

MDHHS Contact Tracing

Phase 1 Training

Melody Bagby, MSW, Deloitte

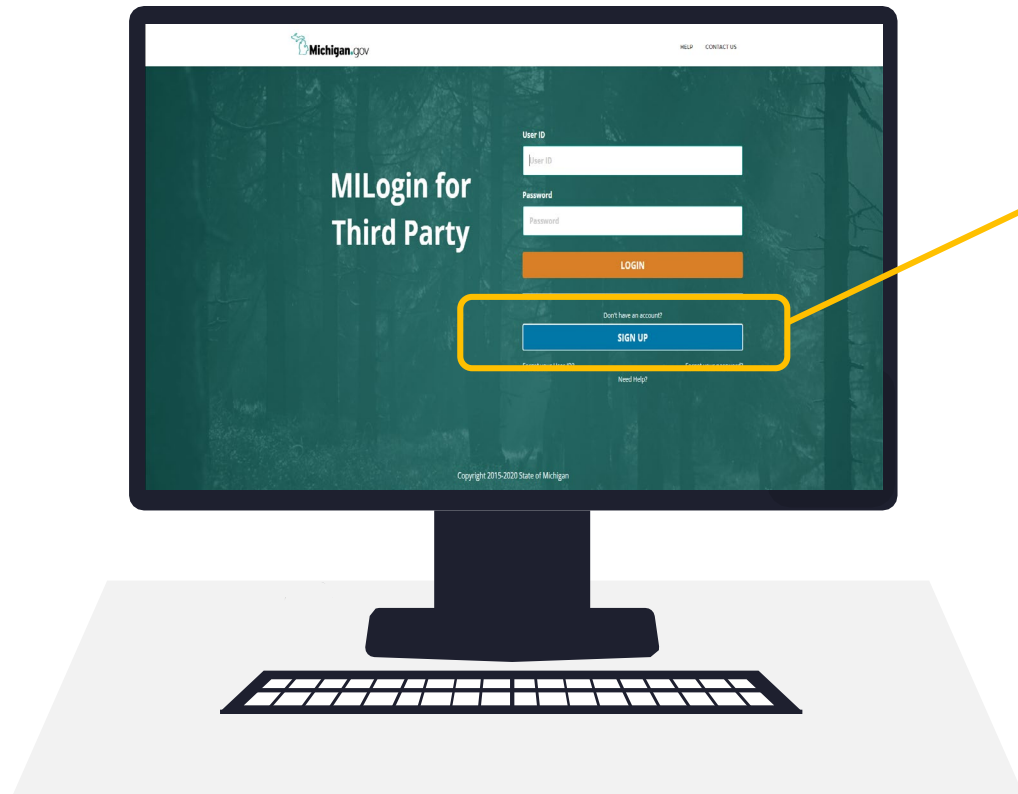


What Will You Learn Today?

- ☐ How to Request Access
- ☐ Logging Into Contact Tracing
- ☐ What's on my Dashboard?
- ☐ Logging into the Phone & Taking a New Call
- ☐ Editing Contact Information
- ☐ Adding/Editing a Note
- ☐ Completing the Script & Recording Call Outcome (all scripts)
- ☐ Taking the Next Call
- ☐ Finding a Knowledge Article
- ☐ Viewing Reports & Stats
- ☐ Chatter Overview
- ☐ Common Questions

How Can I Request Access to Contact Tracing?

Each volunteer will create an account in MILogin that can be used to login the DHHS Contact Tracing system. This is the system that is used to facilitate the conversation and recording of contact tracing information with the public.



Michigan.gov

HELP CONTACT US

MILogin for Third Party

HOME

Create Your Account

1 Profile Information 2 Security Setup 3 Confirmation

Profile Information

Enter your profile information

* Required

* First Name	Middle Initial	* Last Name	Suffix

* Email Address

* Confirm Email Address

By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.

* Work Phone Number

Mobile Number

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

* Verification Question: What is forty six thousand and fifty eight as a number?

☐ I agree to the terms & conditions.

NEXT RESET

How Can I Request Access to Contact Tracing?

Security Setup

Provide user id and password information to complete your profile

* Required

* User ID

* Password

* Confirm New Password

User ID Guidelines:

- Enter your last name, first initial, and any 4 numbers with no space between them. For Example: John Smith and using 9999 as an example for the four digit number, you would enter smithj9999.
- User ID cannot contain space.

Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
 - Upper case letters (A-Z)
 - Lower case letter (a-z)
 - Numbers (0-9)
 - Special characters (!\$#%&'~^&*_-+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

* Security Options

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.

Email

Mobile
(Text/SMS)

Security
Questions



- ✓ Remember Your User ID is your last name, first initial, followed by 4 digits example: *BagbyM4855*
- ✓ You can choose as many of the 3 security recovery options as you like!

Michigan.gov

HELP CONTACT US

MILogin for Third Party

[HOME](#) [REQUEST ACCESS](#) [UPDATE PROFILE](#) [SECURITY OPTIONS](#) [CHANGE PASSWORD](#) [LOGOUT](#)

