

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH

SUPERVISORY ADMINISTRATIVE GUIDE

FOR THE

CONTACT TRACING PROGRAM



www.californiaconnected.ca.gov

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THIS DOCUMENT IS INTENDED TO PROVIDE GENERAL GUIDANCE AND INFORMATION TO CIVIL SERVANT SUPERVISORS DESIGNATED FOR THE COVID-19 CONTACT TRACING PROGRAM AND FOR CIVIL SERVANT SUPERVISORS WITH EMPLOYEES WORKING AS CONTACT TRACING STAFF.



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CONTACT TRACING OVERVIEW

Governor Gavin Newsom launched California Connected (californiaconnected.ca.gov), the State's comprehensive Contact Tracing Program (CT Program) and public awareness campaign. As part of California Connected, public health workers from communities across the state will connect with individuals who test positive for COVID-19 and work with them, and people they have been in close contact with, to ensure they have access to confidential testing, as well as medical care and other services to help prevent the spread of the virus.

The State's program is led by the Newsom Administration in collaboration with the California Department of Public Health (CDPH), local public health departments and the University of California, San Francisco (UCSF) and Los Angeles (UCLA), which have launched a robust online training academy to develop a culturally competent and skilled contact tracing workforce.

Contact tracing has been used by public health departments for decades to slow the spread of infectious diseases, like TB, measles, HIV/AIDS, and many others. Contact tracing helps connect those who might have come in close contact with a person who has tested positive for COVID-19 with support and resources, including access to free, confidential testing and medical care, if needed.

STAFFING

CDPH determined that California needs more than 10,000 Contact Tracers and Case Investigators to support existing state and local public health departments, and the State is using employees from across state service to fulfill this role.

Every effort was made to solicit volunteer State employees for contact tracing. Based on the number of State employees needed, some redirections were mandatory. State employees designated for the Contact Tracing Assignment (CT Assignment) were mission tasked by the Office of Emergency Services under the direction of the Governor. Once assigned as CT Staff, employees must complete the assignment for the period of time designated. In addition, all applicable unions have been or will be (for additions to the Contact Tracing team) notified of the CT Assignment for State employees redirected to this critical function.

Employees are redirected for a period of six to nine months once assigned to a local public health department. The six-to-nine-month assignment starts on the day the employee begins work as a Contact Tracer or Case Investigator with a local public health department or jurisdiction.

State employees on probation can be assigned as a Contact Tracer or Case Investigator and their probationary period will run concurrent with the CT Assignment. Departments are encouraged to assess probationary periods for employees to ensure the home department supervisor has sufficient time to evaluate the employee while performing duties in the probationary classification.



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CONTACT TRACING TERMINOLOGY

Term and Acronym	Description
Contact Tracers (CT) Case Investigators (CI)	Non-supervisory employees that are directly involved with contacting public for contact tracing work.
Contact Tracing Assignment (CT Assignment)	The period of time that employees perform functions to support the Contact Tracing Program.
Contact Tracing Program (CT Program)	A component of the California Connected initiative to mitigate the spread of COVID-19.
Contact Tracing Staff (CT Staff)	All State employees redirected to perform tasks related to CT assignment as a Contact Tracers or Contact Tracing Supervisors.
Contact Tracing Supervisors (CT Supervisor/CTS)	State employee, in a supervisory classification, that is redirected to lead state employees to successfully execute the CT Program.
Regular Department/ Home Department	Refers to the State Department that State employees are redirected from to participate in CT Assignment.
Regular Supervisor/ Home Department Supervisor	Refers to the supervisor that the redirected employee reports to when not performing CT Assignment.
Local Health Department (LHD)/ Local Health Jurisdiction (LHJ)	The department or jurisdiction that works with healthcare and community partners to prevent and target the cause of disease outbreaks, and then determines the appropriate response.

