



Coronavirus Disease 2019 (COVID-19)

Identify the Primary Components of COVID-19 Contact Tracing

Contact Tracing Training Plan

A variety of modalities would be appropriate, including live webinar/teleconference, recorded webinar, or a self-paced eLearning course. Inclusion of a **post-test is strongly recommended**.

Content describing non-CDC tools on this site is provided for informational purposes only and is not intended to indicate endorsement, actual or implied, of the tools. Additionally, information on this site is provided “as is,” for users to evaluate and make their own determination as to their effectiveness.

Topic areas and training resources

Introduction to U.S. public health system and how contact tracing fits in

Course: [Public Health 101 Series – Introduction to Public Health](#)

Webpage: [The Public Health System & the 10 Essential Public Health Services](#)

Relevant terminology

- **Public health jurisdiction’s** contact tracing terminology
- **Terms that may be used in other jurisdictions** (e.g., other states, federal)
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: The Basics of Contact Tracing – Lesson 2](#)
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: Case Monitoring and Resources – Lesson 4](#)

Introduction to contact tracing

Course: [Emerging respiratory viruses, including COVID-19: methods for detection, prevention, response and control](#)

Course: [Covid-19 Epidemiology Grand Rounds](#)

Course: [An Introduction to Follow-up for Positive COVID-19 Cases and their close Contacts](#)


- **Define contact tracing**
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: The Basics of Contact Tracing – Lesson 2](#)
 - Course: [General Contact Tracing Phone Calls](#)

- **Describe basic steps** of contact tracing
 - Test
 - Investigation and elicitation
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: The Basics of Contact Tracing – Lesson 2](#)
 - Trace
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: The Basics of Contact Tracing – Lesson 2](#)
 - File: [Coronavirus – Known Contact to a Confirmed Case of Coronavirus Messaging Guide](#)
 - File: [COVID-19 Contact Investigation Interim Script](#)
 - Quarantine or isolate
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: The Basics of Contact Tracing – Lesson 2](#)
 - Follow-up
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: Case Monitoring and Resources – Lesson 4](#)
- **Describe skills and qualities** necessary for contact tracers
 - Motivational interviewing skills
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: Effective Communication and Interviews – Lesson 3](#)
 - Course: [Interviewing Unit 5: Cluster Interviews and Re-Interviews](#)
 - Course: [COVID-19 Contact Investigation Training](#)
 - Course: [Effective Interviewing for Contact Investigation: Self-Study Modules](#)
 - Course: [Introduction to Telephone Interviewing for DIS](#)
 - Risk communication skills
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: Effective Communication and Interviews – Lesson 3](#)
 - Course: [COVID-19 Public Health Strategy Basic Concepts – NDPHTN](#)
 - Course: [CERC Overview for COVID-19](#)
 - Course: [Communication Skills](#)
 - Course: [Disaster Health Core Curriculum: Competency 4: Communication](#)
 - Cultural sensitivity
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: Effective Communication and Interviews – Lesson 3](#)
 - Course: [Health Literacy for Public Health Professionals](#)
 - Course: [COVID-19 Case and Contact Investigations Training for Tribes](#)
 - Adaptations for contacts with hearing impairments
 - Course: [Making Contact: A Training for COVID-19 Contact Tracers: Effective Communication and Interviews – Lesson 3](#)
 - Course: [Culturally Competent Public Health Practice for Deaf and Hard of Hearing Populations](#)

Training catalog

Making Contact: A Training for COVID-19 Contact Tracers: The Basics of Contact Tracing – Lesson 2

Topic area: Relevant terminology, define contact tracing, investigation and elicitation, trace, quarantine or isolate


- Register: <https://learn.astho.org/p/ContactTracer> 
- Target audience: Contact tracers
- Description: The goal of lesson 2 (The Basics of Contact Tracing) is to provide an overview of the principles that will guide your work as a contact tracer. You will have the opportunity to learn basic definitions of contact tracing, gain an understanding of the steps involved, and become aware of the importance of confidentiality.

Learning objectives:

1. Define PUI, contact, and contact tracing
2. Describe the objectives of contact tracing
3. List four fundamentals of contact tracing
4. Describe the importance of privacy protections
5. Identify the four main steps involved in the contact tracing process

Course: Making Contact: A Training for COVID-19 Contact Tracers: Effective Communication and Interviews – Lesson 3

Topic area: Motivational interviewing skills, risk communication skills, cultural sensitivity, adaptations for contacts with hearing impairments


- Register: <https://learn.astho.org/p/ContactTracer> 
- Target audience: Contact tracers and case investigators
- Description: As a contact tracer, you will conduct interviews with people who may have been exposed to COVID-19. Depending on how your team is organized, you may also conduct interviews with persons under investigation (PUIs). Lesson 3 (Effective Communication and Interviews) will provide information on how to use effective communication techniques, prepare for and conduct an interview, and approach your interactions with cultural humility. Some of these terms may be new to you, and we'll cover them as we move through the lesson.

