Follow-up for Positive COVID-19 Cases and their Close Contacts

Tools for LBOHs

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Topics Today

- Questions on the Contact Tracing Collaborative
- MAVEN Tips & Tools
- Basic Vocabulary for COVID-19
- Where can people get testing these days?
- Updates on Antibody Testing
- Guidance on Returning To Work for HCW
- Cluster Events – Some Basics
  - Linking Existing Person Events to their Facility Clusters

Follow-up Reminders

- Who is responsible for a Contact?
- Try to close out old cases and contacts.
- You are not expected to check in daily with cases and contacts.
- Creating Contacts in MAVEN

Questions from You
Tuesday & Friday Webinars for LBOHs

Now Tuesdays AND Fridays at 11am!!

- Isolation of Cases and Quarantine of Contacts is the goal until that strategy changes/evolves.

- MAVEN is the main reporting source and where you should document your work.

- Focusing on Priority Activities

- Clusters in Facilities in your community need your help.
  - Call Epi Program 617-983-6800 to create cluster events.
Contact Tracers Collaborative (CTC)

Partners in Health Community Tracing Collaborative (CTC) and Harvard MHOA REDCap contact tracing groups/outreach

• Not directly overseen by MAVEN or Epi Program

Direct all questions and comments to:

• [COVID19CommunityTracingCollaborativeQuestions@mass.gov](mailto:COVID19CommunityTracingCollaborativeQuestions@mass.gov) is the official mailbox address to use for questions/comments around the Partners in Health Community Tracing Collaborative (CTC) and Harvard MHOA REDCap contact tracing groups/outreach.
  • Email address for questions from LBOH, VNA other related MAVEN users and/or individuals that are contacted directly by contact tracers from either the Harvard group or the CTC Partners in Health folks.
  • MHOA Representative – can also send comments there.
MAVEN Tips & Tools
COVID Requested Assistance as “Yes” or “No”
COVID 19 Questions

• COVID19CommunityTracingCollaborativeQuestions@mass.gov
Community Tracing Collaborative (CTC) sites as of 4/13/2020

- Lowell
- Plymouth
- Brockton
- Methuen
- Andover
- Billerica
- Shrewsbury
MAVEN functionality refresher

- Help Section on MAVEN
- Race/Ethnicity in the Demographic Question Package #2
- Additional variables added to Risk/Exposure Question Package
  - Question: Employed at, admitted to, or visited a healthcare setting?
- Address updates/Demographic updates (gender, dob, address, city/town)
- Communication events in MAVEN for 351 towns/city
- Reports
- Searching for Events or Cluster
How to Contact the Maven help desk in ISIS.
We are available M-F (9-5p.m.)

- ISIS Help Desk 617-983-6801
- ISIS Fax Number 617-983-6813
- isishelp@state.ma.us (do not email names or identifying information - use the MAVEN Event ID)
- Epi-of-the-Day and Epidemiologist on Call 617-983-6800
- Maven Change Request Document (please print, complete and out fax back to ISIS to request changes, enhancements, corrections to the MAVEN database)

MAVEN Online Help

- Expand all
- Collapse all
- COVID-19 LBOH
- General Information
- Frequently Asked Questions (FAQs)
- Division of Global Populations (DGP)
- ePostcards/Webinars
Race/Ethnicity

Located in the Demographic QP #2

Race

- Native Hawaiian / Pacific Islander
  - Add New

Ethnicity

- What is your ethnicity? (You can specify one or more)
  - Japanese
    - Add New

Is case Hispanic?
- No

Primary language
Employed at, admitted to, or visited a healthcare setting? (Risk/Exposure QP#5)

Employed at, admitted to, or visited a healthcare setting?
- Assisted living facility
- Dialysis
- Group home
- Hospital
- Inpatient Psychiatric Long-Term Acute Care
- Long-Term Care Facility (includes nursing homes, skilled nursing, rest homes and rehab facilities)
Employed at, admitted to, or visited a healthcare setting? (Risk/Exposure QP#5)

