



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

MICHAEL LEIGHS • Deputy Secretary-Opportunity & Well-Being

July 10, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: PATH NC INTAKE AND ASSESSMENT - ALL COUNTY DIRECTORS

SUBJECT: PATH NC PILOT COUNTY SURVEY RESULTS AND ROLLOUT UPDATE

REQUIRED ACTION: ☐ Information Only ☒ Time Sensitive ☐ Immediate

PURPOSE: TO SHARE THE PATH NC PILOT COUNTY SURVEY RESULTS AND ANNOUNCE THE GROUP 2 GO-LIVE

We are excited to share an update on the recent PATH NC Pilot County Survey for Intake and Assessment, as well as the upcoming next steps for the PATH NC rollout including the July 14 launch of PATH NC for Group 2. The feedback from our Pilot Group 1 counties has been invaluable in helping PATH NC better meet the needs of child welfare staff in North Carolina.

PATH NC Pilot County Survey Results

The survey was available to all child welfare staff in Group 1 counties from June 17 to June 27. The survey aimed to gather feedback, confirm general alignment with PATH NC's Guiding Principles, ensure there are no significant issues ("showstoppers") that should prevent it from being rolled out to Group 2 counties, and verify that counties can complete end-to-end processes using PATH NC. The survey results were overwhelmingly positive. Several key insights include:

- Received a response from all 15 counties, 108 responses total.
- The primary role of the respondents varied, though Intake and/or Assessment caseworkers and Supervisors represented more than half of the responses.
- 87% indicated that "the PATH NC solution generally supports the needs of North Carolina Child Welfare Intake and Assessment."
- 85% was the average percentage of respondents who felt the solution generally aligned with each of PATH NC's 7 Guiding Principles.
- 86% indicated that there were no significant Intake "showstoppers" that should prevent PATH NC Intake from moving to Group 2.
- 75% indicated that there were no significant Assessment "showstoppers" that should prevent PATH NC Assessments from moving to Group 2.
- 100% of Director/Deputy Directors who responded reported no significant Intake or Assessment "showstoppers" that should prevent PATH NC I&A from moving to Group 2.

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

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

MAILING ADDRESS: 2406 Mail Service Center, Raleigh, NC 27699-2406

www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

There were no Intake functions flagged as needing improvement by 5 or more survey respondents. Assessment functions flagged for improvement by 5 or more survey respondents included: Completing Safety Assessment / Approval of Safety Assessment, Registering Participants, Adding Background Checks, and Adding Relationships.

Enhancements and Continuing Improvements

Based on direct feedback from Group 1 users and the survey results described above, we know there are areas to focus on for improvement. We are actively addressing that feedback and some related enhancements will even be available before the Group 2 rollout, including:

- **Electronic Signature for SDM Tools:** Implementation of e-signature improvements and offline touch signature capabilities for the Safety Assessment.
- **Ease of Finding CNDS ID:** Display of the person's CNDS ID on the Assessment case following the person merge/registration process.

In addition, the following enhancements will be included in future releases:

- **Merge Process for Duplicate Person Records:** Improving the ability to merge duplicate records.
- **County Assists and Transfers:** Refining processes for county assists and transfers.
- **Printing Capabilities:** Expanding printing capabilities for non-CPS Intakes.

These improvements are part of our broader functionality roadmap and will address the feedback we have received from Group 1 counties through the first month of being live. We are committed to continuing to improve the system based on your input.

I&A Group 2 Go-Live

Based on the results of the Pilot County Survey, as well as the continued monitoring of system performance and usage statistics, NC DHHS will move forward with Group 2 rollout as scheduled on **Monday, July 14, 2025**. This decision reflects our confidence in PATH NC's ability to meet county needs and our commitment to continuous improvement as more counties begin to use the system.

Thank you for your partnership and dedication to this important work. We look forward to building on our successes and will continue to support and improve PATH NC as we move forward together.

Sincerely,



Rob Morrell

Director of Human Services Business Information & Analytics (HSBIA)

Cc: Michael Leighs, Deputy Secretary Opportunity and Well-Being
Lisa Tucker Cauley, Division Director, Human Services, Child, Family, and Adult, Regional Support
Adrian Daye, Deputy Director for Child Welfare Practice
Donna Fayko, Deputy Director for County Operations
William "Ben" Rose, Lead Regional Director

CWS-45-2025

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

LOCATION: 820 S. Boylan Avenue, McBryde Building, Raleigh, NC 27603
MAILING ADDRESS: 2406 Mail Service Center, Raleigh, NC 27699-2406
www.ncdhhs.gov • TEL: 919-527-6340 • FAX: 919-334-1018

AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER