

# Norfolk County-8 Coalition

## MDPH/LBOH Webinar 8/10/2021



### Inter-agency Staff on the Webinar

- Jana Ferguson, Assistant Commissioner, DPH
- Sam Wong, Office of Local and Regional Health, DPH
- Dr. Catherine Brown, Glynnis LaRosa, and Laurie Courtney, Bureau of Infectious Disease and Laboratory Sciences, DPH
- Donna Quinn, Office of Preparedness and Emergency Management, DPH
- Anne Gilligan and Anne Marie Stronach, Department of Elementary and Secondary Education
- Cheryl Sbarra, Massachusetts Association of Health Boards
- Dr. John Welch, Community Tracing Collaborative
- Chief Edward Dunne, Massachusetts Chiefs of Police Association
- Jeff Farnsworth, Executive Office of Public Safety and Security
- Ian Cutler, MassNotify

### Announcements

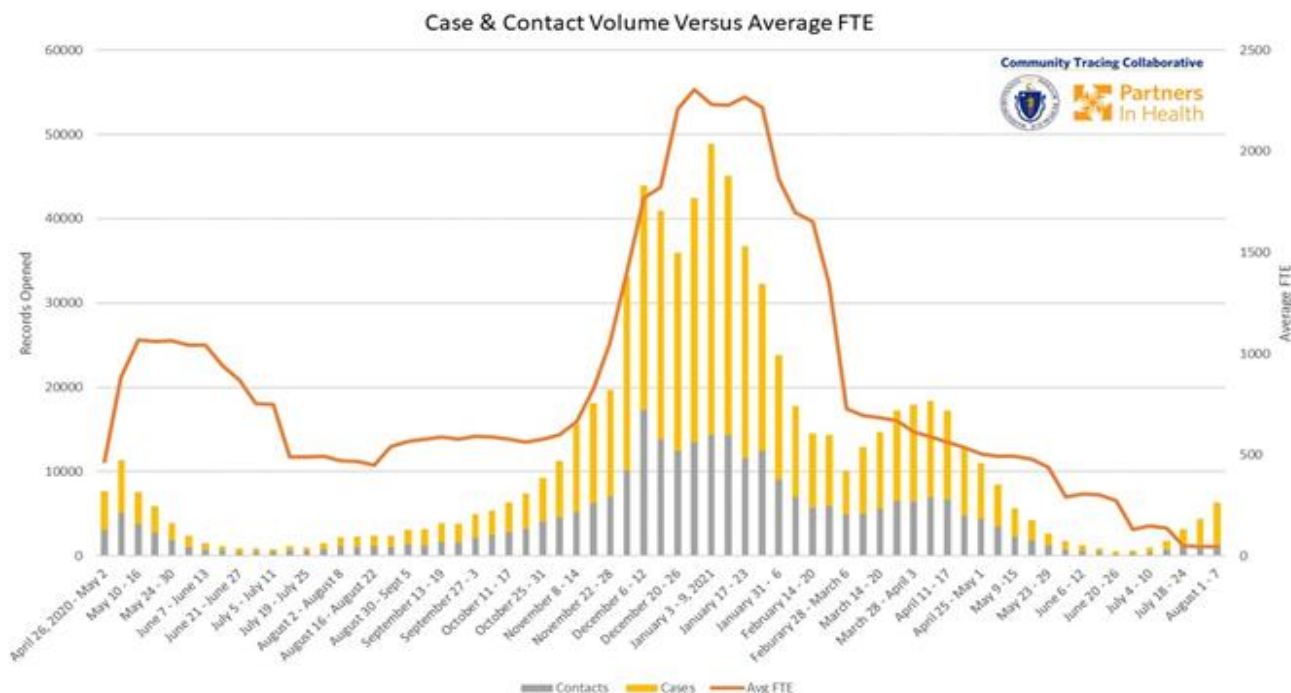
**CTC:** Over 220,000 cases completed isolation. Over 170,000 contacts completed quarantine. 2.6 million phone calls (not robo calls). Over 100,000 CRC referrals completed (100k households—each household could have 2-3 referrals within the household). Over 4,500 total staff throughout life of the CTC. CTC extended until December and will expand the workforce to meet current case load that we are seeing.

