



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

MICHAEL LEIGHS • Deputy Secretary – Opportunity & Well-Being

July 9, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: PATH NC INTAKE AND ASSESSMENT GROUP 1 COUNTY DIRECTORS

SUBJECT: PATH NC PILOT COUNTY SURVEY RESULTS AND NEXT STEPS

REQUIRED ACTION: ☒ Information Only ☐ Time Sensitive ☐ Immediate

PURPOSE: TO SHARE THE PATH NC PILOT COUNTY SURVEY RESULTS AND PROVIDE DETAILS ABOUT NEXT STEPS

We extend our sincere gratitude to everyone who completed the PATH NC Pilot County Survey, conducted from June 17 to June 27. The survey was designed to assess the effectiveness of the newly implemented Partnership and Technology Hub (PATH NC) for Child Welfare Intake and Assessment. Our primary goals were to gather participant feedback, confirm alignment with PATH NC's established Guiding Principles, ensure there are no significant issues ("showstoppers") preventing rollout to Group 2, and verify that counties can complete end-to-end processes using PATH NC. Please find attached the Pilot County Survey Results Summary provides additional information from the survey results as well as key updates below:

**Positive Findings**

- **Strong Support:** Of the 108 survey responses, 87% indicated that PATH NC generally supports the needs of North Carolina Child Welfare Intake and Assessment.
- **Alignment with Guiding Principles:** For the question "Does the solution generally align with PATH NC's Guiding Principles," 5 received a rating of 80% or higher:
  - **Safety and well-being of children, families, and NC Child Welfare staff** are of the greatest importance. (95.4%)
  - Create a system that child welfare workers can access and **use 24/7 from a broad set of supported devices**. (85.2%)
  - Ongoing **training** and **support** for the model of practice, the system, and changes will be **aligned to maximize the quality** of service provided. (82.4%)
  - **County and state representatives must be partners and active participants** committed to reach consensus at every step of the process. (92.6%)
  - **Counties vary in size, complexity, and available resources**. While any system will require some standardization, we must build a system that works for all counties. (93.5%)
- **Positive Feedback on Reports and Dashboards:** Respondents viewed PATH NC's Reports and Dashboards positively, with one noting, "The system is an excellent system for gathering data and being able to review reports/dashboards, and for managers/supervisors this is a big positive about the system."
- **Low Instance of Perceived Showstoppers:** Most respondents reported no significant issues ("showstoppers") in PATH NC across key functionality areas—86% for Intake, 75% for Assessment, 88% for Mobile, and 91% for Reports and Dashboards. Additionally, 100% of the 13 Directors/Deputy Directors who responded indicated that there were no significant Intake or Assessment "showstoppers" that should prevent PATH NC from moving forward.



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### Areas for Improvement

We appreciate your thoughtful feedback and recognize that two Guiding Principles received ratings below 80%, highlighting valuable opportunities for improvement:

- Create a system that is **easy and intuitive to use** and efficiently manages **data** and **documents**. (68.5%)
- Whenever possible, **data should only be entered once** and used many times. (79.6%)

We are actively exploring ways to improve in these areas and are committed to gathering more in-depth feedback.

For those who identified significant issues, the most common areas were participant registration, adding Relationships, Background Checks, and Safety Assessment processes. We hear you and are actively developing enhancements and new functionality that will improve some of these areas. Some key improvements will even be in place before the Group 2 rollout on July 14.

Here are some additional key areas for improvement we have identified based on your input, which we are actively working to address through system enhancements and/or fixes:

- Electronic signatures for SDM Tools, specifically the Safety Assessment
- Ease of finding CNDS ID across the application
- Merge process for duplicate Person records
- Record tracking between PATH NC counties and non-PATH NC counties
- County Assists and Transfers
- Printing capabilities for non-CPS Intakes

While this survey was more targeted at getting a general pulse check on how PATH NC was going so far, we know we need to gather more information and specificity about areas that you have identified for improvement. We encourage you to continue sharing your feedback through the Child Welfare Help Desk and the I&A partnership group. We are also exploring additional channels to better understand your perspectives on what changes would have the biggest impacts on your day-to-day work.

### Moving towards Group 2 Rollout

Based on the feedback received from this survey and additional input from County Directors and Deputy Directors, NC DHHS plans to move forward with the PATH NC rollout for Group 2 counties scheduled for July 14, 2025.

Thank you for your ongoing partnership and dedication to this important work. We look forward to building on the successes while continuing to improve this system as we go.

Sincerely,

**Rob Morrell**

Director of Human Services Business Information & Analytics (HSBIA)

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