

CWS-CARES Communications

Your guide on how to participate & support CWS-CARES communications



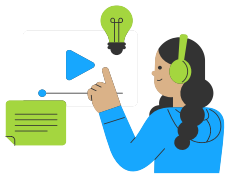
Who Communicates about CWS-CARES?

The CWS-CARES Project team partners with organizations to ensure information is shared effectively. Each organization has **three key communication roles for CWS-CARES** that foster statewide adoption and utilization of CWS-CARES. More roles will be added in the future to support growing communication needs.

Role

Ways to Stay Informed

Single Point of Contact (SPOC)



- **Principal point of contact** for communication between the CWS-CARES Project and the organization
- **Disseminate** communications shared by the CWS-CARES Project to organization staff

- [CARES Compass](#): Bimonthly 2-page summary of upcoming CWS-CARES highlights
- [CARES Explorer](#): Published quarterly to keep audiences informed on CWS-CARES through a full-length newsletter
- [CWS-CARES Meeting Calendar](#)
- [CWS-CARES Frequently Asked Questions \(FAQs\)](#)
- [CWDS Glossary](#)
- Regional User Group (RUGs) Meetings
- CWDS Email Updates

Implementation Coordinator



- Serves as the **primary point of contact** between the Organization and the CWS-CARES Implementation Team
- Works closely with a designated CWS-CARES Implementation Lead to conduct, manage, track, and report on Organization readiness activities
- Oversees and ensures implementation readiness activities are completed to prepare the Organization and end-users to Go-Live with CWS-CARES

- [Implementation Portal](#): Implementation, OCM, and Training Information
- **Bimonthly Implementation Meeting**: Implementation, OCM, and Training updates, as well as overall project status and functionality updates
- **Monthly Implementation Readiness Meetings**: Review, discuss, and plan implementation readiness activities with CWS-CARES Implementation Leads
- **Quarterly Go-Live Readiness Dashboard Reports**: Review readiness status, mitigate risks, and discuss next steps

OCM Coordinator



- Leads the support and preparation of Organization staff through the changes coming with CWS-CARES
- Coordinates delivery of OCM communications and activities, including tailoring communications, if needed
- Understands the organization's current (as-is) and future (to-be) business processes and leads tailoring updates to business processes and policies and procedures

- [Implementation Portal](#): Implementation, OCM, and Training Information
- [CWS-CARES Video Series](#): Short videos that highlight the purpose and benefits of CWS-CARES



[CWS-CARES Stakeholder Briefings](#)

The CWS-CARES Project holds regular Stakeholder Briefings with live demonstrations, Q&A, and project updates.

