The CTC experienced technical difficulties on April 30, delaying MAVEN protocol changes. These issues have now been addressed.

**New MAVEN protocols take effect at 11:59 pm tonight (5/5/20),** meaning:

- **YES:** Cases marked YES go to the CTC
- **NO:** Cases marked NO stay with the LBOH
- **BLANK:** Cases left BLANK go to the CTC

CTC will remain in close contact with LBOH with updates; integration between LBOH and the CTC is vital.
Example: Opt-Out Protocol

• If a case comes in at (for example):
  • 9 am Tuesday, May 5: The LBOH can use the drop down to say yes or no.
  • 5 pm Tuesday, May 5: The LBOH can use the drop down to say yes or no.
  • 11:30 pm Tuesday: The LBOH will have until 10am on Wednesday to say yes or no.
  • 12:01 am, 8 am, or any other time on Wednesday May 6: The case will remain in the LBOH queue until Thursday morning at 10 am for yes or no decisions.
Roll-out Timeline

**Completed**

**Rollout**
LBOH requested CTC during scale-up

April 15-22
- 200 trained CTC Staff
- LBOH selected cases for CTC by 11:59pm
- DPH extracted “yes” cases
- Webinar & information circulated

**Completed**

**Scale-Up**
CTC expanded to high-need areas

April 23-May 5
- 1,000+ trained CTC Staff
- Locales with high case burden will be informed CTC enrollment
- Establish communication & relationships with LBOH

Entering this Phase

**CTC expands to all of MA**

May 6 Onward
- 1,000+ trained CTC Staff
- Goal: All cases investigated; all contacts traced
- Active care resource coordination at local level
- LBOH can refer cases to CTC at any time

April 23
- Cases no longer sent to REDCap
- Memo sent to LBOH re CTC procedures

11:59 pm May 5
All “YES” and “Blank” sent to CTC
All “NO” stay with LBOH
High-risk cases referred back to LBOH
High Priority Cases Remain with LBOH

Including cases identified by CTC

- Congregate settings
- Clusters
- Healthcare workers
- Any complex case
- Any case you request to manage
- Special requests to supervisors
Surge Phase Starts Tonight

May 5 (11:59 pm) onward

- All cases marked “NO” stay with LBOH
- LBOH have more capacity for essential operations

Does LBOH request COVID assistance? by 10AM on previous day’s reported Cases

Case stays w/ LBOH

CTC

LBOH

Confidential | Draft Concepts For Discussion Only
## FAQs

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When will the lag time between CTC - MAVEN improve?</strong></td>
<td>The CTC team is actively working to minimize that lag time. The driver behind the lag time is some data elements that need to get cleaned up before the two systems can ‘talk to each other’ seamlessly.</td>
</tr>
<tr>
<td><strong>How will the LBOH know if there is a case that needs LBOH support?</strong></td>
<td>The CTC Resource Coordinators are proactively reaching out to LBOH regarding complex cases in each geography, such as those involving healthcare workers or cases in congregate settings. The CTC will continue to focus on investigating and tracing the large numbers of lower risk cases.</td>
</tr>
<tr>
<td><strong>What if MAVEN receives a case from my town at 11:30pm? Will the LBOH ‘miss’ that case?</strong></td>
<td>Cases from the previous day will migrate from MAVEN to the CTC at 10am the following morning. For example: All cases from 12am-11:59pm on May 15th will be ‘available’ in MAVEN for the LBOH to affirmatively ‘take’ until 10am on May 16th.</td>
</tr>
<tr>
<td><strong>Will there be other fixes and updates to the CTC? How will the LBOH know about them?</strong></td>
<td>New functionality will continue to be communicated and questions addressed during DPH MAVEN webinars, held each week on <strong>Tuesday and Friday at 11:00 a.m.</strong> If you are not already attending the webinars, please email <a href="mailto:isishelp@state.ma.us">isishelp@state.ma.us</a> to be added to our MAVEN distribution list.</td>
</tr>
</tbody>
</table>
| **Where do I go with my day-to-day questions for the CTC?**             | CTC and DPH staff are available to assist LBOH during the upcoming transition to help reach our collective goal of tracing all potentially exposed contacts.  

- DPH will continue to field questions via the MAVEN help desk  
- A new CTC LBOH Help Desk will be operational beginning Friday, May 1 at 12:00 pm to field questions regarding specific cases as well as general questions for the CTC (number below).  
- The CTC LBOH Help Desk will operate 7 days per week from 8:00 am to 8:00 pm. Call: 857-305-2828. |
Additional COVID-19 Questions?

• If you have a question about MAVEN functionality, contact the MAVEN Help Desk:
  ➢ ISISHelp@state.ma.us

• If you have questions about a case that has gone to the CTC, call the CTC Help Desk
  ➢ 857-305-2828