See below for an overview of updates being released in the CCTO Tool for October 2nd:

Contact Profile Layout Updates

1. To help you work more efficiently, **"Source Case Information"** has been moved to the top of the screen, and **"Address"** has been moved to the left under "Contact Information."

2. **"Date of Birth"** and **"Is Minor"** have been moved under "Basic Info."

①	"Source Case Info" & "Address"
②	DOB & "Is Minor"

Phone Call Updates

1. **"Subject" is now a locked field.** Your selections for **"Type"** and **"Call Status"** will now be **displayed as the subject line for phone calls** within Timeline/Activities. *Any supplemental information that you may previously have written in the subject line should now be added to the description.*

2. On the phone call quick create screen, **"Type"** can now be selected to:

   - **"Initial Outreach"** for your first attempt to call the contact

   - **"Second Outreach"** for your second attempt if the first was unsuccessful

   - **"Third Outreach"** if your first and second attempts were unsuccessful

   - **"Daily Monitoring"** for any call that takes places after reaching your contact for the first time and does not end monitoring

   - **"End Monitoring"** for your final call to your contact

   - **"Other"** for any other required calls

   "Type" will now determine part of your call subject, so please review your selection carefully.

3. To streamline workflows, **"Call Status"** should now be selected to "Answered" or "Unanswered" **as part of the quick create phone call screen and will no longer be available when closing a call.**

①	"Subject" is locked
②	"Type"
③	"Call Status"
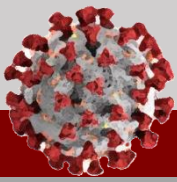
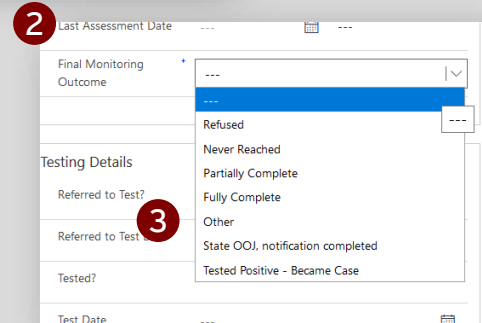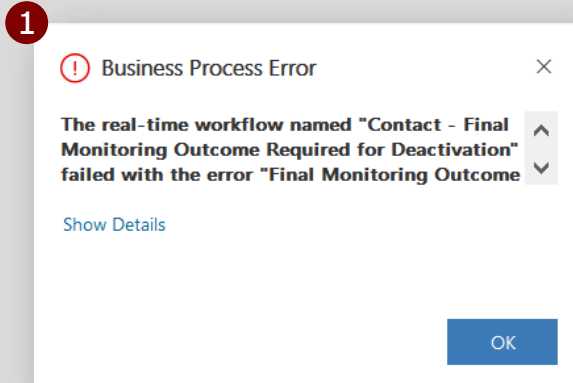**See below for an overview of updates being released in the CCTO Tool for October 2ⁿᵈ:**

Deactivation and Final Monitoring Outcome Updates

1. **You will no longer be able to deactivate a contact without first selecting a Final Monitoring Outcome.** Attempting to deactivate a contact without setting an FMO so will result in an error message. **Please review [the Closing Out A Contact job aid](#) for help in selecting the proper Final Monitoring Outcome.**

2. **"Final Monitoring Outcome" can now be returned to blank** if accidentally selected prior to the end of monitoring.

3. **"Final Monitoring Outcome" should now be selected to "Other"** if the contact is reached and should not be monitored for a reason other than opting out (e.g., if they have already become a case).

① **FMO deactivation error**

② **Resetting FMO to blank**

③ **FMO of "Other"**

Contact Views Update

All system views for contacts will now sort automatically by the "Created On" column with the newest contacts appearing at the top.

①

②③