



COVID-19 Response

March 2020-March 2021

Incident Management Team
Health Branch Operations
and Funding

James English, Regional Operations Section Chief
Heather Kerwin, Epidemiology Group Supervisor

MAJOR COMPONENTS

■ Epidemiology

- Monitoring travelers
- Confirming diagnoses
- Case investigations
- Contact tracing
- Release from isolation
- State and federal mandated data
- Dashboard data

■ Testing (POST)

- Specimen collection

■ Vaccination (POD)

- Administration of vaccine
- Onboarding partners to provide vaccine
- Ordering doses for allocation to community partners

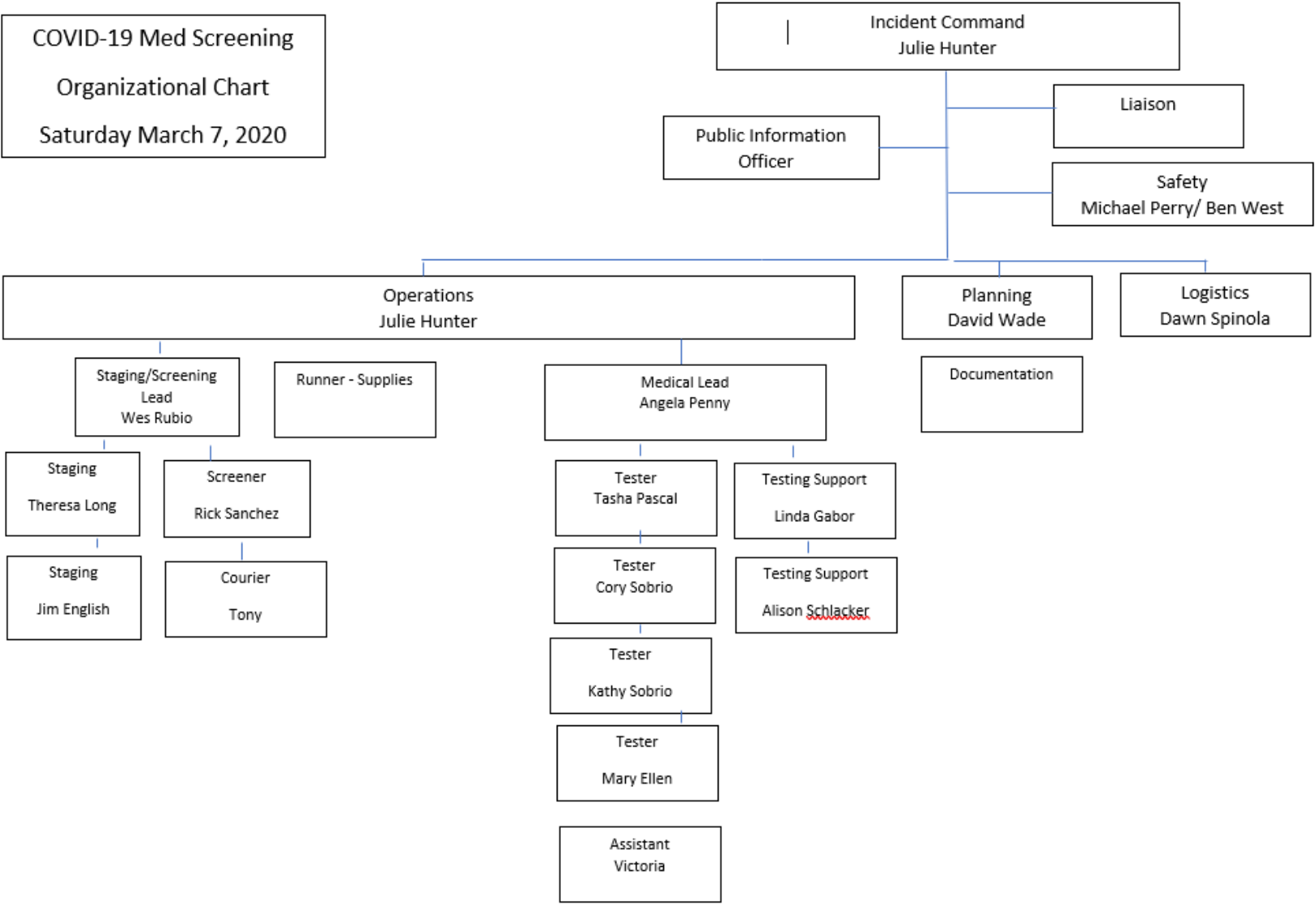
■ Call center

- Risk assessment
- Questions via phone and email regarding testing and vaccine
- Linkage to services
- Community resources
- Schedule for testing, recently for vaccinations
- Test result notification
- Documentation for cases, and contacts (exposed person)
- Paperwork preparation for POST activities
- Assisting community to sign-up on vaccine waitlist
- Complete vaccine reminder emails and telephone calls
- Prepare citizen roster for PODs

