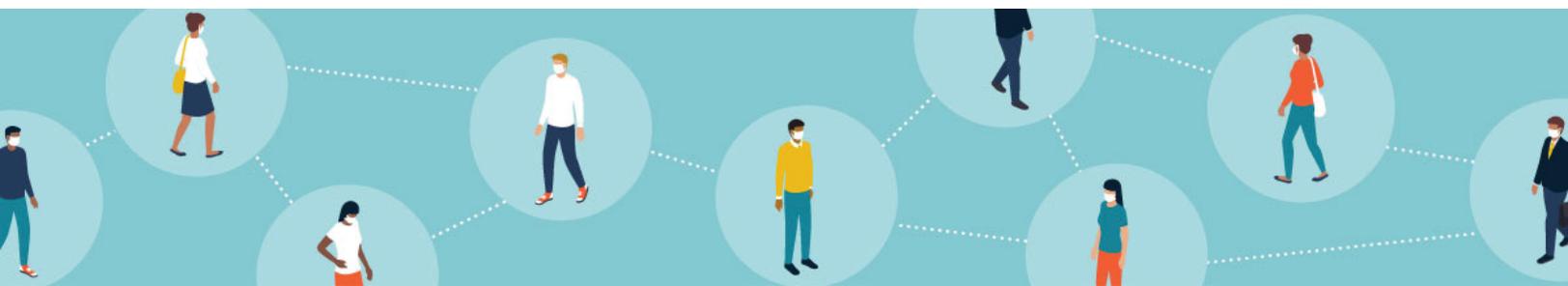


# Training and Workforce Development for COVID-19

## 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 adept interpersonal skills, including reflective listening, open ended questions, and cultural sensitivity to help build and maintain trust with persons 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 (e.g. 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 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 (NCSO).

- 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-contact-tracers>



### **COVID-19 Case Investigation and COVID-19 Contact Tracing,**

two separate virtual instructor-led skill-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 persons 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)
- Note: The [ASTHO knowledge-based training](#) is a pre-requisite for the skills development coursework. Completion of [COVID-19 Contact Tracing: A Course from Johns Hopkins](#) is also an acceptable alternative for the pre-requisite requirements.

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

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

