

Welcome to the  
Inter-agency COVID-  
19

Local Boards of  
Health Webinar

Please be patient, we will be starting shortly!



# Inter-agency COVID-19 Local Boards of Health Webinar

December 15, 2020

# Inter-agency Staff on the Webinar

- Jana Ferguson, Assistant Commissioner, DPH
- Ron O'Connor, Office of Local and Regional Health, DPH
- Dr. Catherine Brown, Bureau of Infectious Disease and Laboratory Sciences, DPH
- Helene Bettencourt and Anne Gilligan, Department of Elementary and Secondary Education
- Michael, Flanagan, Mary Dozois and Adam Kinney, Department of Labor Standards
- Gerben Scherpbier, Executive Office of Energy and Environmental Affairs
- Cheryl Sbarra, Massachusetts Association of Health Boards
- Chief Edward Dunne, Massachusetts Chiefs of Police Association
- John Welch and Jason Lefferts, Community Tracing Collaborative

# MEDIA AND RECORDING ADVISORY

- This webinar is intended for local boards of health. Any media who may have joined should disconnect.
- Recording is not consented to and not permitted.

# LEGAL ISSUES ON WEBINARS

- DPH contracts with the Massachusetts Association of Health Boards (MAHB) to provide answers and guidance to health departments and boards of health on a wide range of public health issues including COVID-19.
- MAHB produces documents and provides information on these webinars for educational purposes only and are not to be construed as legal advice.
- For legal advice, please contact your city or town attorney.

# QUESTIONS & ANSWERS PROCESS

Please note that we will be unable to take questions by phone.

Please use the webinar Q&A function for questions or comments.

If you are having technical issues, email Erica Piedade, [erica.m.piedade@mass.gov](mailto:erica.m.piedade@mass.gov)

# Inter-Agency Updates

---

# UPDATE

Department  
of Public  
Health (DPH)

- **Rollback to Phase 3, Step 1**
- **Vaccine Information: Links and Email Address**
- **Action-Consequences Campaign: Social Media Links**
- **Isolation and Recovery Sites**

-Jana Ferguson



# Vaccine Information: Links and Email Address

## Vaccine Information

- Plan: <https://www.mass.gov/info-details/massachusetts-covid-19-vaccine-information>
- FAQs: <https://www.mass.gov/info-details/covid-19-vaccine-frequently-asked-questions>

## Providers

- Information for Providers: <https://www.mass.gov/info-details/covid-19-vaccine-information-for-providers>
- FAQs for Providers: <https://www.mass.gov/info-details/covid-19-vaccine-frequently-asked-questions-vaccine-providers>

## Email Address

- [Covid-19-vaccine-plan-ma@mass.gov](mailto:Covid-19-vaccine-plan-ma@mass.gov)

# Action = Consequences Campaign: Social Media Links

- **Instagram:** <https://www.instagram.com/p/CIotBMQFi4D/>
- **Twitter**
  - All languages thread - <https://twitter.com/MassGov/status/1338867453464436736>
- **Facebook**
  - [Stop COVID-19: English \(facebook.com\)](#)
  - [Stop COVID-19: Portuguese \(facebook.com\)](#)
  - [Stop COVID-19: Haitian Creole \(facebook.com\)](#)
  - [Stop COVID-19: Spanish \(facebook.com\)](#)



# Isolation and Recovery Sites

MA COVID-19 Response Command Center

# Intake Criteria for Isolation and Recovery Sites

Individuals must meet **both clinical and financial eligibility** in order to stay at an Isolation and Recovery Site.

## Clinical eligibility

- Individuals with a **positive COVID-19 test** result are eligible for Isolation and Recovery Sites.
- Individuals must be able to **safely isolate without intensive medical supervision**. These sites are NOT appropriate for individuals who:
  - Require assistance with Activities of Daily Living from on-site staff; or
  - Require medication administration (except for methadone); or
  - Require the level of care provided at a Skilled Nursing Facility.