Learning objectives:

1. Name at least three communication techniques for effective interviewing.
2. Explain the importance of showing cultural humility during case interviews.
3. Describe how to prepare for an interview.
4. Explain the four parts of an interview.

Course: Making Contact: A Training for COVID-19 Contact Tracers: Case Monitoring and Resources – Lesson 4

Topic area: Relevant terminology, follow-up

- Register: <https://learn.astho.org/p/ContactTracer> 
- Target audience: Contact tracers and case investigators
- Description: Case investigators and contact tracers will follow-up and monitor cases (PUIs or their contacts)to


ensure they are following appropriate isolation or quarantine instructions and to track the development of any potential COVID-19 symptoms. Lesson 4 (Case Monitoring and Resources) will provide information on the different types of case monitoring and the activities you might be involved in.

Learning objectives:

1. Explain the difference between the two types of case monitoring
2. Describe potential follow-up activities that may be required during monitoring
3. Identify the types of resources and services that may be provided during the monitoring period.
4. Explain what it means to escalate or “refer up” a case that needs more help than you’re able to provide

Public Health 101 Series – Introduction to Public Health

Topic area: Introduction to U.S. public health


- Register: <https://www.train.org/main/course/1059661/> 
- Target audience: Public health professionals and others without formal training in public health
- Description: This course introduces learners to the mission of public health and key terms in the field. The course covers historical developments in public health, the roles of different stakeholders, public health’s core functions and essential services, determinants of health, and the Health Impact Pyramid.

Learning objectives:

1. Describe the purpose of public health
2. Define key terms used in public health
3. Identify prominent events in the history of public health
4. Recognize the core public health functions and essential services
5. Describe the role of different stakeholders in the field of public health
6. List determinants of health
7. Recognize how individual determinants of health affect population health

Emerging respiratory viruses, including COVID-19: methods for detection, prevention, response and control

Topic area: Introduction to contact tracing

- Register: <https://www.train.org/main/course/1090092/> 
- Target audience: Public health professionals
- Description: This course provides a general introduction to COVID-19.

Learning objectives:

1. Describe the nature of emerging respiratory viruses, how to detect and assess an outbreak, strategies for preventing and controlling outbreaks due to novel respiratory viruses
2. Describe strategies should be used to communicate risk and engage communities to detect, prevent and respond to

the emergence of a novel respiratory virus

Covid-19 Epidemiology Grand Rounds

Topic area: Introduction to contact tracing



- Watch: <https://www.facebook.com/ucsfepibiostat/videos/275226896828213/>
- Target audience: Public health professionals
- Description: Provides epidemiology updates on COVID-19, including impact of social distancing, health disparities, and comprehensive section on contact tracing (begins around 48:00).

Learning objectives:

Not available

An Introduction to Follow-up for Positive COVID-19 Cases and their close Contacts

Topic area: Introduction to contact tracing


- View: http://www.maventrainingsite.com/maven-help/pdf/LBOH%20Presentation%20COVID-19%20Case%20Investigation%20Introductory%20Training%20Webinar_April8.pdf  [PDF - 49] 
- Target audience: Public health professionals
- Description: Provides an overview of COVID-19 transmission, testing, and common vocabulary. Describes contact tracing and interview tools.

Learning objectives:

Not available

General Contact Tracing Phone Calls

Topic area: Define contact tracing

- Register: <https://www.train.org/main/course/1091008/> 
- Target audience: Volunteer callers for Michigan
- Description: This training is a generalized contact tracing training to prepare volunteers for assisting and completing contact calls for persons who have been exposed to COVID19. The training briefly describes why contact training is important and what the process of contact training calls entails.


Learning objectives:

1. Discuss what is contact tracing and why it is important
2. Discuss how to de-escalate difficult conversations
3. Discuss the script when calling someone exposed
4. Describe resources available to you to answer questions

5. Review how you will be receiving contacts, how you should be documenting and sharing the information you have gathered, to whom you should be reporting, and how often

Interviewing Unit 5: Cluster Interviews and Re-Interviews

Topic area: Motivational interviewing skills

- Register: <https://www.train.org/main/course/1089364/> 
- Target audience: STD partner services providers
- Description: Provides elements of cluster interviews for STD partner services providers. Includes the format of the interview and tips for providing risk reduction messages.