Request Access

1

2

3

Search Application

Additional Information

Confirmation

Search Application

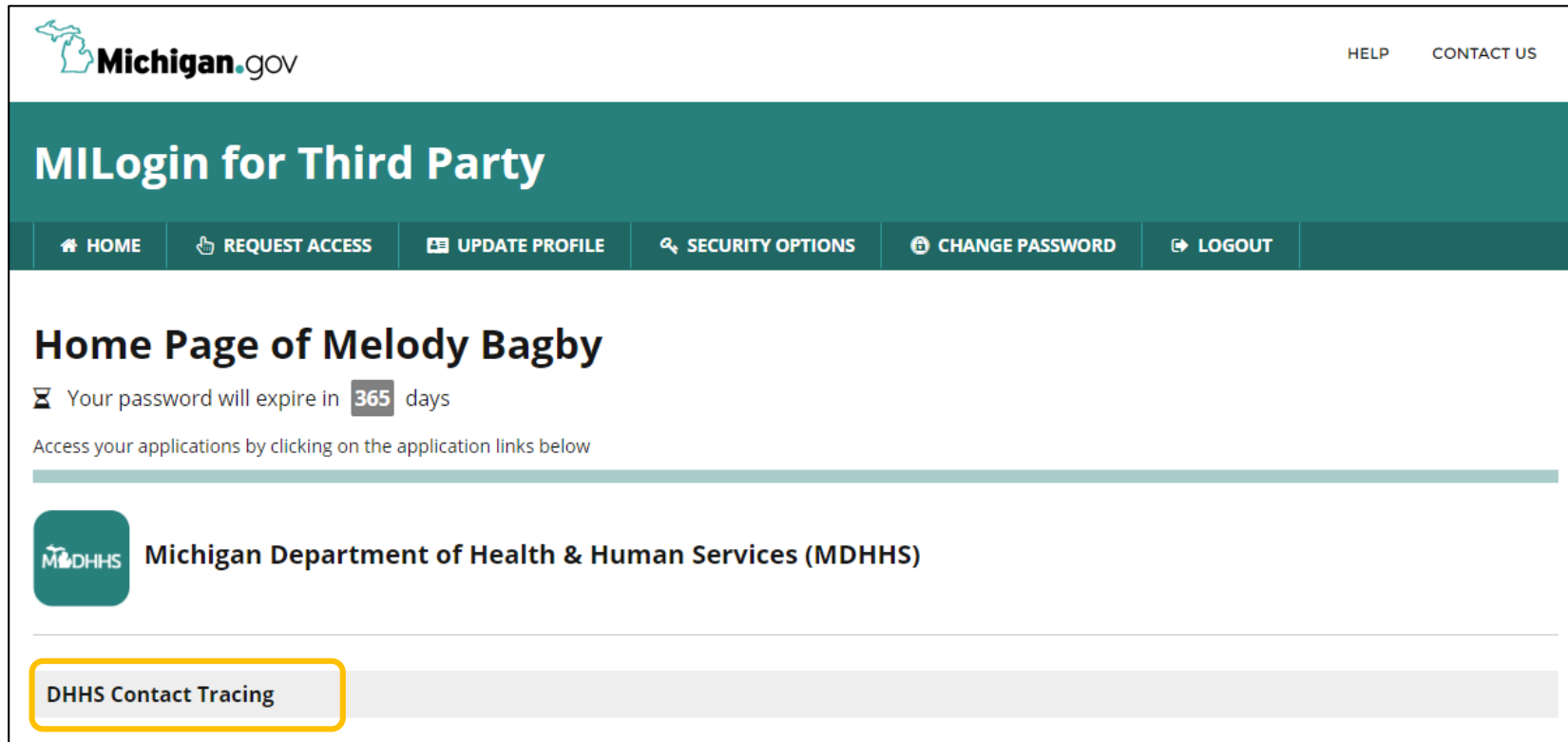
Search for an application with a keyword or select an agency to view its applications

-- Select Agencies --

- ✓ On the Request Access tab, search for “**DHHS Contact Tracing**”
- ✓ If you already have a MILogin account, you can skip directly to requesting access
- ✓ You will receive an email once your account has been approved by MDHHS

Logging into Contact Tracing

Once your account is approved, you will log into MILogin each time you volunteer to assist with Contact Tracing. You can use any browser, but Google Chrome is recommended.



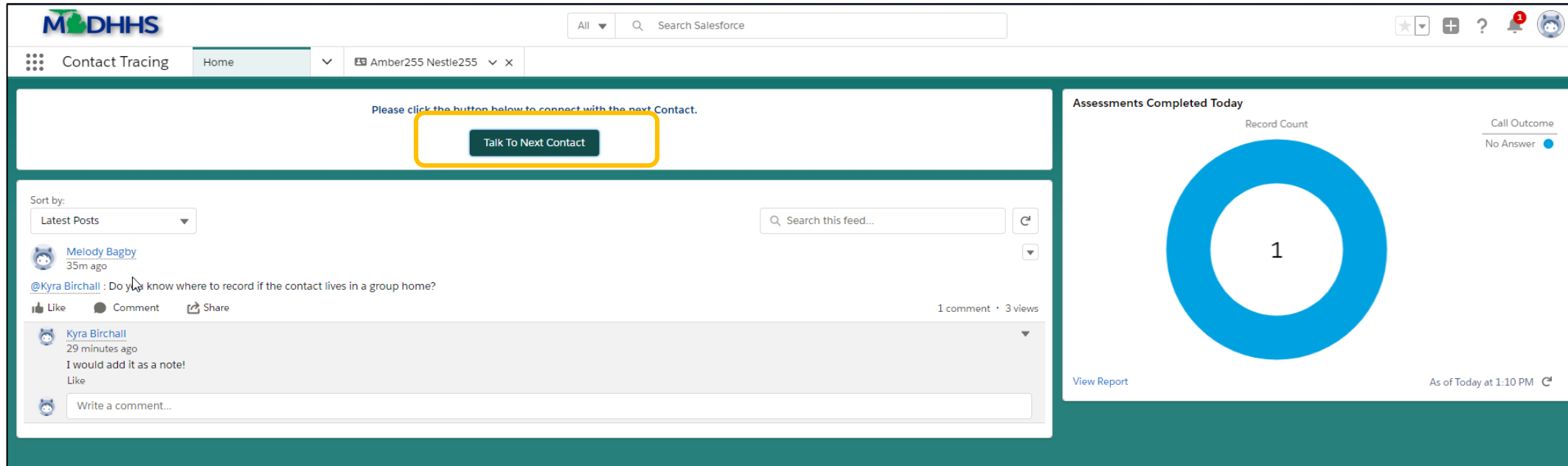
The screenshot shows the MILogin for Third Party interface. At the top left is the Michigan.gov logo. At the top right are links for HELP and CONTACT US. Below this is a teal header with the text "MILogin for Third Party". Under the header is a navigation bar with links: HOME, REQUEST ACCESS, UPDATE PROFILE, SECURITY OPTIONS, CHANGE PASSWORD, and LOGOUT. The main content area is titled "Home Page of Melody Bagby". Below the title, it says "Your password will expire in 365 days". A message states "Access your applications by clicking on the application links below". There is a section for the Michigan Department of Health & Human Services (MDHHS) with a button labeled "DHHS Contact Tracing" highlighted by a yellow border.



<https://milogintp.Michigan.gov>

If you are using MILogin for Citizens or Workers, please use that link.

What's On My Dashboard



✓ You begin your first call by choosing [Talk to Next Contact] on the Home Page

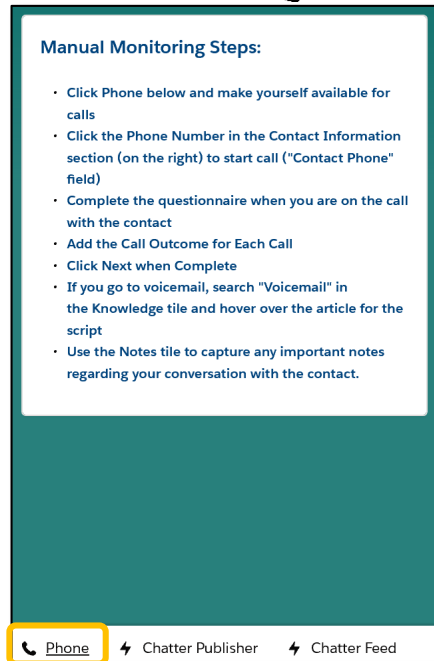
Important every call afterwards should be started on the same page as the previous record, to avoid accidentally opening multiple calls.

