



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**

JOSH STEIN • Governor

DEV DUTTA SANGVAI • Secretary

LISA TUCKER CAULEY • Division Director, Human Services

February 14, 2025

DEAR COUNTY DIRECTORS OF SOCIAL SERVICES

ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS, MANAGERS, SUPERVISORS

SUBJECT: INTAKE & ASSESSMENT USER ACCEPTANCE TESTING-READOUT AND NEXT STEPS

REQUIRED ACTION: Information Only Time Sensitive Immediate

Dear County Directors,

We want to extend a huge thank you to the counties that sent staff to participate in Phase I of User Acceptance Testing (UAT) for PATH NC Intake and Assessment (I&A) on the week of February 3, 2025. We had strong engagement from 30 counties, representing all seven regions, multiple county sizes, different processes and technologies, and a diversity of child welfare roles. We received thoughtful insights and lots of honest feedback. It was the exact kind of engagement we needed to make PATH NC successful.

The quick readout...

- **CPS Intake:** We received lots of positive feedback on the new Intake Screening and Response tool. In general, participants thought this was close to ready, with some minor enhancements and bugs that need to be resolved prior to rollout. There were also some policy questions and feedback that may result in other tweaks to the tool prior to beginning training for Group 1.
- **CPS Assessments:** While the Assessment module delivers the tools and reports needed by CPS Assessment workers, supervisors, and managers, there were some functions identified by testers that need design changes before the system will be ready to roll out. For example, the “Case Contacts” functionality needs to be streamlined to meet user expectations. Additionally, testers identified some navigation-related enhancements that will make the system more intuitive. UAT participants also identified bugs to be fixed and submitted many smaller suggestions for improvements that are already in the process of being incorporated.
- **Reports / Dashboards:** During Phase I of UAT, there were some demonstrations and quick looks at PATH NC’s array of I&A reports and dashboards. We received positive feedback on what was shown, as well as some minor feedback items. There will be a deeper dive into reports and dashboards during Phase II of UAT, allowing users to test them more thoroughly.
- **Additional functions to be tested in Phase II of UAT:** Converted data from Central Registry / CWIS; Mobile App; Split Assessment / Merge Assessment; Multiple Intakes to Existing Assessment; Assessment Conflict of Interest; Family Search/Match

We stand by our commitment to not move forward with a system until it lives up to our Guiding Principles. We at DHHS, along with our Deloitte partners, are confident that the design changes and bug fixes will be able to be completed quickly and that we remain on track to begin rollout this Spring.

However, because some of the changes will require design input and feedback from multiple groups before they can be properly implemented in the system, we have made the decision to postpone Phase 2 of UAT (originally scheduled for the week of February 17, 2025). We believe it is critical that counties test the same version of PATH NC that will be rolled out, so that there are no surprises on day one. Once we have a revised UAT Phase 2 schedule, we will evaluate the precise impact on the readiness, training, and implementation schedule and send out revised dates.

Sincerely,



Rob Morrell
Director of Human Services Business Information & Analytics (HSBIA)



Lisa Tucker Cauley
Division Director, Human Services
Child, Family, and Adult, Regional Support

CC
Susan Osborne, Deputy Secretary for Opportunity and Well-Being
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Tammy Shook, Child Welfare Chief of Staff, DSS, Child Welfare
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