### Contact information for LBOH

Local Health Inbound line: 857-305-2828. This is only for LBOH! The public number ends in 2728

Local Health inbox: [ctclocalhealthhelp@covid19.pih.org](mailto:ctclocalhealthhelp@covid19.pih.org)

Where to find your Local Health Liaison's (LHL) Details: *link will be sent out by DPH*



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Surge protocol: Not at full capacity right now to handle the caseload, but we are working on hiring to meet the surge protocol. We prioritize by most recent exposure date and test date. *M&S in the table below = monitoring and support*

### 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.

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

Assumptions around capacity are based on historical actuals at the CTC including:

- Historical productivity actuals
- Existing protocols
- Historical Case-to-Contact ratios

Voicemail Script: All of our messaging is signed off by DPH. The Script was recently updated (in yellow), please see below.

## Expanded/Updated Voicemail Script

- 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](https://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.

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**Q:** Higher education team?

**A:** Higher education team that was established in the past academic year is winding down within a week. This means LBOH should be working closely with these higher education offices. If you do have cases that are coming from higher education, this should be coordinated between your office and higher education, but if you want to send these cases to CTC we can take them.

**Q:** CTC following close contacts or COVID-19 positive person?

**A:** Either. Whatever you send us.

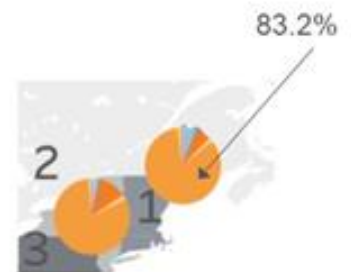
**MassNotify:** What will COVID-19 follow up look like in the future? MassNotify will be a large part of this in the future. 15% of the population has enrolled into MassNotify. Total users are 1.2 M, iOS=1.12M (96%) and Android=78k (6%). Anyone who tests positive in MA will receive a text alert, but will only reach you if you have a smartphone. 13,693 verification links have been sent to positive cases. 1,748 have opened the verification link, and 1,185 consented to share this information—sending out the notification to close contacts. Over the last week, 7.2% of all links have been used by the positive case to share their result and anonymously alert their contacts via MassNotify. This is down from a peak of 12% two weeks ago. This could be due to the increase in cases that’s happening rapidly/the denominator getting bigger. As more cases are shared, more traffic to MassNotify landing page. Positive cases have option to anonymously share their result and alert contacts. Contacts receive an exposure notification with a link to an otherwise-hidden landing page on mass.gov with information about next steps for contacts. Some, but not all, will choose to visit the landing page for more information. Since June 17, 8,090 landing page visitors. Past week, 296 per day. Suggests at least 6.8 contacts notified per case shared in MassNotify.

**Delta Variant/Variants of Concern:** The proportions of cases between both data sets for any particular variant are quite similar. We can trust this data. Predominant strain in MA is Delta.

### Variants of Concern

MAVEN	B.1.1.7 (alpha)	B.1.617.2 (delta)	AY.3(delta)	P.1 (gamma)	B.1.351 (beta)	Other
May 15-June 15 (n=1872)	47%	8%	0%	17%	<1%	27%
June 16 – current (n=3000)	2%	81%	9%	2%	<1%	6%

GISAID	B.1.1.7 (alpha)	B.1.617.2 (delta)	AY.3(delta)	P.1 (gamma)	B.1.351 (beta)	Other
May 15-June 15 (n=1518)	51%	9%	<1%	19%	1%	20%
June 16 – current (n=1660)	2%	86%	7%	3%	0%	2%



<https://covid.cdc.gov/covid-data-tracker/#variant-proportions>

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Breakthrough Cases: Vaccines are working super well. Don't compare the three vaccines and their efficacy with these numbers because the numbers are not statistically significant.

