

# Kentucky Department of Public Health (KDPH) Contact Tracing & Tracking (CTT)

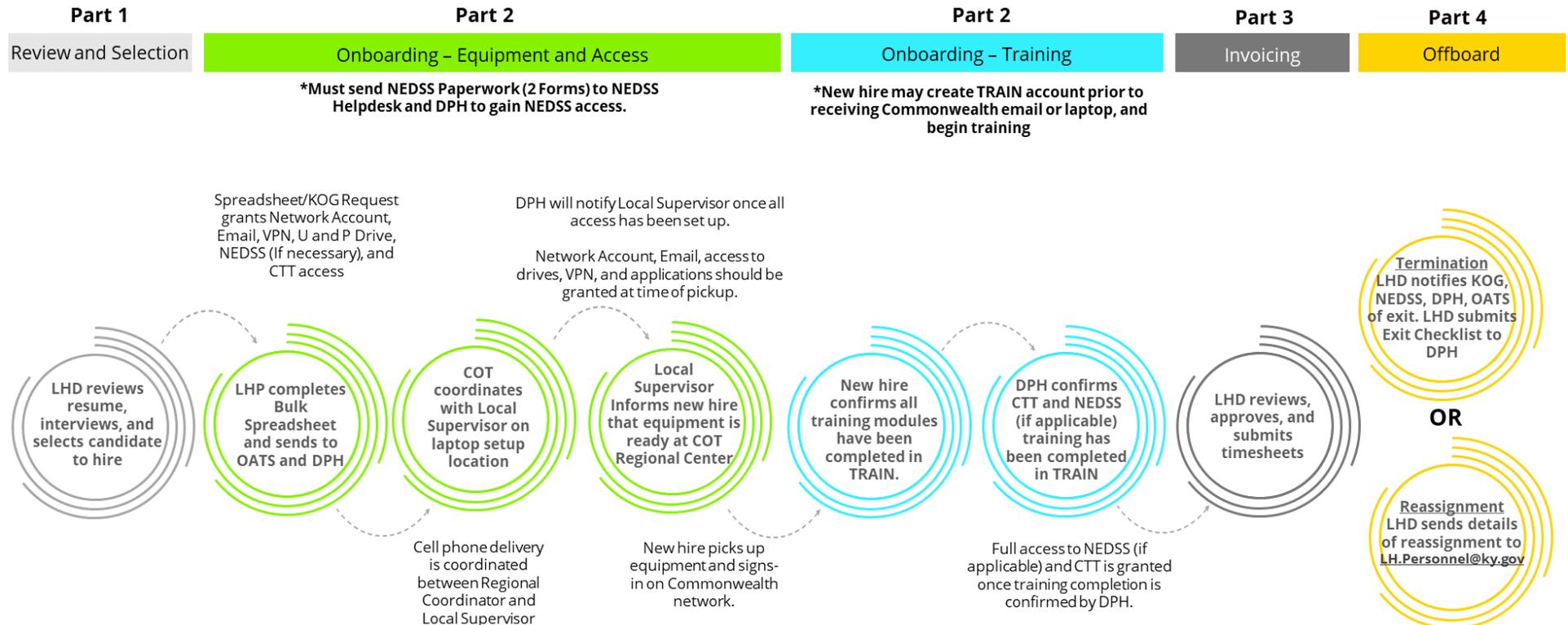
## Local and Regional Staffing Process



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# Local Staff Hiring Process Overview



# Local Staff Hiring Process

DPH Local Health Personnel Branch (LHP) provides oversight, monitors staffing levels, and initiates additional staff as needed.

## Part 1: Local Health Department (LHD) Candidate Review and Selection

**Step 1:** LHD visits the Contact Tracing Staffing Documents page:  
<https://sp13external.chfs.ky.gov/sites/OATS/cv19cts/resumes/Forms/Active.aspx>.

