

# Assigning Contacts to Tracers (removing from statewide queue)

## Requirements:

1. Access to Traceforce
2. LHD Guided Tracing or Supervisor role

If you need assistance changing your role or adding staff to Traceforce, please contact [MDHHS-Traceforceescalation@michigan.gov](mailto:MDHHS-Traceforceescalation@michigan.gov)

## **Background:**

Local Health Departments may have school districts allowing students with in-school COVID-19 exposure to attend school in-person and not requiring traditional quarantine (for more information, see the MDHHS revised quarantine guidance URL: [https://www.michigan.gov/documents/mdhhs/MDHHS-Quarantine\\_Period\\_Guidance\\_726293\\_7.pdf](https://www.michigan.gov/documents/mdhhs/MDHHS-Quarantine_Period_Guidance_726293_7.pdf))

Still, it is essential that these students are notified of their exposure and encouraged to monitor for symptoms. MDHHS centralized contact tracing staff who perform exposure notification and monitoring on behalf of LHDs upon request are not able to differentiate between contacts who must quarantine at home and those that may be allowed to attend school in-person with Local Health Department permission. Therefore, exposure notification and symptom monitoring for these student contacts who can return to school must be done at a local level. Local Health Departments using Traceforce should assign these student contacts to a local LHD tracer for phone calls or to enroll the students in automated text monitoring.

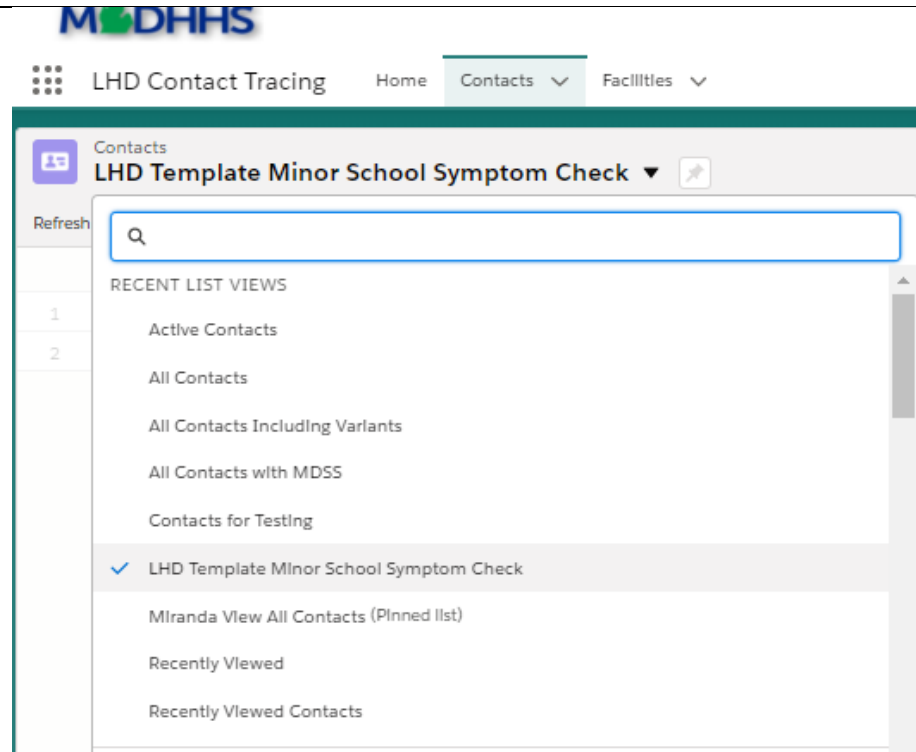
To avoid phone calls from the centralized tracing team, follow these instructions to "Assign a Tracer" and remove these contacts from the statewide queue. Otherwise, these contacts may receive calls from the centralized contact tracing staff, often contradicting the school's guidance for quarantine.

It is important to reference school lists provided to you and assign those contacts to a local staff tracer **each day before 9 AM** in Traceforce by searching for them in your active contacts lists. *This process may not be necessary to perform once school is out for the summer, but these lists and tools will still be available to you.*

LHDs need to find their contacts in Traceforce that will be "exempted" from traditional quarantine to attend school.

