CONSIDERATIONS FOR JURISDICTION-SPECIFIC TRAINING

Making Contact: A Training for COVID-19 Case Investigators and Contact Tracers provides a foundation for entry-level Case Investigators and Contact Tracers in learning how to identify, assess, and support people who have been exposed to infection. This course should be supplemented by jurisdiction-specific training on state and local systems, processes, and forms. Health departments and allied public health agencies using this course to orient new Case Investigators and Contact Tracers should consider providing supplementary training in the following topic areas:

❑ **Field Services** (if appropriate): Donning and doffing personal protective equipment and protocols for other protective measures during in-person work, transportation, etc.

❑ **Definitions**: Any jurisdiction-specific considerations or criteria for defining persons under investigation, cases, infectious period, and contact tracing timeframes.

❑ **Contact Tracing Priorities:** Criteria for priority settings or groups for contact tracing, protocols for more complex investigations (e.g., congregate settings).

❑ **Team Structure:** Orientation to the contact tracing team composition and roles, including division of responsibility between Contact Tracer, Case Investigator, and Care Coordinator (or similar roles).

❑ **Privacy and Confidentiality Rules**: Any state-specific guidance explaining privacy and confidentiality rules that govern the use and disclosure of information, special considerations for protecting data while working from home, etc.

❑ **Technology and Equipment:** Data collection and reporting systems, applications that automate any part of the contact tracing process, decision support tools, phones, computers, tablets, etc.

❑ **Interview Protocols:** Division of responsibility between Contact Tracer and Case Investigator (or similar roles), mode of communication (e.g., telephone, video, in-person), scripts, data collection, reporting forms, interpretation services, protocols of escalating complex cases, etc.

❑ **Linkage/Referral Protocols:** Referring hotlines and websites that offer counseling, information services, transportation assistance, or medical support.

❑ **Case Monitoring Protocols:** Active or self-monitoring, shared responsibilities or case hand-offs between Contact Tracer and Care Coordinator (or similar roles), protocols for non-compliance with isolation/quarantine instructions; protocols for escalating complex cases.

❑ **Resources and Social Supports:** Types and availability of food, housing, childcare, mental health services, support for caregivers, and other supportive services available during the isolation/quarantine period.