COVID-19 Community Team Outreach (CCTO) Tool

October 13, 2020

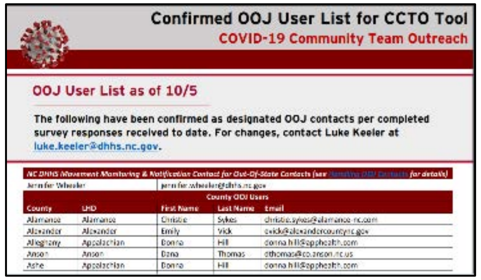
Agenda for Today's Training

Q&A will be monitored throughout each module and reviewed at the end of the presentation.

Topics	Presenters
• **Accessing Training Materials** • Communicable Disease Manual • ServiceNow Knowledge Base • AHEC Portal	**Deborah Porterfield** *Medical Consultant – DHHS* **Laura Farrell** *Regional Supervisor*
• **October 2nd CCTO Updates** • Contact profile updates • Logging and closing phone calls • Deactivation & Final Monitoring Outcome workflow	
• **Common Issues & Concerns from the Help Desk** • Review of views functionality • Review of updated household functionality • Question of the week	
User Feedback and Q&A	

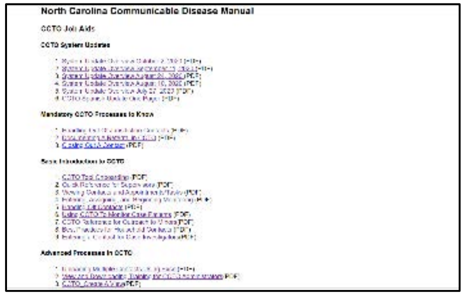
Accessing Training Materials

CCTO Resources in the Communicable Disease Manual ([LINK]) – Written Materials



CCTO OOJ Contact List

- *Review OOJ Job Aid for instructions*

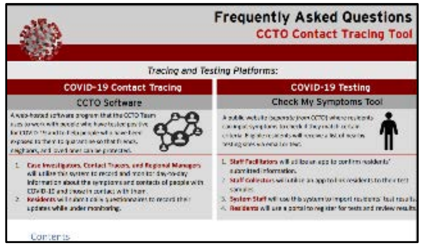


CCTO Job Aids Page

- CCTO Micro-Trainings
- CCTO System Update Overviews
- Job aids covering basic introductory information, mandatory processes, and advanced processes

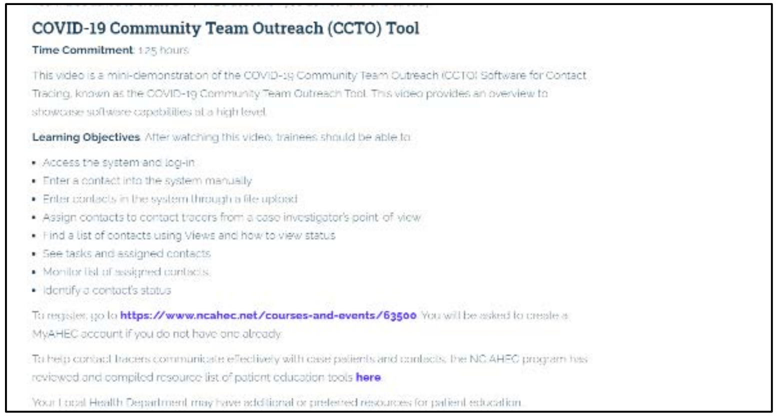
CCTO Help Desk & IT Support Page

- Links to ServiceNow registration & ticket submission pages
- Job aids covering ServiceNow, NCID, and CCTO login support



CCTO FAQs

CCTO Resources in the AHEC Portal (LINK) – Recorded Trainings



COVID-19 Community Team Outreach (CCTO) Tool

Time Commitment: 1.25 hours

This video is a mini-demonstration of the COVID-19 Community Team Outreach (CCTO) Software for Contact Tracing, known as the COVID-19 Community Team Outreach Tool. This video provides an overview to showcase software capabilities at a high level.

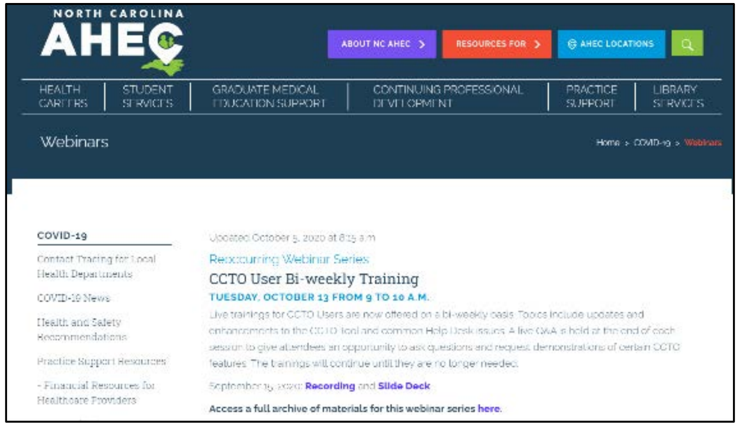
Learning Objectives: After watching this video, trainees should be able to:

- Access the system and log-in
- Enter a contact into the system manually
- Enter contacts in the system through a file upload
- Assign contacts to contact tracers from a case investigator's point of view
- Find a list of contacts using Views and how to view status
- See tasks and assigned contacts
- Monitor list of assigned contacts
- Identify a contact's status

To register, go to **https://www.ncahec.net/courses-and-events/63500**. You will be asked to create a MyAHEC account if you do not have one already.

To help contact tracers communicate effectively with case patients and contacts, the NC AHEC program has reviewed and compiled resource list of patient education tools **here**.

Your Local Health Department may have additional or preferred resources for patient education.



NORTH CAROLINA AHEC

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Webinars

Home > COVID-19 > Webinars

COVID-19

Contact Tracing for Local Health Departments

COVID-19 News

Health and Safety Recommendations

Practice Support Resources

- Financial Resources for Healthcare Providers

Updated October 5, 2020 at 8:15 a.m.

Reoccurring Webinar Series

CCTO User Bi-weekly Training

TUESDAY, OCTOBER 13 FROM 9 TO 10 A.M.

Live trainings for CCTO Users are now offered on a bi-weekly basis. Topics include updates and enhancements to the CCTO tool and common Help Desk issues. A live Q&A is held at the end of each session to give attendees an opportunity to ask questions and request demonstrations of certain CCTO features. The trainings will continue until they are no longer needed.

September 15, 2020: **Recording** and **Slide Deck**

Access a full archive of materials for this webinar series here.

Contact Tracing for LHDs Page: Training Modules – CCTO

- *COVID-19 Community Team Outreach (CCTO) Tool*
- *CCTO User Micro-trainings*
- *View and Downloading Training for CCTO Administrators*

Webinars Page

- CCTO User Live Training Session recordings & materials
- CCTO Help Desk Training recording

CCTO Tech Support Resources in ServiceNow ([LINK]) – Knowledge Center

Click "CCTO Job Aids & FAQ" on the [SNOW Homepage] to be redirected to the Knowledge Center

- *Tech support job aids for ServiceNow, NCID, CCTO login*
- *Link to CCTO FAQs*

You are assigned a contact in Mecklenburg County, which is out of your jurisdiction. What is the name of the OOJ User to whom this individual should be reassigned? (HINT: Check the page that links to all your written resources for CCTO!)

1. **Marli Gringeri**
2. **Heather Singleton**
3. **Laura Farrell**
4. **Bryn Perkey**

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Locating training resources

Scenario 1 | Scenario 2 | Scenario 3 | Scenario 4 | Scenario 5

You are assigned a contact in Mecklenburg County, which is out of your jurisdiction. What is the name of the OOJ User to whom this individual should be reassigned? (HINT: Check the page that links to all your written resources for CCTO!)

1. Marli Gringeri
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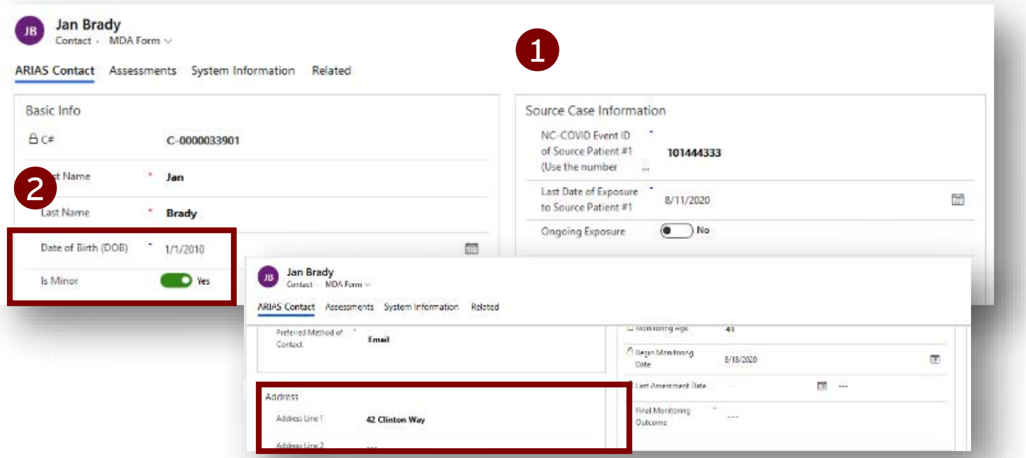
Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Locating training resources

October 2nd CCTO Updates



We will now provide an overview of what has changed in CCTO as a result of the most recent software updates. We are continuing to make adjustments to contact profiles as part of software update cycles to help accommodate your workflow.