## Financial eligibility

- **Individuals that are experiencing homeless or housing instability.** *I.e., People who normally sleep at a shelter, on the street, for whom home is unsafe due to violence, or who do not have a permanent address* OR
- **Individuals in households making less than 400% of the Federal Poverty Level** in need of a safe place to isolate, including but not limited to overcrowded households, living with a high risk individual (older adult, immunocompromised), etc.
  - An annual income of 400% of the Federal Poverty Level is:
    - \$51,040 for individuals
    - \$68,960 for a family of 2
    - \$86,880 for a family of 3
    - \$104,800 for a family of 4

**To make a referral: Call (617) 367-5150 between the hours of 7 a.m. and 7 p.m.**

# Isolation & Recovery Sites

- At I&R Sites, guests are provided with all necessary services to ensure a safe recovery period, similar to if they were isolating at home?



1

Individual tests positive for COVID-19 but does not require medical care. Qualifies for I&R Site.

2

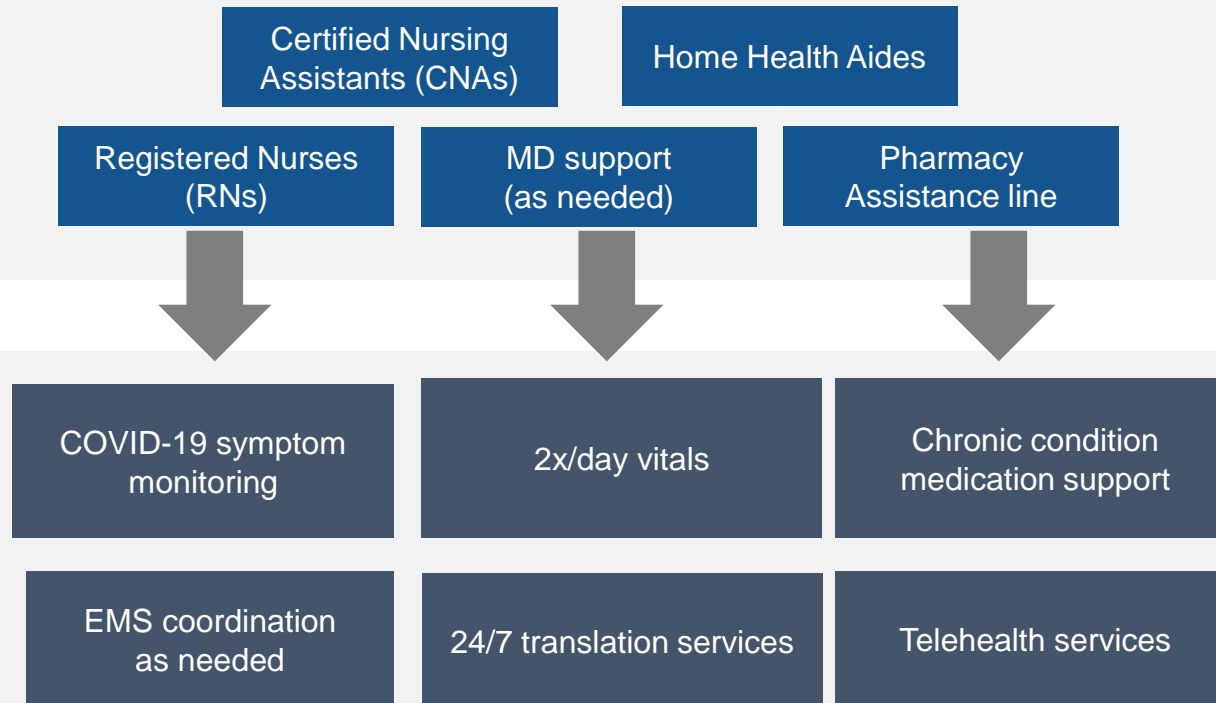
As a guest at an I&R Site, individual is provided their own hotel room along with 3 meals per day. Additional services on-site include nurse oversight, security, behavioral health supports, laundry and cleaning services, and linkages to other state services (e.g., DMH, DDS, MassHealth enrollment support).

3

Once recovered, guest returns to their point of origin and may be connected to additional social services, if appropriate.

