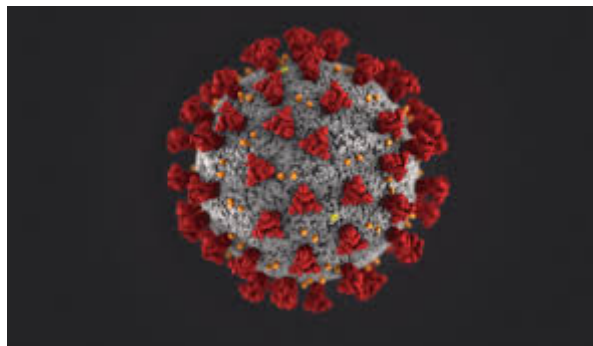


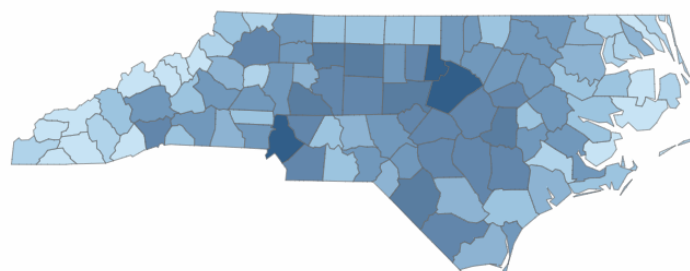
## Crisis Track Enhance to Meet COVID-19 Workflows

Soon after the COVID-19 outbreak, Crisis Track launched functionality to help customers collect data, track issues and requests, track costs, and provide reports. Having address points for quicker data collection and tools to track staff time for cost recovery during disasters made Crisis Track a go-to choice for managing the pandemic. As new needs arose during the course of the response, Emergency managers helped enhance and refine the COVID-19 functionality. Orange County, North Carolina, in experiencing COVID-19 hotspots, quickly adapted their Crisis Track system to meet their COVID-19 workflows.



### County Map by Cases

(Click to highlight map, unclick to revert map)



Map Credit: NCDHHS



<b>Select Geography</b>	<b>Search for County</b>	<b>Select Metric</b>
<input checked="" type="radio"/> County <input type="radio"/> ZIP Code	<input type="text" value="Orange"/>	<input checked="" type="radio"/> Cases <input type="radio"/> Cases per 10,000 residents

### County Cases and Deaths

(Click to highlight map, unclick to revert map)

County	Cases	Deaths
Orange	283	37

# Tracking COVID-19 Calls

After North Carolina's first case of coronavirus occurred in Wake County, neighboring Orange County first implemented a Call Log form for public information call center staff to collect information regarding the unmet needs of residents, and track resident questions, call taker responses, and call outcomes. The Call Log form helped Orange County prioritize urgent need calls that require immediate follow-up. Since mid-March 2020, Orange County has documented over 900 calls responding to resident questions about several topics, including public health measures, coronavirus symptoms and testing, travel restrictions, donating essential supplies, and business operations. According to the North Carolina Department of Health and Human Services (NCDHHS), as of May 20, 2020, Orange County had over 280 coronavirus cases which resulted in more than 35 deaths.

## Tracking Long-Term Care Facilities

In early April, North Carolina Governor Roy Cooper announced that an Orange County skilled nursing facility, with several cases and two deaths, was a coronavirus hotspot. Once a hotspot in a nursing home was identified, Orange County rapidly implemented a survey form to assess all long-term care (LTC) facilities. Strike Teams have used the LTC Facility assessment forms on the console when assessing facilities via phone, and on the mobile app when assessing in person. The results allowed the County to collect information such as facility outbreak status, resident monitoring procedures, visitor restrictions, and PPE, bed, and staff inventory in an effort to limit the spread among this vulnerable population. In addition to implementing the facility assessment form, the County also used Crisis Track's labor tracking capabilities to track employee time records, which can be exported into FEMA Public Assistance grant forms for cost recovery.

Orange County leveraged Crisis Track's flexibility in forms and workflows to overcome the large data collection and analysis activities needed to respond to the COVID-19 pandemic. In addition to tracking virus effects, Orange County's employee and equipment time were captured in Crisis Track to complete FEMA paperwork for cost recovery.

1:47

Close

\* Required

Form: LTC Facility

Status: Not Uploaded save as: Complete

**Important**

Please see notes section for important actions to be taken

**Facility**

Visit Conducted By  
Crisis Track Support

Visit Type

If Other

Visit Date  
5/20/2020

Locate

Locate Find Structure

Facility Name

Address

City

State

Form Map Photos Submit

1:48

Close

**Outbreak Status**

# Positive patients  
0 - +

# Symptomatic patients  
0 - +

# Positive staff  
0 - +

# Symptomatic staff  
0 - +

Number of times monitored per day  
# Residents times/day  
0 - +

Notes

# Staff times/day  
0 - +

Notes

Name of hospital residents are transported to  
Hospital Name

Form Map Photos Submit

© 2020 Geoplant, LLC  
All rights reserved.