<table>
<thead>
<tr>
<th>Facility Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted Living Facility</td>
</tr>
<tr>
<td>Blood Bank</td>
</tr>
<tr>
<td>Community Health Center</td>
</tr>
<tr>
<td>Correctional Institution</td>
</tr>
<tr>
<td>Dialysis Facility</td>
</tr>
<tr>
<td>Drug Treatment Facility</td>
</tr>
<tr>
<td>Emergency Department or Urgent Care</td>
</tr>
<tr>
<td>Family Planning Clinic</td>
</tr>
<tr>
<td>Group Home</td>
</tr>
<tr>
<td>HIV Counseling, Testing, and Referral Site</td>
</tr>
<tr>
<td>Hospital</td>
</tr>
<tr>
<td>Hospital-based Clinic</td>
</tr>
<tr>
<td>Indian Health Services</td>
</tr>
<tr>
<td>Inpatient Psychiatric Hospital</td>
</tr>
<tr>
<td>Labor and Delivery</td>
</tr>
<tr>
<td>Laboratory</td>
</tr>
<tr>
<td>Long-Term Acute Care</td>
</tr>
<tr>
<td>Long-Term Care Facility (includes nursing homes, skilled nursing, rest homes and rehab facilities nursing homes)</td>
</tr>
<tr>
<td>Mental Health Services Site</td>
</tr>
</tbody>
</table>
Address updates/Demographic updates

- Tip Sheet emailed out 4/9 with detailed instructions on how to update the address and then Select Official Address in the Demographic Question Package
Address updates

• **How to update addresses in MAVEN (see attached)** - this tip sheet will walk you through the steps you can take to update the address or other demographic information (address, birthdate, gender, city, zip, phone numbers) for your event.
  • Once you update the address and select the official address in the Demographic Question Package the event will be updated and move to the correct city/town.
  • If you case is lost to follow-up due to an address issue then complete Steps 1-5 and for Step 4 (Administrative Question Package): **Case Report Form Completed** as “No” and choose the reason as “Lost to follow-up”.
  • Email [isishelp@state.ma.us](mailto:isishelp@state.ma.us) if you need assistance or have questions.
Select Official Address hyperlink to update the event Official City

2. Demographic - Test COVID CASE#1 - Novel Coronavirus (SARS, MERS, etc)

<table>
<thead>
<tr>
<th>Address Information (Address information below conforms to address when first reported)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street address: 123 Manchester United Way #2</td>
</tr>
<tr>
<td>City: Lawrence</td>
</tr>
<tr>
<td>County: Essex County</td>
</tr>
<tr>
<td>State: NA</td>
</tr>
<tr>
<td>Country: USA</td>
</tr>
<tr>
<td>Zip code: 01841</td>
</tr>
</tbody>
</table>

Select Official Address

Old address is displayed
Communication Events in MAVEN

- Each town has a Communication event in MAVEN
- You have access to **update** your town/city information for contacting appropriate staff
- You can search for other jurisdiction(s)
Search for your Communication Event

City: Your town/city
Event: Communication
<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Birth Date</th>
<th>Status</th>
<th>Event</th>
<th>Create Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>101623345</td>
<td>Communication Lawrence</td>
<td></td>
<td>Open</td>
<td>Communication</td>
<td>11/06/2013</td>
</tr>
</tbody>
</table>
## Communication Event

### Event Summary

#### Basic Information
- **Case ID:** 101623345
- **Event:** Communication
- **Name:** Communication Lawrence
- **Investigation Status:** Open
- **Linked Events/Contacts:** 0 (View)
- **Attachments:** 1 (Add) (View)

#### Notes
- **Scott Troppy [stroppy] - (Generic) 03/24/2020 06:29 AM**
  PHN is out of town this weekend, 3/27-3/29 - please call Bob at the I communicable disease
- **Scott Troppy [stroppy] - (Generic) 03/24/2020 06:24 AM**
  Test Note
- **Robert Morreale [rmorreale] - (Generic) 12/18/2015 09:55 AM**
  bzhahn - I will be out of the office 12/21/15-1/4/16, No MAVEN coverage
- **Robert Morreale [rmorreale] - (Generic) 09/21/2015 03:19 PM**
  white26 - Brian will be away until September 24. Brian will be without MAVEN Coverage for Lawrence.
- **Robert Morreale [rmorreale] - (Generic) 12/11/2014 02:05 PM**
  dsmithclarke - Brian out until January 5th. No MAVEN coverage.
Event Summary