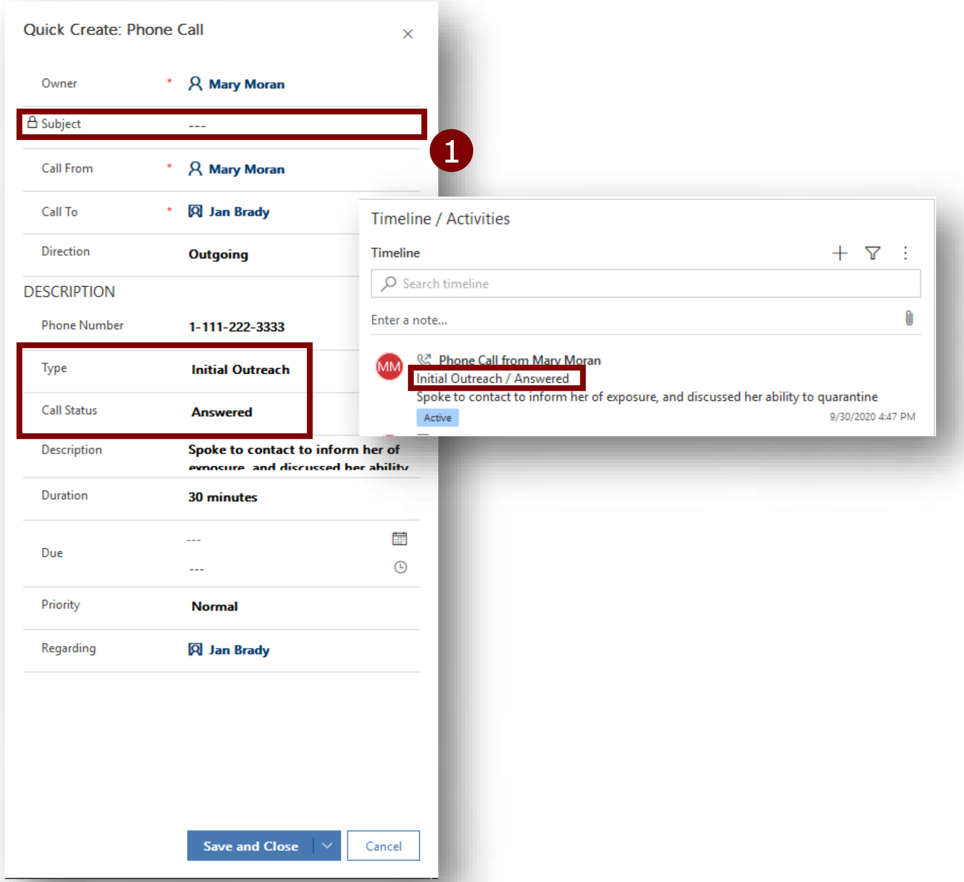
1. First, to help you work more efficiently, **"Source Case Information"** has been moved to the top of the screen, and **"Address"** has been moved to the left under "Contact Information."
2. **Additionally, "Date of Birth"** and **"Is Minor"** have been moved under "Basic Info."

Tasks

Understand the updates to CCTO as of October 2nd.

Key Learnings

- Review updates to contact profiles



The next set of updates **impact phone call records and the phone call quick create screen.** We encourage you to discuss these changes with your supervisor and review any updates to your local processes as a result.

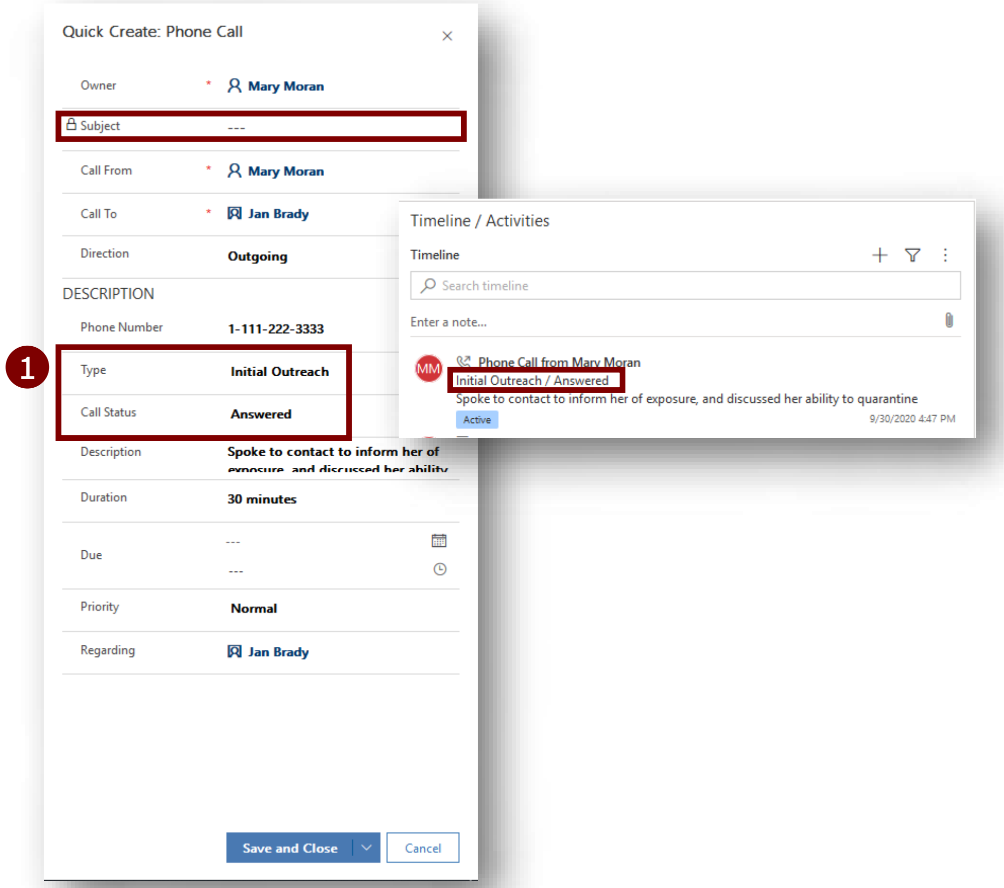
1. **First, "Subject" is now a locked field.** Your selections for two other fields, **"Type"** and **"Call Status,"** will now become **the subject line for phone calls.** *Any extra information that you may previously have written in the subject line of a phone call should now be added to the description, as you will no longer be able to type free text in the subject line.*

Tasks

Understand the updates to CCTO as of October 2nd.

Key Learnings

- Properly log a phone call with the new functionality



1. Additionally, on the phone call quick create screen, **"Type"** can now be selected to:
   - **"Initial Outreach"** for your first attempt to call the contact
   - **"Second Outreach"** for your second attempt if the first was unsuccessful
   - **"Third Outreach"** if your first and second attempts were unsuccessful *(In the next update, there will be an additional option for further initial outreach)*
   - **"Daily Monitoring"** for any call that takes places after reaching your contact for the first time and does not end monitoring
   - **"End Monitoring"** for your final call to your contact
   - **"Other"** for any other required calls

Please be careful to select the appropriate option, as "Type" now determines part of your call subject.

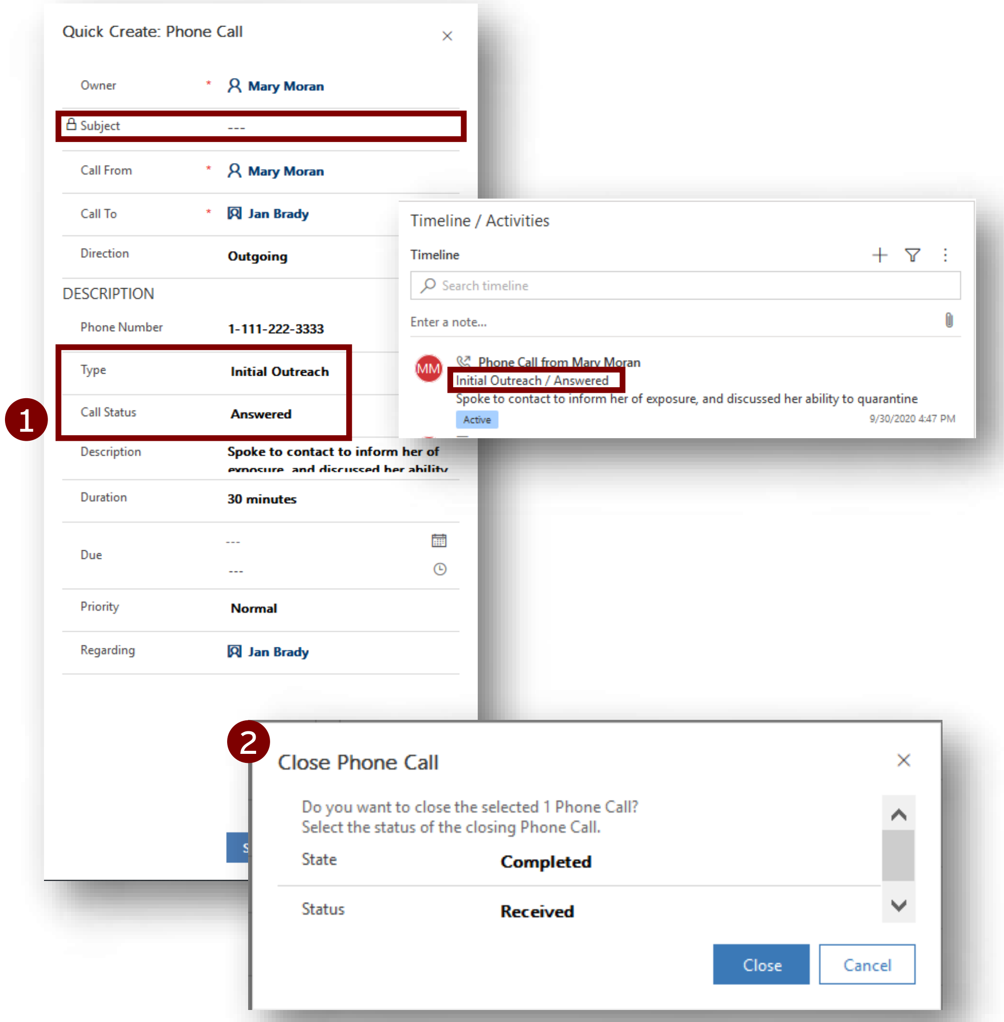
Tasks

Understand the updates to CCTO as of October 2nd.

