

# 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



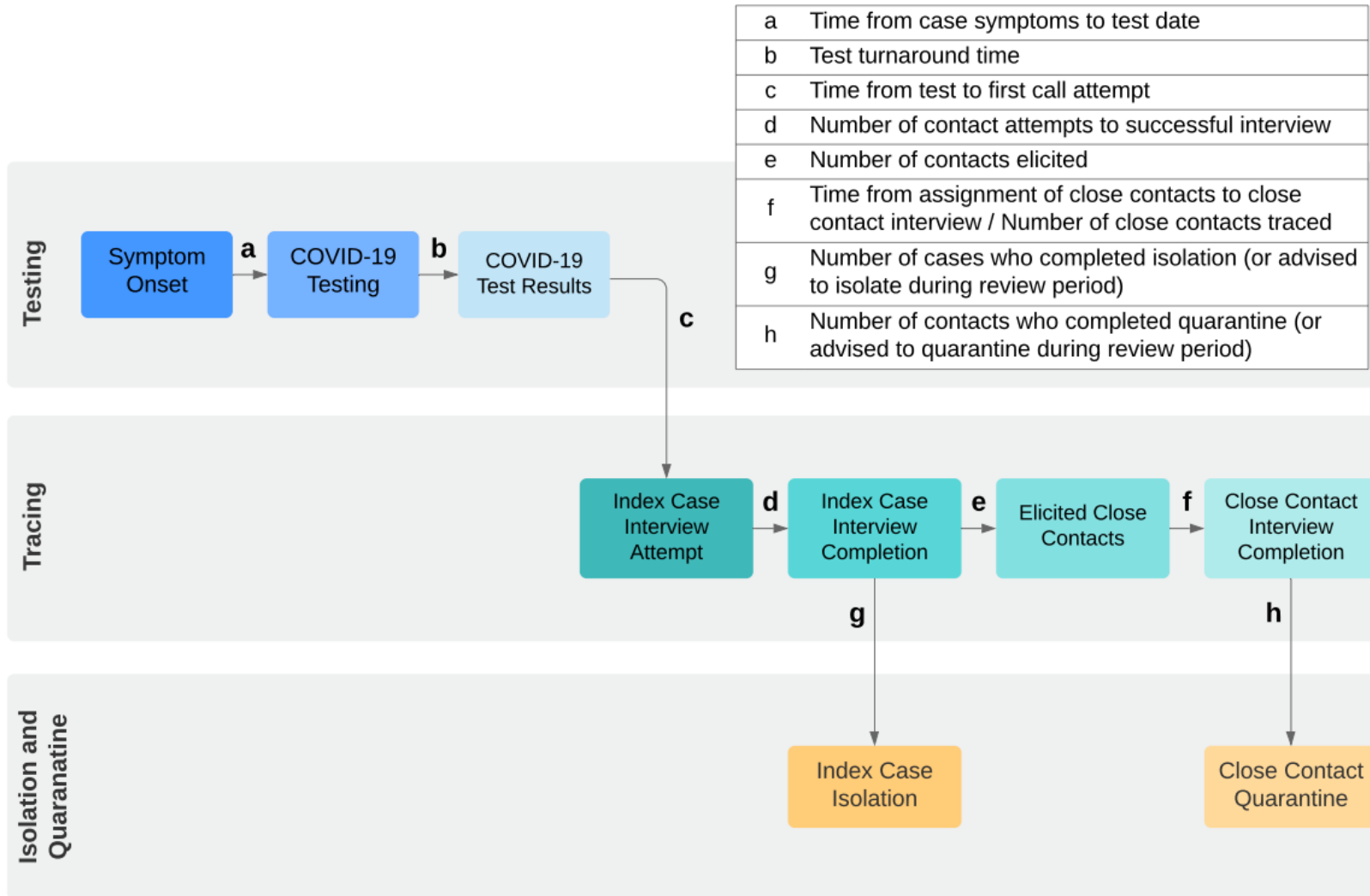
# Workflow and Metrics

Monitoring, Evaluation and Cluster Investigation Team



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# 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





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