Figure 1

**Step 2:** Using the Key Filters search tool at the bottom right of the page, select “Active” under Candidate Status (see fig. 1)

**Step 3:** Select the appropriate “LHD” (see fig. 1)

**Step 4:** Further narrow the search as desired using the remaining categories (see fig. 1)

**Step 5:** Click “Apply” (see fig. 1)

**Step 6:** Filtered options are revealed (see fig. 2)

Figure 2

Name	Last Name	First Name	LHD	Position Title	Hours Available	Vendor Name	Right to Represent attached to resume?	Checked Out To	Candidate Status	Status	Placed/Not Placed	Modified	Modified By
Martha Stewart Resume	Stewart	Martha	Fayette, Woodford	Contact Tracer	Weekends	Crown Services, Inc.	Yes		Active	No		About an hour ago	Stratton, Thomas K (CHFS OATS DPSGO)

Newly uploaded resumes are indicated by a green star. (see fig. 3)

Checked Out resumes are indicated by a green down arrow – not available for review. (see fig. 4)



Figure 3

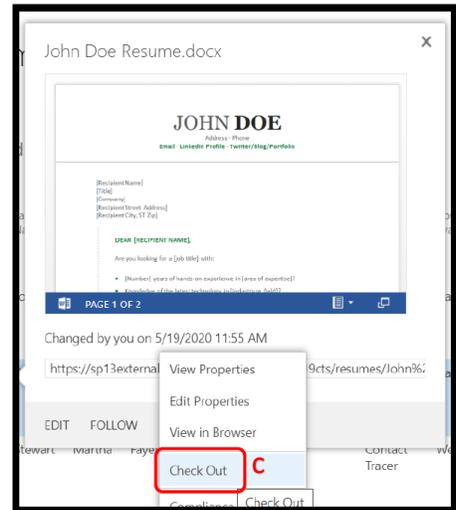
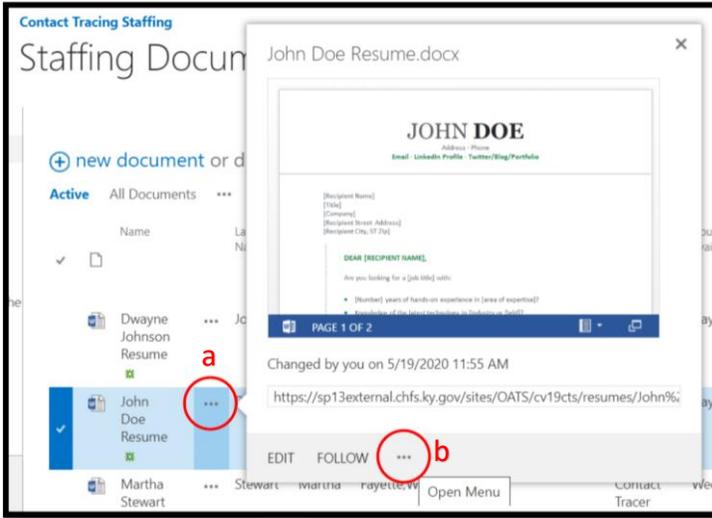


Figure 4

**NOTE:** Checking Out still allows Read Only access to other LHDs. **If the resume is already checked out by another LHD, please do not open it** – the candidate is either currently being reviewed by another LHD, or DPH has it checked out for administrative reasons.

**Step 7:** LHD “Checks Out” the resume to review for consideration.

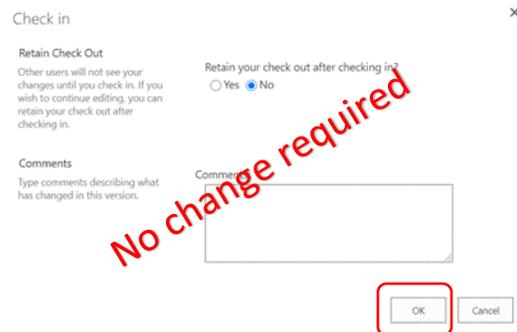
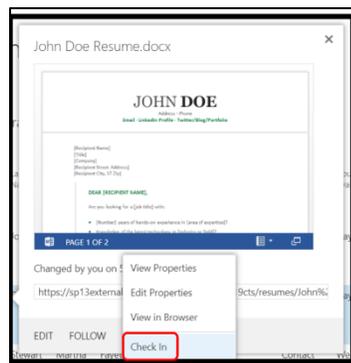
- Hover over the candidate record until it is highlighted blue.
- Left click on the 3 dots to get the pop-up box.
- Left click on the 3 dots at the bottom to open the next menu and select “Check Out”.



**Step 7.1:** LHD moves forward with the candidate, **skip to #8** below.

**Step 7.2:** If LHD decides to NOT move forward with candidate: The resume must be “Checked In” so it is available for other LHDs to review. Steps to “Check-In” a resume include:

- Hover over the candidate record until it is highlighted blue.
- Right click to get the pop-up box.
- Left click on the 3 dots at the bottom to open the next menu.
- Select “Check In”.
- The “Check In” pop-up box will appear. Simply click “OK” here. Nothing else is needed.
- To search for more candidates, go to: <https://sp13external.chfs.ky.gov/sites/OATS/cv19cts/resumes/Forms/Active.aspx> and start with **Step #1** above.



