NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES

COVID-19 Community Team Outreach (CCTO) Tool Overview

Thank you for your interest to partner with your local health department and the North Carolina Department of Health and Human Services (NCDHHS) in contact tracing. The CCTO Tool is important software to facilitate contact tracing in the state. We encourage you to learn more about how it can integrate with your workflow and increase efficiency and effectiveness of contact tracing.

By partnering with NC DHHS, you will become part of the larger NC contact tracing community. We strive to educate and support all contact tracers in our state, through partnerships like these. Thank you for all that you do to slow the spread of COVID-19 in our community.
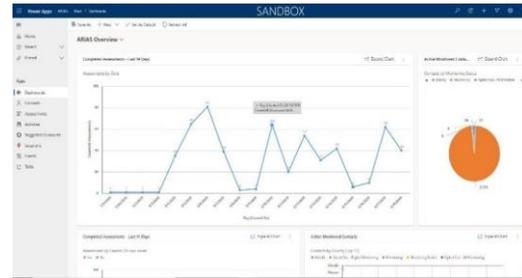
What is the CCTO Tool?

Customized Modules

The CCTO tool is a series of customized modules of Microsoft Dynamics 365 software, built to assist contact tracers to better document and manage their day to day work.

CCTO Dashboard

Microsoft Technology

NC DHHS has commissioned their own developers, along with Microsoft, to take Microsoft's Customer Relationship Management software module and modify it to provide a platform for contact tracers to keep track of COVID-19 exposed individuals.

Central Data Repository

This platform allows users to manage cases and contacts, perform digital outreach, access data stored in a central repository, and easily filter and analyze outreach data.

Secure Technology

Users can access the CCTO tool from their desktop, laptop, smartphone, tablet etc., however, specific security requirements must be implemented to meet NC State Security Manual requirements.

What are the benefits of using the CCTO Tool?

Supportive tools for users	Collaboration with LHDs	State and LHD user support
Uses a standardized approach that sends automated emails and texts and manages and tracks email, text, and telephone outreach.	Allows the LHD access to all contact tracing data conducted by outside organizations to enable LHD collaboration, review and support.	Access various forms of CCTO tool support (live and recorded trainings) as well as general contact tracing tips and education.

How will the CCTO Tool integrate into my workflow and what are some key features of the tool?

1. Daily Case Patient Monitoring
Getting in touch with cases regarding symptoms; can facilitate conversation about potential contacts

2. Initial Assessment
Obtaining symptom and resource need information from contacts

3. Daily Check-In
Conducting daily symptom monitoring of contacts

4. Collaboration With LHD
Communicating with LHDs to contribute to county-wide response and decrease duplicate communication to contacts

The key features that exist in CCTO include:

Activities tracking feature
Users can record contact information and track follow-up to actively manage and monitor outreach.

Linking household feature
Users can link contacts within households in CCTO to make it easier to track groups/families and improve efficiency of monitoring efforts.

Automated emails and texts for daily assessments
Users can automate messages to contacts for daily check-ins, allowing CCTO users to better manage their time, and allowing contacts to engage digitally.

Dashboard
Users can view a summary of completed assessments and actively monitored contacts to quickly understand contact tracing progress.

What support is available for CCTO Tool users?

CCTO users have several resources available to support technology questions and other tool related inquiries.

Job Aids
A guide for users to better understand CCTO's functionality through step-by-step instructions and photos of the CCTO interface

Office Hours
A virtual session for CCTO users to help with any inquiries regarding the tool and to collect feedback

Help Desk
A help desk e-mail account to assist with user inquiries

Trainings
Training sessions to support users including bi-weekly trainings, sessions for new users and admins, and more

NC Outreach Newsletter
A weekly newsletter with system and technology updates, tool tips, weekly office hours schedule, new job aid information, and more

FAQs
A guide compiled based on questions asked during office hours with helpful answers and tips

How do I get involved?

If you'd like to partner with NCDHHS and implement CCTO for your contact tracing efforts, please contact Deborah Porterfield, MD, MPH, Medical Consultant, COVID-19 Contact Tracing Team, at Deborah.porterfield@dhhs.nc.gov.