

1. Clock-in for your day: Take care of anything left over from prior day
2. Check-in on the PPWF/Goodwill Check-in chat in Microsoft Teams
3. Attend the 8:30 Check-in meeting
4. Receive assigned cases in the Case Assignment Chat by case's CEDRS number
5. Identify cases on the New Triage List Case Investigation tab: Determine if they are designated for an interview or a text survey
6. Find case phone number and other pertinent information on the New Triage List Case tab
7. Call Case for an Interview: 3 call attempts over 2 days at different times of day
 - a. Leave a voicemail and a text message for case if they don't answer
 - b. Enter notes in the "Case Summary" cell for every call/text (see examples in PPWF performance standards doc)
 - c. If the case answers call and/or calls back, complete the interview utilizing Redcap for your script and question prompts
 - d. Important to gather the following info:
 - i. Email address
 - ii. Employment info
 - iii. Locations visited during infectious period
 - iv. Any affiliation with a school or a sports team
 - v. Close contacts name, Ph. #, last day of close contact
 - vi. Vaccination status
 - vii. Variant case or contact
 - e. Guide the individual on proper isolation guidance and quarantine guidance for their contacts
 - f. Submit the redcap and begin calling the contacts: 3 call attempts for each contact unless told otherwise
8. Call Contact for an Interview: 3 call attempts
 - a. Leave a voicemail and a text message for contact if they don't answer
 - b. Enter notes in the cell(s) next to the case's summary for every call
 - c. If the contact answers, complete the interview utilizing Redcap for your script and question prompts
 - d. If the contact is symptomatic, proceed with the interview as you would a case
 - e. If the contact is asymptomatic, can forego the questions on medical history and symptoms
 - f. Must guide the contact on the quarantine guidance options: For contacts of variant cases, strongly recommend the 14 day quarantine
 - g. Reminder: We will give the best quarantine recommendation but the school/employer can choose their option of the three to allow their students/employees to return to work or school
 - h. Cannot divulge the case's information unless the case gave permission to do so
 - i. Can state "you have been identified as a close contact of a confirmed positive case of COVID-19. "
 - ii. You will need to give the contact the date of exposure (if known) and may need to give the location of exposure

- iii. Must have a date to give quarantine guidance, but keep the case identity confidential
9. Call Case for a Text Survey: 1-2 call attempts
 - a. Leave a voicemail and text message if they don't answer
 - b. If you communicate with the case, verify case identify via DOB and/or address of residence
 - c. Once identity is verified can email or text them the self-survey giving them their CEDRS number as their one-time code
 - d. Explain to the case that it is imperative they communicate quarantine guidance to their own close contacts since we don't contact trace from the self-survey
 - e. Explain to the case that it is important that they are very detailed in their self-survey
 10. Case may be able to opt for either interview or self-survey: Variant cases and Suspect variant cases must be interviewed and their contacts must be traced
 11. This workflow is generally the same regardless of what prioritization Tier we are in

Next Steps:

- Do a test case Redcap (Label it Test):
<https://epcpublichealth.elpasoco.com/surveys/?s=4NN9FTFY7>
- Go into the PPWF Folder in One Drive: Open the schedule and schedule yourself for the next 2 weeks
- Read through the following documents:
 - PPWF Workforce Performance Standards 3.17.2021
 - Resources for Case Investigation: Online Resources and Community Resources
 - Letters and Email Templates (Isolation and Quarantine letters)
 - Check-list
 - Variant scripts and talking points
 - Quarantine guidance after vaccination
 - Self-survey instructions and templates folder
 - Elpasocountyhealth.org
- Have Lupe schedule you for a shadow call with one of our seasoned case investigators
- Take cases!
- Complete the end of day redcap: <https://epcpublichealth.elpasoco.com/surveys/?s=RJ4XRNA7YT>

Case Investigation/Contact Tracing Prioritization Schema

Tier 1: Full case interviews and contact tracing. Will send text surveys to cases that may be backlogged

- A. Prioritize variant/suspect variant cases for full interviews and contact tracing
- B. Non-variant cases may be sent self-surveys by text or email if there is a backlog of cases

- C. Forego contact tracing on non-variant cases and ask the case to distribute quarantine letters to their contacts (this may be fluid based on our case counts and staffing capacity)

Tier 2: Full case interviews. Contact tracing only household contacts and symptomatic contacts. Ask the case to distribute the quarantine letters to their other contacts.

Tier 3: Full case interviews on a cap of 80-120 cases (depending on staffing) that are randomly selected. Self-surveys sent to the remainder of the cases after verifying identify over phone or text. Cases with a report date within the past 5 days and a test collection date within the past 7 days will be prioritized. Cases older than those dates may be dismissed.

Tier 4: Automated texting via Twilio and Redcap with self-surveys being distributed automatically after electronic verification of identity. Cases with a report date within the past 5 days and a test collection date within the past 7 days will be prioritized. Cases older than those dates will be dismissed.