COVID-19
CASE, CONTACT AND OUTBREAK INVESTIGATION STAFF MANUAL

HOWARD COUNTY
HEALTH DEPARTMENT

Howard County Health Department
Case, Contact and Outbreak Manual

RECORD OF CHANGES

Date of Original Version: May 25, 2020

Date Reviewed/ Updated	Change No.	Content of Change	Name

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OVERVIEW

Purpose

This document serves to provide procedural guidance and resources for staff who serve as case investigators (CI), contact tracers (CT), outbreaks investigation (OB) or supervisor in the Howard County Health Department (HCHD) the Case , Contact, and Outbreak Investigation COVID Operation.

Locations

HCHD CI, CT, OB investigation work will occur primarily virtually through remote work at employee home sites and as necessary onsite at identified locations.

Software and Technology

- HCHD will be utilizing *Salesforce* software to conduct CI/CT/OB investigations
- To request new *Salesforce* License: reach out to Contact Tracing or Outbreak supervisors .
- Tech support for *Salesforce:* tracing.md@enovational.com
- HCHD Information Technology (IT) will assist with HCHD provided equipment and services (such as: WebEx, Microsoft Outlook, Word, and Teams, skype, one-drive, Workday etc.)

Training Resources

It is expected that new hires will complete the training program for their positions (see Attachment A) and then submit completion checklist to the HCHD COVID Training Coordinator, Amy Skaggs (askaggs@howardcountymd.gov).

Equipment

Upon hire, CI/CT/OB employees will be issued necessary equipment to conduct work. This is property of HCHD and should be used solely for work assignments as per HCHD confidentiality and employment policies (employee handbook). New employees will sign documentation to indicate receipt of equipment. All equipment will be returned at the end of employment with HCHD. Equipment received by new hire will include:

- ☐ HCHD Laptop
- ☐ HCHD headset
- ☐ Badge
- ☐ Keycard (for supervisors only)

Time keeping:

All employees will be expected to log in hours worked using Workday platform. Instructions and guidance for using Workday will be provided by HR during orientation. Weekly timekeeping should be completed and submitted to supervisor by identified weekly day/time.

STANDARD OPERATING PROCEDURES

The following are the scope of responsibilities in each of the position in the case investigation and contact tracing operation.

1. Covid Operations Chief shall:
    a. Supervise staff in accordance to MDH policies, addressing unresolved issues/problems by end of shift, elevating identified issues/problems to leadership team as needed. Provide feedback to staff on issue/problem resolution within a timely manner.
    b. Meet regularly with Supervisor to communicate progress, challenges, anticipated needs to adequately perform contact tracing
    c. Provide new supervisors with training as to what to expect and what is expected of them within the first week of training. Communicate updates and changes to expectations and job requirements as soon as possible. Provide assessment and evaluation of supervisor's management of expectations.
    d. Assist in management of issues/problems brought forward by supervisors
    e. Conduct weekly update meeting with supervisors\
    f. Ensures all data reporting is completed and submitted as expected

2. Outbreak Manager shall:
    a. Supervise Outbreak (OB) staff in accordance to MDH policies, addressing unresolved issues/problems by end of shift, elevating identified issues/problems to leadership team as needed. Provide feedback to staff on issue/problem resolution within a timely manner.
    b. Meet regularly with Supervisor to communicate progress, challenges, anticipated needs to adequately perform outbreak investigations
    c. Provide CD Nurse leads training for COVID outbreak management
    d. Communicate CDC and MDH updates on COVID, as shared by MDH
    e. Update staff on changes to expectations and job requirements as soon as possible
    f. Assist in management of issues/problems brought forward by Outbreak staff.
    g. Ensure outbreak staff coverage weekdays and weekends as needed
    h. Ensure medical consultant is designated daily for Outbreak team questions
    i. Coordinate testing supplies, courier, collection procedures with outbreak teams and facilities.
    j. Conduct weekly update meeting with teams as needed.
    k. Ensures all data reporting is completed and submitted as expected

3. CT Nurse Supervisor shall:
    a. Supervise staff in accordance to MDH policies, addressing unresolved issues/problems by end of shift, elevating identified issues/problems to leadership team as needed. Provide feedback to staff on issue/problem resolution within a timely manner.
    b. Meet regularly with Supervisor to communicate progress, challenges, anticipated needs to adequately perform contact tracing
    c. Ensure the primary hours of operations for the CT (9a-7p) are adequately staffed every day. Determine the

minimal acceptable staffing for a shift.

