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**Contract Number**  
21-194 A-1

**SAP Number**

## Department of Public Health

|   |  |
|---|--|
| <b>Department Contract Representative</b> | Michael Shin                                 |
| <b>Telephone Number</b>                   | (909) 386-8146                               |
| <br>                                      |  |
| <b>Contractor</b>                         | California Department of Public Health       |
| <b>Contractor Representative</b>          | Hilary Moise                                 |
| <b>Telephone Number</b>                   | (619) 518 - 9855                             |
| <b>Contract Term</b>                      | December 27, 2020 through September 30, 2021 |
| <b>Original Contract Amount</b>           | Non-Financial                                |
| <b>Amendment Amount</b>                   | \$0  |
| <b>Total Contract Amount</b>              | \$0  |
| <b>Cost Center</b>                        | N/A  |

**Briefly describe the general nature of the contract:** Amendment No.1, effective June 30, 2021, to non-financial Memorandum of Understanding County Agreement No. 21-194 (State Agreement No. 20-10933) with the California Department of Public Health for Emergency Medical and Health Disaster Assistance relating to Case Investigation and Contact Tracing in San Bernardino County for COVID-19, updating program language and extending the agreement for an additional three months, for a total agreement period of December 27, 2020 through September 30, 2021.

**FOR COUNTY USE ONLY**

Approved as to Legal Form  
  
 Adam Ebricht, Deputy County Counsel  
 Date June 28, 2021

Reviewed for Contract Compliance  
  
 Becky Giroux, HS Contracts Manager  
 Date June 28, 2021

Reviewed/Approved by Department  
  
 Andrew Goldfrach, Interim Director  
 Date June 28, 2021

**FIRST AMENDMENT TO  
the Memorandum of Understanding between the  
California Department of Public Health and the San Bernardino County  
for Emergency Medical and Health Disaster Assistance relating to  
Case Investigation and Contact Tracing in San Bernardino County for COVID-19**

This First Amendment (“Amendment”), dated for reference purposes June 11, 2021, is made and entered into by and between the County of San Bernardino (“County”) and the California Department of Public Health (“CDPH”), hereinafter jointly referred to as “Parties” and each individually as a “Party.”

WHEREAS, the Parties entered into a Memorandum of Understanding (“MOU”) to deploy State of California (“State”) employees, through the State’s mutual aid system, to assist the County with investigation and contact tracing efforts to contain the spread of COVID-19, and the MOU is dated for reference purposes December 15, 2020 and assigned State contract number 20-10933;

WHEREAS, the Parties desire to amend the MOU in accordance with the amendment provision in Section 16 of the MOU;

NOW THEREFORE, Parties agree to amend the MOU as follows:


1. Amendment to Section 1. The section is hereby deleted in its entirety and replaced with the following: **CDPH shall assign up to one hundred and sixty five (165) State employees (“State CICT Personnel”) to assist the County with CICT work and/or COVID-19 vaccination distribution and support (“Vaccination Program”) work. The number of State CICT Personnel deployed at any given time shall be the number needed to meet the County’s current needs. The term of this Agreement shall be from December 27, 2020 to September 30, 2021 (“Term”).**
2. Amendment to Section 6. The first sentence is hereby deleted and replaced with the following: **The State shall retain responsibility for providing office space, equipment, and supplies to the State CICT Personnel, and CDPH shall retain responsibility for training and supervising the State CICT Personnel for the purpose of providing CICT and Vaccination Program services to the County.**
3. Amendment to Section 7. The first sentence is hereby deleted and replaced with the following: **The County reserves the right to immediately remove any State CICT Personnel from performing the County’s CICT or Vaccination Program work for any reason.**
4. Amendment to Section 9. The first sentence is hereby deleted.