# Clinical Services Provided at Isolation and Recovery Sites

Multi-level team provides clinical oversight to I&R Site guests, ensuring that individuals with worsening or acute symptoms can be diverted to an appropriate medical facility. When possible, sites partner with local community health centers to support with staffing.



# Detailed Process for Pharmacy Assistance Line

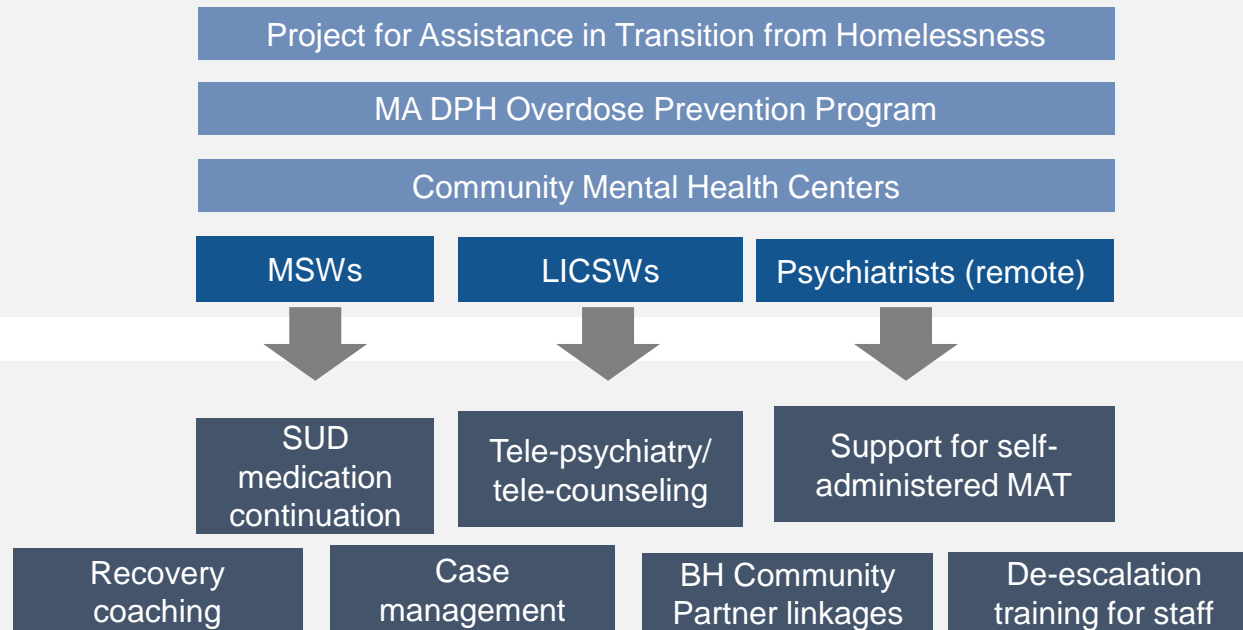
Should the clinical team determine that an I&R Site guest needs a prescription (new or refilled), they coordinate with a centralized Pharmacy Assistance line for timely delivery:



- I&R Site clinical team identifies prescribing need and contacts Pharmacy Assistance line
- Pharmacy Assistance line attempts to fulfill prescription through guest's existing prescriber
  - If existing prescriber cannot be reached/identified, backup prescribing provider is contacted and briefed on case details
- Once prescription is written, Pharmacy Assistance line coordinates with local pharmacy to fill and provides I&R Site team with delivery estimate
- Filled prescription is delivered to I&R Site; I&R Site confirms delivery with Pharmacy Assistance line

# Behavioral Health Services Provided at Isolation and Recovery Sites

I&R Sites serve as a unique opportunity to address guests' behavioral health needs, as facilitated through partnerships with several local BH providers.





