COVID-19 Case Investigations

Tools for LBOHs

August 10, 2021

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Topics Today

• CTC Updates – John Welch
• MAVEN Training Site (upcoming) and Onboarding for Higher Ed – ISIS staff (Lionel White & Kate Hamdan)
• Reminders & FAQs
  • Exemptions to Quarantine
  • Vaccinated Close Contacts & Symptoms
• Provincetown Cluster

All of us showing up to our first brunch, trying to look cute after the year we've just had.
Updates for today, Tuesday, 8/10/2021

- CTC Update – John Welch
- LBOH Immediate Workflow – COVID-19 event only – please check your workflow TODAY and clear out the workflow
- LBOH Action Needed for your IHE/Boarding Schools – email spreadsheet back to DPH by 8/11
- MAVEN Training Process Review
  - LBOH users
  - IHE/Boarding Schools
Community Tracing Collaborative

• Program metrics
  • Over 220,000 cases completed isolation
  • Over 170,000 contacts completed quarantine
  • 2.6 million phone calls
  • Over 100,000 CRC referrals completed
  • Over 4,500 total staff throughout life of the CTC

• Important CTC contact information for local health departments
  • Local Health Inbound Line: **857-305-2828**
  • Local Health Inbox: ctclocalhealthhelp@covid19.pih.org
  • Where to find your Local Health Liaison’s Details:
    • https://docs.google.com/spreadsheets/d/1Rj03UPdxi3V51vDAV1wAiZq0yMobugdfsib03aR_Wk/edit?#gid=0
Case & Contact Volume Versus Average FTE
Group Definitions & Service Model Assumptions

To accommodate Autumn 2020 surge, CTC created three groups (Groups A, B & C) with distinct protocols and tasks. Team assignments are reviewed daily to best manage daily case drops and existing backlog.

<table>
<thead>
<tr>
<th></th>
<th>100% Group A</th>
<th>Group A</th>
<th>Group B</th>
<th>Group C</th>
<th>Group B &amp; C + 2 M&amp;S</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SMS</strong></td>
<td>Initial Outreach Call Only</td>
<td>Initial Outreach Call with move to Group C</td>
<td>Up to 6 attempts at initial outreach and move to Group C</td>
<td>M&amp;S Call at the end of Isolation &amp; Quarantine</td>
<td>Up to 6 attempts at initial outreach and 2nd M&amp;S Calls while in Group C</td>
</tr>
<tr>
<td></td>
<td>Positive Outreach – Initial SMS sent upon import of new positive case into SF</td>
<td>Contact Outreach - Initial SMS sent upon creating of new contact in SF</td>
<td>Manual SMS - sent at discretion of CI/CT</td>
<td>M&amp;S SMS sent to those who opt in</td>
<td>Positive Outreach – Initial SMS sent upon import of new positive case into SF</td>
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<tr>
<td></td>
<td>Contact Outreach - Initial SMS sent upon creating of new contact in SF</td>
<td></td>
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<td>Manual SMS - sent at discretion of CI/CT</td>
<td>Contact Outreach - Initial SMS sent upon creating of new contact in SF</td>
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<td></td>
<td>Manual SMS - sent at discretion of CI/CT</td>
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</tr>
<tr>
<td><strong>Outbound</strong></td>
<td>1 Outreach Call</td>
<td>6 Outreach Calls over 72 Hours</td>
<td>1 M&amp;S Call at the end of Isolation &amp; Quarantine</td>
<td>6 Outreach Calls over 72 Hours</td>
<td>Move to M&amp;S, or Close as Never Reached</td>
</tr>
<tr>
<td></td>
<td>Move to Monitoring &amp; Support (M&amp;S) status</td>
<td>Move to M&amp;S, or Close as Never Reached</td>
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<tr>
<td></td>
<td>No M&amp;S Calls (records closed by data team)</td>
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<tr>
<td><strong>Automated VM</strong></td>
<td>Expanded VM left during initial outreach with inbound #</td>
<td>N/A</td>
<td></td>
<td>Expanded VM left during initial outreach with inbound #</td>
<td></td>
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<tr>
<td><strong>Inbound</strong></td>
<td></td>
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<tr>
<td></td>
<td>Case or contact calls inbound line after expanded VM or SMS</td>
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</tbody>
</table>

