  
Donna Fayko, Deputy Director for County Operations  
Kathy Stone, Section Chief for Prevention & Safety  
Jennifer Oshnock, Child Welfare Business Manager, HSBIA  
Lisa Ashley, Implementation Manager, HSBIA

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