Key Learnings

- Properly log a phone call with the new functionality

Contact Profile Updates | **Phone Call Updates** | Deactivation & Final Monitoring Outcome Updates



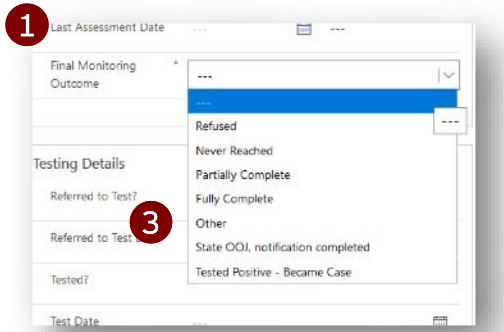
1. Finally, to streamline workflows, **"Call Status" should now be selected to "Answered" or "Unanswered" as part of the quick create or phone call record screens and will no longer be available when closing a call.**
2. **Please note that this means that the Made/Received option that is shown on the call close-out screen is no longer functional, and you should ignore it. Only the Answered/Unanswered option on the quick create screen will impact the status of your call.** We have asked to remove this extra status box on the Close-Out screen but are currently unable to do so. We appreciate your patience and feedback as we continue to work on improvements to CCTO, and we think you will find the new "Subject" fields to be very helpful when you are quickly scanning the Timeline/Activities section for a contact.

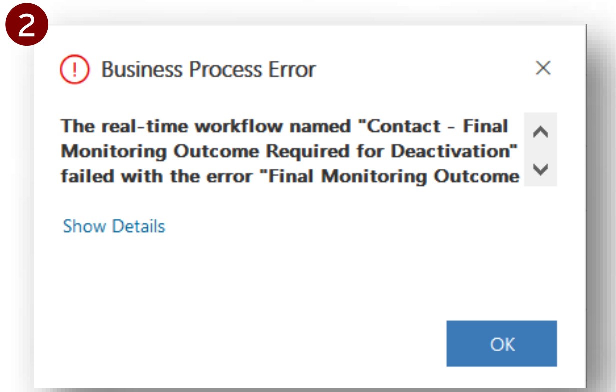
Tasks

Understand the updates to CCTO as of October 2nd.

Key Learnings

- Properly log a phone call with the new functionality





The final changes in this sprint impact selecting a Final Monitoring Outcome and deactivating contacts.

1. **First, please note that "Final Monitoring Outcome" can now be returned to blank** if it is accidentally selected prior to the end of monitoring. We encourage you to review your contacts and take advantage of this change to help improve data quality.
2. **Next, you will no longer be able to deactivate a contact without first selecting a Final Monitoring Outcome.** Attempting to deactivate a contact without an FMO so will result in an error message.
3. **Finally, please note that "Final Monitoring Outcome" should now be selected to "Other"** if the contact will not be monitored for a reason other than opting out (e.g., if they are a duplicate or have already become a case). This is reflected in the updated Closing Out A Contact job aid **for your reference, and we will review this now.**

Tasks

Understand the updates to CCTO as of October 2nd.

Key Learnings

- Closing out a contact

Quick Reference: Closing Out a Contact

Scenario	Final Monitoring Outcome	Final Monitoring Outcome Definition	Begin Monitoring?	Monitoring Status
Contact concludes monitoring without testing positive for COVID-19	Fully Complete	• Contact does not test positive for COVID-19 • Contact completes at least initial assessment • Contact completes at least one assessment within 48 hours of ending quarantine	No	Monitoring Ended
	Partially Complete	• Contact does not test positive for COVID-19 • Contact completes at least initial assessment • May include contacts who opt out midway	No	Monitoring Ended
Contact becomes a case	Tested Positive – Became Case	• Contact tests positive for COVID-19 during the monitoring period and becomes a case patient	No	Monitoring Ended
			ACTION: *Testing information entered; "Contact who became a case" selected; NC EDSS Event ID of Case entered*	
Contact opts out of monitoring	Refused	• Contact explicitly declines to participate in monitoring (opts out) at the beginning • No assessments completed	No	Opted Out – All Monitoring
Contact is unreachable	Never Reached	• Contact is unreachable per standards determined by LHD and not informed of exposure	No	Monitoring Ended
Contact was not monitored in the Tool	Other	• Contact will not be monitored for reason *other than opting out* (e.g., contact is a duplicate or has already tested positive and become a case)	No	Monitoring Ended

When you have finished selecting these options, ensure the contact profile is saved and deactivated per your local protocol.

Which of the following statements about selecting "Other" in Final Monitoring Outcome (FMO) is true?

1. You can set FMO to "Other" if you accidentally select an FMO while the contact is still being monitored
2. You can set FMO to "Other" if you determine the contact is already a case who should not be monitored in CCTO
3. You can set FMO to "Other" if the contact completes some, but not all, of their assessments
4. You should never select an FMO of "Other"

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Selecting the appropriate Final Monitoring Outcome

Which of the following statements about selecting "Other" in Final Monitoring Outcome (FMO) is true?

1. You can set FMO to "Other" if you accidentally select an FMO while the contact is still being monitored
2. **You can set FMO to "Other" if you determine the contact is already a case who should not be monitored in CCTO**
3. You can set FMO to "Other" if the contact completes some, but not all, of their assessments
4. You should never select an FMO of "Other"

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Selecting the appropriate Final Monitoring Outcome

You want to ensure that your phone call records the fact that you successfully reached your contact. What is now the correct way to do this?

1. **Use the "Answered/Unanswered" toggle on the quick create screen or phone call record and then click the check mark to close the call**
2. **Use the "Made/Received" toggle on the close phone call screen and close the call**
3. **Both 1 and 2**
4. **Either 1 or 2**

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Utilizing the new phone call functionality

You want to ensure that your phone call records the fact that you successfully reached your contact. What is now the correct way to do this?

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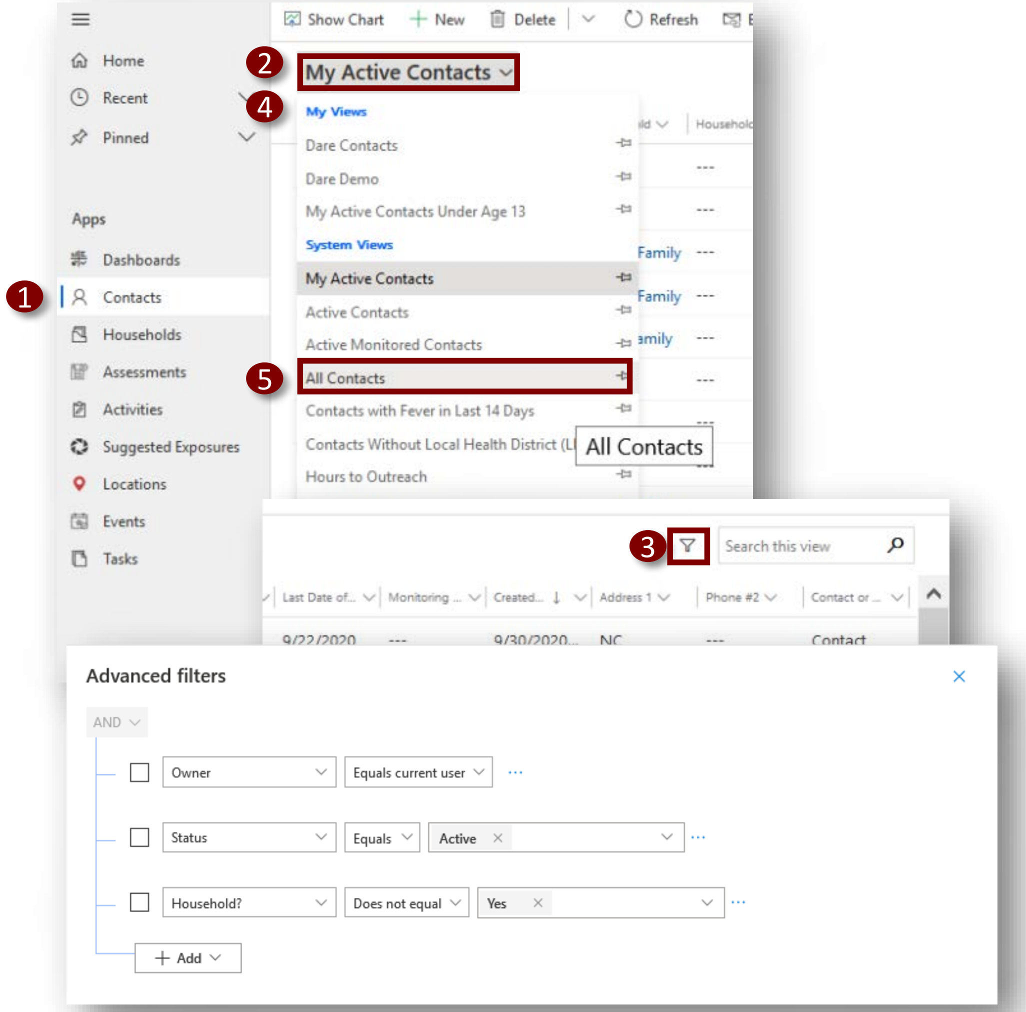
Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Utilizing the new phone call functionality