5. Amendment to Section 10. The first sentence is hereby deleted and replaced with the following: **All CICT work performed by State CICT Personnel assigned to the County shall be conducted within the CalCONNECT system.**
6. Amendment to Section 11. The fourth sentence is hereby deleted and replaced with the following: **Additional duties shall be limited to activities related to preventing the spread of COVID-19 or supporting vaccination for COVID-19. Additional duties shall be in accordance with the Case Investigator Job Description and Contact Tracer Job Description attached to this Agreement as Attachment A and with the terms of this Agreement.**
7. The following is hereby added to the MOU as the new Section 12, and all subsequent sections are hereby renumbered accordingly: **The County may assign any State CICT Personnel to Vaccination Program work on or after March 1, 2021. Vaccination Program job duties must be related to the COVID-19 vaccine distribution effort and can include vaccination appointment scheduling, coordination of vaccine distribution to providers, communication support (e.g., with the public, providers, other partners), and data entry. All duties shall be performed remotely. The County shall provide the State CICT Personnel with training prior to assignment of Vaccination Program work, and CDPH shall make the State CICT Personnel available for that purpose. The County shall inform CDPH in writing no later than three business days after any State CICT Personnel have been assigned to Vaccination Program work and shall provide the following information for each staff person: name, date of assignment, and job duties. The County may propose to CDPH that State CICT Personnel use a County System to perform Vaccination Program work and the requirements for State CICT Personnel access to a County System in Section 10 shall apply.**
8. All references to Section 13 in the MOU are hereby amended to refer to Section 14.
9. Pursuant to the terms of the MOU, the MOU is hereby amended to reflect the modifications listed in this Amendment. Except as provided herein, all terms and conditions of the MOU shall remain unchanged and in full force and effect.
10. The Effective Date for this Amendment shall be June 30, 2021.

IN WITNESS WHEREOF, each Party has caused this Amendment to be subscribed on its behalf by its respective duly authorized officers, on the day, month and year noted.

**SAN BERNARDINO COUNTY**

**CALIFORNIA DEPARTMENT OF  
PUBLIC HEALTH**

 6/29/2021  
Leonard X. Hernandez Date Angela Salas Date  
Chief Executive Officer Chief  
Contract Management Services Section

**Approved as to Form for County:**

\_\_\_\_\_  
[Name] Date  
[Title]



## Case Investigator

Contact tracing, a core disease control measure employed by local and state health department personnel for decades, is a key strategy for preventing further spread of COVID-19.

A comprehensive contact tracing program involves a multi-step process including five primary steps that are performed by two critical staffing roles (case investigators and contact tracers):

- 1) Identification of the infected person (“the case”);
- 2) Case isolation and interview (including contact elicitation);
- 3) Daily ongoing check-ins with cases to monitor for worsening of symptoms during isolation;
- 4) Notification of exposed contacts, symptom assessment, and quarantine; and
- 5) Daily check-ins with contacts to monitor for symptom development and determination of need for testing during quarantine.

To expeditiously enhance the workforce capacity and hone knowledge and skills to conduct the intervention, the Case Investigator position will focus on those activities involving the identification of the infection person (“the case”), specifically focusing on Steps 1 thru 3 listed above. The case investigator will work closely with a team of contact tracers who will notify the case’s exposed contacts, conduct symptom assessments and perform daily monitoring.

The case investigator will be under the direction of [the local health department](#) and will work in partnership with other members of investigation teams in both state and local health departments.

### Position Summary:

The Case Investigator conducts communicable disease interventions at the individual level – interacting with persons known or suspected of having COVID-19. Incumbents will attend a required online training provided by the state to gain required knowledge and skills to become proficient at case investigation activities. The incumbent will be assigned to assist a local health department to conduct activities to prevent and control disease transmission by ensuring that people who have been diagnosed with COVID-19 are promptly isolated and treated. The case investigator will conduct virtual/telephonic investigations to identify contacts needing follow-up. Dialogue with COVID-19 case patients will be guided by standard protocols. The case investigator will maintain confidentiality of sensitive personal and protected health information at all times.