d. Ensure a designated Nurse Supervisor is available to staff daily during 9a-7pm shift.
e. Ensure a designated Medical Consultant is available to Nurse Supervisor daily.
f. Ensure staff are accurately submitting work hours in Workday and approval is completed by designated deadlines
g. Monitor master schedule and staff compliance with daily coverage 9am-7pm, including holidays and weekends and minimizing overtime unless necessary.
h. Develop, assemble, and maintain necessary resources for CT staff within Covid Link file in OneDrive.
    i. Maintain updated contacts for staff
    ii. Maintain training resources
    iii. Maintain Careapp training materials/community resources
    iv. Develop and maintain meeting minutes/ FAQs pertinent to contact tracing
i. Educate new staff with what to expect and what is expected of them within the first week of training. Provide expectation reminders and updates/changes to role and responsibilities during team huddles, team meetings, team emails and/or individual emails, individual meetings, and/or individual counseling.
j. Provide initial and continued training for using salesforce software. Provide mentors for initial training in CI/CT/OB. (Make sure all new staff have sandbox, amazon connect(AWS dialer), and salesforce live access.
k. Develop and implement daily, weekly, monthly measures to monitor each CT staff caseload and completion of assignments. Complete daily reports of contact tracing efforts as requested by Supervisor, Medical Director, Health Officer. Plan and Lead teams meetings as needed.
l. Manage and monitor inquiries from other HCHD Divisions related to COVID contact tracing, including but not limited to phonebank calls/messages. Suggest and/or develop FAQs, internal processes, public communications to address process improvements
m. Manage and monitor contact tracing procedures to address process improvements, such as certified letter process for cases, bilingual message, CovidLink templates, etc.

4. Nurse Case Investigator and/or Contact Tracer shall:

a. Work in accordance with MDH policies, identifying issues/problems and discussing with supervisor before end of shift.
b. Follow current established processes for contact tracing.
c. Meet regularly with Supervisor to communicate progress, challenges, anticipated needs to adequately perform contact tracing
d. Maintain work schedule in Master schedule, including assigned weekend shifts. Any change to assigned weekend must be approved by supervisor
e. Submit time regularly to Workday and Covid time tracker by set deadlines. Notify supervisor before incurring any overtime, any needed time off, any change in schedule.
f. Maintain and use HCHD equipment for contact tracing.
g. Work with Team within Covidlink system using established processes, elevating identified issues/problems to supervisor as needed.
h. Attend regularly scheduled team meetings and huddles
i. Review new updates and processes, incorporate into daily work.

j. Completes daily work assignment in a timely manner.
k. Identify areas of need for cases and contacts, provide referrals as needed
l. Mentor new hires

JOB ACTION SHEET

JOB TITLE: Case / Contact Nurse Supervisor
SUPERVISOR: Director – Public Health Preparedness and Response
PRIMARY OBJECTIVE: Coordinates and oversees operation of the case investigators/contact tracers. Ensures all case/contact investigations and calls are completed. Completes daily report.

DAILY DUTIES:

- Provide any updated guidance or information as needed via email, Microsoft teams huddle, CovidLink file.
- Conducts a team huddle via Microsoft Teams as needed in order share any updates or new processes, discusses any trends in cases or contacts, and provide any team building activities
- Trouble shoot issues for staff
- Escalate/refer any issues/questions identified as beyond the scope or capabilities of supervisor to the leadership team
- Assign contacts /cases to CI/CT.
- Manage phone calls/emails/Covidlink when not providing guidance to staff
- Collects daily summary for each CI/CT on shift. Collates data on spreadsheet daily. Report provided weekly to Maura, Elizabeth, and Renee.

OTHER DUTIES

- Establishes shift schedule ensuring 6 staff members are covering hours from 9a-7p Monday – Friday and 4 staff members 9a-7p Saturday and Sunday. Staff members are expected to work at least every third weekend. At least one supervisor will be scheduled every day of the week.
- Supervisors will work to make updates to CI/CT/OB operating procedures with the goal of streamlining processes and improving efficiencies and productivity. Routinely discuss any policy or procedures updates with operations director. Update manual as needed; announce updates to staff.
- Meet any new hires in person and participates in orientation. (Note: any in person meetings should be pre-approved)
- Develop and implement proficiency checklist to staff (attachment A)
- Participate in performance reviews as outlined in proficiency checklist
- Develop performance improvement plan (PIP) for any staff falling below proficiency standards.
- Counsel any staff falling below the proficiency expectation. Provide copy of PIP via email and discuss with staff during video chat. Ensure deadlines for improvement are clearly defined and understood by staff member. Include Elizabeth, Renee, and Human Resources in any emails sent to staff defining PIPs.

