



**Health & Human Services  
Agency  
COUNTY OF TULARE  
AGENDA ITEM**

**BOARD OF SUPERVISORS**

KUYLER CROCKER  
District One

PETE VANDER POEL  
District Two

AMY SHUKLIAN  
District Three

EDDIE VALERO  
District Four

DENNIS TOWNSEND  
District Five

**AGENDA DATE:** August 18, 2020 REVISED

Public Hearing Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Scheduled Public Hearing w/Clerk	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Published Notice Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Advertised Published Notice	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Meet & Confer Required	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Electronic file(s) has been sent	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Budget Transfer (Aud 308) attached	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
Personnel Resolution attached	Yes	<input checked="" type="checkbox"/>	N/A	<input type="checkbox"/>
Agreements are attached and signature line for Chairman is marked with tab(s)/flag(s)	Yes	<input type="checkbox"/>	N/A	<input checked="" type="checkbox"/>
CONTACT PERSON: Staci Chastain    PHONE: (559) 624-8000				

**SUBJECT:** Approve position allocation changes to the Health and Human Services Agency's Public Health Branch

**REQUEST(S):**  
That the Board of Supervisors:

1. Approve the new classifications of Contact Tracer and Extra Help Contact Tracer.
2. Approve the revisions to the job specification for the Communicable Disease Investigator classification.
3. Approve the attached Personnel Resolution to add three (3) Contact Tracer, and two (2) Communicable Disease Investigator positions, effective August 30, 2020.

**SUMMARY:**  
On March 19, 2020 a statewide stay-at-home order was issued to reduce the transmission of Sars-CoV-2, the virus that causes COVID-19. The California Department of Public Health and the Office of the Governor released California's Pandemic Resilience Roadmap which outlined the requirements the state and each county would have to meet in order to gradually re-open different sectors of the economy.

Contact tracing was identified as one of the key metrics to enhance state and county preparedness for COVID-19 response. The California Department of Public Health and the Office of the Governor set a minimum number of 15 contact tracers per

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100,000 population. For Tulare County, there must be a minimum of 72 FTE Contact Tracers in order to meet the requirement and adequately respond to the current pandemic.

Communicable disease investigation and contact tracing are public health standards for identifying and containing communicable disease outbreaks. When a communicable disease is reported to Tulare County Public Health, a communicable disease investigator works closely with a contact tracer to interview the infected individual and obtain details on the possible contacts. This process has been used for communicable or infectious diseases like tuberculosis and sexually transmitted diseases. For COVID-19, contact tracing involves obtaining a list of contacts from the individual for up to two days before they experienced symptoms. COVID-19 has been found to be transmissible, while patients are both symptomatic and asymptomatic. As a result, contact lists can be lengthy, especially if the individual attended a gathering or went to work while infectious. After the contact lists are generated, contact tracers must then inform each of the contacts of their possible exposure to the disease and their need to be tested and quarantine or isolate. It is an essential role to contain the spread of disease.

The revisions to the Communicable Disease Investigator job specifications and the addition of the Contract Tracer classification are being requested based on the current public health needs and requirements. The Communicable Disease Investigator may supervise Contact Tracers, and investigate cases of infectious or communicable disease. The Contact Tracers will be responsible for gathering close contact information of a confirmed infectious or communicable disease, notifying individuals of disease exposure, promoting self-isolation, symptom monitoring, and preparing case narratives and documentation. The Extra Help Contact Tracer position is necessary to develop a scalable workforce as outbreaks increase or decrease.

Additionally, these revisions and positions align with the 2018 Public Health Branch Workforce Development Plan. Effective public health practice cannot be implemented without a well-trained, prepared, and satisfied assembly of employees. This plan guides the branch in recruiting and maintaining a competent public health workforce and helps build a bridge to workforce and community health goals. The Workforce Development Plan includes regular assessments of employee competencies, workplace culture, and climate.

**FISCAL IMPACT/FINANCING:**

On July 14, 2020, the Board of Supervisors approved the CARES Act Coronavirus Relief Fund (CRF) allocation, which provided funding to the Health and Human Services Agency for COVID-19 response. The estimated costs associated with these positions is \$320,597, which will be covered with CARES/CRF funding. The expenses will be placed in 001-142-6112. There is no additional cost to the County's General Fund.

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**LINKAGE TO THE COUNTY OF TULARE STRATEGIC BUSINESS PLAN:**

The County's five-year strategic plan includes "Quality of Life Initiative" to promote supportive services. The public health programs promote health and well-being to the residents of Tulare County and these changes will ensure that a qualified person is selected for the position and support the county's ability to fulfill that obligation

**ADMINISTRATIVE SIGN-OFF:**

/s/Robert Stewart OBO

Karen Elliott

Director of Public Health

cc: County Administrative Office  
Human Resources & Development

Attachment(s)

Attachment A-Contact Tracer Job Specification

Attachment B-Extra Help Contact Tracer Job Specification

Attachment C- Communicable Disease Investigator Job Specifications

Attachment D-Personnel Resolution

**BEFORE THE BOARD OF SUPERVISORS  
COUNTY OF TULARE, STATE OF CALIFORNIA**

IN THE MATTER OF APPROVE POSITION )  
ALLOCATION CHANGES TO THE HEALTH ) Resolution No. \_\_\_\_\_  
AND HUMAN SERVICES AGENCY'S ) Agreement No. \_\_\_\_\_  
PUBLIC HEALTH BRANCH )

UPON MOTION OF SUPERVISOR \_\_\_\_\_, SECONDED BY  
SUPERVISOR \_\_\_\_\_, THE FOLLOWING WAS ADOPTED BY THE  
BOARD OF SUPERVISORS, AT AN OFFICIAL MEETING HELD \_\_\_\_\_  
\_\_\_\_\_, BY THE FOLLOWING VOTE:

AYES:  
NOES:  
ABSTAIN:  
ABSENT:

ATTEST: JASON T. BRITT  
COUNTY ADMINISTRATIVE OFFICER/  
CLERK, BOARD OF SUPERVISORS

BY: \_\_\_\_\_  
Deputy Clerk

\* \* \* \* \*

1. Approved the new classifications of Contact Tracer and Extra Help Contact Tracer.
2. Approved the revisions to the job specification for the Communicable Disease Investigator classification.
3. Approved the attached Personnel Resolution to add three (3) Contact Tracer, and two (2) Communicable Disease Investigator positions, effective August 30, 2020.

# **CONTACT TRACER**

County of Tulare

## **DEFINITION**

Contact tracing plays a vital role in public health responses to infectious and communicable diseases. By tracing the contact, identifying sources of transmission, and controlling the spread of communicable diseases, the contact tracer will confirm individuals, obtain symptom information, refer contacts for testing, and provide instructions for further steps, such as quarantine. Treating communicable or infectious diseases, such as COVID-19, is essential to keep the number of affected individuals low and support public health to reduce infections in the population.

## **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by a Communicable Disease Investigator or higher-level management position within the department.

## **DUTIES**

Gather information by interviewing to identify potential close contact of a confirmed infectious or communicable disease.

Notify contact and promote self-monitoring through determined time provided by and in coordination with the Public Health Officer from the last known exposure to the confirmed case.

Ensure that contacts who develop symptoms promptly isolate themselves and notify public health staff.

Refer contact to their healthcare provider for medical advice, testing, and care as appropriate.

Review information for accuracy, completeness, and consistency.

Prepare case narratives, memos, correspondence, and other documentation.

Assign risk category and understand protocol for each risk category.

Work closely with a team to efficiently complete case investigations.

Communicate with team and supervisor when contact cannot be made with an individual to best address the next steps.

Participate in regular program meetings and trainings such as weekly case reviews, communicable disease training, and others deemed necessary.

Manage a full case load.

Contact and interview clients and representatives of businesses or government organizations for the purpose of verifying facts.

Determine the accuracy and completeness of all statements of fact completed by clients.

Identify, analyze, and evaluate each variation of fact and substantiate pertinent information.

Prepare written reports with recommendations.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills and/or license which are required and equivalent to the following.

#### **Knowledge of:**

- Patient confidentiality, including the ability to conduct interviews without violating confidentiality.
- Interviewing techniques; record keeping principles.
- Federal, State and local rules, regulations, policies, and procedures governing privacy.

