# COVID-19 Community Team Outreach Tool
# 2/7/2023 System Updates

## Minor Update to Case Portal Language

Minor updates have been made to the case portal to give more clear instruction regarding how to enter a symptom start date.

This update has also been made on the Spanish case portal.



**NOTE:** Refer to the [Samples of Digital Outreach](#) job aid on the CD Manual for examples of all communication sent via text or e-mail as well as of the contact and case portals pages.

## Vaccine Information Fields Locked on Person Record

Vaccine information fields on a **monitoring event** record have been  and remain *unlocked,* for the purpose of adding information. However, on the corresponding **person record,** vaccine information fields were previously unlocked and are now all *locked* fields. This is true  in both MDA and Admin forms. The system will transfer any information entered in the vaccine information fields on the monitoring event to those same fields within the person record.



## Various Bug Fixes

### Subject and Description on Phone Calls No Longer Hidden

There was a reported bug that hid the subject and description of phone calls upon their completion. This has been resolved, so that the subject and description will be visible before and after completion of a phone call.

## Update to Priority Settings

Updates have been made to the **Priority Settings** functionality. More details can be found in the priority settings [job aid](#).
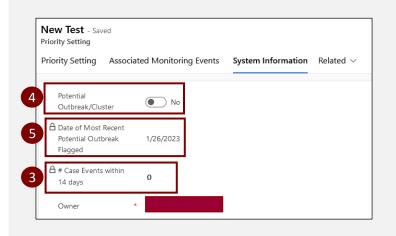
On the "**Priority Setting**" tab:

1. Every priority setting will now be given a **unique identifier** (**Z#**) after being created.

2. The **"County"** is now a required field in order to create a priority setting.

On the "**System Information**" tab:

3. The "**# of Case Events Within 14 Days**" field will now be updated nightly, as well as any time a case event is added to or removed from a priority setting by way of automatic matching, manual association, disassociation or deletion. The nightly update will improve accuracy of the case count.

4. The toggle for **"Potential Outbreak/ Cluster"** will move from "Yes" to "No" on a priority setting when the number of **case events** created within 14 days for that setting becomes 0.

5. The field called "**Date of Most Recent Recent Potential Outbreak Flagged**" is automatically populated by CCTO with the most recent date that the "**Potential Outbreak/Cluster**" toggle turned to "Yes."

**NOTE:** Refer to the updated [Priority Settings job aid](#) on the CD Manual for a more detailed explanation of this new functionality, as well as the different expectations between regular CCTO users and Admins as it relates to this feature.
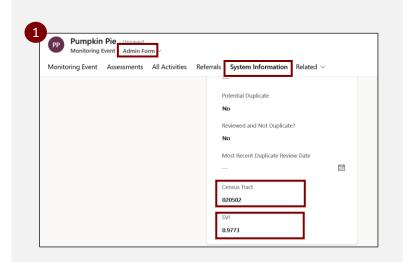
## Census Tract and SVI Fields

Per the updated [Prioritized Guidance for Case Outreach](), outreach is recommended to "case patients in populations most likely to have resource needs; populations defined by geography (zip or address) based on SVI". As a result, there are now fields in CCTO for "**Census Tract**" and "**SVI**" (Social Vulnerability Index).

1. Both of these new fields will have data manually imported to case records in CCTO on a daily basis, Monday through Friday. While there should not be a need to edit these fields, they will be visible on the **Admin form** of the **System Information** tab of a monitoring event.

2. An "SVI" column has been added to **all system views** for **case monitoring events**. The purpose of this addition is to support outreach to those most in need of resources. Please reach out to your regional leadership for more information about how these news fields may be included in your work-flows.