



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

**ROY COOPER** • Governor  
**KODY H. KINSLEY** • Secretary  
**LISA TUCKER CAULEY** • Division Director, Human Services

June 28, 2024

**DEAR COUNTY DIRECTORS OF SOCIAL SERVICES**

**ATTENTION: DIRECTORS, CHILD WELFARE PROGRAM ADMINISTRATORS/MANAGERS, AND SUPERVISORS**

**SUBJECT: CHILD WELFARE INFORMATION SYSTEM NAME ANNOUNCEMENT**

**REQUIRED ACTION: Information Only**

We are excited to announce we have reached a new and exciting point in our journey towards a better support network for child welfare in North Carolina. Based on input from staff across all 100 counties, we are pleased to announce the official name of the new Child Welfare Information System: “**PATH NC**”, which stands for “**Partnership and Technology Hub.**” PATH NC will bring together information from multiple agencies and organizations to better support the work. With this collaborative spirit in mind, we believe that “partnership” is an important value to bring forward in a name:

The vision of PATH NC is to provide technology to help North Carolina walk a path together towards positive outcomes for children and families. As we finish development and begin to implement this system in SFY 2024-2025, we do so with a continued commitment to our guiding principles:

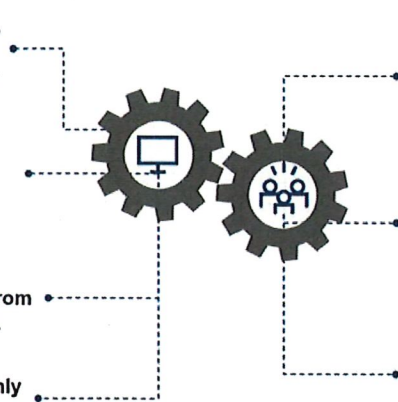
**Guiding Principles**

**Safety and well-being of children, families, and NC Child Welfare staff** are of the greatest importance

Create a system that is **easy and intuitive to use** and efficiently manages data and documents.

Create a system that child welfare workers can access and **use 24/7 from a broad set of supported devices.**

Whenever possible, **data should only be entered once** and used many times.



Ongoing **training and support** for the model of practice, the system, and changes will be **aligned to maximize the quality** of service provided.

**County and state representatives must be partners and active participants** committed to reach consensus at every step of the process

**Counties vary in size, complexity, and available resources.** While any system will require some standardization, we must build a system that works for all counties.

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

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AN EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER

The transition to PATH NC signifies a shift in our approach to child welfare, with an emphasis on user-friendly tools, data-driven decision-making, collaborative partnerships, and a renewed focus on the needs of the child and family. Your leadership and commitment to PATH NC will drive its success. Leading up to this moment, there has been much collaboration between local county staff and NCDHHS to ensure that the system is user friendly and that it supports the hard work you do every day. In the coming months, we will continue our collaboration efforts, aimed at improving our services and strengthening our impact. We will share more details about these initiatives and the detailed timeline for implementation in due course.

We appreciate your continued support and commitment to the children and families of North Carolina. We encourage you to embrace and promote PATH NC in your respective roles. Your feedback and suggestions are invaluable.

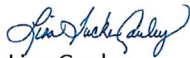
Sincerely,



Rob Morrell

NCDHHS

Director, Human Services Business Information & Analytics



Lisa Cauley

NCDHHS

Senior Director of Human Services

Cc:

Susan G. Osborne, NCDHHS, Deputy Secretary for Opportunity and Well-Being

Michael Leighs, NCDHHS, Chief of Staff for Opportunity and Well-Being

Vijay Ramanujam, NCDHHS, Acting Chief Information Officer

David Schatten, NCDHHS, Director, IT Implementation & Operations

Adrian Daye, Deputy Director for Child Welfare Practice

Kimaree Sanders, Section Chief for Regulatory and Licensing

Kathy Stone, Section Chief for Safety and Prevention Services

Heather McAllister, Family First Prevention Services Manager

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