Basic Information
- Case ID: 101623345
- Event: Communication
- Name: Communication Lawrence
- Investigation Status: Open
- Linked Events/Contacts: 0 (View)
- Attachments: 1 (Add) (View)

Notifications
- Event/Status/Date/Type Notifier: 3
  - Event Status: N/A
  - Event Date: 11/06/2013
  - Event Type: N/A
- Show Maven Status: 1
  - Online/Offline Status: Online

Notes
- Scott Troppy [stroppy]
  PHN is out of town this week with a family illness.
  Scott Troppy [stroppy]
  Test Note
- Robert Moreale [rmor]
  sdsmithclarke - Brian out
- Robert Moreale [rmor]
  white26 - Brian will be at a meeting. Coverage for Lawrence

Question Packages
- Question Package
  - LBOH Database
  - Person: Communication Lawrence
LBOH COVID-19 Reports

• Created three new reports for you to manage your events
  • **COVID-19 LBOH Confirmed Case line list Report:** This report will display confirmed cases of COVID-19. Leave the Step 4 as blank and it will pull all confirmed cases. If you only want to see confirmed events that have been completed as Yes or No then choose those options.
  • **COVID-19 LBOH Contact line list Report:** This report will show you all the Contact cases of COVID-19 you have. Leave the Step 4 as blank and it will pull all contact cases. If you only want to see contact events that have been completed as Yes or No then choose those options.
  • **COVID-19 LBOH Requested Assistance line list Report:** This report will display events of COVID-19 you have answered the *COVID Assistance Requested* variable as either Yes or No.
LBOH COVID-19 Reports

To run a MAVEN Report

**Step 1:** Navigate to the MAVEN Dashboard and click on Reports from the Menu options.

**Step 2:** Select one of the three new reports for your town/city from Select Report dropdown.

**Step 3:** Enter **Start Date & End Date**

**Step 4:** Enter the Town/City you are running the report for: For the **Official City** field the town’s data **you need to enter in all caps**, for example – “Holyoke” needs to be entered as “HOLYOKE”.

**Step 5:** Click **Run Report** button.
Searching for your Cluster/Outbreak Events

<table>
<thead>
<tr>
<th>Event ID</th>
<th>Create Date</th>
<th>Name</th>
<th>Status</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>100033810</td>
<td>04/07/2020</td>
<td>TEST_Cluster</td>
<td>Open</td>
<td>Novel Coronavirus (SARS, MERS, etc)</td>
</tr>
</tbody>
</table>
Basic Vocabulary

- **Event** – anything in MAVEN. (could be a contact event, a case, etc.)

- **Suspect Cases** – people we suspect may have COVID-19. Do not have a confirmatory Test.
  - **PUI (Person under investigation)** – Old Term for suspect case. Outdated but some CDC data references PUIs when talking about people pursuing testing because they seem like a case.

- **CONFIRMED CASES** – PCR lab confirmed cases. Priority. Interview These Cases.
  - **Presumptive Positives** – Old term for old testing algorithm (when we still had to send specimens to CDC for confirmation). +State lab cases were presumptive. (NO LONGER Applicable)

- **Unclassified** – (Case Status in MAVEN for Negative tests reported with no prior MAVEN event for that person.) No investigation needed.

- **Clinically Diagnosed** - People who have a clinical diagnosis from a provider (but no test). Not currently reported to MDPH. You could create a Suspect Event for these but not a priority activity.

- **Index Case** – The confirmed case being referenced who named some contacts.

- **Epi Linked** – Exposure to confirmed case or specific situation. Someone may have an epidemiological link to someone. (Household contacts have an epi link to a confirmed case.)
Testing – Where to Access?