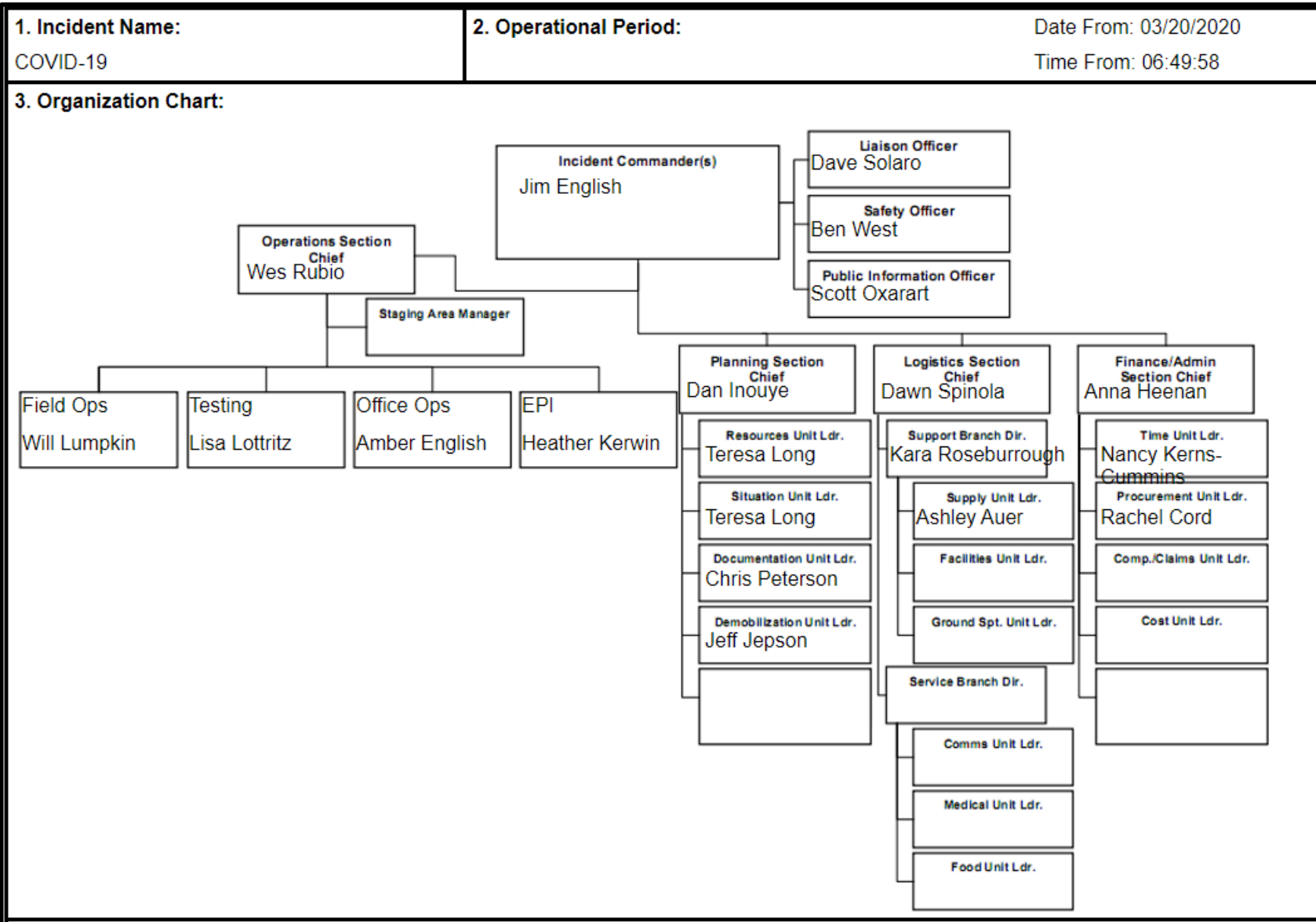
CHALLENGES FOR ALL UNITS

- Communication
- Rapidly changing environments
- Supply chain shortages
- Technology, technological systems
- Staffing and training
- Physical space and buildouts to accommodate staff
- Politicization of an infectious disease
- Adequate funding for response activities