Assumptions around capacity are based on historical actuals at the CTC including:
- Historical productivity actuals
- Existing protocols
- Historical Case-to-Contact ratios
Hello, my name is [insert team member name] and I’m calling from the COVID-19 Community Tracing Collaborative on behalf of your local Board of Health. If you were recently tested for COVID please call us back at your earliest convenience between 8am and 8pm, 7 days a week, at (857) 305-2728. In the meantime, please make sure to self-isolate— this means to stay home and only leave for urgent medical appointments. You should even stay apart from the other people in your house. Also, it is essential that you identify and notify anyone you may have exposed. You may have exposed people who you spent time with in the 2 days before you had symptoms, or 2 days before your positive test if you don’t have symptoms, up until when you started self-isolating. People you exposed should quarantine if they aren’t vaccinated. If these individuals need assistance, they can call us at (857) 305-2728. If you need support to be able to stay at home, we may be able to connect you with resources such as food, a doctor, or financial assistance. You can find more information online at mass.gov/isol8. Once again, we would like to speak with you and our phone number is (857) 305-2728. Thank you for your help keeping Massachusetts safe, and we look forward to speaking with you soon about this important public health matter.
Immediate Notification workflow (COVID-19 Only)

- **UPDATE:** COVID-19 Immediate Notification Workflow - 952 events in this workflow this morning
  - This will allow proper notification of all new COVID-19 events for your jurisdiction. *(Confirmed and Probable Cases)*
  - Please review all events/cases in this workflow and complete your **Step 1 - LBOH Notification to “Yes”** to clear out this workflow.
    - If you are retaining ownership then complete **Step 2** (Investigation Started) & **Step 3** (LBOH Investigator (name, lboh, phone number))
    - When you are done then complete Step 4 (Case Report Form Complete)
    - You can complete **Step 5** if you want – if not then leave blank
Updates to MAVEN Training

- January 2021 updates
  - Moved to a recorded training format
  - Streamlined request process and updated onboarding documents

- Fall 2021 - working with Boston University Population Health Exchange (PHX)
  - Moving training to online Learning Management System (LMS)
  - LMS will host all training related content from recorded training modules to the proficiency test to additional resources and beyond!
UPDATES TO MAVEN TRAINING

- Key features of LMS:
  - Streamlined request process – all new user requests will go through a centralized inbox (more details to come)
  - Series of recorded training modules which can be reviewed and accessed at any time
  - More opportunity for interactivity
  - Web-based proficiency test
  - Users will receive a certificate of completion after the course
SNEAK PEAK

Welcome to MAVEN Training!

Thank you for your interest in the MAVEN account. We are excited to welcome you to our team of MAVEN users conducting disease surveillance across Massachusetts. This training is designed for all new and renewing MAVEN users and will cover a range of issues related to MAVEN. The two-hour training will cover topics including an overview of MAVEN, surveillance basics, a review of basic functionalities, tools for conducting disease investigation, and follow-up resources.

MAVEN Training and Onboarding Process

Complete training lessons
Take proficiency test
Email certificate to maventraining@mass.gov
Receive login details

Frequently Asked Questions

Where can I go for MAVEN resources?

The MAVEN Help section is a great resource for webinars, tools, and tipsheets for a variety of topics related to MAVEN and is publicly available. The link to the help section can be found here:


How long will it take to get access to MAVEN?

The process can take between 1-2 weeks from the time that your User Request Form is submitted to when you have access to MAVEN. Once you take the training and send your certificate of completion to maventraining@mass.gov, your account information will be submitted to the MAVEN help section. Processing this can take between 3-5 business days. Once complete, you will receive an email with your login and password information. Please remember to check your spam folder as sometimes emails from the MAVEN help section do get there!

How long will I have access to this training?

You will continue to have access to this training for as long as you need it!

Where do I find my MAVEN training account information to complete the proficiency test?

About Our Team

MAVEN Training Team

The MAVEN training team consists of staff within the Office of Integrated Surveillance and Informatics Services in the Bureau of Infectious Disease and Laboratory Sciences in the Massachusetts Department of Public Health. The training team leads, Dr. Scott Troppa, and team members with MAVEN users across the state.

David White, MD
Senior Surveillance Research Analyst, Lead MAVEN Training Coordinator

David White is the Senior Surveillance Research Analyst and MAVEN Training Coordinator. MAVEN is the Massachusetts Virtual Epidemiologic Network (MAVEN) implementation and deployment of selected public health programs. MAVEN provides input and technical assistance with the development and implementation of new methods in MAVEN.