#### **Skill/Ability to:**

- Work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and co-workers.
- Operate contemporary office equipment inclusive of computer, keyboard, and all applicable electronic equipment.
- Practice excellent and sensitive interpersonal, cultural sensitivity, and interviewing skills such that they can build and maintain trust with patients and contacts.
- Be able to independently manage workload that includes reaching out to contacts over the phone, maintaining spreadsheets, and data entry; work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and coworkers.
- Read and interpret rules, regulations, and policies.
- Effectively apply interviewing and listening techniques sufficient to obtain information from applicants in various emotional states.
- Apply rules, regulations, policies, and procedures governing privacy.
- Collect and evaluate information, draw valid conclusions, and make appropriate recommendations.
- Verify information obtained from applicants.
- Follow written and verbal directions, seek guidance when appropriate.
- Retain and recall pertinent information such as regulations and client data.
- Adjust to changes in work loads and coordinate work with others under stress of deadlines.
- Organize work effectively.
- Maintain confidentiality of all business information and materials.
- Work a flexible schedule including evening and weekend hours when necessary.

#### **Education:**

- Equivalent to completion of the 12<sup>th</sup> grade.

#### **Experience:**

- One (1) year of public contact experience with clients in an office setting, medical, financial, or eligibility environment.

#### **License or Certificate:**

- Possession of, or ability to obtain, an appropriate, valid California driver's license.

### **DESIRABLE EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- Medical terms and principles of exposure, infection, and infections periods.

[Contact Tracer] Job Code: xxxxxx, Res: 20-XXXX, Approved: xx/xx/xxxx

Supplemental Information

Overtime Status: Eligible

Probation: 6 months

BU: 06

Salary Grade: 845 \$33,740 - \$41,120

# **EXTRA HELP CONTACT TRACER**

County of Tulare

## **DEFINITION**

Contact tracing plays a vital role in public health responses to infectious and communicable diseases. By tracing the contact, identifying sources of transmission, and controlling the spread of communicable diseases, the contact tracer will confirm individuals, obtain symptom information, refer contacts for testing, and provide instructions for further steps, such as quarantine. Treating communicable or infectious diseases, such as COVID-19, is essential to keep the number of affected individuals low and support public health to reduce infections in the population. For the COVID – 19 response, a strong, scalable network of Extra – Help Contact Tracers are needed to support patients with suspected or confirmed infection.

## **SUPERVISION RECEIVED AND EXERCISED**

General supervision is provided by a Communicable Disease Investigator or higher-level management position within the department.

## **DUTIES**

Gather information by interviewing to identify potential close contact of a confirmed infectious or communicable disease.

Notify contact and promote self-monitoring through determined time provided by and in coordination with the Public Health Officer from the last known exposure to the confirmed case.

Ensure that contacts who develop symptoms promptly isolate themselves and notify public health staff.

Refer contact to their healthcare provider for medical advice, testing, and care as appropriate.

Review information for accuracy, completeness, and consistency.

Prepare case narratives, memos, correspondence, and other documentation.

Assign risk category and understand protocol for each risk category.

Work closely with a team to efficiently complete case investigations.

Communicate with team and supervisor when contact cannot be made with an individual to best address the next steps.

Participate in regular program meetings and trainings such as weekly case reviews, communicable disease training, and others deemed necessary.

Manage a full case load.

Contact and interview clients and representatives of businesses or government organizations for the purpose of verifying facts.

Determine the accuracy and completeness of all statements of fact completed by clients.

Identify, analyze, and evaluate each variation of fact and substantiate pertinent information.

Prepare written reports with recommendations.



### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills and/or license which are required and equivalent to the following.

#### **Knowledge of:**

- Patient confidentiality, including the ability to conduct interviews without violating confidentiality.
- Interviewing techniques; record keeping principles.
- Federal, State and local rules, regulations, policies, and procedures governing privacy.

