

5<sup>[RD(1)]</sup>/4/2021

### NEW/UPDATED

#### (K1090 & K1088)

**K1090. With an initial script, ask the contact if they are aware of a predefined quarantine period.**

After the contact has been verified, the CT/Volunteer can preface the initial conversation, regarding the quarantine, by asking what dates they have been told by their LHD, if any. Various LHDs have a 10-day quarantine, while others have a 14-day quarantine<sup>[RD(2)]</sup>. Any conflicting information can be very confusing to the contact. (related to K1088)

**K1088. 10-day or 14-day quarantine by county.** Every county has been given the option of either a 10-day quarantine period or a 14-day quarantine period for non-variant Contact Tracing. Active *variant* cases will always have a 14-day quarantine<sup>[RD(3)]</sup> period (indicator will be visible in info tile)

**Please note:** School districts across the state MAY suggest students quarantine for 14 days for variant/non-variant contacts<sup>[RD(4)]</sup>.

### EXISTING/NOT UPDATED

**K1089. Speaking to minor contacts.** (Relates to K1065). When “age” is missing from the information tile for a contact, a CT may begin talking to a minor before realizing that they are a minor. To remedy this situation, Contact Tracers should<sup>[RD(5)]</sup> ask for the contact’s age and then update the ages for contacts that do not reflect the proper age in the info tile.

**K1086. Variant strain.** Contacts that are identified with a Variant strain of COVID will be monitored for 14 days, instead of 10 days. All script prompts will remain the same.

**K1087. Scheduled vaccinations during quarantine.** If a contact states they are scheduled to receive a vaccine during their quarantine, the contact MUST continue to quarantine! The vaccination must be rescheduled for a later time. Quarantine is the priority! The vaccination can wait. (Associated with question #9)

**K1085. Contacts who have completed their COVID-19 vaccinations.** In keeping with CDC guidance, MDHHS is waiving the obligation to quarantine for recently exposed contacts who are fully vaccinated and meet **ALL the following criteria:**

- Have received all recommended doses of their vaccination series, AND

- Contact Start Date is at least 14 days past the last dose in their vaccination series; AND
- **Remain** RD(6) RD(7) without symptoms since their recent COVID-19 exposure

This is now built into the Initial Script, Question 9, and the scripting language will change depending on how the contact answers. There is a new Outcome of “Fully Vaccinated.” **Note: You must choose an answer for Question 9 in order for the rest of the script to function and display properly.**

- Answering “Yes” is interpreted as “Yes” to both parts of Question 9. If Question 9 is marked “Yes” AND all symptoms are marked “No,” the script will adjust to explain that the contact **does not need to quarantine** any longer. This combination will result in the Outcome “Fully Vaccinated” being automatically selected.
- Answering “No” DP(8) is interpreted as “No” to either part of Question 9 and means the contact **needs to quarantine** for the dates shown in Traceforce. Answer “No” for any situation in which the contact has not met all criteria above, and for contacts who are not eligible to be vaccinated.
- If any symptoms are marked “Yes” in Question 8, that will overrule the answer to Question 9 and the Outcome “Fully Vaccinated” can’t be selected. The contact will be referred to their local health department based on the symptoms they reported.
- The Vaccination question will only appear in the Initial Scripts.

For Ongoing Scripts, if a contact explains that they meet all criteria for being fully vaccinated, save that info in your notes and continue the rest of that Ongoing Script. Mark the Outcome as “Case Closed Other.” The point here is that we won’t ask all those questions during the Ongoing Script, but we can accept the info if the contact volunteers it. This is to reduce burdensome repeat questions during the Ongoing scripts.

**K1050. Work Exemption Letter.** Traceforce now reads the Preferred Name field as the primary source for the Work Exemption Letter, and will read the Name field as the secondary source. This means that whatever is entered in the Preferred Name field, Traceforce will use that name on the Work Exemption letter. If Preferred Name is blank, Traceforce will use the name in Name field.

- When correcting a contact’s name, Enter their **full preferred name** in the Preferred Name field. For example, if correcting “Peter Daviston” to “Peter Davidson,” you must enter “Peter Davidson” in the Preferred Name field. Entering only “Davidson” will create a Work Exemption Letter addressed to “Davidson”.

All scripts prompt whether the contact wants or needs a letter supporting them to stay home from work or school. Traceforce can generate a letter and email it to the contact.

- In the script, if the contact wants a letter, mark “Yes.” An email address is required to send the Work Exemption Letter, and the script will prompt you to collect the contact’s email address at a later point. Alternately, you can enter the contact’s email into the Information Tile.

Volunteers can also send a Work Exemption Letter manually from the Information Tile.

- In the right-side Information Tile, locate the checkbox titled “Send Exemption from Work Letter.” This box will be unchecked by default.

- Click the pencil icon to activate this item, and then check the box to generate the Exemption from Work Letter for your contact.
- NOTE: the Exemption from Work Letter can only be sent by email, so you'll need to scroll down in the Information Tile to verify that an email is entered.  
(If an email address is NOT available and the letter must be mailed from the LHD, be sure to document the mailing address in the notes. Send to Supervisor<sup>RD(9)</sup>)
- When the box is checked and an email is entered, click [Save] at the bottom of the Information Tile and the letter will be emailed momentarily.
- If a contact has already received an Exemption from Work Letter but they want or need another copy sent to them, uncheck and click [Save], then recheck the check box and click [Save] again.

#### **K1064. Instructions for saving notes. Volunteers and Supervisors Must Add Note After Each Call.**

Follow these instructions to make sure your note contains all relevant info and will be helpful to other contact tracers and volunteers. Remember to follow **K1054** for specific notes related to calling and managing households. Please use this template as a guide, do not copy-paste the prompts in the template, but rather, use it as a source to ensure that all relevant information is included.

#### **Before calling any contact or household, save this pre-call note:**

- I am calling for (contact's name) at (time hh:mm am/pm).

#### **After Calling**

##### **Outcome = No Answer or Left Message (regardless of script):**

- Edit your pre-call note and **add** the following info (**do not totally overwrite your pre-call note**):
  - Call Outcome: \_\_\_\_\_

##### **Initial Script (all outcomes besides No Answer/Left Message):**

- Edit your pre-call note and **add** the following info (**do not totally overwrite your pre-call note**):
  - Preferred language
  - Call outcome
    - If Refused: document whether refused for individual (self or child), or refused for household.
  - Who did you speak to (contact or if minor, parent/guardian name?)
  - Symptomatic?
  - Was the contact tested/what was the outcome?
  - Email
  - Phone number
  - If End Monitoring Date = Today, was the contact informed
  - If something needs to be fixed or reviewed by MDHHS or the Local Health Department, describe the problem or need in your note and:
    - MDHHS Tracers: send email to [MDHHS-Traceforceescalation@michigan.gov](mailto:MDHHS-Traceforceescalation@michigan.gov)

- *Volunteers and 22<sup>nd</sup> Century Tracers: alert your Rock shift supervisor*
- *Manual or automatic monitoring?*
- *211 needs?*
- *Any other details:*