JOB ACTION SHEET

JOB TITLE: Case Investigators and Contact Tracers
SUPERVISOR: Case Investigator Nurse Supervisor
PRIMARY OBJECTIVE: Attempts to reach and complete all case/contact records assigned within 24 hours of assignment

DUTIES:

- Attend and participate in team huddles and meetings. Share trends seen in calls with cases and contacts, describe challenges or issues that can benefit from the group discussion, offer suggestions or ideas to improve current processes.
- Review CovidLink Folder in OneDrive routinely for any new updates or changes.
- Identify and prioritize newly assigned cases and contacts for the shift.
- Remain Logged in to COVID-Link for entire shift
- Maintain and manage follow-up cases and contacts assigned.
- Complete cases and contacts assigned using COVID-LINK software system and AWS dialer system.
- Identify issues/problems/concerns and refer to supervisor on duty or team supervisor via email or Microsoft Teams chat. Any Case or contact problems, software or hardware issues, questions about processes, etc. all should be brought to the supervisor for assistance and further direction
- Identify as soon as possible if unable to complete assigned cases/contacts for shift, notify supervisor immediately.
- Make referrals and provide resources appropriately to cases and contacts using Careapp and other resources provided in CovidLink folder
- Complete daily summary at end of shift
- If not scheduled for next shift, transfer all cases/contacts requiring follow-up to team member assigned by supervisor. Send summary email to team member and supervisor.
- Meet with supervisor to review case and contact queue via Microsoft teams as requested by supervisor. Share screen with case and contact queues. Address any challenges. Supervisor will discuss monitored phone interview.

NEW HIRE ORIENTATION

In Person

Human Resources Information

- Mission, Vision, Core Values
- Overview of HCHD organizational structure
- Leadership
- Essential Functions
- Howard County demographics
- Overview of policies and handbook (have 30 days to review and acknowledge after start)
- Workday overview
- Health Benefits
- Leave Information
- Payroll / paystubs
- Timekeeping
- HR Required Paperwork

1. Introduction to Management Team

2. Overview of HCHD and HCHD's COVID Operations (Bureau Chief)

3. General daily protocols/remote working/accessing information (Supervisors)

4. Contact information and daily schedule- update CT/OB Team Master Schedule

5. Training Process and Timeline (see attachment A) – Supervisor and Amy Skaggs (via conference)
   - ☐ ASTHO Training (pre-interview)
   - ☐ COVID-19 All-You-Need-to Know
   - ☐ CDC's Seven (7) Contact Tracing Competencies
   - ☐ Training video COVID-Link boot camp
   - ☐ Technology Orientation (Skype, MS Teams, Microsoft 365, WebEx with Technology Solutions staff)
   - ☐ Mentors/shadowing/go live
   - ☐ Careapp orientation

Teleconferencing

6. Basics Operational Issues (with supervisors)

   - ➢ Mastering the sandbox
   - ➢ Navigating the live system
   - ➢ Reviewing processes and expectations
   - ➢ Contact information, confirming master schedule
   - ➢ Review training materials/finding resources

- Mentor program and assignments

Proficiency Checklist/Assessment @ 2-week and then monthly thereafter

1. Technology proficiency:
   a. Cares for and maintains HCHD-supplied equipment in working condition
   b. Uses HCHD-issued equipment for all COVID work tasks
   c. Able to log into web-based meetings consistently
   d. Able to log into COVID Link/Salesforce and navigate accurately within the systems to successfully complete assigned tasks
   e. Able to use headset
   f. Completes training, obtains access and navigates independently Careapp system
   g. Able to appropriately search Internet/HCHD files and folders/ Careapp system for resources for cases and contacts
   h. Able to access and use appropriately One-Drive
   i. Identify and report systems problems immediately to appropriate tech support resource
   j. Able to access Workday and enter time accurately and by pay period deadline

2. Performance:
   a. Reports for work hours on-time and as scheduled; provides notice when unable to work
   b. Requests leave in advance
   c. Responds to emails and/or phone calls by end of work shift consistently
   d. Maintains professional working relationships with co-workers and clients
   e. Joins web-based meetings on-time consistently
   f. Demonstrates working knowledge of information required to provide education for client's health
   g. Consistently provides requested feedback/reporting outcomes by deadline.
   h. Completes assigned daily case/contact interviews consistently and reports any barriers to completion to supervisor as soon as possible.
   i. Completes any needed transfer of cases/contacts to another team member by end of shift using proper process.
   j. Completes timely follow up to ongoing case and contacts and reports any barriers to completion to supervisor as soon as possible.
   k. Consistently and accurately completes daily summary and outcomes report by the end of shift.
   l. Demonstrates adequate skill in obtaining case interview information when shadowed on 1 random call weekly by Supervisor and compliance with scripted protocols.

