CWS–CARES
Super User Resources

Possible Super User Functions	Description
Objective of the Super Users Program	The Super Users Program is designed to ensure a smooth and successful transition to CWS-CARES. It selects knowledgeable staff to become "Super Users" who support their teams before, during, and after go-live. These Super Users help train colleagues, troubleshoot issues, and promote effective use of the system, strengthening the organization's ability to use CWS-CARES to improve services and operations.
Implementation Readiness Meetings	Sacramento has a CWS-CARES Implementation Team responsible for preparing for system rollout by completing key readiness tasks. These teams meet monthly with a CARES Project Implementation Lead to review progress, track readiness activities, and receive the latest CWS-CARES updates and guidance. You may be invited to this meeting.
Process Information Sessions	Process Information Sessions (2–3 hours each) review new and updated business processes in CWS-CARES and explain how they will affect staff workflows. These sessions help organizations understand and prepare for process changes so they can adjust their procedures accordingly. Recordings of all sessions are available to Super Users on the CWDS CWS-CARES Process Information Sessions page. After the sessions, each organization's Implementation Team, SMEs, and Super Users meet with their CARES Project Implementation Lead to review the baseline "To-Be" Process Maps and complete a Change Impact Assessment. This assessment identifies how CWS-CARES will affect people, processes, technology, and key stakeholders. You will be invited to the sessions the focus on your program.
Sandbox	All Super Users will get access to the Sandbox 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. Serves as: Sacramento County identified Sandbox User
Training	Super Users will have an opportunity to participate in a variety of training sessions. These training opportunities, including On Demand Training and Super User Training will allow **early access** to training for Super Users.
On Demand Training	Super Users need to complete on demand training before attending Train-The-Trainer or Super Users Training. On-Demand Training is the foundation of the CARES-V1 training program. It is self-directed e-learning and follows end-to-end workflows within CARES. There are up to 40 hours of on-demand training. Programs will be assigned to learners based on their role and work activities.
Train The Trainer or Super User Training	Some Super Users will be asked by Sacramento County leadership to support Instructor-Led Training (ILT) delivery for their organization. In preparation for this activity, these Super Users will attend a three-week program designed to equip Super Users with the training support techniques, and in-depth system knowledge required to effectively support delivery of CWS-CARES ILT in their organization. The sessions will follow the curriculum established for CWS-CARES. If a Super User has not been identified to support delivery of CWS-CARES Instructor-Led Training (ILT) in Sacramento County, they have the opportunity to participate in a one-week early training program. Super Users will receive the ILT curriculum identified for Sacramento, as well as dedicated time for additional hands-on practice, prior to the start of End User Training. Regional Training Academies will be invited to participate in the Super User Training
Instructor Lead Training (ILT) Support	Some Super Users will be asked by their Sacramento leadership to be involved in Instructor-Led Training (ILT) sessions to provide real-time assistance and their program expertise during their organization's classroom training for CWS-CARES. Super Users that will be involved in training may act as a bridge between the trainers and the learners, helping to clarify how CWS-CARES integrates with organizational policies and practices.

Go-Live Support	Super Users can help ensure that challenges encountered during the initial Go-Live phase are addressed promptly, minimizing disruptions, and enhancing user confidence. The organization Implementation Team will create Sacramento County-specific CWS-CARES Go-Live Support Plan. Based on this plan, Super Users may provide over-the-shoulder support to Sacramento County Program staff as they begin using CWS-CARES.
Possible Super Users Functions	Super Users may perform the following core functions and activities listed below: · **Information Sharing and Communication** - Super Users may be consulted by their the Implementation Team to help tailor and disseminate essential information about CWS-CARES. This also involves sharing updates, insights, and key findings from their involvement. **Process and Procedures Documentation** - Super Users may be asked to collaborate with the QMAS Policy and Procedure Team to update existing organizational practice documents to reflect changes resulting from the CWS-CARES implementation. **Go-Live and Post Go-Live Support** - Super Users are instrumental during the Go-Live phase by partnering with the CWS-CARES project team to provide over-the-shoulder support to CWS-CARES users. Post Go-Live support processes and roles will be described in the CWS-CARES Go Live Support Plan. Sacramento County will develop a specific Go-Live Support Plan.
Strategies for Super Users	**Promote early adoption** by helping staff learn and practice CWS-CARES through peer support and hands-on experience. **Encourage open communication** between Super Users, the QMAS CWS-CARES Implementation Team, and Leadership. **Model change leadership** by demonstrating adaptability, providing encouragement, and helping others build confidence in using the system.

Support for Super Users	**Super Users Teams Channel** The CWS-CARES Super Users Teams Channel offers Super Users access to a sole source for the most up-to-date materials and resources.
	
	• All Super Users are given access to the Teams Channel. Email the Super Users Program Implementation Leads (Darlene Hill, Amabel Baxley, Amanda Weeks, and Ventura Cortez) if you need assistance accessing the Super Users Teams Channel
	    ○ Darlene Hill Darlene.Hill@otsi.ca.gov
	    ○ Amabel Baxley Amabel.Baxley@otsi.ca.gov
	    ○ Amanda Weeks Amanda.Weeks@otsi.ca.gov
	    ○ Ventura Cortez Ventura.Cortez@otsi.ca.gov
	
	• Access the Super Users Teams Channel for the following:
	    ○ Super Users Program Roster
	    ○ Register and Confirm Completion of training and participation in various Super User Program opportunities
	    ○ Super Users Program FAQs
	    ○ Resources Quarterly Communication

The CARES Connection	The CARES Connection. Your destination for all things CARES!