**Ongoing Script (all outcomes besides No Answer/Left Message):**

- *Edit your pre-call note and **add** the following info (do not totally overwrite your pre-call note):*
  - *Call outcome*
    - *If Refused: document whether refused for individual (self or child), or refused for household.*
  - *Who did you speak to (contact or if minor, parent/guardian name?)*
  - *Symptomatic?*
  - *Was the contact tested/what was the outcome?*
  - ***New** or **changed** phone number and/or email (do not re-enter same/unchanged info)*
  - *If End Monitoring Date = Today, was the contact informed*
  - *If something needs to be fixed or reviewed by MDHHS or the Local Health Department, describe the problem or need in your note and:*
    - *MDHHS Tracers: send email to MDHHS-Traceforceescalation@michigan.gov*
    - *Volunteers and 22<sup>nd</sup> Century Tracers: alert your Rock shift supervisor*
  - ***Change** from/to Manual or automatic monitoring? (only note change to contact's preference or failure to meet contact's preference, e.g. contact wanted texts but is not receiving)*
  - *211 needs?*
  - *Any other details:*

**Leave a note using the instructions here and in K1054 concerning normal queuing logic, but, DO NOT save or use notes to state "rapid re-queuing."** We expect a Household to queue again up to the number of contacts within that household. If you believe a contact or household is re-queuing too often, report that to your shift supervisor with the Contact ID and phone number (MDHHS tracers report to on-call support team). Shift supervisors will work with MDHHS to evaluate and respond as needed.

**Reminders:**

- Read all notes before you call to verify appropriate language and if interpreter line is needed.
- Do not use abbreviations in notes; use full words only.
- For households, please remember to check "apply to all household members" box in your notes!
- If contact provides you with a different phone number/email, please remember to write the original info in your notes as well as the new phone number/email they provided you with!
- Make sure to alert your shift supervisor if something needs to be fixed or reviewed by MDHHS or the Local Health Department
- If you have issues transferring a call to 211:
  - *Volunteers and 22<sup>nd</sup> Century Tracers: alert your shift supervisor with the contact ID, summary of the issue, and time of call.*

- MDHHS Tracers: add the contact ID, summary of the issue, and time of call to the doc on SharePoint

**K1032. Contacts who have tested positive for COVID-19 (nose or throat swab tests) within 90 days.** In keeping with CDC guidance, MDHHS is waiving the obligation to quarantine for recently exposed contacts who have tested positive within the prior 90 days and meet ALL the following criteria:

- Have tested positive (nose or throat swab tests only) more than 10 days but less than 90 days ago, AND
- Remain without any symptoms

This is now built into the Initial Script, Question 10, and the scripting language will change depending on how the contact answers. **Note:**

- Answering “Yes - Within 10 days” will result in the Outcome “Contact Tested Positive” being automatically selected (see **K1035**), and the script will adjust to explain that the contact **needs to quarantine** for the dates shown in Traceforce.
- Answering “Yes – More than 10 days but less than 3 months” will result in the Outcome “Contact Tested Positive” being automatically selected (see **K1035**), and the script will adjust to explain that the contact **does not need to quarantine** any longer. The contact will be removed from further monitoring when you save and submit the script.
- If any symptoms are marked “Yes” in Question 8, that will overrule the answer to Question 10 and the contact **needs to quarantine or isolate** until they speak with a local health department or MDHHS case investigator. The contact will be referred to their local health department based on the symptoms they reported.
- Testing answers “Yes - Within 10 days” and “Yes – More than 10 days but less than 3 months” will only appear in the Initial Scripts. Other answer options (Waiting, Negative, No) remain the same in Initial and Ongoing scripts.
- Include any information about the date when the contact was tested in your notes.

**K1086. Pro-tips for double-dialing and clicking [Talk to Next].**

- Double-dialing: Initial Scripts only. We have observed that contacts are more likely to answer or call us back using this tip. Call the contact and if your call goes to voicemail, leave a message per the script for voicemail, but do not click [Save] or [Talk to Next]. Instead, wait one or two minutes, and then redial that contact again. If the contact answers on the second call, you can go to the top of their script and fill it out as normal (changing the outcome at the end of the conversation). If your second call goes to voicemail, do not leave a second message. End the call, be sure to include in your note that you double-dialed, save the script as “Left Message,” and then click [Talk to Next]. **Only double-dial on the very first** call to that contact or household, not on each requeue in the Initial Script.
- When the queue is slow, wait at least five minutes between clicking [Talk to Next]. When you click [Talk to Next] and see a message that no contacts are available, wait at least five minutes before clicking [Talk to Next] again. This will reduce excess requests to the Traceforce servers

and keep the system running smoothly and stably for all users. This is especially important later in the day when all contacts have already been called the first time.

**K1087. Tip for explaining or justifying the “Have you had to leave your home” question in the Ongoing Scripts.** If a contact expresses curiosity or concern about this question, this type of response might be helpful: “That’s an important question or concern. We asked this to see if there are resources we could add or use to help you or other people be able to stay home and not feel stressed about food, family, or other needs.”

**K1054. Instructions for Calling Households and Managing Households in the Queue.** All contacts who have the same phone # and are still eligible for monitoring will queue together (a household). \*Eligible for monitoring means the contact has not opted out from monitoring and last outcome was Successful, Did Not Speak English, Did Not Complete Call, Left Message or No Answer. We should only call a household once each time the household queues, and not call each contact each time the household queues. Follow these instructions to determine whether to call, which outcome to choose, and which notes to save.

**ONLY** complete the script for the contact who queued to you, and others in the household your contact agreed to answer for. **Do not** use ad-hoc or manually open other contacts from your Info Tile.