Tips and Suggestions from Mentor

Things To Do That Will be Helpful

Things to Avoid

Suggested quick links/toolbar additions

Suggestions When Calling Non-English Speakers

Many of our non-English speakers fall into the vulnerable and hard-to-reach populations. We recognize there are many barriers to reaching these populations. Speaking comfortably to this population without or without an interpreter is paramount to this position.

1. Understand your own comfort level and hesitations. Practice overcoming these obstacles with role-playing, discussions with bilingual staff, utilizing language line
2. Recognize that the non-English speaking case or contact may have their own fears (i.e. job situation, etc.). It is important to find a real balance that not only allows us to gather the data but also maintain the public's trust.
3. Know your resources and have them readily on hand, especially if you are going to need them in another language.
4. Understand that many may not answer the phone on the first contact. Leave a message as indicated on the script and the majority will call back after they screen their call.
5. If there is any indication of the language spoken in the household prior to the call, engage the language line prior to connecting with the case or contact

TIP SHEET: HOW TO HANDLE DIFFICULT CALLERS

I. Quick Dos & Don'ts

DOs

- Start the call friendly, upbeat and cordial.
- Empathize with caller – Try and put yourself in the caller's situation.
- Let the customer vent.
- Remember not to take it personally.
- Pay attention to the caller.
- Speak in low calm voice.
- Try to defuse the anger by asking questions – "How may I help you? Is there anything else I can do for you?".
- Try determining what the customer wants/needs.
- Restate the callers request to ensure you have the correct information.
- Offer Solutions - compromises and/or referrals to other resources.
- Pass the call to a supervisor or technical professional if you are unable to assist the caller.

DON'Ts

- Hang up on the caller.
- Interrupt the caller.
- Get angry.
- Argue with the customer.
- Discount the caller's statements.
- Take it personally.

<u>**Sources:**</u>

Brower, C. (n.d.). *How to Answer an Angry Caller.* Retrieved August 28, 2012, from eHow: http://www.ehow.com/how _8756258_answer-caller.html

Gleek, F. (2009, December 20). *The Spout*.

Gunelius. (n.d.). *Tips for Handling Angry Callers as a Virtual Call Center Agent*. Retrieved August 28, 2012, from Hub Pages: http://susangunelius.hudpages.com/hub/Work_from_Home_Call_Center_Tips_For_Handl...

Telephone Etiquette. (n.d.). Retrieved August 28, 2012, from Office Skills: http;//officeskills.org/telphone_etiquette.html

II. Handling Angry Callers: Utilize the 4-step HEAT technique to turn that call around *

The four steps of the HEAT technique are Hear, Empathize, Apologize and Take Action.

1. Hear: The first step in handling angry callers is just to be quiet and hear what they have to say. Many simply want to tell their story and feel like someone is listening to them. Just let them vent. Don't interrupt their story and don't add too many additional questions or comments at this point. Just use some "verbal nods of the head" to show you are paying attention and getting all the details. Sometimes this step alone will make the caller feel better just by having a chance to get their story told.

2. Empathize. The next step is to show concern and empathy for their situation. If may be that your company is not actually at fault, but the customer may still be in an undesirable situation. Use this time to empathize with the caller, using phrases like "That must have been frustrating for you" or "I can see why you're upset" along with a genuine empathetic tone of voice.

3. Apologize. The third step involves an apology. Use "I" instead of "we" at this point to show concern and apologize for the situation. Again, you may have done nothing wrong, but you can still apologize for the customer's situation and inconvenience. Use phrases like, "I apologize for the inconvenience" or "I am so sorry you've had to wait three days for a solution."

4. Take action. Finally, do what you can do to solve the problem. You may not have the power to give the customer exactly what he wants, but you should strive to do the best possible thing in your control. Giving customers a choice will make them feel more in control, and even if the choices are not the most desirable solution, at least they'll have a choice and some control over the matter at hand.

