

CWS-CARES

Roles

| Role | Description |
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| Implementation Coordinator | <ul style="list-style-type: none"> • Project management responsibilities • Primary contact with 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 Subject Matter Expert (SME) • Super Users are identified by their Division Manager • Super Users will get early access to the Sandbox (CWS-CARES Training Database) • Super Users are 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> |