### Vaccine Breakthrough Disease

Viewing DRAFT Interage... ▾

Vaccine	Breakthrough Cases	Fully Vaccinated Individuals	Percent Vaccinated with Breakthrough Disease
Moderna	2640 (26.5%)	1,632,913 (37.6%)	0.16%
Pfizer	5758 (57.8%)	2,424,371 (55.8%)	0.24%
Janssen	1571 (15.8%)	286,814 (6.6%)	0.55%
Total	9,969	4,344,098	0.23%

Hospitalized?	No	Yes	Grand Total
Janssen	94.84%	5.16%	100.00%
Moderna	95.76%	4.24%	100.00%
Pfizer	95.62%	4.38%	100.00%
Grand Total	95.54%	4.46%	100.00%

Outcome	DIED	RECOVERED	UNKNOWN	Grand Total
Janssen	5.58%	92.39%	2.03%	100.00%
Moderna	7.55%	84.29%	8.16%	100.00%
Pfizer	11.16%	82.26%	6.57%	100.00%
Grand Total	9.22%	84.52%	6.26%	100.00%

**Suggested Local Health Actions:** Recognizing that we are entering 3<sup>rd</sup> year of EEE cycle, flu season, doing your regular public health work, and handling COVID-19, people have reached out to OLRH asking for some advice on how to address this moment in time.

1) Push vaccinations in your communities. You can request a mobile vaccination clinic from us or order from MIIS as long as you have your MCVP Agreement in place.

2) Contact Tracing: Work on assessing your capacity to use your resources to support contact tracing. Continue to promote MassNotify.

3) Testing: The State Stop the Spread testing program has been extended. Besides those, there are many other resources to send residents to testing. [Check website](#). LBOH can also use BinaxNOW to deploy locally.

Many of you have already implemented these activities, but if you have any other measures you think are effective please share with us and we will share with everyone.

### Other Updates:

Contact tracing/Epi grant: Grant applications are close to being ready to announce, maybe by this week. Had some delays to announce this grant, but we know that there are additional staff available through the CTC and Shared Services grant to support COVID-19 contact tracing in the community.

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[Clinical considerations from CDC](#): Updated on Friday, added some language

about persons with history of Guillain-Barre syndrome. Also, the table at the bottom of the clinical considerations about deviations and errors has been updated. [ACIP will be meeting](#) this Friday from 11am-2pm, and these are available for public viewing. Draft agenda includes data presentations and discussions for additional doses of COVID-19 for immunocompromised individuals and booster shots. Also interesting [MMWRs have been released](#). On Friday, one was released about the risk of reinfection after disease and vaccination. Today, one came out describing ACIP's up-to-date information about Guillain-Barre syndrome.

**MAHB:** At the request of many LBOHs, we put together a template for a BOH order requiring masks in a school district. Various alternatives depending on the school district and what they want. Whether they want universal mask order or just for K-6 or whether for the entire school. They will be added to the website but if you want it now reach out to [Cheryl](#). This is not legal advice, it should be shown to your City/Town Attorney.

### **Questions answered out loud from the Q&A Chat:**

**Q:** Has the state considered purchasing N95 masks for schools?

**A:** N95 is not available, but other face coverings are available.

**Q:** Update on indoor mask guidance statewide?

**A:** After the CDC issued their recommendations about face coverings in certain counties, the Administration released guidance around face coverings in MA citing local considerations. Generally, MA is very well vaccinated and our guidance for MA is more aligned with what we see here than the general sense nationally. Governor reiterated that this is the recommendation for MA and it's for those immunocompromised and unvaccinated individuals. Recognizing some municipalities are passing stricter recommendations or mandates, in schools and/or municipal buildings, this is what the announcement was set up to do. At this point, I don't anticipate a change for what is currently in place.