Source: http://www.thecallcenterschool.com/tips/handling-angry-callers/ (Accessed 9/27/12)

Language Line Information

QUICK REFERENCE GUIDE

Language Line services

Howard County Health Department

Columbia Health Center

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

WHEN RECEIVING A CALL:

1. Use Conference Hold to place the limited English speaker on hold.
2. Dial: **1-866-874-3972**
3. Enter on your telephone keypad or provide the representative:
   You may press 0 or stay on the line for assistance at anytime:
   - 6-digit Client ID: **506723**
   - Press 1 for Spanish
   - Press 2 for all other languages and speak the name of the language you need at the prompt.

   An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. ADD THE limited-ENGLISH SPEAKER to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

NOTE: When placing a call to a limited-English speaker, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter at the beginning of the call.

IMPORTANT TIPS:

UNKNOWN LANGUAGE – If you do not know which language to request, our representative will help you.

LINE QUALITY PROBLEMS – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-6096.

WORKING WITH AN INTERPRETER – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

INTERPRETER IDENTIFICATION – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at www.LanguageLine.com

DOCUMENT TRANSLATION – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email translation@languageline.com.

CUSTOMER SERVICE – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-6096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

www.LanguageLine.com

<u>Other Health Department Contact Information for Infectious Disease Reporting</u>

★ Telephone (T) or Pager (P) Number for After Hours and Weekend Reporting

JURISDICTION	ADDRESS	JURISDICTION	ADDRESS
ALLEGANY Ph. 301-759-5112 Fax 301-777-5669 ★T 301-759-5000	PO Box 1745 12501 Willowbrook Road SE Cumberland MD 21501-1745	**HARFORD** Ph. 410-612-1774 Fax 410-612-9185 ★T 443-243-5726	1321 Woodbridge Station Way Edgewood MD 21040
ANNE ARUNDEL Ph. 410-222-7256 Fax 410-222-7490 ★T 443-481-3140	Communicable Disease & Epidemiology 1 Harry S. Truman Parkway Room 231 Annapolis MD 21401	**HOWARD** Ph. 410-313-1412 Fax 410-313-6108 ★T 410-313-2929	8930 Stanford Blvd Columbia MD 21045
BALTIMORE CITY Ph. 410-396-4436 Fax 410-625-0688 ★T 410-396-3100	1001 E. Fayette Street Baltimore MD 21202	**KENT** Ph. 410-778-1350 Fax 410-778-7913 ★T (410) 708-5611	125 S. Lynchburg Street Chestertown MD 21620
BALTIMORE CO. Ph. 410-887-2724 Fax 410-377-5397 ★T 410-832-7182	Communicable Disease, 3rd Floor 6401 York Road Baltimore MD 21212	**MONTGOMERY** Ph. 240-777-1755 Fax 240-777-4680 ★T 240-777-4000	2000 Dennis Avenue Suite 238 Silver Spring MD 20902
CALVERT Ph. 410-535-5400 Fax 410-414-2057 ★P 443-532-5973	PO Box 980 975 Solomon's Island Road Prince Frederick MD 20678	**PR. GEORGE'S** Ph. 301-583-3750 Fax 301-583-3794 ★T 240-508-5774	3003 Hospital Drive Suite 1066 Cheverly MD 20785-1194
CAROLINE Ph. 410-479-8000 Fax 410-479-4864 ★T 443-786-1398	403 South 7th Street Denton MD 21629	**QUEEN ANNE'S** Ph. 410-758-0720 Fax 410-758-8151 ★T 410-758-3476	206 N. Commerce Street Centreville MD 21617
CARROLL Ph. 410-876-4900 Fax 410-876-4959 ★T 304-610-1139	290 S. Center Street Westminster MD 21158-0845	**ST. MARY'S** Ph. 301-475-4316 Fax 301-475-4308 ★T 301-475-8016	PO Box 316 21580 Peabody Street Leonardtown MD 20650
CECIL Ph. 410-996-5100 Fax 410-996-1019 ★T 410-392-2008	John M. Byers Health Center 401 Bow Street Elkton MD 21921	**SOMERSET** Ph. 443-523-1740 Fax 410-651-5699 ★T 443-614-6708	Attn: Communicable Disease 7920 Crisfield Highway Westover MD 21871
CHARLES Ph. 301-609-6810 Fax 301-934-7048 ★T 301-932-2222	PO Box 1050 White Plains MD 20695	**TALBOT** Ph. 410-819-5600 Fax 410-819-5693 ★T 410-822-0095	100 S. Hanson Street Easton MD 21601
DORCHESTER Ph. 410-228-3223 Fax 410-901-8180 ★P 410-221-3362	3 Cedar Street Cambridge MD 21613	**WASHINGTON** Ph. 240-313-3210 Fax 240-420-5367 ★T 240-313-3290	1302 Pennsylvania Avenue Hagerstown MD 21742 Extension 3290
FREDERICK Ph. 301-600-3342 Fax 301-600-1403 ★T 301-600-1603	350 Montevue Lane Frederick MD 21702	**WICOMICO** Ph. 410-543-6943 Fax 410-548-5151 ★T 410-543-6996	Attn: Communicable Disease 108 E. Main Street Salisbury MD 21801-4921
GARRETT Ph. 301-334-7777 Fax 301-334-7771 Fax 301-334-7717 ★T 301-334-1930	Garrett Co. Community Health Ctr. 1025 Memorial Drive Oakland MD 21550-4343 (Fax for use during emergencies)	**WORCESTER** Ph. 410-632-1100 Fax 410-632-0906 ★T 443-614-2258	PO Box 249 Snow Hill MD 21863