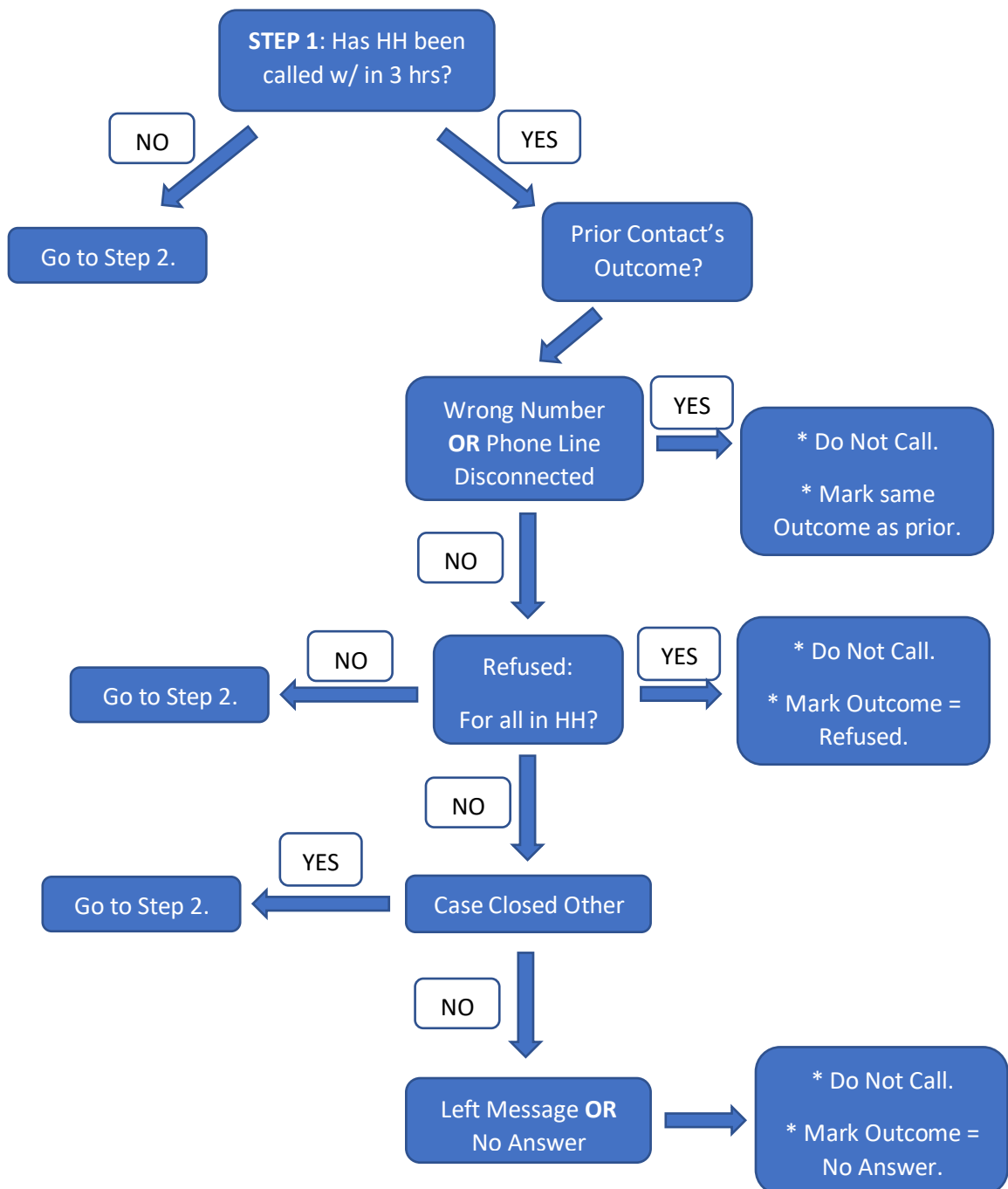
- 1) Check notes to see if a call has been made to this number in the past three hours.
  - a) If Yes: What was the outcome of the prior call?
    - i) Wrong Number or Phone Line Disconnected: Do not call.
      - (1) Mark the Outcome of your contact’s script to match the prior note.
      - (2) Save this note to all contacts in the household: “Did not call. Marking <contact’s name> outcome as Wrong Number / Phone Line Disconnected.” (Use the same as the previous note).
      - (3) Click [Save and Next].
      - (4) Click [Talk To Next Contact]. You are done with this contact and the household.
    - ii) Refused: Review prior note to determine if that refusal was for that contact only (e.g. contact refusing for self or child), or if refused for all in household.
      - (1) Refusal was not for entire household.
        - (a) Go to Step 2).
      - (2) Refusal was for entire household.
        - (a) Do not call.
        - (b) Mark the Outcome of your contact’s script as Refused.
        - (c) Save this note to all contacts in the household: “Marking <contact’s name> outcome as Refused.”
        - (d) Click [Save and Next].
        - (e) Click [Talk To Next Contact]. You are done with this contact and the household.
    - iii) Case Closed Other: Go to Step 2.
    - iv) Left Message or No Answer: Do not call.
      - (1) Go to the end of the script and mark Outcome = No Answer.

- (2) Save this note to all contacts in the household: "I didn't dial <contact's name>. Household already called in this queue cycle."
  - (3) Click [Save and Next].
  - (4) Click [Talk To Next Contact]. You are done with this contact and the household.
- v) Did Not Complete Call: Go to Step 2.
- b) If No: Save this note to all contacts in the household: "I am calling <contact's name> now." Go to step 2.
- 2) Check notes to see if a voicemail has already been left for that phone number today.
  - a) If Yes: Call.
    - i) If call goes to voicemail, do not leave any more voicemails that same day.
    - ii) Hang up and mark Outcome = No Answer.
    - iii) Save this note to all contacts in the household: "I called for <contact's name> but No Answer."
    - iv) Click [Save and Next].
    - v) Click [Talk To Next Contact]. You are done with this contact and the household.
  - b) If No: Call.
    - i) If your call goes to voicemail, leave the voicemail message shown in the script.
    - ii) Mark Outcome = Left Message.
    - iii) Save this note to all contacts in the household: "I left a voicemail for <contact's name>."
    - iv) Click [Save and Next].
    - v) Click [Talk To Next Contact]. You are done with this contact and the household.
- 3) If your contact answers, follow the script and complete it as appropriate. If your contact agrees to answer for others, proceed and follow the script(s) for the other contact(s).
  - a) **ONLY** complete the script for the contact who queued to you, and others in the household your contact agreed to answer for. **Do not** use ad-hoc or manually open other contacts from your Info Tile.
  - b) If the Outcome for your contact is Left Message or No Answer, or if your contact answered but declined to answer for others, the other contacts in your Info Tile will requeue to other tracers or volunteers **even if** you attempt to open and complete them manually. Manually opening contacts and/or saving scripts will only increase the odds that one or more contacts in that household will requeue inappropriately.
- 4) Save a note summarizing your call. Reference **K1064**.
- 5) When your contact's script is complete and the appropriate Outcome is marked, click [Save and Next].
- 6) Click [Talk to Next Contact].