Common Issues & Concerns



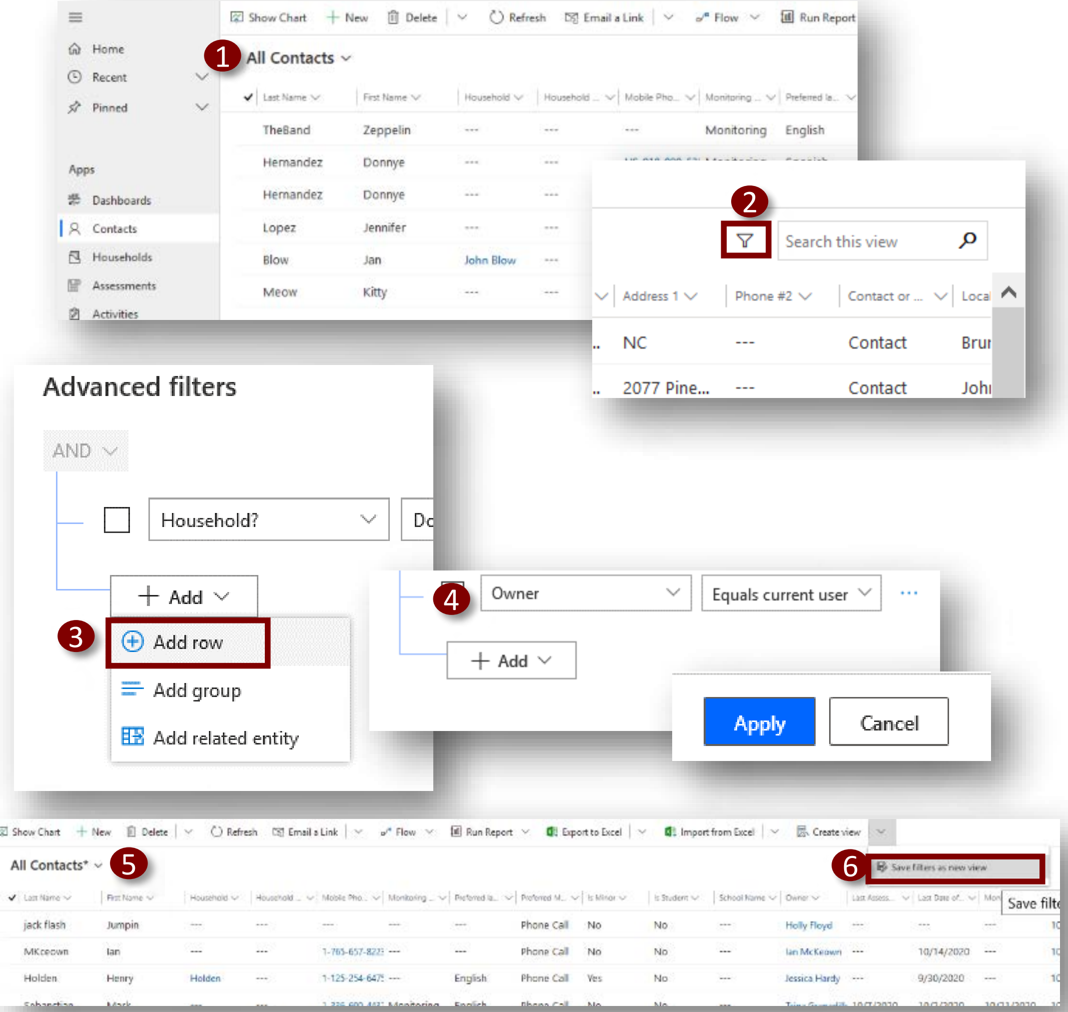
1. We will begin our last module by reviewing views and the ways they work within each tab in CCTO. Let's begin on the Contacts Tab.
2. **A view is a way of filtering and displaying all the data that is stored in a tab.** In this example, we are in the "My Active Contacts" view, which filters down all the contact records in the system to show only active contacts who are owned by you.
3. To check what filters are on a view, you can **click the filter icon at the top right of the screen.** Notice that this view includes a filter for the contact owner as you and the contact status as active.
4. You can access all the contact views currently available to you by selecting the bold text at the top of any tab, which always shows the view you are in right now.
5. All of these views will filter contact records in a different way. **For example, to see all active and inactive contacts, you can select a view for "All Contacts."**

Tasks

Understand and use views.

Key Learnings

- Understanding views



1. **This view shows *all* contacts in the system, both active and inactive, owned by any user, because it has no filters applied.** This is a good view to use when you are trying to search for a contact because it will return any contacts who may have been deactivated or reassigned, which "My Active Contacts" will not show.
2. It can be helpful to build off this view to create a list of all active and inactive contacts assigned to you. **You can do this by returning to the filter icon.**
3. Click "Add," and then click "Add Row."
4. Select "Owner," and "Equals Current User" will automatically populate. Click "Apply."
5. **Unlike "My Active Contacts," this new view now shows all active *and* inactive contacts that you own.**
6. **You can save this view** by clicking the arrow next to "Create View" and selecting "Save Filters as New View." Name your view (for example, "All My Contacts") and click "Save."

Tasks

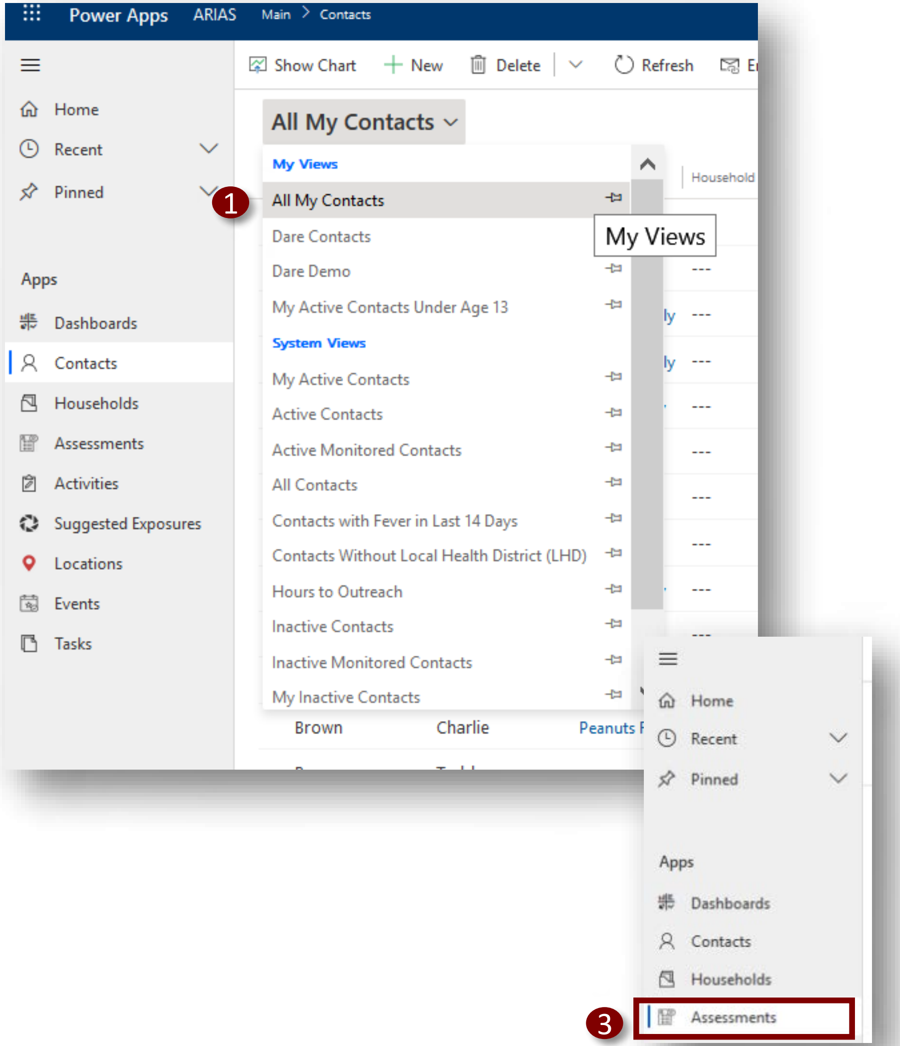
Understand and use views.

Key Learnings

- Understanding views

CCTO | **Common Issues & Concerns** Walkthrough

Review of "Views" Functionality | Question of the Week | Review of Households



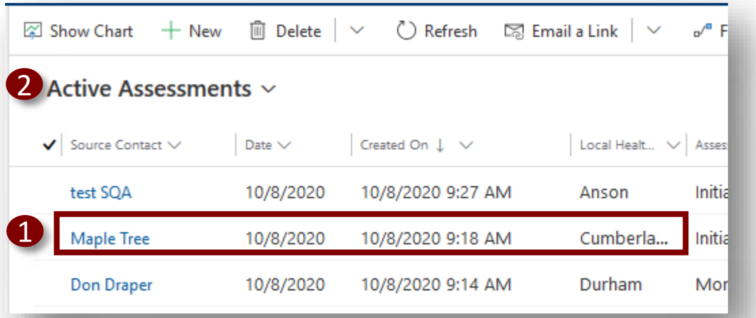
1. You can access this view at any time by selecting the bold text and looking under "My Views," which shows all the views that you have made or that other users have made and shared with you. "System Views" are views that are created by administrators and are automatically available to all users of CCTO.
2. ***If you are interested in creating more complex views that incorporate new columns or in sharing views with other users,*** *we encourage you to watch the Administrator Training posted to the AHEC portal or to review the Create A View job aid posted to the CD Manual.* ***You can also always attend office hours to see a demonstration and ask additional questions.***
3. Another thing that is important to understand about views is that **there are options for you to use different views across each tab in CCTO, not just the Contacts Tab.** Click on the Assessments Tab.

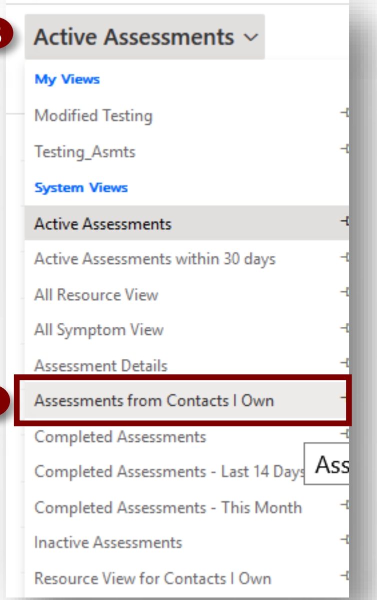
Tasks

Understand and use views.