COVID-19 Med Screening
Organizational Chart
Saturday March 7, 2020

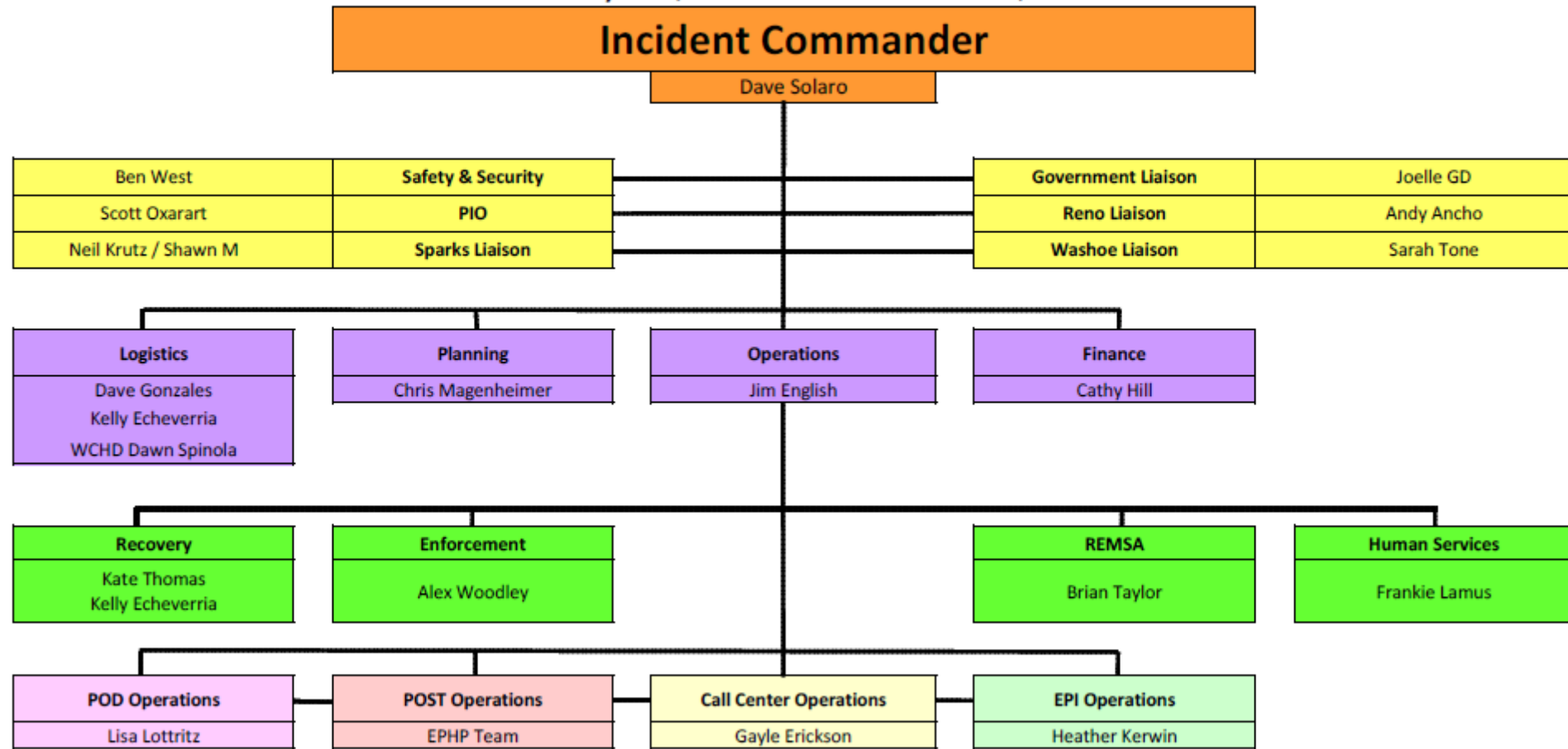


First Day of IMT



Washoe ICS Chart

February 23, 2021 to March 29, 2021

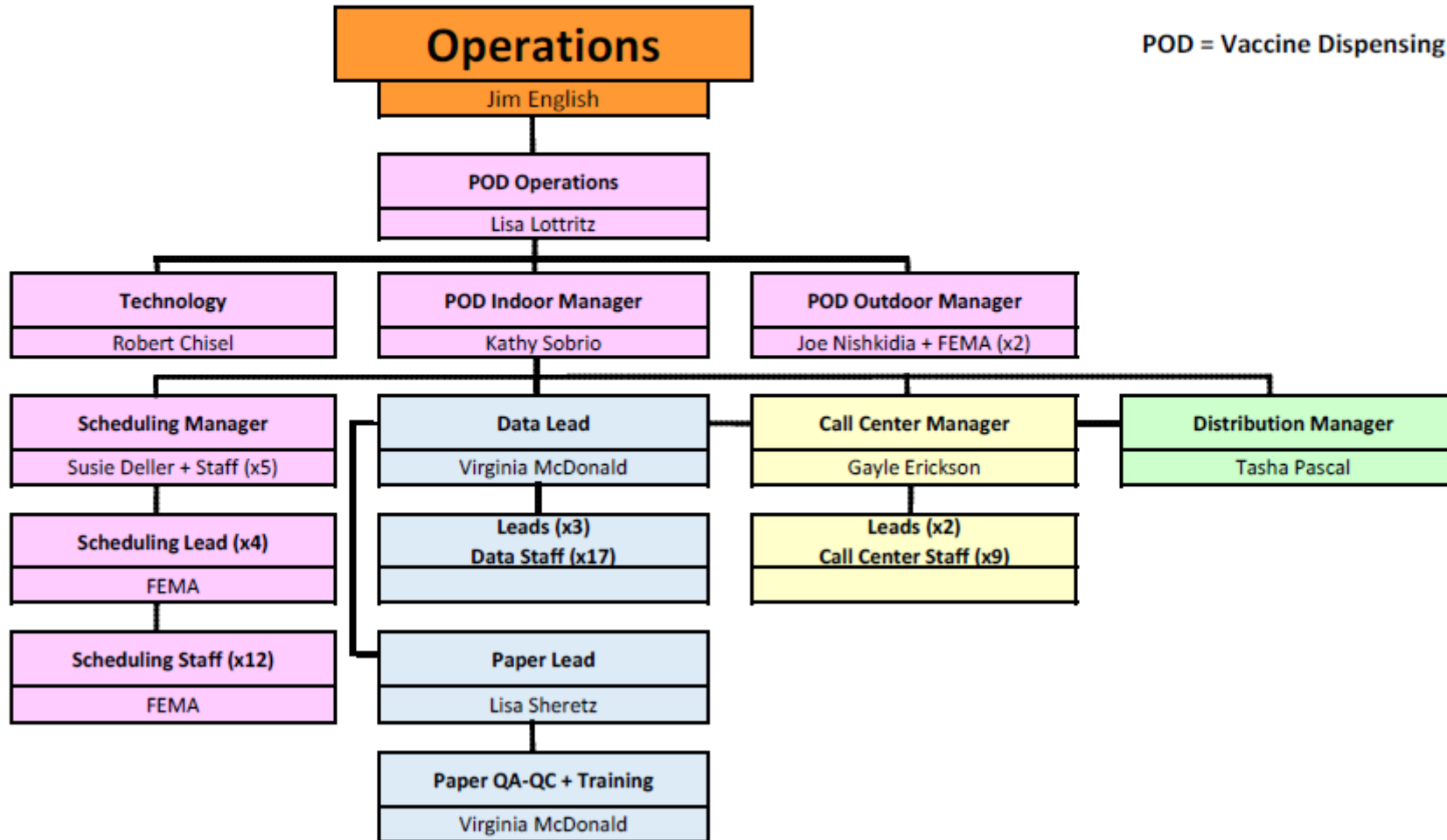




Washoe POD Indoor Chart

February 23, 2021 to March 29, 2021

POD = Vaccine Dispensing

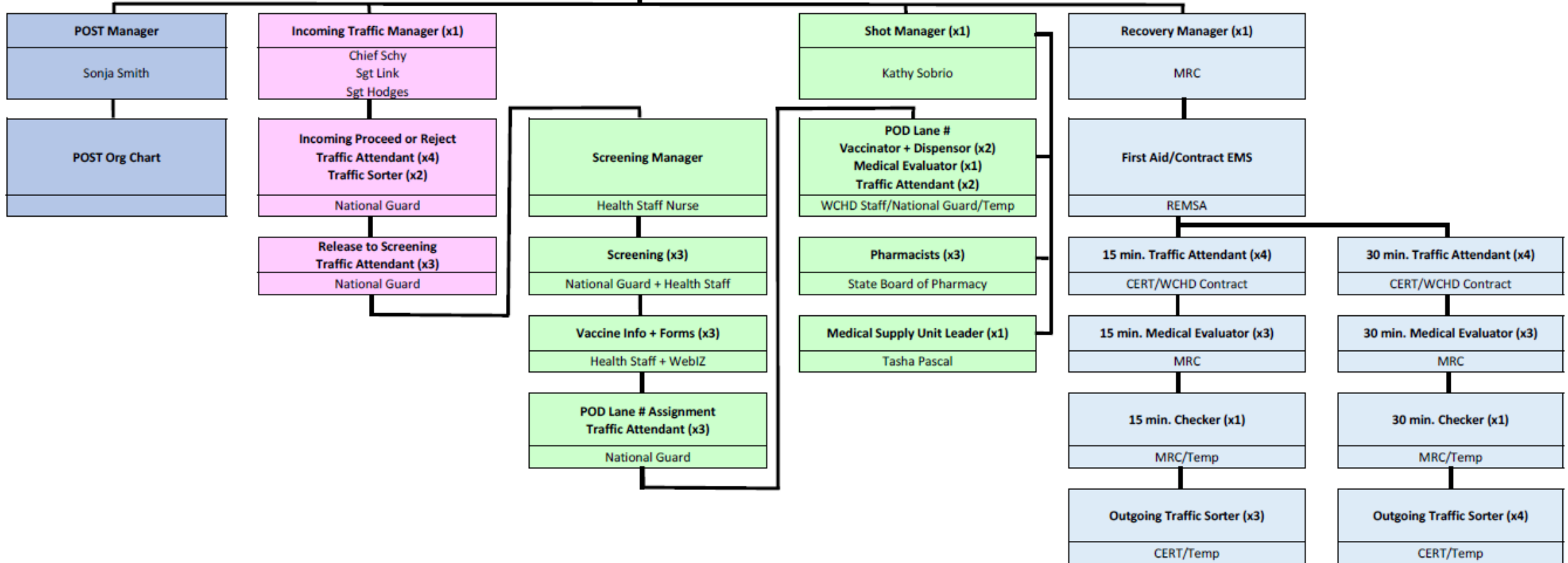


Operations

Jim English

POD Outdoor Manager

Joe Nishkida



Operations

Jim English

POST Manager

Joe Nishkida

POST Lead

Sonja Smith

POST Screener (x5)

National Guard + Temp

POST Lane #

Tester (x2)

Medical Evaluator (x1)

National Guard + WCHD Staff

POST Paperwork

Runners (x3)

Traffic Attendant (x1)

National Guard + Health Contract

Call Center

Gail Erickson

Call Center Leads (x2)

Staff (x9)

Epi team begins to attend the daily CDC EOC calls
First media interview on novel coronavirus

Risk assessment created for screening and monitoring travelers returning from high-risk areas

Epi Program monitored travelers from 19 flights

WCHD Epi Program fielding 100's of calls daily, onboarded the rest of the EPHP Division to help

First SARS-CoV-2 test collected at WCHD, CDC approved, NSPHL tested (negative)