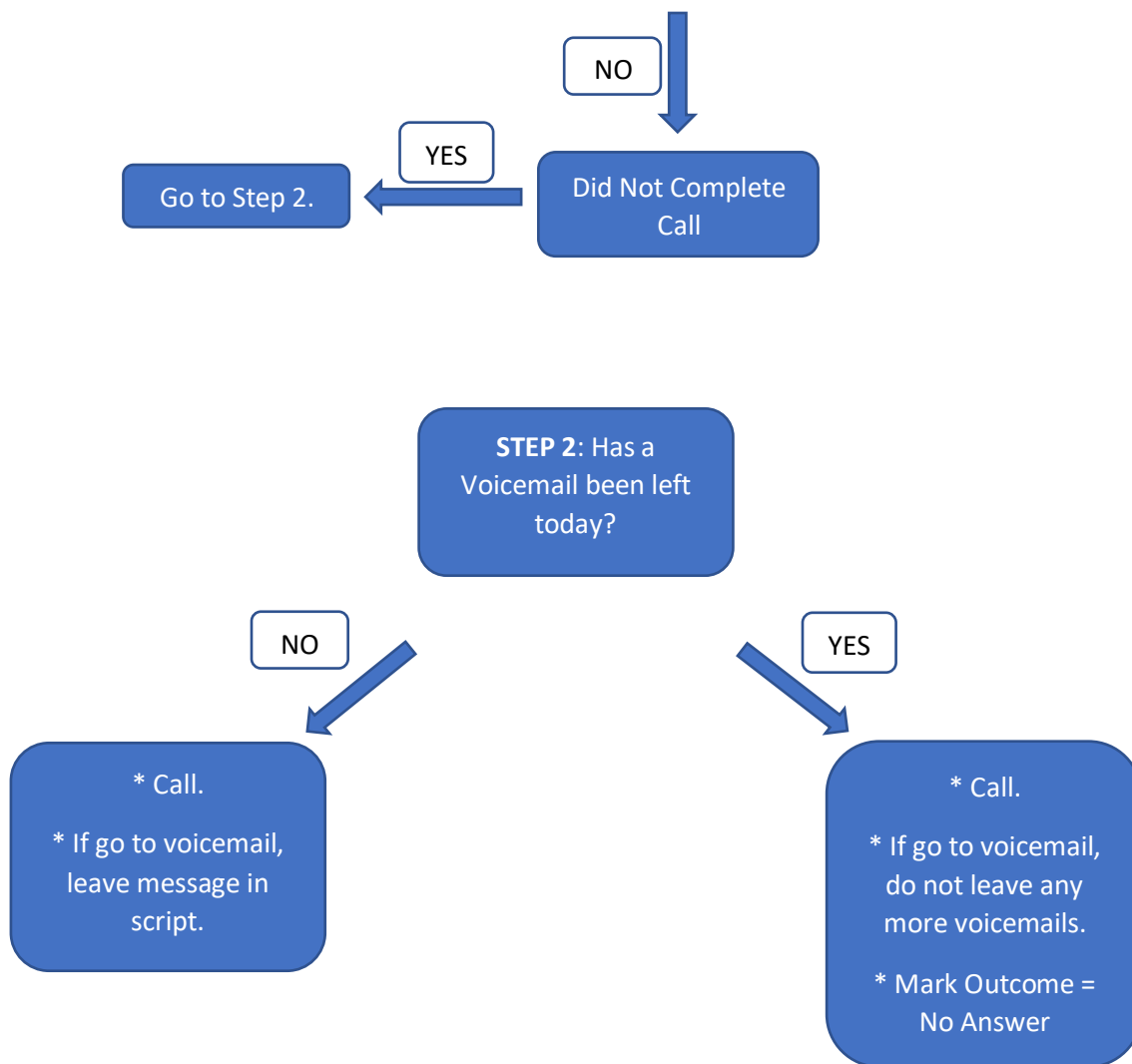
Also remember:

- The "Answer For Others" question is mandatory. If you go to voicemail or there's no answer, mark Answer for Others = Yes. If you leave a voicemail, save a Note indicating that and check the "Applicable to all Household members" box.
- Alert your shift supervisor(s) about any concerns/complaints involving householded contacts.

These flow charts show the instructions in a visual format:







**K1047. What should we do if a Contact wants to opt out or refuse further calls? Related, what to do when we see notes that someone has already refused or opted out?** This is for individual contacts ONLY, not householded contacts. For householded contacts refusing monitoring, follow **K1054**.

- If a Contact opts out or refuses monitoring, mark Outcome = Refused and continue to the next call.
- If you see notes that a contact opted out or refused monitoring, use Chatter to alert your shift supervisor. They will review the situation and guide you how to proceed.

**K1038. If I call a Contact on their last day of monitoring, should I mark Outcome = Case Closed Other?**

No. You should mark the outcome that best fits the actual outcome of your call. I.e. if you spoke with Contact, Successful. Voicemail = Left Message, and so on. TraceForce will automatically close the Contact's file after the 10<sup>th</sup> day, so you don't need to close it manually. See also "List of Call Outcomes and Which To Choose."

**K1046. What if my contact states they've had a positive antibody test? Do we still recommend they home-quarantine for 10 days?** Yes. Unfortunately, we don't know enough about the limitations of the antibody tests, or the biology of this coronavirus, to be confident that a positive antibody test means the contact is not infectious. Maintaining home quarantine is the most certain way to prevent further transmission.

- Also refer them to MDHHS Covid website for newest info:  
<https://www.michigan.gov/coronavirus>.
- Feel free to reference these info graphics:

**WHAT WE KNOW ABOUT ANTIBODY TESTING:**

- Some test sites offer antibody testing, but there is no information about which test is being used, or if it is an approved test
- The test will not help your doctor treat you
- It will not tell you if you can safely return to work


You can find antibody testing sites at [Michigan.gov/CoronavirusTest](https://Michigan.gov/CoronavirusTest). If you choose to do so, please understand the limitations of antibody testing and continue to practice social distancing regardless of the result.



**WHAT WE DON'T KNOW ABOUT ANTIBODY TESTING:**

- How accurately it can detect COVID-19 in individuals
- If detection of antibodies means you had COVID-19
- If it will detect past coronaviruses (like the cold)
- If detection means you can spread COVID-19
- If detection means you're immune to COVID-19

You can find antibody testing sites at [Michigan.gov/CoronavirusTest](https://Michigan.gov/CoronavirusTest). If you choose to do so, please understand the limitations of antibody testing and continue to practice social distancing regardless of the result.



**K1078. A contact prefers a language other than English, Spanish, or Arabic.** If you can identify the contact's preferred language, use the MDHHS Language Line and try to connect with a translator to continue the interview as a three-way call.

1. Use CCP Quick Connects "MDHHS Language Line," or dial 1-844-233-3280.
2. Enter PIN: 6044. If asked for a 3-digit Unit Code: 163.
3. You will be connected to the pool of Michigan-based Interpreters.

- Please press "0" to select your language. Enter "01" for Spanish or "23" for Arabic. (See complete language and code list below).
- If a Michigan-based interpreter is not available, please wait to be transferred to the national Pool. You will be required to reenter some of the information.
- Please provide the following information to the Interpreter: Your First & Last Name, Your Unit ID, Your Unit Name.
- In national pool, press 1 for Spanish. For all other languages, enter the 2-digit language code (Complete code list below)

| Language        | Code | Language       | Code | Language    | Code | Language            | Code |
|-----------------|------|----------------|------|-------------|------|---------------------|------|
| Albanian        | 47   | French         | 26   | Korean      | 30   | Samoan              | 79   |
| Amharic         | 39   | Fulani         | 36   | Kurdish     | 76   | Serbian             | 62   |
| Arabic          | 23   | Georgian       | 82   | Laotian     | 50   | Serbo-Croatian      | 64   |
| Armenian        | 59   | German         | 61   | Lithuanian  | 69   | Somali              | 29   |
| Bangla          | 58   | Greek          | 68   | Macedonian  | 93   | Spanish             | 01   |
| Bengali         | 48   | Gujarati       | 40   | Mai Mai     | 78   | Swahili             | 38   |
| Bosnian         | 37   | Haitian Creole | 28   | Malayalam   | 75   | Tagalog             | 46   |
| Bulgarian       | 67   | Hakha-Chin     | 95   | Mandarin    | 24   | Tamil               | 85   |
| Burmese         | 21   | Hakka-Chinese  | 87   | Mandingo    | 89   | Teddim              | 86   |
| Cambodian       | 51   | Hebrew         | 90   | Marshallese | 81   | Thai                | 57   |
| Canadian French | 55   | Hindi          | 43   | Mongolian   | 72   | Tibetan             | 83   |
| Cantonese       | 31   | Hmong          | 44   | Nepali      | 25   | Tigrinya            | 45   |
| Chin            | 32   | Ibo            | 65   | Oromo       | 96   | Tongan              | 97   |
| Chin-Hakha      | 95   | Indonesian     | 70   | Pashto      | 77   | Turkish             | 54   |
| Croatian        | 92   | Italian        | 56   | Persian     | 74   | Twi                 | 66   |
| Czech           | 91   | Japanese       | 63   | Polish      | 42   | Ukrainian           | 71   |
| Dari            | 80   | Karen          | 34   | Portuguese  | 35   | Urdu                | 41   |
| Dutch           | 84   | Karenni        | 60   | Punjabi     | 49   | Vietnamese          | 22   |
| Farsi           | 33   | Kinyarwanda    | 94   | Romanian    | 52   | Yoruba              | 88   |
| Filipino        | 73   | Kirundi        | 53   | Russian     | 27   | All other languages | 99   |

If the contact's preferred language is not available through the MDHHS Language Line, or if you cannot identify contact's preferred language, save a note describing this and mark Outcome = Case Closed Other.

