



Handling Out-of-Jurisdiction Contacts

Out-of-jurisdiction (OOJ) contacts are handled with specific processes that depend on whether a contact resides in another jurisdiction within North Carolina *or* within another state.

Follow the processes below and remember the DOs and DON'Ts of OoJ contacts:

- ✓ **DO** request and record as much information as possible when entering an OoJ contact, including the contact's full address (if possible) or AT LEAST city and state.
- ✓ **DO** follow the process below to **reassign contacts (not tasks!)** to the indicated user.
- ✗ **DO NOT** assign tasks for OoJ contacts – only re-assign entire contact profiles.
- ✗ **DO NOT** close the contact or use the FMO for "State OoJ, Notification Completed."
- ✗ **DO NOT** reassign in-state OoJ and out-of-state OoJ contacts to the same user – follow the process below!

Entering an OoJ Contact

Always enter an OoJ contact normally in the system with as much information as you can. **Enter the contact's state and address correctly, whether this contact is within or outside of North Carolina.** See the [CCTO Glossary](#) for an overview of all the fields used in contact entry.

Address	
Address Line 1	1234 Street Lane
Address Line 2	---
City	Atlanta
State	* GA - Georgia
Postal Code	30349

Handling OoJ Contacts: Other Counties

If you input an OoJ contact located in another county within North Carolina, **do not close the contact.** Enter the contact's county properly along with any other available information, and then reassign the contact:

1. Assign the contact to the designated OoJ user for their county (see ["CCTO OoJ Contact List"](#) in the CD Manual) by clicking "Assign" at the top of their profile.
2. Single-click "Me" to produce "User or Team" and type the name of your assignee.
3. Click "Assign." **The contact will no longer be assigned to you and will be handled by the OoJ user designated for their county.** No further action is required no your part.

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State	* NC - North Carolina
Postal Code	---
County	* Alamance

Assign

Assign Contact

You have selected 1 Contact. To whom would you like to assign it?

Assign to 2 Me

User or team

3 Assign Cancel

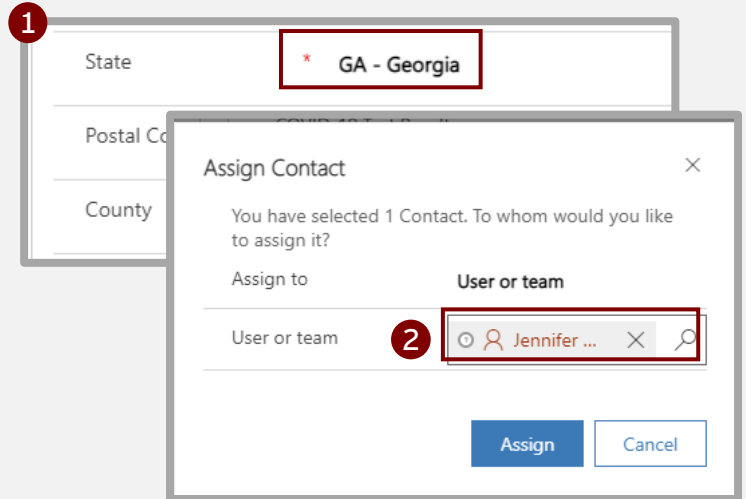


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Handling OOJ Contacts: Other States

If you input an OOJ contact who is located *outside the state of North Carolina*, **do not close the contact**:

1. Enter as much address information as you have for the contact, including a minimum of the **State** and **City** fields.
2. Use the process described in the previous section to **reassign this out-of-state contact to the NC DHHS Movement Monitoring and Notification (MMN) Team User (Jennifer Wheeler)** per the [OOJ Contact List](#). No further action is required on your part. *Do not assign tasks to the MMN Team.*



After you complete this process, the MMN Team will complete a special notification process and set the FMO to "State OOJ, notification completed" when finalized. **Only the MMN Team may use this FMO - do not ever select this FMO yourself.**

For Your Reference: Inbound Contacts

Inbound contacts are residents of your county who were received as contacts by other states or counties. **This process does not require any action on your part and is provided here for your reference:**

1. Contacts for your county received by other NC counties will be entered normally into the CCTO Tool by that county and assigned to your county's OOJ User per the process in this document.
2. Contacts for your county received by other states will be communicated to a member of the NC DHHS Movement Monitoring and Notification (MMN) Team and will be entered into the CCTO Tool by the MMN Team. They will then be assigned to your county's OOJ User per the process in this document.

Confirmed OOJ User List for CCTO Tool
COVID-19 Community Team Outreach

OOJ User List as of 6/18

The following have been confirmed as designated OOJ contacts per completed survey responses received to date:

County	LHD	First Name	Last Name	Email
Alamance	Alamance	Christie	Sykes	christie.sykes@alamance-nc.com
Alexander	Alexander	Emily	Vick	evick@alexandercountync.gov
Alleghany	Appalachian			
Anson	Anson	Diana	Thomas	dthomas@co.anson.nc.us
Ashe	Appalachian			
Avery	Toe River	Diane	Creek	diane.creek@toeriverhealth.org
Beaufort	Beaufort	Meredith	Mobley	meredith.mobley@bchd.net
Bertie	Albemarle Regional	Anita	LaFon	alafon@arhs-nc.org
Bladen	Bladen	Tiffany	Pait	tpait@bladenco.org
Brunswick	Brunswick	Rachael	Baldwin	rachael.baldwin@brunswickcountync.gov
Buncombe	Buncombe	Ellis	Vaughan	ellis.vaughan@buncombecounty.org
Burke	Burke	Emily	Poteet	Emily.poteet@burkenc.org
Cabarrus	Cabarrus			
Caldwell	Caldwell	April	Kirby	akirby@caldwellcountync.org
Camden	Albemarle Regional	Anita	LaFon	alafon@arhs-nc.org
Carteret	Carteret	Ellen	Gillikin	ellen.gillikin@carteretcountync.gov
Caswell	Caswell	Marcy	Williams	mwilliams@caswellnc.us
Catawba	Catawba	Sarah	Rhodes	smrhodes@catawbacountync.gov
Chatham	Chatham			
Cherokee	Cherokee	Rebecca	Hand	rebecca.hand@cherokeecountync.gov

The OOJ User List is published under "[CCTO OOJ Contact List](#)" in the CD Manual for your reference. **This list is updated regularly - ensure you are using the latest.**