ON-BOARDING

Step 1 – State Employees Identified as Contact Tracers

CDPH will contact newly identified Contact Tracers or Case Investigators via email with information about assignment and required training. CDPH, in partnership with UCSF/UCLA, conducts the VTA for Contact Tracers, or Case Investigators, and CT Supervisors. This training consists of 21 hours of subject matter and skills-based training, with an additional 3.5 hours of self-study, and is completed remotely (office or home). In addition, practice workshops are offered during the training for employees to practice making calls and using prepared scripts. Employees must register and complete training as indicated in the training email notifications. Staff that completed Contact Tracer training prior to December 14, 2020, may be asked to take an additional 4 hours of training that covers Case Investigation.

Once a Contact Tracer or Case Investigator completes the VTA, the Contact Tracer or Case Investigator is placed in the queue for assignment to an LHD/LHJ. As requests for staffing are submitted by LHD/LHJ, employees will be selected from the queue and assigned.



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The CalCONNECT platform training is provided prior to assignment to an LHD/LHJ. Employees will receive an email with information on attending this training. CDPH will make every effort to provide CT Staff at least 3 business days advanced notice of assignment to an LHD/LHJ.

Employees must continue to perform their regular work assignment after training and until they are assigned to an LHD/LHJ to perform the CT Assignment. The CT Program Workforce Expansion Team assigns the CT Staff and provides a start date, location, and information on orientation and onboarding sessions. CT Staff should inform their home department supervisor of the assignment and their regular job duties should be reassigned within the home department.

Step 2 – Assignment to California Connected Contact Tracing Teams

Assignment emails are sent from CTAssignments@cdph.ca.gov to the Contact Tracer, Case Investigator, or CT Supervisor, that advises of deployment jurisdiction, start date, instructions to respond to the email and to include the employee's home department supervisor in communication by a designated due date. Once assigned, the employee is provided additional training specific to the local public health jurisdiction systems.

Step 3 – CT Supervisor Assignment

CT Supervisors oversee CT Staff remotely. The CT Program Workforce Expansion Team, in coordination with local public health jurisdictions, onboards CT Supervisors through training and resources to maximize performance of CT Staff. The CT Program Workforce Expansion Team also provides the CT Supervisors with an Expectations Memorandum and various other tools to enable CT Supervisors to be successful during this redirection. The CT Supervisor has various administrative and communication responsibilities that are detailed in this guide. The CT Supervisors are also supported and guided by the State HR Policy and Supervisor Support Team at CTSupervisors@cdph.ca.gov.

Step 4 – CT Supervisor Communication with Assigned CT Staff

Upon deployment and assignment, the CT Supervisor will contact the CT Staff assigned to them to make introductions and establish a working relationship. The CT Supervisor will provide the CT Staff with an Expectations Memorandum and review the memorandum with them. The CT Staff and the CT Supervisor will sign and retain a copy for the memorandum for their records.

The CT Supervisor will contact the CT Staff home department supervisor to make introductions and establish a working relationship. Ongoing communication between the Contact Tracers, CT Supervisor, and the home department supervisor is imperative to the success of the CT Assignment.

WORK LOCATION

CT Assignment work can be done either via telework or in secure State office space, and in the same manner the employee's regular work is done. Existing Telework Agreements, between CT Staff and their regular departments, will continue during the CT Assignment.

CT Staff requests to start or end telework agreements are to be discussed with their home department



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supervisor. Transition into or out of telework agreements should not impact the CT Staffs' ability to complete daily CT Assignment responsibilities. The home department supervisor must inform the CT Supervisor of any telework changes to avoid disruption in the CT Assignment. Upon request, CT Staff selected for a CT Assignment will be given an ergonomic evaluation of their designated workstation. The CT Staff's home department is responsible for providing the ergonomic evaluation and any ergonomic equipment necessary.

ATTENDANCE

Work Hours

It is anticipated that local public health departments and jurisdictions will need employees full-time. However, part-time employees may serve as Contact Tracers or Case Investigators in a part-time capacity. Upon assignment, CT Staff will be notified of schedule needs. When possible, CT Staff will retain their regular work schedules (days and hours). If a schedule change is needed, employees will be provided proper notice.