**K1083. Guidance for error message when phone number has been opted out from texting.** MDHHS recently identified that some Contact or Household phone numbers had been opted out from receiving texts through the Amazon Web Service texting system that Traceforce uses for texting. This opting-out could have occurred if the phone number was previously entered in Traceforce and was opted-out during that prior monitoring period, or from some other texting service that Amazon Web Services provides. If you tried to enroll such a number in texting during the Initial Assessment, it caused an internal error that prevented the Initial Assessment from saving and returned the Contact or Household to the queue with no Initial Assessment saved. We have addressed this error with the following measures:

- Traceforce will now identify such phone numbers in the Initial Script on your screen.
- If a volunteer or tracer tries to enroll an opted-out phone number into texting (by marking Phone Type = Mobile and Texting = Yes), the script will immediately display the following warning message: “The assessment cannot be saved because this phone number has been marked as opted out and is shared with other household contacts. Please provide a different phone number for this contact in order to save the assessment, or answer “no” to the automated monitoring question.”
- This will happen live, while you are talking with the Contact. Use the error message to help explain the situation to the contact, and that they must provide a different number to receive texts or they can receive calls only at the current number.
  - If the contact gives a different number for texting, leave the script Text Enrollment = Yes and update the phone number in the Info Tile.
  - If the contact wants to use the current number for calls only, simply change the Text Enrollment from Yes to No.

**NOTE:** Changes you make to fix this error apply only to the Contact with whom you are speaking. If the Contact is in a Household and they agree to answer for others, you’ll need to ask if each additional Household member wants the same choice. If they choose not to answer for others, the remaining contacts in the Household will re-queue and have to respond to this issue each in their own turn.

**K1084. Guidance for when contacts should seek COVID-19 testing.** If a contact wants to know when or how long into their quarantine they should get tested, you can use the following scenarios to advise them:

- Contacts who remain asymptomatic should seek testing five days or more after their last date of exposure to the person with COVID-19.
  - Contacts who remain asymptomatic, but live with the COVID-19 Case and can’t avoid close contact should seek testing five days or more after the Case’s isolation period ends. For example, Case tested positive on 12/1 and Contact can’t avoid close contact. Assume Case’s isolation period ends on 12/10, so Contact could seek testing on or after 12/15.
- Contacts who have or develop symptoms should seek testing as soon as possible, regardless of their last exposure date.

Remember that “Contact Start Date” in Traceforce may not be the contact’s true last exposure date. If a contact believes their last exposure date is different from the Contact Start Date in Traceforce, they may choose which date to use for getting tested. Be sure to **save a note** with the recommended test date or the date the contact plans to get tested. Testing will remain limited in some areas, including test sites refusing to test asymptomatic contacts. Contacts should continue to follow COVID-19 precautions before and after their test results, even if they test negative.

**K1071. Special instructions for contacts working in Critical Infrastructure/Essential Worker settings AND without symptoms. ONLY FOR THESE CONTACTS.** The Michigan Legislature has defined the

following types of employees as Critical Infrastructure and therefore allowed to continue working during their quarantine period:

- A healthcare professional
- A worker at a health care facility
- A first responder
- A child protective service employee
- A worker at a child caring institution
- A worker at an adult foster care facility
- A worker at a correctional facility

Contacts who work in designated Critical Infrastructure settings may have the Critical Infrastructure check box marked in their Information Tile. If you speak with a Contact who does not have the Critical Infrastructure box marked, but they say they work in one of these settings, mark the Critical Infrastructure box and follow the process below.

To ensure continuity of operations of essential functions, the CDC advises that critical infrastructure workers may be permitted to continue working even following potential exposure to COVID-19, provided they are not experiencing symptoms and precautions are taken to protect them and the community.

In these cases, volunteers should not tell the contact to quarantine for 14 days. Volunteers should follow the process below when they come across a critical infrastructure worker:

1. Identify Critical Infrastructure check box is marked, or the contact states they work in one of the above settings.
2. For Critical Infrastructure contacts **who do not have symptoms**, do not tell them to quarantine for 14 days. Instead, give the following instructions for when they return to work:

**DO:**

- Take your temperature before work.
- Wear a face mask at all times.
- Practice social distancing (at least 6 ft) in the workplace as work duties permit.

**DON'T**

- Stay at work if you become sick.
- Share headsets or objects used near face.
- Congregate in the break room or other crowded places.

3. In all other respects, volunteers should follow and complete the script as they normally would.

The Michigan Legislature's definitions are available at: <http://www.legislature.mi.gov/documents/2019-2020/publicact/pdf/2020-PA-0238.pdf>. More information about Safety Practices for Critical Infrastructure Workers can be found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/critical-workers/implementing-safety-practices.html>

**K1062. The person who answers the phone verifies same name as in Traceforce, but states they live in a different county than what is listed.** Ask the contact to clarify their City, County and State of residence, and save a Note with this info. Follow the processes below based on the contact's residence.

- **Michigan resident.** Use the Contact County/Local Health Department drop-down in the Information Tile to select the contact's correct county of residence. Save that change, then continue the conversation and go through the script. Mark the appropriate Outcome for your conversation (see **K1035**).
- **Out of state resident, currently living in Michigan.** Explain that we are happy to check in with them for as long as they are in Michigan. Leave the current county of residence as-is. Follow the script and mark the appropriate Outcome for your conversation (see **K1035**).
- **Out of state resident, currently living out of state.** Politely explain that we can only monitor people currently living in Michigan, and that we will try to refer them to their state or local contact tracing program. Mark Outcome = Contact Lives Out of State (see **K1035**). You do not need to alert your shift supervisor or request escalation for out of state contacts.

**K1082. Talking points for pregnant women who are COVID-19 contacts.** CDC has a page dedicated to COVID-19 and pregnancy: <https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/pregnancy-breastfeeding.html>. Here are a few key points that may be helpful for pregnant women who are contacts:

- Protect yourself from further COVID-19 exposure by limiting interactions as much as possible, practicing social distancing, and masking anytime you leave the home.
- Avoid activities where these protective measures would be difficult to follow.
- Seek and/or keep routine healthcare appointments. Talk with your doctor about how to keep and attend all recommended appointments (in-person versus virtual).
- Discuss any concerns with your doctor.
- Get your recommended vaccines and continue taking recommended medicines.

There is also extensive information on caring for newborns (and new moms) on this page.

**K1080. School-related questions (Initial Minor script ONLY).** We have added questions about school and daycare to the Initial Minor script. Please verify complete name and spelling of school, daycare, and city with the parent/guardian as you take this information.