**Step 8:** LHD interviews the candidate in-person, by phone or conference call. Interviews are encouraged but not mandatory. Interview questions are provided on the SharePoint. During the interview, LHD must inform the candidate that they have to report to a state or regional site for state network access if needed. If candidate is selected for employment, jump to **Step 9**

**Step 8.1:** If candidate is not selected, the vendor will reach out to inform the candidate of the decision either via email or phone. LHD “checks in” the resume in SharePoint.

**Step 9:** LHD notifies Vendor. Vendor communicates with the LHD via email to confirm work location and start dates for the candidate. **The Vendor needs to carbon copy the following email addresses:**

- [LH.Personnel@ky.gov](mailto:LH.Personnel@ky.gov)
- [kathy.mcnaughton@ky.gov](mailto:kathy.mcnaughton@ky.gov)
- [Tracey.Huckeba@ky.gov](mailto:Tracey.Huckeba@ky.gov)

**Step 10:** LHD “Checks In” the resume in SharePoint (see **Step #7.2**). Allow 3-5 business days from start date notification to receive equipment, unless LHD can provide temporary equipment.

## Part 2: Onboarding

### Equipment and Access

**Step 1:** LHP completes bulk access request spreadsheet to request Commonwealth email, KOG account, CTT, and VPN.

- LHP sends completed bulk access request spreadsheet to OATS (Katie Cowherd’s team) and [DPH.ContactTracing@ky.gov](mailto:DPH.ContactTracing@ky.gov)
  - The spreadsheet is populated with new hires and is submitted twice per week.
- OATS notifies COT (Greg Thomas) who confirms COT local distribution centers have laptops for the new staff.
  - A task via HEAT is assigned to the local COT Supervisor to work with the local supervisor to confirm the best location for initial laptop login/setup (required to be on State network).
- COT Techs work to transition equipment to new staff.
  - In parallel, OATS (Katie Cowherd’s team) submits the bulk access request spreadsheet to the COT EIM team for: network account creation, email address generation, U and P Drive, and VPN access.
  - The goal is to have the above items set up and ready when the COT Techs set up the computer.
- Once network accounts are created, OATS (Katie Cowherd’s team) will work with the KOG team to generate roles for NEDSS (as necessary) and CTT (role details are provided by DPH in the bulk spreadsheet).
  - A ky.gov email address is required prior to accessing NEDSS or CTT.

- Initial access to NEDSS and CTT may be granted prior to training completion. However, staff must complete training for the respective application prior to having full access. Details of completing training and gaining full access may be found below under the “Training” header.
- Upon completion, OATS (Katie Cowherd’s team) notifies DPH that setup is complete.
  - In turn, DPH will notify the local supervisor that setup is complete.
  - The local supervisor contacts the new hire to confirm all access and setup has been completed.
- **Note:** Local supervisor access to the SharePoint can be granted by contacting: [Jimmie.Patterson@ky.gov](mailto:Jimmie.Patterson@ky.gov) or [Deanna.Sallee@ky.gov](mailto:Deanna.Sallee@ky.gov)

**Step 2:** Coordinate procurement and delivery of cell phone.

- The Regional Coordinator works directly with Local Supervisor to coordinate the delivery of the cellphone to the new hire.

**Step 3:** Local Supervisor facilitates the completion of Staff Forms and submits the below completed forms to: [DPH.ContactTracing@ky.gov](mailto:DPH.ContactTracing@ky.gov)

- CHFS219
- Cell Phone Agreement
- Laptop Agreement
- NEDSS Paperwork (2 forms)
- EZ Vendor Forms

**Training**

**Step 1:** New staff should log into TRAIN ([www.train.org/ky](http://www.train.org/ky)) to create account.

**Step 2:** Staff should begin working through designated training modules as soon as possible while they await access CTT (and NEDSS, if applicable).

- Staff may create an account on TRAIN with a personal email if they have not yet received their ky.gov email. Additionally, a personal device may be used for trainings if the Commonwealth issued laptop has not yet been received.