Time Keeping

Time worked, during the CT Assignment, will be tracked on the time keeping portal in MS Dynamics. All entries and approvals/verifications will be completed on the portal.

CT Staff

- CT Staff will enter hours worked and leave used.
- CT Staff will submit timesheet for approval by the end of the pay period.
- CT Supervisor will review timesheet for completeness and accurate information.
- CT Supervisor will approve timesheet; then an auto-generated email will be sent to CT Staff's home department supervisor with a cc to the CT Staff.

CT Supervisors

- CT Supervisor will enter hours worked and leave used.
- CT Supervisor will submit timesheet for review and verification by the end of the pay period.
- State HR Policy and Supervisor Support Team will review timesheet for completeness and accurate information.
- State HR Policy and Supervisor Support Team will verify timesheet; then an auto-generated email will be sent to CT Supervisor's home department supervisor with a cc to the CT Supervisor.

CT Staff and CT Supervisors will use approved/verified portal-generated timesheet to complete home department timesheet and submit for regular processing through the CT Staff/CT Supervisor home department supervisor.

Time Keeping Portal Links

- Portal: <https://cdphcontacttracers.powerappsportals.us/>
- Send questions to ContactTracingPortalSupport@cdph.ca.gov
- Help and Support: <https://cdphcontacttracers.powerappsportals.us/help-and-support/>



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- Guidance
 - [Video Overview](#)
 - [How to Enter Time](#)
 - [How to Approve Time](#)

Leave Requests

Contact Tracers and Case Investigators should inform the CT Supervisor of any pre-approved and/or upcoming time off requests. The CT Supervisor should connect with the home department supervisor to obtain information on leave balances, pre-approved time off confirmation, and any other leave information, including approved Workers' Compensation Claims, FMLA cases, etc. CT Staff that have an excess of 640 hours must continue to follow regular department's policy regarding reducing their leave balances over the cap.

To request time off, either for pre-approved or unplanned absences, the Contact Tracer or Case Investigator must email the request to the CT Supervisor and copy their home department supervisor. If the CT Supervisor approves the time off request, then the CT Supervisor will "Reply All" with the approval pending verification of leave balances from the home department supervisor. The home department supervisor will "Reply All" confirming leave time is available and request the employee to submit the leave request through the home department leave request process. If the CT Supervisor denies a leave request, then the CT Supervisor must "Reply All" in the email and include a reason for denial. No further action is needed.

If a Contact Tracer (CT) or Case Investigator (CI) has an unplanned absence, the CT/CI must communicate with the CT Supervisor at within 15 minutes of their start time. The CT Supervisor will email the CT/CI and home department supervisor of approval. The home department supervisor will "Reply All" to confirm that leave time is available and requests the CT/CI to submit a leave request through the home department process. If the CT/CI does not have leave available, the home department supervisor will "Reply All" to inform of leave deficiency. In addition, the home department supervisor communicates with their Human Resources office regarding next steps (i.e. unauthorized dock, leave restrictions) and informs CT Supervisor.

Personal Leave Program (PLP) 2020/Furloughs

Eligible employees may begin using Personal Leave Program (PLP) 2020 leave effective July 1, 2020. PLP 2020 is credited based on hours worked and can be taken in less than full day increments. PLP 2020 should be approved whenever feasible; however, it can be denied based on operational considerations. There is a provision for SEIU represented employees that states if two (2) separate PLP use requests are denied, then the third request shall be approved unless it would create a health and safety risk/operational consideration. CT Supervisors should consult the applicable bargaining unit agreement if denying PLP 2020 leave requests. Collective bargaining agreements can be found on CalHR website at <https://www.calhr.ca.gov/state-hr-professionals/pages/bargaining-contracts.aspx>. CT Supervisors should be reasonable in review/approval of PLP 2020 use requests and, if denying an employee's request on more than one occasion, send an email to CTSupervisor@cdph.ca.gov for guidance.