**K1081. Return to Work or Clearance Letter.** We cannot provide clearance to return to work or school, so these requests must still go to the contact's local health department.

- Use chatter to alert your shift supervisor. Shift supervisors will escalate to MDHHS and MDHHS will alert the local health department to provide a clearance letter.

**K1060. Ability to change assessments after saving - SUPERVISORS ONLY.** Supervisors can edit all content and the outcome of assessments after they are saved. If a volunteer thinks they made a mistake, or questioned how they marked something after they clicked [Save & Next], they should use Chatter to alert their shift supervisor and discuss the situation. Volunteers should still try to be accurate and careful to minimize the need for editing. Volunteer should completely close out of the record to allow the Supervisor access to save the record.

**K1035. Clarification of what the Call Outcomes mean, and which to choose.**

- **Successful** - When you have confirmed the contact's identity **AND** completed all relevant script questions.
- **Did Not Speak English** – Contact expressed preference for Arabic or Spanish. Only use for Arabic or Spanish until further notice; additional languages may be added in future.
- **Did Not Complete Call** – You began a call with a contact but did not complete it because the call dropped, an emergency for the contact, the contact could not talk at that time, or the contact hung up on you.
- **Left Message** – When you leave a voicemail, **ONLY**. Check Notes to be sure only one voicemail is left per day.
- **No Answer** – When there is no answer **AND** no voicemail is available. **OR** when a voicemail has already been left that day.
- **Case Closed Other** – When a contact is still within monitoring period but should not be called again. Use for:
  - Contacts who prefer a language other than Arabic, English or Spanish, **AND** that language is not available through the MDHHS Language line (see **K1078**). Always make a note of their preferred language so they can be followed up with later in the correct language.
  - Supervisors may direct volunteers to use Case Closed Other in other specific situations.
- **Phone Line Disconnected** – When the phone number in Traceforce is disconnected or no longer in service (that specific auto-message). REMEMBER: calls that go through but are dropped should be marked Did Not Complete Call.
- **Wrong Number** - When the person who answers is not your contact, but they say they know your contact. **OR** The person who answers does not know your contact, or doesn't recognize your contact's name.
- **Refused** - When the contact (or parent/guardian) refuses to speak with you or requests not to be called again.
- **Contact Tested Positive** – This outcome is linked to the script question about testing. If you mark that the contact tested positive, this Outcome will automatically be selected. Do not check or uncheck this Outcome manually.
- **Contact Lives Out of State** – When the contact states they are currently living in another state, **ONLY**. Do not mark this for contacts whose permanent residence is in another state, but they are currently living in Michigan.

- **Duplicate Record** – When you are certain that the same contact has more than one record or profile in Traceforce, **ONLY**. Review and confirm any such concerns with your Rock shift supervisor, and if they agree that it is a duplicate, choose this Outcome for the record(s) you want to remove from monitoring.
- **Did Not Confirm Identity** – Use for:
  - A contact who has an incomplete name shown in Traceforce, but they verify the part of their name shown and their county of residence (see **K1031**).
  - A contact who has a complete name listed in Traceforce, but the person who answers the phone tells you they (or the contact) have a different first or last name from what is listed (see **K1061**).
  - A contact who refuses to verify their identity. Explain that someone from their Local Health Department may call them back, and end the call.

**K1031. A contact has an incomplete name shown in Traceforce.** Go ahead and call the person and follow the most appropriate option below.

- **The person verifies the part of their name shown in Traceforce and their county of residence.** Ask if they are willing to give you the rest of their name, and if yes, save that in a note and thank the person for sharing. Explain that you need to confirm their full name with their local health department, and that someone from the local health department or the Michigan Department of Health and Human Services may call them back in another day or two. Mark Outcome = Did Not Confirm Identity.
- **The person who answers is not your contact, but says they know your contact.** Ask if they can give you the rest of your contact's name and the best phone number to reach the contact. Save a note with any information the person gives you and thank them. Explain that you can only speak with [contact's name], and that someone from [contact's] local health department or the Michigan Department of Health and Human Services may call [contact] in another day or two. Mark Outcome = Wrong Number.
- **The person who answers says they don't know your contact, or they don't recognize your contact's name.** Save a note stating this, thank the person for answering, and explain that we were given their number by mistake. Apologize for disturbing them and end the call. Mark Outcome = Wrong Number.

**K1061. A contact has a complete name listed in Traceforce, but the person who answers the phone tells you they (or the contact) have a different first or last name from what is listed.** Make a note of their (or the contact's) correct name and thank the person for sharing it. If you are not speaking with the contact, ask the person if they can provide you a better phone number to reach the contact. Explain that you need to confirm the corrected name with their (or the contact's) local health department, and that someone from the local health department or the Michigan Department of Health and Human Services may call them (or the contact) back in another day or two. Mark Outcome = Did Not Confirm Identity.



**K1076. Review of Symptoms.** There are several updates to this question that will affect the way it appears on your screen and how the script works.

- There are several new symptoms that will appear in this list, and the word “New” was added to several symptoms to distinguish that this is a new symptom the contact is experiencing.
- There is no longer a Yes/No leader question of “Are you experiencing symptoms?”
- All symptoms will appear in the script with Yes/No buttons below each symptom. You should read each symptom to the contact. If the contact states they have no symptoms or otherwise tries to skip through the list, politely explain that it’s important to review the list completely to make sure they are not experiencing a symptom they would not otherwise associated with COVID-19.
- You do not have to mark “No” to the symptoms the contact denies having. However, it is critical to mark “Yes” for any the contact says they have.
- The subsequent questions in the script will change or adjust based on any symptoms you mark as “Yes.”

**K1027. How Volunteers Should Handle Incoming Calls.** TraceForce will accept incoming calls from 10 am to 7 pm every day. Your CCP window will show an Incoming Call with a green bar with the phone # that is calling in and the phrase “Incoming Call.” Accept the incoming by clicking the green [check] panel, or decline the incoming call by clicking the red [X] icon. When you accept an incoming call, that contact’s script will automatically open on the volunteer’s screen and the volunteer will be connected to speak with the contact. See **K1058** for explanation of how Traceforce routes incoming calls.

- We know some volunteers have received incoming calls when they weren’t expecting them. These tips should help to prevent accidental incoming calls.
  - When **you are in a shift** and have ended a call, change your CCP status to Offline. This will keep you unavailable for incoming calls and allow you to finish notes or the script you just went through. When you are ready to make or receive a new call, change your CCP status to Available and click [Save & Next] and [Talk To Next Contact].
  - When you **close your Traceforce browser window**, your CCP connection will also be automatically logged out and closed. This will prevent you from receiving incoming calls when you are off-shift.
- Volunteers should accept incoming calls, unless they have a specific reason not to. Contacts who call in to TraceForce will be put on hold while they are waiting to speak with a volunteer, and we want to minimize the time they spend on hold.
- It is possible that a volunteer who only speaks English may receive a call back from a contact who speaks Spanish or Arabic. If this happens, be polite and follow the script to select the Preferred Language, and then “Did Not Speak English” as the Outcome. Click [Talk To Next Contact], and the person you just spoke with will be requeued immediately to the next language-speaking volunteer.