MAVEN Training 2021

MAVEN Sharing Events
REQUEST PROCESS - LBOH

- Email maventraining@mass.gov with approval of access for new users or account reactivations
  - New users MUST be conducting active case investigation and follow up
  - New users MUST have a town/city organizational email address
- MAVEN training team will reach out to send the new user the User Request Form and training materials

**Please note this process can take 1-2 weeks**
REQUEST PROCESS – HIGHER EDUCATION

- LBOH point of contacts to email completed approval sheets to maventraining@mass.gov with approval of access for new and existing users or account reactivations
  - New users MUST be conducting active case investigation and follow up
  - New users MUST have a school/college/university organizational email address

- MAVEN training team will reach out to send the new user the User Request Form and training materials. Training includes:
  - MAVEN training and proficiency test
  - Higher education specific training

**Please note this process can take 1-2 weeks**
Email sent to LBOH 7/29/21 asking for a review of existing MAVEN users and review of your plans for 2021-22

Plan and Communication with IHE/Boarding Schools

Email maventraining@mass.gov with questions
Thank you to the following towns who have already submitted:

- Salem
- Wellesley
- Gardner
- Westfield
- Barnstable
- Franklin
- Needham
- Boston
- Newbury
- Hamilton
- Weston
- Easton
MDPH Conducts Weekly COVID-19 Case Investigation Webinars

- MDPH presents weekly on Tuesdays 11:00-12:15
  - Updates in Guidance
  - Troubleshooting MAVEN
  - How to conduct case investigations and contact tracing in different settings.
  - Target Audience: Health Agents, Contact Tracers, and Public Health Nurses doing this work.

MAVEN Help has Guidance Documents and Previous Webinars:

Webinars: Tuesdays @ 11am
Get the Training Basics Here:

**Introduction to COVID-19 Follow-up Part 1 – May 11, 2021**
- Part 1 Intro Training Slides
- Part 1 Intro Training Recording

**Introduction to COVID-19 Follow-up Part 2 – May 18, 2021**
- Part 2 Intro Training Slides
- Part 2 Intro Training Recording

**COVID-19 Cluster Events Training – May 25, 2021**
- Cluster Training Slides
- Cluster Training Recording

- There are tools available for you to help collect information on close contacts and to calculate out their quarantine period (and potential quarantine options as applicable).
  - All tools, including the Interview Tool, are available on MAVEN Help.
    - You do NOT have to be in MAVEN or be a MAVEN user to access these tools. They are available online.

  - Close Contact Form (1 Contact Extended Calculation Tool)
  - Close Contact Form (2 Contacts)
Summary of Key Guidance & Tools

- **MA Testing Guidance: Updated June 14, 2021**
  - [https://www.mass.gov/info-details/covid-19-testing-guidance](https://www.mass.gov/info-details/covid-19-testing-guidance)

- **MA Travel Information**
  - Return to normal travel recommendations for vaccinated people, and says to check CDC pages for the latest on domestic and international travel.

- **Isolation & Quarantine Guidance Documents**
    - Guidance states recently recovered (in first 90 days) and fully vaccinated people do not need to quarantine.

- **Date: March 8, 2021 – Occupational Exposure & Return to Work Guidance**
  - Now includes language about recently recovered and fully vaccinated people.

- **Pediatric Clinical Testing Advisory**
  - 11/25/2020 Advises Pediatricians to Test for COVID-19 in all patients with symptoms compatible with COVID, regardless of age

- **Date: 10/21/2020 COVID-19 Testing Scenarios FAQ**
  - Describes different lab test results and what to do
  - Outlines discordant results and what they mean

- **05/06/2021 Updated COVID-19 Case Classification Manual**

- **Lab Results Questions**

- **Case Definitions and Labs**

- **MA Travel Advisory is Gone.**
Summary of Key Guidance & Tools

Date: 8/22/2020 - MDPH COVID-19 PCR and Antibody Testing Public Health Response Recommendations
- Table describes different Public Health Actions based upon different testing results.
- Big take home: PCR & Antigen positive patients should be treated like cases.
- Serology positive cases do not require public health follow-up.

Date 8/10/2020 - MDPH Follow-up Table for Positive Antigen Test Results
- Reminder that while Antigen Tests = Probable, we still treat like a case and isolate accordingly & do contact tracing.
- A PCR obtained at the same time (w/i 2 calendar days) will trump the antigen test result.

Date: 03/16/2021 - Updated CDC Guidance on Duration of Isolation & Precautions for Adults with COVID-19
- 10 Day Isolation Period now has more data supporting it.
- Ignore most additional PCR tests up to 3 months after initial illness onset.
- No need to quarantine up to 3 months after initial illness onset.
CDC Updated Pages

• **CDC Vaccines Guidance Page:**
  - “Interim Clinical Considerations for Use of COVID-19 Vaccines Currently Authorized in the United States”
  - Everything you need to know regarding vaccination guidelines.