External partner call, held every Friday since

First WCHD Press Release

1/21

1/30

2/10

2/26

2/27

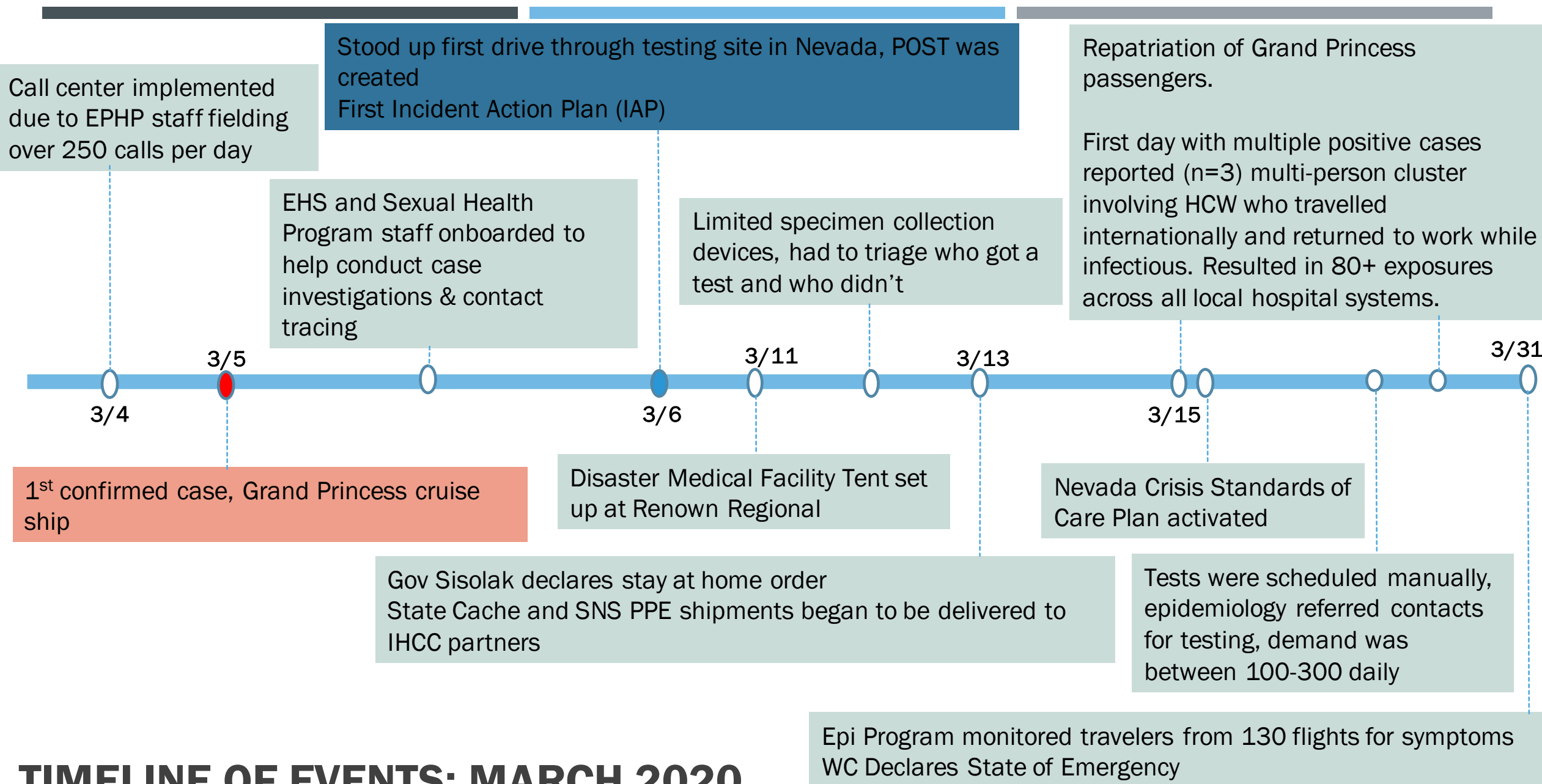
2/28

CDC mandates local and state health to request testing for SARS-CoV-2, must be approved by CDC on case-by-case basis
Criteria for conditions to test change, without announcement, more than five times from 1/17 through 2/27

WCHD and Nevada DHHS called CDC to test 11 persons, all but 3 denied

First WCHD meeting regarding COVID-19
Activation of Level 1 and Incident Command System

TIMELINE OF EVENTS: JANUARY – FEBRUARY 2020



TIMELINE OF EVENTS: MARCH 2020

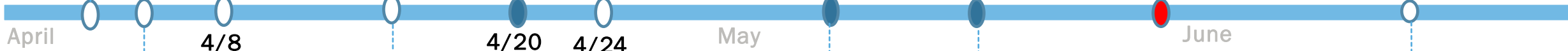
Epi Program monitored travelers from 24 flights

Nevada National Guard Deployed

REMSA takes all incoming calls

47 Health District Staff assisting with disease investigation and contact tracing (case count n = 815 to date)

Epi program identified first reinfection case in the United States. Resulted in an internationally recognized publication, top 10% of downloads



POST relocated to the Reno Livestock Events Center

Risk assessments conducted in Survey Monkey

Accela risk assessments went live
Scheduling now automated, specimen requisitions no longer manual

Transfer of command from Sam Hicks to Aaron Kenneston

UNR Contract in place, mass hiring for call center and epi unit begins

TIMELINE OF EVENTS: APRIL – JUNE 2020

Epi hires 30 new DIs through UNR contract, onboarding and training

WCHD hires 3 full time COVID specific staff – Grants Coordinator, OSS and AA1

First intermittent hourly RN hired to support POST and future POD activities

Expanded Call Center schedule to seven days a week with extended hours

First IH community health aid hired to support POST and future vaccine operations

Terminated contract with REMSA for the community triage line and transferred community support to Washoe County

