



NC DEPARTMENT OF  
**HEALTH AND HUMAN SERVICES**  
Office of the Secretary

**ROY COOPER** • Governor

**KODY H. KINSLEY** • Secretary

**SUSAN G. OSBORNE** • Deputy Secretary for Opportunity and Well-Being

September 25, 2024

**Dear County Directors of Social Services and Child Welfare Supervisors**

**ATTENTION: Directors and Child Welfare Supervisors**

**SUBJECT: County groups and timeline for the implementation of the new statewide Child Welfare Information System (PATH NC)**

**Purpose:** To provide local county child welfare agencies with the county groupings and implementation plans for the new statewide child welfare information system (PATH NC). NCDHHS received feedback from the Child Welfare System Governance Committee (CWSGC), the Unified Leadership Team (ULT), and NCACDSS leadership regarding the best way to structure the rollout of PATH NC and the various considerations to ensure a successful implementation aligned with our Guiding Principles. That work has resulted in the creation of six (6) County Groups for the implementation of the PATH NC Intake and Assessment (I&A) modules, and seven (7) County Groups for the implementation of the PATH NC Ongoing Case Management modules. 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

The detailed rollout groups and projected timeline can be found in the attached materials presented to the NCACDSS Executive Board on September 12, 2024. Additionally, we have attached the updated PATH NC Fact Sheet with additional information on the features and components of the statewide system. Please note that there may be changes to these groupings based on other considerations and feedback, but capacity to provide high quality support to counties will remain at the forefront of all decision-making related to changes.

**Intake & Assessment Rollout:**

NCDHHS established a projected timeline for statewide implementation of the new PATH NC I&A Modules, starting with the 14 counties using the current Cúram-based CWIS for I&A only. This initial group will pilot the new PATH NC I&A modules and provide crucial feedback to help mitigate any issues and implement any changes before moving forward with additional county groups. Once the initial counties validate the efficiency and effectiveness of the modules via a sign-off process, the remaining 86 counties will begin using the PATH NC I&A modules through a regional phased rollout.

**NC DEPARTMENT OF HEALTH AND HUMAN SERVICES • OFFICE OF THE SECRETARY**

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Ongoing Case Management Rollout:

The 11 counties using the full functionality in the current Cúram-based CWIS will implement the I&A AND the Ongoing modules all together as the PATH NC Group 1 Ongoing pilot group.

This will occur after all of the other 89 counties have successfully implemented PATH NC for I&A. After those 11 counties have completed a sign-off process for the Ongoing modules, a phased rollout of the Ongoing modules will proceed. This will begin with the I&A Group 1 counties (who will be Group 2 for Ongoing), and then will continue with a phased regional rollout.

Rollout Considerations:

NCDHHS is committed to only moving forward to additional counties (for I&A and subsequently for Ongoing Case Management) when there are no critical issues with the system and the system is working as expected. We are confident that PATH NC will work well and be valuable to child welfare practice across NC. The platform being used for PATH NC allows for much quicker enhancements and significantly lower rates of defects than older State systems. Additionally, county user feedback provided ahead of rollout will allow the system to be improved and issues to be resolved prior to the initial pilot group rollouts.

The implementation of all PATH NC modules will include readiness, training, go-live support, and post go-live support. Details regarding these supports can also be found in the attached NCACDSS Executive Board slides. We also plan to send out more

information about data and document conversion soon and will request that you work with your IT support teams to complete a survey that will inform the conversion plan.

We appreciate your ongoing partnership as North Carolina continues to implement a practice model with technology that helps ensure the safety, permanency, and well-being of children and their families.

Sincerely,  
Signed by:

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

- cc: Susan Osborne, Deputy Secretary for Opportunity and Well-Being
- Lisa Tucker Cauley, Senior Director of Human Services
- Michael Leighs, Chief of Staff, 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

Attachments  
PATH NC Fact Sheet 7-25-2024  
PATH NC Rollout – NCACDSS Executive Board 9-12-2024

CWS-71-2024