- **Provider Office**
- **Command Center List of Testing Sites:**  [https://www.mass.gov/doc/ma-covid-19-testing-sites/download](https://www.mass.gov/doc/ma-covid-19-testing-sites/download)
  - Compiled list the Command Center has put together. Frequently Updated. Usually need to call ahead.
- **COVID-19 Public Safety Priority Testing Sites:**
  - Emergency Workers (now includes Grocery Store Employees)
  - Supervisors must schedule appt for staff. Please call **855-563-7510**. You will have the option to select either the Foxborough or West Springfield site.
  - The call center is open from 8:00 am to 4:00 pm, seven days per week.
- **New Testing Program in Nursing Homes, Rest Homes & Assisted Living**
  - 617-366-2350 – Request Kits to Test On Site by Facility or Request National Guard to Test
  - There may be other testing opportunities and Sites. These are just some ideas.
Antibody Testing (serology)

• Thus far, all confirmed cases have had PCR testing (NP swabs).

• Lots of serology tests are being developed which will look for antibodies. Some are being reported to MDPH and MAVEN. Questions remain:
  • What do the different antibody test results mean?
    • Evidence of old infection?
    • Evidence of immunity?
    • Evidence of acute infection?

• MA will be reviewing the literature and looking at different studies to help determine what role serology testing should play in COVID-19 surveillance. Thus, Guidance is Pending.

• Interview Cases. Why were they tested? Did they have symptoms? Get onset dates.
  • Treat like a case if it sounds like a recent case.

Look in the Lab Tab of a MAVEN event. Call MDPH if you have questions.
HCWs Returning to Work

• There is specific guidance on HCWs returning to work, but remember there is a distinction between:
  • HCWs that are CONFIRMED COVID-19 CASES
  • HCWs that are Exposed Contacts (not cases)

• HCWs who have been EXPOSED to COVID-19 w/o proper PPE should be in quarantine for 14 days following exposure.
  • Could also apply to non-workplace exposures (like household).
  • Best case scenario, they stay out for the FULL QUARANTINE.
    • BUT, some facilities run into staffing issues, so MAY have an ASYMPTOMATIC exposed HCW return to work with LOTS of precautions before the quarantine period is complete.
Guidance for Exposed Asymptomatic HCW and EMS

The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
305 South Street, Jamaica Plain, MA 02130
Bureau of Infectious Disease and Laboratory Sciences

To: Health Care Facilities and Providers and Emergency Medical Services Providers

From: Catherine M. Brown, DVM, MSc, MPH, State Epidemiologist
Larry Madoff, MD, Medical Director, Bureau of Infectious Disease and Laboratory Sciences

Date: April 2, 2020

RE: Revised Guidance for Allowing Asymptomatic Health Care Personnel and Emergency Medical Technicians to Work Following a Known Exposure to COVID-19
Guidance for Exposed Asymptomatic HCW and EMS

The health care facility/provider or EMS provider is required to:

- Ensure HCPs/EMTs report temperature and absence of symptoms prior to starting work each day;
- Ensure HCPs/EMTs don a facemask for the entire time that they are at work for the 14 days after the exposure event;
- Direct that if HCPs/EMTs develop even mild symptoms consistent with COVID-19, they must cease patient care activities and notify their supervisor or occupational health services prior to leaving work;
- Prohibit HCPs/EMTs with even mild symptoms consistent with COVID-19 from working while they are symptomatic and, in accordance with DPH guidelines, test for COVID-19
  - HCPs/EMTs must remain out of work while awaiting COVID-19 test results;
- Using clinical judgment avoid having HCP care for high risk patient, including immunocompromised patients, for the 14 days after the exposure event; and
- Consider having HCPs/EMTs work shorter shifts (i.e. 8 hours) as there is early evidence that shorter shifts may be protective.
Returning to Work for Healthcare Workers after COVID-19 Diagnosis

Use one of the below strategies to determine when HCP may return to work in healthcare settings

• **Test-based strategy.** Exclude from work until
  - Resolution of fever without the use of fever-reducing medications and
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath), and
  - Negative results of an FDA Emergency Use Authorized molecular assay for COVID-19 from at least two consecutive nasopharyngeal swab specimens collected ≥24 hours apart (total of two negative specimens)[1]. See [Interim Guidelines for Collecting, Handling, and Testing Clinical Specimens for 2019 Novel Coronavirus (2019-nCoV)].