**Q:** Stop the Spread testing sites being extended?

**A:** These major contracts are re-upped periodically, they are reevaluated and renewed automatically but these have been operating the entire time. 466 testing sites in MA. 9 Stop the Spread Sites

### **Questions not answered out loud from the Q&A Chat:**

-Flor Amaya - 3:14 PM

**Q:** Hi Jana, as we see a spike in cases, do you know if the state will re-instate isolation hotels? This is particularly important for overcrowded communities such as Chelsea.-

-Jana Ferguson - 3:33 PM

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A: Hi Flor - Thank you for this question. I will find out what the plans are for these. I know this came up recently in light of rising case numbers. -

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-misty trombly - 3:33 PM

Q: When will DESE release the Contact tracing protocols & health office documents they promised 2 weeks ago?-

-Anne Gilligan - 3:38 PM

A: The documents are still in process.-

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-Larry Ramdin - 3:37 PM

Q: Are there any plans to reinstitute mass testing centers? -

-Jana Ferguson - 3:42 PM

A: Hi Larry - The Stop the Spread testing sites are still operating and available in multiple communities, with the mass/express sites operated by Project Beacon in Lynn, New Bedford, Revere, and 2 locations in Framingham, -

-Catherine Brown - 3:45 PM

A: Great question - MassNotify works across state lines in other states that also have an exposure notification technology based on the Apple/Google system-

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-Marina Lent - 3:26 PM

Q: THANK YOU for your work, Katie!! Take DAYS OFF. I did it for 5 days and it was absolutely magic. And that MMWR article was stunningly good work... -

-Catherine Brown - 3:43 PM

A: Thank you Marina:-)-

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-Donna Hovey - 3:37 PM

Q: Thank you so much. I enjoy your updates and sharing your wealth of knowledge. We appreciate all you do. Hang in there - we need you! Best regards, Donna-

-Catherine Brown - 3:43 PM

A: Thank you!

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-Vaira Harik - 3:30 PM

Q: Correction: do you get a text message if you test positive via antigen?-

-Ian Cutler - 3:43 PM

A: MassNotify will send a text message with a verification link to anyone who receives a positive PCR or antigen test, which represents confirmed and probable events, provided this was the individual's first qualifying positive, the specimen was collected in the past 14 days, and the phone number provided by the person is capable of receiving text message (e.g. is not a landline).-

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-Judith Ryan - 3:38 PM

Q: the "felt like it was a cold" is a great example as to why we at the local level have been asking DPH to put the word out that "allergy like or cold like" symptoms are the most common initial symptoms of covid. Yet everyone still thinks it's loss of smell/taste, temp. etc. This is due to the mass communication done initially. DPH should re-educate on these "mild" symptoms. and do some major communication blasts.-

-Catherine Brown - 3:47 PM

A: Thanks for this input. I think our guidance says even mild symptoms should result in testing but we'll look at that language and think about ways to improve-

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-Tammy Goodhue - 3:42 PM

Q: How does MassNotify work when moving in and out of states? For example, I have it enabled, when I went to CT, my phone shifted to the CT version then stayed that way when I came back until I manually changed it back to Mass. If I were exposed in MA with MassNotify on but then went to CT and switched to that, would Mass still notify me etc.?-

-Ian Cutler - 3:46 PM

A: MassNotify is compatible with any of the other US states' exposure notification systems (including CT). This means that it doesn't matter which state's system is active on your phone: if you have any state's exposure notification system active and one of your recent contacts shares a positive case through their phone (no matter which state's service they use), you will still be notified.-

-Catherine Brown - 3:48 PM

A: AY.3 is called a sublineage of Delta and at this point is still grouped with the primary Delta lineage of B.1.617.2-

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-Jeanne Galloway - 3:44 PM

Q: put your materials in languages we NEED-

-Jana Ferguson - 3:48 PM

A: Hi Jeanne - Please us know what language(s) you are looking for. We automatically translate into languages used by 95% of the population, but recognize that there are still some folks who need other languages. -