### Essential Functions:

- ▶ Act as the primary point of contact to notify individuals with a positive diagnostic test for COVID-19; provide education about the disease, provide support, and gather information from the case.
- ▶ Conduct interviews of a highly personal nature.
- ▶ Gain confidence and establish rapport with individuals who may be difficult-to-reach and people of varied cultures, races/ethnicities, languages, socioeconomic status, sexual orientations, religious beliefs, migration status, and abilities.
- ▶ Coordinate and triage steps for care and isolation.
- ▶ Ensure the protection of individual confidentiality; communicate to the case the importance of confidentiality.
- ▶ Refer cases and their families to various supportive services.

- ▶ Collect and enter case information into an online surveillance system, including demographics; medical conditions and other risk factors; and descriptions of household, work and social environments.
- ▶ Collaborate with local health departments to facilitate the transfer of demographic and locating information for individuals who require medical follow-up or support services.
- ▶ Track and report daily and weekly progress.
- ▶ Utilize a personal computer with a Microsoft Windows operating system; use Microsoft Office applications and other database systems or applications.
- ▶ Provide extensive documentation of activities conducted and communications with exposed persons.
- ▶ Support local health departments by triaging inquiries regarding COVID exposures and outbreaks:
  - ▶ Provide basic information regarding local resources.
  - ▶ Follow LHD communication protocols
  - ▶ Provide basic information regarding local resources
  - ▶ Route questions to subject matter experts, as needed.
  - ▶ Utilize local and state data platforms to provide informed responses regarding impacted individuals.
  - ▶ Enter and update information in local and state data platforms related to exposure events or outbreaks.

#### **Knowledge, Skills, and Abilities Necessary to Perform the Job:**

- ▶ Gain confidence of and establish rapport with individuals from various ethnic/cultural backgrounds
- ▶ Conduct interviews of a highly personal nature, in a culturally competent manner, using effective interviewing techniques
- ▶ Communicate with contacts in a professional and empathetic manner
- ▶ Critical thinking skills
- ▶ Prepare and maintain confidential records and reports
- ▶ Ability to use sound judgment in responding to issues and concerns
- ▶ Maintain patient confidentiality during investigations
- ▶ Problem solving skills
- ▶ Work efficiencies (e.g., multitasking, time management, prioritization, organization)
- ▶ Work effectively with all levels of staff, establishing/maintaining collaborative professional relationships
- ▶ Adapt to changing environments
- ▶ Maintain daily contact with supervisor

#### **Minimum Qualifications:**

- ▶ High school diploma or General Education Development (GED) equivalent
- ▶ Excellent interpersonal skills and ability to interact professionally with culturally diverse individuals
- ▶ Complete required online state training
- ▶ Ability to read, write, and speak in English
- ▶ Ability to exhibit a professional, positive attitude and work ethic
- ▶ Excellent organization and communication skills
- ▶ Ability to show empathy to affected individuals

- ▶ Possess critical thinking and utilize sound judgment
- ▶ Ability to handle confidential information with discretion and professionalism
- ▶ Proficiency with use of computers (desktop, laptop, iPad)
- ▶ Proficiency with use of mobile devices (cell phones, apps)

**Desirable Qualifications:**

- ▶ Bachelor's degree or higher from an accredited college or university
- ▶ Bilingual skills
- ▶ Experience with health education, community outreach, linkage to care, or other public health services



## Contact Tracer

**Contact tracing**, a core disease control measure employed by local and state health department personnel for decades, is a **key strategy for preventing further spread of COVID-19**.

A comprehensive contact tracing program involves a multi-step process including five primary steps that are performed by two critical staffing roles (case investigators and contact tracers):

- 1) Identification of the infected person ("the case");
- 2) Case isolation and interview (including contact elicitation);
- 3) Daily ongoing check-ins with cases to monitor for worsening of symptoms during isolation;
- 4) Notification of exposed contacts, symptom assessment, and quarantine; and
- 5) Daily check-ins with contacts to monitor for symptom development and determination of need for testing during quarantine.

To expeditiously enhance the workforce capacity and hone knowledge and skills to conduct the intervention, the Contact Tracer position will focus on those activities involving the individual exposed to COVID-19 ("the contact"), specifically focusing on Steps 4 and 5 listed above.