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The same provisions apply to employees covered under furlough programs pending ratification of bargaining agreements for PLP.

Daily Roll Call

Once the CT Staff begin their CT Assignment, they will report directly to the CT Supervisor and daily roll call with the home department is suspended until the CT Staff return to the home department from the CT Assignment.

CT Supervisors may not require that Contact Tracers email or log into a collaboration site such as Microsoft Teams, Skype, etc. to track work time (email/log in at start and end of shift). CT Supervisors can set daily check-ins with Contact Tracers at the beginning and end of the day to discuss assigned cases. In addition, case logs can be used to track and assign workload.

COVID-19 Illness Reported

Home Department Supervisors must be contacted immediately if the CT Staff reports COVID-19 related illness or reports a positive test. The home department supervisor will follow regular department protocols and reporting processes.

Failure to Meet Attendance Expectations

The CT Supervisor should work closely with the home department supervisor and Home Department's Human Resources office to address all attendance issues. Absent Without Leave (AWOL) must be addressed immediately with the home department supervisor in order to timely address issues. If attendance issues persist, the CT Staff will be removed from the CT Assignment and returned to the home department. The home department may be asked to provide another employee to serve in the CT Assignment.

BILINGUAL PAY

CT Staff, who are represented by SEIU, CASE, or CSLEA, assigned to the CT program are eligible for the monthly Bilingual Pay differential in accordance with the following criteria:

- CDPH identifies a need for bilingual skills.
- CT Staff self-certify that they are proficient in conversational language.
- Upon CDPH approval, the bilingual skills can be utilized by the employees (without testing).
- CDPH will provide sufficient documentation to the home department of the CT Staff to process the bilingual pay.
- If CDPH receives complaints about the proficiency of bilingual skills being utilized, CDPH can determine if the CT Staff continues in the bilingual role or tests the employee.
 - The CT Staff will continue to receive the pay differential throughout the testing process if CDPH requires the use of the skill.
 - If the CT Staff does not pass the test, the bilingual pay will immediately cease.
- If CDPH no longer needs the bilingual skills, the CT Staff will be provided a 14- calendar day notice that the bilingual skills will be discontinued with the beginning of the next pay period.
- For existing CT Staff, as of September 28, 2020, this provision is retroactive to July 1, 2020. Employees who have been utilizing their bilingual skills, and CDPH has authorized the use of



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those skills, upon receipt of the self-certification, the employees will be approved for retroactive payment. CDPH will coordinate the bilingual approval and payment request with the home department.

- CT Staff assigned CT Duties after this agreement shall be eligible for bilingual pay in accordance with the criteria above and retroactive pay may not exceed 30 calendar days from the date of self-certification and management approval.

EMPLOYEE BENEFITS

State employee's salary, health benefits or service credits are not to be impacted by the CT Assignment.

Workers Compensation

State employee assigned as CT Staff have the same rights and protections under worker's compensation (WC). The WC system provides benefits to employees for work-related injuries or illnesses.

CT Supervisors who receive information on a work-related injury or illness must send an email to the home department supervisor and copy the CT Staff noting a work-related injury or illness has been reported. The home department supervisor will work directly with the home department to provide the CT Staff all WC notification/communication, including claim forms and how to seek medical treatment.

Home departments are responsible for providing the CT Staff with claim forms, filing a claim with the State Compensation Insurance Fund, working directly with CT Staff and CT Supervisor on time off, work restrictions, and pay/leave options.

CT Staff with a pending or an approved WC claim must email all time-off requests in advance, whenever possible, and submit medical substantiation for all appointments to the CT Supervisor copying their home department supervisor. Medical substantiation must be on medical provider's letterhead, including employee's name, time/date, and duration of appointment. The CT Supervisor should not ask for diagnosis and forward substantiation to home department supervisor, if not included in the email.

