



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

January 17, 2025

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM MANAGERS, COUNTY CHAMPIONS,  
COUNTY IT TEAM**

**SUBJECT: UPDATED PATH NC IMPLEMENTATION TIMELINE IN RESPONSE TO HURRICANE  
HELENE RECOVERY EFFORTS**

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

**PURPOSE:** To provide local county child welfare agencies with the updated implementation timeline for the new statewide child welfare information system (PATH NC). NCDHHS consulted the Child Welfare System Governance Committee (CWSGC), the Unified Leadership Team (ULT), and NCACDSS leadership regarding implementation timeline shifts due to Hurricane Helene recovery efforts.

This collaboration has resulted in maintaining the county groupings as announced in the September 25, 2024, DCDL titled "County groups and timeline for the implementation of the new statewide Child Welfare System (PATH NC)," with the addition of Forsyth County joining Group 1 as the large urban county representative. As a reminder, these groups were created based on the following criteria:

- County involvement with the current Cúram-based Child Welfare Information System (CWIS) that will be replaced by PATH NC
- Established DSS Support Regions
- County staffing data
- Available resources to ensure counties are supported throughout the process and after Go-Live

**Intake and Assessment Rollout**

NCDHHS will begin implementation of PATH NC for Intake and Assessment modules beginning April 2025. See below for anticipated Go-Live dates for each Rollout Group.

- Group 1: April 28, 2025
- Group 2: June 9, 2025
- Group 3: July 7, 2025
- Group 4: August 4, 2025

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

- Group 5: September 2, 2025
- Group 6: September 29, 2025

Group 1 will be invited to a brief kick-off call to discuss readiness activities with NCDHHS on January 24, 2025. After this initial call, Readiness Liaisons will be reaching out to introduce themselves and to schedule a 60-day Readiness Assessment meeting with leadership in their assigned counties. As we move toward rollout for subsequent groups, kick-off meetings will be scheduled with each group to initiate the readiness process, which will include change management activities, training, go-live support, and post-go-live support.

**Ongoing Case Management Rollout**

As we continue to evaluate the impact of Hurricane Helene, the timeline for the Ongoing Case Management rollout is still in discussion. We appreciate your patience and understanding as we work to provide you with the necessary information as soon as available.

Should you have any questions or require further information, please do not hesitate to email [lisa.ashley@dhhs.nc.gov](mailto:lisa.ashley@dhhs.nc.gov). Thank you in advance for your participation and for the critical role you play throughout this process.

Sincerely,



**Rob Morrell**

Director of Human Services Business Information & Analytics (HSBIA)



Lisa Tucker Cauley  
Division Director, Human Services  
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CC: Susan Osborne, Deputy Secretary for Opportunity and Well Being  
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**CWS-05-2025**