• **Non-test-based strategy.** Exclude from work until
  - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
  - At least 7 days have passed since symptoms first appeared

• If HCP were never tested for COVID-19 but have an alternate diagnosis (e.g., tested positive for influenza), criteria for return to work should be based on that diagnosis.
Returning to Work for Healthcare Workers after COVID-19 Diagnosis

Return to Work Practices and Work Restrictions

*After returning to work, HCP should:*

- Wear a facemask at all times while in the healthcare facility until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer.
- Be restricted from contact with severely immunocompromised patients (e.g., transplant, hematology-oncology) until 14 days after illness onset.
- Adhere to hand hygiene, respiratory hygiene, and cough etiquette in CDC’s interim infection control guidance (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
- Self-monitor for symptoms, and seek re-evaluation from occupational health if respiratory symptoms recur or worsen.

Discontinuing Isolation for HCW vs. General Population

• They both can discontinue isolation based upon the test based strategy or the non-test based strategy.
  • General Population: Can return to normal activities.
    • Asymptomatic Cases: have additional 3 days of precautions.
      • Limiting contact/wearing masks
  • Healthcare Workers: Can return to work.
    • Have additional precautions on returning to work (up to 14 days after onset).
When is isolation over? – Asymptomatic Cases

- **Asymptomatic persons** with lab-confirmed covid-19 infection may discontinue home isolation when at least 7 days have passed since the date of their first positive covid-19 diagnostic test and they have had no subsequent illness.

  - For 3 days following discontinuation of isolation, these persons should continue to limit contact (stay 6 feet away from others) and limit potential of dispersal of respiratory secretions by wearing a covering for their nose and mouth whenever they are in settings where other people are present.

  - In community settings, this covering may be a barrier mask, such as a bandana, scarf, or cloth mask. The covering does not refer to a medical mask or respirator.
Clusters

- A facility or location based event that you then link individual patient events to for tracking purposes.
  - LTCF, Rest Homes, Nursing Homes, Group Homes, etc.
- Finding one in MAVEN
- Link individual people events to the cluster
Clusters – Events for Facilities in MAVEN

• If you identify a facility (LTCF, Nursing Home, Rest Home, Assisted Living Facility, Jail, state or federal facility, etc.) with positive COVID cases, we want to create a Facility Cluster.
  • Use the SEARCH Feature to Look for clusters in MAVEN
  • Call Epi Program 617-983-6800 to create the cluster.

• Link individual confirmed Events to the cluster.

• Don’t create lots of MAVEN suspect events for residents prior to being confirmed. (Positive labs will auto create MAVEN events. Then you just have to link them.)
  • Keep general notes or updates in MAVEN until new confirmed events come in.

• Provide advice on Control Measures, Staffing, PPE, Cohorting, etc.
  • Epi program will assign an MDPH Epi to help consult.
Follow-up Reminders

DO YOU REMEMBER
Who Owns A Contact Event?

- Contact Events are technically the responsibility of the town of residence.
- If you create a Contact Event for a resident of another town:
  - Enter as much information as possible. (All Contact Information, Date of Exposure, Recommended Quarantine Period. Applicable Notes.)
    - Also, please enter YOUR (MAVEN USER/Event Creator) contact information in the notes so the receiving town can ask you questions.)
    - Share your index case with the other town so they can see the source.
    - Call the Receiving Town to let them know about the event.
      - You can even decide who will do the notification – this is a partnership.
      - Look up the town COMMUNICATION EVENT to find a contact.
  - Remember the more information, the better.
  - The Contact Event will stay in the author’s workflow until signoff. (also receiving town’s workflow.) Don’t sign off until it is complete!
Work on Clearing Out Old Cases from Workflows

- Contact events over 2 weeks old can be closed out.
  - Contact Monitoring Question Package
    - Contact Monitoring Status = Completed
  - Admin Question Package
    - Complete Steps 1-5 to move these along.