Training will take a few days to complete and the modules may be found on TRAIN.org by searching for the Plan ID (details of the specific trainings within each course may be found in the Contact Tracing Training Matrix in the Appendix:

Course/Role	Plan ID
Contact Tracer	4485
Data Entry	4500
Disease Investigator	4484
Regional Coordinator	4483
Social Supports Connector	4482

**Note:**

\*If LHD requests NEDSS for contact tracer, contact tracer must complete the Disease Investigator Training Series: 4484 before access will be granted.

\*\*Supervisors can monitor completion of training modules for their staff in TRAIN.

**Step 3 (optional):** If specific trainings are required by the LHD's, the LHD Director should facilitate the completion of these trainings with new staff.

Examples of these trainings may include:

- Local systems and processes
- Further HIPPA or PHI training

**Step 4:** Local supervisors will monitor training progress.

- Braden Hatton connects with CTT Team (David Vick) and NEDSS Helpdesk, respectively, to confirm training is complete. The new hire will be granted full access to the application upon training completion.
  - If training is not completed timely (within 2 weeks of start date), DPH will contact local supervisor.

**Note:** All onboarding documentation will be stored in SharePoint under CTT Onboarding Documentation: <https://sp13external.chfs.ky.gov/sites/OATS/cv19cts/resumes/Forms/Active.aspx>

**Part 3: Invoicing**

**Step 1:** Contract staff personnel submits time sheet to LHD.

**Step 2:** LHD reviews time sheet for accuracy and then signs it.

**Step 3:** LHD emails the signed time sheet to the Vendor.

#### Part 4: Staff Personnel Changes/Offboarding

**Termination/Resignation:** LHD will forward the termination/resignation request to the Vendor. Vendor then **immediately** communicates the request in writing by emailing [LH.Personnel@ky.gov](mailto:LH.Personnel@ky.gov) and notifying [CHFSServiceRequests@ky.gov](mailto:CHFSServiceRequests@ky.gov) (copy [Katie Cowherd](#)).

- LHP notifies KOG, [CHFSDPHNEDSSHelpdesk@ky.gov](mailto:CHFSDPHNEDSSHelpdesk@ky.gov) (Emily Goble and Courtney Marshall), and [DPH.ContactTracing@ky.gov](mailto:DPH.ContactTracing@ky.gov) of departure.
  - The network account and email will be disabled immediately.
  - NEDSS access will be revoked almost immediately. For CTT, the departure notification will be passed from DPH (Cameron Diehl) to the CTT Team (David Vick) for disabling.
- LHD returns the laptop to COT for reimaging and the cell phone to the Regional Coordinator.

**Reassignment:** LHD communicates the request to the Vendor. Vendor then **immediately** communicates the request in writing by emailing [LH.Personnel@ky.gov](mailto:LH.Personnel@ky.gov) and [DPH.ContactTracing@ky.gov](mailto:DPH.ContactTracing@ky.gov).

- Details to send include (but not limited to):
  - Name of individual being reassigned
  - Current Location (LHD)
  - Effective date of reassignment
    - Effective date must be the first day of that pay period.
  - Role to be reassigned to and location (LHD)
  - NEDSS or CTT access to be revoked or role changed
    - Any NEDSS or CTT access change or revocation would follow the applicable steps outlined under the “Termination” process.

#### Part 5: Helpdesk

##### Technical questions or issues with KOG or MFA

- Contact the KOG Helpdesk
  - **Phone Number:** 502-564-0104 Extension: 2
  - **Email Address:** [KOGhelpdesk@ky.gov](mailto:KOGhelpdesk@ky.gov)
  - **Hours of Operation:** Monday – Friday 8:30am -5:00pm ET

##### Technical questions or issues with Contact Tracing and Tracking System (CTT)

- Contact the ESMB Helpdesk
  - **Phone Number:** 866-231-0003 Extension 1
  - **Email Address:** [CHFSESMBHelpDesk@ky.gov](mailto:CHFSESMBHelpDesk@ky.gov)
  - **Hours of Operation:** Monday - Thursday 7:30am -5:30pm ET, Friday 7:30am - 5:00pm ET

##### Policy or non-system questions

- **Contact the Local Health Department**

**Please Note:** The Helpdesks request that any emails include CTT and a brief description of the issue in the subject line to help triage issues.

## Regional Staff Hiring Process

**Step 1:** The candidate applies through Medasource's website.

**Step 2:** Candidate is screened by a Medasource representative. If the candidate is approved by the Medasource rep, they are scheduled for an interview with KDPH and a Regional Coordinators (RC).