Key Learnings

- Understanding views





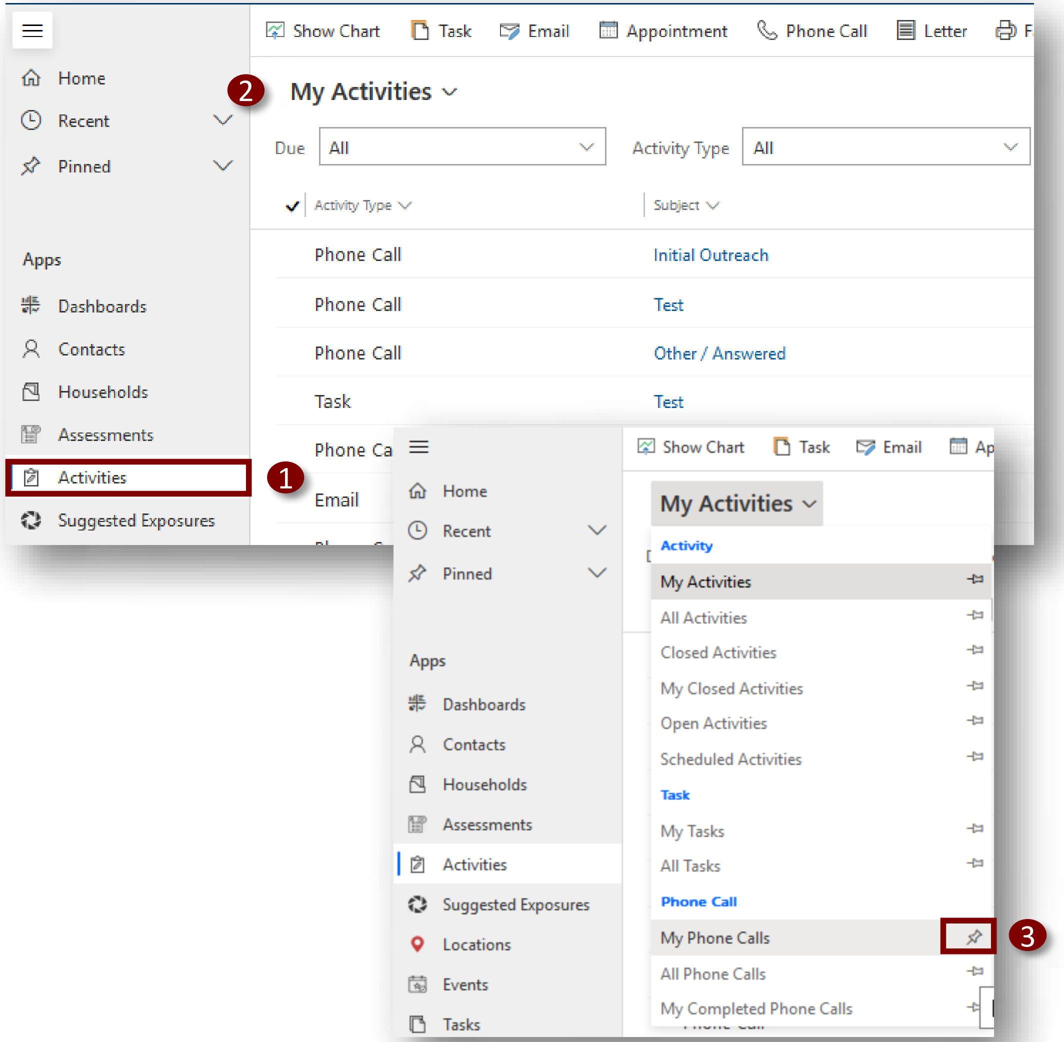
1. Notice that the data on this tab is tagged to contacts, but it is **for assessment records, not contact records. Each of these records is an individual assessment, and clicking into an item will show you the full assessment text.**
2. The current view displayed is for “Active Assessments,” which means that you will see assessments for all contacts who are active in the system.
3. Clicking on this bold text allows you to see the other assessment views available to you. **Just like the contact views, these views can filter down all these assessments into a more narrow list.**
4. Click “Assessments from Contacts I Own,” and you will now only see assessments for your contacts.

Tasks

Understand and use views.

Key Learnings

- Understanding views



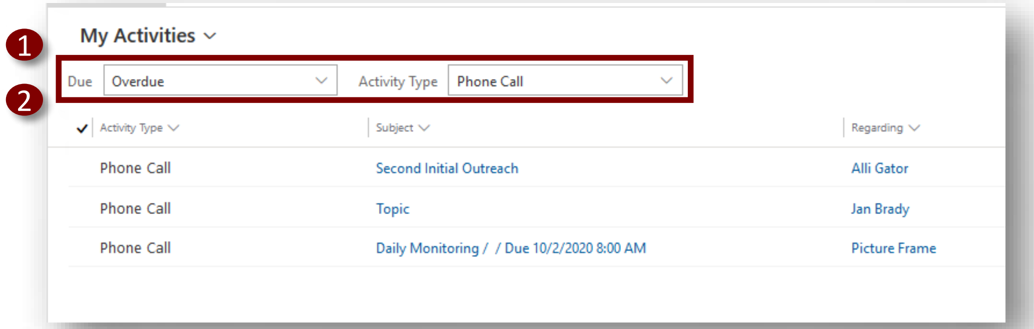
1. Now, click on the Activities Tab. This tab can show items that appear in the Timeline/Activities section of a contact's profile, such as tasks or phone calls. **Just like the Assessments Tab, every activity that you see here is linked to a contact, but it is also its own record. Clicking on any of these items, such as a phone call, will allow you to see and update that item's record in the same way you would in Timeline/Activities.**
2. Notice that this tab defaults to the "My Activities" view, which only shows open activities that are assigned to you. **You can use this view as a to-do list for all your open items. Some other views that may be helpful for organizing your open items include "My Tasks" or "My Phone Calls."**
3. If you would like to change the default view on this tab or any tab, you can also click the pin icon next to its title. This will pin your favorite view to display automatically the next time you open the tab.

Tasks

Understand and use views.

Key Learnings

- Understanding views



1. In addition to the phone call and task views already available to you, there are also some quick filters built into the top of the Activities Tab to help you narrow the items in your view by due date and type.
2. **For example, selecting "Due" to "Overdue" can help you see any outstanding items that haven't yet been closed out,** and you can also narrow by "Type" if you would like to see only a certain kind of item, such as a phone call. **Using both of these filters can also help you to turn the Activities Tab into a more effective to-do list that suits your workflow.** As always, remember to check with your supervisor to see what views are recommended for you and how you can use them to work more efficiently.

Now that we have discussed the topic of views, we would like to highlight a great question we received from a CCTO user through the help desk this week.

Tasks

Understand and use views.

Key Learnings

- Understanding views

Question of the Week

I have logged into the live system for CCTO and clicked into the Contacts Tab, but I can't see anything. When I search a contact name or C#, nothing appears. What should I do?

Tasks

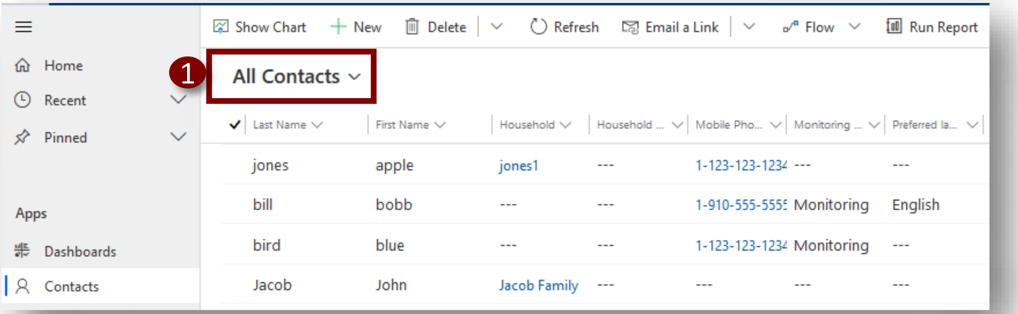
Correctly identify the action required in each scenario.

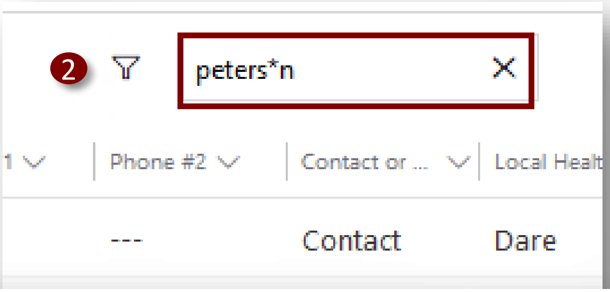
Key Learnings

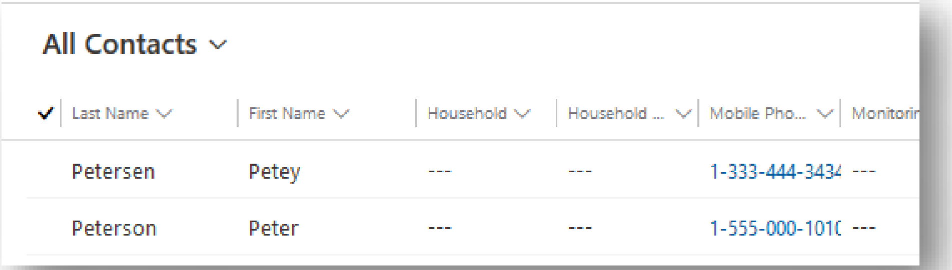
- Utilizing views and search to find contacts

CCTO | **Common Issues & Concerns** Walkthrough

Review of "Views" Functionality | **Question of the Week** | Review of Households







The first step you should take if you are not able to find a contact is to **check your view**. **If you are in "My Active Contacts," you will not be able to search for any contacts who are not currently assigned to you or who have been deactivated.**

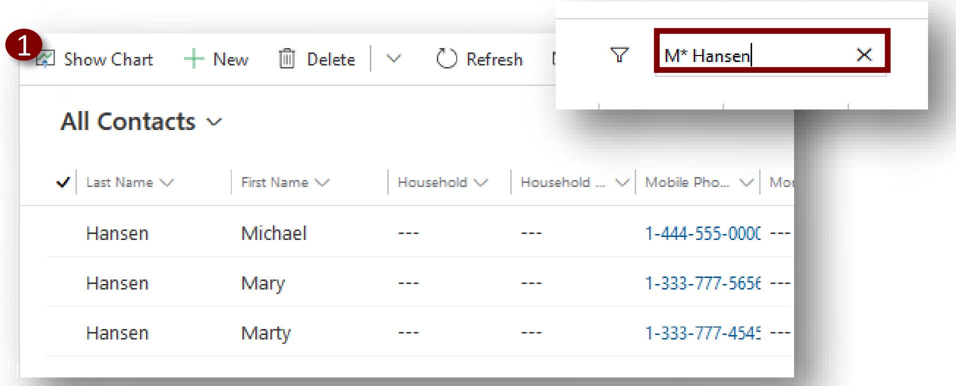
1. The best view to start your search is **"All Contacts,"** which will allow you to search all contacts in the system, *including* inactive ones.
2. Next, you should make sure you are optimizing your search by including wildcards if you need them. **In the CCTO search bar, an asterisk (*) is interpreted as a *wildcard*, or a placeholder for unknown text.** For example, if you are not sure whether your contact's name is spelled "Petersen" or "Peterson," you can search "Peters*n" to return both spellings.

