Contact Tracing
Surge Review

September 20, 2021
Opportunities and Response

OPPORTUNITY
- Surge capacity challenged
- SOC form entry around 48 hours
- Identifying close contacts in classes

RESPONSE
- Adding additional tracers and optimizing technology
- Added support to enter SOC form within 24 hours
- Added class data collection during case investigation with CT and RMT communications optimized to close gaps.
Opportunities and Response

**OPPORTUNITY**

- Close contact directive changes

**RESPONSE**

- For those who feel they are a close contact follow guidelines for exempt status if vaccinated.
  - Saliva test on day 5
  - Self-monitor
  - Wear a mask indoors and in group settings
  - Stay away from high-risk individuals

- For unvaccinated faculty and staff, call/email contact tracing directly
Opportunities and Response

**OPPORTUNITY**

- Unable to reach contact tracing or the COVID Hotline

**RESPONSE**

- Email contact tracing if unable to reach by phone
- Recording being updated with directives
- Amir sent out changes last week in the workflow for COVID hotline, Northlake testing, OIM (8-8587) and Contact tracing (7-6190)
Opportunities and Response

Opportunity
- Students going to class when they have symptoms
- Not accessing testing in a timely manner

Response
- Ensure students feel supported in the process of isolating and getting tested before going to class
Workflow and Metrics

Monitoring, Evaluation and Cluster Investigation Team
a  Time from case symptoms to test date
b  Test turnaround time
c  Time from test to first call attempt
d  Number of contact attempts to successful interview
e  Number of contacts elicited
f  Time from assignment of close contacts to close contact interview / Number of close contacts traced
g  Number of cases who completed isolation (or advised to isolate during review period)
h  Number of contacts who completed quarantine (or advised to quarantine during review period)
Contact Tracing Data 2020-21

- a=median of 2 days
- b=median of 1 day
- c=87% of first call attempts occurred on the same day at their test result was reported to the program
- d=median of 1 call attempt
- e=1,170 close contacts elicited
- f=87% of close contact interviews occurred on the same day they were elicited and assigned to the contact tracer
- g=77% of cases begun to self-isolate prior to the interview, 98% completed isolation
- h=46% of close contact already in quarantine prior to interview