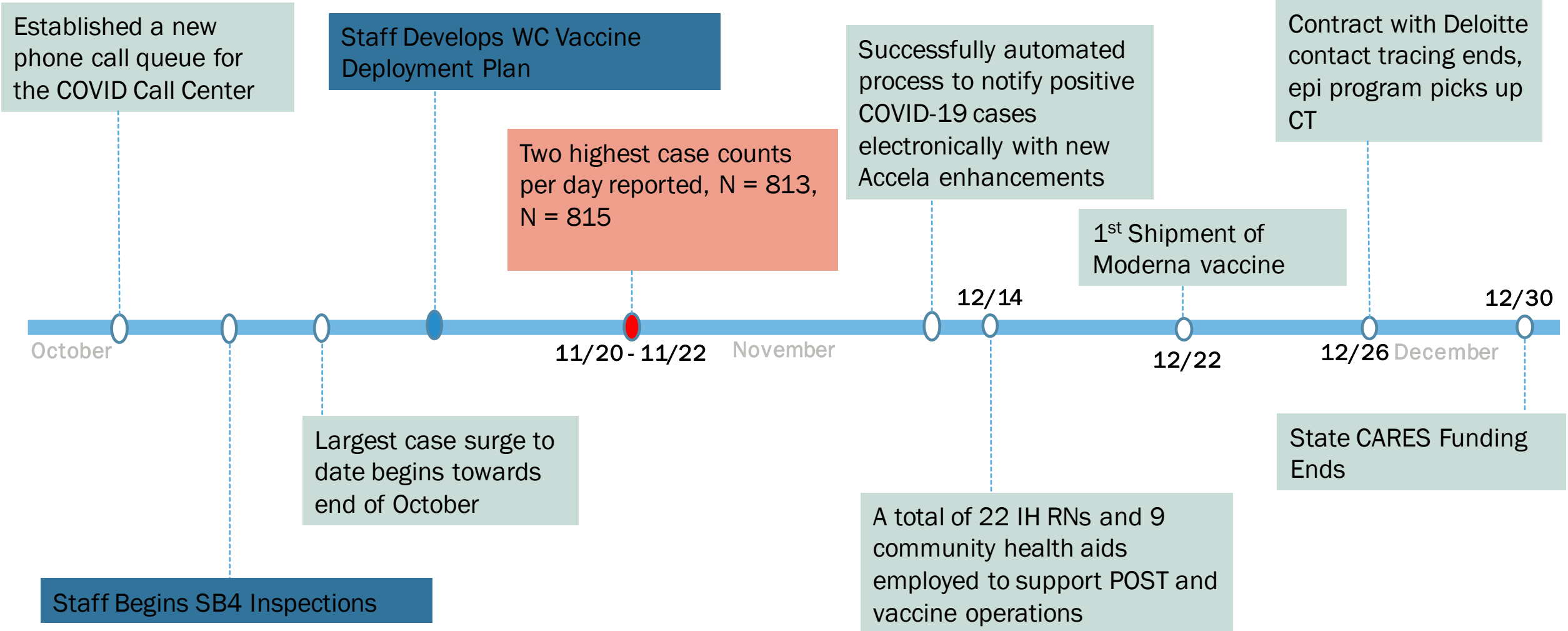


COVID Call Center hires first 4 full-time temporary staff

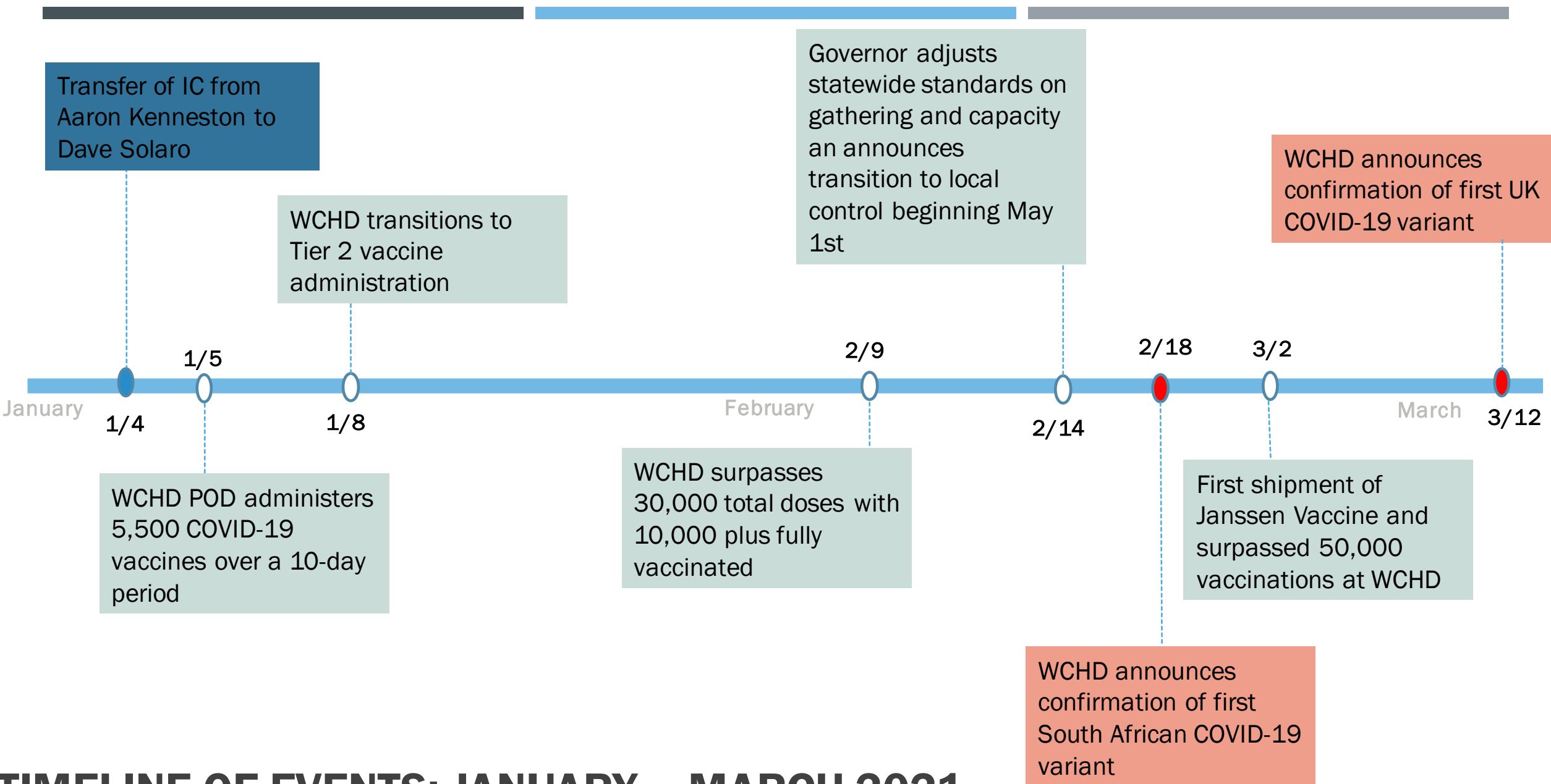
Established a Positive notification Team to expedite results to citizens positive for COVID-19

Health Branch Transfer of Command from Charlene Albee to James English

TIMELINE OF EVENTS: JULY – SEPTEMBER 2020



TIMELINE OF EVENTS: OCTOBER – DECEMBER 2020



TIMELINE OF EVENTS: JANUARY – MARCH 2021

CALL CENTER



- **March 2020**
 - 4-6 personnel - WCHD
 - 200 – 400 calls per day
 - Screened people to be signed up for testing
 - Filled out risk assessments using Survey Monkey
 - Scheduling done via phone, told time and date to obtain a test
- **March 2021**
 - 36 personnel - contractors, temporary agencies, RSCVA, State of Nevada and WCHD
 - 370 calls per day average, with a high of 662
 - Assisting citizens and businesses with guidelines for positive exposures
 - Assist citizens in completing
 - the online Accela risk assessment
 - the online senior sign up lists for vaccine
 - the COVID testing process
 - Documentation preparation for each POST and POD
 - Vaccine data entry



March 2020



March 2021



EPI PROGRAM: DISEASE INVESTIGATION & CONTACT TRACING

■ March 2020

- 25 staff
 - Primarily EPHP Division, incorporated Environmental Health Services and Sexual Health Program staff
 - Cut daily file of risk assessments from Survey Monkey, lead epi would sort through each one to determine who received a test and who didn't
- Priorities were finding every case and completing all contact tracing efforts for all reported cases by end of day

■ March 2021

- 75 staff
 - 11 National Guard (5 investigators, 6 data entry)
 - 49 UNR contractors (disease investigators)
 - 5 temp agency (disease investigators)
 - 4 administrative staff
 - 6 data entry staff
- Priorities in addition to case follow up, is to correctly identify reinfection cases, breakthrough infections, and variants of concern for genetic sequencing