- Confirmed COVID Cases can be closed out when out of isolation & interview is complete.
  - Complete Data Entry in Question Packages
  - ContactMonitoring Question Package
    - Contact Monitoring Status = Completed
  - Admin Question Package
    - Complete Steps 1-5 to move these along.
### Contact Monitoring Question Package

<table>
<thead>
<tr>
<th>Key Variables:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Contact Monitoring Status</td>
</tr>
<tr>
<td>• In Progress, Completed, Lost to Follow-up, Transfer, Other</td>
</tr>
<tr>
<td>• Last potential Exposure Date</td>
</tr>
<tr>
<td>• Exposure date – to calculate quarantine.</td>
</tr>
<tr>
<td>• First/Last Day of Required Monitoring</td>
</tr>
<tr>
<td>• Quarantine Period</td>
</tr>
</tbody>
</table>

These are the most applicable and helpful variables in this question package. Everything else is just a tool for your use if you wish.
Follow-Up: Confirmed Cases

- Confirmed Cases
  - Interview Cases
    - Demographics
    - Clinical Information
    - Risk history (how they may have been exposed)
    - Identifying Close Contacts/Exposures of Concern
  - Answering Questions/Concerns
  - Ensuring Isolation is Followed
    - Use Isolation Guidelines Document

1. Acknowledge Case in MAVEN
2. Interview the Case
   1. give them information on how to isolate and for how long.
   2. Make a Plan for Notifying their Contacts.
3. Update Maven
4. Set a reminder to check back in approximately 7 days later to determine exiting isolation.

Repeated check-ins are not expected.
Follow-Up: Contact Notification

- Create Contact Event in MAVEN
  - Share MAVEN Events with relevant jurisdictions.
- Contact Notification
- Notify Contacts of Exposures
  - Determine Quarantine
  - Establish Follow-Up Plan
- Answering Questions/Concerns
- Ensuring Quarantine is Followed
  - Use Quarantine Guidelines Document

You do not need to conduct daily health monitoring of the contacts. Make sure they have a plan of action if they develop symptoms and then check back in with them at the end of quarantine period.
When should you use a spreadsheet for contacts? - rarely anymore (hopefully)

- Interview your index case.
  - **Just a few household contacts?** You can create them individually while linking them to your index case at the same time.
    - Go into Linked Events & Create Linked Event.
    - Or if a contact already exists, Link to Existing Event.
  - **Long list of close contacts?** Did they have a birthday party or something?
    - Add the names to MDPH provided excel spreadsheet & upload to event.
    - Email isishelp@state.ma.us to let them know and they will create the events from the spreadsheet.
- **Index Case in a Facility (like LTCF?) Do we have a cluster event?**
  - Not all residents should be created unless they are cases (we don’t want lots of linked patients that are not cases).
    - Most positive labs will generate events for other residents. Then you just have to link to the cluster.
Are we still following up on Travelers?

• CDC is still sending MA spreadsheets of travelers from outbreak areas. MDPH is creating these as “Contact Events” but these are not a priority for follow-up.
• Local jurisdictions can choose to follow-up but this is not required by MDPH.

• **Text that will appear in Contact Event:** “Traveled to: Outbreak Area: Traveled to Iran, China, Ireland, UK or the Schengen Zone. No follow up needed by LBOH. This individual has been identified by the CDC as having recently returned from a country experiencing widespread transmission of COVID-19. MDPH will continue to receive notifications from the CDC about these travelers and they will continue to be uploaded to MAVEN, however, LBOHs no longer need to reach out to these individuals to notify them about the quarantine requirements and no longer need to monitor them throughout their quarantine period. Upon arrival at the airport, all travelers returning from Level 3 countries are being told to quarantine for 14 days by the CDC.”
Sharing Cases

• If my case works in another town, what should I do?
  • SHARE the MAVEN event with the appropriate jurisdiction so you both can communicate on the follow-up.

• Who should I Share with?
  • Share with the full LBOH TOWN MAVEN users. It is easier than picking individual users.
  • Make sure your contact information is in the ADMIN QP so any other LBOHs can talk to you if needed.

• Additional Sharing Scenarios
  • Share an index case that named a contact in another town.
  • Share a Cluster
YOUR Questions