✓ Don't forget to sign into the phone to make your calls!

Steps to Place a Contact Tracing Call

You can click  Phone to access and complete all contact tracing calls.

Step 1: On the bottom of the page, click  Phone

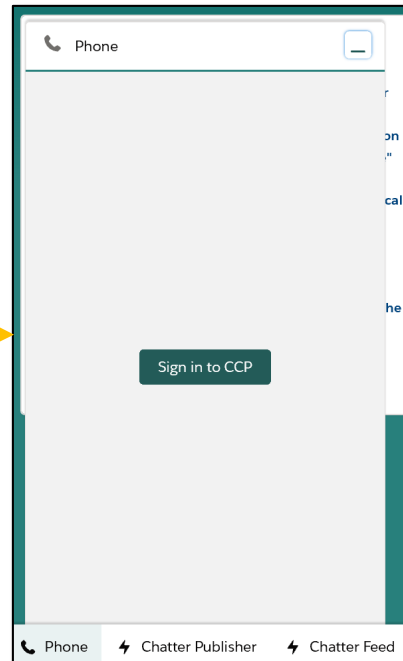


Manual Monitoring Steps:

- Click Phone below and make yourself available for calls
- Click the Phone Number in the Contact Information section (on the right) to start call ("Contact Phone" field)
- Complete the questionnaire when you are on the call with the contact
- Add the Call Outcome for Each Call
- Click Next when Complete
- If you go to voicemail, search "Voicemail" in the Knowledge tile and hover over the article for the script
- Use the Notes tile to capture any important notes regarding your conversation with the contact.

Phone Chatter Publisher Chatter Feed

Step 2: Click Sign in to CPP

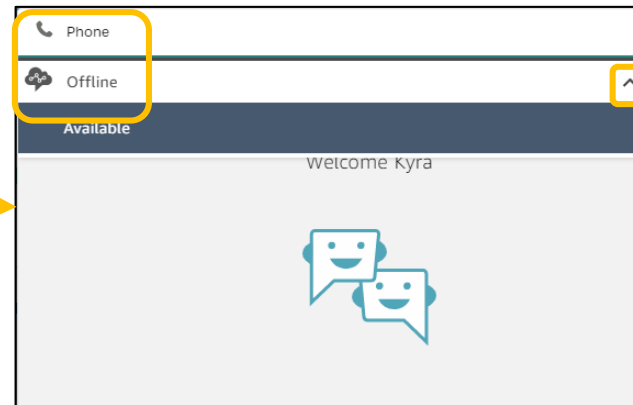


Phone

Sign in to CPP

Phone Chatter Publisher Chatter Feed

Step 3: Click arrow to change status from **Offline** to **Available**



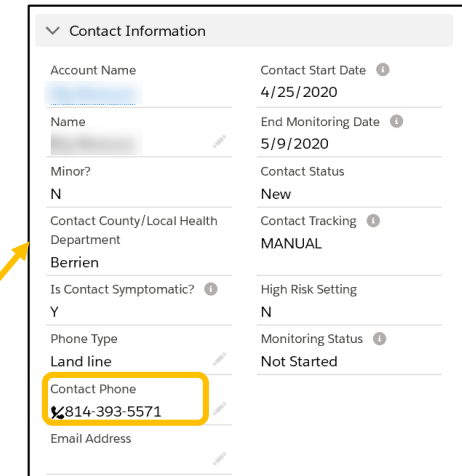
Phone

Offline

Available

Welcome Kyra

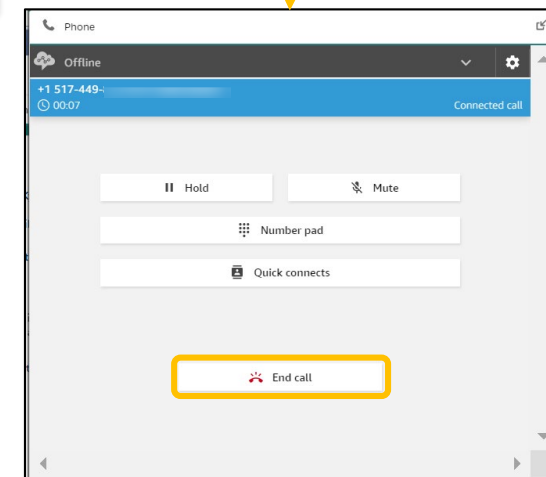
Step 4: Click the **hyperlinked Contact Phone** to contact the Michigander



▼ Contact Information

Account Name	Contact Start Date ⓘ 4/25/2020
Name	End Monitoring Date ⓘ 5/9/2020
Minor? N	Contact Status New
Contact County/Local Health Department Berrien	Contact Tracking ⓘ MANUAL
Is Contact Symptomatic? ⓘ Y	High Risk Setting N
Phone Type Land line	Monitoring Status ⓘ Not Started
Contact Phone 814-393-5571	
Email Address	

Step 4: Click **End call** once script is complete. Don't forget to clear the contact!



Phone

Offline

+1 517-449-... 00:07 Connected call

Hold Mute

Number pad

Quick connects

End call



When you make a call, the phone number displays as 1-866-80MDHHS (1-866-806-3447) with an ID of MI COVID Help

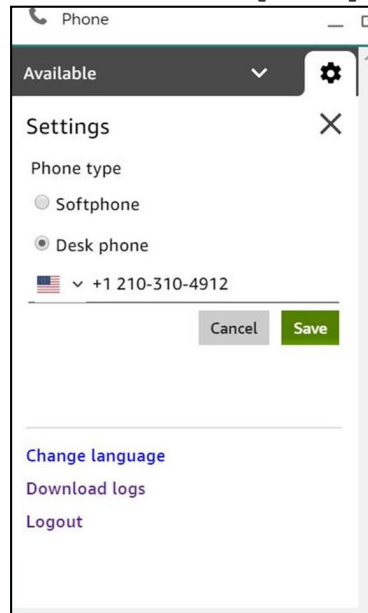
Steps to Place a Call Using a “Desk” or Mobile Phone

You can make calls from your desk phone by clicking the Gear icon in the top right of the calling window and selecting “desk phone” instead of “softphone.” If you want to switch back to the computer as your phone, switch back to “softphone.”