Reasonable Accommodation

Under the Americans with Disabilities Act (ADA) and the Fair Employment and Housing Act (FEHA), qualified individuals with disabilities must have equal access to all aspects of employment that are available to employees without disabilities. Pursuant to the ADA and FEHA, upon request, reasonable accommodation (RA) must be provided to a qualified applicant and/or employee with a disability to allow him/her to perform the essential functions of his/her job, unless the accommodation would create an undue hardship for the employer.

If a CT Supervisor receives a request for RA from a CT Staff, the CT Supervisor must immediately email the State HR Policy and Supervisor Support Team at CTSupervisors@cdph.ca.gov who will forward the information to the CDPH's Human Resources Division at CDPHHRDCOVID19@cdph.ca.gov. CDPH's Human Resources Division will assess the request and coordinate with the home department to provide the CT Staff with guidance.



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If a Contact Tracer or Case Investigator has a pre-approved RA and provides this information to the CT Supervisor, the CT Supervisor must contact the home department supervisor to discuss the RA and ensure there will not be an interruption to existing accommodations. The CT Supervisor must immediately email the State HR Policy and Supervisor Support Team at CTSupervisors@cdph.ca.gov who will forward the information to the CDPH's Human Resources Division at CDPHHRDCOVID19@cdph.ca.gov to provide information on the pre-approved RA.

Family and Medical Leave Act

Family and Medical Leave Act (FMLA) provides up to 12 work weeks of unpaid, job-protected leave while maintaining the employee's existing health, dental, and vision benefits. To qualify, employees must have been employed by the State for a total of 12 months (need not be consecutive) and have physically worked 1,250 hours during the preceding 12-month period.

The CT Supervisor must contact the CT Staff's home department supervisor if they become aware that a Contact Tracer or Case Investigator or his/her family member may have a serious or chronic health condition, i.e. hospitalization, surgery, chronic condition (asthma, migraine) which may be FMLA-qualifying.

The home department supervisor will follow the home department process for notifying the CT Staff of FMLA and will copy the CT Supervisor.

CT Staff who have a pre-approved FMLA must inform their CT Supervisor to ensure FMLA time is appropriately documented on the portal timesheet and transferred to the home department timesheet.

EMPLOYEE RIGHTS

Equal Employment Opportunity and Workplace Violence

CT Staff can report allegations of violation of Equal Employment Opportunity (EEO) and/or Workplace Violence Prevention (WVP) policies to their home department through regular protocols. The home department's personnel office is responsible for addressing allegations will determine if action is needed or not. Allegations that require action will be coordinated with any other State department or external entity identified in the complaint that is alleged to have violated policy.

CT Supervisors who are informed of alleged violations of EEO or WVP policies should send an email to the CT Staff copying their home department supervisor and inform them to file a complaint via the home department process. The home department supervisor must respond to the email and provide the Contact Tracer or Case Investigator links or documents to file a complaint. Home department personnel officers are responsible for addressing allegations, reviewing complaints filed to determine merit of the complaint, and proceeding through the process in coordination with other State departments or external entities identified in complaint.

Outcome of the allegations will be shared with parties responsible for addressing substantiated allegations and involved with taking appropriate action.



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Whistleblower Complaints

The California State Auditor (CSA) is the confidential avenue for reporting improper activities by State agencies or employees. Government employees must report any type of fraud, waste, or abuse to protect scarce state resources, and are free from retaliation for doing so.

Pursuant to Government Code section 8547.2, improper acts by a State agency or employee that should be reported to the CSA include:

- Violations of state or federal law, including theft and fraud
- Noncompliance with an executive order or Rule of Court
- Noncompliance with the State Administrative Manual or the State Contracting Manual
- Misuse or waste of state resources including property or employee time
- Gross misconduct, incompetence, or inefficiency

The CSA does not have the authority to investigate violations of internal department policies or procedures. For more information on what, how, and where to report, please visit CSA's website at <http://www.auditor.ca.gov/hotline>.

