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DATE: June 28, 2018
TO: All Contra Costa County AODS Subcontracted Providers
RE: ShareCare End User Assistance
FROM: Fatima Matal Sol, AODS Program Chief

The ShareCare team has set up a robust support system for all new ShareCare end users. Beginning Monday, July 2, all users in need of assistance should use the contact information below.

For ShareCare system issues that do not immediately need to be addressed:

Send an email to **CCHSHelpDesk@hsd.cccounty.us**. The email will prompt the Help Desk to open a ticket in HEAT. The issues will be addressed as soon as staff are available. In the email, please include the following information for a faster response:

Subject Line: include the word "ShareCare"

Body: Include your name, return phone number, description of the issue

For ShareCare issues needing immediate technical assistance:

Please contact your Super Users directly. Each provider was given the opportunity to select their own Super Users. Below are the Super Users identified by each provider with contact information, if available:

ANKA: Vernessa Jones, Lisa McCann and Dora Munoz (925) 209-3901

BAART: Pamela Billeci (925) 522-0124 x 307, Ulrika Williams and Jennifer Williams (510) 232-0874

BACR: Ronald Martin and Dennis Pratt (510) 235-2887

Bi-Bett: Alex Morrison-Hewitt (925) 798-7250

Cole House: Tonia Abloogalook (925) 978-2873

REACH Project: Fauzia Rahman (925) 754-3673

Ujima: Gina Drace (925) 691-5083, Molly Schneider (925) 427-9100, Delonda Smith (510) 215-2280, Holly Beckett (510) 236-3139, Pauline Mendez (925) 229-0230 and Jerie Williams (510) 236-3134

Please only contact the Super User designated for your organization. A Super User for another organization may not have the same permissions in ShareCare and would not be able to directly assist with the problem.



If the Super Users are not available or for additional assistance:

Contact the Help Desk directly at **(925) 957-7272**. A command center has been set up to assist with all ShareCare calls. The center will be open from 6am – 6pm each day.

Thank you