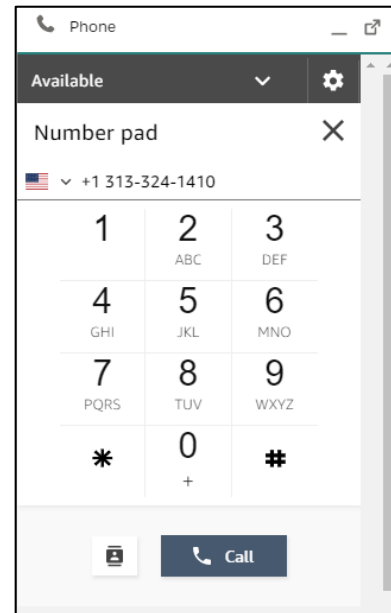


Important! MUST have a number entered in the desk phone field and make sure to click “Save.” Otherwise, click to call will not work as expected, and will display as a missed call

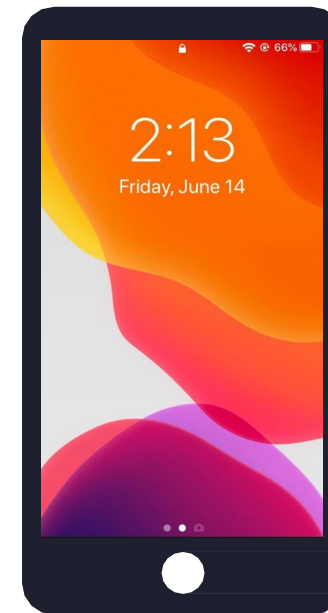
Step 1: Click the Gear icon and select Desk Phone. Enter your desk/mobile number. Click [Save].



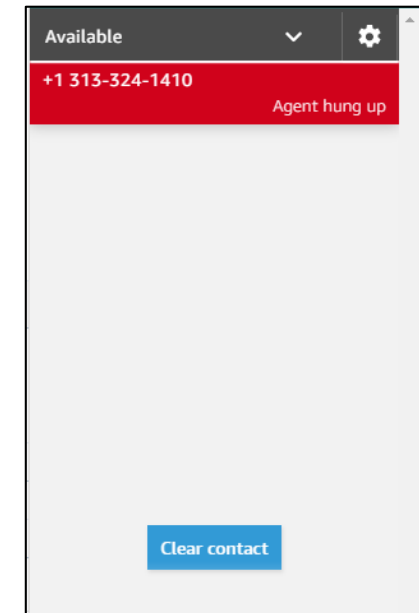
Step 2: Dial the contact's number using the number pad.



Step 3: Your phone will ring. Answer it, and the contact will automatically be called from your phone.



Step 4: After you end the call, click [Clear Contact] and you can use the number pad to dial the next contact.



What Happens When I Begin a Call?

- ✓ A new tab opens with the name of the contact in bold at the top of the page
- ✓ There are five potential scripts that will automatically populate along with the contact's information. Before placing the call it is a best practice to familiarize yourself with the script and contact's information
- ✓ Review the [Minor] and [Monitoring Status] fields to determine the demographics of your contact

What Are the Five Possible Scripts?

1

New Non-Minor

3

In Progress Non-Minor

5

Unresponsive to Text

2

New Minor

4

In Progress Minor



How To Complete all Script Forms

You can follow a simple script to complete contact tracing. The [Minor] field displays Y for minor & the [Monitoring Status] displays In Progress or Not Started. You can also review the script to determine your contact's demographics.

You will use the Contact Information to demographic information on the contact

You will be brought automatically to a predetermined script you can complete on the call

Manual Monitoring Steps:

- Click Phone below and make yourself available for calls
- Click the Phone Number in the Contact Information section (on the right) to start call ("Contact Phone" field)
- Complete the questionnaire when you are on the call with the contact
- Add the Call Outcome for Each Call
- Click Next when Complete
- If you go to voicemail, search "Voicemail" in the Knowledge tile and hover over the article for the script
- Use the Notes tile to capture any important notes regarding your conversation with the contact.

Script:

Hello, my name is [Name] and I am assisting the Kalamazoo Health Department.

Is [Name] available?

Just to be sure I'm talking to the right person, is this [Name]?

Thank you.

As I said, my name is [Name] and I am assisting the Kalamazoo Health Department. Part of my role is to reach out/contact people who may have been exposed to infectious diseases and that is why I'm contacting you now.

Is this a good time to talk?

☐ Yes

☐ No

*** Call Outcome**

☐ Successful

☐ Left Message

☐ No Answer

☐ Disconnected

☐ Wrong Number

☐ Refused

Contact Information

Name	Contact Start Date ⓘ
[Name]	4/30/2020
Minor?	End Monitoring Date ⓘ
N	5/14/2020
Contact County/Local Health Department	Contact Status
Kalamazoo	Existing
Is Contact Symptomatic? ⓘ	Contact Tracking ⓘ
Y	MANUAL
Phone Type	High Risk Setting
Land line	N
Contact Phone	Monitoring Status ⓘ
[Phone Number]	Not Started
Email Address	

Knowledge

Search Knowledge

Notes (0)

Next



Let's look at each of these items in more detail



How To Complete all Script Forms Continued

You can reference the *Contact Information* to gather a quick understanding of the Michigander.

Use the *Minor* field to determine if the individual is over 18

Contact Information	
Name	Contact Start Date ⓘ 4/30/2020
Minor?	End Monitoring Date ⓘ 5/14/2020
Contact County/Local Health Department Kalamazoo	Contact Status Existing
Is Contact Symptomatic? ⓘ Y	Contact Tracking ⓘ MANUAL
Phone Type Land line	High Risk Setting N
Contact Phone 📞	Monitoring Status ⓘ Not Started
Email Address	

Use the *Monitoring Status* field to determine if the Michigander has **Not Started** Contact Tracing or if they are **In Progress**

★ After scanning the Contact Information, you will call the contact and begin the script ★

How To Complete all Script Forms Continued

You will follow a simple script to complete contact tracing for Michiganders.

What type of scripts are there?



New Scripts

- New Minor Script
- New Non-Minor Script
- Unresponsive to text

In Progress Scripts

- In Progress Script – Minor
- In Progress Script – Non-Minor

Questions will automatically populate for the Contact Tracer Volunteer depending on how questions are answered during the call

(1) New Minor Script

[Redacted]

Hello, my name is [Redacted] and I am assisting the Statewide health department. Am I speaking to [Redacted] or the parent or guardian of [Redacted]?

If speaking to the minor:
- Could I please speak with your parent or legal guardian?

If speaking to the parent or legal guardian:
- Okay, great.

Could I get your name and relationship to [Redacted]?

Parent/Guardian Name

Parent/Guardian Relationship

Just to be sure I'm talking to the right person could you please verify [Redacted] county of residence?