The contact tracer will be under the direction of [the local health department](#) and will work in partnership with state and local health departments, in the notification of individuals who have been exposed to disease and linkage to health care and other essential support services.

### Position Summary:

A **Contact Tracer** provides support to public health departments in the prevention of the spread of COVID-19. Incumbents will attend a required online training provided by the state to communicate with persons exposed to COVID-19 (contacts) by notifying them of exposure and informing them of quarantine recommendations. Dialogue with contacts will be guided by standard protocols. The contact tracer will maintain confidentiality of sensitive personal and protected health information, at all times.

### Essential Functions:

- ▶ Initiate communication with individual exposed to COVID-19 using various methodologies (e.g., phone, text, etc.).
- ▶ Verify the individual's identity during initial communications, and prior to disclosing confidential information. Ensure and promote a confidential and comfortable environment for client communications.
- ▶ Notify the individual of exposure to COVID-19, by using a script to report disease transmission, risk and other relevant health information. Inform individuals of the importance of seeking care and refer them to the appropriate community or medical resources.
- ▶ Enter case information for data collection including but not limited to demographics, medical conditions and other risk factors, descriptions of household, work and social environments based on script guidance.
- ▶ Identify individual's barriers to needed interventions and/or coordinate solutions to those barriers.
- ▶ Collaborate with local health departments to facilitate the transfer of demographic and locating information for those persons who require medical follow-up or social support services, as determined by the protocol.
- ▶ Conduct daily monitoring during quarantine through an electronic system that will report temperature checks, signs/symptoms--via app or other designated method. Facilitate referrals to local health department staff for those contacts who become symptomatic.
- ▶ Utilize a personal computer with Microsoft Windows operating system and use Microsoft Office applications, and other data base systems or applications on a daily basis. Incumbents will document activities conducted and communications with exposed persons, in a timely manner per protocols.



- ▶ Support local health departments by triaging inquiries regarding COVID exposures and outbreaks:
  - ▶ Provide basic information regarding local resources.
  - ▶ Follow LHD communication protocols
  - ▶ Provide basic information regarding local resources
  - ▶ Route questions to subject matter experts, as needed.
  - ▶ Utilize local and state data platforms to provide informed responses regarding impacted individuals.
  - ▶ Enter and update information in local and state data platforms related to exposure events or outbreaks.

### **Knowledge, Skills, and Abilities Necessary to Perform the Job:**

- ▶ Ethical and professional conduct
- ▶ Cultural competency
- ▶ Critical thinking skills
- ▶ Problem solving skills
- ▶ Data collection and entry skills
- ▶ Ability to adapt to changing environments
- ▶ Good verbal and written interpersonal communication, including active listening skills
- ▶ Ability to work effectively with all levels of staff, establishing and maintaining collaborative professional relationships
- ▶ Work efficiencies (e.g., multitasking, time management, prioritization, organization)
- ▶ Ability to use discretion and maintain confidentiality
- ▶ Ability to use sound judgment in responding to issues and concerns
- ▶ Communicate with contacts in a professional and empathetic manner
- ▶ Maintain daily contact with supervisor

### **Minimum Qualifications:**

- ▶ High school diploma or General Education Development (GED) equivalent
- ▶ Complete required online state training
- ▶ Ability to read and write in English
- ▶ Proficiency with use of computers (desktop, laptop, iPad)
- ▶ Proficiency with use of mobile devices (cell phones, apps)
- ▶ Excellent interpersonal skills required and ability to interact professionally with culturally diverse individuals
- ▶ Ability to show empathy to affected individuals
- ▶ Excellent organization and communication skills
- ▶ Possess critical thinking and utilize sound judgment
- ▶ Ability to handle confidential information with discretion and professionalism

### **Desirable Qualifications:**

- ▶ Bachelor's degree or higher from an accredited college or university
- ▶ Experience with health education, community outreach, linkage to care, or other public health services