Learning objectives:

1. Identify the reasons and conditions for conducting a Cluster Interview, including planning
2. Identify the elements of the Cluster Interview format and the difference in formats between a Cluster Interview and an Original Interview
3. Explain the process for choosing a Cluster candidate

Note: May be too specific to STDs

COVID-19 Contact Investigation Training

Topic area: Motivational interviewing skills


- View: <https://www.ncsddc.org/wp-content/uploads/2020/03/FINAL-COVID19-Contact-Training-03112020.pdf>  [PDF – 28 pages] 
- Target audience: Case and contact investigators
- Description: This course covers background information on COVID-19, tools that Washington State is using for case investigation, interviewing techniques, and resources for case and contact investigations.

Learning objectives:

1. Discuss COVID-19 background
2. Discuss case investigation tools
3. Identify investigation interview techniques
4. Discuss types of contact follow-up
5. Identify COVID case and contact investigation resources

Effective Interviewing for Contact Investigation: Self-Study Modules

Topic area: Motivational interviewing skills

- View: https://www.cdc.gov/tb/publications/guidestoolkits/interviewing/tbinterviewing_ssmodules.pdf  [PDF – 137 pages]
- Target audience: TB interviewers

- Description: This resource will offer guidance to both new and experienced TB interviewers about how to communicate clearly with patients under various circumstances. Consists of 4 modules, including an overview of the TB interview for contact investigations, basics of communication and patient education, cultural competency, and special interview circumstances.


Learning objectives:

1. Define a TB interview
2. Formulate a TB interview strategy
3. Identify who requires a TB interview and for what reasons
4. Prioritize TB interviews based on various factors
5. Determine an infectious period for contact identification
6. Conduct a TB interview in a logical and productive manner
7. Conduct a re-interview asking the appropriate follow-up questions
8. Explain why patient education is important in the TB interview process
9. Define communication
10. Identify verbal and nonverbal patient cues and their meanings
11. Use closed, open-ended, and focused questions to gather descriptive, yet targeted information
12. Utilize the techniques of reflection, paraphrasing, and summarizing to affect the course of the interview
13. Address and overcome communication barriers
14. Select, and communicate through, an appropriate interpreter
15. Apply effective communication concepts to patient education
16. Describe the concepts of culture and cultural competency
17. Identify various factors that contribute to an individual's culture
18. Understand why cultural competency is essential in TB interviewing
19. Assess the communication process based on a patient's verbal and nonverbal cues
20. Limit the barriers of language, dialect, lifestyle, and belief differences during an interview
21. Describe how TB interviews may vary depending on the patient's life circumstances
22. Decide when to use, how to choose, and how to interview a proxy
23. Conduct a source case interview by selecting an appropriate interviewee and eliciting appropriate contact and exposure setting information
24. Conduct interviews in outbreak circumstances
25. Understand social network analysis and the role the interviewer plays

Note: May be too specific to TB

Introduction to Telephone Interviewing for DIS

Topic areas: Motivational interviewing skills

- Watch: <https://www.train.org/main/course/1090632> 
- Target audience: STD partner services providers
- Description: This module will introduce partner services providers (i.e., DIS) to the basic principles and best practices


for conducting telephone interviews. It covers professionalism, confidentiality and cultural competency. Learners also learn how to prepare for and conduct a telephone interview.

Learning objectives:

1. Demonstrate confidence when planning and conducting telephone interviews
2. Understand principles and best practices for conducting telephone interviews
3. Improve communication skills and maximize interviewing effectiveness

COVID-19 Public Health Strategy Basic Concepts – NDPHTN

Topic areas: Risk communication skills

- Register: <https://www.train.org/main/course/1090675/> 
- Target audience: Public health professionals
- Description: Provide a basic background to the COVID-19 pandemic and describe the important steps to flatten the curve of COVID-19. Also provides an overview of crisis communication strategies and coordinating crisis response.

Learning objectives:

1. Review coronavirus history
2. Review COVID-19 characteristics
3. Discuss 6 concepts to flatten the curve
4. Review the 10 social distancing recommendations
5. Review COVID-19 testing concepts
6. Discuss how cocooning protects high risk individuals
7. Discuss key concepts of crisis communications in pandemics

CERC Overview for COVID-19

Topic area: Risk communication skills

- Watch: https://emergency.cdc.gov/cerc/training/webinar_20200406.asp
- Target audience: Public health professionals
- Description: Provide an overview of crisis and emergency risk communication (CERC) principles and their application to COVID-19 messages.


Learning objectives:

1. Define the six crisis and emergency risk communication (CERC) principles.
2. Describe the lifecycle of CERC and how communication works at each phase of a crisis.
3. Describe how emergency risk communication is different from regular communication.
4. Describe the psychology of a crisis.
5. Describe the process for gathering audience feedback.
6. Describe how to tailor messages to target audiences.

7. Develop a crisis communication plan.
8. List best practices of a spokesperson.
9. Explain best practices for engaging stakeholders through communication during an emergency.