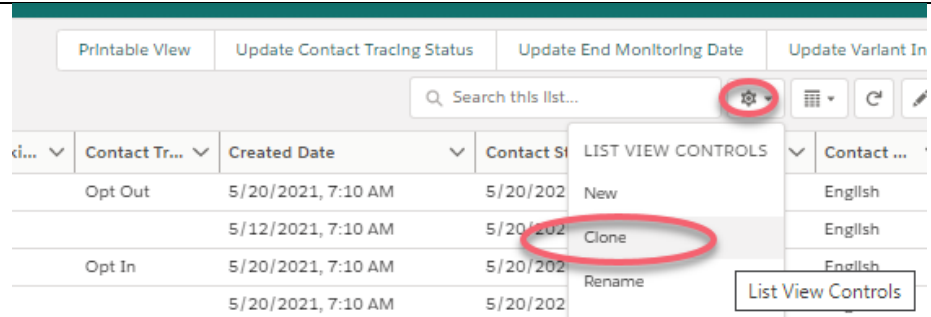
The easiest way to accomplish this is by using the LHD Template Minor School Symptom Check list

**Step 1** – Click on "Contacts" from the top menu and open the LHD Template Minor School Symptom Check contacts list.



**Step 2** - Click on the List View Controls gear icon and select "Clone."

Cloning the list allows you to customize and filter to best meet the needs within your local health department.



**Step 3:** Rename your new list and Save.

Clone List View

\*List Name

YOUR COUNTY Minor School Symptom Check

Who sees this list view?

Only I can see this list view

All users can see this list view ⓘ

Share list view with groups of users ⓘ

Cancel Save

**Step 4:** Open your saved list and sort or filter by "Contact Age" or "Minor?" status. Look for names you know from school lists.

LHD Contact Tracing Home Contacts Facilities

Contacts LHD Template Minor School Symptom Check

50+ Items - Sorted by Contact County/Local Health Department - Filtered by All contacts - Contact Start Date - Updated 7 minutes ago

Contact...	Contact...	Contact Age	Minor?	Is Contact Symptoma...	School/Childcare Na...	Name	Contact Pho...	Assigned Tracer	Contact Tra...	Contact...	Created
1		999	N	N					MANUAL	Opt Out	5/20/20...
2	Airegan	9/9/415	20	N	U				MANUAL		5/12/20...

Contacts LHD Template Minor School Symptom Check

Items - Sorted by Contact County/Local Health Department - Filtered by All contacts - Contact Start Date - Updated 20 minutes ago

Contact...	Contact ...	Contact Age	Minor?	Is Contact Symptoma...	School/Childcare Na...	Name
1			N	N		JAY

Note: you can also add or reference the School name directly from this list view once that information is known.

**Step 5:**

Assign Tracer

**IMPORTANT** – this must be done before 9AM daily, including weekends, to avoid calls from the centralized tracing staff.

LHD Contact Tracing Home Contacts Facilities

Contacts LHD Template Minor School Symptom Check

50+ Items - Sorted by Contact County/Local Health Department - Filtered by All contacts - Contact Start Date - Updated a few seconds ago

Contact...	Contact ...	Co...	MI...	Is ...	School/Childcare Na...	Name	Contact Pho...	Assigned Tracer	Contact Tra...	Contact...	Created
1						CHRISTIE FORAN			MANUAL	Opt Out	5/20/21
2									MANUAL		5/12/21
3	Airegan	9/9/415	20	N	U	CHRISTINE VANCELOUSE			AUTOMATIC	Opt In	5/20/21

You will see a column "Assigned Tracer."

Click within the Assigned Tracer field and type the name of a tracer from your jurisdiction.

**Save** your changes.

Once a contact is Assigned to a Tracer, it will not be sent to the statewide queue.

Note: You may also add an "Assigned Tracer" from within a contact record.

Note: If you try to assign the contact to a tracer that is not within your jurisdiction, there will be an error saying "This contact is not within the assigned tracer's jurisdiction. Please select a different user."

The screenshot shows a web application interface for 'Supervisory Activities'. The top navigation bar includes 'Home', 'Accounts', 'Contacts', 'Reports', and 'Dashboards'. The main heading is 'ACHD Template Minor School Symptom Check'. Below this, there is a table of contacts with columns for 'Co...', 'Conta...', 'C...', 'M...', 'Sc...', 'Name', 'Contact ...', 'A...', and 'Contact'. A red circle highlights the 'A...' column header and a dropdown menu for the first contact. Below the table, there is a search bar with 'tere' entered. The bottom section shows a detailed view of a contact record with a red circle highlighting the 'Assigned Tracer' field.

**Step 6:**

LHDs must make initial contact to:

- Capture in person/virtual school environment scenario.
- Perform the initial symptom check.
- Enroll contact in automatic monitoring (if LHD and contact want this).
- Save assessment.