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-Rike Sterrett - 3:39 PM

Q: I keep hearing about the lambda variant as being one that might become a concern. Can you speak to this variant in the US or if we've had any in Massachusetts that we know of?-

-Catherine Brown - 3:49 PM

A: Yes, lambda has been found in Massachusetts but most public health authorities do not consider it as concerning as Delta-

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-Susan Lumenello - 3:48 PM

Q: Sam, you mentioned that the "Stop the Spread" testing sites were being continued. What is the website link for that?-

-Mike Coughlin - 3:50 PM

A: <https://www.mass.gov/covid-19-testing->

-Mike Coughlin - 3:51 PM

A: Also see: <https://www.mass.gov/info-details/regional-express-covid-19-testing-sites-in-massachusetts->

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Alex White - 3:43 PM

Q: Katie, in regards to the "other" does this include the lambda variant C.47? Will the trend shift towards this emerging variant within the weeks in region 1 like the shift from majority of alpha to delta in the past?-

-Catherine Brown - 3:50 PM

A: Lambda is not showing the same transmissibility as Delta and may not overwhelm the way Delta did but until we vaccinate the world, there will always be a new emerging variant-

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-Mary Connolly - 3:49 PM

Q: Any thoughts of Moderna for under 18?-

-laurie courtney - 3:50 PM

A: we anticipate hearing this news in the very near future-

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-Michael Hugo - 3:03 PM

Q: Has the state considered a purchase of N-95 Masks for any school system that will mandate masking in schools? This may be an incentive and will address the inevitable equity issues.-

-Jana Ferguson - 3:52 PM

A: Hi Mike, PPE/face coverings are available, but not N95s. These require a medical evaluation and fit-testing for proper respiratory protection and are used primarily in aerosol-generating medical procedures. -

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-Flor Amaya - 3:45 PM

Q: Is there more information on the cases who died? such as age, comorbidities, etc? -

-Catherine Brown - 3:52 PM

A: Yes, deaths are still more likely in people who are older who have pre-existing conditions that predispose them to more severe disease-

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-Amy Crocker - 3:53 PM



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Q: Is pfizer safe to give if someone has also received Sinovac? If so, is there an amount of time to wait before getting Pfizer?-

-laurie courtney - 3:54 PM

A: Please refer to the info in the Clinical Considerations, under the section 'people vaccinated outside of the USA'-

-laurie courtney - 3:55 PM

A: The minimum interval between the last dose of a non-FDA authorized vaccine or a WHO-listed vaccine and an FDA-authorized COVID-19 vaccine is 28 days-

-laurie courtney - 3:55 PM

A: <https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html#people-vaccinated-outside-us>-

-laurie courtney - 3:56 PM

A: also see footnote #2-

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-Darcy Beall - 3:51 PM

Q: Cheryl, can you share out the template in the follow up email from this meeting?-

-Cheryl Sbarra - 3:54 PM

A: I will check on that Darcy.-

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-Amy Crocker - 3:52 PM

Q: Delta symptoms to be concerned about?-

-Catherine Brown - 3:55 PM

A: There is a lot in the news about "different symptoms" with Delta but they continue to be the list of symptoms listed on the CDC and DPH website-

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-Larry Ramdin - 3:55 PM

Q: Are the testing sites free and open to all , some insurances will not pay for testing without a Physical referral, -

-Catherine Brown - 3:56 PM

A: There are different requirements at different sites but the STS sites are free and open to everyone-

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-Caroline Kinsella - 3:55 PM

Q: What percent positivity is considered high risk? -

-Catherine Brown - 3:57 PM

A: I like to look at this <https://covid.cdc.gov/covid-data-tracker/#county-view>-

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-Jared Orsini - 3:56 PM

Q: What about address sharing w first responders? I did not hear anyone comment on it. -

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-Catherine Brown - 3:59 PM

A: Local health can share information as necessary to investigate or prevent disease. you should consult your -

-Catherine Brown - 4:00 PM

A: check with your legal counsel-