Thank you

As I said, my name is [Redacted] and I am assisting the Statewide Health Department. Part of my role is to reach out/contact people who may have been exposed to infectious diseases and that is why I'm contacting you now.

Is this a good time to talk?
☐ Yes
☐ No

Highlights: The New Minor Script will have you speak directly with the guardian of the minor who has come inContact with someone who has COVID-19

How To Complete all Script Forms Continued

(2) New Non-Minor Script

Willow Kaskas

Hello, my name is [redacted] and I am assisting the Berrien Health Department.

Is [redacted] available?

Just to be sure I'm talking to the right person, is this [redacted]?

Thank you.

As I said, my name is [redacted] and I am assisting the Berrien Health Department. Part of my role is to reach out/contact people who may have been exposed to infectious diseases and that is why I'm contacting you now.

Is this a good time to talk?

☐ Yes
☐ No

*** Call Outcome**

☐ Successful
☐ Left Message
☐ No Answer
☐ Disconnected
☐ Wrong Number
☐ Refused

Next

Highlights: The New Non-Minor Script consist of understanding a contact's preferred language, confirming confidentiality, asking if they have been tested, and what symptoms they are having

(3) New Unresponsive to Text

[redacted]

Hello, my name is [redacted] and I am currently assisting the Berrien Health department. Am I speaking with [redacted] parent or legal guardian?

May I please verify the county [redacted] resides in?

Thanks! I am calling for a routine health status check related to [redacted] possible COVID-19 exposure. First of all, is [redacted] currently experiencing any symptoms?

☐ Yes
☐ No

If you think of questions later, the best place to get information is the State of Michigan website or the state hotline at 888-535-6136. If you have an urgent need you can reach us at [redacted].

Thank you for your time. We'll contact you again tomorrow. Good day.

*** Call Outcome**

☐ Successful
☐ Left Message
☐ No Answer
☐ Disconnected
☐ Wrong Number
☐ Refused

Next

Highlights: The New Unresponsive to Text will display to the Volunteer Contact Tracer when the information of the person is sent from an automated monitoring back to the manual monitoring process

How To Complete all Script Forms Continued

(4) In Progress Minor Script

[Redacted]

Hello, my name is [Redacted] and I am currently assisting the Berrien Health department. Am I speaking with [Redacted] parent or legal guardian?

May I please verify the county [Redacted] resides in?

Thanks! I am calling for a routine health status check related to [Redacted] possible COVID-19 exposure. First of all, is [Redacted] currently experiencing any symptoms?

☐ Yes
☐ No

If you think of questions later, the best place to get information is the State of Michigan website or the state hotline at 888-535-6136. If you have an urgent need you can reach us at [Redacted].

Thank you for your time. We'll contact you again tomorrow. Good day.

* Call Outcome

☐ Successful
☐ Left Message
☐ No Answer
☐ Disconnected
☐ Wrong Number
☐ Refused

Next

Highlights: An In Progress Script is relatively short and is a quick check-in to see how the contact is feeling. The volunteer will run through all possible symptoms to see if anything has changed since the previous day

(5) In Progress Non-Minor Script

[Redacted]

Hello, my name is [Redacted] and I am currently assisting the Berrien Health Department. Am I speaking with [Redacted] ?

May I please verify the county you reside in?

Thanks! I am calling for a routine health status check related to your possible COVID-19 exposure. Do you recall that we are going to call you for a period time to see how you are doing? First of all, are you currently experiencing any symptoms?

☐ Yes
☐ No

If you think of questions later, the best place to get information is the State of Michigan website or the state hotline at 888-535-6136. If you have an urgent need you can reach us at (Manager's Cell).

Thank you for your time. We'll contact you again tomorrow. Good day.

* Call Outcome

☐ Successful
☐ Left Message
☐ No Answer
☐ Disconnected
☐ Wrong Number
☐ Refused

Highlights: The In Progress Non-Minor Script is a quick pulse check to see if any symptoms have changed since yesterday. After each script, you will indicate the call outcome. To learn more about Call Outcomes check out the View Reports page

How To Navigate to Your next Script

Once you have completed the script, **click Next** to save that record and close out the script..

Willow Kunkin

Hello, my name is **Willow Kunkin** and I am assisting the Berrien Health Department.

Is **Willow Kunkin** available?

Just to be sure I'm talking to the right person, is this **Willow Kunkin**?

Thank you.

As I said, my name is **Willow Kunkin** and I am assisting the Berrien Health Department. Part of my role is to reach out/contact people who may have been exposed to infectious diseases and that is why I'm contacting you now.

Is this a good time to talk?

☐ Yes

☐ No

*** Call Outcome**

☐ Successful

☐ Left Message

☐ No Answer

☐ Disconnected

☐ Wrong Number

☐ Refused

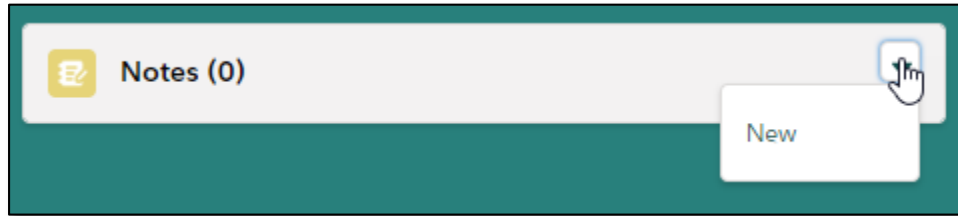
Next

Once you have completed the script, click **Next** to save the record.