The screenshot shows a contact assessment form with the following fields and values:

Phone		Email	
Is Phone Mobile	Yes	Phone Type	--None--
Phone Text Consent	Yes	Enrolled in monitoring by phone(Consent)	Y
Currently experiencing any symptoms?	--None--	Cough	No
Difficulty breathing/shortness of breath	No	Fever	No
Chills/rigors	No	Headache	No
Fatigue/lethargy/weakness	No	Muscle pain/myalgia	No
Sore Throat	No	Loss of taste or smell	No
Nausea	No	Vomiting	No
Diarhea	No	COVID-19 Tested	

Buttons at the bottom: Cancel, Save & New, Save.



**Considerations:**

- If the LHD determines a contact should return to centralized monitoring for the duration of the quarantine period, they may remove the "Assigned Tracer". **Please leave a detailed note for the next tracer if taking this action.** This may occur when a child is determined to have a non-classroom exposure, multiple exposures, or an exposure in a classroom with insufficient mitigation measures.
- Additionally, if a LHD determines that a contact should be removed from monitoring before the default End Monitoring Date, **the LHD may change the "End Monitoring Date"** (in the contact's information tile) to remove that contact from the queue. A descriptive "note" is required to complete this process. See instructions below.

## Changing the “End Monitoring date” Step 1.

Open the contact’s information tile and locate the “End Monitoring Date” field.

The screenshot shows the LHD Contact Tracing interface. At the top, there is a search bar and navigation tabs for 'Contacts', 'Home', and 'Facilities'. Below this is a contact information tile. The tile contains various fields such as Name, MDSS Source ID, Preferred Name, Contact Age, Gender, Contact County/Local Health Department, Test Status, Contact Tracking (AUTOMATIC), Contact Start Date (5/19/2021), Is Contact Symptomatic? (N), Monitoring Status (In Progress), and Phone Type (Mobile). On the right side, there are fields for Variant Indicator, Variant Information, Contact ID, Minor?, Contact Status (New), Contact Language (English), Test Status Date of Change (5/20/2021), End Monitoring Date (5/29/2021), High Risk Setting (N), Last Call Outcome (Successful), and Last Response Date (5/26/2021 1:17 PM). A red arrow points to the pencil icon next to the 'End Monitoring Date' field, which is also highlighted with a red box.

## Step 2:

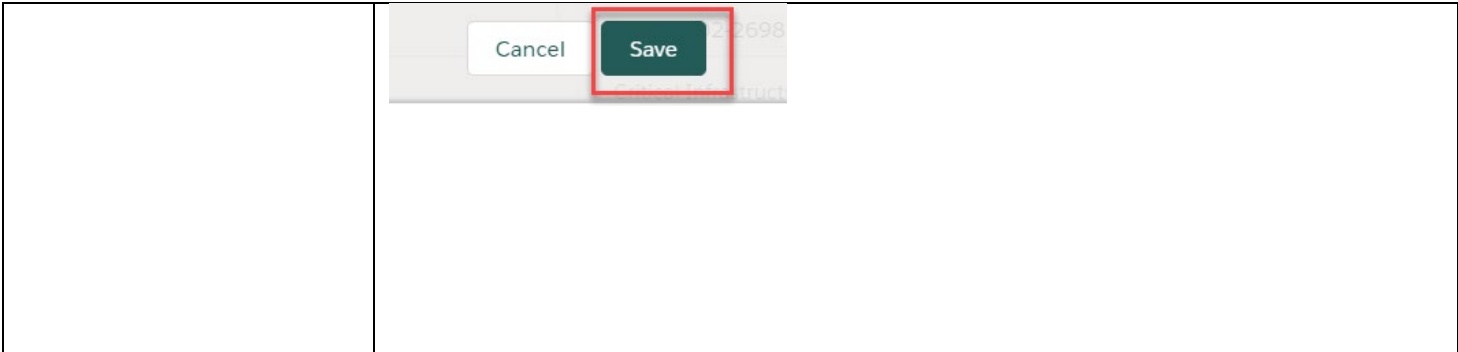
Click the pencil icon to edit the field.

This is a close-up view of the 'End Monitoring Date' field. The date '5/29/2021' is displayed. To the right of the date is a pencil icon, which is highlighted with a red box. This indicates that the user should click this icon to edit the date.

## Step 3:

- Choose **yesterday’s** date from the pop-up calendar.
- **Save** the update.

This screenshot shows a pop-up calendar for the month of May 2021. The date '5/29/2021' is selected and highlighted with a red box. A red arrow points to the pencil icon next to the date field, indicating that the user should click this icon to save the update.



**Step 4:**

**Add a Note!** Describe the change that was made and the rationale for the change.

The record is now **“complete”** and the contact will be removed from the queue.

