Chief/Supervisor – 1 FTE

Section A) Call Center/Admin Hub – 1 FTE

Section B) Automation/Data Manager – 1 FTE

Section B) CI – 1 FTE

Section B) Monitor – 1 FTE

Call Center/Admin Hub :

- Manages incoming calls from 258-INFO
- Answers general COVID questions
- Transfers calls as appropriate
- Returns voicemails from 258-4636 (from after hours & weekends)
- Print/mail isolation release letters and documentation as necessary

Automation/Data Manager:

- Respond to messages from 258-INFO line
- Maintain master case list
- Sort High Priority Cases for Case Investigation
- Manage EZtexts & responses
- Manage Jotform survey & responses
- Respond to requests for call from HD
- Manage PowerApp and Line list
- Assist w/case investigation calls, if necessary
- Maintain COVID-19 knowledge base (from CDC) & update website and documentation (isolation & quarantine instruction fact sheets as necessary)

Case Investigator:

- Establish contact with high priority covid positive cases.
- Complete case investigation
- Connect cases with COVID social worker if warranted
- Enter case data into MIDIS for cases released from isolation
- Enter case data into MIDIS for cases that complete optional CI survey

Monitor:

- Gather (daily?) symptom reports for each case.
- Refer cases to ER, PCP, or COVID social worker if warranted.

- Release cases in a timely and safe manner based on CDC release criteria.
- Enter case data into MIDIS for cases released from isolation
- Send Isolation Release Letters (email or request Admin print).

Plans Chief:

- Work with epidemiologist to maintain internal data reports and public facing data
- Pull reports from MIDIS
- Enter MIDIS data in order to close cases.