**K1077. Guidance for explaining quarantine in households where one or more folks are known contact(s), but the other household members are not.** Should other household members also quarantine, or are they required to?

- Only the person (or people) who are known contacts need to quarantine. The other household members do not need to quarantine, but they should pay attention to their health for any Covid-19 symptoms. Household members who are not known contacts can quarantine if they choose to (or if a parent wants their child to quarantine). We agree that parents should do what they believe is best for their child(ren) and family.
- You can remind the person you're talking with that just because a person was a close contact to someone with COVID-19, it does not mean they will get sick or that they will spread COVID to other people. We want to minimize the hardship of quarantine, so we only require it for people who are known contacts.
- If the known contact(s) or other people in the household develop symptoms or test positive for COVID-19, the local health department would take over and give new guidance.
- If the person you're talking with wants more information than you know or feel comfortable giving, explain that you don't have enough information to answer their questions, and escalate that to your Rock shift supervisor. Rock supervisors will route these questions to MDHHS staff who will either provide a response back, or get the local health department to answer the person's questions directly.

**K1075. Special instructions for contacts who are 17 years old and live away from their parent(s) or guardian(s) because they are attending college or university.** For these specific contacts **ONLY**, continue the conversation and follow the script. It is necessary to verify the contact is attending college or university, and the following are acceptable examples:

- The contact's middle name contains some designation of a college or university (CMU, college, university, dorm, campus).
- There is a note from a prior call indicating the contact attends college or university.
- The contact tells you they are attending college or university and confirms which school and campus they are attending.

If you have any questions or concerns, check with your Rock supervisor about how to proceed.

If a 17-year-old contact states their parent(s) or guardian(s) are unavailable or refuses to hand over the phone, and you cannot verify they are attending college or university, do not continue that conversation. Explain that we can only speak with a parent or guardian and end the call.

**K1068. Escalate To Supervisor checkbox in right-side info tile.** Do not use or mark this. Use Chatter or call your shift supervisor if an issue needs to be escalated to MDHHS.

**K1066. Household where 1<sup>st</sup> contact agrees to answer for others AND opts for texting.** Create a Note and check the "Applicable to all Household members" box. Explain that this contact agreed to answer

for others but opted for texting, so other volunteers will know when the other household members appear in queue.

**K1058. Contacts who call Traceforce (1-866-806-3447 or 1-866-80MDHHS).** The phone system will evaluate the phone number of the incoming caller.

- If this number is associated with a **single contact**, the contact will go to the next available volunteer **depending on contact's language preference**. E.g. contacts who prefer Arabic will go to the next available Arabic-speaking volunteer.
- If there are **multiple contacts sharing the same phone number (household)**, the contact will be robo-prompted to state their name.
  - If the **name is identified**, contact will be placed in the next available volunteer's queue depending on contact's language preference and **with a householding script**.
  - If the **name is not identified** after one retry attempt, contact will be placed in the next available supervisor's queue depending on contact's language preference.

**K1039. What should we do if an Ongoing Contact wants to switch from calls to texts?**

- The Ongoing script contains a prompt to enroll the contact for texting. Select that and follow the rest of the script including the disclaimer message.
- TraceForce will only send texts to phones identified as Mobile, even if texting was chosen during the Initial call. Look in the Info tile (under "Click below to dial") and check if the phone type is set to Mobile. If it is not, click the pencil icon to edit and choose "Mobile." This change will not take effect until you save and close, and the Contact cycles back into the queue next day. You'll need to continue the conversation this time, but the next time this Contact and script is queued, it should contain the option for texting.
- Also remember that a person who didn't respond to texts for 48 hours or more will be converted to a call script specifically for non-response to texts. That person won't receive texts again until they successfully complete a live check-in, and there is no option to re-enroll them in texting manually.
- And that a contact who replied STOP to texting, even accidentally, will permanently be switched to calling.

**K1041. What if someone other than my Contact answers the phone, and states that they (not my Contact's name) are the real Contact and we should be following them?** Politely ask the person you're talking to if Contact is available now, reinforcing importance to speak with them directly.

- If available now, ask to speak with Contact. Follow script, and specifically verify with Contact the best number to reach them for future calls.
- If not available now, thank the person and end the call. DO NOT continue a conversation if you have any doubts about who you're talking with. Create a Note summarizing the conversation, the name of the person with whom you spoke, and your concerns. Mark Outcome = Did Not

Complete Call, and alert your shift supervisor with the Contact's name and phone #. Supervisors will review these situations and decide appropriate resolution or next steps.

If person insists that Contact name is wrong, or that there is no such person, document this in Notes and mark Outcome = Wrong Number.

**K1070. My call goes to voicemail, but the name in the answer message is different from the Contact's name in Traceforce.** Go ahead and leave a voicemail following the script. We'll determine whether this is the right number and person when we speak with them.

**K1030. DO NOT Skip Contacts in the call queue. I.e. clicking the 'X' icon to close a contact from your queue without completing the Script.**

- This will lock the contact for one hour and they will not queue during that time.
- If you open a contact in the call queue and have a strong specific reason for not calling them, double-check this with your shift supervisor. If the decision is indeed not to call, save a Note explaining why you didn't call, and then close their script and call tab.
- You'll need to click [Talk To Next Contact] from your Home tab to open the next contact.

**K1028. Ad-Hoc Search for Contact (using Search to open a Contact outside of the call queue).**

- **DO NOT USE to work around household issues** where the first call goes to voicemail or no answer, and the other contacts disappear from your queue or screen. Those contacts will requeue to another volunteer, and your attempt to ad-hoc open them will not prevent the requeuing. Rather, it increases the likelihood that you and the other volunteer will both enter notes or try to call that contact simultaneously.
- **Use ONLY for incoming calls when the Contact's script does not appear.**
- We have learned that there may be incoming calls where the caller's script does not automatically appear. If this happens, use the ad-hoc search to look for and open the contact's script manually. If successful, follow the script and continue the call.
- If you can't find the contact's script using ad-hoc, politely explain that you can't locate the caller's information, and that a supervisor will call them back as soon as possible.
- Alert your shift supervisor. Rock supervisors, escalate to MDHHS On-Call person for that shift.

**K1069. 2-1-1 Resource for Contacts.** MDHHS has a partnership with Michigan 211 specifically to address the needs of people with Covid-19 and/or their contacts. Michigan 211 will provide resource/benefit navigation support over the phone to assist people with their recovery and address any challenges that might make it difficult for contacts to self-quarantine or self-isolate. If a contact says that staying in quarantine will be a challenge for them due to an issue like access to food, access to a safe place to stay, utilities, unemployment or communicating with an employer, medication, health care, or their ability to care for a loved one or a pet, volunteers can offer a warm transfer to Michigan 211 with the contact on

the line. Michigan 211 has Resource Navigators ready to answer these calls. If the contact would like to call Michigan 211 themselves at a later time, you can also share the direct number for contacts: 1-844-587-2485. You can also let a contact know they can call the 211 main line (dial 2-1-1) and select the prompt for COVID support resources.

**K1065. Contact appears with adult script but they are really a minor. Or, minors queuing with adult script.** This error is caused by incomplete or invalid age being submitted in the original case investigation. You can correct the information by using the pencil icon in the right pane to correct the contact's age. After you [Save] and refresh the page, the minor script should show up and you can continue with the call.