#### **Skill/Ability to:**

- Work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and co-workers.
- Operate contemporary office equipment inclusive of computer, keyboard, and all applicable electronic equipment.
- Practice excellent and sensitive interpersonal, cultural sensitivity, and interviewing skills such that they can build and maintain trust with patients and contacts.
- Be able to independently manage workload that includes reaching out to contacts over the phone, maintaining spreadsheets, and data entry; work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and coworkers.
- Read and interpret rules, regulations, and policies.
- Effectively apply interviewing and listening techniques sufficient to obtain information from applicants in various emotional states.
- Apply rules, regulations, policies, and procedures governing privacy.
- Collect and evaluate information, draw valid conclusions, and make appropriate recommendations.
- Verify information obtained from applicants.
- Follow written and verbal directions, seek guidance when appropriate.
- Retain and recall pertinent information such as regulations and client data.
- Adjust to changes in work loads and coordinate work with others under stress of deadlines.
- Organize work effectively.
- Maintain confidentiality of all business information and materials.
- Work a flexible schedule including evening and weekend hours when necessary.

#### **Education:**

- Equivalent to completion of the 12<sup>th</sup> grade.

#### **Experience:**

- One (1) year of public contact experience with clients in an office setting, medical, financial, or eligibility environment.

#### **License or Certificate:**

- Possession of, or ability to obtain, an appropriate, valid California driver's license.

### **DESIRABLE EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Medical terms and principles of exposure, infection, and infections periods.

[Extra Help Contact Tracer] Job Code: xxxxxx, Res: 20-XXXX, Approved: xx/xx/xxxx

Supplemental Information

Overtime Status: N/A

Probation: N/A

BU: N/A

Salary Grade: 845 \$33,740 - \$41,120

# **COMMUNICABLE DISEASE INVESTIGATOR**

County of Tulare

## **DEFINITION**

To perform a variety of clinical and community support tasks related to the education and testing of persons at risk of contracting infectious or communicable diseases. Treating communicable or infectious diseases is essential to keep the number of affected individuals low and support public health to reduce infections in the population.

## **SUPERVISION RECEIVED AND EXERCISED**

Immediate supervision is provided by a Public Health Nurse or higher level department staff.

Responsibilities include the direct and indirect supervision of Contact Tracers and additional support staff.

## **DUTIES**

Investigate cases of infectious or communicable disease, make referrals, give presentations, and maintain records.

Conduct interviews of a highly personal nature with infectious or communicable disease patients.

Supervise, train, and maintain standards of practice and evaluating employee performance and competency.

Conduct follow-up interviews and provide counseling to ensure treatment program is being followed.

Perform field investigations of a technical and sensitive nature which involves locating and obtaining names of suspects for referral to appropriate diagnostic facilities for examination and treatment.

Provide informational and educational presentations to health care professionals, community groups, and high-risk individuals regarding infectious diseases, effects, and prevention.

Develop and maintain effective working relationships with federal, state and local health agencies and professionals.

Monitor health care providers to assure compliance with communicable disease reporting laws.

Obtain information on treated cases and diagnostic determinations for the maintenance of statistical records.

Refer contact to their healthcare provider for medical advice, testing, and care as appropriate.

Review information for accuracy, completeness, and consistency.

Prepare case narratives, memos, correspondence, and other documentation.

County of Tulare  
**COMMUNICABLE DISEASE INVESTIGATOR**

Assign risk category and understand protocol for each risk category.

Write reports for program evaluation, prepare narratives, memos, correspondence and other documentation.

Participate in regular program meetings and trainings such as weekly case reviews, communicable disease training, and others deemed necessary.

May draw blood in the course of field investigations when necessary.

Advise on the interpretation and application of laws, ordinances, regulations, and policies.

Analyze situations accurately and take effective action.

Address and resolve inter-professional and intra-disciplinary problems.

May provide outreach to coordinate health, behavior health, and social services in order to improve the health outcome in the community.

Assist in the development, implementation, and ongoing refinement of care coordination and policies and procedures in collaboration with multi-agency work group.

Support an outbreak response.

**MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the education, training, experience, special skills and/or license which are required and equivalent to the following.

**Knowledge of:**

- Programs applicable to general disease control.
- Interviewing, counseling and investigating methods and techniques.
- General medical terminology.
- Math sufficient to maintain statistical records.
- Filing and record keeping systems.