**Step 3:** If job offer is extended, Medasource will reach out to the candidate with onboarding information, start date and location.

**Step 5:** Onboarding paperwork is completed by candidate and submitted to KDPH via email by the respective RC.

- RC submits access requests for the new hire (CTT, NEDSS, KOG)
- RC assigns and signs off on laptop and phone.
  - On the first log on attempt on the laptop, the user must select CHFS as the domain.
  - The new hire must set up the phone. Step by step instructions will be provided on the phone.

**Document Revision History:**

5/22/2020	<b>Document Created</b>
5/29/2020	<p><b>Revision:</b>  <b>LHD Candidate Review and Selection #10 revised to:</b>  Vendor communicates with the LHD via email to confirm work locations and start dates. Vendor copies the following with this information:</p> <ul style="list-style-type: none"> <li>• <a href="mailto:LH.Personnel@ky.gov">LH.Personnel@ky.gov</a></li> <li>• <a href="mailto:kathy.mcnaughton@ky.gov">kathy.mcnaughton@ky.gov</a></li> <li>• <a href="mailto:Tracey.Huckeba@ky.gov">Tracey.Huckeba@ky.gov</a></li> </ul>
6/22/2020	<ul style="list-style-type: none"> <li>• Updated Local Staff Hiring Process</li> <li>• Created separate FAQ document</li> </ul>
8/12/2020	<ul style="list-style-type: none"> <li>• Updated to remove L drive steps for LHDs</li> <li>• Bolded vendor responsibilities for notifying DPH of hires</li> </ul>
8/21/2020	<ul style="list-style-type: none"> <li>• Removed all L drive activity steps</li> </ul>
10/14/2020	<ul style="list-style-type: none"> <li>• Updated Part 2: Equipment and Access – LHP no longer handles NEDSS access</li> <li>• Added <a href="mailto:Deanna.Sallee@ky.gov">Deanna.Sallee@ky.gov</a> as a SharePoint contact</li> <li>• Updated Part 4: Staff Personnel Changes/Offboarding <ul style="list-style-type: none"> <li>○ LHD must forward request for resignation/termination to the Vendor. Vendor then communicates this request to necessary parties.</li> <li>○ LHD must return laptop to COT.</li> <li>○ Reassignment effective date must now be the first day of that pay period</li> </ul> </li> </ul>

# Appendix

## Contact Tracing Program Training Matrix

Training Category	Course	Contact Tracing Roles					Time to Complete
		Social Supports Connector	Data Entry	Contact Tracer	Disease Investigator	Regional Coordinator	
Public Health Concepts and Investigations	Public Health 101 (TRAIN Course ID 1059661)						20 min
	COVID-19 Public Health Strategy Basic Concepts (TRAIN COURSE ID 1090675)						1 hour
	COVID-19 Real-Time Legal Response: Focus on Quarantine, Isolation, and Other Social Distancing Powers (TRAIN COURSE ID 1090658)						1 hour
	Foundational Epidemiology (TRAIN COURSE ID 1076135)						1 hour
Basics of Coronavirus Disease	ASTHO Lesson 1: The Basics of Coronavirus Disease 2019 (COVID-19) (TRAIN COURSE ID 1091302)						1 hour
	COVID-19 Infection Prevention and Control in the Household (TRAIN COURSE ID 1090934) <sup>a</sup>						15 min
Disease Investigations and Contact Tracing	ASTHO Lesson 2: The Basics of Contact Tracing (TRAIN COURSE ID 1091302)						1 hour
	ASTHO Lesson 3: Effective Communication and Interviews (TRAIN COURSE ID 1091302)						1 hour
	ASTHO Lesson 4: Case Monitoring and Resources (TRAIN COURSE ID 1091302)						1 hour
	Health Information Privacy and Confidentiality (TRAIN COURSE ID 1065718)						45 min
	COVID-19: Data Sharing for Public Health Surveillance, Investigation and Intervention (TRAIN COURSE ID 1090857)						1 hour
	Disease Investigation Tips and Tricks: Kentucky's COVID-19 Case Definition, Reading Lab Reports, Questionnaires, and Requesting Additional Medical Records (orientation topic)						30 min

<sup>a</sup> - Disease Investigators and Regional Coordinators should complete ASTHO lessons consecutively and circle back to finish Infection Prevention and Control in the Household