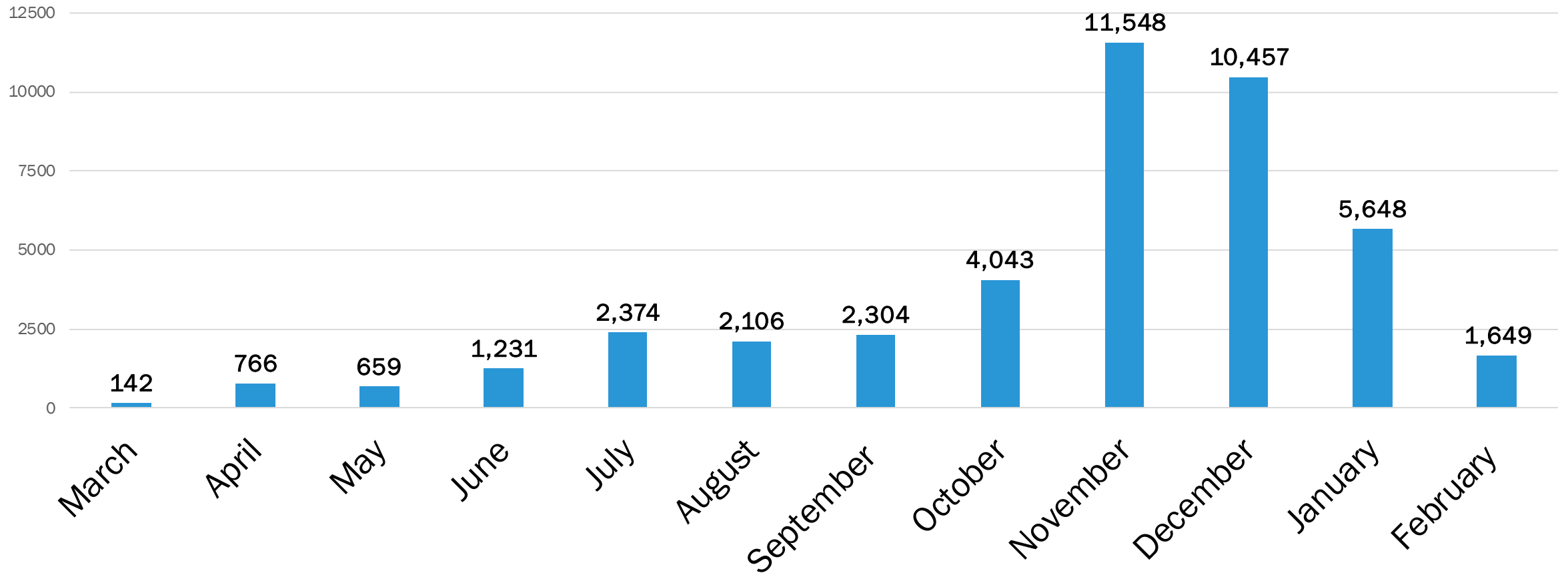


May 2020

March 2021



Washoe County COVID-19 Case Count by Month March 2020 – February 2021



LARGEST ACCOMPLISHMENTS TO DATE: EPI UNIT

- Epidemiology
 - Trained over 175 staff to do COVID-19 disease investigations and contact tracing
 - 40 WCHD staff
 - 45 Nevada National Guard
 - 60 UNR contractors
 - 15 Reno-Sparks Indian Colony Health staff
 - 50 County staff to assist with School District cases
 - Shared processes and protocols with neighboring jurisdictions
 - Created the slide deck and recording for COVID 101 & provided to UNR Nevada Public Health Training Center 500+ people viewed through their orientation program
 - In partnership with the Nevada State Public Health Laboratory
 - Identification of the first reinfection case in the United States
 - Identification of two cases with variants of concern, B.1.351 (South African) and B.1.1.7 (United Kingdom)

LARGEST ACCOMPLISHMENTS TO DATE: POST

- Over 69,000 tests conducted as of March 12, 2021
 - Record of 766 tests performed in one day.
- Conducting testing for Seroprevalence Studies
- Moved operation 5 times to date
- 22 IH RNs and 9 IH community health aids hired to support POST testing. They have now transitioned to COVID vaccine operations.
- Conducted 7 mobile POSTs over the last year to include Shelters and remote communities – 626 tests administer at these events.
- Coordinated with variety of community partners to facilitate staffing of the POST over the last year to include: UNR, MRC, CERT, Team Rubicon, Air and Army National Guard, Talent Framework and REMSA



LARGEST ACCOMPLISHMENTS TO DATE: CALL CENTER

- Total of 197 personnel trained for COVID Call Center duties
 - Washoe County Staff (Health District, Library, HSA, EHS, AQM, Sheriffs, and more)
 - UNR Staff
 - Reno Sparks Convention and Visitors Authority
 - Temporary Agency Staff
 - UNR Contractors
- Promoted 21 personnel within the department or to other COVID response positions
- Repurposed space previously occupied by Truckee Meadows Fire Department
 - Established a new phone system operating on a queue to assist the community more expeditiously
 - Set up a total of 28 permanent workspaces to accommodate staffing needs
 - Integrated administrative functions from the Epidemiology department into the Call Center
 - Established a dedicated team to expedite COVID-19 positive results to the community, which later evolved into an automated process with Accela after several months.
- Collaborated with TS on Charles River Laboratory automation of results into Accela
- Established five individual teams within the Call Center and built a cross training schedule
- Created processes to liaise with the POST and POD for expedited citizen service
- Expanded hours from 45 hours per week to 86 hours per week

