

Purpose	The NYC Test and Trace Corps is a city-wide effort to suppress and contain the spread of COVID-19 by testing, tracing, and taking care of New Yorkers.
Scope	New York City, NY
Process	<p>Test</p> <ul style="list-style-type: none"> <li>• Increased COVID-19 testing will be made available to New Yorkers with a goal of testing 50,000 New Yorkers per day by August 2020, and increasing beyond that number if needed.</li> <li>• This goal will be achieved through three primary strategies:             <ul style="list-style-type: none"> <li>○ Leveraging existing infrastructure at NYC Health + Hospitals including NYC Health + Hospitals/Gotham Health</li> <li>○ Building new NYC Health + Hospitals “pop-up” testing locations throughout the City to ensure geographic reach</li> <li>○ Establishing partnerships with healthcare and community organizations to provide testing</li> </ul> </li> </ul> <p>Trace</p> <ul style="list-style-type: none"> <li>• A multipronged contact tracing approach will allow for prompt identification, notification, and monitoring of people with COVID-19 or people who have COVID-19 symptoms, and ensure that cases and contacts who are voluntarily isolating or quarantining have access to and are connected to healthcare and wraparound services to protect the health of fellow New Yorkers using the following methods:             <ul style="list-style-type: none"> <li>○ Case investigations and contact elicitation, with contemporaneous needs assessment (e.g., transportation, hoteling, telemedicine, legal assistance) for household and other close contacts, by staff skilled in contact tracing.</li> <li>○ A high-volume call center to conduct contact notification, education and service referral for non-household/outside contacts through a combination of skilled staff and digital solutions, conduct daily active monitoring for individuals under</li> </ul> </li> </ul>

quarantine or isolation, and provide wrap-around services to cases and contacts.

- Contact tracing, interviews and support for high-risk populations, such as those in congregate settings.
- Contact tracing incorporates 10 specific job categories:
  - Case Investigator
  - Case Investigator Supervisor
  - Monitor
  - Monitor Supervisor
  - Community Engagement Specialist
  - Community Engagement Specialist Supervisor
  - Information Gatherer
  - Information Gatherer Supervisor
  - Public Health Specialist

Take Care

- Confirmed COVID-19 case-patients will continue to be instructed to isolate at home as long as their illness does not worsen. If an individual cannot safely self-isolate at home, alternate housing will be provided (e.g. medical hotels). Complete wrap-around services will also be provided to case-patients for the duration of their isolation.
- All close contacts of cases will be contacted within 24 hours of being identified to be given instructions on voluntary home-quarantine for the duration of their incubation period (a minimum of 14 days from last close contact with the case-patient while the case-patient was still infectious). If a contact cannot be quarantined in their home, or do not have a residence in New York City or the metropolitan area, housing will be provided for the duration of their incubation period. Complete wrap-around services will be provided to close contacts for the duration of their quarantine. Close contacts will be required to check-in regularly for the duration of their quarantine period.

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Effective Date: May 2020

Page 3 of 5

Training	<p>Trace Training will be delivered online through a mix of online modules and in-person sessions:</p> <ul style="list-style-type: none"><li>• COVID-19 Contact Tracing via Johns Hopkins University</li><li>• General Onboarding</li><li>• Welcome and NYC Overview of COVID-19</li><li>• Trace Overview and Workflow</li><li>• Job-Specific Duties</li><li>• Cultural Humility Training</li><li>• Twilio (Phone System)</li><li>• Language Line Translations Services</li><li>• Salesforce, Roleplay, and Review of Resources</li></ul>

Prepared by: \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

Approved by: \_\_\_\_\_ Title \_\_\_\_\_ Date \_\_\_\_\_

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Page 4 of 5