DHMH after-hours: 410-795-7365

Public Resources for Nonmedical Coronavirus Questions

Public Works	410-313-4400	8am to 5pm	Trash, recycling, water service, roads, signs
Recreation and Parks	410-313-4700	8am to 4:30pm	Status parks, recreation activities, and facilities
Outside County Government			
Board of Elections	410-313-5820	8am to 4:30pm	Election status and locations
Centers for Medicare and Medicaid	1-800-633-4227 (MEDICARE)	8am to 8pm	Customer service for Medicare and Medicaid issues
Community Action Council / Food Bank	410-313-6440	8:30am to 4pm	Food, energy and housing assistance
Comptroller (of Maryland)	410-260-7980	8:30am to 4:30pm	State income tax questions
Circuit Court District Court	410-313-2111 410-480-7700	8:30am to 4:30pm	Status of courts and case information
Howard County Department of Social Services	410-872-8700	8am to 4:30pm	Child support, public assistance and food stamps
Howard County Economic Development Authority	410-313-6500	8am to 5pm	Resources and assistance for businesses
Howard County Housing Commission	443-518-7800	8am to 5pm	Housing vouchers
Howard County General Hospital	410-740 7890	24 hours	Hospital inquiries
Howard County Public School System	410-313-6600	8am to 5pm	School status and inquiries
Howard County Library System	410-313-7750	Leave a message	Library status and inquiries
Howard County Sheriff	410-313-2150	8am to 4:30pm	evictions
Maryland Health Connection	1-855-642-8572	8am to 6pm	Purchase of health insurance during special open enrollment
Maryland Insurance Administration	410-468-2000 1-800-492-6116	8am to 5pm	Insurance coverage assistance
Regional Transportation Authority	1-800-270-9553	8am to 5pm	Buses, mobility rides

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Department / Agency / Organization	Phone Number (may be Coronavirus specific)	Hours of Operation (Mon to Fri unless noted)	Handles these issues
Health	***410-313-6284***	***7 days a week 8am to 5pm***	***Medical questions***
County Public Information	***410-313-2022***	***8am to 5pm***	***General information***
CARELINE	410-313-2273 (CARE)	8am to 5pm	Childcare and parenting issues
Community Resources and Services	410-313-6400	8am to 5pm	Support services for people with disabilities, children, seniors (50+ Centers), veterans and other vulnerable populations, Consumer protection
County Council	410-313-2001	8am to 5pm	County legislative matters, Constituent Services
County Executive	410-313-2013	8am to 5pm	Executive staff and policy, Constituent Services
Emergency Management	410-313-6030	9am to 5pm	Emergency coordination and plans
Finance	410-313-2195	8am to 5pm	Water/sewer billing, property tax bills, etc.
Fire and Rescue (non-emergency)	410-313-6000	8am to 5pm	Fire and EMS
Housing and Community Resources	410-313-6318	8am to 5pm	Rent assistance
Inspections, Licenses and Permits	410-313-2455	8am to 5pm	Building permits and inspections, pet licenses
Maryland Access Point	410-313-1234	8am to 5pm	Resources for seniors
Planning and Zoning	410-313-2350	8am to 5pm	Plans for development, land use
Police (non-emergency)	410-313-2203	8am to 5pm	Law enforcement