Grievances

A grievance is a dispute involving application or interpretation of bargaining unit contracts, for represented employees. A complaint is a dispute involving a statute, regulation, policy, or practice that falls under the jurisdiction of the home department.

Rank and file State employees, assigned as a CT Staff, are covered by a [Bargaining Unit Contract](#) or Memoranda of Understanding.

The process for State employees to file a grievance varies according to the subject and employment category. Grievances may be filed with a CT Supervisor for response. The CT Supervisor should email the State HR Policy and Supervisor Support Team at CTSupervisors@cdph.ca.gov who will reach out to CDPH Labor Relations at CDPHHRDCOVID19@cdph.ca.gov, attention CDPH LR for assistance with responding.

PERFORMANCE ISSUES

State employees assigned as Contact Tracers and Case Investigators must adhere to the expectations provided by the CT Supervisor. The CT Supervisor is responsible for monitoring CT Staff performance, providing ongoing feedback, and addressing performance and/or attendance issues as they arise. The CT Supervisor works in consultation with the CDPH HRD via the State HR Policy and Supervisor Support Team, the home department supervisor and, if necessary, the home department's Human Resources staff, to document problem areas. Email communication should include all relevant documentation for record keeping purposes. If performance issues persist, the CT Staff will be removed from the CT Assignment and returned to their home department.

Consideration should also be given to any necessary union notification. The home department may be asked to provide another employee to serve in the CT Assignment.



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Refresher Training

Upon request, and with CT Supervisor concurrence, Contact Tracers and Case Investigators on CT Assignment shall be allowed to retake any portion of the training.

Performance Appraisals

CT Supervisors are responsible to provide timely feedback on performance. For CT Staff currently on probation, the home department supervisor, in consultation with the CT Supervisor, must complete probationary reports for the Contact Tracer or Case Investigator. The home department supervisor sends an email to CT Staff, copying the CT Supervisor, to set time to discuss completed probationary report.

The probationary period should be monitored closely, and if there are performance concerns, the CT Supervisor should notify the home department supervisor immediately. If the Contact Tracer or Case Investigator is at risk of not passing probation, he/she will be removed from the CT Assignment and returned to the home department. Consideration should also be given to any necessary union notification. The home department may be asked to provide another employee to serve in the CT Assignment.

For CT Staff who are not on probation, CT Supervisors should work with the home department supervisor to provide feedback on the CT Staff's performance during the time served in the CT Assignment, in accordance with the home department's policy.

Upon request, CT Staff shall be given a performance appraisal by the CT Supervisor upon completion of their CT Assignment, regardless of the length of the CT Assignment. The performance appraisal shall be on the Std. 638 form and rate the CT Staff's work in compliance with the expectations for temporary assignment to the contact tracing program.

ASSIGNMENT CHANGE REQUESTS

Request to Extend Assignments

If the CT Team requests an extension to a CT Assignment, the CT Team needs to coordinate with the home department supervisor. A request to extend the assignment will be based on workload needs of the CT Assignment and home department and CT Staff performance in the CT Assignment.

Request to End Assignments

To remove an employee from the contact tracing program, the department Human Resources Chief (or designee) must complete a removal request through the [State Agency Portal](#).

All state employees assigned to the contact tracing program must continue to report to their Contact Tracing Supervisor and remain on contact tracing assignment until a date is provided by the contact tracing program for official removal.



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Under Governor’s Office direction, all State departments are required to provide 5% of their workforce for redirection to the contact tracing program, and are expected to maintain this percentage for the duration of the program. Therefore, any department requests to remove an employee from the contact tracing program must include a replacement employee and transition plan.

EQUIPMENT

CT Staff need access to basic office equipment, internet and system access, and a quiet and private space to work and hold phone conversations. CT Staff will use the same equipment (i.e., computer or laptop, internet) used for performing regular job duties. Reimbursement will not be provided for employees who procure equipment.