**Skill/Ability to:**

- Work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and co-workers.
- Operate contemporary office equipment inclusive of computer, keyboard, and all applicable electronic equipment.
- Practice excellent and sensitive interpersonal, cultural sensitivity, and interviewing skills such that they can build and maintain trust with patients and contacts.
- Be able to independently manage workload that includes reaching out to contacts over the phone, maintaining spreadsheets, and data entry; work and communicate effectively with people of various education and socioeconomic backgrounds by respecting beliefs, interpersonal styles and behaviors of both clients and coworkers.
- Conduct interviews of a highly personal nature.

County of Tulare  
COMMUNICABLE DISEASE INVESTIGATOR

- Conduct technical investigations including tracing and locating suspects.
- Prepare, organize and give presentations to the public.
- Organize work, establish priorities, and work independently.
- Collect information, analyze data, draw conclusions and make appropriate recommendations for effective course of action.
- Read and comprehend laws, rules and regulations.
- Arrange for medical testing and treatment.
- Establish rapport and work cooperatively with a variety of persons with various lifestyles, cultural, socioeconomic, and educational backgrounds.
- Write correspondence and reports using correct grammar, punctuation, and spelling.
- Maintain confidentiality of patient/client information.
- Retain and recall pertinent information such as regulations and client data.
- Adjust to changes in work loads and coordinate work with others under stress of deadlines.
- Organize work effectively.
- Provide effective staff management through supervision, training, coaching, and performance management.
- Complete multiple priority projects with strict deadlines within a fast-paced environment.
- Work a flexible schedule including evening and weekend hours when participating in outreach events.

**Education:**

- Bachelor's degree in public health, behavioral, or life sciences or related field from an accredited college or university.

**Equivalencies for Education**

**Education:**

- Associate's degree in public health, behavioral, or life sciences or related field from an accredited college or university.

**Experience:**

- Two (2) year of full time, paid experience in the control and prevention of communicable diseases.

**License of Certificate:**

- Possession of, or ability to obtain, an appropriate, valid California driver's license.
- Incumbents must obtain a valid California Department of Public Health Certified Phlebotomy Technician license or a valid California Department of Public Health professional license that includes phlebotomy in the scope of practice (i.e., physicians, nurses, clinical lab scientists) within six (6) months of employment.
- Incumbents must receive certification by the State of California, Department of Health Services, Office of AIDS as an HIV Counselor within six (6) months of employment.

**DESIRABLE EMPLOYMENT STANDARDS**

**Knowledge of:**

- Clinical and laboratory operations.
- Local procedures of enforcement in obtaining compliance with public health laws and regulations.
- Local medical and community resources available to communicable disease patients. Health education methods and techniques for the advocacy of communicable disease prevention.

**Skill/Ability to:**

- Read, write, and translate Spanish or other second language if required.

**Supplemental Information**

Overtime Status: Eligible

Probation: 6 months

BU: 06

Salary Grade: 189

\$42,181 - \$51,408

**BEFORE THE BOARD OF SUPERVISORS  
COUNTY OF TULARE, STATE OF CALIFORNIA**

**IN THE MATTER OF NEW OR AMENDED     )     Resolution No. 2020-  
CLASS SPECIFICATIONS, CLASS         )     Agreement No.  
DESIGNATIONS AND COMPENSATION     )**

Upon Motion of Supervisor (Name), seconded by Supervisor (Name), the following was adopted by the Board of Supervisors, at an official meeting held August 18, 2020 by the following vote:

Ayes:  
Noes:  
Abstain:  
Absent:

Attest:             Jason T. Britt  
                          County Administrative Officer/  
                          Clerk, Board of Supervisors

By:                     \_\_\_\_\_

                          Deputy Clerk

\* \* \* \* \*

**Adopt the following new or amended class specifications, class designations, and compensation effective: August 30, 2020**

**Communicable Disease Investigator**, Item No. 010100, Salary Grade: 189 (\$51,408, Annual Step 5), Bargaining Unit 06, Competitive Service, Probation Period: 13 Pay periods.

**Contact Tracer**, Item No. 075610, Salary Grade: 845 (\$41,120, Annual Step 5), Bargaining Unit 06, Competitive Service, Probation Period: 13 Pay periods.

**Extra Help Contact Tracer**, Item No. 075692, Salary Grade: 845 (\$41,120, Annual Step 5), Bargaining Unit 00, Non-Competitive Service, Probation Period: N/A.