



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

JOSH STEIN • Governor  
DEVPUTTA SANGVAI • Secretary  
LISA TUCKER CAULEY • Division Director, Human Services

March 11, 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

This DCDL is in follow up to the previous DCDL from February 14, 2025 "*Intake & Assessment User Acceptance Testing – Readout & Next Steps.*"

We have been working diligently to implement the feedback from Phase 1 of Intake & Assessment (I&A) User Acceptance Testing (UAT). Our DHHS team received positive feedback from county staff on the proposed design adjustments and have been working with Deloitte to implement the changes in PATH NC. We are pleased with the progress and the speed at which changes are able to be made in this new platform.

After thoroughly analyzing the impacts of the additional time that was needed for these changes, we have been able to establish new dates for UAT Phase II, End User Trainings, and Rollout Dates:

- UAT Phase II: April 2, 2025 – April 4, 2025
- Group 1 End User Training: May 12, 2025 – May 30, 2025
- Group 1 Go-Live: June 2<sup>nd</sup>, 2025

The full proposed rollout schedule with Groups 1-6 is attached to this letter. Ongoing Case Management rollout dates have not yet been finalized but are planned to begin in early calendar year 2026.

We apologize for any inconvenience this schedule change may have caused. However, our commitment to providing a user-friendly system that aligns with our guiding principles is of the utmost importance and we believe that the extra time was needed to honor that commitment.

Thank you for your ongoing partnership.

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  
Adrian Daye, Deputy Director for Child Welfare Practice, DSS, Child Welfare  
Donna Fayko, Interim Deputy Director for Child Welfare Operations, DSS, Child Welfare  
Tammy Shook, Child Welfare Chief of Staff, DSS, Child Welfare  
Vijay Ramanujam, Acting Chief Information Officer, Information Technology Division (ITD)  
Robin Thomas, Acting Deputy Chief Information Officer, ITD  
David Schatten, Director, IT Implementation & Operations, ITD  
Jennifer Oshnock, Child Welfare Business Manager, HSBIA  
Ashley Arrington, Training Support Manager, HSBIA

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