

COVID-19 Community Team Outreach Tool

CCTO Reference for Outreach to Minors



- This document **only** pertains to actions within the CCTO Tool. You should consult with your supervisor and defer to local guidance on general processes, policies, and procedures (in and out of CCTO) to be followed for outreach to minors in your county.
- **Legal guardians should respond to assessments on behalf of minors under 13.** For older children, determine the best option with their guardian in line with your local guidance.
- *If a minor and their legal guardian are both contacts living in the same household, review the [Household Contacts job aid for support](#).*

Documenting Minor Status in CCTO

Key Fields for Minors within CCTO

You can document an individual's minor status within CCTO using a few key fields:

1. First, if it is available, ensure the minor's **Date of Birth** has been entered correctly. *If a DOB is not available, you may enter a numerical age within the **Manual Age (if DOB is not available)** field at the bottom of the **Demographic Info** box.*
2. Regardless of whether or not an exact DOB is available, you can set **Is Minor** to "Yes." Turning on this toggle provides a quick reference point for anyone reviewing this monitoring event and helps us track data effectively.
3. If this minor is a member of a household that contains other contacts or cases who are being monitored within CCTO, you may use the **Household** field to enter their household name [per the job aid](#).
4. You may also use the **Household Relationship** field to indicate that they are a child under 13 or child 13-17. If your contact does not belong to a CCTO household, you may leave this field blank.

Basic Info	
Priority Contact or Case	<input type="checkbox"/> No
First Name *	Skipper
Middle Name	---
Last Name *	Roberts
Preferred Name	---
1 Date of Birth (DOB)	1/1/2015
Fake DOB	<input type="checkbox"/> No
2 Is Minor	<input checked="" type="checkbox"/> Yes
3 Household	Roberts Dream House
4 Household Relationship	Child under 13
Requires Proxy	<input checked="" type="checkbox"/> Yes

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5. The **Requires Proxy** toggle should be used to indicate whether this minor can respond to assessments on their own or whether someone else (a proxy) will be responding to assessment questions on their behalf. **If a minor is under the age of 13, this toggle should always be turned on to indicate that a parent or other adult must complete assessments on their behalf.**
6. If this minor is a student attending an educational institution such as a K-12 school, you can indicate this by setting the field for **School Student or Staff?** to "Student." *If not, skip steps 7-8.*
7. Choose a county within **County of Institution** will help you by limiting the options within the **Institution Name** field to be only institutions within the county in question. If you do not know the county of the institution, you can leave this blank until you identify the institution.
8. **Institution Name** is a searchable field that allows you to search a preset list of institutions. See below and the **Institution Search Instructions** field for searching guidance. *Please avoid using the **Other institution** field to enter a name manually unless you have conducted a thorough search and are unable to find the institution.*

5. Is Minor Yes

Household Roberts Dream House

Household Relationship Child under 13

Requires Proxy Yes

6. School Student or Staff? Student

7. County of Institution Swain

Institution Name Swain County West Elementary

8. Institution Search Instructions Search by typing the first letters of the name, or by searching any word in the name using a * before and/or after as a wildcard. Example: Type "*West*" to search for "Swain County West Elementary"

8. School Student or Staff? Student

County of Institution Swain

Institution Name Sw*

Institution Search Instructions Schools

- Swain County East Elementary Swain
- Swain County High School Swain
- Swain County Middle School Swain
- Swain County West Elementary Swain

8. School Student or Staff? Student

County of Institution Swain

Institution Name *West*

Institution Search Instructions Schools

- Swain County West Elementary Swain

SEARCHING THE INSTITUTION NAME FIELD:

- Type the first letters of the institution's name followed by a wildcard (*) to search on the beginning of the name. For example, **Sw*** for "Swain County West Elementary."
- Type any word from the institution surrounded by wildcards to search on one part of the name. For example, ***West*** for "Swain County West Elementary." **Searching for a word in the middle of an institution name WITHOUT wildcards will not work. Incomplete parts of a name must always be searched with wildcards on either side.**



Conducting Outreach to Minors

Documenting Initial Outreach Regarding Minors

Always request to speak with a contact's legal guardian on an initial outreach call. **Per the outreach scripts, legal guardians should always respond to assessments on behalf of minors under 13.** For older children, determine the best option with their guardian in line with your local guidance.

See the [Timeline/Activities job aid](#) for assistance documenting your phone call. While speaking with the contact's legal guardian, note their name. If they are an existing contact or case patient in the system, tag them to the **Call To** field on your phone call by typing and selecting their name or email address. **Include any relevant details about the conversation (including to whom you spoke) in the description of the phone call.**

Defer to your local protocol to determine what extra actions are required for you in and out of CCTO when conducting an initial outreach phone call regarding a minor. Additionally, see pages 4-5 of the [Households Job Aid](#) for help documenting household phone calls.

← ☐ Save ✓ Mark Complete 📄 Save & Close ⌵ Flow

New Phone Call - Unsaved

Phone Call Conflicts Tab

🔒 Subject ---

Call From * 👤 Mary Moran

Call To * 👤 Percy Jackson 👤 Sally Jackson

Phone Number ---

Type + 📅 Daily Monitoring

Call Status + 📞 Answered

Timeline / Activities

Timeline + 🔍 ⌵ ⋮

🔍 Search timeline

📝 Enter a note...

📞 Phone Call from Mary Moran

Initial Outreach / Answered

Spoke with Percy's mother, Sally Jackson. Discussed Percy's exposure ...

Closed 1:47 PM

(IF APPLICABLE) Documenting Consent to Speak to Minors Over Age 13

If the legal guardian of a minor aged 13-18 provides you with consent to speak directly to a minor, you must document this. After you complete and document the phone call on which consent was provided, document that you have obtained consent within a note in [Timeline/Activities](#). In the note, record the date, with whom you spoke, and how the minor's assessments will be completed.

Timeline / Activities

Timeline + 🔍 ⌵ ⋮

🔍 Search timeline

📝 Enter a note...

📝 Note modified by Mary Moran

11/22/2021 Obtained Consent to Speak Directly to Minor

Spoke with Percy's mother, Sally Jackson on 11/22/2021, and obtained consent to collect phone assessment responses directly from Percy.

Closed 11/22/2021 1:47 PM

📞 Phone Call from Mary Moran

Initial Outreach / Answered

Spoke with Percy's mother, Sally Jackson. Discussed Percy's exposure ...

Closed 11/22/2021 1:47 PM



Documenting Phone Assessments Completed on Minors' Behalf

While speaking with a legal guardian, record answers [per your training](#) by selecting from the dropdown menus. In the field for “Is there any other information you would like to provide?”, note the name of the guardian completing the assessment on behalf of this minor.

Additional Questions

Do you have a new resource need?

No

Is there any other information you would like to provide?

Responses from Barbie Roberts, legal guardian