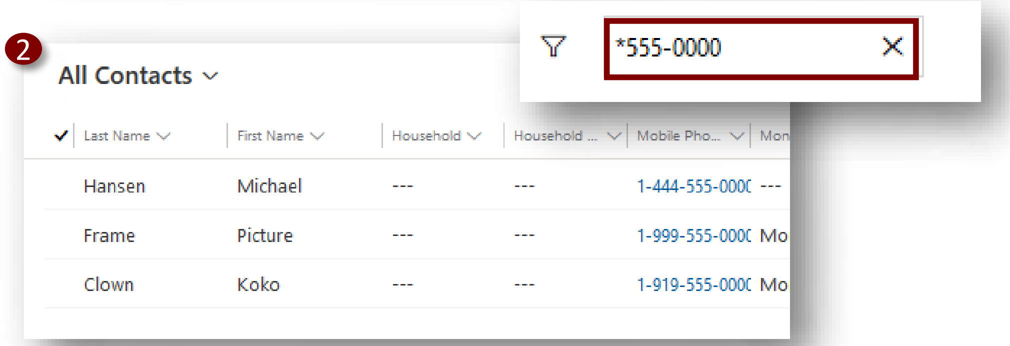
Tasks

Understand and use views and the search function.

Key Learnings

- Utilizing views and search to find contacts





1. **You can also use the wildcard to search for multiple missing characters.** This can be useful if you only have a first initial. For example, "M* Hansen" will return Marty, Mary, and Michael Hansen.
2. **CCTO will also allow you to search by part of a primary phone number.** For example, "*555-0000" will return all phone numbers starting with any area code and ending in "555-0000."

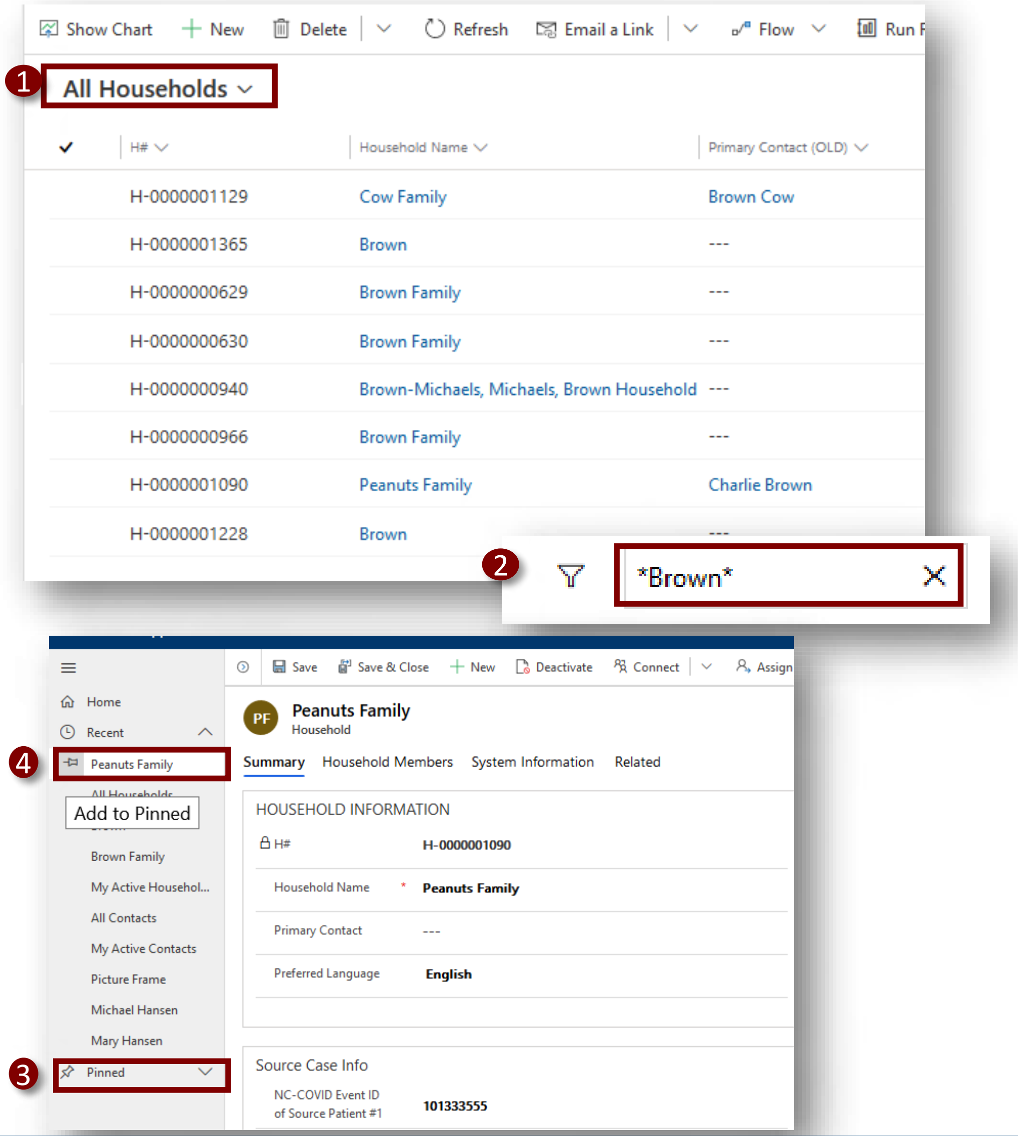
Tasks

Understand and use views and the search function.

Key Learnings

- Utilizing views and search to find contacts

Review of "Views" Functionality | **Question of the Week** | Review of Households



1. **As a note, this same process also works on the Households Tab.** You can select the "All Households" view to search both active and inactive households across the system.
2. If you search by household name, **the asterisk will substitute any words you are not sure about.** For example, if you know a family's last name but do not know how the household was titled, you can search their last name, for example, "Brown," with asterisks on either side ("*Brown*"). This will return households with "Brown" anywhere in the title or in the primary contact name.
3. **As an additional tip, if you would like to keep this household profile or any page in CCTO easily accessible while you are working on it, you can use the "Pin" feature.**
4. **Once you are on the page you'd like to pin, click "Recent" at the top left, and then select the pin icon.** The item will now appear in your "Pinned" section and can be directly accessed at any time.

Tasks

Understand and use views and the search function.

Key Learnings

- Utilizing views and search to find contacts

Question of the Week

I have logged into the live system for CCTO and clicked into the Contacts Tab, but I can't see anything. When I search a contact name or C#, nothing appears. What should I do?

Answer: If you cannot find a contact…

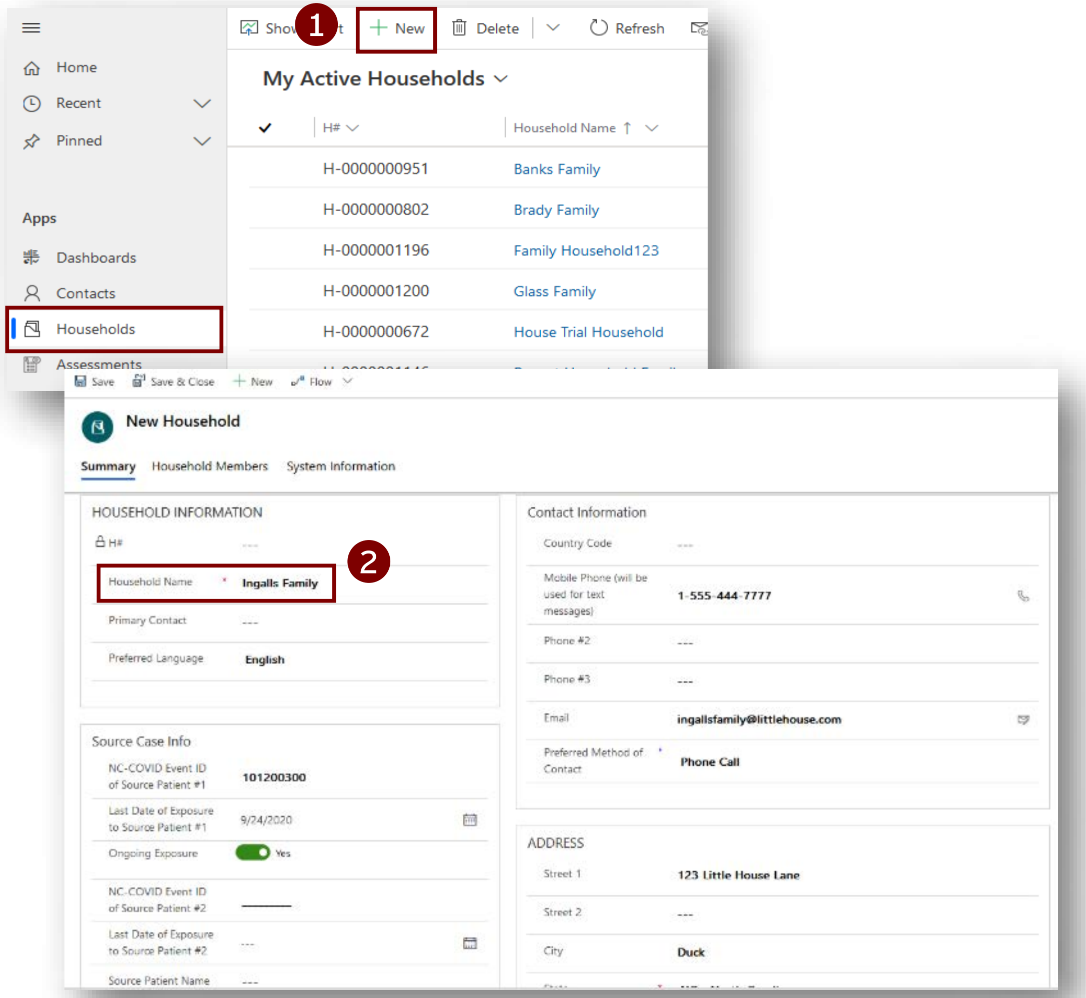
1. Try the **"All Contacts" view** to show active and inactive contacts owned by all users.
2. Try **searching with an asterisk "*"** as a wildcard to catch any variations in spelling or titles.