Communication Skills

Topic area: Risk communication skills

- Register: <https://www.train.org/main/course/1089357/> 
- Target audience: STD partner services providers
- Description: Provides learners with an understanding of the basic communication skills necessary for partner services providers, and to give them opportunities to practice those communication skills. This module also focuses on various problem solving techniques, and the importance of maintaining an assertive stance.

Learning objectives:

1. Describe factors associated with good communication
2. Identify barriers to communication
3. Define assertive, non-assertive, and aggressive communication and explain the distinctions between them

Note: May be too specific to STDs

Disaster Health Core Curriculum: Competency 4: Communication

Topic area: Risk communication skills


- Watch: https://emergency.cdc.gov/cerc/training/webinar_20200406.asp
- Target audience: Public health professionals
- Description: Provides relevant, actionable guidance on applied principles and practices of crisis risk communication in public health emergencies and disasters.

Learning objectives:

1. Explain the operational relevance of the following concepts in the context of public health crisis risk communication: risk perception, mental noise, trust determination, and negative dominance
2. Explain the relevance of cultural competency in the context of public health emergency risk communication
3. Identify strategies to communicate in a culturally competent fashion in public health emergencies and disaster events
4. Identify authoritative sources for information gathering in a public health crisis and disasters that can inform effective emergency risk communication during and after these events
5. Demonstrate the features and utility of a message map as a tool for public health emergency risk communication

Health Literacy for Public Health Professionals

Topic area: Cultural sensitivity




- Register: <https://www.train.org/main/course/1078759/> 
- Target audience: Public health professionals
- Description: The purpose of this web-based training program is to educate health professionals about public health literacy and their role in providing health information and services and promoting public health literacy. The course uses a 508-compliant template, knowledge checks, scenario-based interactions, video clips, and a post-test to engage learners. The course includes an evaluation, glossary, and resource list.

Learning objectives:

1. Define public health literacy
2. List factors that influence public health literacy
3. Identify who is affected by public health literacy
4. Identify consequences of limited public health literacy
5. Determine who the stakeholders in public health literacy are
6. Recognize the role of public health literacy in meeting core public health services
7. Apply lessons learned to improve public health literacy

COVID-19 Case and Contact Investigations Training for Tribes

Topic area: Cultural sensitivity


- Watch: <https://register.gotowebinar.com/recording/9127662154523742734> 
- View slides: <https://secureservercdn.net/50.62.172.232/tvl.3bf.myftpupload.com/wp-content/uploads/2020/03/Slides-Case-and-Contact-Investigations-Training-for-Tribes-03-27-2020.pdf>  [PDF – 38 pages] 
- Target audience: Native American tribes
- Description: This course provides information for Tribes to help them determine whether they will conduct case and contact investigations for COVID-19 or defer to Washington State. Additionally, the course provides training for tribal staff to conduct case and contact investigations.

Learning objectives:

1. Describe why case and contact investigation is important for Tribes
2. Discuss COVID-19 background
3. Identify investigation interview techniques
4. Discuss case investigation tools
5. Discuss public health recommendations for contacts
6. Discuss types of contact follow-up
7. Identify COVID case and contact investigation resources

Culturally Competent Public Health Practice for Deaf and Hard of Hearing Populations

Topic area: Adaptations for contacts with hearing impairments

- Register: <https://www.train.org/cdctrain/main/1087468/> 
- Target audience: Public health and healthcare professionals
- Description: This training will present tools and knowledge for working with the deaf and hard of hearing community, as well as common misconceptions about deaf culture and sub-cultures within the community.

Learning objectives:





1. Create awareness of deaf culture and sub-cultures within the deaf community
2. Discuss the benefits and importance of working with a sign interpreter
3. Identify gaps in health literacy among the deaf community
4. Formulate best methods for working with deaf and hard of hearing community

Other files and webpages

Topic area: Introduction to U.S. public health

- [The Public Health System & the 10 Essential Public Health Services](#)
 - Agency name: CDC

Topic area: Trace

- [Coronavirus – Known Contact to a Confirmed Case of Coronavirus Messaging Guide](#)  [DOC – 3 pages] 
- Agency name: Public Health Madison and Dade County
- [COVID-19 Contact Investigation Interim Script](#)  [PDF – 2 pages] 
- Agency name: Washington Department of Health Resource

Additional Contact Tracing Training

[Strategies to Reduce the Spread of COVID-19](#)

[Requirements for Protecting Health Information](#)

[Contact Tracing Protocol](#)

[Apply Contact Tracing to Realistic Scenarios](#)

[Identify Jurisdiction-Specific Contact Tracing Tools](#)

[Analyze Encounters for Quality Improvement](#)