Training Category	Course	Contact Tracing Roles					Time to Complete
		Social Supports Connector	Data entry	Contact Tracer	Disease Investigator	Regional Coordinator	
Interviewing and Communication <sup>b</sup>	General Contact Tracing Phone Calls (TRAIN COURSE ID 1091008)						1 hour
	Introduction to Telephone Interviewing for DIS (TRAIN COURSE ID 1090632)						30 min
	Communication Skills (TRAIN COURSE ID 1089357)						6 hours
	COVID-19 Contact Investigation Training (REVIEW AND REFERENCE interviewing techniques slides ONLY) ( <a href="https://www.ncsddc.org/wp-content/uploads/2020/03/FINAL-COVID19-Contact-Training-03112020.pdf">https://www.ncsddc.org/wp-content/uploads/2020/03/FINAL-COVID19-Contact-Training-03112020.pdf</a> )						5 min
	COVID-19 Case Investigation Part 2 and 3: Index Interview and Contact Interview ( <a href="http://dhss.alaska.gov/dph/Epi/id/Pages/Education-Training.aspx">http://dhss.alaska.gov/dph/Epi/id/Pages/Education-Training.aspx</a> )						35 min
	Frustrating 4 Video ( <a href="https://www.youtube.com/watch?v=-uZsoal0by0">https://www.youtube.com/watch?v=-uZsoal0by0</a> )						12 min
	The Guide to Providing Effective Communication and Language Assistance Services ( <a href="http://thinkculturalhealth.hhs.gov/education/communication-guide">thinkculturalhealth.hhs.gov/education/communication-guide</a> )						1 hour +
	Cultural Humility: People, Principles, and Practice ( <a href="https://www.youtube.com/watch?v=SaSHLbS1V4w">https://www.youtube.com/watch?v=SaSHLbS1V4w</a> )						30 min
	Culturally Competent Public Health Practice for Deaf and Hard of Hearing Populations (TRAIN COURSE ID 1087468)						1 hour
	Introduction to Trauma Informed Care (TRAIN COURSE ID 1090752)						24 min
Sexual Orientation and Gender Diversity (TRAIN COURSE ID 1090755)						1 hour	

<sup>b</sup> Training modules and videos included in the Interviewing and Communication section are intended to help staff understand the general principles of interviewing and communicating with cases and contacts. Staff should apply the general principles learned in this section to Kentucky specific COVID-19 guidance for case and contact investigations, case determinations, and case and contact follow-up.

Training Category	Course	Contact Tracing Roles					Time to Complete
		Social Supports Connector	Data Entry	Contact Tracer	Disease Investigator	Regional Coordinator	
Systems Training	EPI Disease Investigators and Supervisors Contact Tracing (Deloitte Contact Tracing and Tracking (CTT) System for Supervisors and Disease Investigators) (COURSE ID 1091550)						1.5 hours
	EPI Contact Tracing and Tracking (Deloitte Contact Tracing and Tracking (CTT) System for Contact Tracers) (COURSE ID 1091549)						1 hour
	KY-National Electronic Disease Surveillance System (NEDSS) (COURSE ID 1091500)						1.5 hours
Training and Management Tools	TRAIN Course Provider (TRAIN COURSE ID 1091224)						1 hour

## Supplemental Resources and Training Materials

### Kentucky Specific Resources

- CT Playbook V3 <P:\EPI\Regional Contact Tracing Teams>
- List of LHDs - <https://chfs.ky.gov/agencies/dph/dafm/LHDInfo/AlphaLHDListing.pdf>
- LHD Map - <https://chfs.ky.gov/agencies/dph/dafm/lhpb/Documents/LHDdistrictsandcounties.pdf>
- Deloitte DRGs: <P:\EPI\Regional Contact Tracing Teams>
- Initial and Follow-up Questionnaires and Scripts: <P:\EPI\Regional Contact Tracing Teams>
- COVID Case Definition: <P:\EPI\Regional Contact Tracing Teams>
- NEDSS PowerPoint: <P:\EPI\Regional Contact Tracing Teams>

### ASTHO

- Job Aids: <P:\EPI\Regional Contact Tracing Teams>

### CDC Websites

- Cases, Data, and Surveillance: <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/index.html>
- Symptoms of Coronavirus: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
- CDC in Action: <https://www.cdc.gov/coronavirus/2019-ncov/cases-updates/cdc-in-action.html>
- Social Distancing, Quarantine, and Isolation: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
- Prevent Getting Sick: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html>
- Testing for COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/testing.html>
- CDC Contact Tracing Training Materials: <https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/index.html>