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Utilizing the household functionality



We will now wrap up today's training by providing a review of households. As a reminder, the purpose of the household feature is to allow you to create a **grouped profile for contacts *if it helps to streamline your data entry or outreach.*** **Households are for your convenience only and are not used for official reporting, so you should work with your supervisor if you are unsure whether to create a household for a group of contacts.**

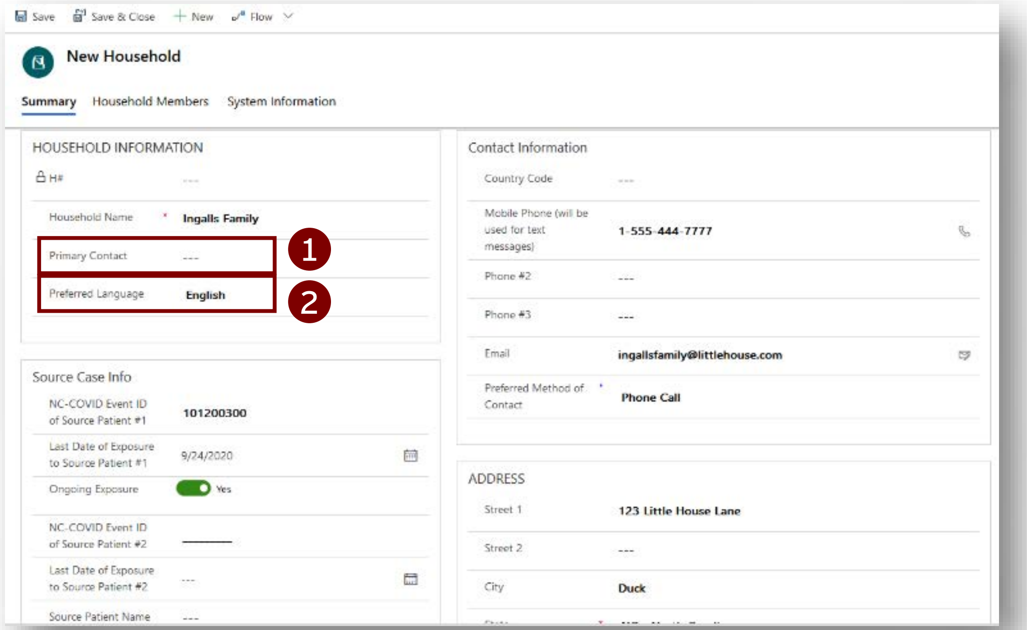
1. To create a new household, you should now **begin on the Households Tab and select "New."**
2. In the "Household Name" field, type an identifying name for your household per your local guidance.

Tasks

Understand and use the updated household functionality.

Key Learnings

- Understanding households



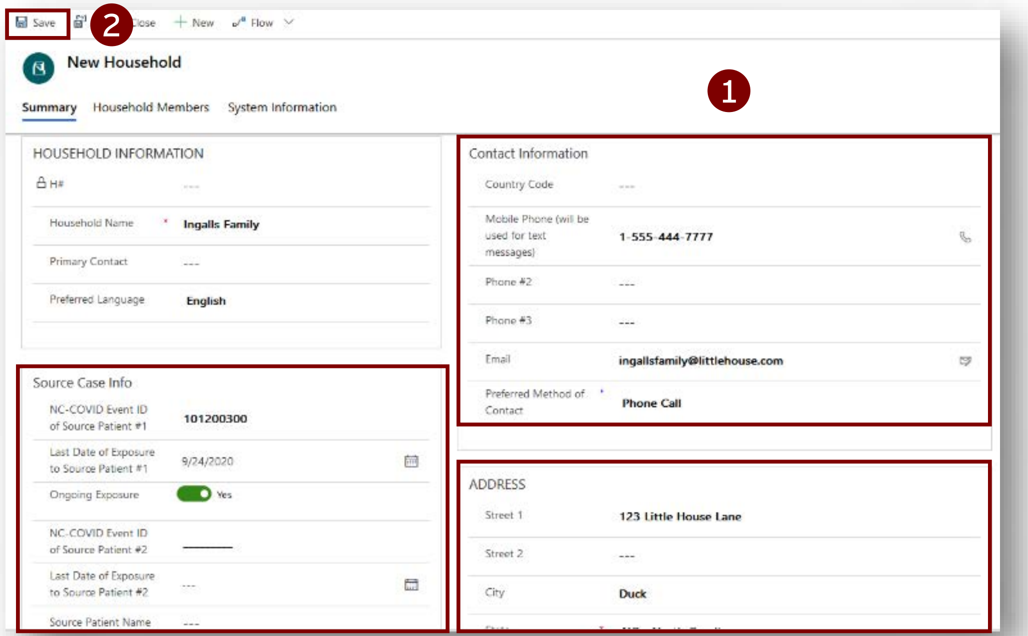
1. If known, you can then use "Primary Contact" to indicate a member of this household who may be speaking on behalf of others; **however, it is recommended that you create the whole household first before creating this contact. You can return to the household profile and add this primary contact at any time.** Remember that the primary contact is only for your reference and is not used for reporting, so it is no problem if you need to change this contact later.
2. Next, indicate the primary language of this household in "Preferred Language."

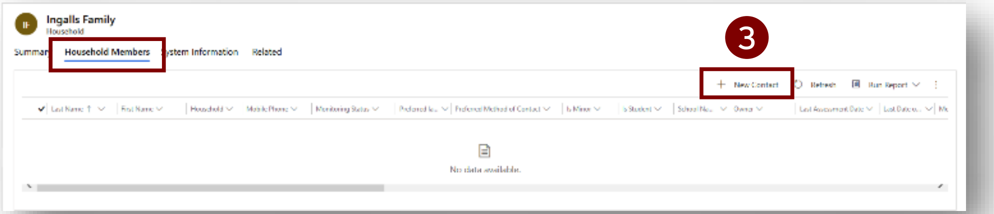
Tasks

Understand and use the updated household functionality.

Key Learnings

- Understanding households





1. Fill out the boxes for "Source Case Info," "Contact Information," and "Address" with information appropriate to the whole household. **This information will carry over to new contacts you create within this household to help reduce data entry; however, you are always able to edit and adjust information as needed for individual contacts.**
2. Click "Save" when you are finished. You can now create new contacts within this household from the "Household Members" page. This process has not changed with the household functionality updates.
3. Select "New Contact" on the **RIGHT** of the screen to add a new contact (who does not currently exist in the system) to this household.

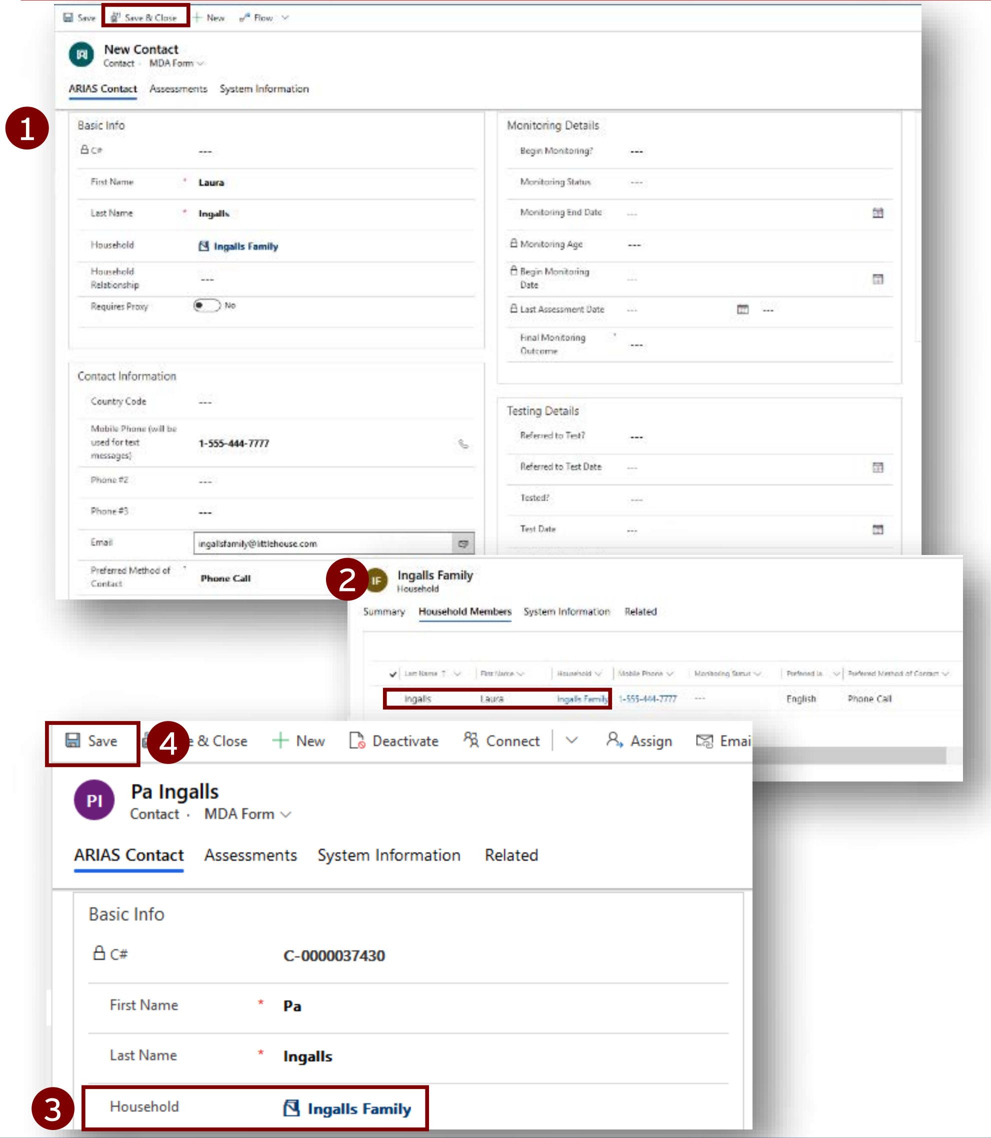
Tasks

Understand and use the updated household functionality.