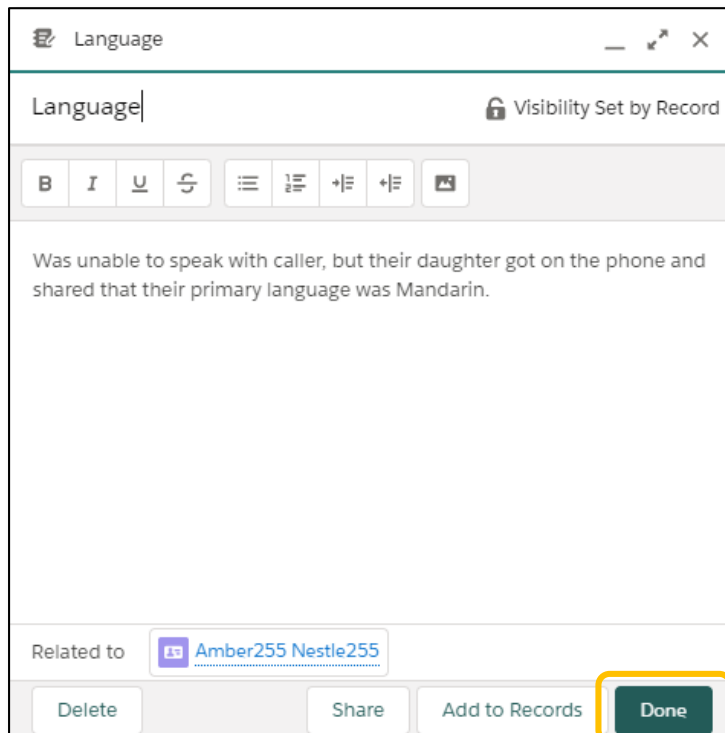


Record or Edit a Note

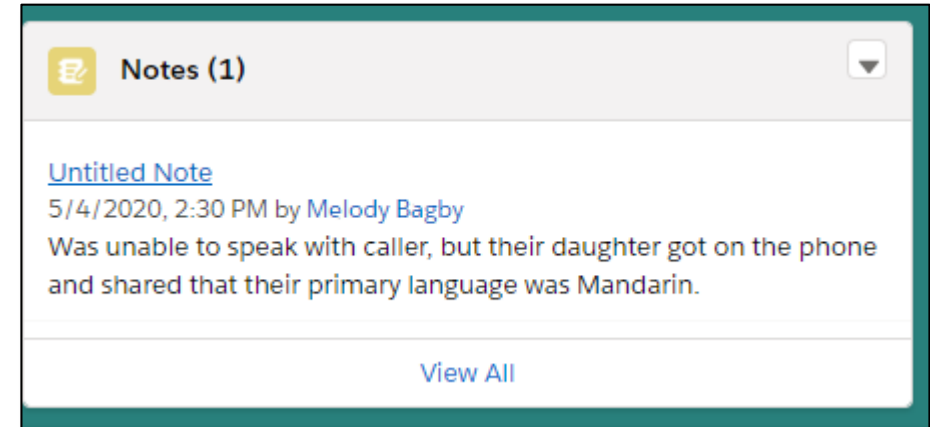
Step 1: While in the Contact's record, click **New** in the Notes section



Step 2: Record your note. Don't forget to add a Title so it is easy to find later

A screenshot of a note editing window titled 'Language'. It features a text input field with 'Language' entered, a 'Visibility Set by Record' lock icon, and a rich text editor toolbar with buttons for bold, italic, underline, strikethrough, bulleted list, numbered list, link, and unlink. The main text area contains the note: 'Was unable to speak with caller, but their daughter got on the phone and shared that their primary language was Mandarin.' At the bottom, there is a 'Related to' section with a link to 'Amber255 Nestle255' and four action buttons: 'Delete', 'Share', 'Add to Records', and 'Done' (which is highlighted with a yellow box).

Step 3: After a note is recorded it can be viewed and edited by anyone who looks at the contact record



Anyone can record a note if they think there is important information to share with other users

Finding the Voicemail Script

Knowledge

voicemail

"voicemail" in Knowledge

Went to Voicemail?
000001011

Advanced Search

- ✓ Search voicemail in the Knowledge Base to see the voicemail script
- ✓ Open the **Went to Voicemail** knowledge article
- ✓ The article opens a new tab next to the contact record. You can click the X to close the article at anytime.
- ✓ Tip: You can also view the script by hovering over the article instead of opening a 2nd tab



Amber453 Brid... Went to Voicemail? X

knowledge
Went to Voicemail?

Article Number	Article Record Type	Version Number	Publication Status	Validation Status	Last Modified Date
000001011	FAQ	1	Published	Validated	5/3/2020, 9:08 AM

Details Related Versions

Information

Title Went to Voicemail?

URL Name Went-to-Voicemail

Article Details

Question 1 Went to Voicemail?

Answer 1 Hello, I am calling on behalf of local public health and the Michigan Department of Health and Human Services. We are calling with an important health message. We will call back soon. If you are available when we call back, we will be calling from the number 1-866-80MDHHS (1-866-806-3447). We hope to speak with you then

Where to Find Daily Statistics

You can view the status of your daily calls by using *View Reports*. Remember to click the refresh arrow to view the latest information.

On your home page Click **View Reports** to open your report in a new window.

The screenshot displays the MDHHS Salesforce interface. At the top, there's a navigation bar with the MDHHS logo, a search bar labeled 'Search Salesforce', and user profile icons. Below this, a sidebar shows 'Contact Tracing' and 'Home' tabs. The main content area is divided into two sections. The left section, titled 'Please click the button below to connect with the next Contact.', features a 'Talk To Next Contact' button. Below this is a feed with a 'Sort by:' dropdown set to 'Most Recent Activity' and a search bar 'Search this feed...'. The feed shows two posts: one from '@Kyra Birchall' asking about recording in a group home, and another from a user 38 minutes ago saying 'I would add it as a note!'. The right section, titled 'Assessments Completed Today', shows a donut chart with a 'Record Count' of 4. The chart is divided into three segments: 'Successful' (blue), 'Left Message' (dark blue), and 'Wrong Number' (light blue). A legend on the right lists these outcomes with corresponding colored dots. A 'View Report' button is highlighted with a yellow box at the bottom left of the chart area. At the bottom right of the chart area, it says 'As of Today at 1:55 PM' next to a refresh icon, which is also highlighted with a yellow box.