• **Immunization Action Coalition (IAC)’s Ask the Experts page**
  - [https://www.immunize.org/askexperts/experts_cov.asp](https://www.immunize.org/askexperts/experts_cov.asp)
  - Great resource for all your vaccine questions in a Q&A format.

• **CDC guidance on VACCINATED PEOPLE:**
  - Talks about what precautions are still needed for fully vaccinated people, etc.
  - Some recommendations are still under consideration here in MA.
Updates – A quick recap for August 10, 2021

We Last Met August 3, 2021:

- COVID-19 Immediate Notification Workflow – check daily and complete Step 1 to clear out cases
- LBOH Report Reviewed
- Sharing/Unsharing cases
- LBOH Action Needed for your IHE/Boarding Schools – due by 8/11/2021
- Reminders & FAQs
  - Exemptions to Quarantine
  - Defining Close Contact
  - Defining Breakthrough Cases
  - Documenting Vaccination Status
- Masking Guidance Updates
- DESE Updates for Fall
- Provincetown Cluster

Always Remember you can see all previous webinar recordings and slides in MAVEN Help.

Masking Guidance Update

Updated MA State Mask Advisory July 30th.

• In response to updated CDC Masking Guidance (particularly around vaccinated individuals) MDPH has updated the state masking Advisory.

• Fully vaccinated individuals are ADVISED to wear a mask or face covering when indoors (and not in your own home):
  • If you have a weakened immune system,
  • If you are at increased risk for severe disease because of your age or an underlying medical condition,
  • If someone in your household:
    • has a weakened immune system, is at increased risk for severe disease, or is an unvaccinated adult.

• Unvaccinated: Recommended to wear masks in indoor settings and when they can’t socially distance.

• EVERYONE: Masks are still mandatory on public and private transportation systems (including rideshares, livery, taxi, ferries, MBTA, Commuter Rail and transportation stations), in healthcare facilities and in other settings hosting vulnerable populations, such as congregate care settings.
Masking Guidance Differences

**Masking:**

- **CDC:**
  - For Unvaccinated:
    - Unvaccinated residents should continue to wear masks in indoor settings and when they can't socially distance.
  - For **Fully Vaccinated:**
    - Wear a mask indoors in public if you are in an area of substantial or high transmission.
    - Wear a mask if you have a weakened immune system or if, because of your age or an underlying medical condition, you are at increased risk for severe disease, or if someone in your household has a weakened immune system, is at increased risk for severe disease, or is unvaccinated.

- **MA:**
  - For Unvaccinated:
    - Effective July 30, all unvaccinated residents should continue to wear masks in indoor settings and when they can't socially distance.
  - For Fully Vaccinated:
    - A fully vaccinated person should wear a mask or face covering when indoors (and not in your own home) if you have a weakened immune system, or if you are at increased risk for severe disease because of your age or an underlying medical condition, or if someone in your household has a weakened immune system, is at increased risk for severe disease, or is an unvaccinated adult.
DESE (K-12 Fall Guidance)

• DESE/DPH COVID-19 Guidance for Districts and Schools: Fall 2021
  • Email came out Friday, July 30th.

• DESE and DPH will soon release a new version of the “Protocols for Responding to COVID-19 Scenarios” document.

• Lots of encouraging vaccination and continuing to provide testing.

• https://www.doe.mass.edu/covid19/on-desktop/2021-0730fall-2021-covid19-guidance.pdf
## When Exemptions Apply for Isolation or Quarantine

<table>
<thead>
<tr>
<th>Identified as a Contact</th>
<th>COVID – Recovered*</th>
<th>Fully Vaccinated*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• &lt;90 Days since symptom onset or lab date = <strong>NO Quarantine</strong></td>
<td>• <strong>NO quarantine required</strong> (No test needed unless symptoms develop.)</td>
</tr>
<tr>
<td></td>
<td>• &gt;90 Days since symptom onset or lab date = <strong>YES Quarantine</strong></td>
<td></td>
</tr>
<tr>
<td>New Positive Lab Result</td>
<td>• &lt;90 Days since symptom onset or lab date = <strong>NO new Isolation</strong></td>
<td>• <strong>YES, a positive lab is a case and would need to isolate accordingly</strong>/their contacts should quarantine.</td>
</tr>
<tr>
<td></td>
<td>• &gt;90 Days since symptom onset or lab date = <strong>YES Isolate</strong></td>
<td></td>
</tr>
</tbody>
</table>

*This table applies to community cases in non-healthcare and non-congregate settings.