Key Learnings

- Understanding households

Review of "Views" Functionality | Question of the Week | **Review of Households**



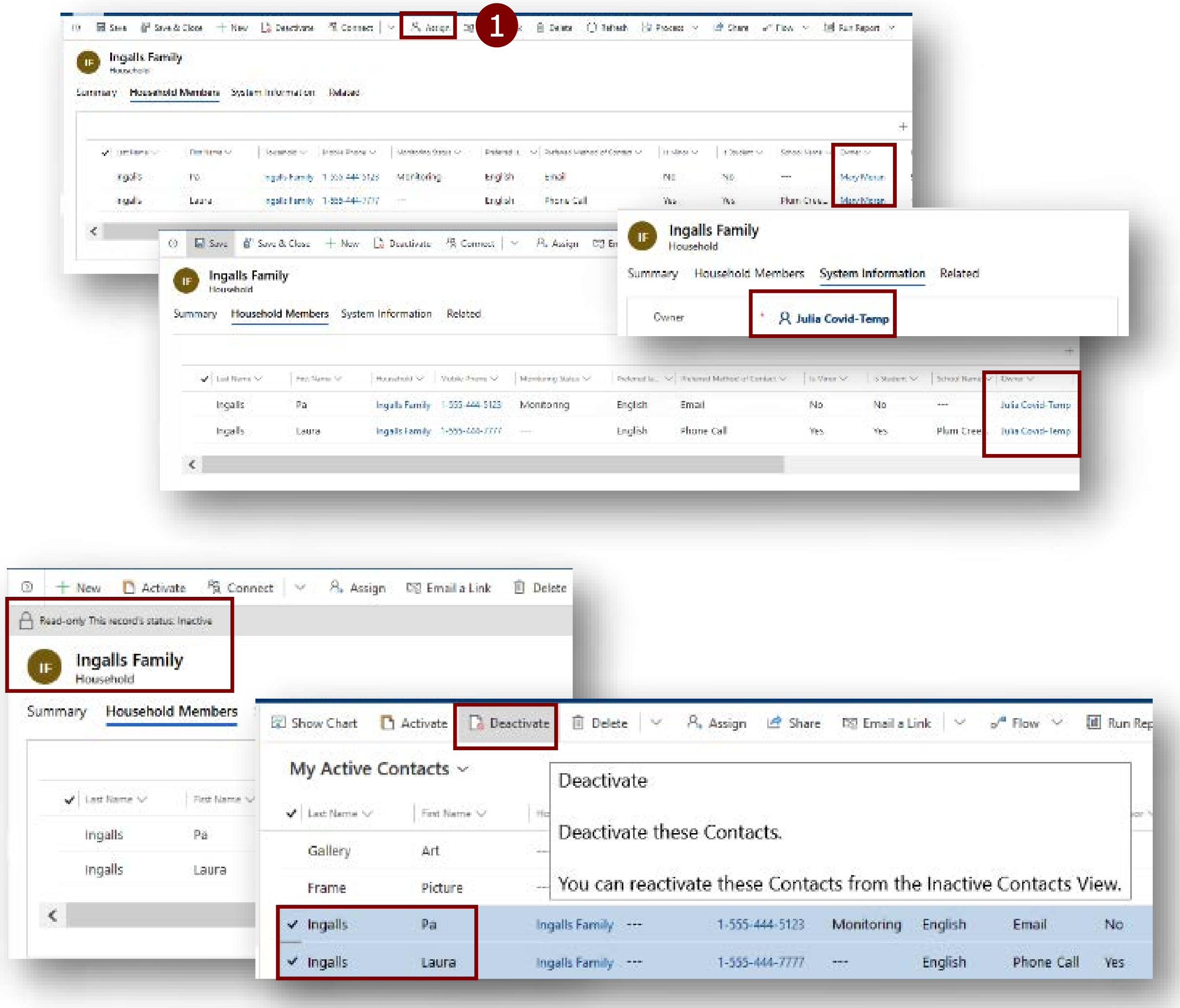
1. Because you started from the "Household Members" page, a New Contact screen will appear **with pre-populated information from the household profile.** Input the remaining information about your new contact or adjust any of the pre-populated information as needed.
2. Click "Save and Close" when finished to return to the "Household Members" page, and repeat the process if necessary for new contacts.
3. **As a reminder, the process for adding existing contacts to households has changed, and you now need to do this from a contact profile and not the "Household Members" page.** Under "Basic Info," you should use the "Household" field to search and select the household you have created that applies to this contact.
4. **Saving your work will add this contact to the "Household Members" page.**

Tasks

Understand and use the updated household functionality.

Key Learnings

- Understanding households



1. **Finally, remember that reassigning a household using the "Assign" button from the household profile will reassign all its contacts; however --**
2. **Deactivating a household will not deactivate any of the contacts within it.** Contact members must be **deactivated by profile** after deactivating the household. Similarly, **deactivating all household contacts will not deactivate the household,** and it must be deactivated independently.

We will now proceed to our last knowledge check for today.

Tasks

Understand and use the updated household functionality.

Key Learnings

- Understanding households

You want to search for a contact using their C#, but you are not sure who is the owner or whether this contact is currently active. Which view should you use?

1. **My Active Contacts**
2. **Active Contacts**
3. **All Contacts**
4. **My Inactive Contacts**

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Using views to find contacts

Scenario 1 | Scenario 2 | Scenario 3 | **Scenario 4** | Scenario 5

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2. Active Contacts
3. **All Contacts**
4. My Inactive Contacts

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Using views to find contacts

BONUS: You are assigned a contact who resides outside of your state. After ensuring that the contact's exposure and outreach details are as complete as possible, what is the only action required on your part?

1. **Assign the contact to the Movement Monitoring & Notification (MMN) Team Contact *(Jennifer Wheeler)***
2. **Select a Final Monitoring Outcome of "State OOJ, Notification Completed"**
3. **End monitoring and deactivate the contact**
4. **Delete the contact profile**

Tasks

Correctly identify the action required in each scenario.

Key Learnings

- Correctly handling out-of-jurisdiction contacts

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Tasks

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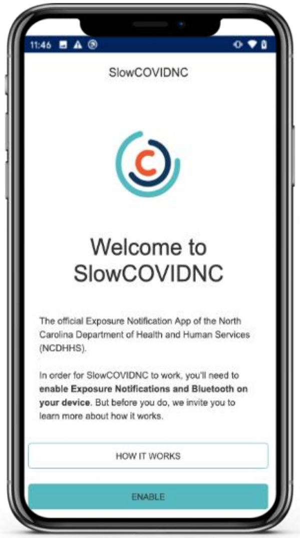
Key Learnings

- Correctly handling out-of-jurisdiction contacts

Exposure Notification App: SlowCOVIDNC

NCHealthIT@dhhs.nc.gov



Find more resources for SlowCOVIDNC at the links below

Landing Page

Landing page for NCDHHS' SlowCOVIDNC app

Higher Education

Resources specifically targeted towards higher education (school lists, contact information, toolkits)

Privacy Policy

Document outlining privacy information related to the SlowCOVIDNC app

Press Releases

Access to upcoming press briefings/ announcements and archive or previous press releases

FAQs

Comprehensive bank of information to address app-related questions and concerns

Support Resources

Where to go for support *(all users of CCTO)*

Contact your supervisor with contact tracing process questions

If you have process-based questions about contact tracing workflows, policies, and procedures beyond the CCTO software, **contact your supervisor directly**, as these may vary on local levels

Refer to the CD Manual & ServiceNow Knowledge Center for NCID/ServiceNow/CCTO access support

- **Review "CCTO Help Desk & IT Support" on the CD Manual** to review job aids for access support
- **Visit the ServiceNow Knowledge Center** for job aids on tech issues (login, NCID, password reset, etc.)

Refer to support materials for CCTO Tool help

- FAQs, Job Aids, Process Documentation and Scripts (Found on the NC DPH Communicable Disease Manual Coronavirus Page)
- Patient Education Tools, CCTO trainings and slides and recorded live sessions posted to the AHEC Portal
- ***Check your email for ongoing CCTO office hours opportunities and regular live trainings***

ServiceNow for CCTO support and CCTO enhancement suggestions

Register for ServiceNow and then visit the DHHS Contact Tracing ServiceNow Portal to log in using your NCID and submit **CCTO questions and suggestions.**

REMINDER: Tip of the Week Submissions

Always check the newsletter for tips submitted by contact tracers, and use the tip submission link to submit a tip of your own!

Zoom out to get a better view if you're reading this newsletter from a smartphone

NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

NC Outreach Team Newsletter

In this snapshot:
Tip of the Week
System Updates
Job Aid

Tip of the Week

This week's tip is from Steffanie Sanchez in Durham county:

Maximize the use of the CCTO Tool Activities/Timeline functionality. Using these features can help immensely with call preparation. Specific elements and how to best use them include:

- ***Tasks* to log every email/text exchange**
- ***Phone calls* to log who you speak to (if not contact) and/or the best time to call next**
- ***Notes* to log:**
  1. **Household Information (who lives with the contact and the source of exposure - this occasionally identifies other contacts that need to be monitored and weren't in CCTO)**
  2. **Health Updates (anything in the assessment that should be flagged, such as high risk reasons or resource needs, so they can quarantine safely)**

Thank you for the wonderful tip, Steffanie!

We want to hear your tips related to the CCTO tool and overall contact tracing efforts, so we can continue to build a community where we are learning from each other and sharing best practices. If you have a tip that you would like to submit, which makes your contact tracing efforts more efficient and/or effective, please fill out this form for a chance to be featured in the next newsletter!

Tip Submission Link

Participant Feedback

Questions?