# Isolation and Recovery Sites are set up to meet both staff and guest needs





**Community Tracing Collaborative**



**Partners  
In Health**



# Community Tracing Collaborative

John Welch and Jason Lefforts

# Update on CTC – Staffing and Capacity

- **Current daily volume** at the CTC is about **3,500 average new cases** referred daily (7-day average).
  - Highest single day new Cases was 4,203 on Saturday 12/5.
  - CTC has been **continually adding and training staff**.
  - By Dec 26 will have doubled staffing since mid-November
  - Targeting approximately 2,000 FTE active and working our Outbound and Inbound calls 7 days 8am-8pm, as well as Epi Intelligence Unit.
- In initial text messages we continue to state “we will be calling you” but also have encouraged residents to “**call us back**” at their convenience.
  - If we get a voicemail in our first call, we leave our number to “Call us back”
  - We substantially expanded Inbound phone line team
  - Using “Call us Back” CTC connected with 60% or more of residents on even the highest surge days post-Thanksgiving.

# Update on CTC – Surge Protocols

- In the post-Thanksgiving surge, CTC adopted a surge protocol, **prioritizing the most recent test and exposure dates.**
- This surge protocol included an **internal administrative process** that automatically **made case records appear “closed”** after that single outbound call and voicemail.
- This case closure notice was visible to local health in MAVEN & generated a referral back to local health.
- **This administrative process has been discontinued and Cases and Contacts will now remain “open” in MAVEN through their isolation or quarantine period.**

## Initial Outreach Routine

- Cases with a **test date within last four days** + Contacts with **most recent exposure within last six days...**
- will each receive **six successive initial outreach calls attempts from the CTC over a three-day period.**
- If, after **six attempts**, the case or contact cannot be reached, the case will be reverted to local health departments.

Initial outreach will continue to include text messages and voicemails to “call us back” and incoming phone lines are staffed for these calls.

All texts now include short URL **mass.gov/isol8** for comprehensive isolation and quarantine information for residents.

# Other Updates

---

# Q&A.1

## Questions submitted by e-mail before the webinar

Please note that we select questions that are of general interest and for which we have a response today. Please send questions in advance of the webinar to : **Mike Coughlin at [michael.j.coughlin@mass.gov](mailto:michael.j.coughlin@mass.gov)**

# Questions Submitted Before the Webinar

“What are the face-covering requirements for people in offices that have an open floor plan with cubicles or workstations?”

# Questions Submitted Before the Webinar

“Are fitness centers allowed to rely solely on customers to sanitize equipment after they use it?”



# Questions Submitted Before the Webinar

“Cumberland Farms continues to be a challenge. We know that the company has a policy of not enforcing the mask order for customers but does a BOH have to follow that policy? Can we fine for not enforcing the mask order?”

# Questions Submitted Before the Webinar

“Can a customer be denied entry if the proprietor thinks they are supposed to be in quarantine or isolation?”

# Questions Submitted Before the Webinar

"Is DPH familiar with the Megna IgM IgG Combo Test Kits? My police department wants to administer them to all their officers."

# Questions Submitted Before the Webinar

“Has the rollback had any impact on restaurant capacity?”

# Questions Submitted Before the Webinar

“Is live music still allowed at drive in theaters?”

# Questions Submitted Before the Webinar

“If a traveler tests negative on Friday, goes away for the weekend and returns within 72 hours, do they need to quarantine or be tested again?”

# Questions Submitted Before the Webinar

“Can a gym ask its customers for a doctor's note if they claim a medical exemption for not having to wear a mask while working out?”

# Questions Submitted Before the Webinar

“Do military personnel returning home on leave need to quarantine or be tested upon return to MA?”



# Questions Submitted Before the Webinar

“Does an outdoor ice rink follow outdoor recreation standards or the sports standards? This rink is for public skating not organized games.”

# Q&A.2

## Questions submitted during the webinar

Please note that we select questions that are of general interest and for which we have a response today. Some questions may be answered by e-mail to the person who posed the question; other questions will be reviewed/researched and possibly addressed on the next webinar.

Next Webinar  
Friday, December 18<sup>th</sup> at 9:00 a.m.

Please send questions in advance to  
Mike Coughlin at [michael.j.coughlin@mass.gov](mailto:michael.j.coughlin@mass.gov)

# Thank You!

We welcome your feedback on the webinar format and suggestions for future topics.