**K1022. Switching a Contact to Spanish or Arabic Script and Queue. ONLY when the contact tells you they prefer that language.** If you speak with a contact and they tell you they prefer Spanish or Arabic, mark that in the Preferred Language section of the script. Choose English Preferred = No, then Spanish Preferred = Yes or Arabic Preferred = Yes. If the contact wants to continue this conversation in English, proceed through the script. If not, skip to the Outcomes and select Outcome = Did Not Speak English. **Make sure you mark English Preferred = No, Spanish Preferred = Yes or Arabic Preferred = Yes, and Outcome = Did Not Speak English.** You must do this exactly as written during the Initial Script, or the contact will remain in the English queue with English script and we won't be able to fix it later. When you click [Next] and then [Talk To Next Contact], the person you just marked as Did Not Speak English will be sent immediately back into the call queue for a Spanish- or Arabic-speaking volunteer.

- **DO THIS WHEN:** you speak with a contact (or a family member who can answer on contact's behalf) and they tell you they (the contact) prefer Spanish or Arabic.
- **DO NOT DO THIS WHEN:**
  - Your call goes to voicemail and the contact's answer message is in Spanish or Arabic.
  - You see prior Notes that Spanish or Arabic is preferred but no one has spoken with the contact (e.g. multiple attempts went to voicemail and contact's answer message is in Spanish or Arabic).
  - You think the contact might speak or prefer Spanish or Arabic because of how their name is spelled.
  - Any other reason you might assume the contact prefers to speak Arabic or Spanish.

**K1020. Arabic & Spanish language interfaces available for volunteers and supervisors.** When you log in to TraceForce, a tile will appear near the top-right of the TraceForce window. The tile will let you set your current language to Arabic, English, or Spanish. Select the language you want to use, click Save, and TraceForce will then open contacts who prefer your chosen language in your queue, display scripts in that language, and menus and buttons will also be in that language. TraceForce will save your chosen language until you return to the Home tab and change it. If you finish calling all contacts who prefer that language, you will see the same note "No More Contacts Available", telling you there are no more contacts preferring that language to call at that time. Alert your supervisor, and they will advise you

further. If your supervisor tells you to leave the non-English queue, you can return to the Home tab and change your language to English, Save, and continue calling English-speaking contacts using the English scripts.

**K1021. Arabic & Spanish language scripts now available for volunteers and supervisors.** Based on your chosen language, TraceForce will open scripts in that language appropriate for each contact you open. All scripts have been translated into Spanish & Arabic and the appropriate language and version of script will appear for each contact you open.

**K1059. New function when contact replies “STOP” to text surveys.** In keeping with FCC regulations, contacts may opt out from automated texting systems at any time. Now, when a contact replies “STOP” to a Traceforce text message, they will have their tracing monitoring type changed to “Manual” instead of “Automated.” That contact will be queued the following day for a call using the Ongoing script, and will remain in the call queue for the remainder of their monitoring period. Contacts who “stopped” their texting will not be able to return to texting later, and their scripts will not contain the prompt to return them to texting.

**K1063. Should Volunteers Continue to Call Contacts > 7 Days Past Their Start Date?** Yes, volunteers should continue trying to reach all contacts who are Not Started, regardless of how many days past Contact Start Date.

**K1029. Calling Contacts at Custom Time per Contact’s Request (via ad-hoc search).**

- **NO.** Neither volunteers nor supervisors should agree to make return calls to Contacts at chosen times. However, it is perfectly fine to remind the contact that they can call TraceForce anytime between 10 am and 7 pm. 1-866-80MDHHS (1-866-806-3447).

**K1042. Preparing to make a call.** Please follow these steps to orient yourself **before** dialing.

- 1. Check Notes before dialing.** Prior callers have captured some critical and helpful info in Notes, sometimes including preferred phone #s to reach the Contact.
- 2. Check Monitoring Status before dialing.**
  - a. Monitoring Status = In Progress.** This Contact is already enrolled in daily monitoring and you will be making a short call to check on signs/symptoms. Go ahead and dial.
  - b. Monitoring Status = Not Started.** No one has spoken with this Contact yet and you might be the first. Volunteers and tracers should continue trying to reach all contacts who are Not Started, regardless of how many days past Contact Start Date.
- 3. Expand the script.** Click Yes or No buttons to expand the script and preview it before you dial. This will help you familiarize yourself with the general flow of the conversation.
- 4. Go ahead and dial!**

**K1019. Every Contact who successfully completes the Initial script (not just symptomatic) will receive email or text (if they opt in for texting) with expanded information and resources. Do volunteers need to do anything special to make sure this happens?** No. Once a volunteer completes the Initial script and marks Outcome = Successful, TraceForce will automatically send information to that contact, regardless whether they had symptoms. If the contact opted in for daily texting, information will be sent by text, otherwise information will be sent by email using the email address from the Initial script.

**K1033. How do I use Chatter?** To start a conversation, you need to tag the person/people you want to talk to. Tag = @name for example I would be @Peter Davidson. You'll see names appear as you type and you can select the person you want as soon as you recognize their name. You can tag multiple people. However once a conversation or chat is already started, you don't need to tag the person/people in that conversation for each new comment. Rather, you can just type your comment and everyone in that conversation will see it.

- There has been some discussion of typing “/name” (no quotes) in Chatter to tag the Contact's name and file in Chatter, for example as a way to share a Contact you have questions about with your shift supervisor. However, please do not use this because it actually opens the Contact's profile for dialing, outside of the calling queue. We are concerned this could cause confusion and problems with how contacts are queued.

**K1037. A Contact wants specific information emailed to them, other than what is available on the State Covid website. Can callers use their personal or work email to send information to Contacts?** No, callers should not send information directly to Contacts. If a Contact makes this kind of request, make note of their wishes and what information they want, and send that to your shift supervisor. Shift supervisors will forward your question to MDHHS staff, and MDHHS will decide whether and how to respond.

**K1044. Can I change Contact's phone #?** Yes. You can do this in the Contact Information Tile, and click the pencil icon beside the phone #. This will allow you to edit. **Before making any changes, be sure you document the original (incorrect) and new (correct) phone # in Notes.** If you are uncomfortable making this change, feel free to send the contact's name, present phone # and desired phone # to your shift supervisor. We can fix this behind the scenes after you close that contact.

**K1045. Initial Call: If someone else answers the phone and says that my contact is unable to talk on phone, can I conduct a proxy interview with another household member?** Proxy interview is when you talk about the contact with someone else, presumably on the contact's behalf. This is a complicated and potentially difficult situation, so if this happens please be polite and explain that you will check into that and someone may call them again later. Make notes of what the other person said and described (e.g.

reason why contact can't talk on phone), and check with your supervisor for guidance. Some of these may be acceptable for proxy interviewing, but we'll need to evaluate each situation individually.

**K1048. What is the disclaimer message we should tell Contacts when they choose texting for daily monitoring?** "Message and data rates may apply for your SMS based on your Carriers. Carriers are not liable for delayed or undelivered messages. You may opt out at any time by replying STOP on SMS. You can also reply HELP on SMS for customer care information."