Call Outcome	Count
Successful	2
Left Message	1
Wrong Number	1

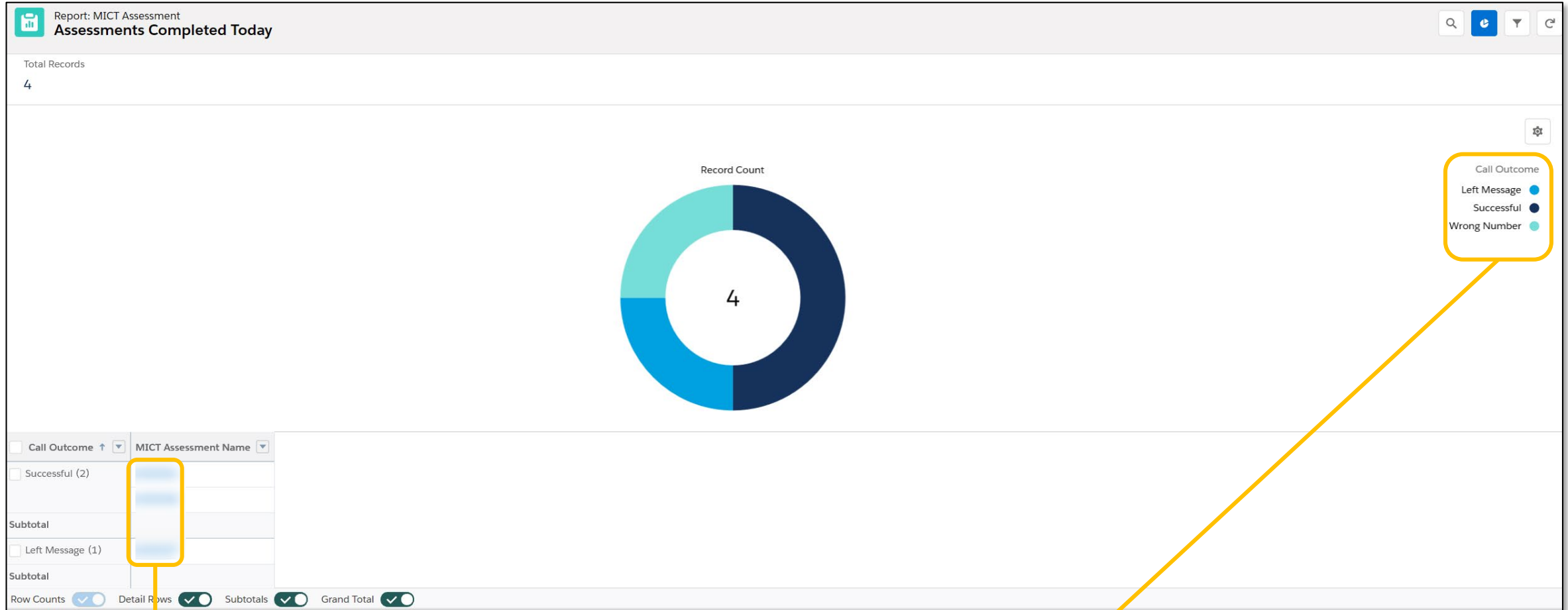


Please note: Reports will only show one day worth of data



How to Use Daily Reports

The *Assessment Completed Today* page is a helpful place to see your progress.



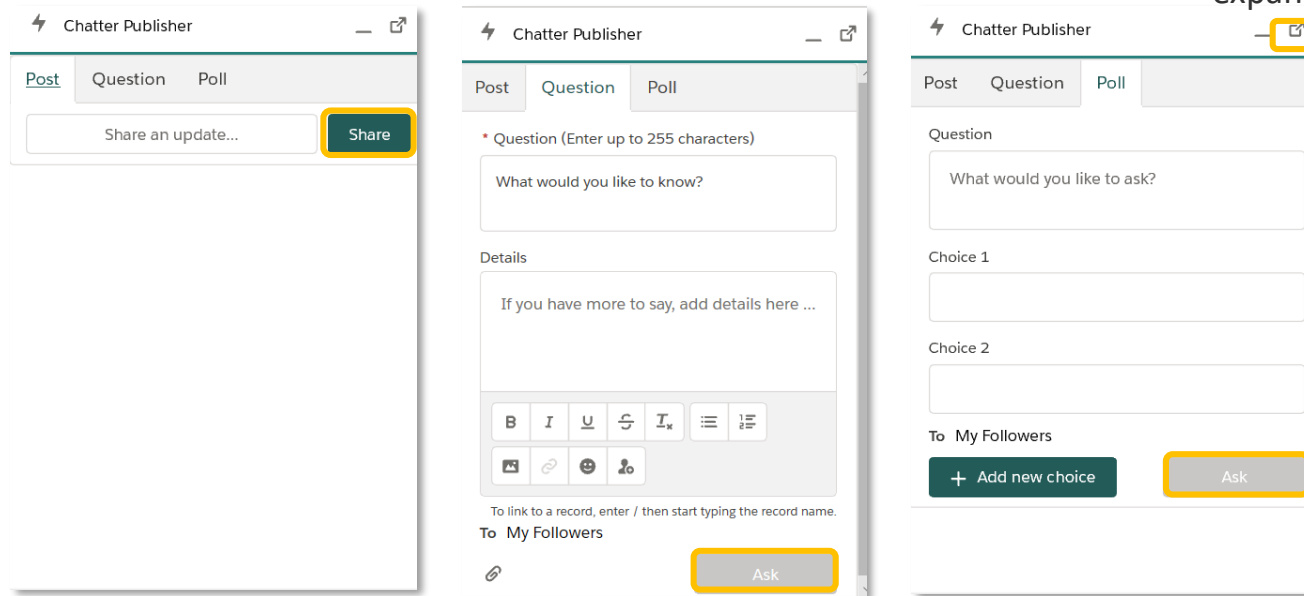
You can view past scripts by clicking on each contact's ID

Click the Call Outcome category (example: **Left Message, Successful, Wrong Number**) to see how many calls pertain to each category. By clicking a *Call Outcome*, the *MICT Assessment Name* will adjust

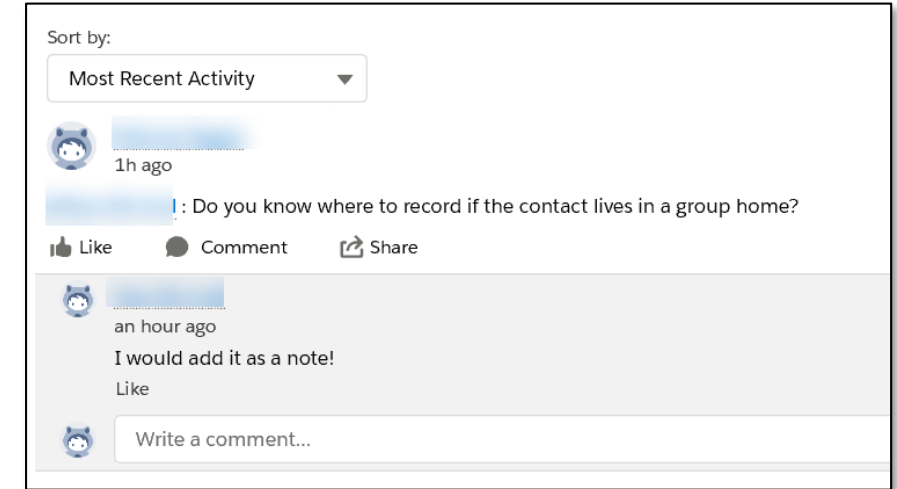
Ways to Communicate with Other Volunteers!

At any point, you can use Chatter to ask questions, post a comment, or even create a poll! Only users who are tagged in the chatter can view the messages.

