

CWS–CARES Role Clarity	
Role	Description
Implementation Coordinator	<ul style="list-style-type: none"> • Project management responsibilities; primary contact w/CARES Implementation Team • Responsible for managing all organizational readiness activities <p>Serves as: Sacramento County QMAS CWS-CARES Team Human Service Program Planner</p>
Organizational Change Management (OCM) Coordinator/ Change Agents	<ul style="list-style-type: none"> • Team member with OCM/Communications experience • Leads tailoring/contextualizing materials for the Organization <p>Serves as: Sacramento County QMAS CWS-CARES Team Human Service Program Specialist</p>
Training Coordinator	<ul style="list-style-type: none"> • Team member with training experience • Leads tailoring/contextualizing training materials for the Organization <p>Serves as: Sacramento County QMAS CWS-CARES Team Human Service Program Specialist</p>
Technical Coordinator	<ul style="list-style-type: none"> • Team member with training experience • Leads tailoring/contextualizing training materials for the Organization <p>Serves as: Sacramento County identified DTech Liaison</p>
Data Quality Analyst	<ul style="list-style-type: none"> • Team member with IT experience • Supports system interfaces, integrations, and testing <p>Serves as: Sacramento County QMAS CWS-CARES Team Human Service Program Specialist</p>
Service Area Subject Matter Experts (SME)/Super Users	<ul style="list-style-type: none"> • A Super User is a SME • Super Users are identified by their Division Manager • Super Users will get early access to the Sandbox (CWS-CARES Training Database). • Super Users will get invited to provide program knowledge in trainings and meetings. • Early adopters of CARES technology. • Super Users are program experts. Will provide hands-on support to program staff during the initial stages of Go-Live <p>Serves as: Sacramento County identified Program Super Users</p>
Sandbox User	<ul style="list-style-type: none"> • The Sandbox is like a safe practice space, users can click around, practice tasks, and get familiar with the system before it officially launches. • A staff member chosen to test and practice in CWS-CARES ahead of go-live • No feedback is needed. • A “practice player” who builds confidence and skills before using the live system. • Participation is optional, no time commitment is mandated. • Sacramento County currently has 116 licenses. Licenses can be reassigned. <p>Serves as: Sacramento County identified Sandbox User</p>