

# Training and Workforce Development for COVID-19 Case Investigation and Contact Tracing

## Background

Case investigation and contact tracing are key strategies to prevent further spread of COVID-19. Successful case investigation and contact tracing for COVID-19 depends on a well-trained workforce with strong interpersonal skills to help build and maintain trust with people diagnosed with or exposed to COVID-19. CDC has partnered in the development of a national training program to ensure standardization of skills and enhance the continuity of practice and proficiency of the COVID-19 case investigation and contact tracing workforce. The program provides training and ongoing workforce development opportunities for new and established case investigators, contact tracers, and their managers.

## Who is Eligible for Training?

Anyone conducting or managing case investigation or contact tracing for COVID-19 in a variety of settings (for example, health departments, tribal communities, schools, universities, other employer-based programs, community-based organizations, call-centers and other case investigation and contact tracing contractors), whether on a full-time, part-time, paid, or volunteer basis.

## What Training is Offered?



### **Making Contact, A Training for COVID-19 Case Investigators and Contact Tracers,**

an on-demand, online knowledge-based training provided by the Association of State and Territorial Health Officers (ASTHO), in partnership with the National Coalition of STD Directors (NCSD).

- This introductory training includes interactive components and recorded videos of sample interviews with cases and contacts, in an asynchronous format.
- To access the free knowledge-based training from ASTHO, please visit <https://learn.astho.org/products/making-contact-a-training-for-covid-19-case-investigators-and-contact-tracers>.



### **National COVID-19 Virtual Skills-Based Training for Case Investigation & Contact Tracing,**

two separate virtual instructor-led skills-based development courses, provided by the National Network of Disease Intervention Training Centers (NNDITC).

- These more advanced trainings provide an opportunity to practice case scenarios and build skills with a live instructor, to better support dynamic dialogue. These skills will help investigators better navigate encounters with people diagnosed with or exposed to COVID-19 and improve effectiveness of case investigation and contact tracing. Skills-based virtual classroom training is an important step for people new to case investigation and contact tracing to synthesize their knowledge base and can also support enhanced skill development for more experienced investigators and tracers.
- To access the free skills-based training courses from NNDITC, please visit [https://www.nnditc.org/upcoming\\_classes.html](https://www.nnditc.org/upcoming_classes.html).
- Although not required, participants are encouraged to complete the [ASTHO](#) training or the [Johns Hopkins](#) online, knowledge-based course prior to taking this skills-based course.



### **COVID-19 Best Practices for Team Leads,**

virtual, instructor-led course provided by the National Network of Disease Intervention Training Centers (NNDITC).

- This training is for public health leaders who manage case investigators and contact tracers supporting COVID-19 programs.
- Participants will learn about the 10 essential public health services and how these are integrated into COVID-19 team lead responsibilities. Skills-based activities support competent and sustainable COVID-19 services that address the diverse needs of jurisdictions. Course completion enhances the comprehensive leadership skills of managers working with case investigators and contact tracers.
- To access the free skills-based training courses from NNDITC, please visit [https://www.nnditc.org/upcoming\\_classes.html](https://www.nnditc.org/upcoming_classes.html).

## Additional COVID-19 Contact Tracing Training and Resources:

<https://www.cdc.gov/coronavirus/2019-ncov/php/contact-tracing/index.html>