Step 1: On the bottom of the page, click **Chatter Publisher**



Click here to expand the box

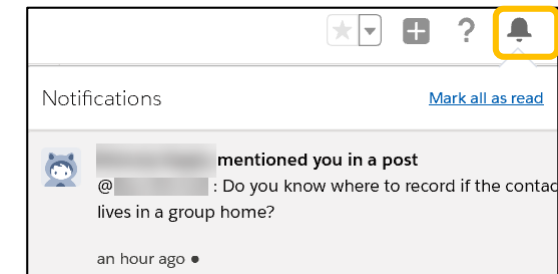


- ✓ Post, Questions, and Polls will display on your home page and can be visible by all
- ✓ If you have a question for someone specific, tag them using @[insert name]. This will notify the user on their Homepage and it will email them. You can respond in email or on the Homepage

Step 2: Choose either a **Post**, **Question**, **Poll** and fill in the fields. Once ready, click **Share** or **Ask**



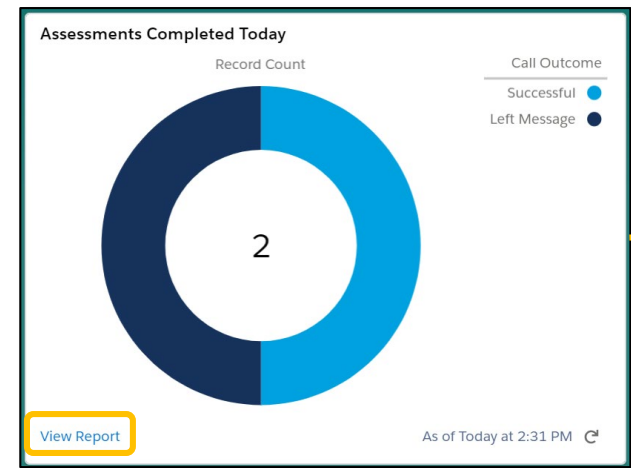
You can use this process to escalate questions to a shift manager!



How to Add a Note to a Past Script

Please follow the below steps to add a note to past scripts.

Step 1: On your homepage, click **View Reports**



Step 2: Click an Assessment Name

☐ Call Outcome ↑ ▼	MICT Assessment Name ▼
☐ Successful (1)	A000457
Subtotal	
☐ Left Message (1)	A000458

Step 3: Click the hyperlinked name of the Contact

MICT Assessment
A000457

Related

Details

MICT Assessment Name

A000457

Record Type

Manual Monitoring Ongoing Minor

Contact

[\[Link\]](#)

▼ Contact Information

Name

Contact Start Date

6/3/2020

Minor?

Y

End Monitoring Date

6/17/2020

Contact County/Local Health Department

Statewide

Contact Status

New

Is Contact Symptomatic?

Y

Contact Tracking

MANUAL

Phone Type

Land line

High Risk Setting

N

Contact Phone

[Redacted]

Monitoring Status

In Progress

Email Address

Knowledge

Search Knowledge

Notes (0)

Step 4: You will automatically be brought to the Contact Information page. On this page, **click the** **and select New**

Step 5: Write your comment in the pop-up, once complete, **click Add to Records** and then **Done**

Additional Notes

Visibility Set by Record

B

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noted it is best to call her in the afternoons for a regular check-in.

Related to

[Link]

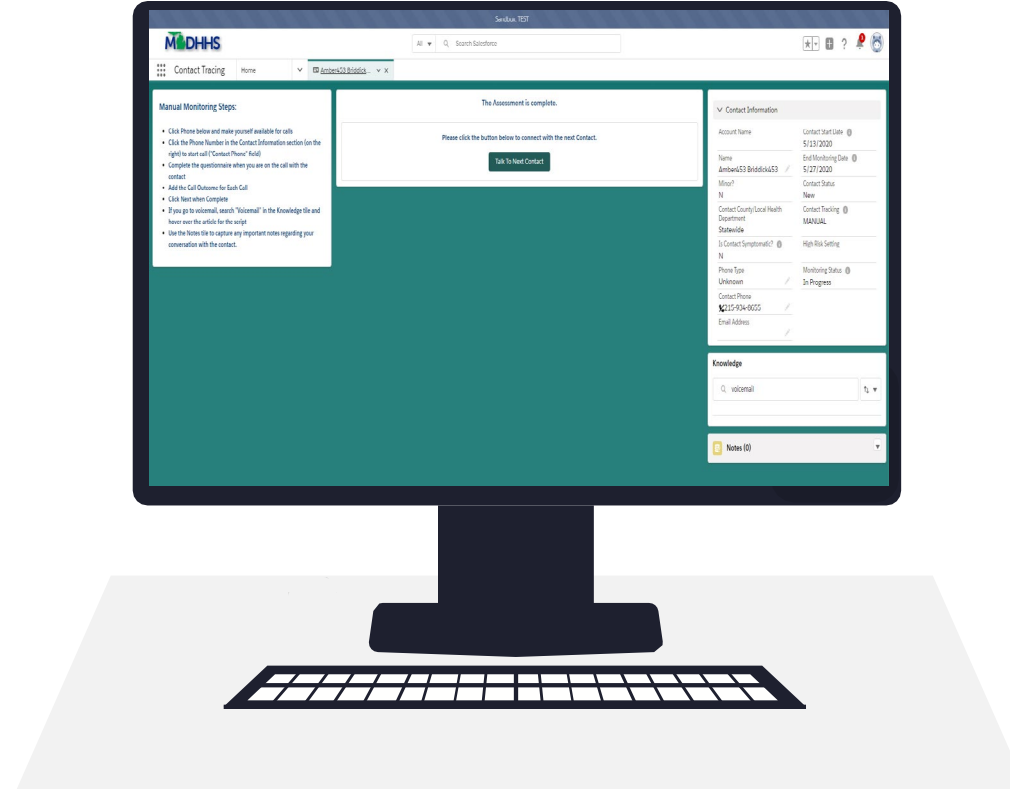
Delete

Share

Add to Records

Done

Let's Look at Contact Tracing Live!



Contact Tracing | Common Questions

1. What do I do if I accidentally open two records at once? Can this happen?

Answer: Yes! It is not recommend to have multiple contacts open at one time, but this can happen accidentally if a user clicks [Talk to Next Contact] at the end of their call AND from their Homepage. If this happens complete the second call and close that tab. It is a best practice to always start the next call on the same tab as the previous call.



2. What do I do if the contact lets me know that he/she have already received a call asking about the same content by someone else?

Answer: Because referrals can come from multiple sources, it is possible that the same contact could display twice in the system. If this happens please record a note in the contact's record.

3. When I sign a contact up for text messaging (SMS), should I share any information on rates?

Answer: Yes! When you help a contact register their cell phone for the mobile text service, please read them the below script. This will be added to the Contact Tracing script at a later date.



*"Message and data rates may apply for your SMS based on your Carriers.
Carriers are not liable for delayed or undelivered messages.
Anytime, you want to opt-out then reply STOP on SMS
You can also reply HELP on SMS for customer care information."*