Upon request, a headset with microphone that plugs into the computer and a privacy screen will be provided by CDPH. Headset requests shall be made via the CT Supervisor. Telephone calls are made through the computer using a headset; therefore, CT Staff do not need to use personal telephones or mobile phones.

Technical issues with equipment or services provided by the home department should be directed to the home department’s points of contact for technical support. For technical issues or support with tools or resources provided by the CT Program, the following contacts are available:

Contact	Contact Information
CE Credit Questions Board of Registered Nursing (BRN)	humsci@uclaextension.edu
Canvas - Learning Management System	ca-vta-support@unexonline.zendesk.com (Phone: 833-691-2985)
VTA Course Registration (via: uclaextension.edu/ca-vta)	CA-VTA-Registration@uclaextension.edu (Phone: 833-691-2985)
VTA Course Registration @ UCLAextension.edu/ca	CA-VTA-Registration@uclaextension.edu (Phone: 833-691-2985)
VTA Course Content	vta.uc.info@gmail.com
VTA Records of Completion	CA-VTA-Registration@uclaextension.edu (Phone: 833-691-2985)
Zoom	ca-vta-support@unexonline.zendesk.com
CDPH Workforce Training and Development	CTTrainingDev@cdph.ca.gov



INFORMATION SECURITY BREACH

CT Staff must exercise care to preserve information integrity and confidentiality of CDPH and California Connected information and resources.

Reasonable precautions shall be taken to ensure the protection of CDPH and California Connected information from unauthorized access, use, or disclosure. The use of CDPH and California Connected information and resources for non-business purposes is strictly forbidden.

Reasonable precautions include: (1) treating passwords as confidential information and not sharing them with anyone; (2) working in a private space where the Contact Tracer will not be overheard; (3) locking the computer when walking away for more than a minute; (4) downloading and/or copying only the minimum amount of information required to perform necessary business functions; (5) securing all confidential, sensitive, or personal information when not directly working with the information to prevent unauthorized access to the information; and (6) encrypting all electronic files that contain CDPH and California Connected information when stored on any removable media type device (i.e., USB thumb drives, floppies, CD/DVD, tape backup, etc.).

Prior permission from a CT Supervisor is required before storing confidential, sensitive, or personal information on any removable media type device.

CT Staff are required to notify the CT Supervisor and the CDPH Information Security Office of a possible or actual information security incident including, but not limited to:

- a. Theft, loss, damage, unauthorized destruction, unauthorized modification, misuse, or unintentional or inappropriate release of any CDPH/California Connected confidential and/or sensitive data or Personal Information.¹
- b. Inappropriate Use & Unauthorized Access - This includes actions of State employees and/or non-State individuals that involve tampering, interference, damage, or unauthorized access to State computer data and computer systems.
- c. Equipment - Theft, damage, destruction, or loss of State-owned equipment, including mobile computing devices, or any electronic devices containing or storing confidential, sensitive, or personal data.
- d. Computer Crime - Use of a State information asset in commission of a crime.

¹ Information that is maintained by an agency that identifies or describes an individual, including, but not limited to, his or her name, social security number, physical description, home address, home telephone number, education, financial matters, and medical or employment history. It includes statements made by, or attributed to, the individual. California Civil Code section 1798.3(a).

LOST, STOLEN, or DAMAGED EQUIPMENT

State Equipment

Any State-owned equipment that is damaged, lost, or stolen must be reported to the CT Supervisor immediately. If the State-owned equipment was issued by the home department, the CT Staff must also notify their home department supervisor and follow the home department's policies regarding damaged, lost, or stolen equipment.



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Personal Equipment

If a Contact Tracer's personal equipment is damaged, lost, or stolen, and that equipment is necessary to complete their essential duties, the CT Staff must notify their CT Supervisor and home department supervisor immediately. The home department supervisor will identify alternate equipment for the CT Staff to perform the CT Assignment until the CT Staff is able to replace the personal equipment. The State is not responsible for replacing personal equipment.