LARGEST ACCOMPLISHMENTS TO DATE: VACCINES

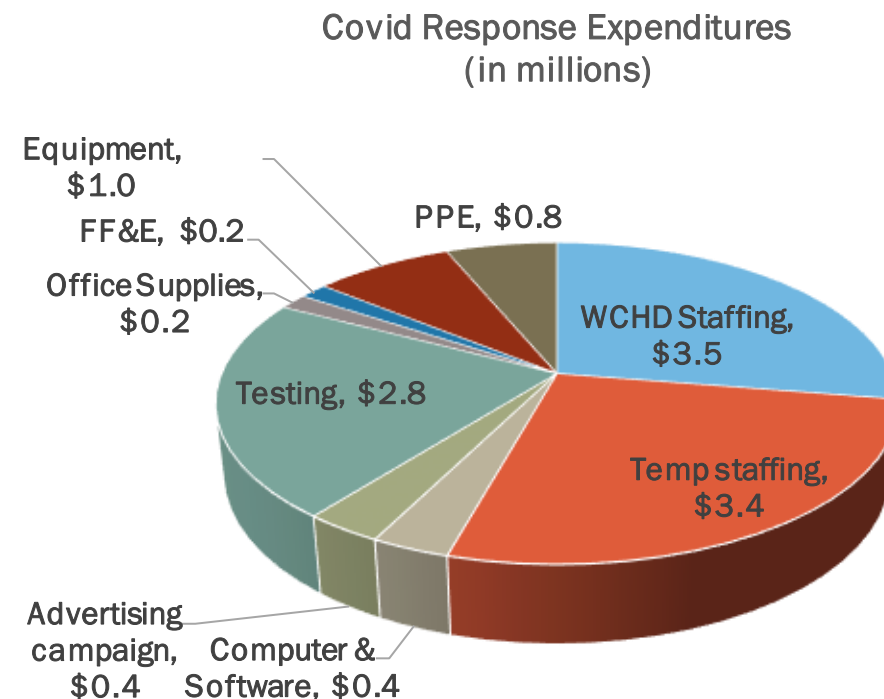
- Utilize State Play Book to invite appropriate groups for vaccination
- Over 75,000 vaccines dispensed at POD (as of March 20, 2021)
- Homebound vaccinations provided 3 days a week and moving to 5 days a week
- Strike teams to community agencies
- Education and support for community vaccine providers
- Manage vaccine allocation and distribution for Washoe County
 - 3 vaccines, each with different requirements
- Public facing scheduling system



FUNDING BREAKDOWN BY SOURCE

- Total Health Fund commitments as of February 2021 - \$12.7 million

- WCHD Staffing for POST/POD, Call Center, & SB4 \$3.5 million
- Temporary help for POST/POD, Call Center, & SB4 \$3.4 million
- Lab testing, homebound testing and EMT Support \$2.8 million
- Furniture, fixtures & equipment for temporary staff
For POST/POD and Call Center \$0.2 million
- Vehicles, building rentals, barricades, and waste
Removal for POST/POD \$1.0 million
- Personal Protective Equipment and other
Supplies required for POST/POD and Call Center \$0.8 million
- Office supplies for staffing \$0.2 million
- Computers and software required \$0.4 million
- Advertising campaign \$0.4 million



FUNDING STREAMS FOR COVID RESPONSE – \$36.9 MILLION

Federal Funding Passed through State to Washoe County Health District

Grants spent out - \$1.6 million:

- CDC Crisis Response \$931,381; January 2020 – March 2022
- SB4 Funding \$500,000; March 2020 – December 2020
- ASPR Supplemental COVID CARES \$152,398; January 2020 – June 2021

Grants anticipated to be spent by end of Fiscal Year 2021, June 2021 - \$16.4 million

- ELC Enhancing Detection \$8.9 million; January 2020 – June 2022
- COVID Relief Funds \$5.1 million; March 2020 – December 2021
- ELC CARES \$1.1 million; January 2020 – April 2020
- Public Health Emergency Preparedness \$935,680; July 2020 – June 2021
- NV State Division of Public and Behavioral Health-Vaccination program \$156,927; July 2020 – June 2021 and \$163,593; October 2020 – June 2022

Grants available for expenditures after July 1, 2021 - \$18.9 million

- ELC Enhancing Detection Expansion \$15.1 million; January 2021 – July 2023
- NV State Division of Public and Behavioral Health from the CDC-Vaccination program \$3.8 million; July 2020 – June 2022

ELC ENHANCING DETECTION EXPANSION

Supports Epi, Call Center, and POST staffing and some of the POST operations costs

- Administrative Assistant I
- Office Support Specialist
- Grants Coordinator
- Department Systems Specialist
- Department Systems Technician
- Statistician
- Operations Manager
- Program Manager
- Disease Investigators temp agency 38 FTE
- Disease Investigator Leads 4 FTE
- UNR Disease Investigators 10 FTE
- Call Center Staff Temp 20 FTE
- Epi Data Support 5 FTE
- Office Assistants 4 FTE
- Call Center Leads 2 FTE
- POST/POD Temp Staff 5 FTE

COVID VACCINATION GRANT



- Public Health Nurse II
- Health Educator II
- Office Assistant II
- Intermittent Hourly RNs
- Intermittent Hourly Community Health Aides
- Intermittent Hourly Office Assistant II
- Scheduling Manager 1 FTE
- Scheduling Lead 1 FTE
- Data Entry Temp Staff

Supports POD operations, vaccine scheduling, homebound, and strike team costs

COVID VACCINATION GRANT

- Increase COVID-19 vaccination capacity across the jurisdiction, including among high-risk and underserved populations
 - Recruit and train private/public vaccine providers
- Ensure high-quality and safe administration of COVID-19 vaccines
 - Compliance visits for community providers
 - Support for community providers
- Ensure equitable distribution and administration of COVID-19 vaccines
 - Identify areas with low COVID vaccination uptake
 - Implement interventions to increase COVID vaccination uptake in identified areas
 - Partner with community organizations to implement strike teams or POD activities
- Increase vaccine confidence through education, outreach, and partnerships

THANK YOU TO ALL THOSE THAT SUPPORT THIS OPERATION!



QUESTIONS?