**NOTE:** Make sure you have the correct [Quarantine Guidance Document](#). (An old version did only give vaccinated people 90 days exemption from quarantine, but there is currently no time limit after vaccination.)
What if a Vaccinated Contact Develops Symptoms?

• Fully Vaccinated Contacts are not required to quarantine at this time. However, they should have a LOW threshold for symptoms and for seeking testing. If they develop ANY symptoms, they should seek testing.
  • If Positive, they are a case.
  • If Negative, they are not a case but should stay home until they are well.

• Because they are fully vaccinated, quarantine guidance does not apply to them, so you don’t have to figure out which ‘strict quarantine option’ to apply. If they have symptoms, encourage testing, but regardless of seeking testing, they should stay home while sick.
What if a Vaccinated Contact Develops Symptoms?

• For fully vaccinated contacts who develop symptoms, there are two separate things to think about:

  • **What do we recommend for them?**
    • They don’t have to automatically quarantine, but they should seek testing.
    • They should stay home while sick.
    • If they get tested, we need to make a judgement call if they are a probable case or not (based upon meeting clinical case definition criteria)

  • **How do we classify them in MAVEN? (Do we count them as a case?)**
    • Depends on IF they get Tested.
    • Depends on the Test Result.
    • Depends on if their symptoms meet clinical case definition.
What if a Vaccinated Contact Develops Symptoms?

Clinical Case Classification Criteria:

• **At least two of the following symptoms:**
  • fever (measured or subjective), chills, rigors, myalgia, headache, sore throat, nausea, vomiting, diarrhea, fatigue, congestion or runny nose;

  OR

• **At least one of the following symptoms:**
  • cough, shortness of breath, or difficulty breathing, new olfactory or taste disorder;

  OR

• **Severe respiratory illness with at least one of the following:**
  • clinical or radiographic evidence of pneumonia or acute respiratory distress syndrome (ARDS) AND no alternative more likely diagnosis.

What if a Vaccinated Contact Develops Symptoms?

- If a vaccinated contact develops symptoms but doesn’t want to get tested:
  - If they meet clinical case definition, consider them a Probable case (Symptoms + a contact to a case), so they need to isolate a full 10 days from onset.
  - If they do NOT meet clinical case definition (Say they just have a cold or a sore throat), then they are not a probable case and should stay home while sick, but they don’t have any further restrictions and are not required to stay home for a full quarantine period.
Vaccinated Contacts: CDC vs. MA Guidance

- **CDC Updated Guidance** on Vaccinated Contacts:
  - Added a recommendation for fully vaccinated people who have a known exposure to someone with suspected or confirmed COVID-19 to be tested 3-5 days after exposure, and to wear a mask in public indoor settings for 14 days or until they receive a negative test result.

- **Current Mass.gov Guidance** on Vaccinated Contacts:
  - *Monitor for symptoms if you are a close contact to someone with COVID-19.*
    - You are not required to quarantine following an exposure. However, you should still monitor for symptoms of COVID-19 for 14 days following an exposure. If you experience symptoms, isolate yourself from others, seek testing, and contact your healthcare provider.
COVID-19 Cases Associated with Provincetown

Case Definitions for this Outbreak Investigation

• **Primary Confirmed Case**
  • Person with positive laboratory test for SARS-CoV-2 infection (positive antigen test or NAAT, e.g. RT-PCR), with positive test result within 14 days following travel to or residence in Provincetown, MA, during July 3–17.

• **Secondary case**
  • Person with positive laboratory test for SARS-CoV-2 infection within 14 days of close contact* with a primary confirmed case during their infectious period**, and without history of travel to or residence in Provincetown, MA, during July 3–August 10.

*Close contact defined as being within 6 feet for a cumulative total of ≥15 minutes over a 24-hr period (https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/contact-tracing-plan/appendix.html#contact)*

**Infectious period defined as within 10 days after symptom onset (or, if asymptomatic, within 10 days of positive test result)
So What’s Happening Currently?

• For In-State Cases, we want them documented in their regular MAVEN events and (if appropriate) linked to the Provincetown Cluster.

• LBOH received instructions over email in July:
  • Describing how you should be interviewing current cases and asking about travel to Ptown, then documenting in MAVEN.

• For SECONDARY Cases (Who was exposed to a Provincetown Cluster Case and became a case themselves?)
  • VERY important to LINK these cases to their actual index case. Linking is how we will help answer the question about secondary transmission among vaccinated individuals.
  • ALSO important to LINK any exposed contacts at this time to their index case. This helps us identify if these cases are NOT spreading to others.

• This is part of your big questions – how much do vaccinated breakthrough cases spread?
  • This answer will potentially come from your investigations and your work.